

2014 City of Springfield Community Survey

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Draft Report

Submitted to the City of Springfield, MO by:

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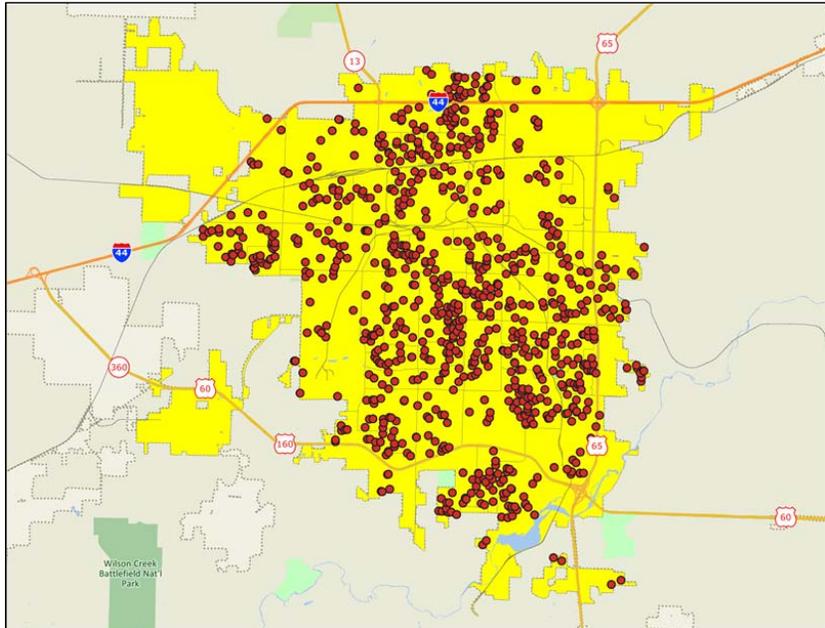
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2014 City of Springfield Executive Summary Report

Overview and Methodology

During the spring of 2014, ETC Institute administered a community survey for the City of Springfield. The purpose of the survey was to assess satisfaction with the delivery of major city services and to help determine priorities for the community as part of the City's ongoing planning process. This was the third citizen survey the City has administered; the first survey was administered in 2008.

Methodology. A seven-page survey was administered by mail and phone to a random sample of residents living in the City of Springfield. Of the households that were contacted, a total of 932 households completed the survey. The results for the random sample of 932 households have a 95% level of confidence with a precision of at least +/- 3.2%. In order to better understand how well services are being delivered by the City, ETC Institute geocoded the home address of respondents to the survey. The map on the right shows the physical distribution of respondents to the resident survey based on the location of their home.



The percentage of “don’t know” responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons between city services. However, 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 summary report contains:

- a summary of the methodology for administering the survey and major findings
- charts showing the overall results for most questions on the survey
- importance-satisfaction analysis
- tabular data that show the results for each question on the survey
- a copy of the survey instrument
- GIS maps that show the results of selected questions on maps of the city (Appendix A)
- Open-ended comments to survey questions 26 and 27 (Appendix B)

PERCEPTIONS OF THE CITY

The overall perceptions of the City that had the most positive ratings, based upon the combined percentage of “very good” and “good” responses among residents, who had an opinion, were: the overall quality of life in Springfield (77%), the City of Springfield as a place to raise children (75%), and ratings of neighborhoods as a place to live (74%). Residents were least satisfied with how well the city is planning for growth (45%).

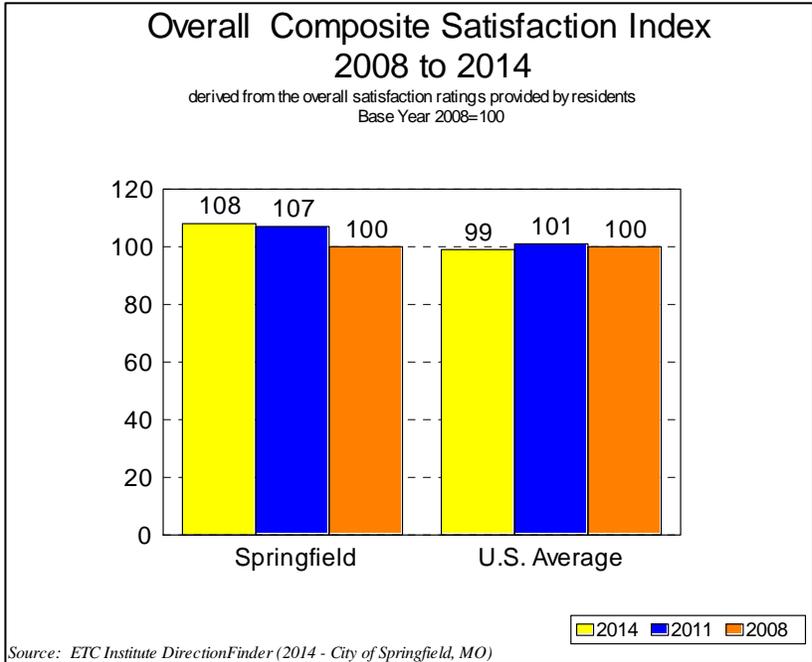
The perception item that showed a significant increase in positive ratings from 2011 was the City of Springfield as a place to work (+5%).

OVERALL SATISFACTION WITH MAJOR CITY SERVICES

The overall city services with the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were: the overall quality of fire protection (86%) and the overall quality of police protection (67%). Residents were least satisfied with the overall flow of traffic in the city (33%).

Satisfaction increased in seven of the twelve major categories of City services that were rated from 2011. The major categories of City services that showed statistically significant increases in satisfaction were: effectiveness of city communication with the public (+4%), quality of the city’s stormwater management system (+5%), and location of the city’s drop-off recycling sites (+4%). There were statistically significant decreases in satisfaction with two categories: maintenance of city streets and infrastructure (-5%) and overall enforcement of city codes and ordinances (-4%).

Composite Customer Satisfaction Index. To objectively assess the overall change in satisfaction with city services since 2011, ETC Institute developed a Composite Customer Satisfaction Index for the City. The Composite Customer Satisfaction Index is derived from the mean rating of the ten major categories of City services that were asked in 2008, 2011 and 2014. The index is calculated by dividing the mean ratings from 2011 and 2014 by the mean rating from 2008 (base year), and then multiplying the result by 100. The chart on the right shows the Composite Customer Satisfaction Index from 2008 to 2014 for the City of Springfield and for all U.S. cities. The Composite Customer Satisfaction Index for all U.S. cities decreased by 2 points from 2011 to 2014. In comparison, the Composite Customer Satisfaction Index for the City of Springfield increased 1 point from 2011.



OVERALL PRIORITIES

The three major categories of City services that residents thought were the most important for the City to emphasize over the next two years were: (1) the maintenance of city streets and infrastructure, (2) the flow of traffic in the city and (3) the quality of police protection. These were the same top three priorities identified in 2011 and 2008.

SATISFACTION WITH SPECIFIC CITY SERVICES

Public Safety

The highest levels of satisfaction with public safety services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were: how quickly fire personnel respond to emergencies (80%), emergency 911 services (76%) and quality of fire prevention education (65%).

Satisfaction with public safety services increased in one of the five of the categories rated in 2011 and 2014: how quickly fire personnel respond to emergencies. The public safety service that showed a statistically significant decrease in satisfaction from 2011 was city efforts to prevent crime (-5%).

Maintenance

The highest levels of satisfaction with maintenance services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were: the maintenance of City-owned buildings (76%), the maintenance of street signs and traffic signals (69%) and the cleanliness of City streets and public areas (60%). Residents were least satisfied with the sharing of information about the maintenance of city-owned buildings (35%).

Satisfaction with City maintenance services showed no increases in satisfaction from 2011. The maintenance services that showed statistically significant decreases in satisfaction from 2011 were: maintenance of major city streets (-5%), maintenance of neighborhood streets (-5%) and cleanliness of city streets and public areas (-6%).

Parks and Recreation

The highest levels of satisfaction with parks and recreation, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were: the maintenance of city parks (82%), the location of city parks (81%) and the cleanliness of City parks (80%). Residents were least satisfied with the sharing of Parks and Recreation information with the community (51%).

Satisfaction with parks and recreation services increased in five of the nine categories rated from 2011; none of these increases were statistically significant. There were no statistically significant decreases in satisfaction with Parks and Recreation services from 2011.

Communication

The highest levels of satisfaction with City communication, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were: the City efforts to keep residents informed on local issues (46%), the types of information available on the City’s web site (45%) and the availability of information about City programs/services (44%),

There were increases in satisfaction in three of the seven communication services from 2011. The communication service that showed a statistically significant increase in satisfaction was the city’s efforts to keep residents informed on local issues (+4%). There were no statistically significant decreases in satisfaction with communication services from 2011.

Customer Service

The highest levels of satisfaction with customer service, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were: the courtesy of employees (71%), how easy city employees were to contact (66%) and the accuracy of the information and assistance given (62%).

There were increases in satisfaction in two of the five customer service items from 2011; none of these increases were statistically significant. There were no statistically significant decreases in satisfaction in any of the customer service items from 2011.

Communitywide Issues/Services

The highest levels of satisfaction with communitywide issues/services, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents, who had an opinion, were: the quality of early childhood development programs (51%) and the way the City works with other jurisdictions (49%). Residents were least satisfied with community efforts to support diversity (41%).

Satisfaction with communitywide issues and services increased in one of five categories from 2011: level of civic engagement in decision-making. There were no statistically significant decreases in satisfaction from 2011.

OTHER MAJOR FINDINGS

- **Perceptions of Problems in Neighborhoods.** The items that residents felt were the biggest problems in their neighborhood, based upon the combined percent of residents who felt the issue was a “major” or “minor problem,” were: speeding (66%), stealing/theft (64%), unmowed, weedy lots/yards (46%), homes/buildings in disrepair (46%), and drugs (45%). The two neighborhood issues that residents felt should be the top priorities for improvement were: (1) speeding and (2) stealing/theft.

The issues that showed significant increases from 2011 in the percentage of residents who felt the item was a “major” or “minor problem” were: drugs (+6%), speeding (+7%), and stealing/theft (+15%). Two issues that showed significant decreases in the percentage of residents who felt the item was a “major” or “minor problem” were: traffic congestion (-4%) and abandoned vehicles (-4%).

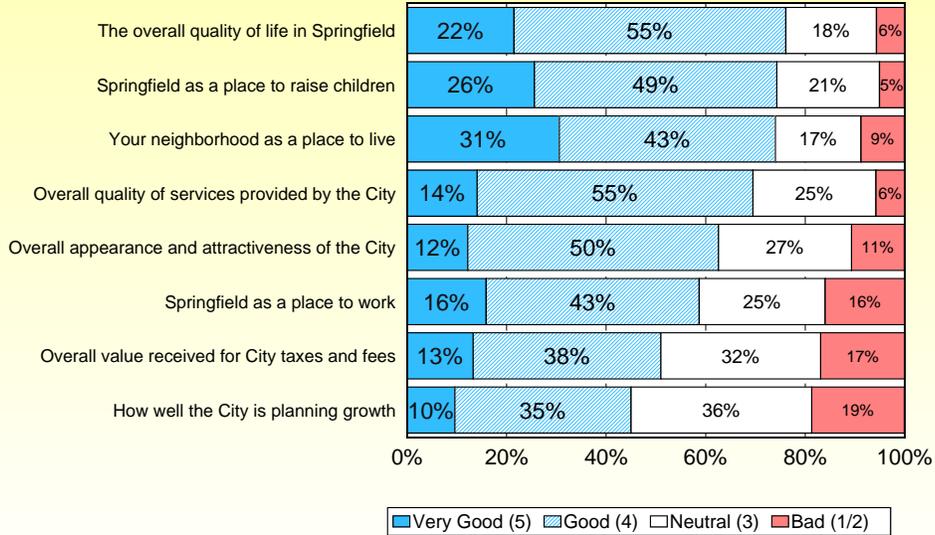
- **Sources Where Residents Get City Information.** The number one source where residents get information about city government is the local television news. Other ways residents get city information include: radio, the daily newspaper and public signs.
- **Community Issues.** Residents were asked how important they thought various issues were facing the community. The items that residents felt were most important, based upon the combined percentage of “extremely important”, “very important” and “important” responses, were: job creation/retention (97%), public safety improvements (95%), affordable housing (95%), neighborhood upkeep and maintenance (94%), and transportation improvements (94%). The community issues that residents felt should receive the most emphasis over the next two years were: (1) job creation/retention and (2) affordable housing.

- **Recycling Issues.** Residents were asked to indicate their level of support for various actions that the City could take to increase the level of recycling in the community. The results showed that 79% of residents, who had an opinion, were “very supportive” or “supportive” of building more recycling drop off services; 77% of residents were “very supportive” or “supportive” of increasing recycling education/information services.

Section 1:
Charts and Graphs

Q1. Perception of the City of Springfield

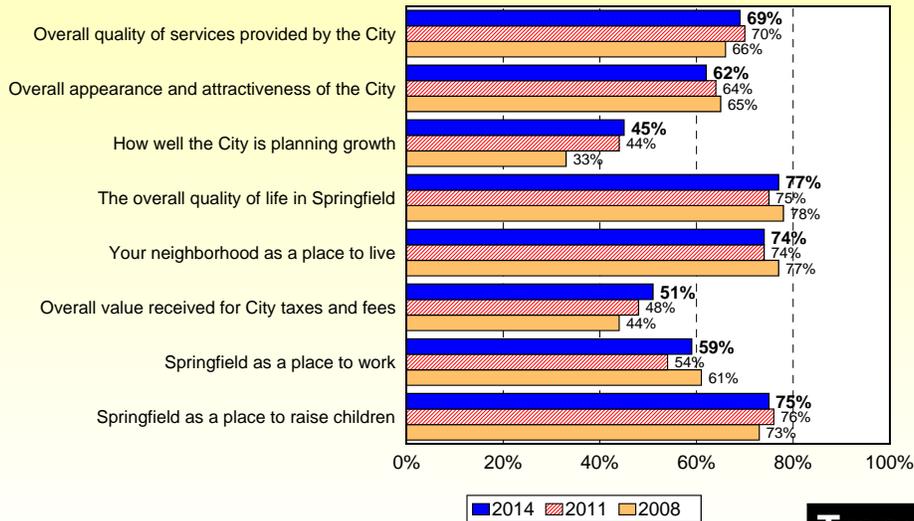
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2014 - City of Springfield, MO)

Perception of the City of Springfield 2008, 2011 and 2014

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

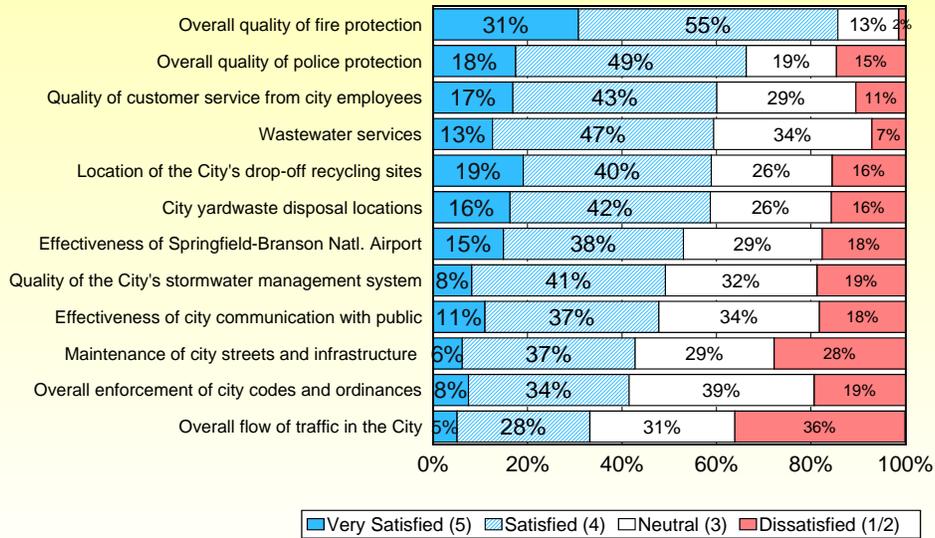


Source: ETC Institute DirectionFinder (2014 - City of Springfield, MO)

Trends

Q2. Satisfaction with City Services

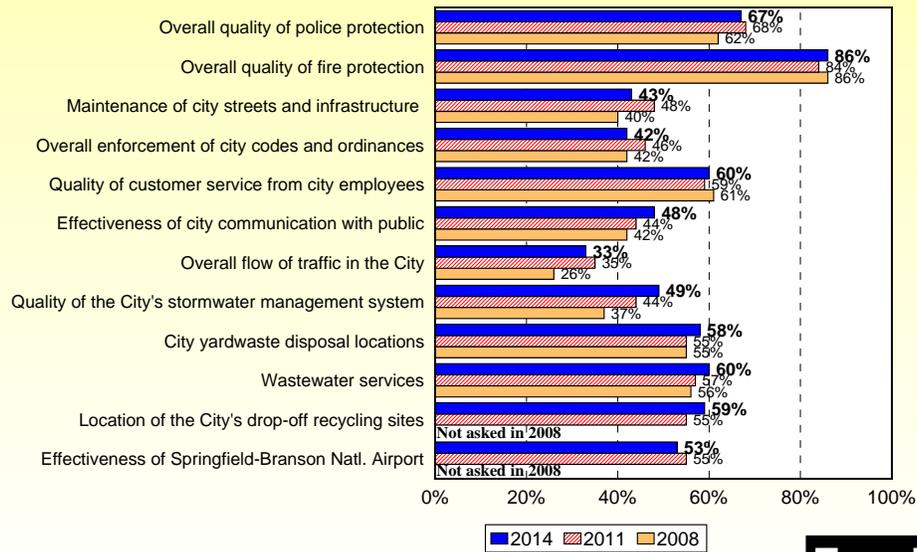
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2014 - City of Springfield, MO)

Satisfaction with City Services 2008, 2011 and 2014

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

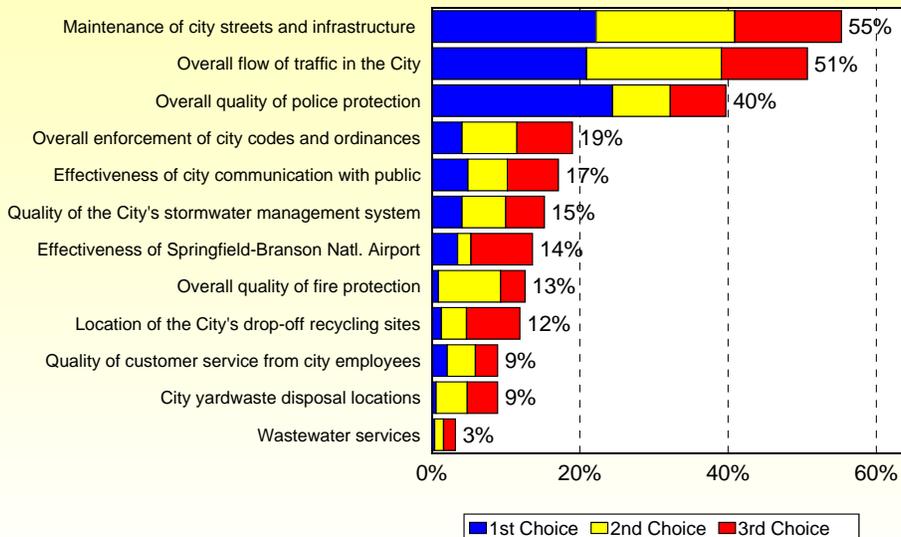


Source: ETC Institute DirectionFinder (2014 - City of Springfield, MO)

Trends

Q3. City Services That Should Receive the Most Emphasis Over the Next 2 Years

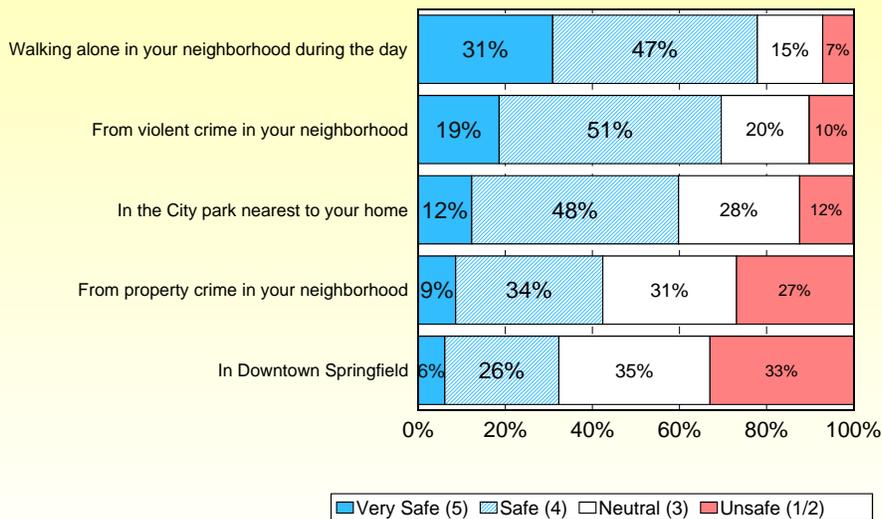
by percentage of respondents who selected the item as one of their top three choices



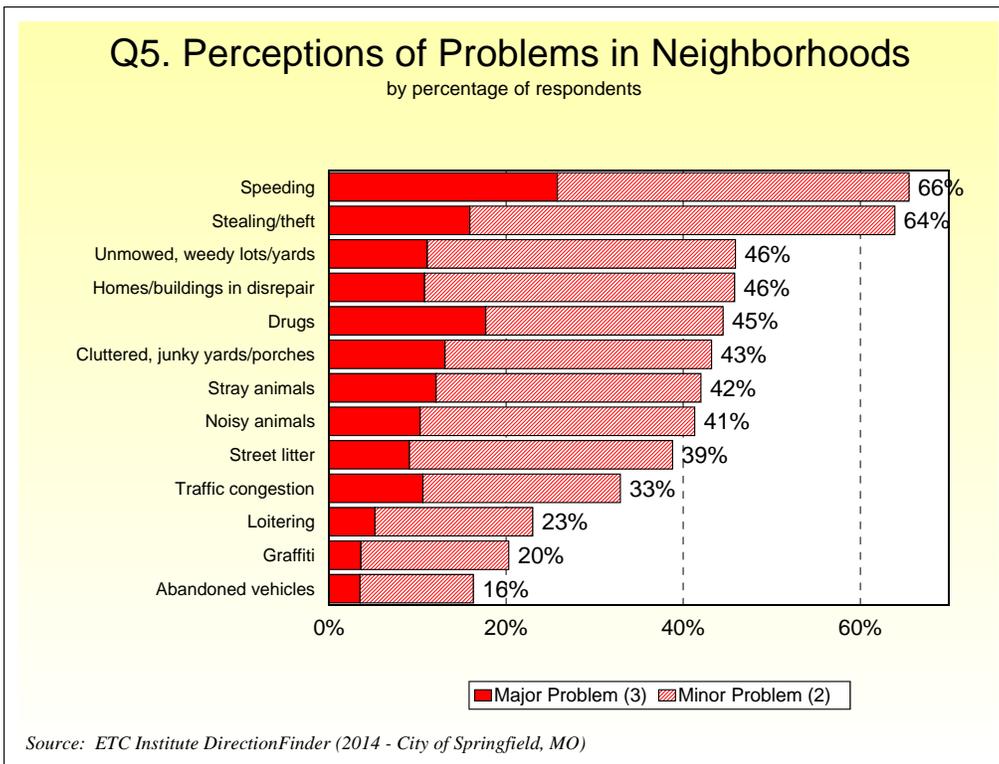
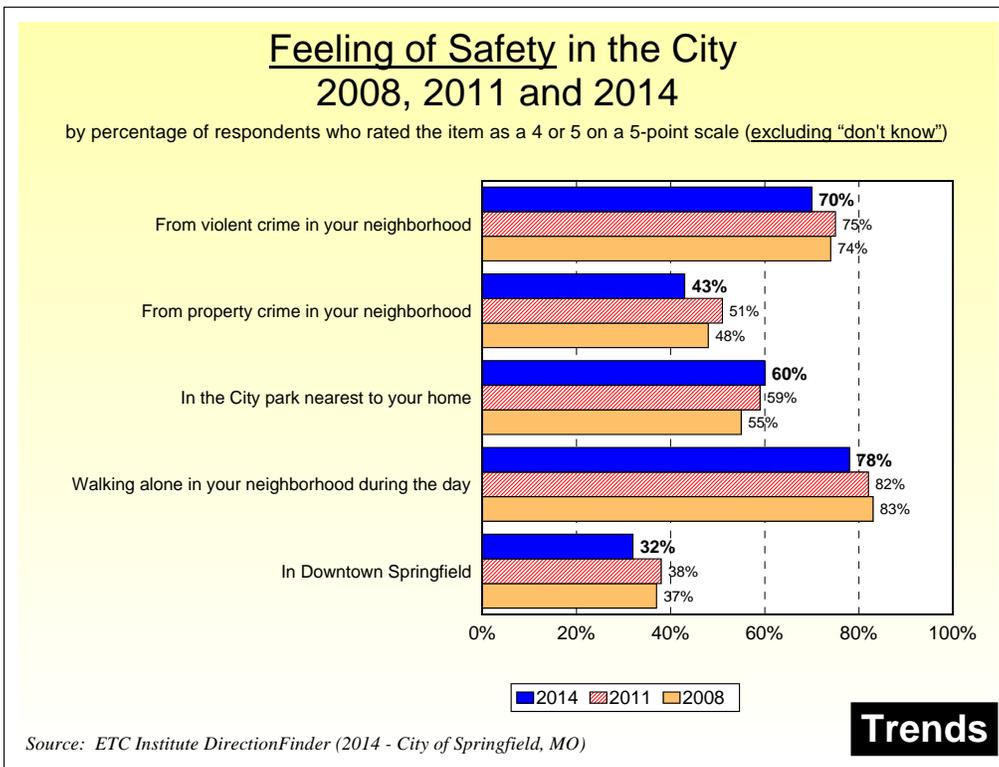
Source: ETC Institute DirectionFinder (2014 - City of Springfield, MO)

Q4. Feeling of Safety in the City

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

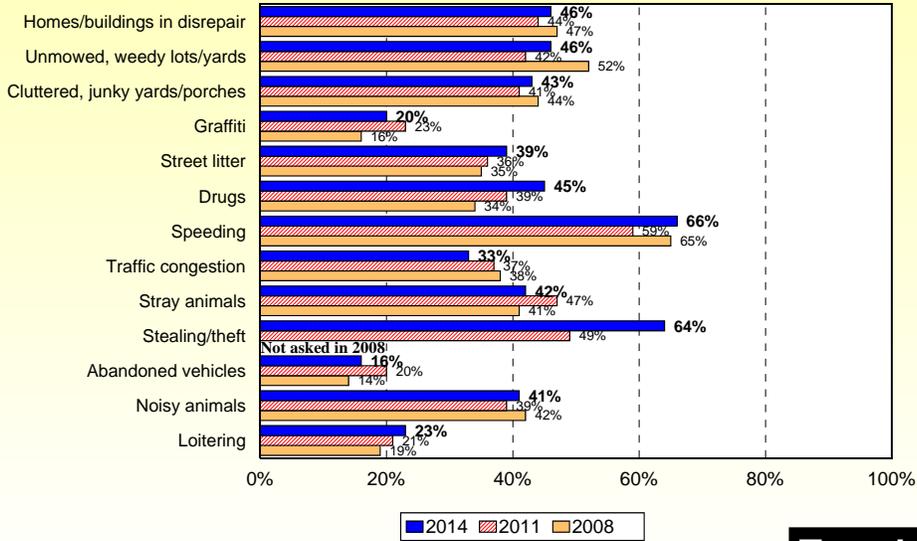


Source: ETC Institute DirectionFinder (2014 - City of Springfield, MO)



Perceptions of Problems in Neighborhoods 2008, 2011 and 2014

by percentage of respondents who rated the item as a major or minor problem (excluding "don't know")

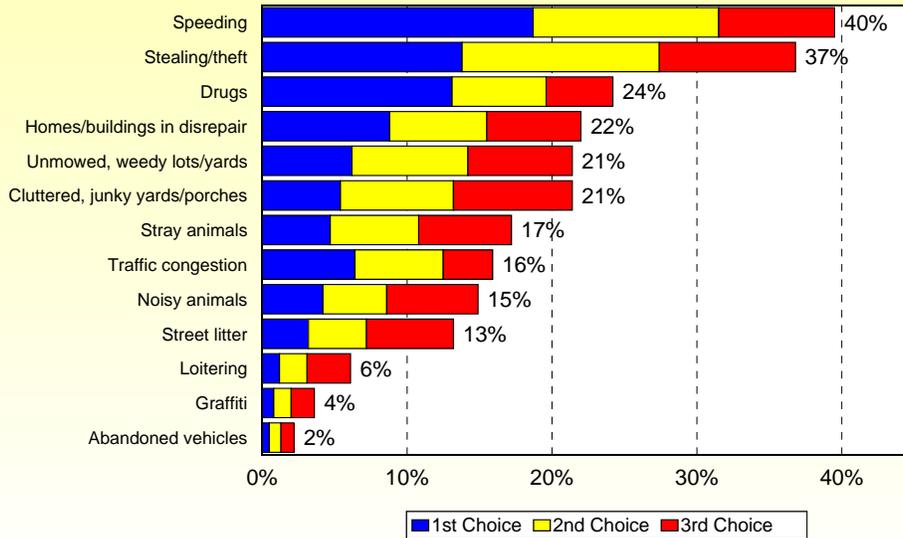


Source: ETC Institute DirectionFinder (2014 - City of Springfield, MO)

Trends

Q6. Neighborhood Issues That Should be the Top Priorities for Improvement in Neighborhoods

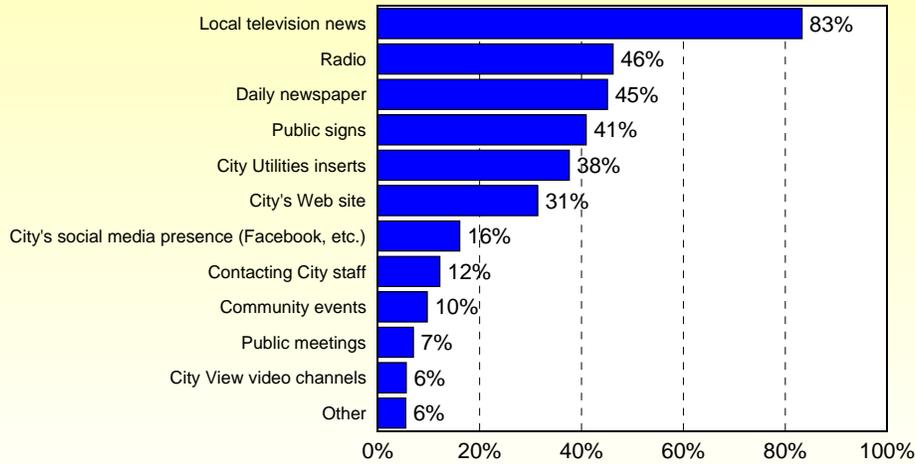
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2014 - City of Springfield, MO)

Q7. Primary Sources Residents Use to Get Information About City Government

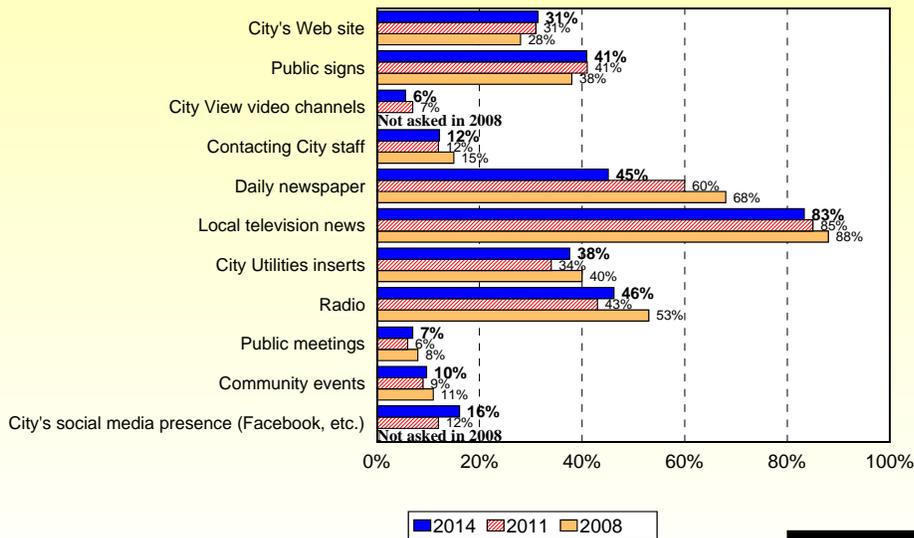
by percentage of respondents (multiple selections could be made)



Source: ETC Institute DirectionFinder (2014 - City of Springfield, MO)

Primary Sources Residents Use to Get Information About City Government - 2008, 2011 and 2014

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

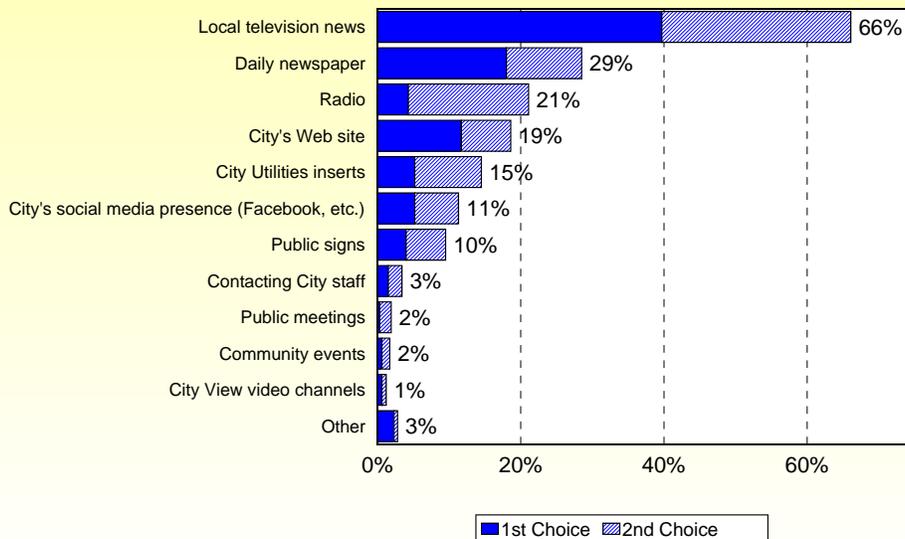


Source: ETC Institute DirectionFinder (2014 - City of Springfield, MO)

Trends

Q8. Sources Residents Would Prefer to Use to Receive Information About City Government

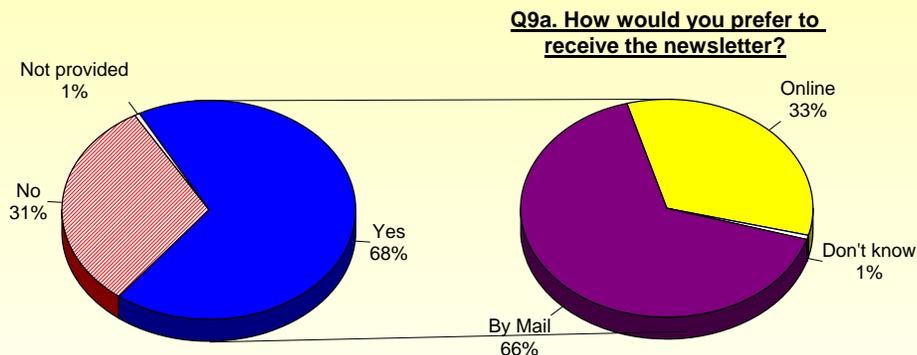
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute DirectionFinder (2014 - City of Springfield, MO)

Q9. Would you be interested in reading a semi-regular newsletter from the City?

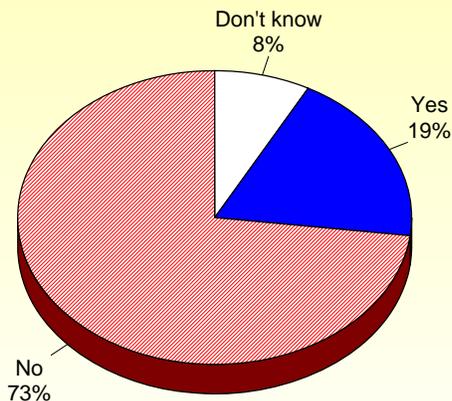
by percentage of respondents



Source: ETC Institute DirectionFinder (2014 - City of Springfield, MO)

Q10. Would you be interested in receiving information from the City via SmartPhone app?

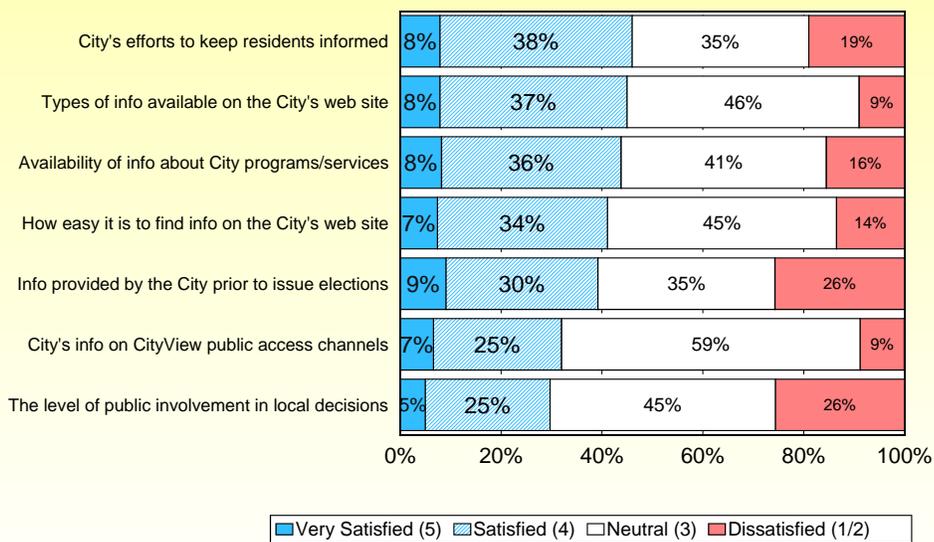
by percentage of respondents



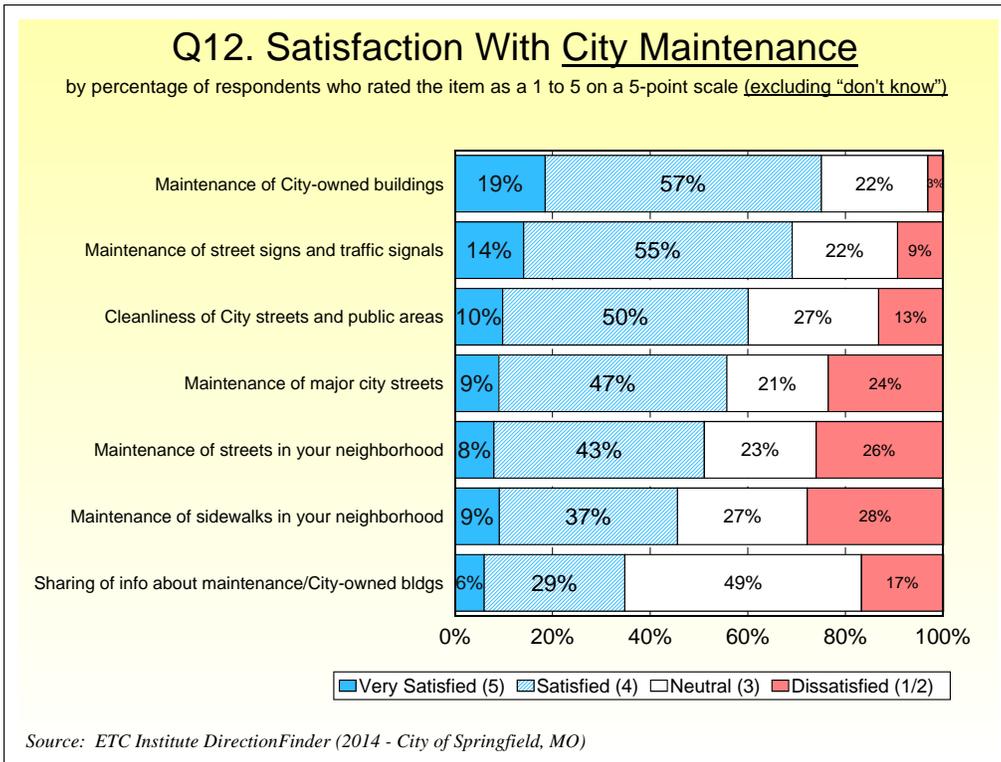
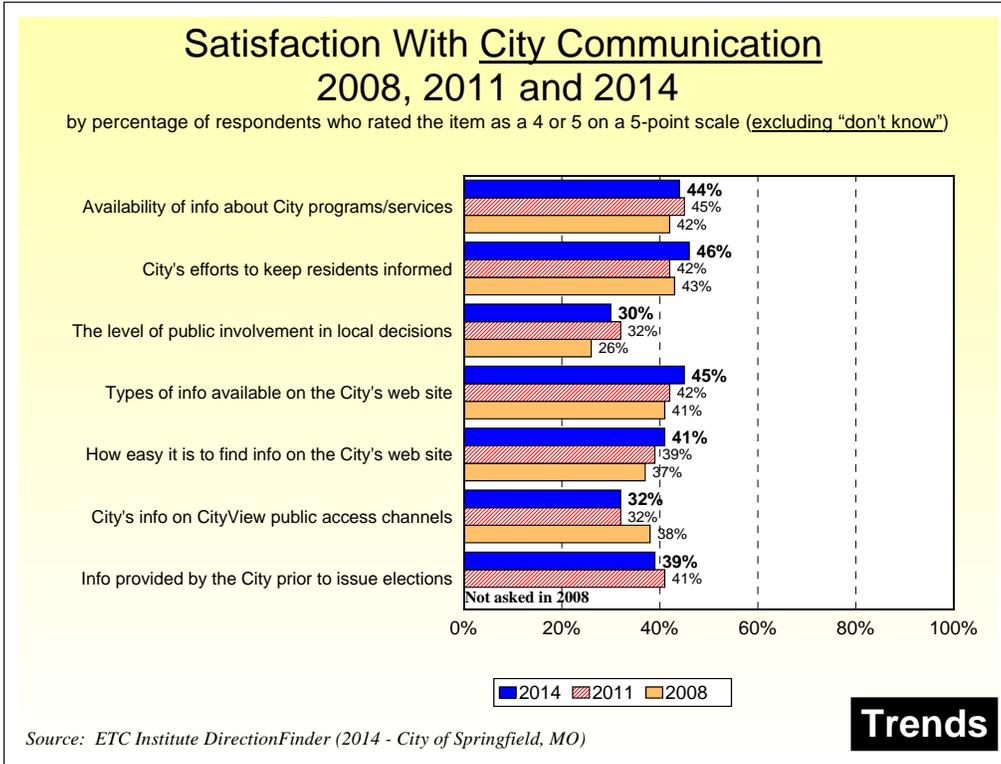
Source: ETC Institute DirectionFinder (2014 - City of Springfield, MO)

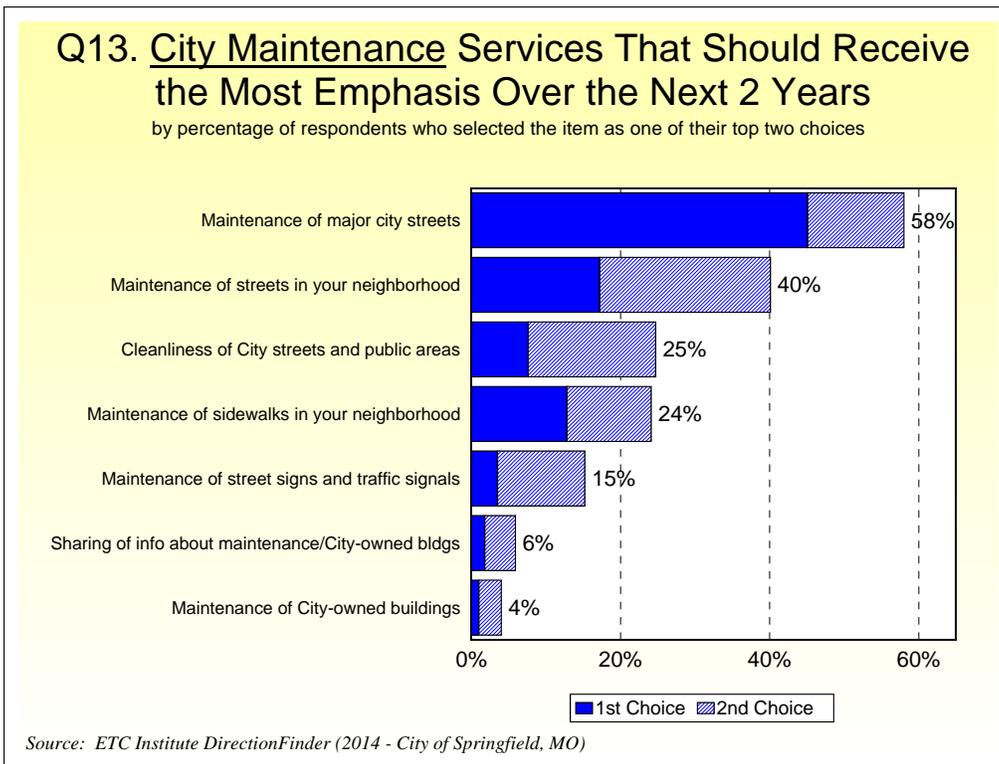
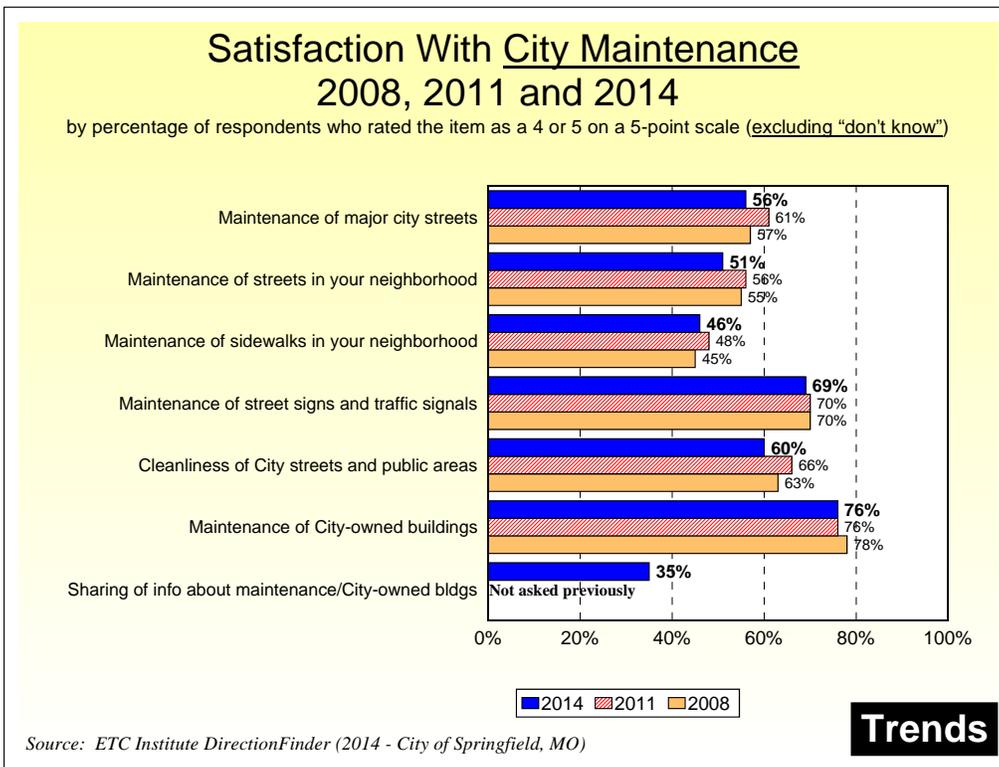
Q11. Satisfaction With City Communication

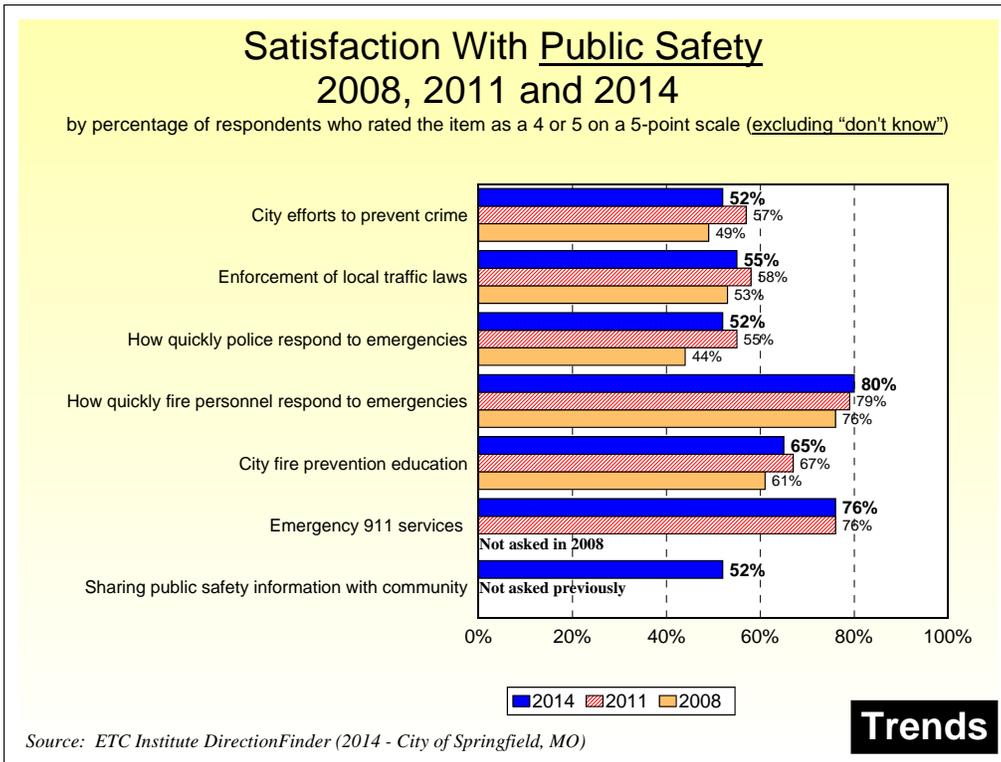
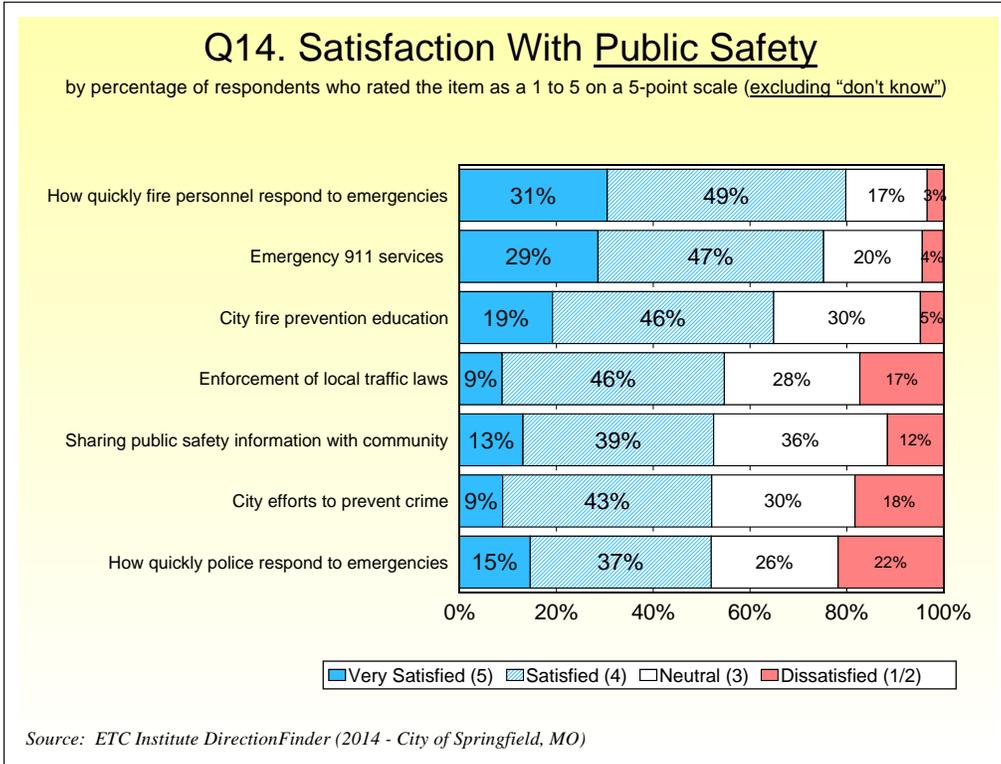
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2014 - City of Springfield, MO)

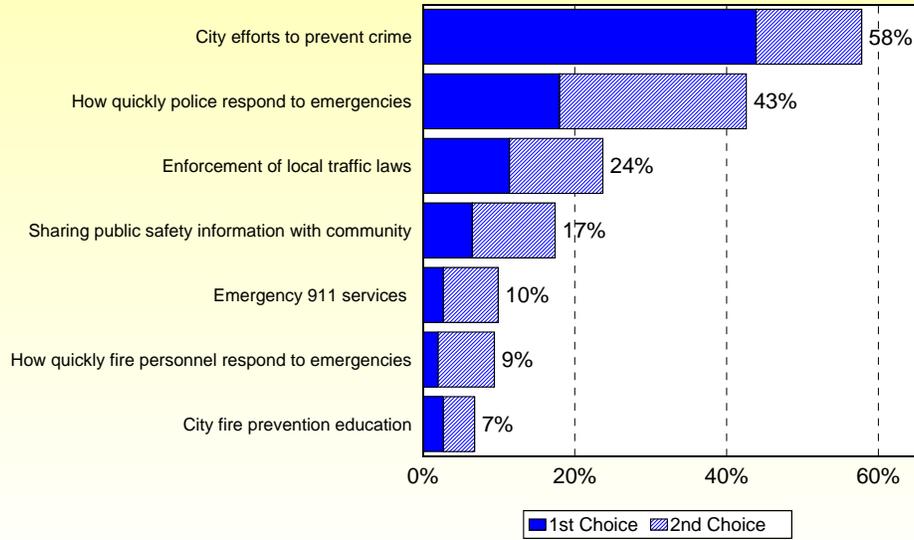






Q15. Public Safety Issues That Should Receive the Most Emphasis Over the Next 2 Years

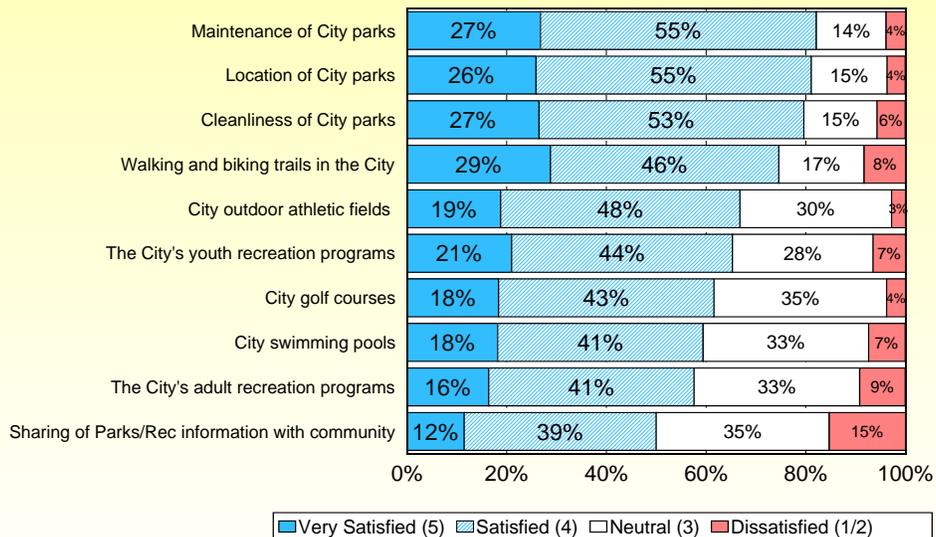
by percentage of respondents who selected the item as one of their top two choices



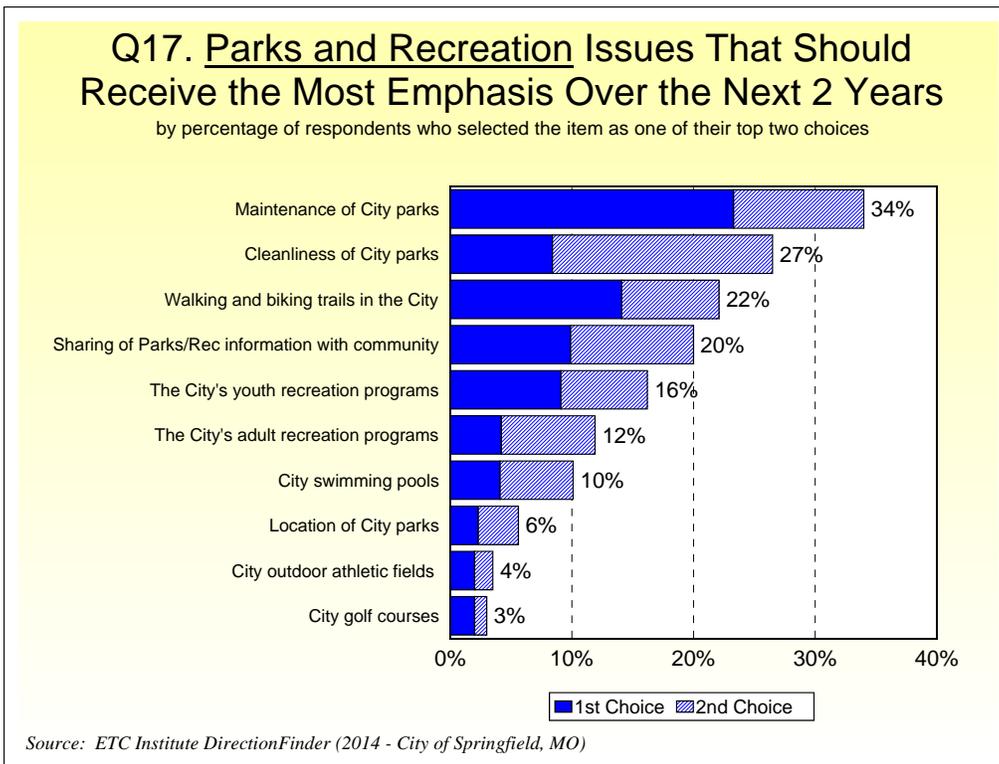
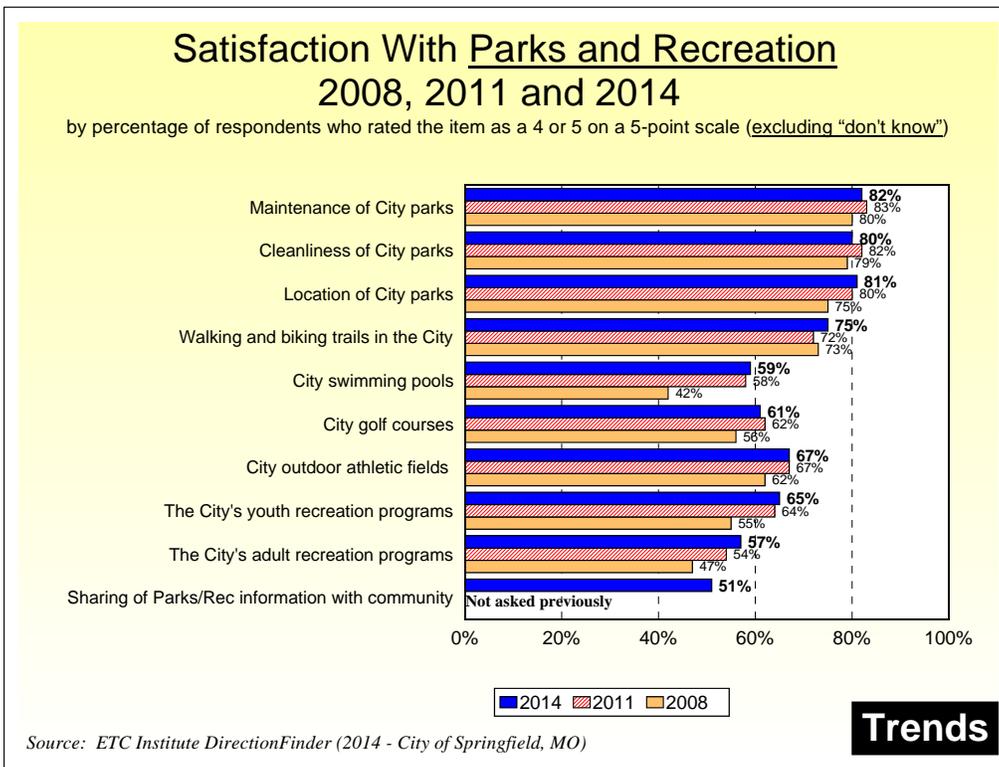
Source: ETC Institute DirectionFinder (2014 - City of Springfield, MO)

Q16. Satisfaction With Parks and Recreation

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

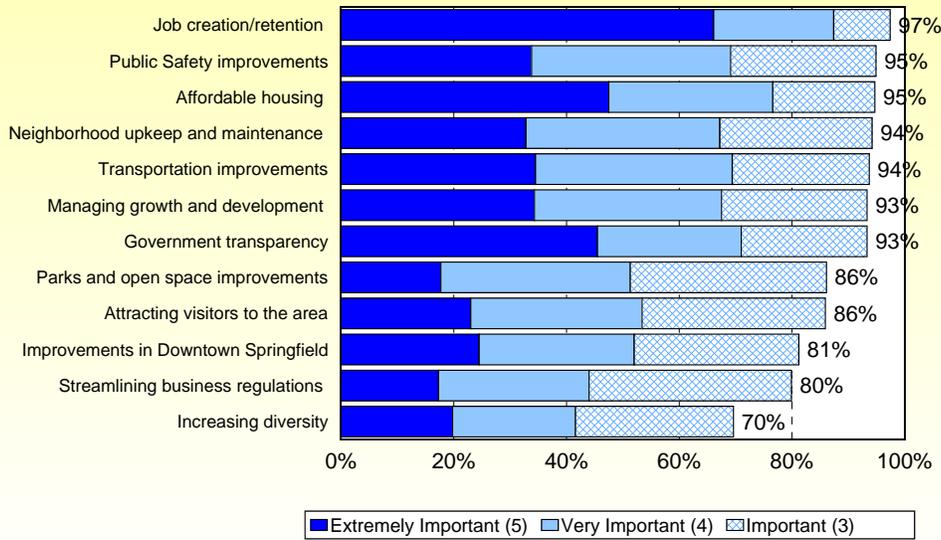


Source: ETC Institute DirectionFinder (2014 - City of Springfield, MO)



Q18. Level of Importance Residents Place on Various Community Issues

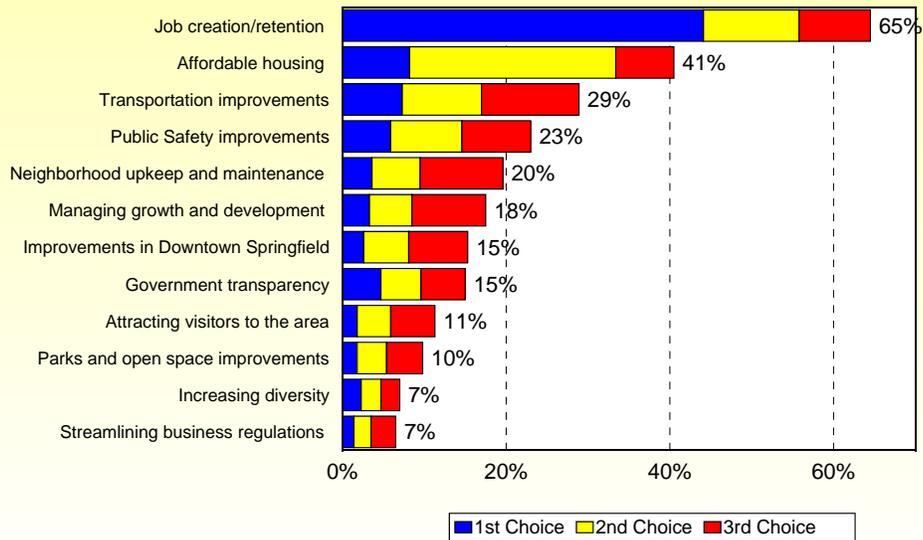
by percentage of respondents who rated the item as a 3 to 5 on a 5-point scale



Source: ETC Institute DirectionFinder (2014 - City of Springfield, MO)

Q19. Community Issues That Should Receive the Most Emphasis Over the Next 2 Years

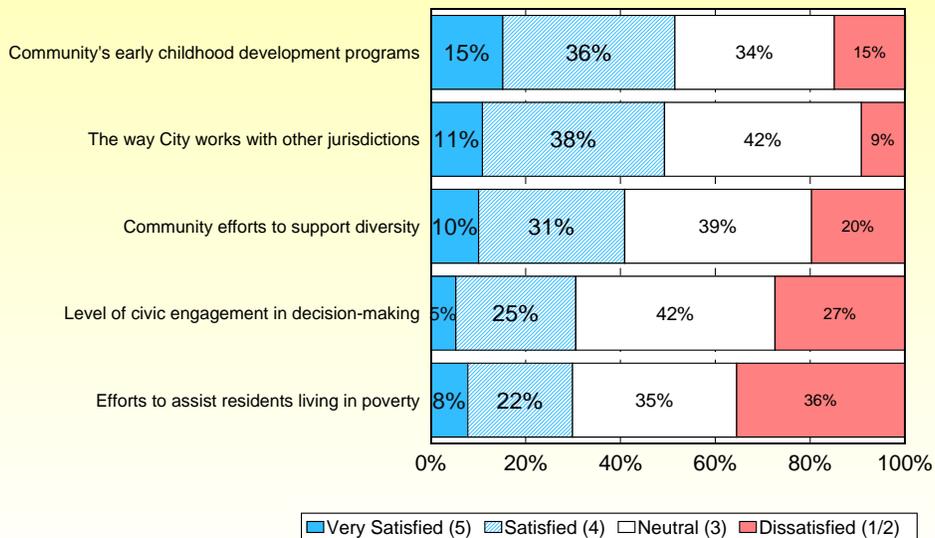
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2014 - City of Springfield, MO)

Q20. Satisfaction With Communitywide Issues/Services

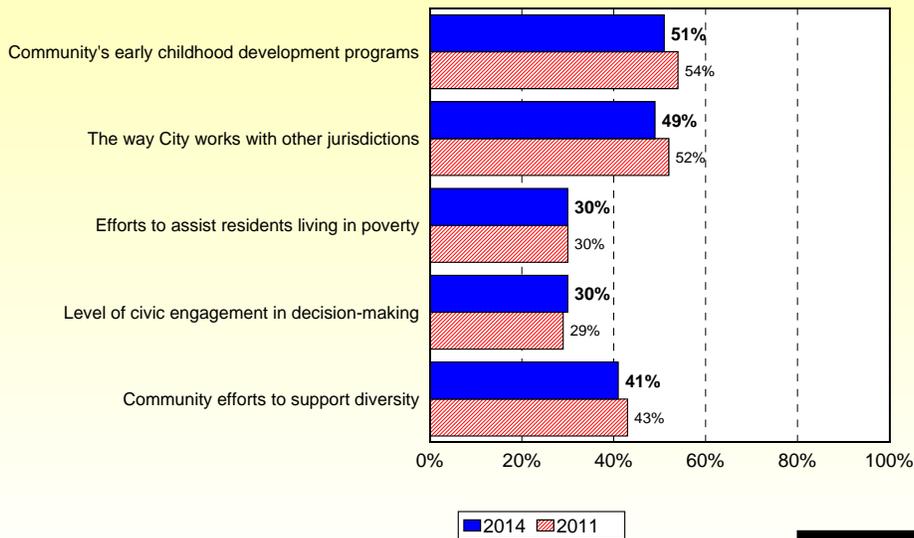
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2014 - City of Springfield)

Satisfaction With Communitywide Issues/Services 2011 and 2014

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

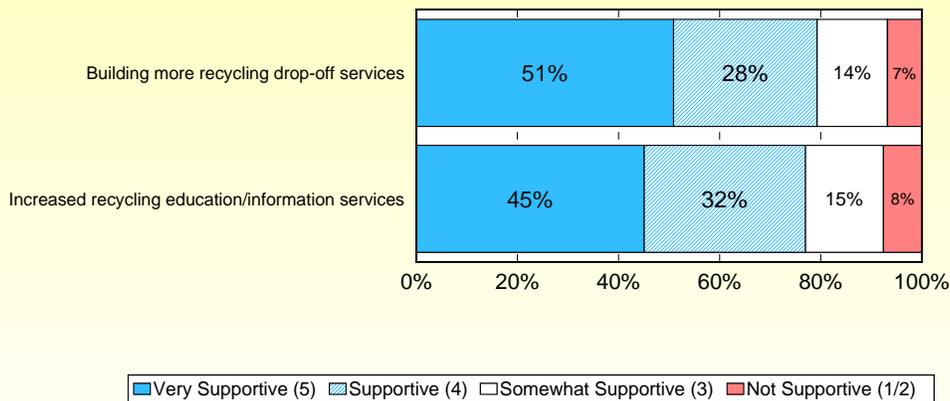


Source: ETC Institute DirectionFinder (2014 - City of Springfield, MO)

Trends

Q21. Level of Support for Recycling Efforts

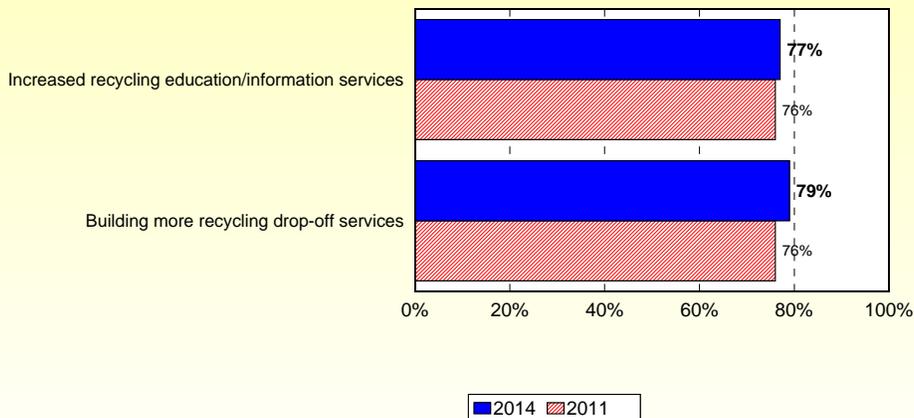
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2014 - City of Springfield, MO)

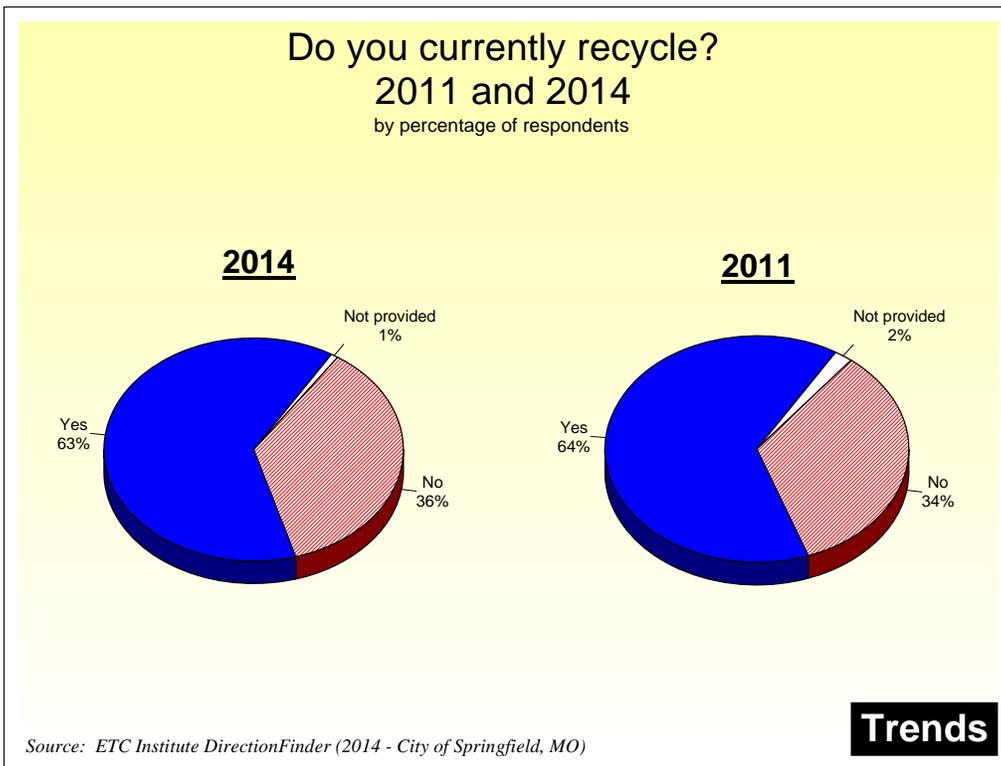
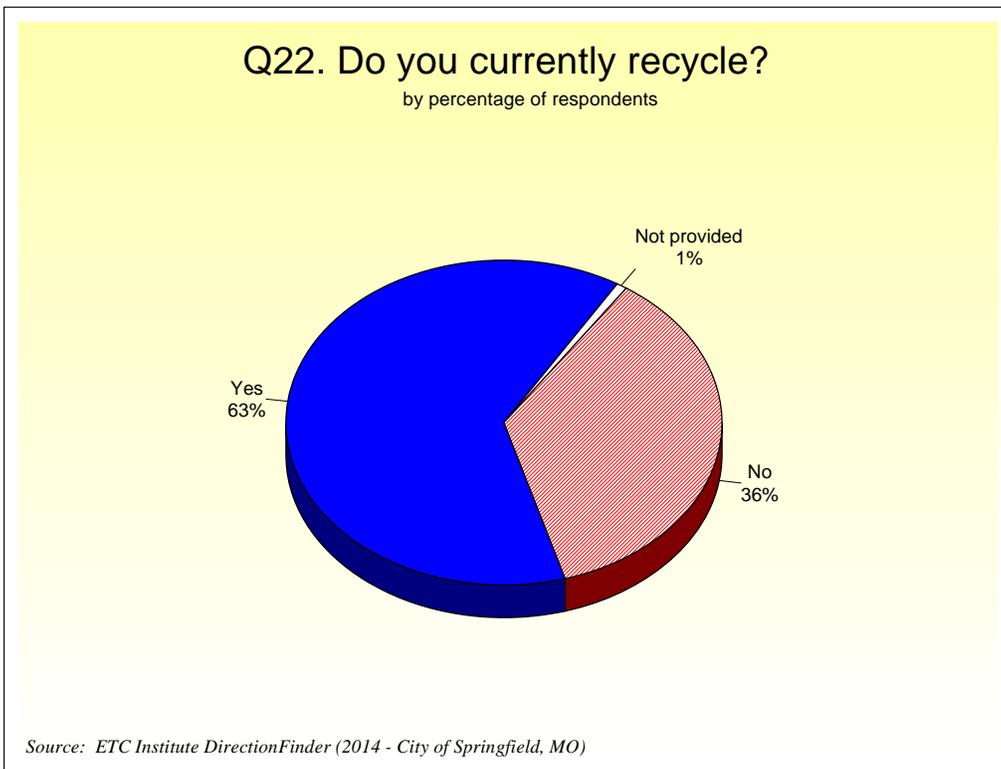
Level of Support for Recycling Efforts - 2011 and 2014

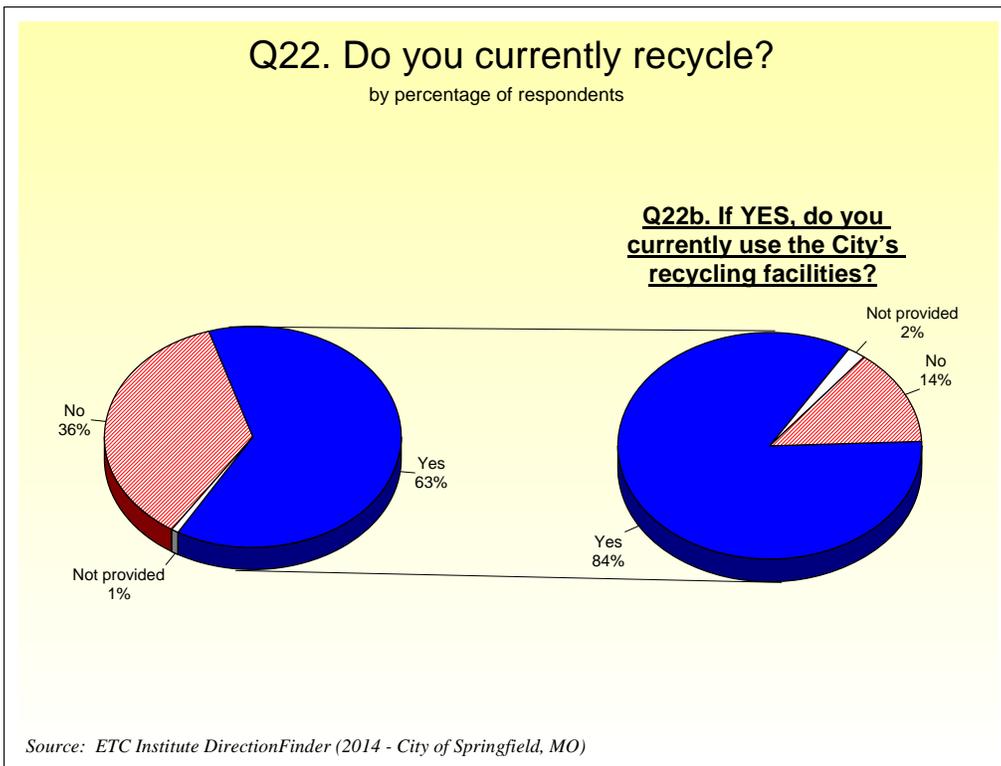
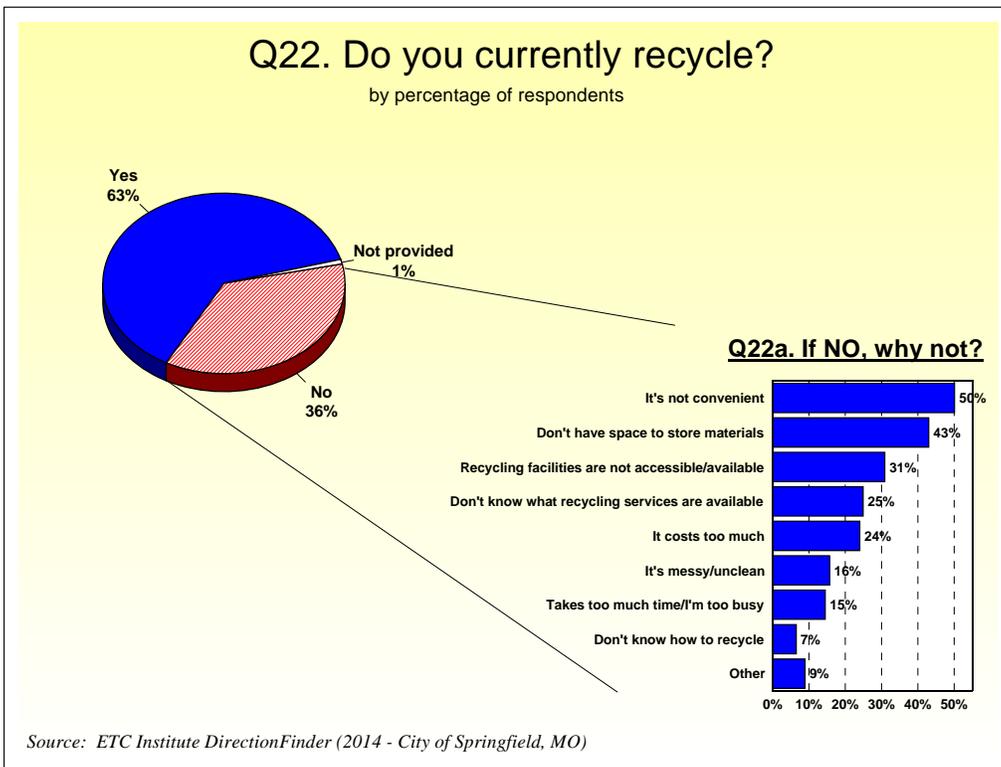
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2014 - City of Springfield, MO)

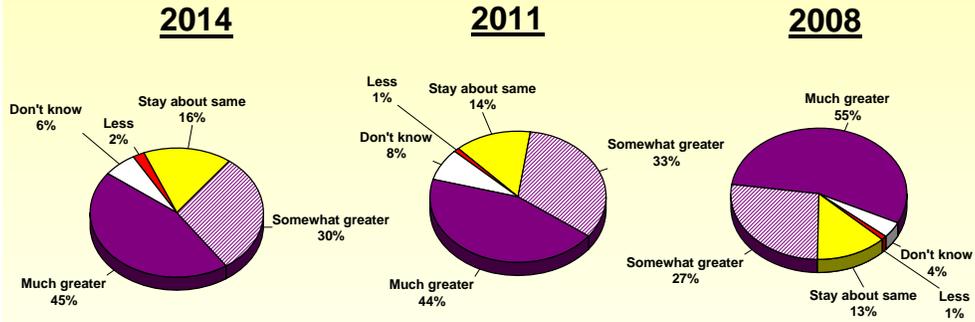
Trends





Q23. How do you think the City's efforts to promote recycling should change over the next 5 years?

by percentage of respondents

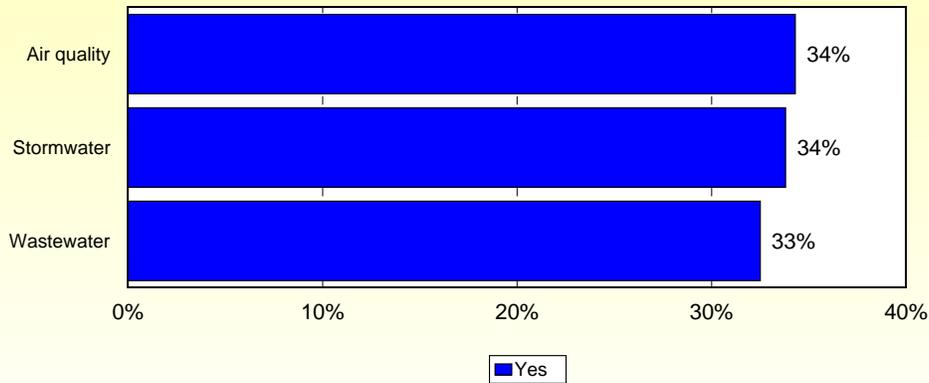


Source: ETC Institute DirectionFinder (2014 - City of Springfield, MO)

Trends

Q24. Did you know that new regulations set by federal and state governments will likely require the City of Springfield to invest more in the following areas?

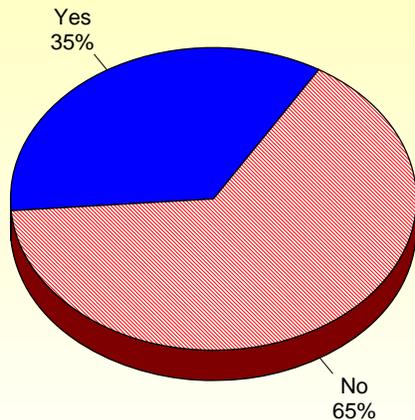
by percentage of respondents who answered "yes"



Source: ETC Institute DirectionFinder (2014 - City of Springfield, MO)

Q25. During the past year, have you contacted the City of Springfield with a question, problem or complaint?

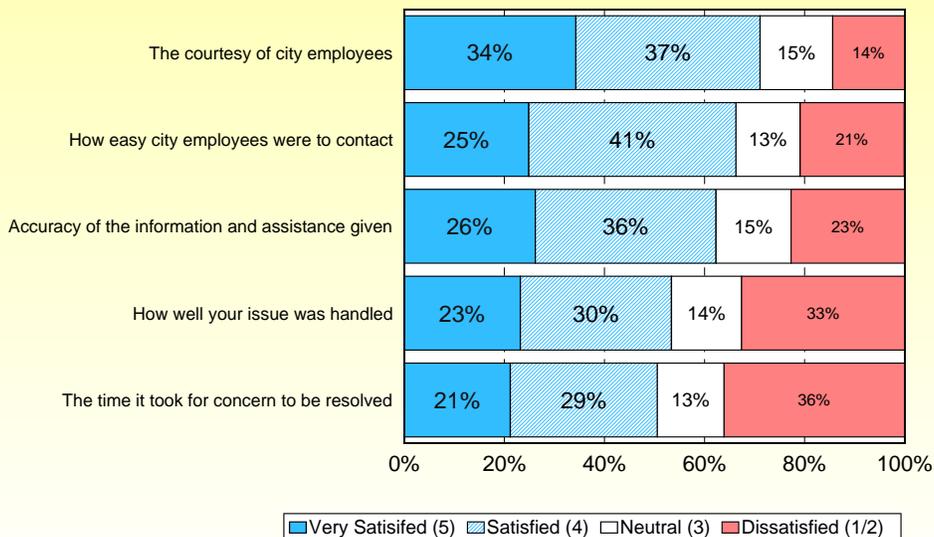
by percentage of respondents



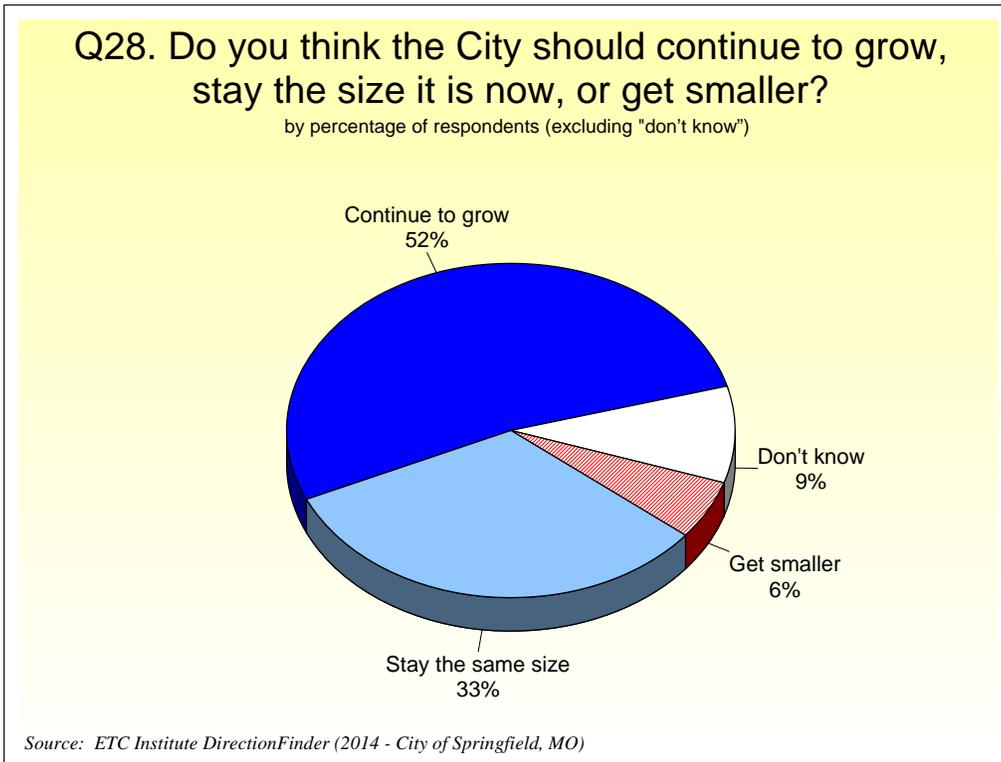
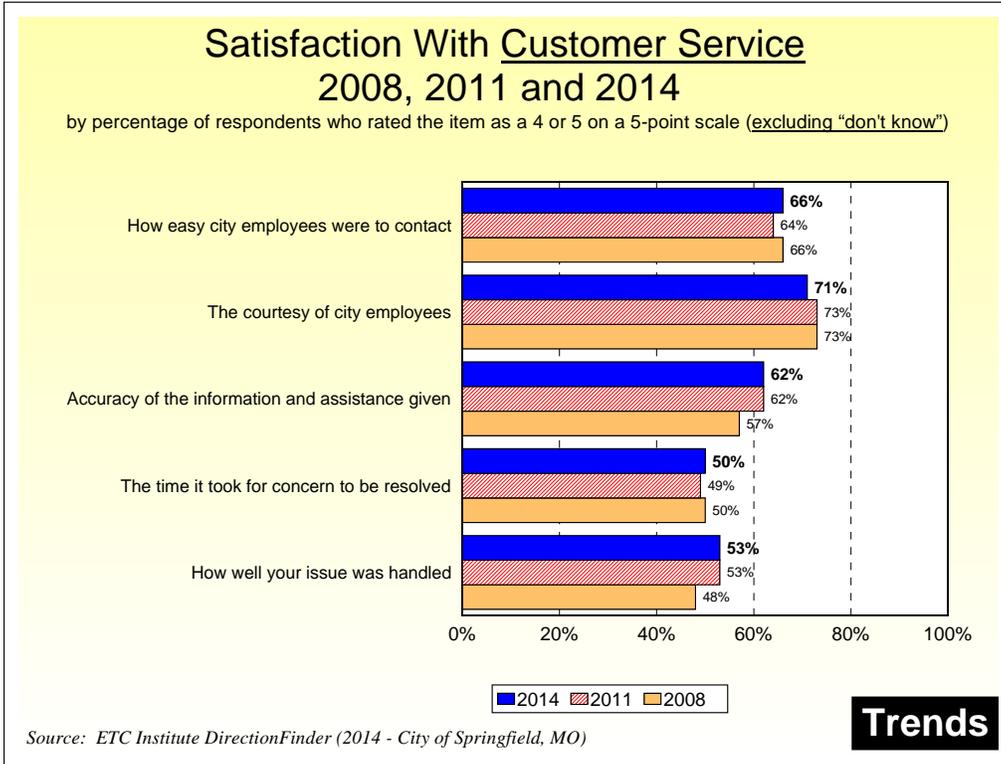
Source: ETC Institute DirectionFinder (2014 - City of Springfield, MO)

Q25a-e. Satisfaction with Customer Service

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

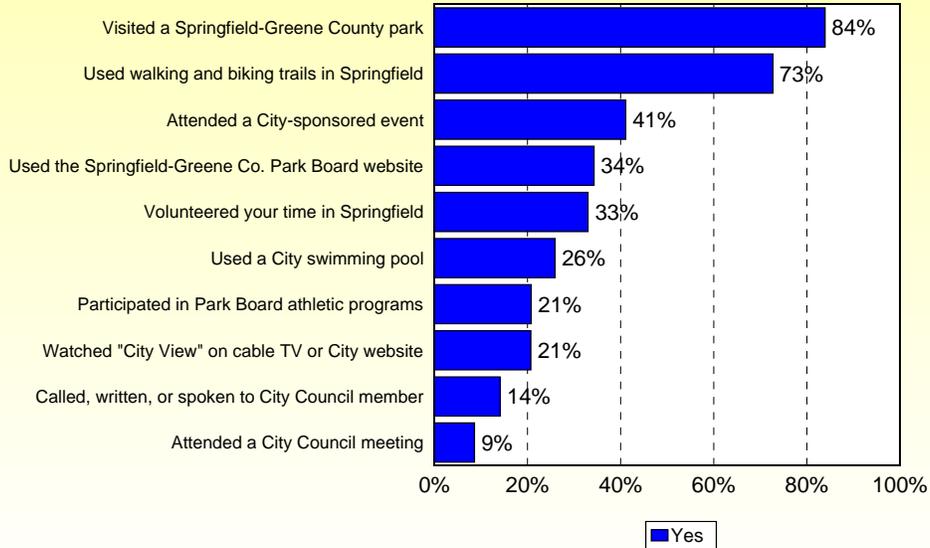


Source: ETC Institute DirectionFinder (2014 - City of Springfield)



Q29. Have you or other members of your household done any of the following during the past year?

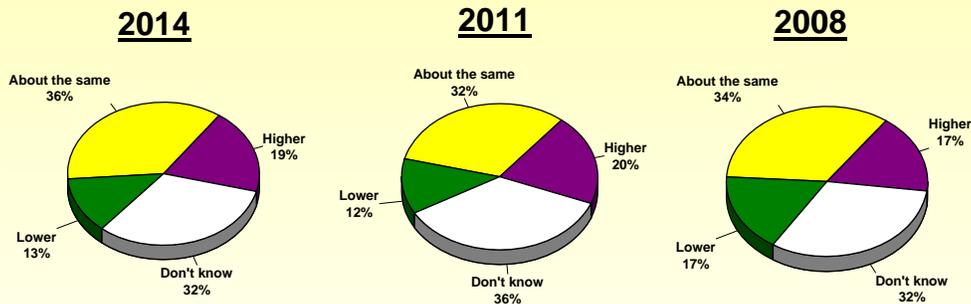
by percentage of respondents who answered "yes"



Source: ETC Institute DirectionFinder (2014 - City of Springfield, MO)

Q30. Compared to other cities in southwest Missouri, do you think city taxes in Springfield are:

by percentage of respondents



Source: ETC Institute DirectionFinder (2014 - City of Springfield, MO)

Trends

Q31. Demographics: Approximately how many years have you lived in Springfield?

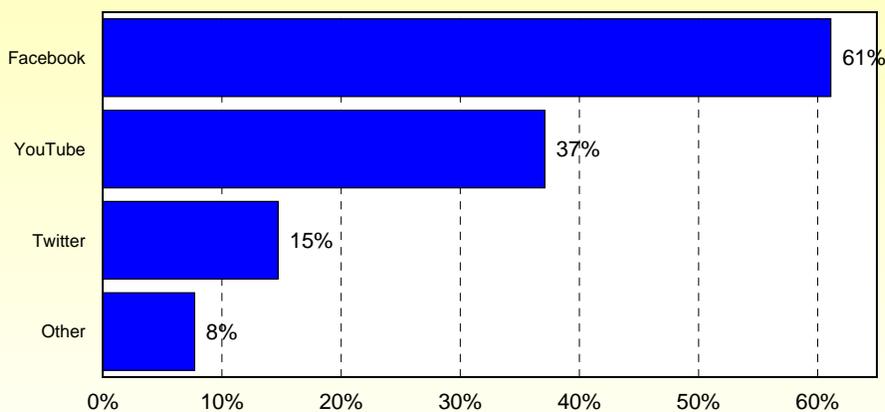
by percentage of respondents



Source: ETC Institute DirectionFinder (2014 - City of Springfield, MO)

Q32. Demographics: Do you use any of the following social networks?

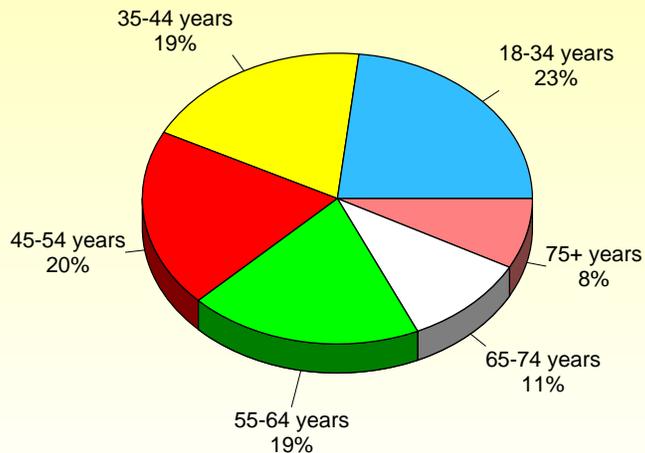
by percentage of respondents



Source: ETC Institute DirectionFinder (2014 - City of Springfield, MO)

Q33. Demographics: What is your age?

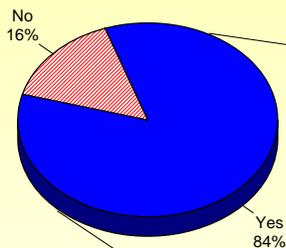
by percentage of respondents



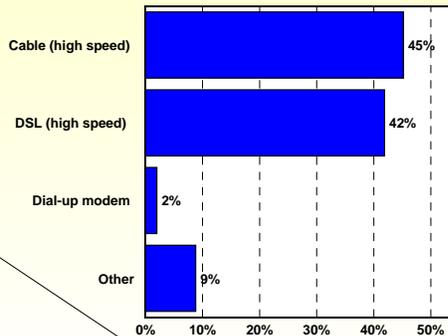
Source: ETC Institute DirectionFinder (2014 - City of Springfield, MO)

Q34. Demographics: Do you have access to the Internet at home?

by percentage of respondents



Q34a. What type of Internet access do you have? (excluding "don't know" -- multiple selections could be made)

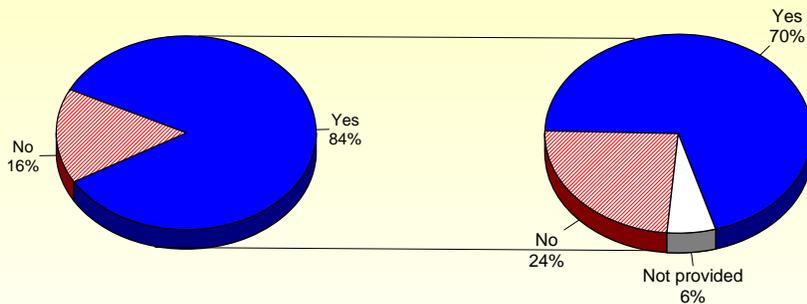


Source: ETC Institute DirectionFinder (2014 - City of Springfield, MO)

Q34. Demographics: Do you have access to the Internet at home?

by percentage of respondents

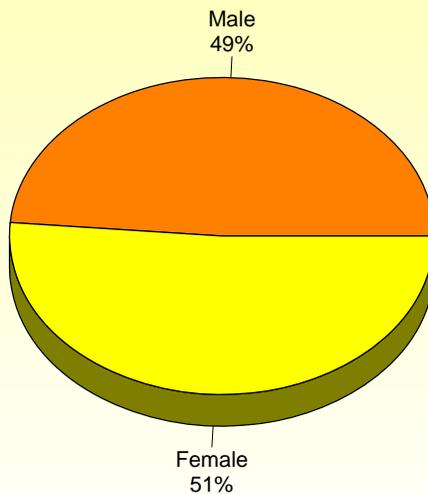
Q34b. Have you made purchases on the Internet during the past 3 months?



Source: ETC Institute DirectionFinder (2014 - City of Springfield, MO)

Q35. Demographics: Gender

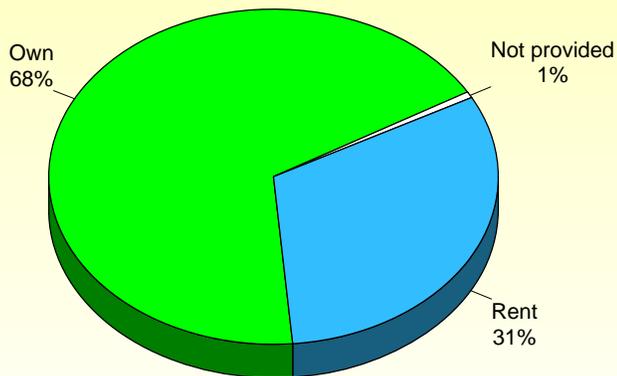
by percentage of respondents



Source: ETC Institute DirectionFinder (2014 - City of Springfield, MO)

Q36. Demographics: Do you own or rent your current residence?

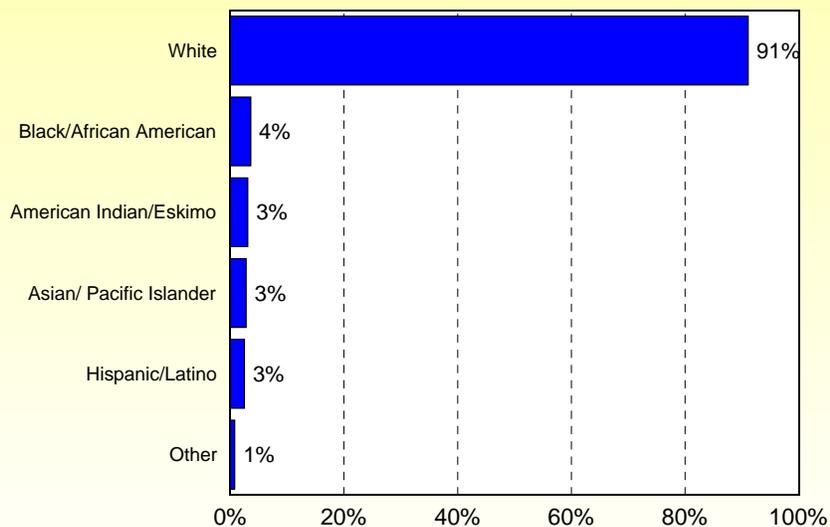
by percentage of respondents



Source: ETC Institute DirectionFinder (2014 - City of Springfield, MO)

Q37. Demographics: Race/Ethnicity

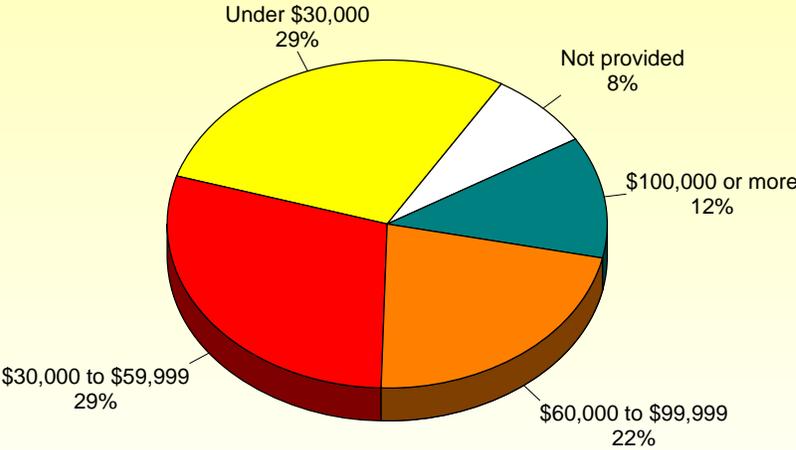
by percentage of respondents (multiple selections could be made)



Source: ETC Institute DirectionFinder (2014 - City of Springfield, MO)

Q38. Demographics: Annual Household Income

by percentage of respondents



Source: ETC Institute DirectionFinder (2014 - City of Springfield, MO)

Section 2:
***Importance-Satisfaction
Analysis***



Importance-Satisfaction Analysis

The City of Springfield, 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. $[IS=Importance \times (1-Satisfaction)]$.

Example of the Calculation. Respondents were asked to identify the major services they thought were the most important for the City to provide. Approximately fifty-one percent (50.7%) of residents selected "overall flow of traffic in the city" as the most important major service to provide.

With regard to satisfaction, approximately thirty-three percent (33.2%) of the residents surveyed rated their overall satisfaction with “overall flow of traffic in the city” as a “4” or a “5” on a 5-point scale (where “5” means “very satisfied”). The I-S rating for “overall flow of traffic in the city” was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 50.7% was multiplied by 66.8% (1-0.332). This calculation yielded an I-S rating of 0.3387, which ranked first out of twelve major 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 Springfield are provided on the following pages.

Importance-Satisfaction Rating

City of Springfield, MO

OVERALL

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 flow of traffic in the City	51%	2	33%	12	0.3387	1
Maintenance of city streets and infrastructure	55%	1	43%	10	0.3163	2
<u>High Priority (IS .10-.20)</u>						
Overall quality of police protection	40%	3	67%	2	0.1310	3
Overall enforcement of city codes and ordinances	19%	4	42%	11	0.1112	4
<u>Medium Priority (IS <.10)</u>						
Effectiveness of city communication with public	17%	5	48%	9	0.0893	5
Quality of the City's stormwater management system	15%	6	49%	8	0.0772	6
Effectiveness of Springfield-Branson Natl. Airport	14%	7	53%	7	0.0639	7
Location of the City's drop-off recycling sites	12%	9	59%	5	0.0489	8
City yardwaste disposal locations	9%	11	58%	6	0.0374	9
Quality of customer service from city employees	9%	10	60%	3	0.0355	10
Overall quality of fire protection	13%	8	86%	1	0.0180	11
Wastewater services	3%	12	60%	4	0.0128	12

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

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

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

Importance-Satisfaction Rating

City of Springfield, MO

City Maintenance

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>						
Maintenance of major city streets	58%	1	56%	4	0.2569	1
<u>High Priority (IS .10-.20)</u>						
Maintenance of streets in your neighborhood	40%	2	51%	5	0.1961	2
Maintenance of sidewalks in your neighborhood	24%	4	46%	6	0.1311	3
<u>Medium Priority (IS <.10)</u>						
Cleanliness of City streets and public areas	25%	3	60%	3	0.0986	4
Maintenance of street signs and traffic signals	15%	5	69%	2	0.0471	5
Sharing of info about maintenance/City-owned bldgs.	6%	6	35%	7	0.0385	6
Maintenance of City-owned buildings	4%	7	76%	1	0.0096	7

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

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

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

Importance-Satisfaction Rating

City of Springfield, MO

Public Safety

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 efforts to prevent crime	58%	1	52%	6	0.2769	1
How quickly police respond to emergencies	43%	2	52%	7	0.2045	2
<u>High Priority (IS .10-.20)</u>						
Enforcement of local traffic laws	24%	3	55%	4	0.1074	3
<u>Medium Priority (IS <.10)</u>						
Sharing public safety information with community	17%	4	52%	5	0.0835	4
City fire prevention education	7%	7	65%	3	0.0239	5
Emergency 911 services	10%	5	76%	2	0.0238	6
How quickly fire personnel respond to emergencies	9%	6	80%	1	0.0190	7

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

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

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

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Importance-Satisfaction Rating

City of Springfield, MO

Parks and Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<i>Medium Priority (IS <. 10)</i>						
Sharing of Parks/Rec information with community	20%	4	51%	10	0.0980	1
Maintenance of City parks	34%	1	82%	1	0.0609	2
The City's youth recreation programs	16%	5	65%	6	0.0562	3
Walking and biking trails in the City	22%	3	75%	4	0.0561	4
Cleanliness of City parks	27%	2	80%	3	0.0541	5
The City's adult recreation programs	12%	6	57%	9	0.0512	6
City swimming pools	10%	7	59%	8	0.0410	7
City golf courses	3%	10	61%	7	0.0117	8
City outdoor athletic fields	4%	9	67%	5	0.0116	9
Location of City parks	6%	8	81%	2	0.0106	10

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 and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

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

Importance-Satisfaction Matrix Analysis

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

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

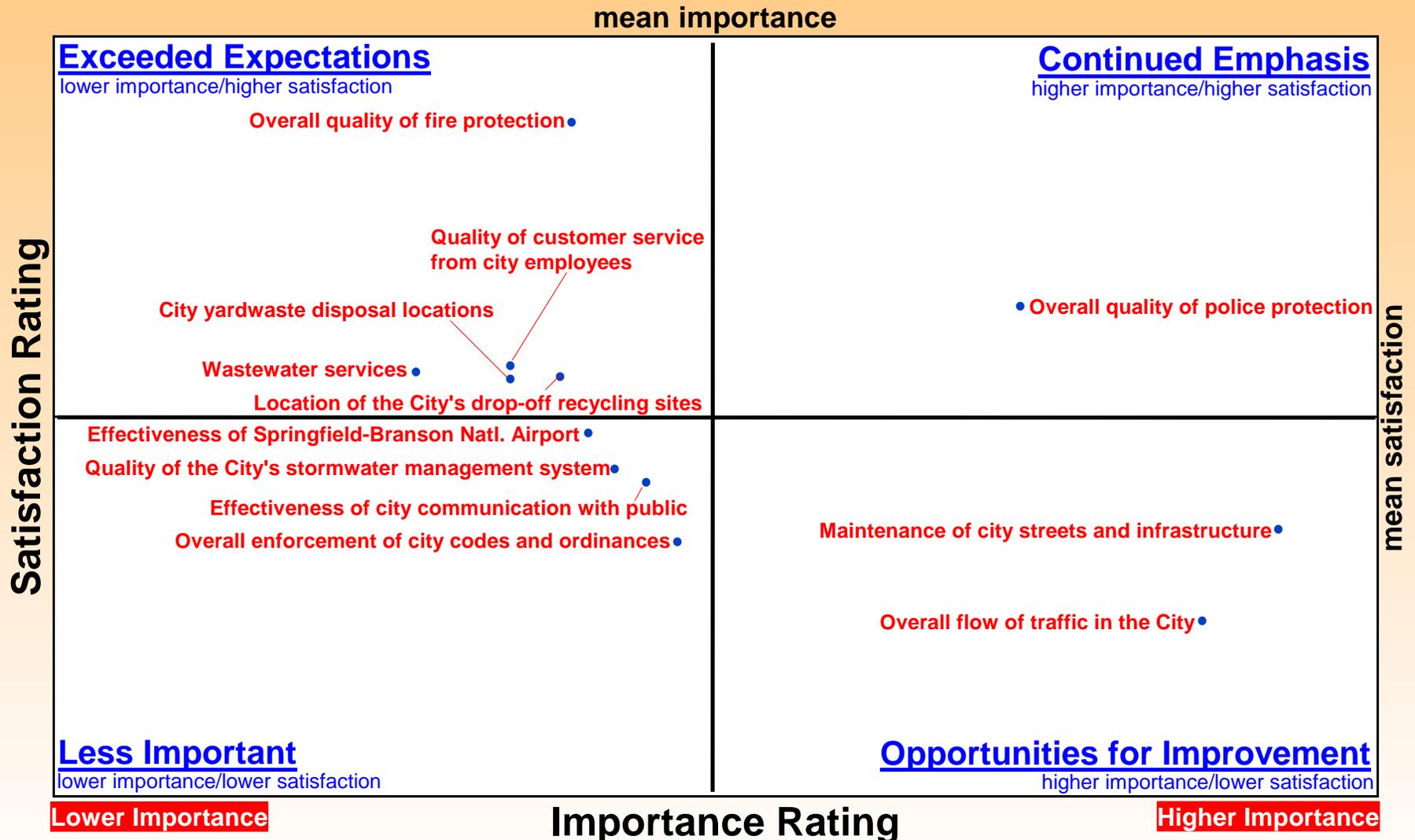
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on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

Matrices showing the results for Springfield are provided on the following pages.

2014 City of Springfield DirectionFinder Importance-Satisfaction Assessment Matrix

-Overall-

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

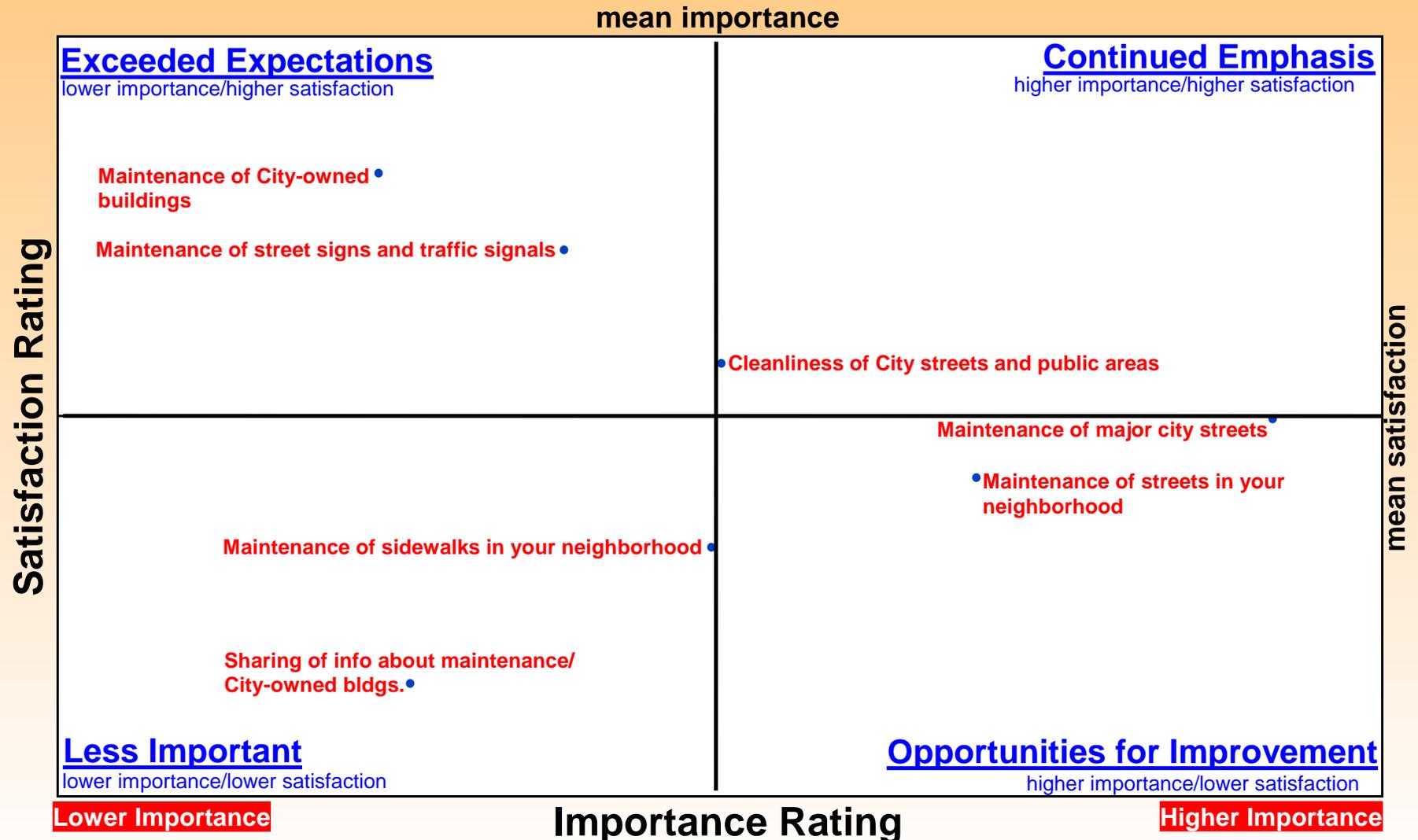


Source: ETC Institute (2014)

2014 City of Springfield DirectionFinder Importance-Satisfaction Assessment Matrix

-Maintenance-

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

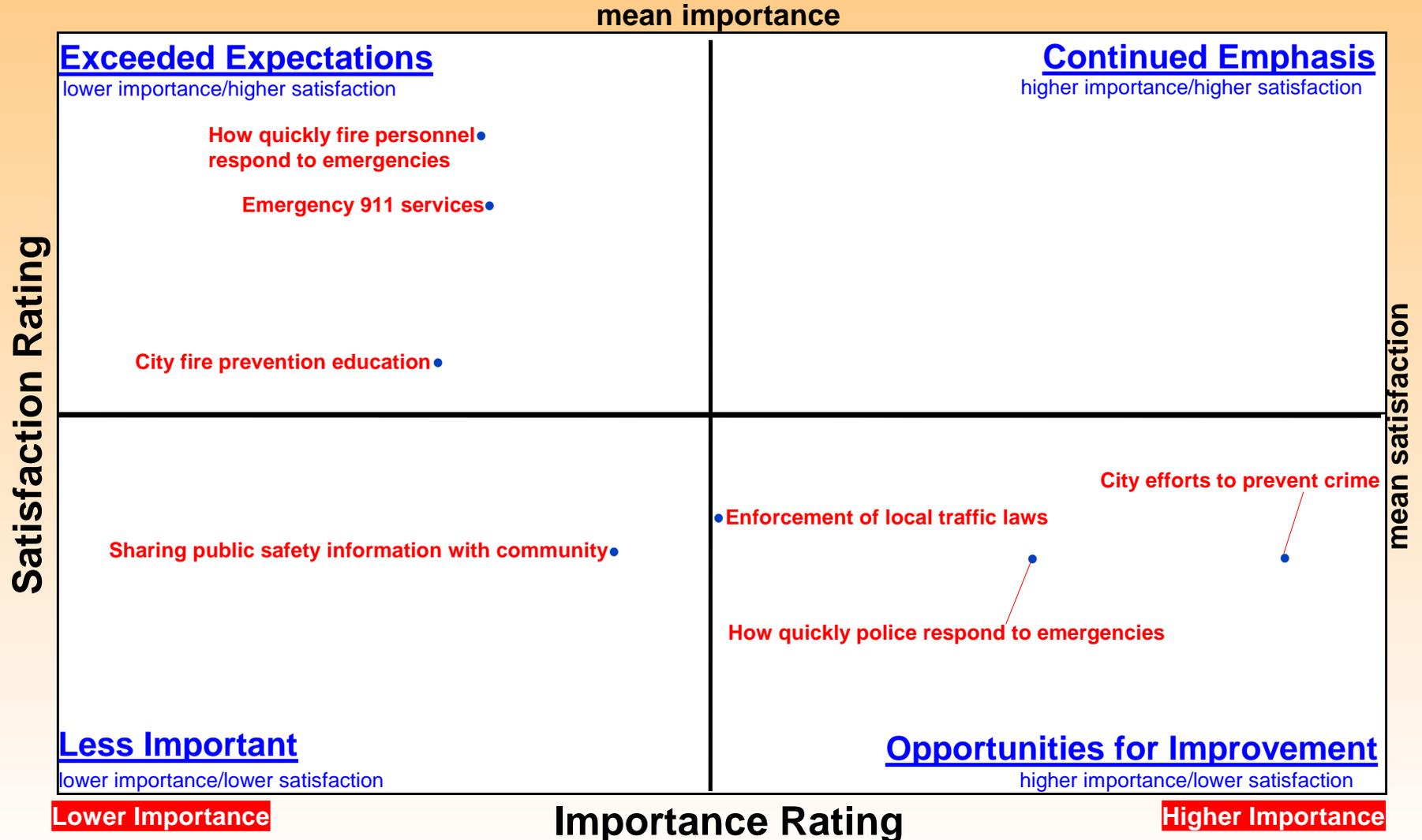


Source: ETC Institute (2014)

2014 City of Springfield DirectionFinder Importance-Satisfaction Assessment Matrix

-Public Safety-

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

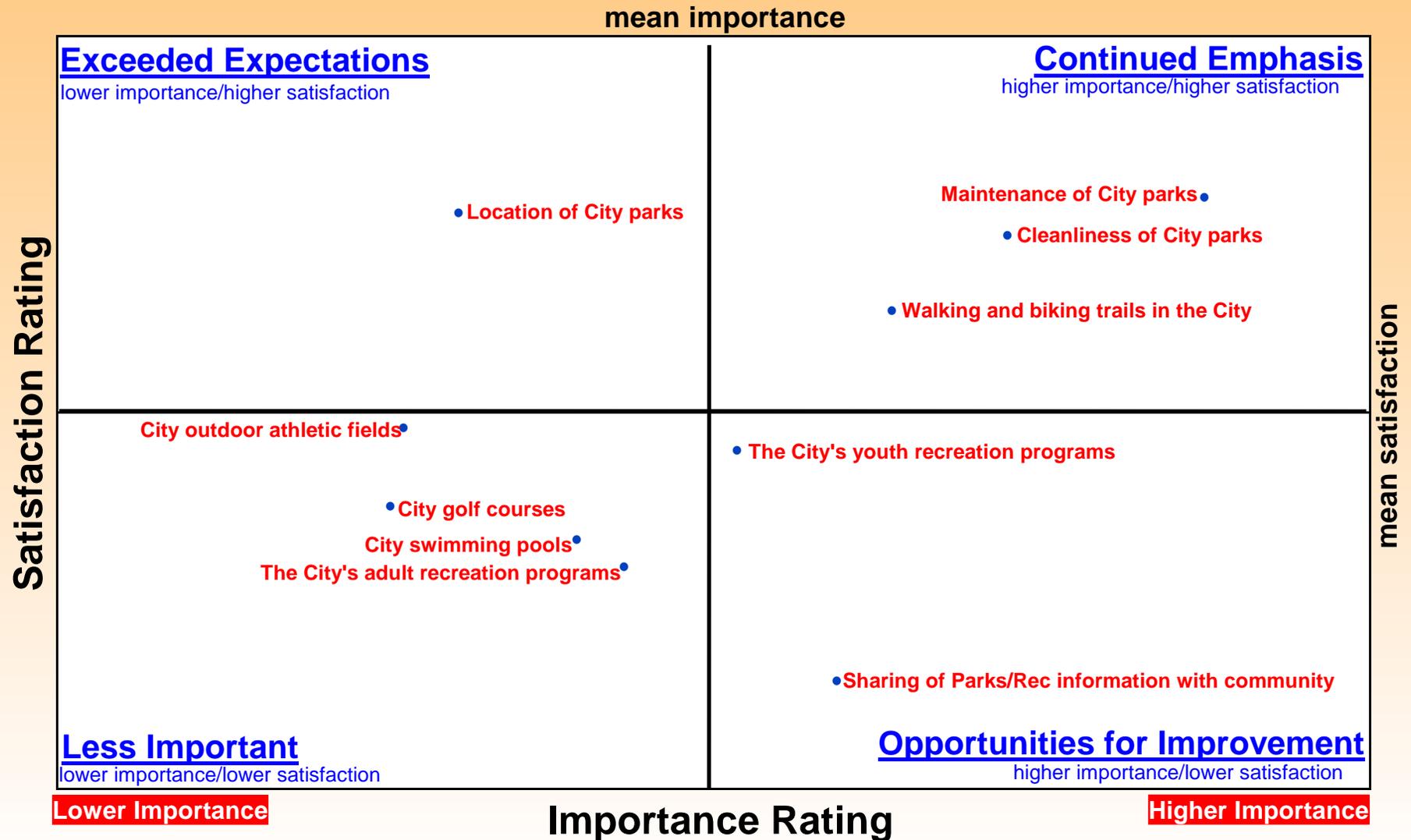


Source: ETC Institute (2014)

2014 City of Springfield DirectionFinder Importance-Satisfaction Assessment Matrix

-Parks and Recreation-

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



Source: ETC Institute (2014)

Section 3:
Tabular Data

Q1. Several items that may influence your perception of the City of Springfield are listed below. Please rate each item on a scale of 1 to 5 where 5 means "very good" and 1 means "very bad."

(N=932)

	Very Good	Good	Neutral	Bad	Very Bad	Don't Know
Q1a. The overall quality of services provided by the City of Springfield	13.8%	54.1%	24.1%	3.7%	2.0%	2.4%
Q1b. The overall appearance and attractiveness of the City	12.1%	49.7%	26.4%	8.2%	2.3%	1.4%
Q1c. How well the City is planning growth	8.7%	32.1%	32.9%	12.8%	4.1%	9.4%
Q1d. The overall quality of life in Springfield	21.2%	53.8%	18.0%	4.3%	1.3%	1.4%
Q1e. Your neighborhood as a place to live	30.2%	42.8%	16.9%	6.0%	2.6%	1.4%
Q1f. The overall value you receive for your City taxes and fees	12.8%	36.3%	30.9%	11.8%	4.5%	3.7%
Q1g. Springfield as a place to work	15.1%	40.6%	24.0%	12.1%	3.0%	5.2%
Q1h. Springfield as a place to raise children	24.0%	45.6%	19.3%	3.7%	1.1%	6.4%

WITHOUT DON'T KNOW

Q1. Several items that may influence your perception of the City of Springfield are listed below. Please rate each item on a scale of 1 to 5 where 5 means "very good" and 1 means "very bad." (Without "Don't Know")

(N=932)

	Very Good	Good	Neutral	Bad	Very Bad
Q1a. The overall quality of services provided by the City of Springfield	14.1%	55.4%	24.7%	3.7%	2.1%
Q1b. The overall appearance and attractiveness of the City	12.2%	50.4%	26.7%	8.3%	2.3%
Q1c. How well the City is planning growth	9.6%	35.4%	36.3%	14.1%	4.5%
Q1d. The overall quality of life in Springfield	21.5%	54.6%	18.2%	4.4%	1.3%
Q1e. Your neighborhood as a place to live	30.6%	43.4%	17.2%	6.1%	2.6%
Q1f. The overall value you receive for your City taxes and fees	13.3%	37.7%	32.1%	12.3%	4.7%
Q1g. Springfield as a place to work	15.9%	42.8%	25.3%	12.8%	3.2%
Q1h. Springfield as a place to raise children	25.6%	48.7%	20.6%	3.9%	1.1%

Q2. Overall Satisfaction with City Services. Major categories of services provided by the City of Springfield are listed below. Please rate each item on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=932)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q2a. Overall quality of police protection	17.0%	47.4%	18.6%	10.4%	3.8%	2.9%
Q2b. Overall quality of fire protection	29.3%	52.2%	12.2%	0.6%	0.8%	4.8%
Q2c. Overall maintenance of city streets and infrastructure	6.1%	36.4%	29.2%	21.6%	6.0%	0.8%
Q2d. Overall enforcement of city codes and ordinances	6.9%	31.1%	36.0%	13.2%	4.5%	8.3%
Q2e. Overall quality of customer service you receive from city employees	15.6%	39.7%	27.1%	6.8%	2.9%	7.9%
Q2f. Overall effectiveness of city communication with the public	10.4%	34.9%	32.3%	12.8%	4.5%	5.2%
Q2g. Overall flow of traffic in the City	5.0%	27.9%	30.5%	25.1%	10.6%	0.9%
Q2h. Overall quality of the City's stormwater management system	7.6%	38.0%	29.7%	12.5%	4.8%	7.3%
Q2i. City yardwaste disposal locations	15.1%	39.3%	23.7%	11.4%	3.2%	7.2%
Q2j. Wastewater services	10.9%	40.4%	29.0%	4.5%	1.6%	13.5%
Q2k. The location of the City's drop-off recycling sites	17.4%	36.4%	23.4%	9.8%	4.4%	8.6%
Q2l. Overall effectiveness of Springfield-Branson National Airport serving air transportation needs	12.8%	32.6%	25.2%	10.9%	4.1%	14.4%

WITHOUT DON'T KNOW

Q2. Overall Satisfaction with City Services. Major categories of services provided by the City of Springfield are listed below. Please rate each item on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (Without "Don't Know")

(N=932)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q2a. Overall quality of police protection	17.5%	48.8%	19.1%	10.7%	3.9%
Q2b. Overall quality of fire protection	30.8%	54.9%	12.9%	0.7%	0.8%
Q2c. Overall maintenance of city streets and infrastructure	6.2%	36.6%	29.4%	21.7%	6.1%
Q2d. Overall enforcement of city codes and ordinances	7.5%	34.0%	39.2%	14.4%	4.9%
Q2e. Overall quality of customer service you receive from city employees	16.9%	43.2%	29.4%	7.4%	3.2%
Q2f. Overall effectiveness of city communication with the public	11.0%	36.8%	34.0%	13.5%	4.8%
Q2g. Overall flow of traffic in the City	5.1%	28.1%	30.7%	25.3%	10.7%
Q2h. Overall quality of the City's stormwater management system	8.2%	41.0%	32.1%	13.5%	5.2%
Q2i. City yardwaste disposal locations	16.3%	42.4%	25.6%	12.3%	3.5%
Q2j. Wastewater services	12.6%	46.8%	33.5%	5.3%	1.9%
Q2k. The location of the City's drop-off recycling sites	19.1%	39.8%	25.6%	10.7%	4.8%
Q2l. Overall effectiveness of Springfield-Branson National Airport serving air transportation needs	14.9%	38.1%	29.4%	12.8%	4.8%

Q3. Which THREE of the items listed above do you think should receive the most emphasis from City leaders over the next two years?

<u>Q3. 1st Choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police protection	227	24.4 %
Overall quality of fire protection	8	0.9 %
Overall maintenance of city streets and infrastructure	207	22.2 %
Overall enforcement of city codes and ordinances	38	4.1 %
Overall quality of customer service you receive from city employees	20	2.1 %
Overall effectiveness of city communication with the public	46	4.9 %
Overall flow of traffic in the City	195	20.9 %
Overall quality of the City's stormwater management system	38	4.1 %
City yardwaste disposal locations	6	0.6 %
Wastewater services	4	0.4 %
The location of the City's drop-off recycling sites	12	1.3 %
Overall effectiveness of Springfield-Branson National Airport serving air transportation needs	33	3.5 %
<u>None chosen</u>	<u>98</u>	<u>10.5 %</u>
Total	932	100.0 %

Q3. Which THREE of the items listed above do you think should receive the most emphasis from City leaders over the next two years?

<u>Q3. 2nd Choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police protection	73	7.8 %
Overall quality of fire protection	78	8.4 %
Overall maintenance of city streets and infrastructure	174	18.7 %
Overall enforcement of city codes and ordinances	69	7.4 %
Overall quality of customer service you receive from city employees	35	3.8 %
Overall effectiveness of city communication with the public	49	5.3 %
Overall flow of traffic in the City	170	18.2 %
Overall quality of the City's stormwater management system	55	5.9 %
City yardwaste disposal locations	39	4.2 %
Wastewater services	11	1.2 %
The location of the City's drop-off recycling sites	32	3.4 %
Overall effectiveness of Springfield-Branson National Airport serving air transportation needs	17	1.8 %
<u>None chosen</u>	<u>130</u>	<u>13.9 %</u>
Total	932	100.0 %

Q3. Which THREE of the items listed above do you think should receive the most emphasis from City leaders over the next two years?

<u>Q3. 3rd Choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police protection	70	7.5 %
Overall quality of fire protection	31	3.3 %
Overall maintenance of city streets and infrastructure	134	14.4 %
Overall enforcement of city codes and ordinances	70	7.5 %
Overall quality of customer service you receive from city employees	28	3.0 %
Overall effectiveness of city communication with the public	64	6.9 %
Overall flow of traffic in the City	108	11.6 %
Overall quality of the City's stormwater management system	48	5.2 %
City yardwaste disposal locations	38	4.1 %
Wastewater services	15	1.6 %
The location of the City's drop-off recycling sites	67	7.2 %
Overall effectiveness of Springfield-Branson National Airport serving air transportation needs	77	8.3 %
None chosen	182	19.5 %
Total	932	100.0 %

Q3. Which THREE of the items listed above do you think should receive the most emphasis from City leaders over the next two years? (Sum of Top 3 Choices)

<u>Q3. Sum of Top 3 Choices</u>	<u>Number</u>	<u>Percent</u>
Overall maintenance of city streets and infrastructure	515	55.3 %
Overall flow of traffic in the City	473	50.8 %
Overall quality of police protection	370	39.7 %
Overall enforcement of city codes and ordinances	177	19.0 %
Overall effectiveness of city communication with the public	159	17.1 %
Overall quality of the City's stormwater management system	141	15.1 %
Overall effectiveness of Springfield-Branson National Airport serving air transportation needs	127	13.6 %
Overall quality of fire protection	117	12.6 %
The location of the City's drop-off recycling sites	111	11.9 %
None chosen	98	10.5 %
Overall quality of customer service you receive from city employees	83	8.9 %
City yardwaste disposal locations	83	8.9 %
Wastewater services	30	3.2 %
Total	2484	

Q4. Public Safety. Using a scale of 1 to 5, where 5 means "very safe" and 1 means "very unsafe," please rate the following:

(N=932)

	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
Q4a. From violent crime (e.g., rape, assault) in your neighborhood	18.2%	50.1%	19.8%	8.2%	1.9%	1.7%
Q4b. From property crime (e.g., burglary, vandalism) in your neighborhood	8.5%	33.3%	30.3%	20.0%	6.5%	1.5%
Q4c. In the City park nearest to your home	11.7%	45.1%	26.4%	9.2%	2.5%	5.0%
Q4d. When walking alone in your neighborhood during the day	30.4%	46.1%	14.7%	4.9%	2.0%	1.8%
Q4e. In Downtown Springfield	5.7%	24.4%	32.3%	22.1%	8.6%	7.0%

WITHOUT DON'T KNOW

Q4. Public Safety. Using a scale of 1 to 5, where 5 means "very safe" and 1 means "very unsafe," please rate the following:(Without "Don't Know")

(N=932)

	Very Safe	Safe	Neutral	Unsafe	Very Unsafe
Q4a. From violent crime (e.g., rape, assault) in your neighborhood	18.6%	51.0%	20.2%	8.3%	2.0%
Q4b. From property crime (e.g., burglary, vandalism) in your neighborhood	8.6%	33.8%	30.7%	20.3%	6.6%
Q4c. In the City park nearest to your home	12.3%	47.5%	27.8%	9.7%	2.6%
Q4d. When walking alone in your neighborhood during the day	30.9%	47.0%	15.0%	5.0%	2.1%
Q4e. In Downtown Springfield	6.1%	26.2%	34.7%	23.8%	9.2%

Q5. Please indicate if the following items are a MAJOR PROBLEM, MINOR PROBLEM, or NOT A PROBLEM in your neighborhood.

(N=932)

	Major Problem	Minor Problem	Not A Problem	Don't Know
Q5a. Homes / buildings in disrepair	10.5%	34.1%	52.7%	2.7%
Q5b. Not mowed, weedy lots / yards	10.9%	34.1%	53.1%	1.9%
Q5c. Cluttered, junky yards / porches	12.8%	29.4%	55.5%	2.3%
Q5d. Graffiti	3.4%	16.1%	76.8%	3.7%
Q5e. Street litter	8.9%	29.2%	60.3%	1.6%
Q5f. Drugs	14.7%	22.4%	46.4%	16.5%
Q5g. Speeding	25.3%	39.1%	33.9%	1.6%
Q5h. Traffic congestion	10.4%	22.0%	66.0%	1.6%
Q5i. Stray animals	11.9%	29.4%	57.0%	1.6%
Q5j. Stealing/theft	14.8%	44.8%	33.7%	6.7%
Q5k. Abandoned vehicles	3.3%	12.1%	79.4%	5.2%
Q5l. Noisy animals	10.1%	30.4%	57.6%	1.8%
Q5m. Loitering	4.9%	17.1%	73.8%	4.2%

WITHOUT DON'T KNOW**Q5. Please indicate if the following items are a MAJOR PROBLEM, MINOR PROBLEM, or NOT A PROBLEM in your neighborhood.(Without "Don't Know")**

(N=932)

	Major Problem	Minor Problem	Not A Problem
Q5a. Homes / buildings in disrepair	10.8%	35.0%	54.1%
Q5b. Not mowed, weedy lots / yards	11.1%	34.8%	54.2%
Q5c. Cluttered, junky yards / porches	13.1%	30.1%	56.8%
Q5d. Graffiti	3.6%	16.7%	79.7%
Q5e. Street litter	9.1%	29.7%	61.2%
Q5f. Drugs	17.7%	26.8%	55.5%
Q5g. Speeding	25.8%	39.7%	34.5%
Q5h. Traffic congestion	10.6%	22.3%	67.1%
Q5i. Stray animals	12.1%	29.9%	58.0%
Q5j. Stealing/theft	15.9%	48.0%	36.1%
Q5k. Abandoned vehicles	3.5%	12.8%	83.7%
Q5l. Noisy animals	10.3%	31.0%	58.7%
Q5m. Loitering	5.2%	17.8%	77.0%

Q6. Which THREE of these problems do you think should be the top priorities for improvement in your neighborhood?

<u>Q6. Top Priority</u>	<u>Number</u>	<u>Percent</u>
Homes / buildings in disrepair	82	8.8 %
Not mowed, weedy lots / yards	58	6.2 %
Cluttered, junky yards / porches	50	5.4 %
Graffiti	7	0.8 %
Street litter	30	3.2 %
Drugs	122	13.1 %
Speeding	174	18.7 %
Traffic congestion	60	6.4 %
Stray animals	44	4.7 %
Stealing/theft	129	13.8 %
Abandoned vehicles	5	0.5 %
Noisy animals	39	4.2 %
Loitering	11	1.2 %
None chosen	121	13.0 %
Total	932	100.0 %

Q6. Which THREE of these problems do you think should be the top priorities for improvement in your neighborhood?

<u>Q6. 2nd Priority</u>	<u>Number</u>	<u>Percent</u>
Homes / buildings in disrepair	62	6.7 %
Not mowed, weedy lots / yards	75	8.0 %
Cluttered, junky yards / porches	73	7.8 %
Graffiti	11	1.2 %
Street litter	37	4.0 %
Drugs	61	6.5 %
Speeding	119	12.8 %
Traffic congestion	57	6.1 %
Stray animals	57	6.1 %
Stealing/theft	127	13.6 %
Abandoned vehicles	7	0.8 %
Noisy animals	41	4.4 %
Loitering	18	1.9 %
None chosen	187	20.1 %
Total	932	100.0 %

Q6. Which THREE of these problems do you think should be the top priorities for improvement in your neighborhood?

<u>Q6. 3rd Priority</u>	<u>Number</u>	<u>Percent</u>
Homes / buildings in disrepair	61	6.5 %
Not mowed, weedy lots / yards	67	7.2 %
Cluttered, junky yards / porches	76	8.2 %
Graffiti	15	1.6 %
Street litter	56	6.0 %
Drugs	43	4.6 %
Speeding	75	8.0 %
Traffic congestion	32	3.4 %
Stray animals	60	6.4 %
Stealing/theft	88	9.4 %
Abandoned vehicles	8	0.9 %
Noisy animals	59	6.3 %
Loitering	28	3.0 %
None chosen	264	28.3 %
Total	932	100.0 %

Q6. Which THREE of these problems do you think should be the top priorities for improvement in your neighborhood? (Sum of Top 3 Choices)

<u>Q6. Sum of Top 3 Choices</u>	<u>Number</u>	<u>Percent</u>
Speeding	368	39.5 %
Stealing/theft	344	36.9 %
Drugs	226	24.2 %
Homes / buildings in disrepair	205	22.0 %
Not mowed, weedy lots / yards	200	21.5 %
Cluttered, junky yards / porches	199	21.4 %
Stray animals	161	17.3 %
Traffic congestion	149	16.0 %
Noisy animals	139	14.9 %
Street litter	123	13.2 %
None chosen	121	13.0 %
Loitering	57	6.1 %
Graffiti	33	3.5 %
Abandoned vehicles	20	2.1 %
Total	2345	

Q7. Which of the following do you use to get information about the Springfield city government?

Q7. Which of the following do you use to get information about the Springfield city government?	Number	Percent
Local Television news	776	83.3 %
Radio	431	46.2 %
Daily newspaper	420	45.1 %
Public signs	381	40.9 %
City Utilities inserts	350	37.6 %
City's Web site	293	31.4 %
City's social media presence (Facebook, Twitter, etc.)	150	16.1 %
Contacting City staff	114	12.2 %
Community events	90	9.7 %
Public meetings	65	7.0 %
City View video channels	52	5.6 %
Other	51	5.5 %
None chosen	18	1.9 %
Total	3191	

Q7. Other

Q7 Other

CHAMBER
CHURCH
CITY EMAILS
CITY EMAILS
CITY EMPLOYEE
CITY EMPLOYEES
COMMUNITY FREE PRESS
CONVERSATIONS
EMAIL
EMAIL
EMAIL
EMAIL
FREE PRESS
FRIENDS
GOOGLE
INTERNET
INTERNET
LIGHTING STREET
MAIL
MAIL
MAIL
MAIL
MAILINGS
MSU
NEIGHBORHOOD ASSOC
NEIGHBORHOOD ASSOC
NEIGHBORHOOD GROUP
NEWS
NEWS WEBSITES
NEWSLETTER
OBSERVATION
OBSERVATION
ONLINE
ONLINE NEWS
PHONE
PHONE BOOK
PHONE BOOK
PUBLIC & EXPERIENCE
QUARTERLY MAILING
SPOT CRIME
SUNDAY NEWSLETTER
TV
TV
WEB ALERT/TEXT MGS
WORD OF MOUTH
WORD OF MOUTH
WORD OF MOUTH
YELLOW PAGES

Q8. Which TWO sources of communication listed above (in Q7) would be your PREFERRED way of receiving accurate information about the Springfield city government?

<u>Q8. 1st Choice</u>	<u>Number</u>	<u>Percent</u>
City's Web site	109	11.7 %
Public signs	37	4.0 %
City View video channels	6	0.6 %
Contacting City staff	14	1.5 %
Daily newspaper	168	18.0 %
Local Television news	370	39.7 %
City Utilities inserts	48	5.2 %
Radio	40	4.3 %
Public meetings	3	0.3 %
Community events	6	0.6 %
City's social media presence (Facebook, Twitter, etc.)	48	5.2 %
Other	21	2.3 %
<u>None chosen</u>	<u>62</u>	<u>6.7 %</u>
Total	932	100.0 %

Q8. Which TWO sources of communication listed above (in Q7) would be your PREFERRED way of receiving accurate information about the Springfield city government?

<u>Q8. 2nd Choice</u>	<u>Number</u>	<u>Percent</u>
City's Web site	64	6.9 %
Public signs	51	5.5 %
City View video channels	6	0.6 %
Contacting City staff	18	1.9 %
Daily newspaper	98	10.5 %
Local Television news	246	26.4 %
City Utilities inserts	87	9.3 %
Radio	157	16.8 %
Public meetings	15	1.6 %
Community events	10	1.1 %
City's social media presence (Facebook, Twitter, etc.)	57	6.1 %
Other	5	0.5 %
<u>None chosen</u>	<u>118</u>	<u>12.7 %</u>
Total	932	100.0 %

Q8. Which TWO sources of communication listed above (in Q7) would be your PREFERRED way of receiving accurate information about the Springfield city government? (Sum of Top 2 Choices)

<u>Q8. Sum of Top 2 Choices</u>	<u>Number</u>	<u>Percent</u>
Local Television news	616	66.1 %
Daily newspaper	266	28.5 %
Radio	197	21.1 %
City's Web site	173	18.6 %
City Utilities inserts	135	14.5 %
City's social media presence (Facebook, Twitter, etc.)	105	11.3 %
Public signs	88	9.4 %
None chosen	62	6.7 %
Contacting City staff	32	3.4 %
Other	26	2.8 %
Public meetings	18	1.9 %
Community events	16	1.7 %
City View video channels	12	1.3 %
Total	1746	

Q9. Would you be interested in reading a semi-regular newsletter from the City?

Q9. Would you be interested in reading a semi-regular newsletter from the City?	Number	Percent
Yes	632	67.8 %
No	294	31.5 %
Not Provided	6	0.6 %
Total	932	100.0 %

Q9a. IF YES: How would you prefer to receive it?

Q9a. IF YES: How would you prefer to receive it?	Number	Percent
Online	212	33.5 %
By mail	416	65.8 %
Don't know	4	0.6 %
Total	632	100.0 %

Q10. Would you be interested in receiving information from the City via a SmartPhone app?

Q10. Would you be interested in receiving information from the City via a Smart Phone app?	Number	Percent
Yes	178	19.1 %
No	681	73.1 %
Don't know	73	7.8 %
Total	932	100.0 %

Q11. Communication. For each of the following, please rate your satisfaction on a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=932)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q11a. The availability of information about City programs and services	7.7%	33.3%	38.0%	11.2%	3.2%	6.6%
Q11b. City's efforts to keep residents informed about local issues	7.5%	36.0%	33.0%	14.8%	3.2%	5.5%
Q11c. The level of public involvement in local decisions	4.6%	22.4%	40.4%	16.8%	6.3%	9.6%
Q11d. The types of information that are available on the City's web site	5.0%	23.5%	29.2%	4.8%	1.0%	36.6%
Q11e. How easy it is to find information on the City's web site	4.6%	20.8%	28.1%	6.3%	2.1%	38.2%
Q11f. The City's information on CityView public access channels. (If you are not aware of CityView's existence, please circle "Don't Know")	2.1%	7.9%	18.4%	2.0%	0.8%	68.9%
Q11g. The information provided by the City prior to issue elections	8.0%	26.5%	30.8%	15.5%	7.1%	12.0%

WITHOUT DON'T KNOW

Q11. Communication. For each of the following, 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=932)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q11a. The availability of information about City programs and services	8.2%	35.6%	40.7%	12.0%	3.5%
Q11b. City's efforts to keep residents informed about local issues	7.9%	38.1%	35.0%	15.7%	3.4%
Q11c. The level of public involvement in local decisions	5.0%	24.7%	44.7%	18.6%	7.0%
Q11d. The types of information that are available on the City's web site	7.9%	37.1%	46.0%	7.5%	1.5%
Q11e. How easy it is to find information on the City's web site	7.4%	33.7%	45.4%	10.2%	3.3%
Q11f. The City's information on CityView public access channels. (If you are not aware of CityView's existence, please circle "Don't Know")	6.6%	25.4%	59.2%	6.3%	2.4%
Q11g. The information provided by the City prior to issue elections	9.1%	30.1%	35.1%	17.6%	8.1%

Q12. Maintenance. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=932)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q12a. Maintenance of major city streets	8.9%	46.1%	20.5%	17.5%	5.7%	1.3%
Q12b. Maintenance of streets in your neighborhood	7.9%	42.7%	22.7%	19.1%	6.7%	0.9%
Q12c. Maintenance of sidewalks in your neighborhood	8.2%	32.9%	23.9%	16.3%	8.8%	9.9%
Q12d. Maintenance of street signs and traffic signals	13.9%	54.1%	21.3%	6.5%	2.7%	1.5%
Q12e. Cleanliness of City streets and public areas	9.7%	49.6%	26.3%	9.1%	4.0%	1.3%
Q12f. Maintenance of City-owned buildings, such as City Hall, Busch Building, etc.	15.9%	48.8%	18.7%	2.0%	0.6%	13.9%
Q12g. Sharing of information about the maintenance of City-owned buildings	4.0%	19.2%	32.4%	8.1%	3.1%	33.2%

WITHOUT DON'T KNOW

Q12. Maintenance. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (Without "Don't Know")

(N=932)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q12a. Maintenance of major city streets	9.0%	46.7%	20.8%	17.7%	5.8%
Q12b. Maintenance of streets in your neighborhood	8.0%	43.1%	22.9%	19.3%	6.7%
Q12c. Maintenance of sidewalks in your neighborhood	9.1%	36.5%	26.6%	18.1%	9.8%
Q12d. Maintenance of street signs and traffic signals	14.1%	55.0%	21.6%	6.6%	2.7%
Q12e. Cleanliness of City streets and public areas	9.8%	50.3%	26.7%	9.2%	4.0%
Q12f. Maintenance of City-owned buildings, such as City Hall, Busch Building, etc.	18.5%	56.6%	21.8%	2.4%	0.8%
Q12g. Sharing of information about the maintenance of City-owned buildings	6.0%	28.8%	48.5%	12.1%	4.7%

Q13. Which TWO of the maintenance items listed above do you think should receive the most emphasis from City leaders over the next TWO Years?

<u>Q13. 1st Choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of major city streets	420	45.1 %
Maintenance of streets in your neighborhood	160	17.2 %
Maintenance of sidewalks in your neighborhood	119	12.8 %
Maintenance of street signs and traffic signals	33	3.5 %
Cleanliness of City streets and public areas	71	7.6 %
Maintenance of City-owned buildings, such as City Hall, Busch Building, etc.	9	1.0 %
Sharing of information about the maintenance of City-owned buildings	17	1.8 %
<u>None chosen</u>	<u>103</u>	<u>11.1 %</u>
Total	932	100.0 %

Q13. Which TWO of the maintenance items listed above do you think should receive the most emphasis from City leaders over the next TWO Years?

<u>Q13. 2nd Choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of major city streets	120	12.9 %
Maintenance of streets in your neighborhood	213	22.9 %
Maintenance of sidewalks in your neighborhood	105	11.3 %
Maintenance of street signs and traffic signals	109	11.7 %
Cleanliness of City streets and public areas	159	17.1 %
Maintenance of City-owned buildings, such as City Hall, Busch Building, etc.	28	3.0 %
Sharing of information about the maintenance of City-owned buildings	38	4.1 %
<u>None chosen</u>	<u>160</u>	<u>17.2 %</u>
Total	932	100.0 %

Q13. Which TWO of the maintenance items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? (Sum of Top 2 Choices)

<u>Q13. Sum of Top 2 Choices</u>	<u>Number</u>	<u>Percent</u>
Maintenance of major city streets	540	57.9 %
Maintenance of streets in your neighborhood	373	40.0 %
Cleanliness of City streets and public areas	230	24.7 %
Maintenance of sidewalks in your neighborhood	224	24.0 %
Maintenance of street signs and traffic signals	142	15.2 %
None chosen	103	11.1 %
Sharing of information about the maintenance of City-owned buildings	55	5.9 %
Maintenance of City-owned buildings, such as City Hall, Busch Building, etc.	37	4.0 %
Total	1704	

Q14. Public Safety. 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 following items:

(N=932)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q14a. City efforts to prevent crime	8.5%	41.2%	28.3%	12.9%	4.5%	4.5%
Q14b. Enforcement of local traffic laws	8.5%	44.3%	27.0%	12.1%	4.7%	3.3%
Q14c. How quickly police respond to emergencies	12.4%	31.8%	22.3%	12.3%	6.3%	14.9%
Q14d. How quickly fire personnel respond to emergencies	24.7%	39.8%	13.6%	2.0%	0.8%	19.2%
Q14e. City fire prevention education	15.2%	36.2%	24.0%	2.9%	1.0%	20.8%
Q14f. Emergency 911 services	24.0%	39.1%	17.1%	2.0%	1.6%	16.1%
Q14g. Sharing of public safety information with the community	11.3%	34.1%	31.1%	6.5%	3.6%	13.5%

WITHOUT DON'T KNOW

Q14. Safety. 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 following items:(Without "Don't Know")

(N=932)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q14a. City efforts to prevent crime	8.9%	43.2%	29.6%	13.6%	4.7%
Q14b. Enforcement of local traffic laws	8.8%	45.9%	28.0%	12.5%	4.9%
Q14c. How quickly police respond to emergencies	14.6%	37.4%	26.2%	14.4%	7.4%
Q14d. How quickly fire personnel respond to emergencies	30.5%	49.3%	16.8%	2.5%	0.9%
Q14e. City fire prevention education	19.2%	45.7%	30.3%	3.7%	1.2%
Q14f. Emergency 911 services	28.6%	46.6%	20.4%	2.4%	1.9%
Q14g. Sharing of public safety information with the community	13.1%	39.4%	35.9%	7.5%	4.1%

Q15. Which TWO of the public safety items listed above do you think should receive the most emphasis from City leaders over the next two years?

Q15. 1 st Choice	Number	Percent
City efforts to prevent crime	409	43.9 %
Enforcement of local traffic laws	106	11.4 %
How quickly police respond to emergencies	168	18.0 %
How quickly fire personnel respond to emergencies	19	2.0 %
City fire prevention education	25	2.7 %
Emergency 911 services	25	2.7 %
Sharing of public safety information with the community	61	6.5 %
None chosen	119	12.8 %
Total	932	100.0 %

Q15. Which TWO of the public safety items listed above do you think should receive the most emphasis from City leaders over the next two years?

Q15. 2 nd Choice	Number	Percent
City efforts to prevent crime	130	13.9 %
Enforcement of local traffic laws	115	12.3 %
How quickly police respond to emergencies	229	24.6 %
How quickly fire personnel respond to emergencies	69	7.4 %
City fire prevention education	38	4.1 %
Emergency 911 services	67	7.2 %
Sharing of public safety information with the community	102	10.9 %
None chosen	182	19.5 %
Total	932	100.0 %

Q15. Which TWO of the public safety items listed above do you think should receive the most emphasis from City leaders over the next two years? (Sum of Top 2 Choices)

Q15. Sum of Top 2 Choices	Number	Percent
City efforts to prevent crime	539	57.8 %
How quickly police respond to emergencies	397	42.6 %
Enforcement of local traffic laws	221	23.7 %
Sharing of public safety information with the community	163	17.5 %
None chosen	119	12.8 %
Emergency 911 services	92	9.9 %
How quickly fire personnel respond to emergencies	88	9.4 %
City fire prevention education	63	6.8 %
Total	1682	

Q16. Parks and Recreation. 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 following items

(N=932)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q16a. Maintenance of City parks	24.8%	51.0%	12.9%	2.9%	0.6%	7.8%
Q16b. Cleanliness of City parks	24.4%	48.9%	13.6%	4.5%	0.6%	8.0%
Q16c. Location of City parks	24.2%	51.6%	14.2%	3.1%	0.3%	6.6%
Q16d. Walking and biking trails in the City	25.5%	40.6%	15.2%	5.6%	1.8%	11.2%
Q16e. City swimming pools	12.0%	27.1%	21.8%	4.1%	0.8%	34.3%
Q16f. City golf courses	9.9%	23.3%	18.6%	1.7%	0.3%	46.2%
Q16g. City outdoor athletic fields	12.3%	31.4%	19.9%	1.6%	0.2%	34.6%
Q16h. The City's youth recreation programs	13.2%	27.9%	17.8%	3.2%	0.9%	37.0%
Q16i. The City's adult recreation programs	10.2%	25.6%	20.7%	3.9%	1.8%	37.8%
Q16j. Sharing of Parks/ Recreation information with the community	9.2%	30.6%	27.6%	8.4%	3.8%	20.5%

WITHOUT DON'T KNOW

Q16. Parks and Recreation. 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 following items:(Without "Don't Know")

(N=932)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q16a. Maintenance of City parks	26.8%	55.3%	14.0%	3.2%	0.7%
Q16b. Cleanliness of City parks	26.5%	53.1%	14.7%	4.9%	0.7%
Q16c. Location of City parks	25.9%	55.2%	15.2%	3.3%	0.3%
Q16d. Walking and biking trails in the City	28.8%	45.8%	17.1%	6.3%	2.1%
Q16e. City swimming pools	18.2%	41.2%	33.2%	6.2%	1.1%
Q16f. City golf courses	18.4%	43.2%	34.6%	3.2%	0.6%
Q16g. City outdoor athletic fields	18.8%	48.0%	30.4%	2.5%	0.3%
Q16h. The City's youth recreation programs	21.0%	44.3%	28.2%	5.1%	1.4%
Q16i. The City's adult recreation programs	16.4%	41.2%	33.2%	6.2%	2.9%
Q16j. Sharing of Parks/Recreation information with the community	11.5%	38.5%	34.7%	10.6%	4.7%

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

Q17. 1 st Choice	Number	Percent
Maintenance of City parks	217	23.3 %
Cleanliness of City parks	78	8.4 %
Location of City parks	21	2.3 %
Walking and biking trails in the City	131	14.1 %
City swimming pools	38	4.1 %
City golf courses	19	2.0 %
City outdoor athletic fields	19	2.0 %
The City's youth recreation programs	85	9.1 %
The City's adult recreation programs	39	4.2 %
Sharing of Parks/Recreation information with the community	92	9.9 %
None chosen	193	20.7 %
Total	932	100.0 %

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

Q17. 2 nd Choice	Number	Percent
Maintenance of City parks	100	10.7 %
Cleanliness of City parks	169	18.1 %
Location of City parks	31	3.3 %
Walking and biking trails in the City	75	8.0 %
City swimming pools	56	6.0 %
City golf courses	9	1.0 %
City outdoor athletic fields	14	1.5 %
The City's youth recreation programs	66	7.1 %
The City's adult recreation programs	72	7.7 %
Sharing of Parks/Recreation information with the community	94	10.1 %
None chosen	246	26.4 %
Total	932	100.0 %

Q17. Which TWO of the parks and recreation items listed above do you think should receive the most emphasis from City leaders over the next two years? (Sum of Top 2 Choices)

Q17. Sum of Top 2 Choices	Number	Percent
Maintenance of City parks	317	34.0 %
Cleanliness of City parks	247	26.5 %
Walking and biking trails in the City	206	22.1 %
None chosen	193	20.7 %
Sharing of Parks/Recreation information with the community	186	20.0 %
The City's youth recreation programs	151	16.2 %
The City's adult recreation programs	111	11.9 %
City swimming pools	94	10.1 %
Location of City parks	52	5.6 %
City outdoor athletic fields	33	3.5 %
City golf courses	28	3.0 %
Total	1618	

Q18. Community Issues. Using a scale from 1 to 5 where 5 is "Extremely Important" and 1 is "Not Important," please indicate the importance that should be placed on the following issues facing our community.

(N=932)

	Extremely Important	Very Important	Important	Less Important	Not Important	Don't Know
Q18a. Job creation/retention	65.2%	21.0%	9.9%	1.9%	0.6%	1.3%
Q18b. Affordable housing	46.8%	28.7%	17.8%	3.9%	1.3%	1.5%
Q18c. Transportation improvements	34.0%	34.4%	24.0%	4.4%	1.7%	1.4%
Q18d. Parks and open space improvements	17.3%	33.0%	34.2%	10.9%	2.9%	1.7%
Q18e. Attracting visitors to the area	22.6%	29.9%	32.0%	10.9%	3.0%	1.6%
Q18f. Improvements in Downtown Springfield	24.0%	26.9%	28.7%	13.6%	4.8%	1.9%
Q18g. Public Safety improvements	33.2%	34.7%	25.3%	3.9%	1.2%	1.8%
Q18h. Streamlining business regulations	16.6%	25.7%	34.5%	13.7%	5.6%	3.9%
Q18i. Neighborhood upkeep and maintenance	32.2%	33.8%	26.5%	4.7%	1.0%	1.8%
Q18j. Increasing diversity	19.4%	21.3%	27.4%	17.1%	12.8%	2.2%
Q18k. Managing growth and development	33.7%	32.7%	25.4%	4.2%	2.4%	1.6%
Q18l. Government transparency	44.5%	24.9%	21.8%	4.1%	2.4%	2.3%
Q18m. Other	10.9%	1.0%	0.6%	0.0%	0.3%	87.1%

WITHOUT DON'T KNOW

Q18. Community Issues. Using a scale from 1 to 5 where 5 is "Extremely Important" and 1 is "Not Important," please indicate the importance that should be placed on the following issues facing our community.(Without "Don't Know")

(N=932)

	Extremely Important	Very Important	Important	Less Important	Not Important
Q18a. Job creation/retention	66.1%	21.3%	10.0%	2.0%	0.7%
Q18b. Affordable housing	47.5%	29.1%	18.1%	3.9%	1.3%
Q18c. Transportation improvements	34.5%	34.9%	24.3%	4.5%	1.7%
Q18d. Parks and open space improvements	17.7%	33.6%	34.8%	11.1%	3.0%
Q18e. Attracting visitors to the area	23.0%	30.4%	32.5%	11.1%	3.1%
Q18f. Improvements in Downtown Springfield	24.5%	27.5%	29.2%	13.8%	4.9%
Q18g. Public Safety improvements	33.8%	35.3%	25.8%	3.9%	1.2%
Q18h. Streamlining business regulations	17.3%	26.7%	35.9%	14.3%	5.8%
Q18i. Neighborhood upkeep and maintenance	32.8%	34.4%	27.0%	4.8%	1.0%
Q18j. Increasing diversity	19.8%	21.8%	28.0%	17.5%	13.0%
Q18k. Managing growth and development	34.3%	33.2%	25.8%	4.3%	2.4%
Q18l. Government transparency	45.5%	25.5%	22.3%	4.2%	2.4%
Q18m. Other	85.1%	7.9%	4.4%	0.0%	2.6%

Q18. Other

Q18M Other

ANIMAL CONTROL
ANIMAL CONTROL FACILITY
ARTS AND CULTURE
ASSIT ELDERLY
ATTENTION TO CHILDREN
ATTRACT MFG
AUTO SAFETY
BEAUTIFICATION
BIGGER STREET SIGNS
BIKE LANES
BIKE LANES NEEDED
BIKE TESTING
BIKE TRAILA
BIKES
BUDGETING
BUSINESS FRIENDLY
CITY IDENTITY
CITY SPENDING
CLEAN DOWN TOWN /KEEP SAFE
CLEAN UP NEIGHBORHOODS
CODE ENFORCEMNT/INFORMATION
COMMON SENSE APPROACH
COMPETENT LEADERSHIP
CONNECT NEIGHBORHOODS
COUNCIL COMMUNICATIONS
CRIME
CRIME PREVENTION
CRIME PREVENTION
CURBSIDE RECYCLING
DECREASE POVERTY
DFS ISSUES PROTECT OUR KIDS
DIVERSITY IN EMPLOYMENT
DRUG MANAGEMENT
DRUGS/PROSTITUTION
ELDERLY/DISABLED CARE
ENCOURAGE AVIATION
END GUN FREE ZONES
ENFORCE CITY ZONING
ENFORCE DRUG CONTROL
ENFORCE LOCAL ORDIANANCES
EQUAL PROTECTION
FEWER BUSINESS CONSTRAINTS
FEWER ELECTIONS
FIX PENSION PROBLEMS
GET RID OF ICE PARK
GOV'T HELP
GOWTH NOT SUSTAINABLE
GRAFFITI
GREENWAY EXPANSION
HARASSMENT BY COPS
HEALTH CARE/DENTAL

Q18. Other

Q18M Other

HELP THE POOR
HOMELESS HOUSING
HOMELESS ISSUES
HOMELESS PEOPLE
HOMELESS PROBLEM
IMPROVE SCHOOL CURRICULUM
INFORMATION
LESS REGULATIONS
LIMIT BARS(ALCOHOL)
MAKE PANHANDLING ILLEGAL
MEDICADE DENTAL FOR ADULTS
METH
MORE BIKE/PEDESTRIAN FRIENDLY
MORE INDUSTRY/PLANNING
MORE LAW ENFORCEMENT NORTH SID
MORE NEIGHBORHOOD WATCH
MORE POLICE/SAFETY
MORE VALUE/LESS TAX
MORE WATER RESERVOIRS
NEIGHBORHOOD INVOLVEMENT
NEIGHBORHOOD WATCH
NEIGHBORHOOD WATCH
NEIGHBORHOOD WATCH
NO NEW TAXES
NO VOG. INTERFERENCE
NOISE CURFEW
NORTH SIDE MAINTENANCE
OVER SEEING THE LAW
PEOPLE FIRST
POVERTY
POVERTY
PRIORITIZE TAX SPENDING
PROPER REPRESENTATION COUNCIL
PUBLIC ART
PUBLIC TRANSPORTATION
PUBLIC TRANSPORTATION BUS
PUBLIC TRANSPORTATION ISSUES
PUBLIC TRANSPORTATION/HDCP
RACISM
RAILROAD CROSSINGS
RAISE WAGES
ROADS, WIDEN
SHORT TERM DISABILITY
SIDE ROAD MAINTENANCE
SIGNS ON OUR STREET
STREET LIGHTING
SUSTAINABLE PRACTICES
THE ARTS/EDUCATION
TOLERANCE
TOO MANY BARS/BANKS
TRAFFIC FLOW

Q18. Other

- Q18M Other
-
- TRAFFIC LIGHTS
 - TRAIL SAFETY, SCARY PEOPLE
 - TREAT ALL EQUALLY
 - UTILITY LINE MAINTENANCE
 - UTILITY RATES
 - VANDALISM
 - WORK W/NON PROFITS

Q19. Which THREE of the items listed above do you think should receive the most emphasis from City leaders over the next two years?

<u>Q19. 1st Choice</u>	<u>Number</u>	<u>Percent</u>
Job creation/retention	411	44.1 %
Affordable housing	76	8.2 %
Transportation improvements	68	7.3 %
Parks and open space improvements	17	1.8 %
Attracting visitors to the area	17	1.8 %
Improvements in Downtown Springfield	24	2.6 %
Public Safety improvements	55	5.9 %
Streamlining business regulations	13	1.4 %
Neighborhood upkeep and maintenance	34	3.6 %
Increasing diversity	21	2.3 %
Managing growth and development	31	3.3 %
Government transparency	44	4.7 %
Other	50	5.4 %
None chosen	71	7.6 %
Total	932	100.0 %

Q19. Which THREE of the items listed above do you think should receive the most emphasis from City leaders over the next two years?

<u>Q19. 2nd Choice</u>	<u>Number</u>	<u>Percent</u>
Job creation/retention	109	11.7 %
Affordable housing	235	25.2 %
Transportation improvements	90	9.7 %
Parks and open space improvements	34	3.6 %
Attracting visitors to the area	38	4.1 %
Improvements in Downtown Springfield	51	5.5 %
Public Safety improvements	81	8.7 %
Streamlining business regulations	20	2.1 %
Neighborhood upkeep and maintenance	55	5.9 %
Increasing diversity	22	2.4 %
Managing growth and development	48	5.2 %
Government transparency	46	4.9 %
Other	13	1.4 %
None chosen	90	9.7 %
Total	932	100.0 %

Q19. Which THREE of the items listed above do you think should receive the most emphasis from City leaders over the next two years?

<u>Q19. 3rd Choice</u>	<u>Number</u>	<u>Percent</u>
Job creation/retention	81	8.7 %
Affordable housing	66	7.1 %
Transportation improvements	111	11.9 %
Parks and open space improvements	41	4.4 %
Attracting visitors to the area	50	5.4 %
Improvements in Downtown Springfield	67	7.2 %
Public Safety improvements	78	8.4 %
Streamlining business regulations	28	3.0 %
Neighborhood upkeep and maintenance	94	10.1 %
Increasing diversity	21	2.3 %
Managing growth and development	84	9.0 %
Government transparency	50	5.4 %
Other	28	3.0 %
None chosen	133	14.3 %
Total	932	100.0 %

Q19. Which THREE of the items listed above do you think should receive the most emphasis from City leaders over the next two years? (Sum of Top 3 Choices)

<u>Q19. Sum of Top 3 Choices</u>	<u>Number</u>	<u>Percent</u>
Job creation/retention	601	64.5 %
Affordable housing	377	40.5 %
Transportation improvements	269	28.9 %
Public Safety improvements	214	23.0 %
Neighborhood upkeep and maintenance	183	19.6 %
Managing growth and development	163	17.5 %
Improvements in Downtown Springfield	142	15.2 %
Government transparency	140	15.0 %
Attracting visitors to the area	105	11.3 %
Parks and open space improvements	92	9.9 %
Other	91	9.8 %
None chosen	71	7.6 %
Increasing diversity	64	6.9 %
Streamlining business regulations	61	6.5 %
Total	2573	

Q20. Communitywide Issues/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 following items:

(N=932)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q20a. Quality of community's early childhood development programs	9.6%	22.9%	21.2%	7.2%	2.3%	36.8%
Q20b. The way the City works with other jurisdictions such as other cities, counties and the State	7.2%	25.5%	27.5%	4.0%	2.0%	33.8%
Q20c. Community efforts to assist residents living in poverty	6.1%	17.3%	27.1%	18.9%	8.9%	21.5%
Q20d. The level of civic engagement in the Community's decision-making process	4.1%	19.5%	32.4%	15.6%	5.5%	22.8%
Q20e. Community efforts to support diversity and be inclusive of all residents regardless of their race, ethnicity, physical ability, or language	8.3%	25.3%	32.4%	10.5%	5.7%	17.8%

WITHOUT DON'T KNOW

Q20. Communitywide Issues/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 following items: (Without "Don't Know")

(N=932)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q20a. Quality of community's early childhood development programs	15.2%	36.3%	33.6%	11.4%	3.6%
Q20b. The way the City works with other jurisdictions such as other cities, counties and the State	10.9%	38.4%	41.5%	6.0%	3.1%
Q20c. Community efforts to assist residents living in poverty	7.8%	22.1%	34.6%	24.1%	11.4%
Q20d. The level of civic engagement in the Community's decision-making process	5.3%	25.3%	42.0%	20.3%	7.1%
Q20e. Community efforts to support diversity and be inclusive of all residents regardless of their race, ethnicity, physical ability, or language	10.1%	30.8%	39.4%	12.7%	6.9%

Q21. Recycling. Using a scale of 1 to 5, where 5 means "very supportive" and 1 means "not supportive at all," please indicate how supportive you would be of having the City take the following actions to increase the level of recycling in the community:

(N=932)

	Very supportive	Supportive	Somewhat supportive	Not supportive	Not supportive at all	Don't know
Q21a. Increased recycling education and information services	43.1%	30.5%	14.7%	4.2%	3.1%	4.4%
Q21b. Building more recycling drop-off services	48.2%	26.9%	13.2%	3.2%	3.2%	5.3%

WITHOUT DON'T KNOW

Q21. Recycling. Using a scale of 1 to 5, where 5 means "very supportive" and 1 means "not supportive at all," please indicate how supportive you would be of having the City take the following actions to increase the level of recycling in the community: (Without "Don't Know")

(N=932)

	Very supportive	Supportive	Somewhat supportive	Not supportive	Not supportive at all
Q21a. Increased recycling education and information services	45.1%	31.9%	15.4%	4.4%	3.3%
Q21b. Building more recycling drop-off services	50.9%	28.4%	13.9%	3.4%	3.4%

Q22. Do you currently recycle?

Q22. Do you currently recycle?	Number	Percent
Yes	588	63.1 %
No	337	36.2 %
Not Provided	7	0.8 %
Total	932	100.0 %

Q22a. IF NO: Why not?

Q22a. IF NO: Why not?	Number	Percent
It's not convenient	169	50.1 %
Don't have space to store materials	145	43.0 %
Recycling facilities are not accessible/available	104	30.9 %
I don't know what recycling services are available	84	24.9 %
It costs too much	81	24.0 %
It's messy/unclean	53	15.7 %
Takes too much time/I'm too busy	49	14.5 %
Other	30	8.9 %
I don't know how to recycle	22	6.5 %
None chosen	14	4.2 %
Total	751	

Q22a. Other

- Q22a Other
-
- AGE
 - AGE
 - AGE
 - CAUSES BUGS
 - DON'T CARE TO
 - DON'T KNOW WHERE THEY ARE
 - DON'T THINK ABOUT IT
 - FAR OUT OF TOWN, NEED PICKUP
 - FINE FOR JUNK IN YARD
 - I DON'T DRIVE
 - LANDLORD REFUSES
 - LIMITED PHYSICAL MOBILITY
 - NEED
 - NEED AT HOME PICKUP
 - NO NEED
 - NO NEED
 - NO TRANSPORTATION
 - NOT AVAILABLE WITH TRASH CO
 - NOT CURBSIDE
 - NOT FREE
 - NOT INTO IT
 - NOT PHYSICALLY ABLE
 - NOT RELIABLE ON PICKUPS
 - PICK UP SERVICE UNRELIABLE
 - PROBLEM FOR ELDERLY
 - TOO OLD
 - TOO TIRED
 - USE LANDFILL
 - WASTE OF TIME

Q22b. IF YES: Do you currently use the City's recycling facilities?

Q22b. IF YES: Do you currently use the City's recycling facilities	Number	Percent
Yes	495	84.2 %
No	81	13.8 %
Don't know	12	2.0 %
Total	588	100.0 %

Q23. How do you think the City's efforts to promote recycling should change over the next five years?

Q23. How do you think the City's efforts to promote recycling should change over the next five years?	Number	Percent
Much greater - the City should do much more than it is doing now	418	45.8 %
Somewhat greater - the City should do a little more than it is doing	281	30.8 %
Stay about same	153	16.8 %
Somewhat less -- the City should do a little less than it is doing now	10	1.1 %
Much less - the City should do much less than it is doing now	10	1.1 %
Don't know	40	4.4 %
Total	912	100.0 %

Q24. Prior to receiving this survey, did you know that new regulations set by federal and state governments will likely require the City of Springfield to invest more in the following areas:

(N=932)

	Yes	No	Don't know
Q24a. Wastewater	32.5%	65.8%	1.7%
Q24b. Stormwater	33.8%	64.4%	1.7%
Q24c. Air Quality	34.3%	63.5%	2.2%

Q25. During the past year, have you contacted the City of Springfield with a question, problem, or complaint?

Q25. During the past year, have you contacted the City of Springfield with a question, problem, or complaint?	Number	Percent
Yes	323	34.8 %
No	605	65.2 %
Total	928	100.0 %

Q25a-e. [Respond only if "YES" to Question 25] Using a 5-point scale, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with the City employees you have contacted with regard to the following:

(N=323)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q25a. How easy city employees were to contact	24.8%	41.3%	12.7%	11.5%	9.3%	0.3%
Q25b. The courtesy of city employees	33.9%	36.3%	14.3%	7.5%	6.8%	1.2%
Q25c. The accuracy of the information and assistance you were given	25.5%	35.1%	14.6%	11.2%	10.9%	2.8%
Q25d. The time it took for your concern to be resolved	20.8%	28.9%	13.0%	13.0%	22.4%	1.9%
Q25e. How well your issue was handled	22.6%	29.4%	13.6%	12.1%	19.8%	2.5%

WITHOUT DON'T KNOW

Q25a-e. [Respond only if "YES" to Question 25] Using a 5-point scale, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with the City employees you have contacted with regard to the following: (Without "Don't Know")

(N=323)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q25a. How easy city employees were to contact	24.9%	41.4%	12.8%	11.5%	9.3%
Q25b. The courtesy of city employees	34.3%	36.8%	14.5%	7.5%	6.9%
Q25c. The accuracy of the information and assistance you were given	26.2%	36.1%	15.0%	11.5%	11.2%
Q25d. The time it took for your concern to be resolved	21.2%	29.4%	13.3%	13.3%	22.8%
Q25e. How well your issue was handled	23.2%	30.2%	14.0%	12.4%	20.3%

Q28. Do you think the City of Springfield should continue to grow, stay the size it is now, or get smaller?

Q28. Do you think the City of Springfield should continue to grow, stay the size it is now, or get smaller?	Number	Percent
Continue to grow	489	52.5 %
Stay the same size	304	32.6 %
Get smaller	54	5.8 %
Don't know	85	9.1 %
Total	932	100.0 %

Q29. Please indicate whether you or other members of your household have done any of the following during the past year by circling YES or NO for each of the items listed below.

(N=932)

	Yes	No	Don't know
Q29a. Used a City swimming pool	25.9%	73.0%	1.2%
Q29b. Participated in Park Board athletic programs	20.8%	78.1%	1.2%
Q29c. Used walking and biking trails in Springfield	72.7%	26.1%	1.2%
Q29d. Visited a Springfield-Greene County park	83.9%	15.0%	1.1%
Q29e. Used the Springfield/Greene County Park Board's web site? (www.parkboard.org)	34.3%	64.4%	1.3%
Q29f. Called, written, or spoken to a City Council member	14.1%	84.6%	1.3%
Q29g. Attended a City Council meeting	8.6%	89.3%	2.2%
Q29h. Watched "City View", government information programming on cable TV or on the City's web site	20.7%	78.3%	1.0%
Q29i. Attended a City-sponsored event	41.1%	57.2%	1.7%
Q29j. Volunteered your time to some group/activity in Springfield	33.0%	65.5%	1.5%

Q29. If Yes, what group or activity?

Q29J What group/activity

1 MILLION MEALS
ACS
ACS,NAACP
ADOPT A SCHOOL
ADOPT A STREET
AHA ADA JDRF RELAY
AHAB AND SCLT
ALS ASSOCIATION, SCHOOLS
ALZHEIMERS ASSOCIATION
AMERICAN CANCER SOCIETY
AMERICAN RED CROSS
APO
APO.HOPE CONNECTION, ONE DOOR OTHERS
ART MUSEUM
ARTS
ARTSFEST,MESSIAH PROJECT,CIDER DAYS
AUTISM
AUTOS IN APRIL, EVANGEL TEMPLE
BIG BROTHERS, PRICE CUTTER CHARITY
BIG BROTHERS/BIG SISTERS
BIG BROTHERS/BIG SISTERS
BLACK TIE, HAVEN
BLOOD CENTER OF OZARKS
BLUES SOCIETY OF THE OZARKS
BOARD OF ADJUSTMENT
BOTANICAL CENTER
BOY AND GIRL SCOUTS
BOY SCOUT PROJECTS
BOY SCOUTS
BOY SCOUTS
BOY SCOUTS, VETERANS GROUP
BOYS & GIRLS TOWN
BOYS & GIRLS TOWN
BOYS/GIRLS CLUB
BOYS/GIRLS CLUB
BOYS/GIRLS CLUB, SCHOOL, RARE BREEDS
CALL BINGO
CENTRAL ASSEMBLY OF GOD
CHARITY WALK/FUNDRAISER
CHRISTMAS ORG.
CHRISTMAS PARADE
CHURCH
CHURCH

Q29. If Yes, what group or activity?

Q29J What group/activity

CHURCH
 CHURCH
 CHURCH
 CHURCH
 CHURCH, FOOD PANTRY, ENVIROMENT
 CHURCH ACTIVITIES
 CHURCH GROUP
 CHURCH,HOST INT'L STUDENTS
 CHURCH MISSIONS
 CITY SHELTER GROOMER
 CLEANING JORDAN CRK.
 CLEANING WOODS
 COACH YOUTH TEAMS
 COLOR RUN
 COLOR RUN
 COLOR WALK
 COMMUNITY BOARD
 COMMUNITY FOUNDATION
 COMMUNITY OUTREACH AT CHURCH
 CONVOY OF HOPE
 CONVOY OF HOPE
 COOKS KETTLE
 COX HEALTH VOLUNTEER
 CROCHET FOR HOSPITAL
 CROSSLINES
 CROSSLINES
 CROSSLINES , CHURCH FOOD BANK
 CVB, WELL OF LIFE
 DAY OF HOPE, SAFE TO SLEEP,WELL OF LIFE
 DFS
 DIFFERENT SPS FUNCTIONS
 DRURY/BOYD ELEMENTARY
 EMBASSY HOPE CHURCH
 EVERY CHILD
 FEEDING HOMELESS
 FIELD GUIDE 2030
 FLYFREELITTLEONE.ORG
 FOOD BANK
 FOOD BANK
 FOOD HARVEST ACS, MCDONALD HOUSE
 FOOD PANTRY, CROSSLINES
 FRIENDS OF LIBRARY, NEIGHBORHOOD ASSOC
 FRIENDS OF MO. MIDWIVES
 GATHERING TREE
 GIRLS ON THE RUN
 GIU CENTER
 GOOD SAMARITAN BOYS RANCH
 GOV'T LEADERSHIP
 GRANT BEACH NEIGHBORHOOD ASSOC
 GREENS COUNTY JAIL
 GREENWAY MAINTENANCE

Q29. If Yes, what group or activity?

Q29J What group/activity

GREENWAYS TRAILS
 HABITAT FOR HUMANITY
 HABITAT FOR HUMANITY
 HABITAT FOR HUMANITY
 HABITAT FOR HUMANITY
 HABITAT FOR HUMANITY, DAY OF CARING
 HALEY OWNES WALK
 HARMONY HOUSE, COVENANT HOPE
 HARMONY HOUSE, MIGHTY MIGHTS
 HILLBILLY GARDENERS
 HOLIDAY DRIVE
 HOPE CONNECTION, RT 66 CAR SHOW
 HUMAN SOCIETY
 HUMANE SOCIETY
 INNER CITY OUTREACH
 JEFFRIES SCHOOL
 JLS CHURCH, ZOO. CARING PEOPLE
 JUNIOR LEAGUE
 JUNIOR LEAGUE AMERICAN HEART ASSOC YMCA
 JUNIOR LEAGUE, OZARK FOOD HARVEST
 KITCHEN
 KITCHEN DENTAL CLINIC
 KIWANIS, NORTH SPFD BETTERMENT ASSOC
 LAKE COUNTY SOCCER
 LIBERTARIAN /PICK UP TRASH
 LIBRARY
 LIBRARY,SCHOOL,CHURCH OUTREACH
 LOCAL NIGHBORHOOD/CHURCH EVENTS
 LWV-INTER FAITH ALLIANCE
 MAKING STRIDES AGAINST BREAT CANCER
 MARCH OF DIMES
 MASTER GARDENER
 MASTER NATURALIST
 MDA
 MEALS ON WHEELS
 MEALS ON WHEELS
 MEALS ON WHEELS CRIMSON HOUSE
 MEALS ON WHEELS, CROSSLINES
 MERCY HOSPITAL
 MERCY HOSPITAL
 MERCY HOSPITAL
 MIDTOWN NEIGHBORHOOD ASSOCIATION, PTSA
 MIDTOWN NIEGHBORHOOD ASSOCIATION
 MIGHTY MITES, YOUTH BASEBALL/SOFTBALL
 MISSION
 MLK MARCH
 MLKING DAY EVENT
 MS SOCIETY AND SERTOMA
 MSN
 NAMI
 NAMI

Q29. If Yes, what group or activity?

Q29J What group/activity

NAMI OF SW MO
 NEIGHBOR 4 NEIGHBOR,COMMUNITY PARTNER
 NEIGHBORHOOD ASSOCIATION, CHURCH
 NEIGHBORHOOD BOARD
 NEIGHBORHOOD CLEAN UP
 NEIGHBORHOOD NIGHT OUT/NBHD CLEANUP
 NEIGHBORHOOD WATCH
 NEIGHBORHOOD WATCH
 NEIGHBORHOOD WATCH
 NEW.C , MS WALK
 NEWBORNS IN NEED, CANCER WALK
 NORTHSIDE BETTERMENT ASSOCIATION
 NSBA
 NSBA CHURCH
 NURSING HOME
 OACAC
 OUTREACH
 OZARK FOOD HARVEST
 OZARK FOOD HARVEST
 OZARK FOOD HARVEST , CROSSLINES
 OZARK FOOD HARVEST, HELPING AT SCHOOL
 OZARKS BLUEGRASS SOCIETY
 OZARKS FOOD HARVEST
 OZARKS FOOD HARVEST
 PARK BOARD ABILITIES PROGRAM
 PARK BOARD CODP
 PARKS
 PARKS
 PERSONNEL BOARD
 PHELPS NEIGHBORHOOD ASSOCIATION
 PRIDE FEST
 PRIVATE
 PUBLIC SCHOOLS/DISNEY
 QUILTS OF VALOR
 RARE BREED
 RARE BREED
 RECOVERY CHAPEL
 RED CROSS
 RED CROSS
 RED CROSS
 RED CROSS RARE BREED
 RED CROSS DISASTER SERVICES
 RED CROSS, BIG BROTHERS/SISTERS,KITCHEN
 RELAY FOR LIFE
 RELAY FOR LIFE
 ROCK N RIBS
 ROTARY
 ROTARY
 RSVP
 RUN/BIKE EVENTS
 SAAF/NEUTER PETS, GATHERING PLACE

Q29. If Yes, what group or activity?

Q29J What group/activity

SAFE SLEEP
 SALVATION ARMY
 SAMMYS WINDOW
 SCHOOL
 SCHOOL
 SCHOOL
 SCHOOL
 SCHOOL CHURCH
 SCHOOL ACTIVITIES
 SCHOOL BAND
 SCHOOL BOARD
 SCHOOL CROSSING GUARD
 SCHOOLS, MSU
 SENIOR CENTER
 SENIOR CENTER
 SENIOR HELP DAY
 SERTOMA EVENTS
 SHOW ME STATESMEN BARBERSHOP CHORUS
 SHRINE
 SHRINERS/MASONS
 SHUTTLE DISABLED PERSON
 SIERRA CLUB
 SISTER CITY, CONTEMPORARY THEATER
 SPECIAL NEEDS WALK/RUN
 SPORTING CHANCE
 SPRINGFIELD BLAKC TIE, APO
 SPRINGFIELD HISTORY MUSEUM
 SPRINGFIELD HOSPITALITY CLUB
 SPRINGFIELD HOUSING DEPARTMENT
 SPRINGFIELD LITTLE THEATER
 SPS
 SPS/SRAC
 SRAC
 ST AGNES CHURCH
 STEAM TEAM
 STEERING COMMITTEE FOR CSRC
 STREAM CLEAN UP
 THE KITCHEN
 THE KITCHEN
 THE KITCHEN SHELTER
 THE KITCHEN,OFH,CRIMSON HOUSE
 THRIFT HAVEN STORES FOR FAIR HAVEN CHILD
 TURKEY TROT
 TUTORING OF STUDENTS
 UNITED WAY
 VARIOUS
 VICTORY CIRCLE PEER SUPPORT
 WATERSHED CENTER
 WELL OF LIFE FOOD PANTRY
 WESLEY METHODIST CHURCH
 YMCA ROCKIN RIBS
 ZOO

Q30. Compared to other cities in southwest Missouri, do you think city taxes in Springfield are:

Q30. Compared to other cities in southwest Missouri, do you think city taxes in Springfield are:	Number	Percent
Higher than other cities	178	19.1 %
About the same as other cities	335	35.9 %
Lower than other cities	119	12.8 %
Don't know	300	32.2 %
Total	932	100.0 %

Q31. Approximately how many years have you lived in Springfield?

Q31. Approximately how many years have you lived in Springfield?	Number	Percent
Less than 5 years	105	11.3 %
5-10 years	108	11.6 %
11-20 years	194	20.8 %
20+ years	523	56.1 %
Don't know	2	0.2 %
Total	932	100.0 %

Q32. Do you use any of the following social networks? [check all that apply]

Q32. Do you use any of the following social networks?	Number	Percent
Facebook	569	61.1 %
Twitter	137	14.7 %
YouTube	346	37.1 %
Other	72	7.7 %
None selected	293	31.4 %
Total	1417	

Q33. What is your age?

Q33. What is your age?	Number	Percent
18-34 years	216	23.2 %
35-44 years	179	19.2 %
45-54 years	184	19.7 %
55-64 years	179	19.2 %
65-74 years	99	10.6 %
75+ years	72	7.7 %
Not provided	3	0.3 %
Total	932	100.0 %

Q34. Do you have access to the Internet at home?

<u>Q34. Do you have access to the Internet at home?</u>	<u>Number</u>	<u>Percent</u>
Yes	787	84.4 %
No	145	15.6 %
Total	932	100.0 %

Q34a. IF YES: What type of Internet access do you have? (multiple responses allowed)

<u>Q34a. IF YES: What type of Internet access do you have?</u>	<u>Number</u>	<u>Percent</u>
Cable (high speed)	356	45.2 %
DSL (high speed)	330	41.9 %
Other	69	8.8 %
Don't know	24	3.0 %
Dial-up modem	16	2.0 %
Total	795	

Q34b. Have you made purchases on the Internet during the past 3 months?

<u>Q34b. Have you made purchases on the Internet during the past 3 months?</u>	<u>Number</u>	<u>Percent</u>
Yes	549	69.8 %
No	193	24.5 %
Don't know	45	5.7 %
Total	787	100.0 %

Q35. What is your gender?

<u>Q35. What is your gender?</u>	<u>Number</u>	<u>Percent</u>
Male	454	48.7 %
Female	478	51.3 %
Total	932	100.0 %

Q36. Do you own or rent your current residence?

<u>Q36. Do you own or rent your current residence?</u>	<u>Number</u>	<u>Percent</u>
Own	633	67.9 %
Rent	293	31.4 %
Not provided	6	0.6 %
Total	932	100.0 %

Q37. Which of the following best describes your race/ethnicity? [check all that apply]

Q37. Which of the following best describes your race/ ethnicity?	Number	Percent
White	849	91.1 %
Black/African American	34	3.6 %
American Indian/Eskimo	29	3.1 %
Asian/Pacific Islander	26	2.8 %
Hispanic/Latino	23	2.5 %
Other	7	0.8 %
Not provided	5	0.5 %
Total	973	

Q37. Other

Q37 Other

ISRAEL

POLISH

ROMANIAN

MIDDLE EASTERN

Q38. Would you say your total annual household income is:

Q38. Would you say your total annual household income is:	Number	Percent
Under \$30,000	270	29.0 %
\$30,000 - \$59,999	272	29.2 %
\$60,000 - \$99,999	207	22.2 %
\$100,000 or more	110	11.8 %
Not provided	73	7.8 %
Total	932	100.0 %

Q39. What is your home Zip code?

Q39. What is your home Zip code?	Number	Percent
65802	182	19.5 %
65803	176	18.9 %
65804	277	29.7 %
65806	37	4.0 %
65807	205	22.0 %
65809	30	3.2 %
65810	20	2.1 %
99999	5	0.5 %
Total	932	100.0 %

Section 4:
Survey Instrument

2014 City of Springfield Community Survey

Please take a few minutes to complete this survey. Your input is an important part of the City's on-going effort to improve the quality of city services and to identify priorities for the community. If you have questions, please call the City's Department of Public Information at (417) 864-1010.

Are you a resident of the City of Springfield? ___(1) Yes ___(2) No ___(3) Unsure

If YES: please continue

If NO: the survey is intended for Springfield residents. You do not need to complete the survey.

If UNSURE, please provide your address and continue: _____

1. Several items that may influence your perception of the City of Springfield are listed below. Please rate each item on a scale of 1 to 5 where 5 means "very good" and 1 means "very bad." Please circle your answers.

How would you rate:		Very Good	Good	Neutral	Bad	Very Bad	Don't Know
A.	The overall quality of services provided by the City of Springfield	5	4	3	2	1	9
B.	The overall appearance and attractiveness of the City	5	4	3	2	1	9
C.	How well the City is planning growth	5	4	3	2	1	9
D.	The overall quality of life in Springfield	5	4	3	2	1	9
E.	Your neighborhood as a place to live	5	4	3	2	1	9
F.	The overall value you receive for your City taxes and fees	5	4	3	2	1	9
G.	Springfield as a place to work	5	4	3	2	1	9
H.	Springfield as a place to raise children	5	4	3	2	1	9

2. **Overall Satisfaction with City Services.** Major categories of services provided by the City of Springfield are listed below. Please rate each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

How Satisfied are you with:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Overall quality of police protection	5	4	3	2	1	9
B.	Overall quality of fire protection	5	4	3	2	1	9
C.	Overall maintenance of city streets and infrastructure	5	4	3	2	1	9
D.	Overall enforcement of city codes and ordinances	5	4	3	2	1	9
E.	Overall quality of customer service you receive from city employees	5	4	3	2	1	9
F.	Overall effectiveness of city communication with the public	5	4	3	2	1	9
G.	Overall flow of traffic in the City	5	4	3	2	1	9
H.	Overall quality of the City's stormwater management system	5	4	3	2	1	9
I.	City yardwaste disposal locations	5	4	3	2	1	9
J.	Wastewater services	5	4	3	2	1	9
K.	The location of the City's drop-off recycling sites	5	4	3	2	1	9
L.	Overall effectiveness of Springfield-Branson National Airport serving air transportation needs	5	4	3	2	1	9

3. Which THREE of the items listed above do you think should receive the most emphasis from City leaders over the next two years? [Write the letters below for your top 3 choices using the letters from the list in Question 2 above.]

1st. _____ 2nd. _____ 3rd. _____

4. **Public Safety.** Using a scale of 1 to 5 where 5 means “very safe” and 1 means “very unsafe,” please rate the following:

How safe do you feel:		Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
A.	From violent crime (e.g., rape, assault) in your neighborhood	5	4	3	2	1	9
B.	From property crime (e.g., burglary, vandalism) in your neighborhood	5	4	3	2	1	9
C.	In the City park nearest to your home	5	4	3	2	1	9
D.	When walking alone in your neighborhood during the day	5	4	3	2	1	9
E.	In Downtown Springfield	5	4	3	2	1	9

5. Please indicate if the following items are a MAJOR PROBLEM, MINOR PROBLEM, or NOT A PROBLEM in your neighborhood.

To what extent are the following problems in your neighborhood?		Major Problem	Minor Problem	Not a Problem	Don't Know
A.	Homes / buildings in disrepair	3	2	1	9
B.	Unmowed, weedy lots / yards	3	2	1	9
C.	Cluttered, junky yards / porches	3	2	1	9
D.	Graffiti	3	2	1	9
E.	Street litter	3	2	1	9
F.	Drugs	3	2	1	9
G.	Speeding	3	2	1	9
H.	Traffic congestion	3	2	1	9
I.	Stray animals	3	2	1	9
J.	Stealing/theft	3	2	1	9
K.	Abandoned vehicles	3	2	1	9
L.	Noisy animals	3	2	1	9
M.	Loitering	3	2	1	9

6. Which THREE of these problems do you think should be the top priorities for improvement in your neighborhood? [Write in the letters below using the letters from the list in Question 5 above.]

1st. _____ 2nd. _____ 3rd. _____

7. Which of the following do you use to get information about the Springfield city government? [check all that apply]

- | | |
|-----------------------------------|---|
| ____(01) City's Web site | ____(08) Radio |
| ____(02) Public signs | ____(09) Public meetings |
| ____(03) City View video channels | ____(10) Community events |
| ____(04) Contacting City staff | ____(11) City's social media presence (Facebook, Twitter, etc.) |
| ____(05) Daily newspaper | ____(12) Other _____ |
| ____(06) Local Television news | |
| ____(07) City Utilities inserts | |

8. Which TWO sources of communication listed above (in Q7) would be your PREFERRED way of receiving accurate information about the Springfield city government? [Write in the numbers below using the numbers from the list in Question 7 above.]

1st. _____ 2nd. _____

9. Would you be interested in reading a semi-regular newsletter from the City?
 ____ (1) Yes [answer Q9a] ____ (2) No [go to Q10]

9a. IF YES: How would you prefer to receive it? ____ (1) Online (e-mail/Internet) ____ (2) By mail

10. Would you be interested in receiving information from the City via a SmartPhone app?

____(1) Yes ____ (2) No

11. Communication. For each of the following, please rate your satisfaction on a scale of 1 to 5 where 5 means “very satisfied” and 1 means “very dissatisfied.”

How Satisfied are you with:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	The availability of information about City programs and services	5	4	3	2	1	9
B.	City's efforts to keep residents informed about local issues	5	4	3	2	1	9
C.	The level of public involvement in local decisions	5	4	3	2	1	9
D.	The types of information that are available on the City's web site	5	4	3	2	1	9
E.	How easy it is to find information on the City's web site	5	4	3	2	1	9
F.	The City's information on CityView public access channels. (If you are not aware of CityView's existence, please circle "Don't Know")	5	4	3	2	1	9
G.	The information provided by the City prior to issue elections	5	4	3	2	1	9

12. Maintenance. For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means “very satisfied” and 1 means “very dissatisfied.”

How Satisfied are you with:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Maintenance of major city streets	5	4	3	2	1	9
B.	Maintenance of streets in your neighborhood	5	4	3	2	1	9
C.	Maintenance of sidewalks in your neighborhood	5	4	3	2	1	9
D.	Maintenance of street signs and traffic signals	5	4	3	2	1	9
E.	Cleanliness of City streets and public areas	5	4	3	2	1	9
F.	Maintenance of City-owned buildings, such as City Hall, Busch Building, etc.	5	4	3	2	1	9
G.	Sharing of information about the maintenance of City-owned buildings	5	4	3	2	1	9

13. Which TWO of the maintenance items listed above do you think should receive the most emphasis from City leaders over the next TWO Years? [Write in the letters below using the letters from the list in Question 12 above.]

1st. ____ 2nd. ____

14. Public Safety. 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 following items:

How Satisfied are you with:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	City efforts to prevent crime	5	4	3	2	1	9
B.	Enforcement of local traffic laws	5	4	3	2	1	9
C.	How quickly police respond to emergencies	5	4	3	2	1	9
D.	How quickly fire personnel respond to emergencies	5	4	3	2	1	9
E.	City fire prevention education	5	4	3	2	1	9
F.	Emergency 911 services	5	4	3	2	1	9
G.	Sharing of public safety information with the community	5	4	3	2	1	9

15. Which TWO of the public safety items listed above do you think should receive the most emphasis from City leaders over the next two years? [Write in the letters below using the letters from the list in Question 14 above.]

1st. ____ 2nd. ____

16. Parks and Recreation. 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 following items:

How Satisfied are you with:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Maintenance of City parks	5	4	3	2	1	9
B.	Cleanliness of City parks	5	4	3	2	1	9
C.	Location of City parks	5	4	3	2	1	9
D.	Walking and biking trails in the City	5	4	3	2	1	9
E.	City swimming pools	5	4	3	2	1	9
F.	City golf courses	5	4	3	2	1	9
G.	City outdoor athletic fields	5	4	3	2	1	9
H.	The City's youth recreation programs	5	4	3	2	1	9
I.	The City's adult recreation programs	5	4	3	2	1	9
J.	Sharing of Parks/Recreation information with the community	5	4	3	2	1	9

17. Which TWO 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 using the letters from the list in Question 16 above.]

1st. _____ 2nd. _____

18. Community Issues. Using a scale from "1" to "5" where "5" is "Extremely Important" and "1" is "Not Important," please indicate the importance that should be placed on the following issues facing our community.

Issue		Extremely Important	Very Important	Important	Less Important	Not Important
A.	Job creation/retention	5	4	3	2	1
B.	Affordable housing	5	4	3	2	1
C.	Transportation improvements	5	4	3	2	1
D.	Parks and open space improvements	5	4	3	2	1
E.	Attracting visitors to the area	5	4	3	2	1
F.	Improvements in Downtown Springfield	5	4	3	2	1
G.	Public Safety improvements	5	4	3	2	1
H.	Streamlining business regulations	5	4	3	2	1
I.	Neighborhood upkeep and maintenance	5	4	3	2	1
J.	Increasing diversity	5	4	3	2	1
K.	Managing growth and development	5	4	3	2	1
L.	Government transparency	5	4	3	2	1
M.	Other (list): _____	5	4	3	2	1

19. Which THREE of the items listed above do you think should receive the most emphasis from City leaders over the next two years? [Write the letters below for your top 3 choices using the letters from the list in Question 18 above.]

1st. _____ 2nd. _____ 3rd. _____

20. Communitywide Issues/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 following items:

How Satisfied are you with:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Quality of community's early childhood development programs	5	4	3	2	1	9
B.	The way the City works with other jurisdictions such as other cities, counties and the State	5	4	3	2	1	9
C.	Community efforts to assist residents living in poverty	5	4	3	2	1	9
D.	The level of civic engagement in the Community's decision-making process	5	4	3	2	1	9
E.	Community efforts to support diversity and be inclusive of all residents regardless of their race, ethnicity, physical ability, or language	5	4	3	2	1	9

21. Recycling. Using a scale of 1 to 5, where 5 means “very supportive” and 1 means “not supportive at all,” please indicate how supportive you would be of having the City take the following actions to increase the level of recycling in the community:

Would you support:		Very Supportive	Supportive	Somewhat Supportive	Not Supportive	Not Supportive At All	Don't Know
A.	Increased recycling education and information services	5	4	3	2	1	9
B.	Building more recycling drop off services	5	4	3	2	1	9

22. Do you currently recycle? ___(1) Yes [answer 22b] ___(2) No [answer 22a]

22a. IF NO: Why not?

- ___(1) It costs too much
- ___(2) It's not convenient
- ___(3) Don't have space to store materials
- ___(4) It's messy/unclean
- ___(5) Takes too much time/I'm too busy
- ___(6) Recycling facilities are not accessible/available
- ___(7) I don't know how to recycle
- ___(8) I don't know what recycling services are available
- ___(9) Other: _____

22b. IF YES: Do you currently use the City's recycling facilities? ___(1) Yes ___(2) No

23. How do you think the City's efforts to promote recycling should change over the next five years?

- ___(1) Much greater – the City should do much more than it is doing now
- ___(2) Somewhat greater – the City should do a little more than it is doing
- ___(3) Stay about the same
- ___(4) Somewhat less – the City should do a little less than it is doing now
- ___(5) Much less – the City should do much less than it is doing now

24. Prior to receiving this survey, did you know that new regulations set by federal and state governments will likely require the City of Springfield to invest more in the following areas:

- (A) Wastewater..... YES.....NO
- (B) Stormwater YES.....NO
- (C) Air Quality YES.....NO

25. During the past year, have you contacted the City of Springfield with a question, problem, or complaint?

- ___(1) Yes [answer Q25a-e]
- ___(2) No [go to Q26]

25a-e. [Respond only if "YES" to Question 25] Using a 5-point scale where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with the City employees you have contacted with regard to the following:

How Satisfied are you with:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	How easy city employees were to contact	5	4	3	2	1	9
B.	The courtesy of city employees	5	4	3	2	1	9
C.	The accuracy of the information and assistance you were given	5	4	3	2	1	9
D.	The time it took for your concern to be resolved	5	4	3	2	1	9
E.	How well your issue was handled	5	4	3	2	1	9

26. [Optional] What do you like BEST about living in the City of Springfield?

27. [Optional] What do you like LEAST about living in the City of Springfield?

28. Do you think the City of Springfield should continue to grow, stay the size it is now, or get smaller?

- ___(1) Continue to grow
- ___(2) Stay the same size
- ___(3) Get smaller
- ___(9) Don't know

29. Please indicate whether you or other members of your household have done any of the following during the past year by circling YES or NO for each of the items listed below.

- A. Used a City swimming pool YES.....NO
- B. Participated in Park Board athletic programs YES.....NO
- C. Used walking and biking trails in Springfield YES.....NO
- D. Visited a Springfield-Greene County park YES.....NO
- E. Used the Springfield/Greene County Park Board's web site?
(www.parkboard.org) YES.....NO
- F. Called, written, or spoken to a City Council member YES.....NO
- G. Attended a City Council meeting YES.....NO
- H. Watched "City View", government information programming
on cable TV or on the City's web site YES.....NO
- I. Attended a City-sponsored event YES.....NO
- J. Volunteered your time to some group/activity in Springfield YES.....NO
(If Yes, what group or activity? (_____))

30. Compared to other cities in southwest Missouri, do you think city taxes in Springfield are:

- ___(1) Higher than other cities
- ___(2) About the same as other cities
- ___(3) Lower than other cities
- ___(9) Don't know

DEMOGRAPHICS

31. Approximately how many years have you lived in Springfield?

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

32. Do you use any of the following social networks? [check all that apply]

- (1) Facebook
- (2) Twitter
- (3) YouTube
- (4) Other: _____

33. What is your age?

- (1) Under 25 years
- (2) 25-34 years
- (3) 35-44 years
- (4) 45-54 years
- (5) 55-64 years
- (6) 65-74 years
- (7) 75+ years

34. Do you have access to the Internet at home? (1) Yes [answer 34a-b] (2) No [go to Q35]

34a. IF YES: What type of Internet access do you have?

- (1) Dial-up modem
- (2) DSL (high speed)
- (3) Cable (high speed)
- (4) Other

34b. Have you made purchases on the Internet during the past 3 months? (1) Yes (2) No

35. What is your gender?

- (1) Male
- (2) Female

36. Do you own or rent your current residence?

- (1) Own
- (2) Rent

37. Which of the following best describes your race/ethnicity? [check all that apply]

- (1) Asian/Pacific Islander
- (2) White
- (3) American Indian/Eskimo
- (4) Black/African American
- (5) Hispanic/Latino
- (6) Other _____

38. Would you say your total annual household income is:

- (1) Under \$30,000
- (2) \$30,000 to \$59,999
- (3) \$60,000 to \$99,999
- (4) \$100,000 or more

39. What is your home Zip code? _____

This concludes the survey. Thank you for your time!

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

Your responses will remain completely confidential. The information printed to the right will ONLY be used to help identify which areas of the City are having difficulties with city services. If your address is not correct, please provide the correct information. Thanks.

2014 City of Springfield Community Survey *Appendix A – GIS Maps*

...helping organizations make better decisions since 1982

Appendix A

Submitted to the City of Springfield, MO by:

ETC Institute
725 W. Frontier Lane,
Olathe, Kansas
66061



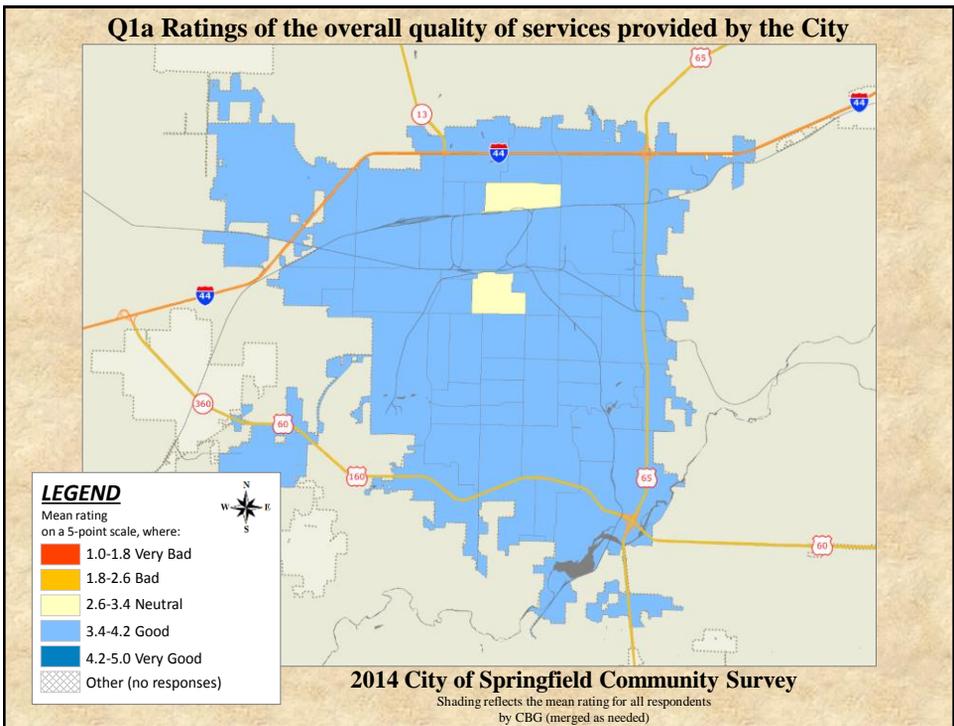
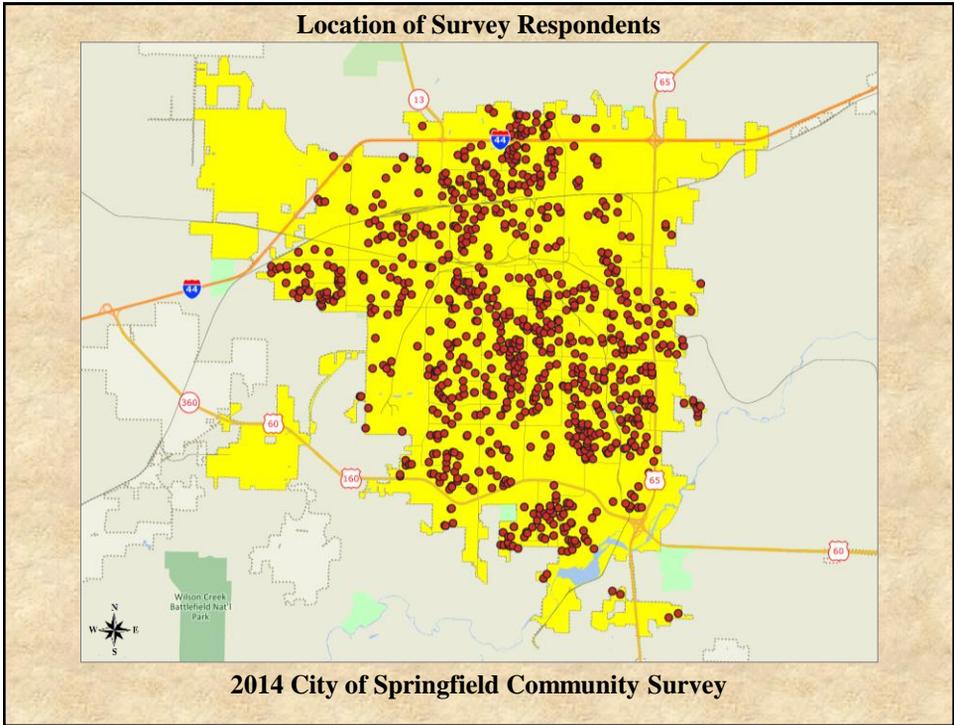
June 2014

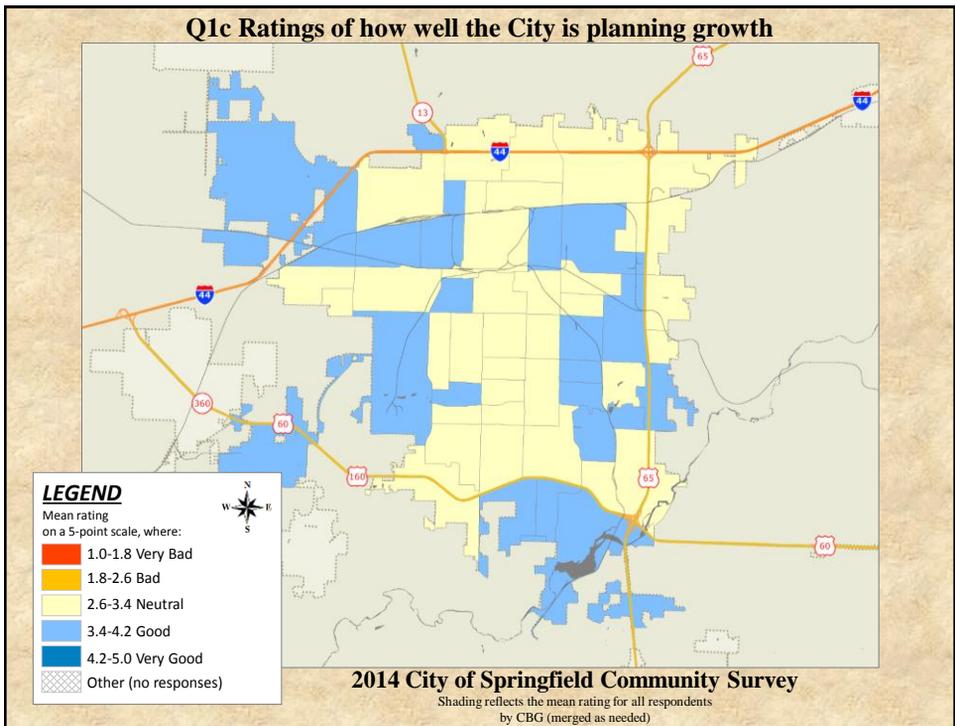
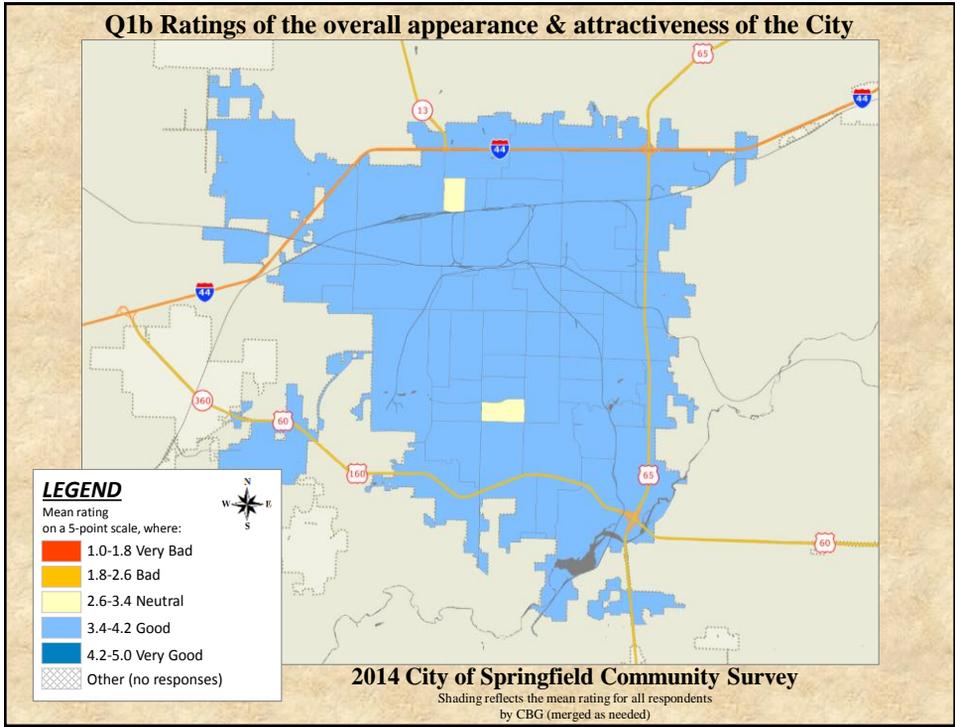
Interpreting the Maps

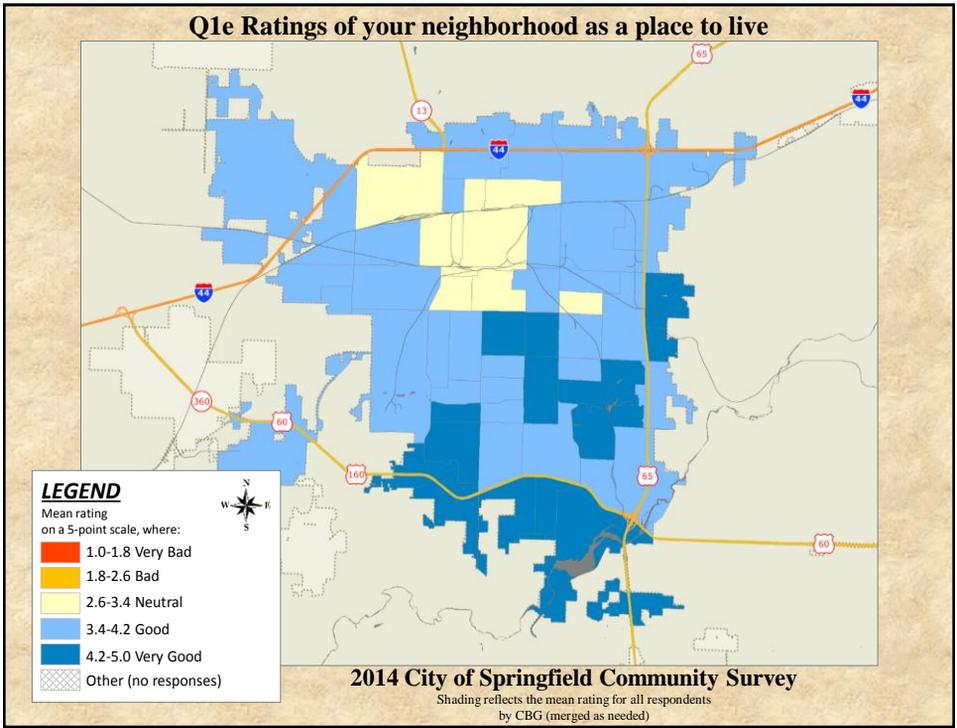
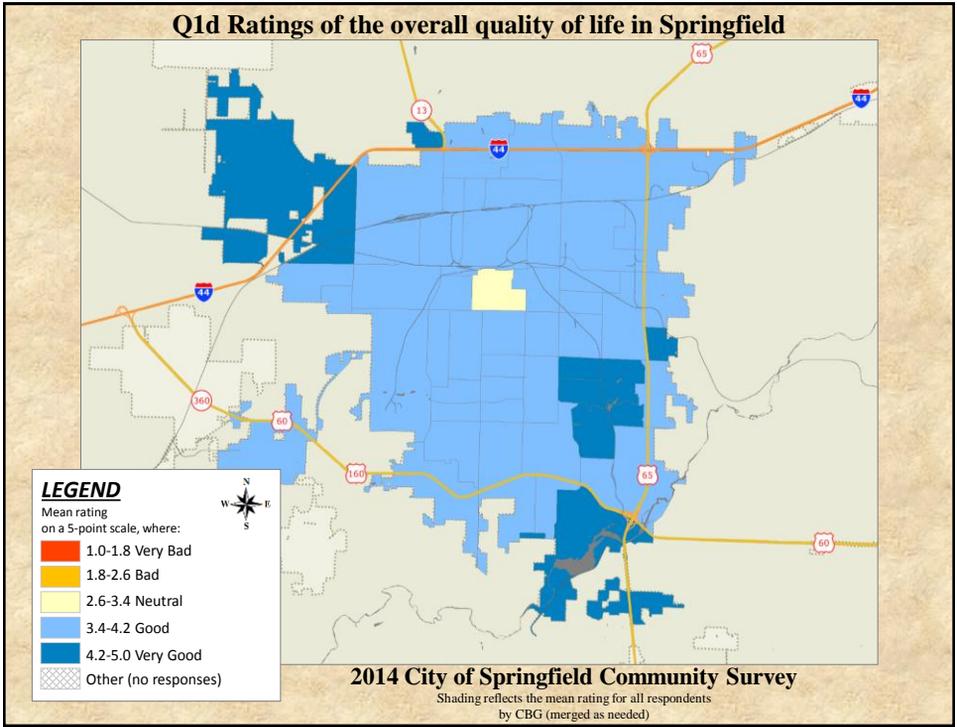
The maps on the following pages show the mean ratings for several questions on the survey by Census Block Group. If all areas on a map are the same color, then residents generally feel the same about that issue regardless of the location of their home.

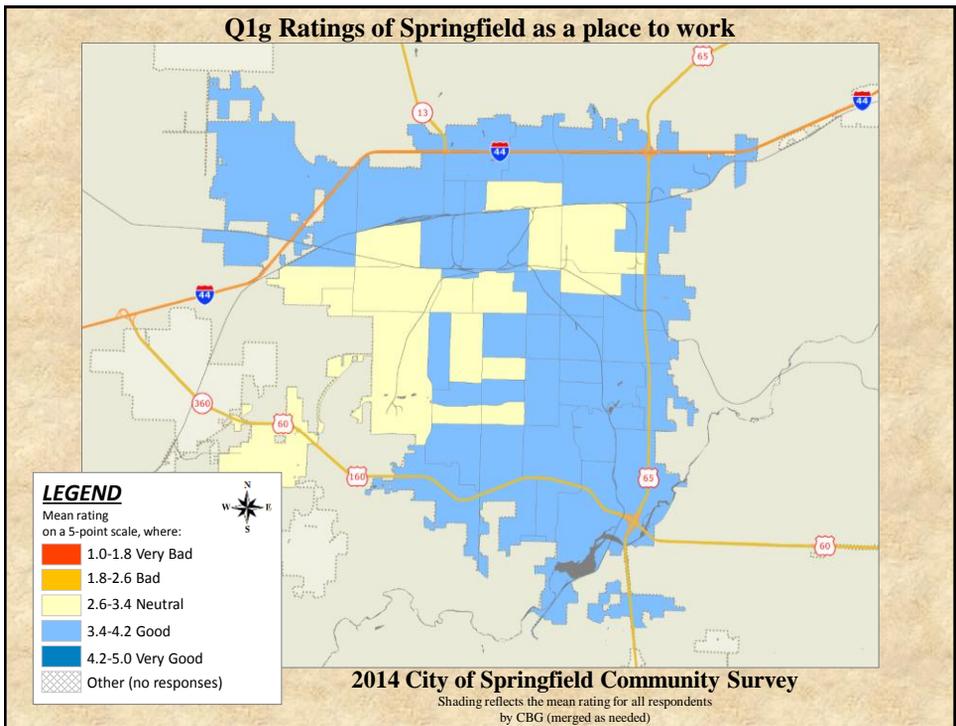
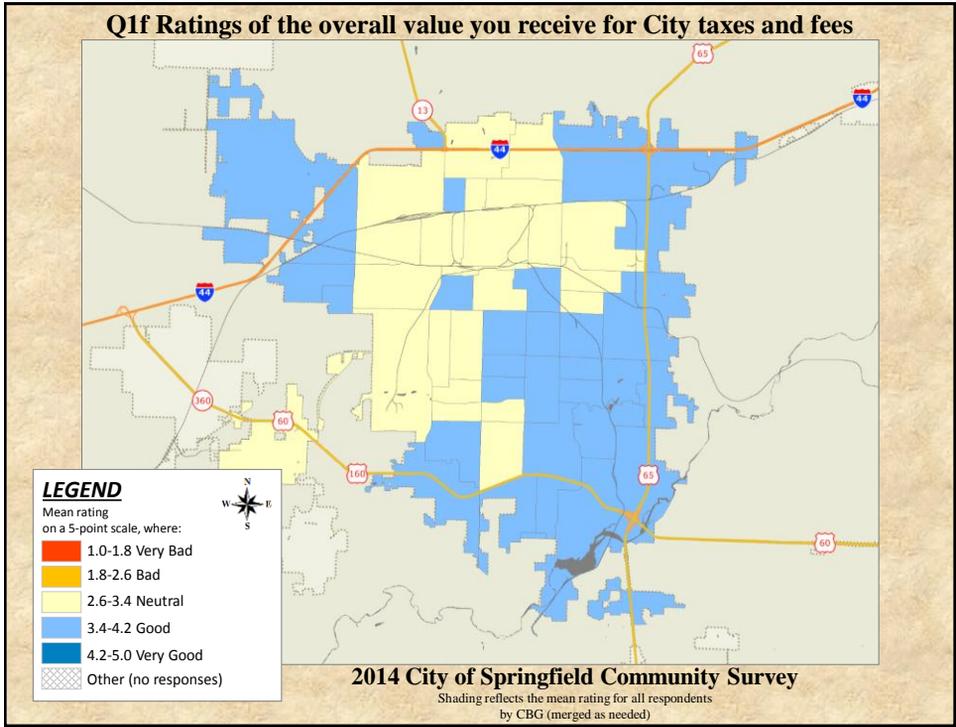
When reading the maps, please use the following color scheme as a guide:

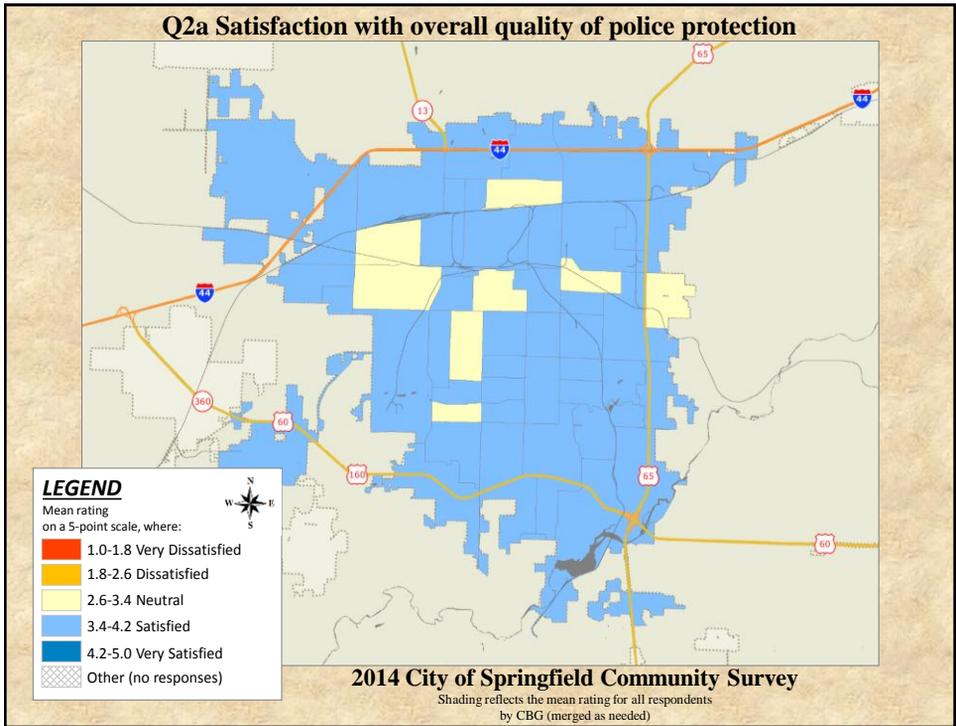
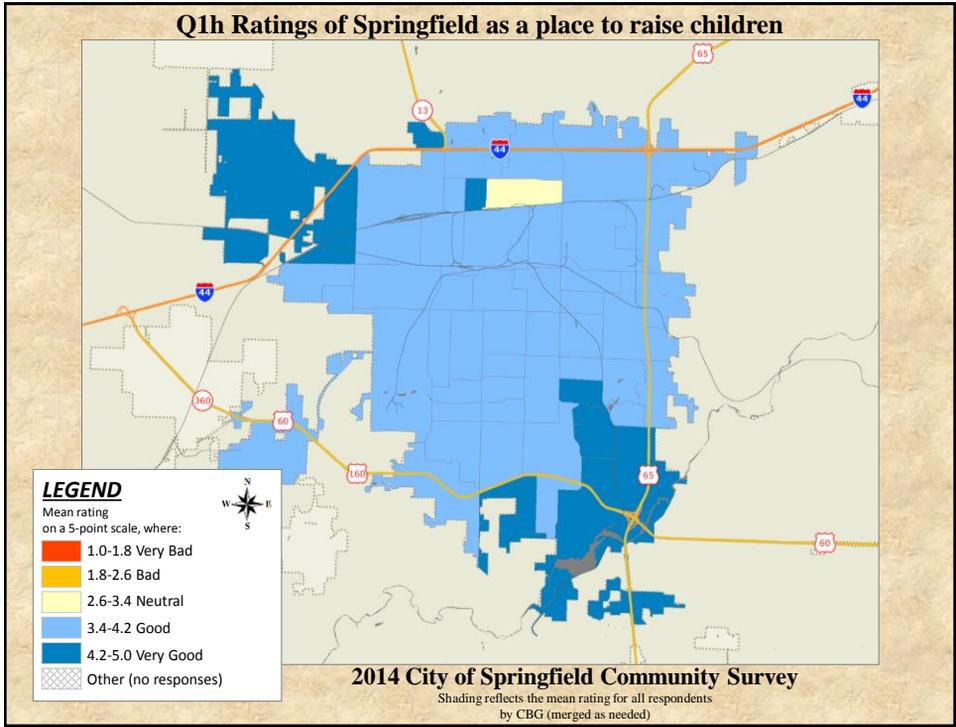
- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service, ratings of “excellent” or “good” and ratings of “very safe” or “safe.”
- **OFF-WHITE** shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the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

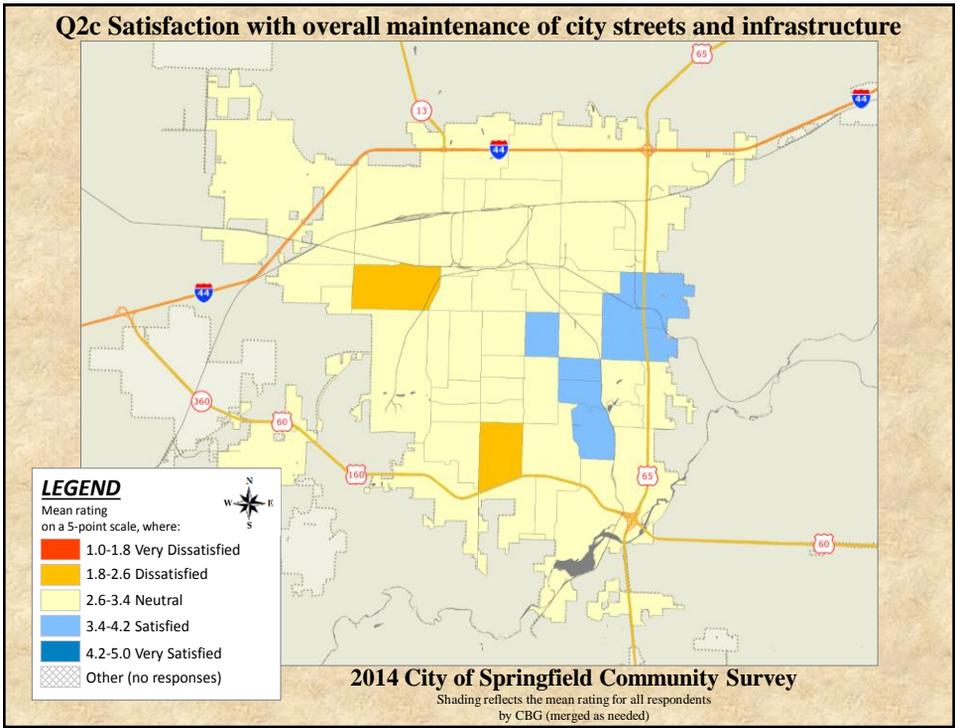
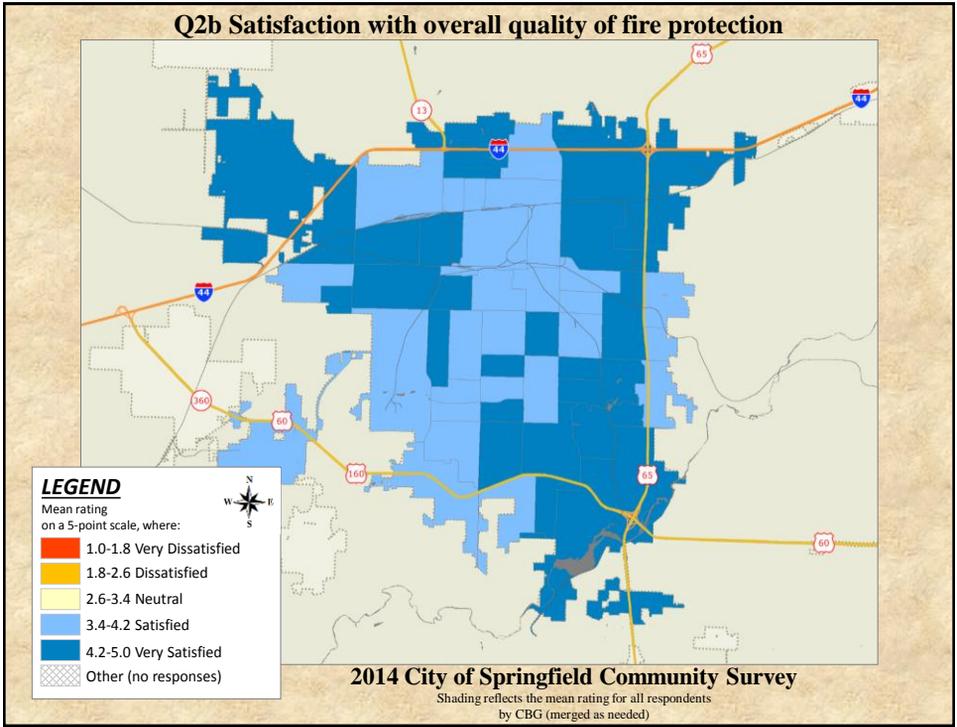


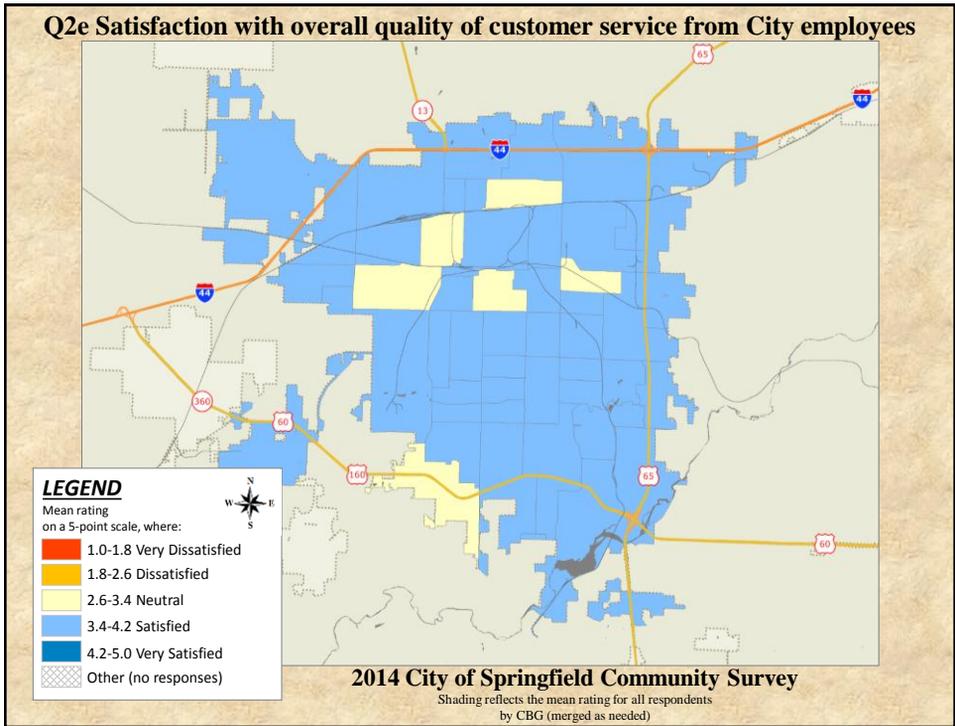
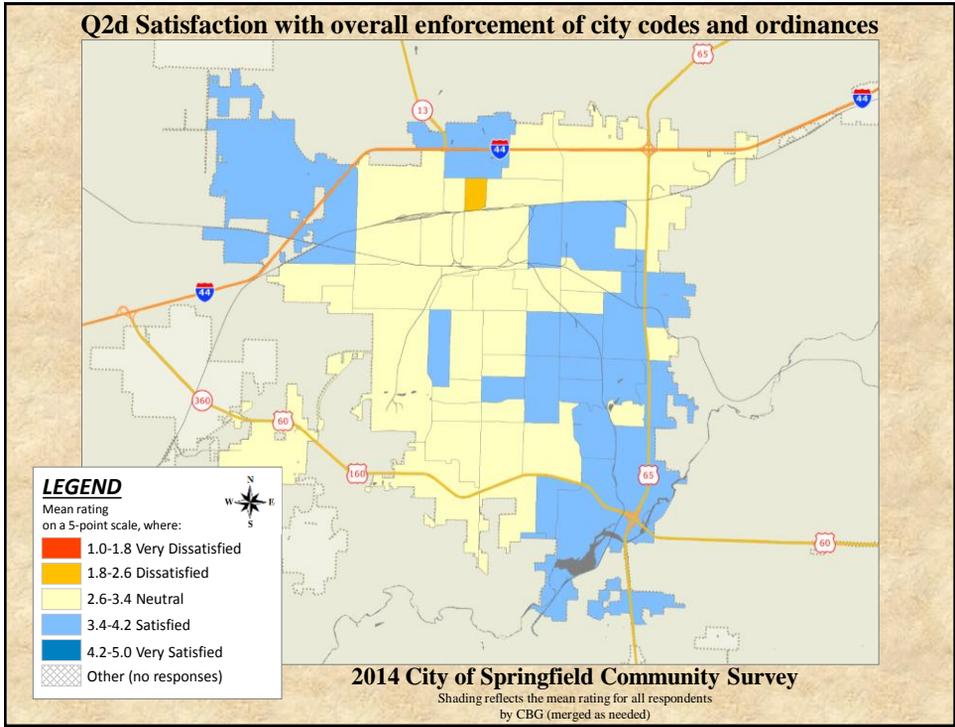


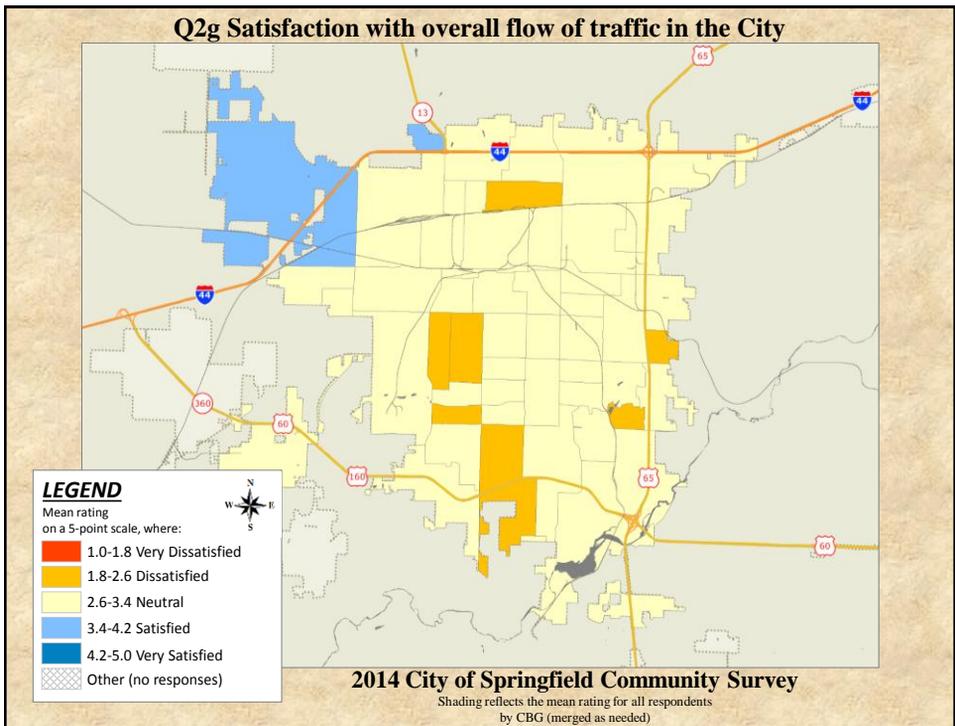
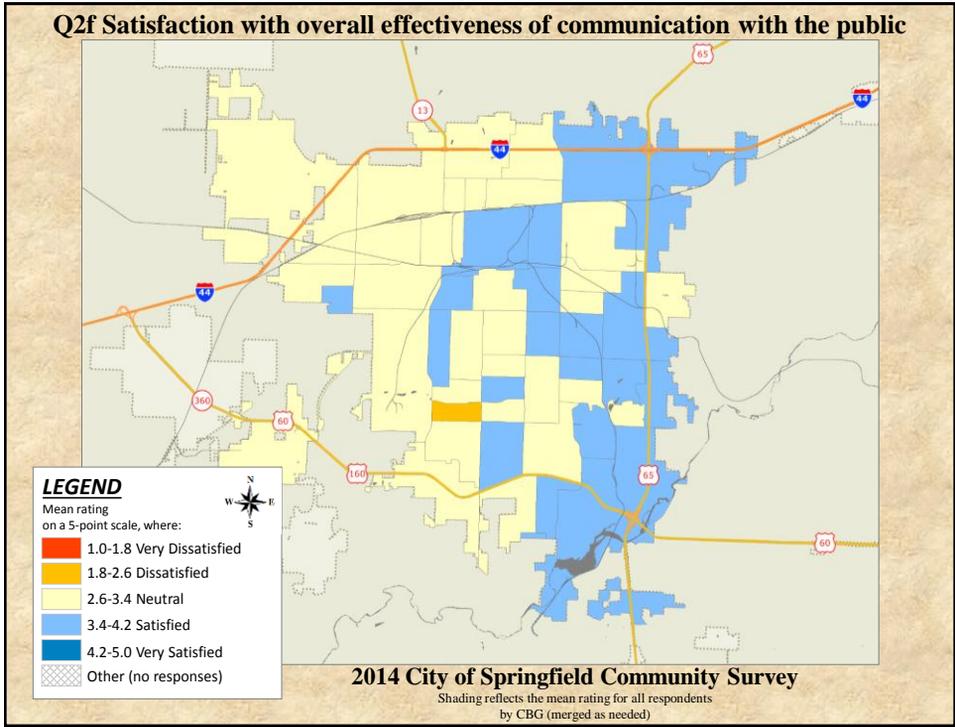


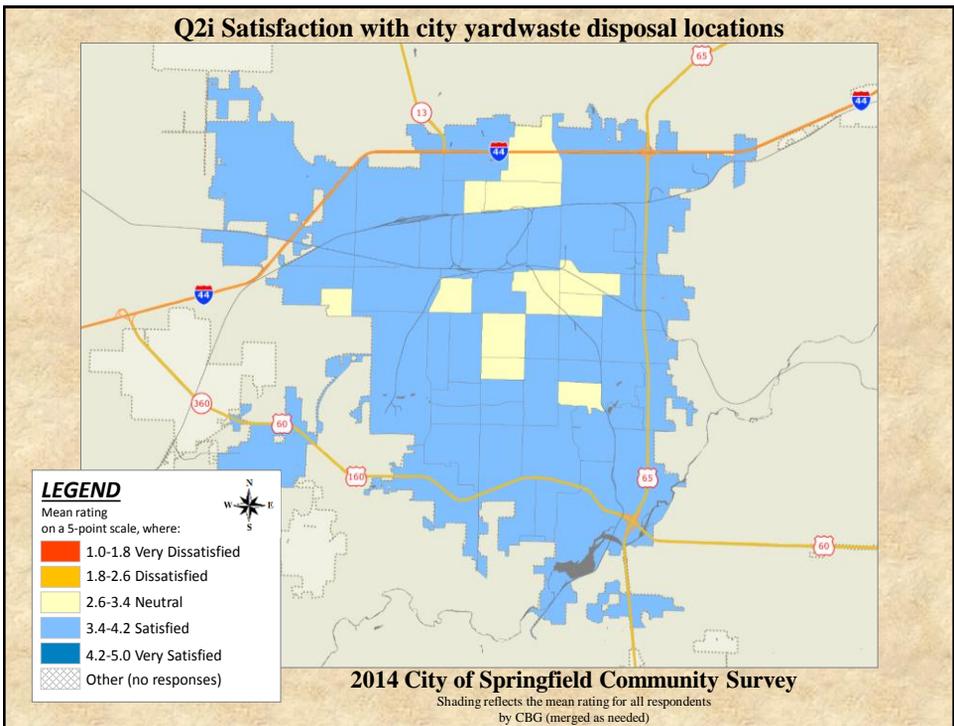
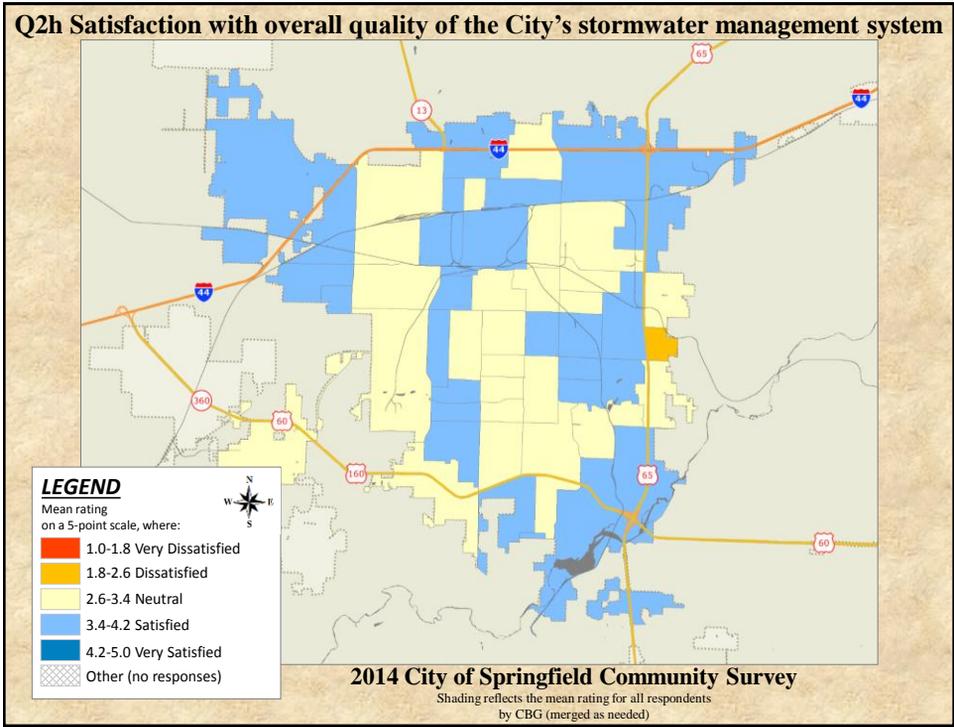


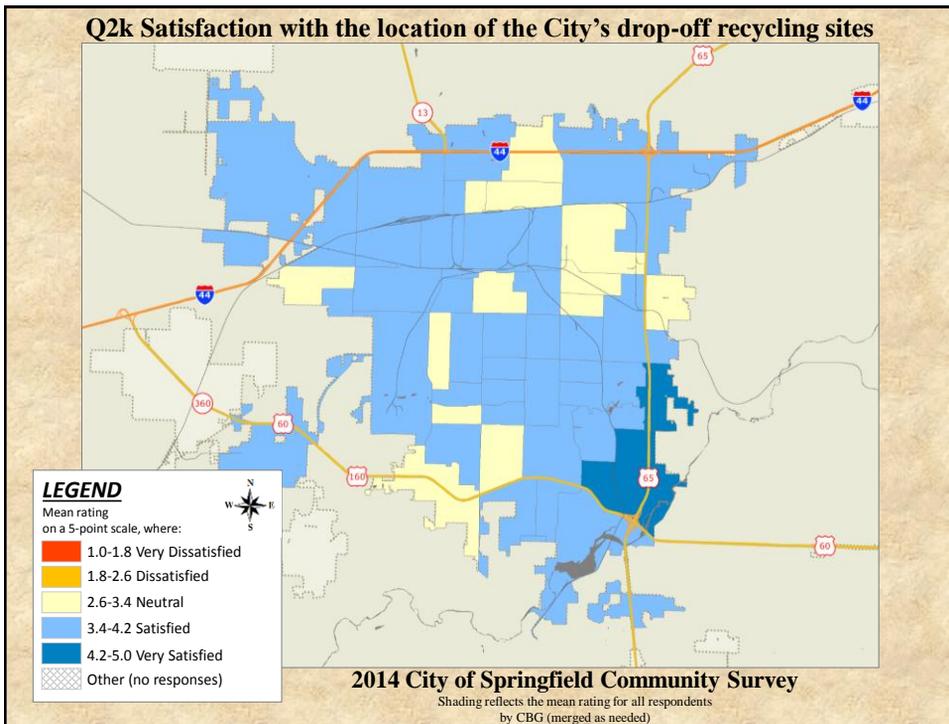
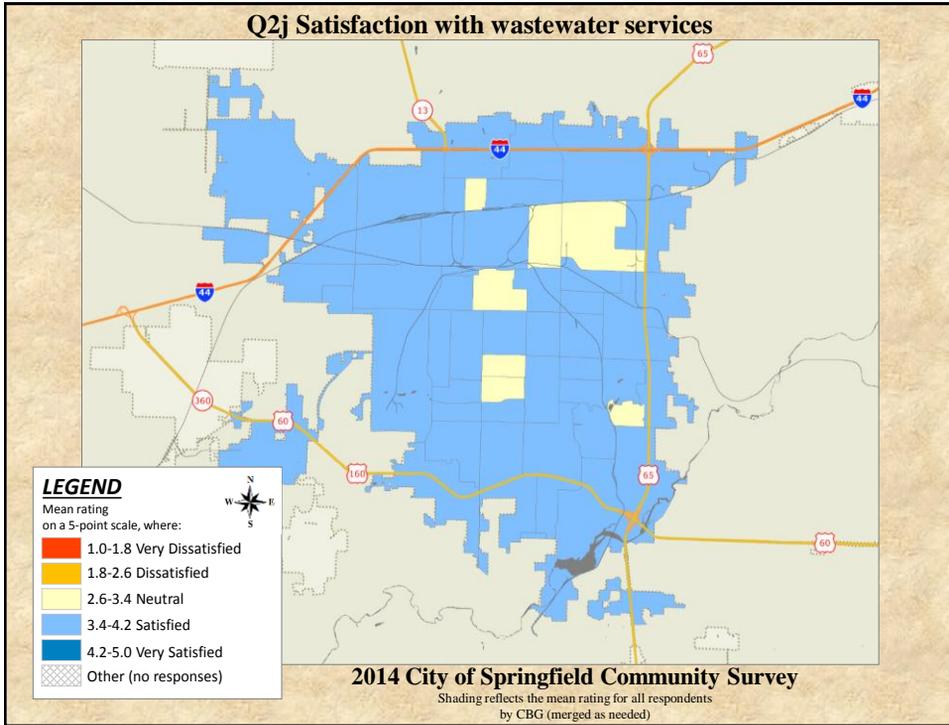


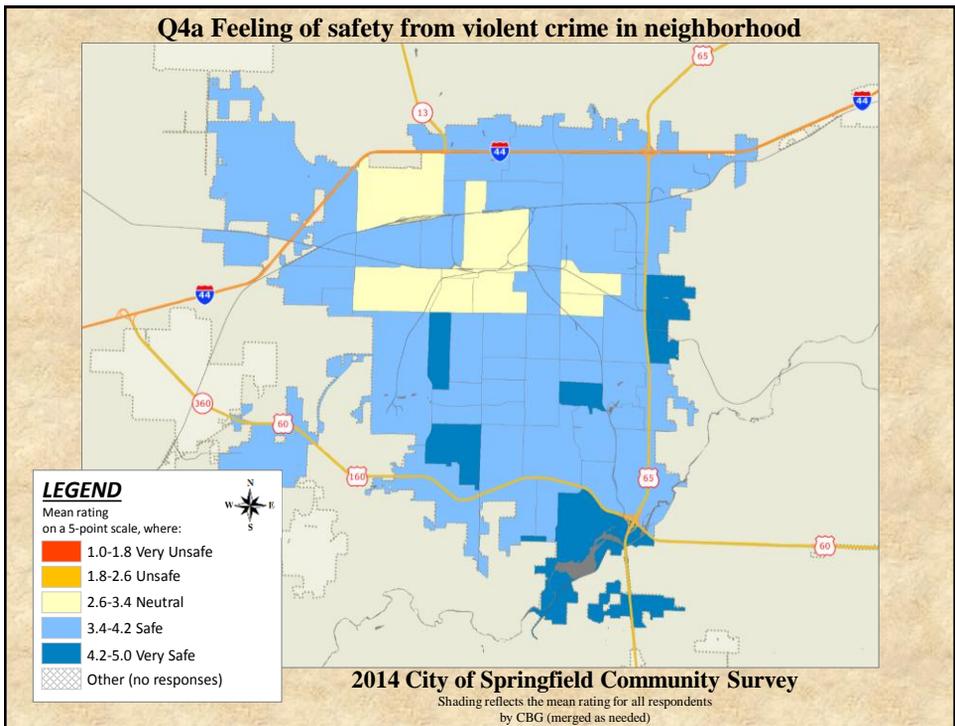
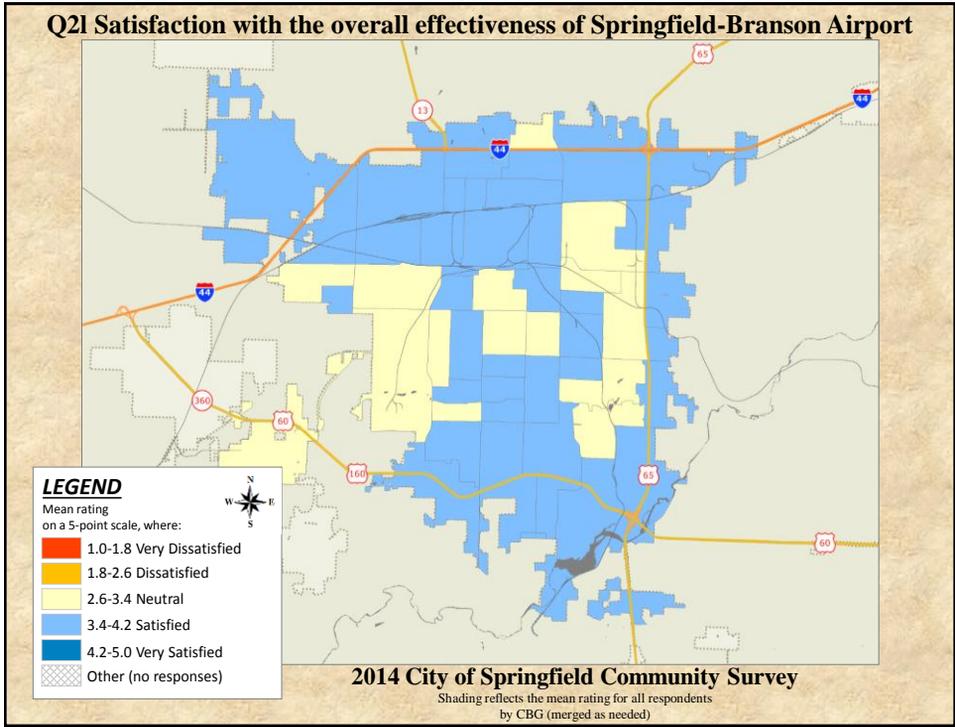


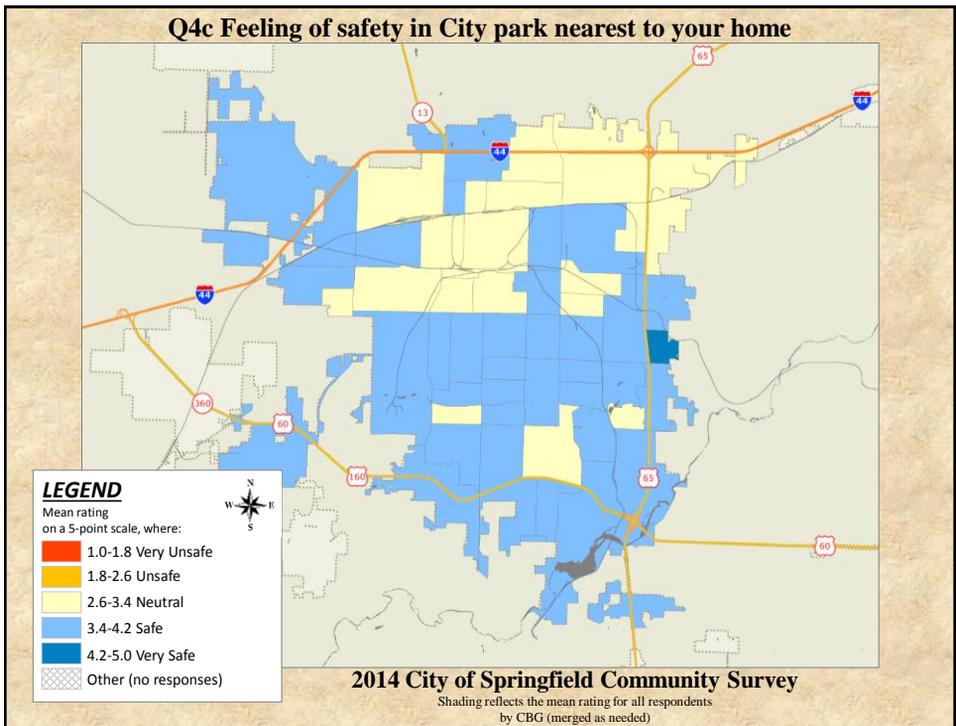
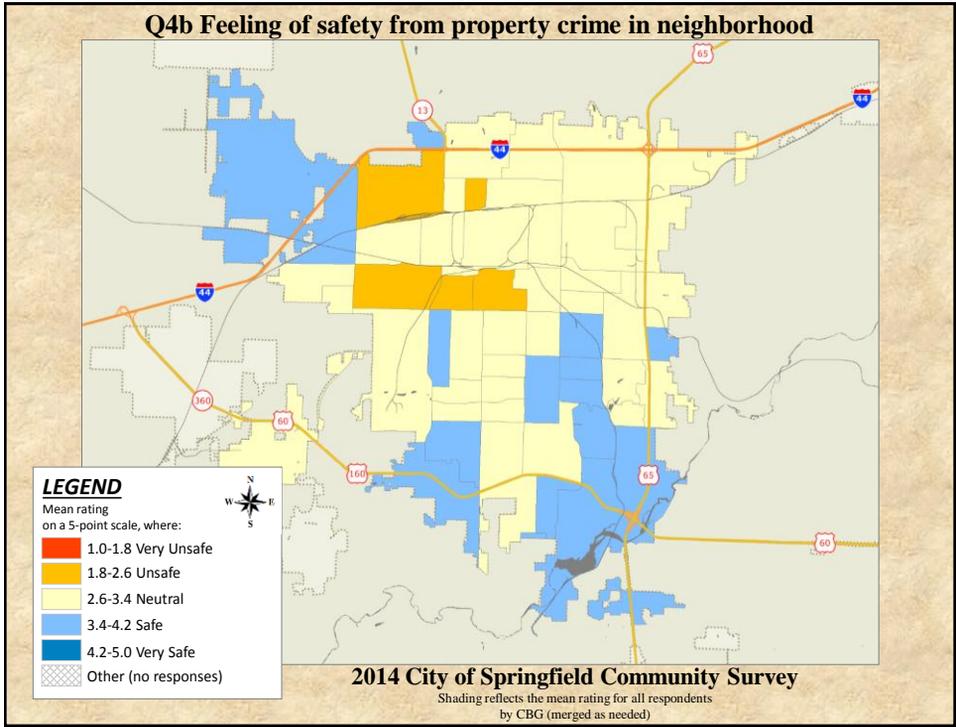


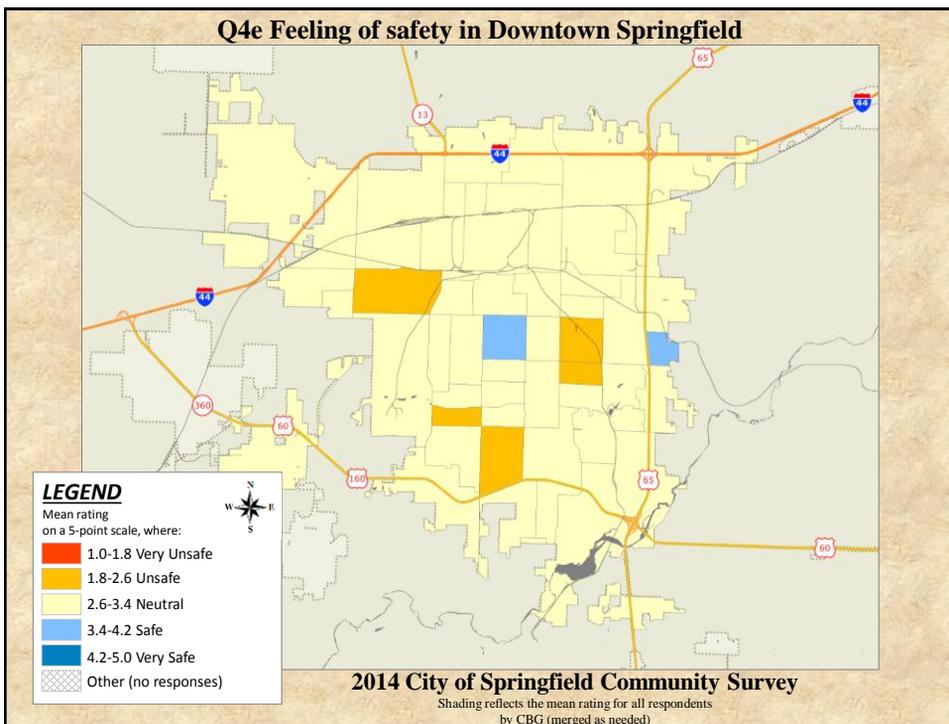
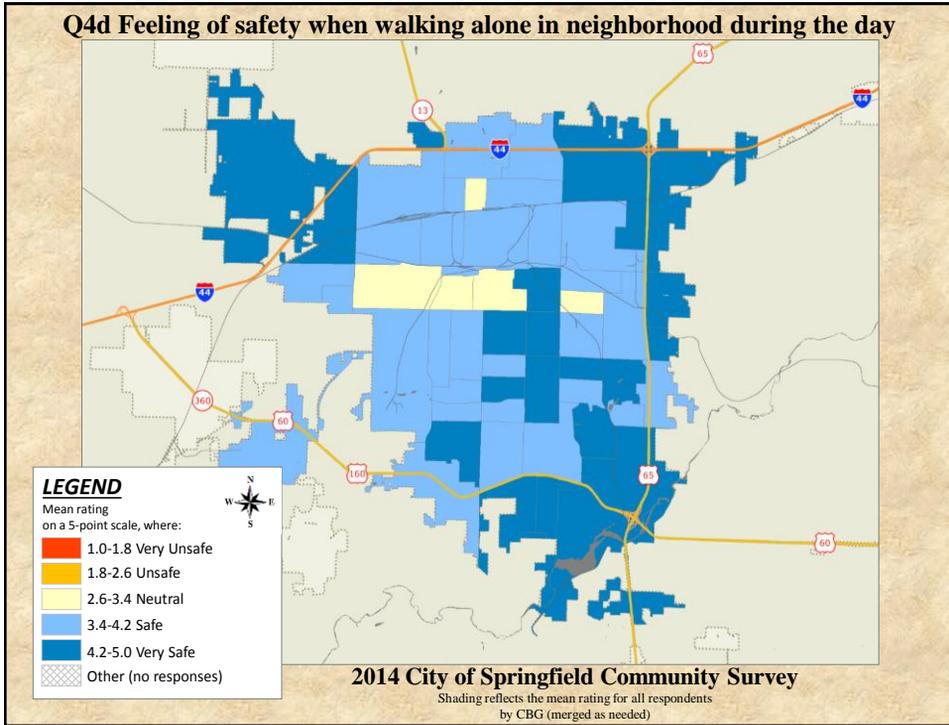


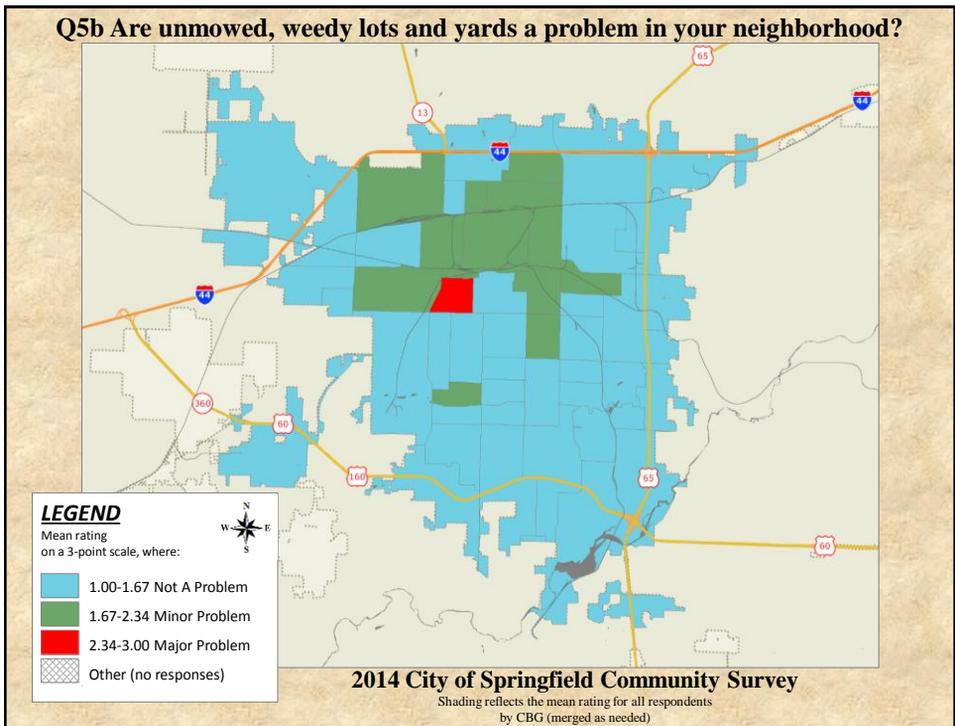
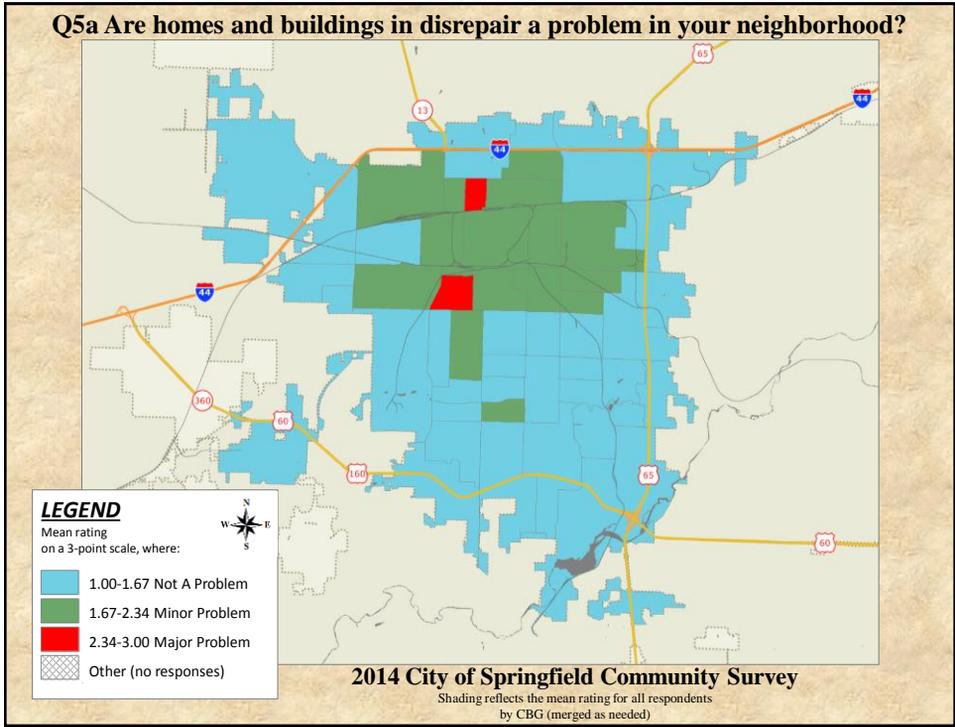


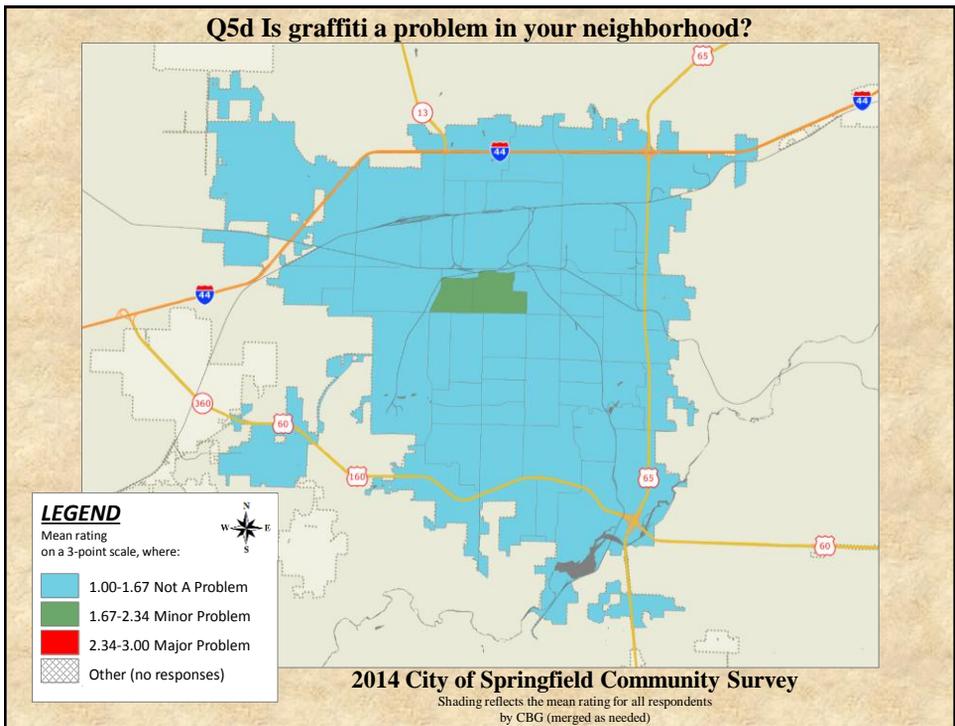
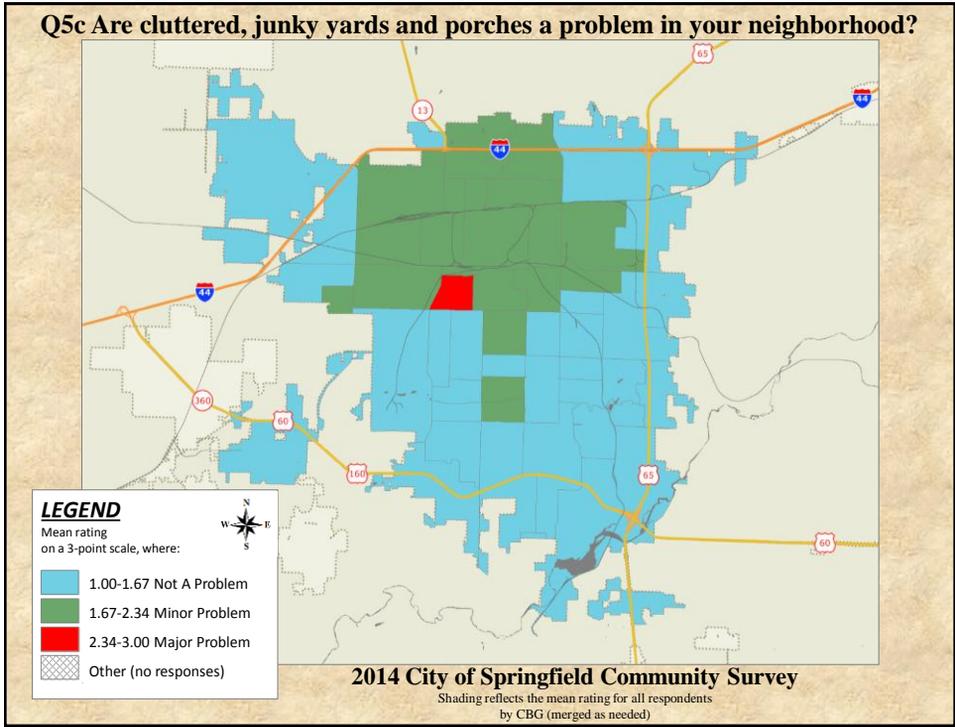


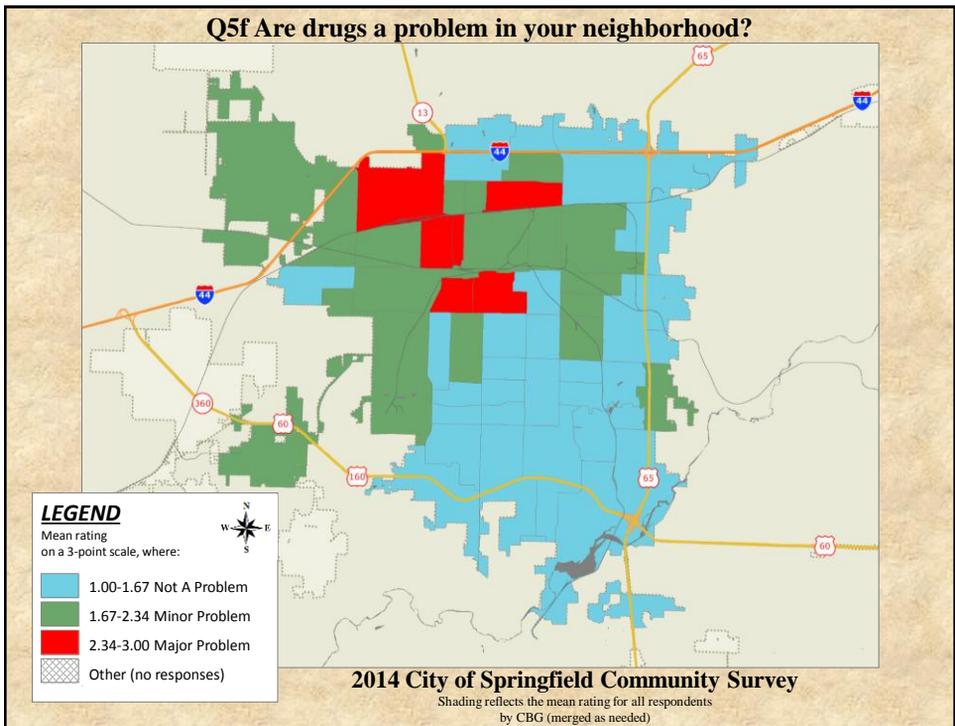
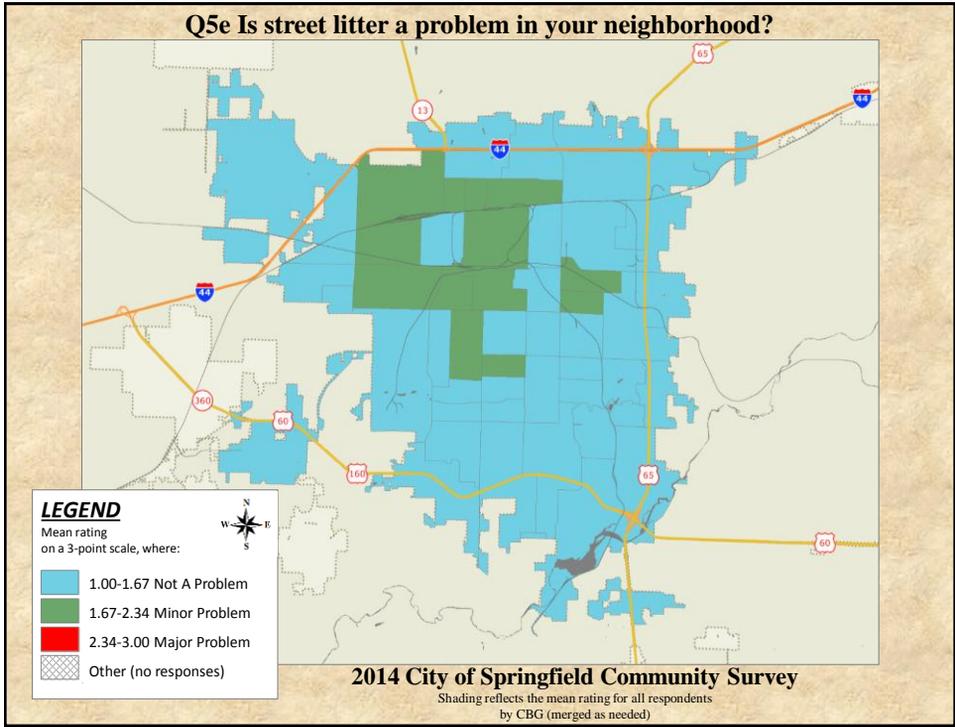


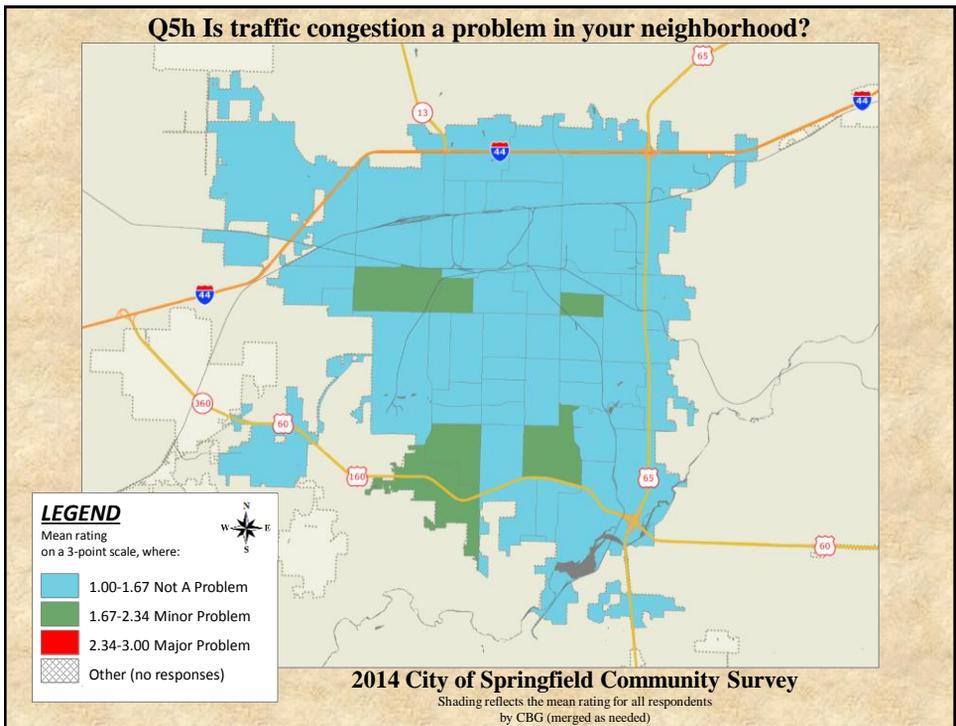
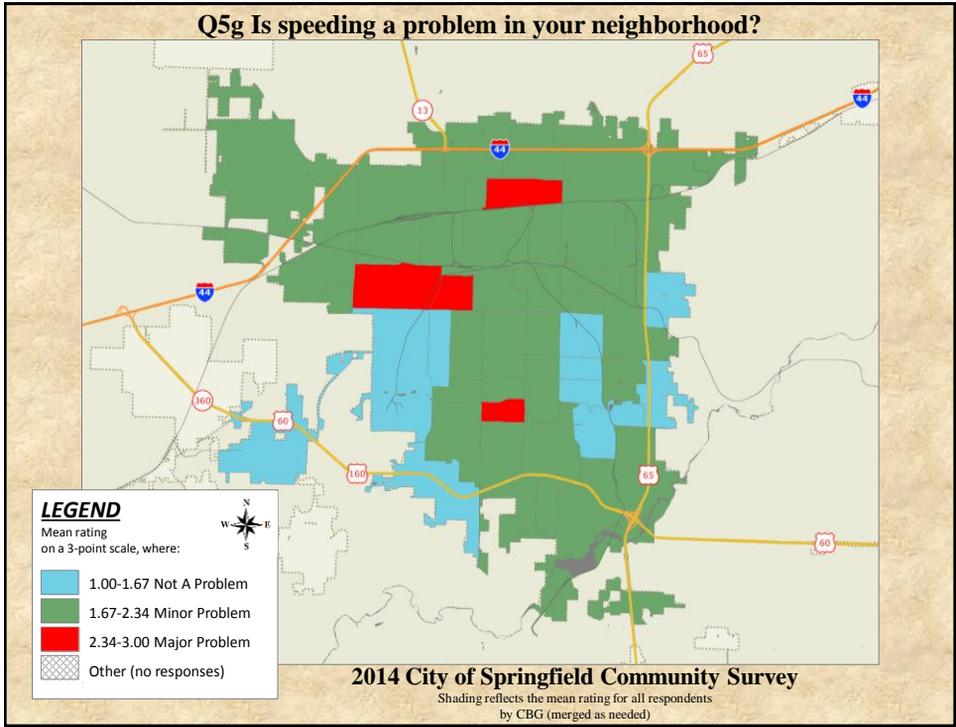


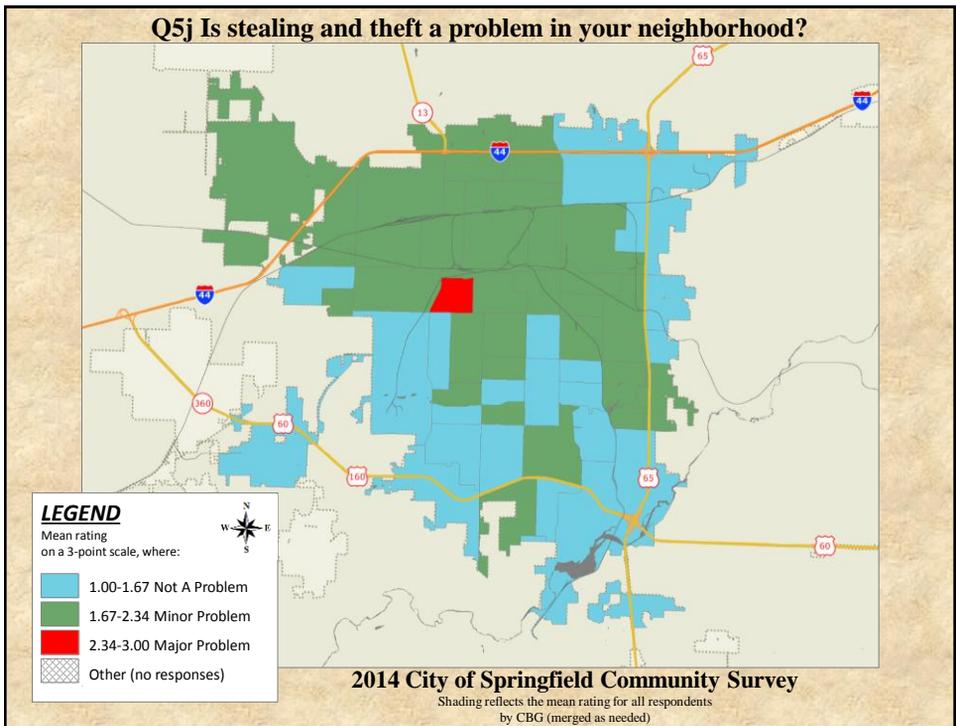
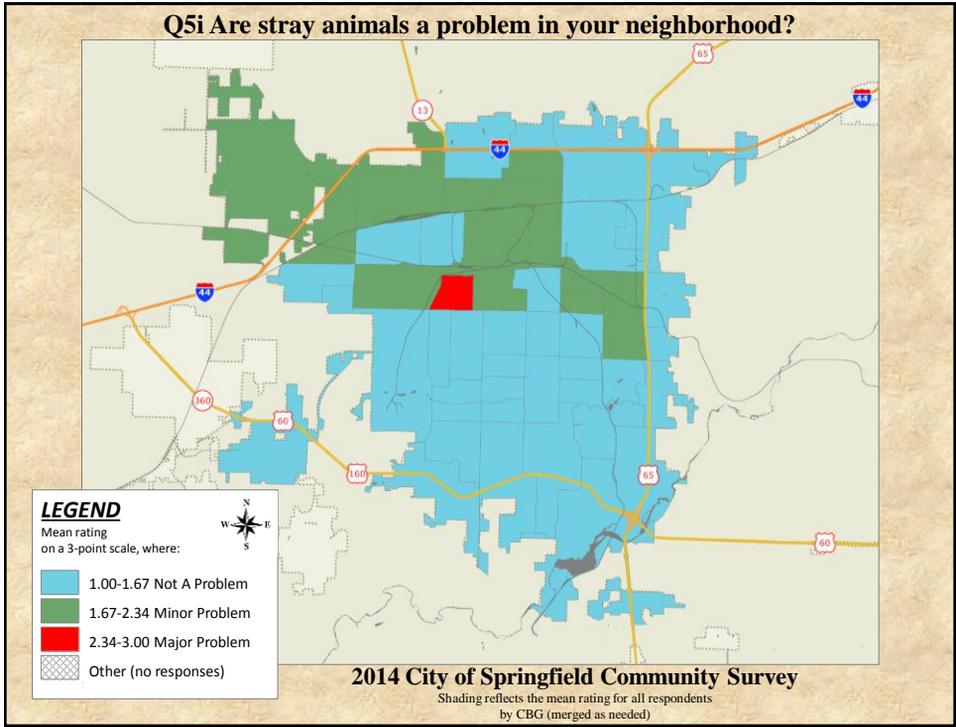


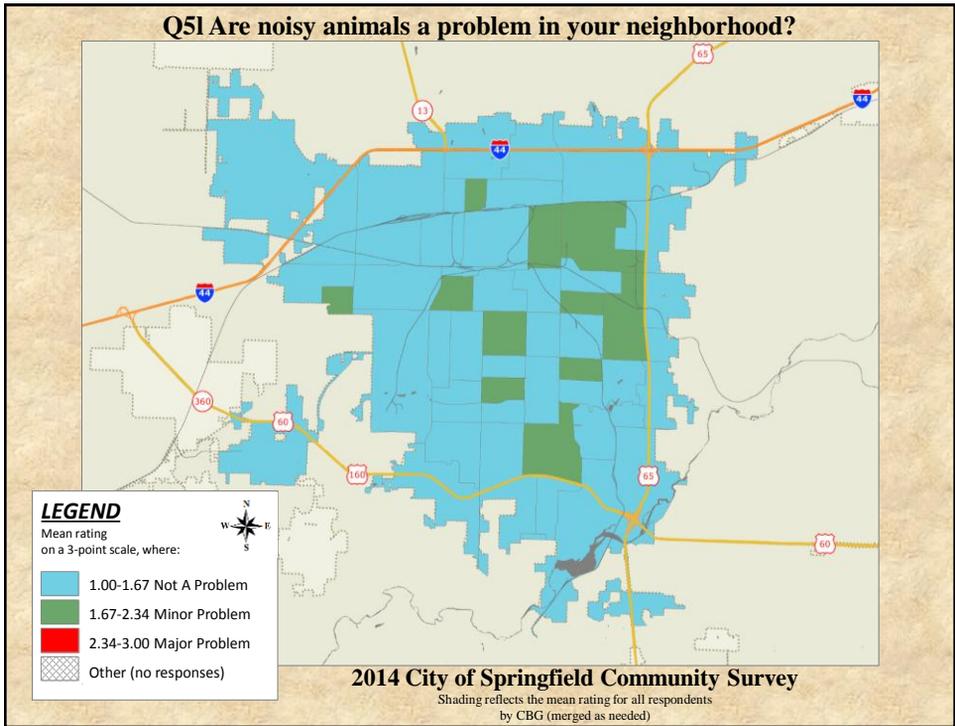
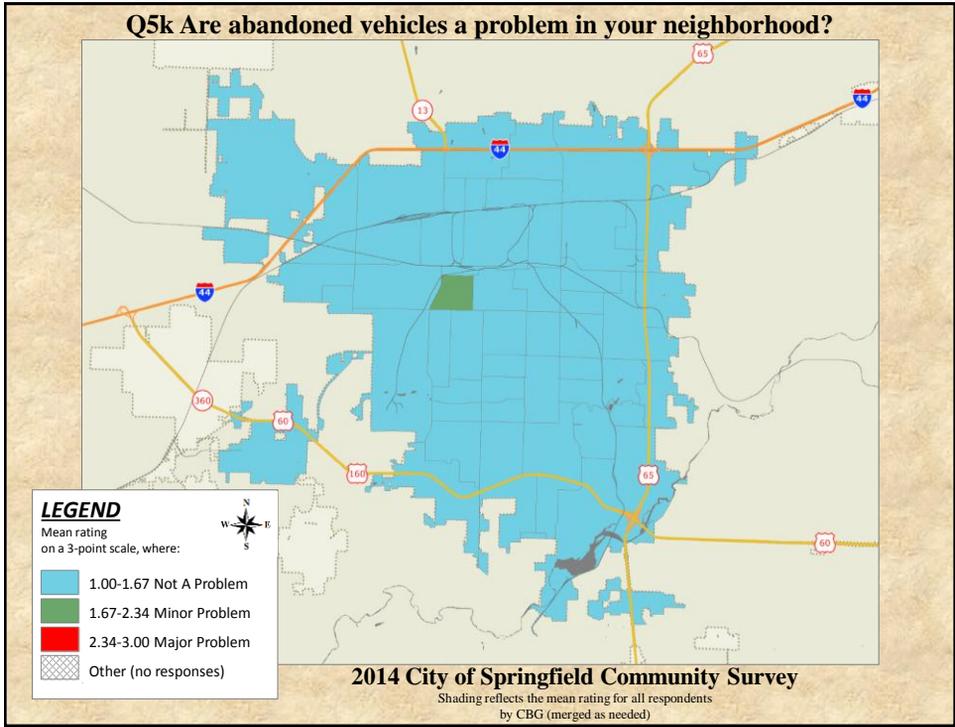


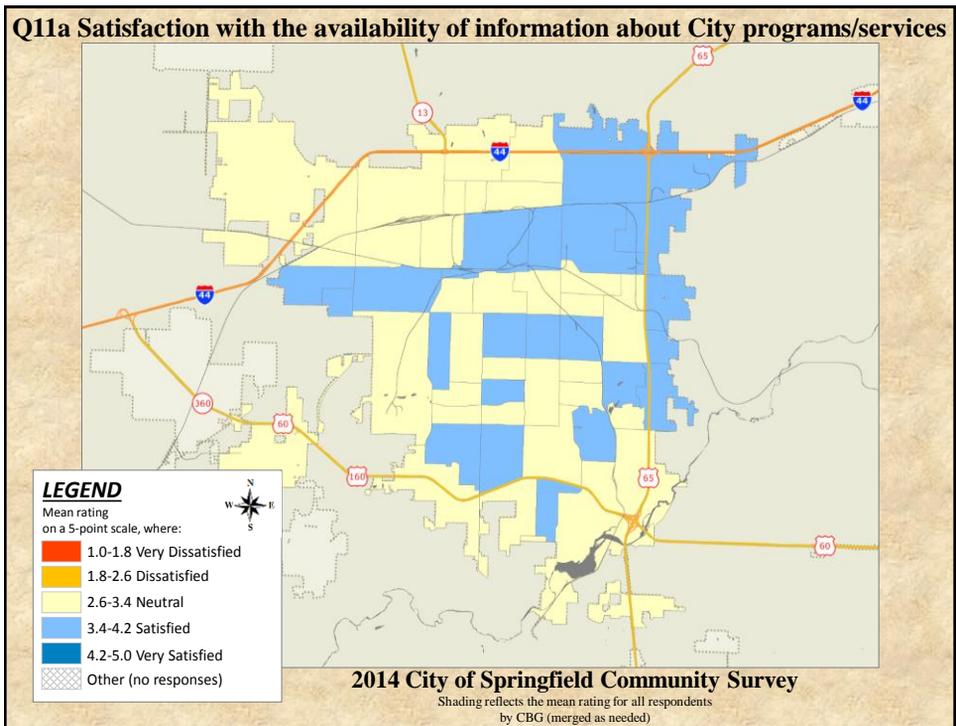
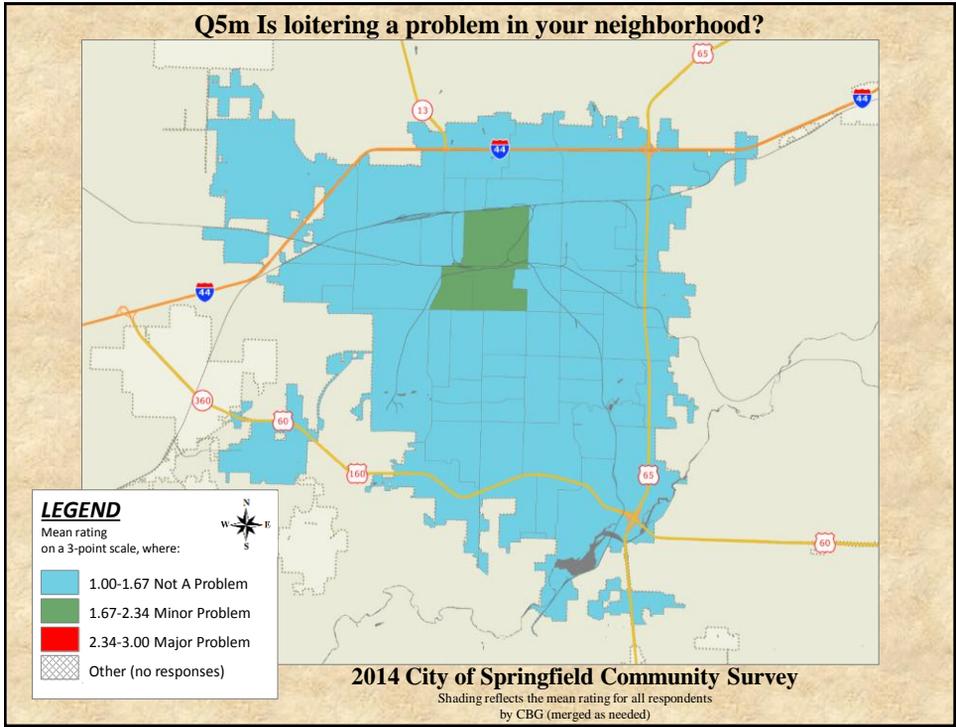


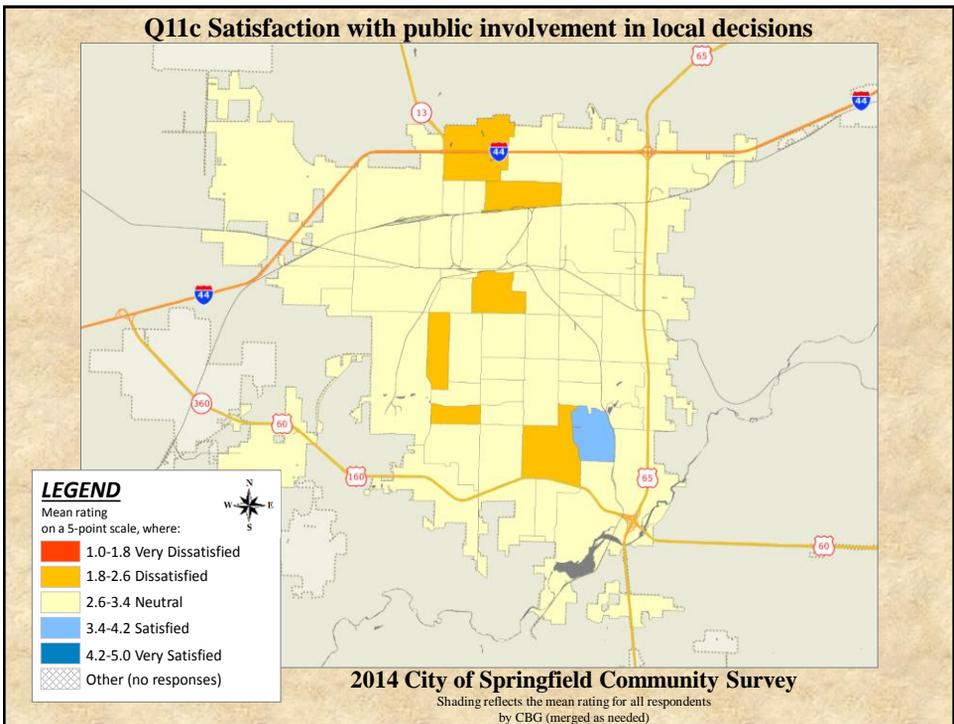
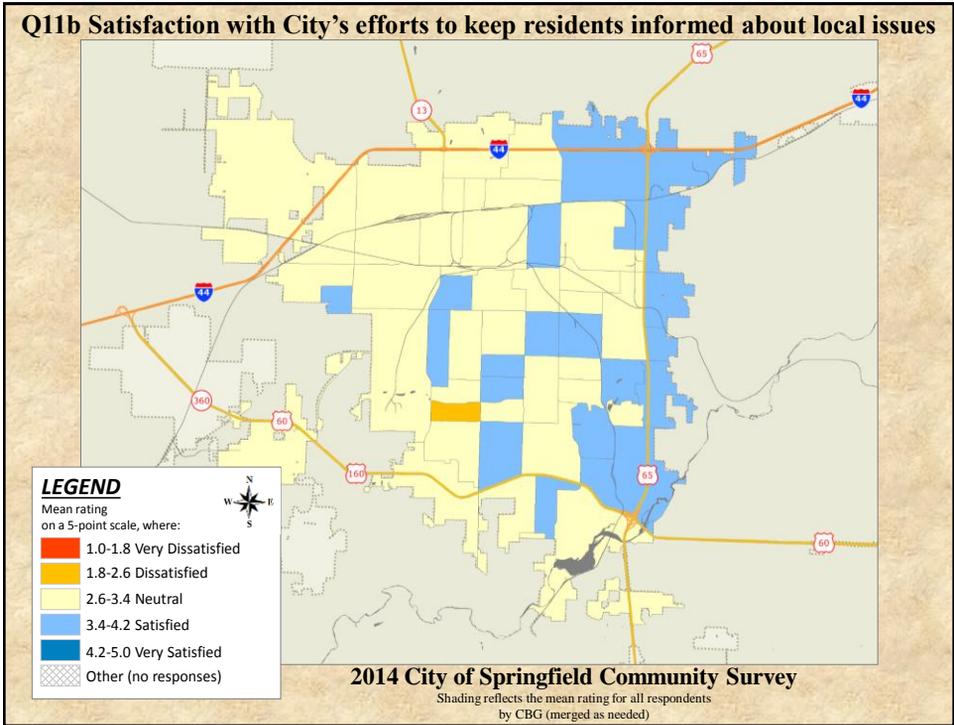


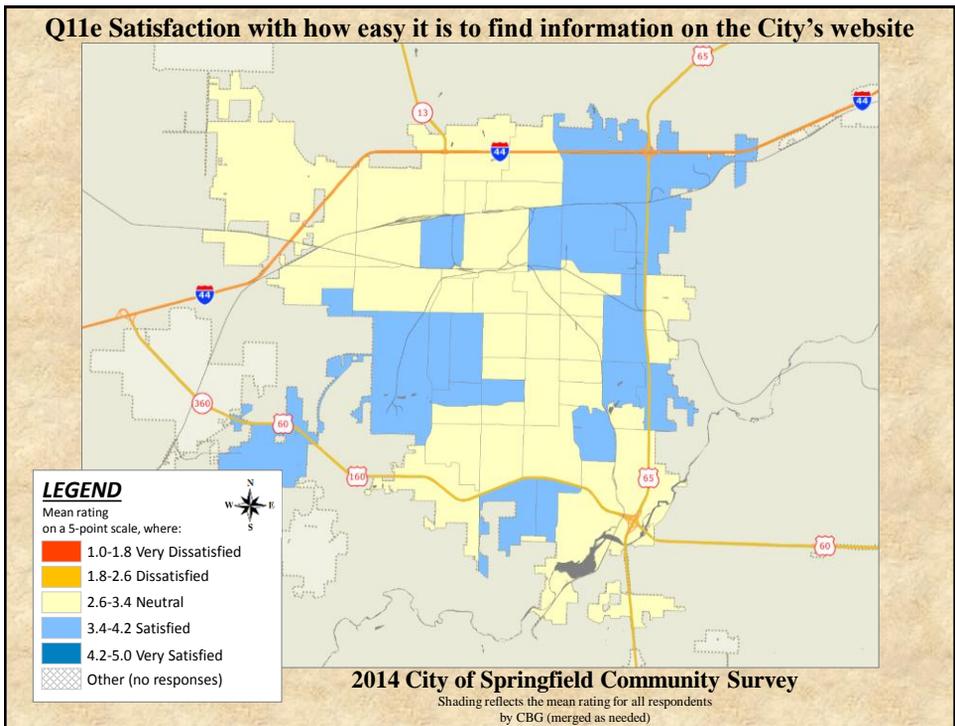
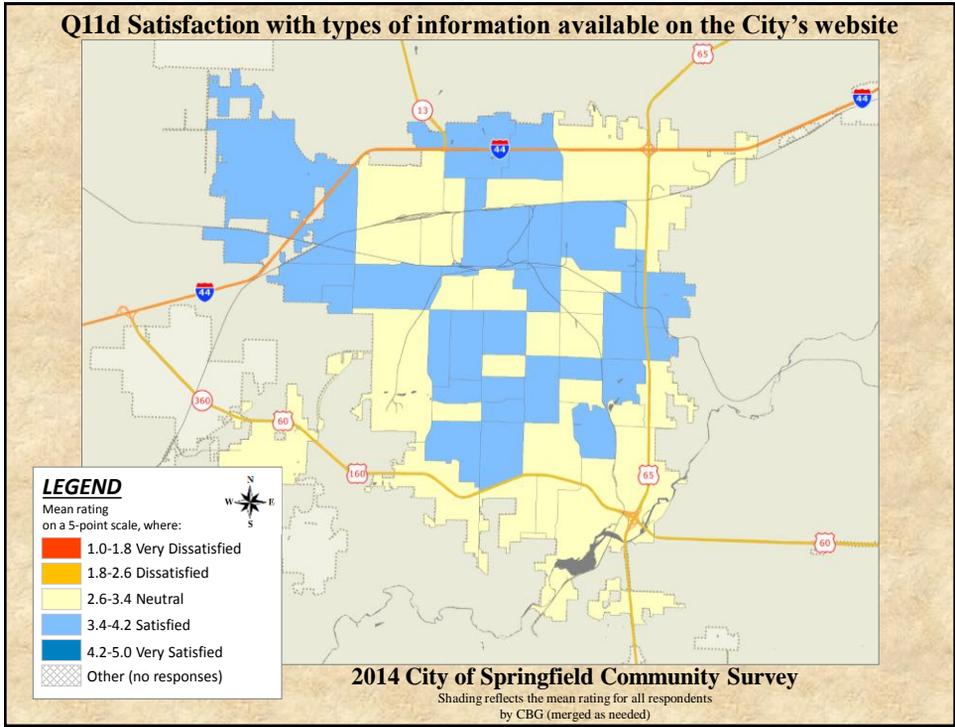


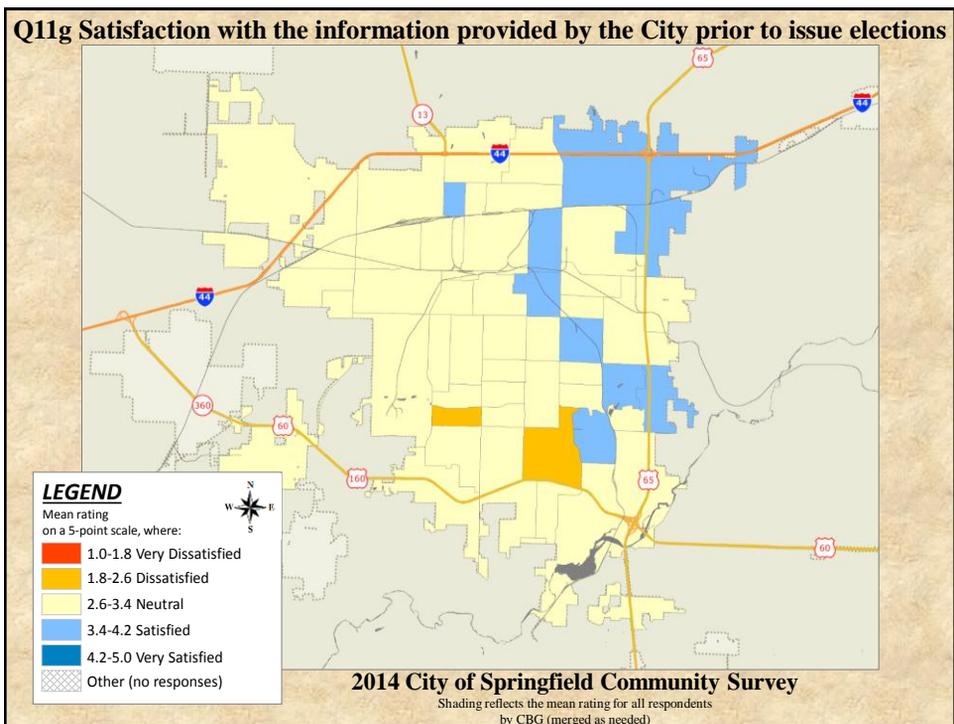
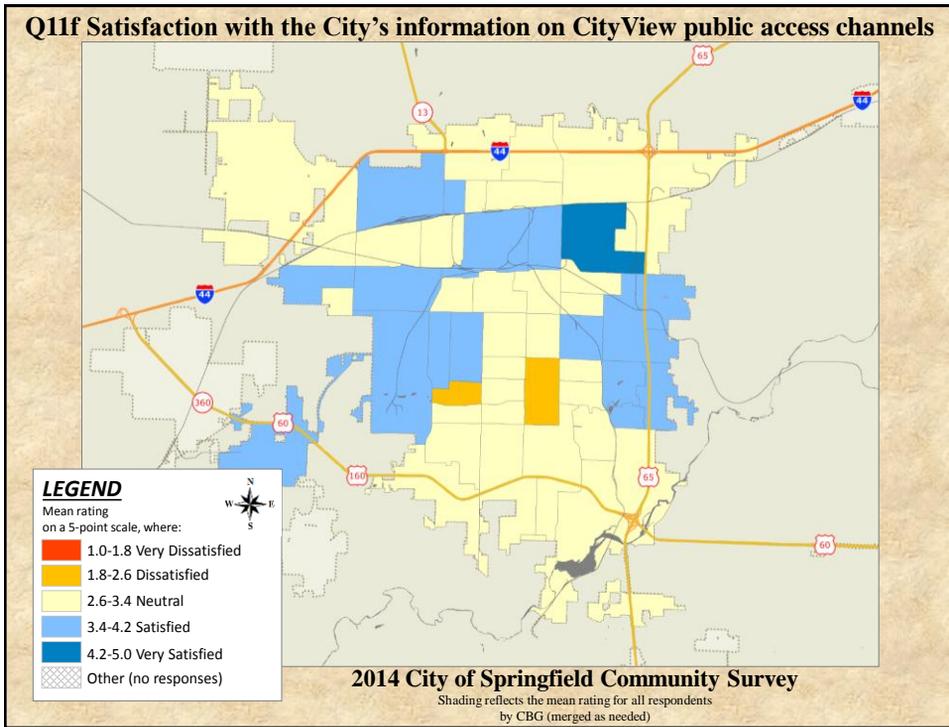


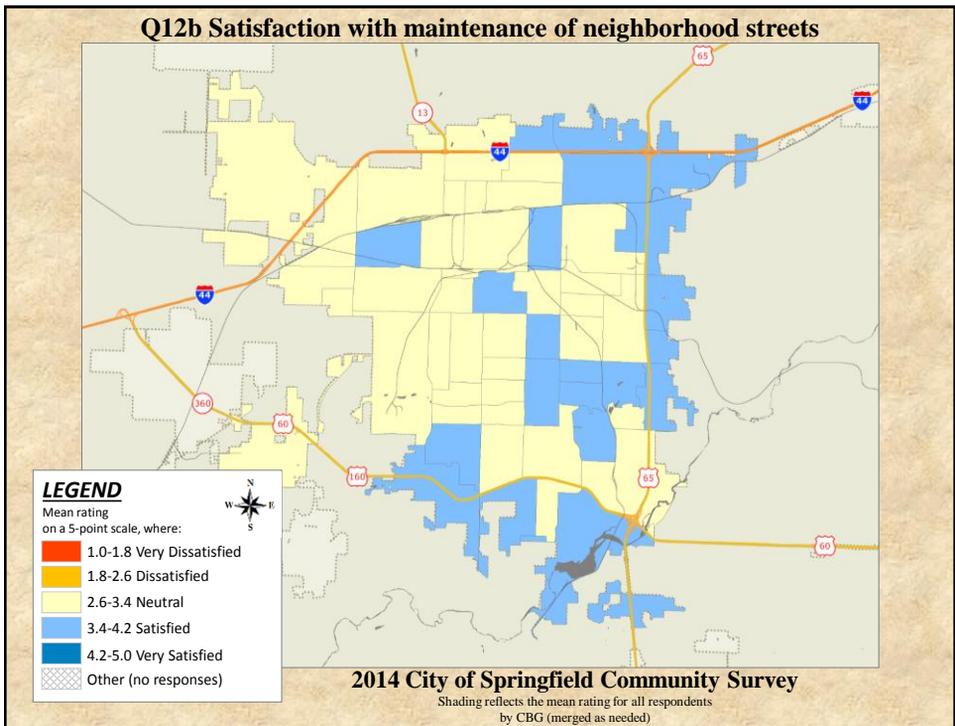
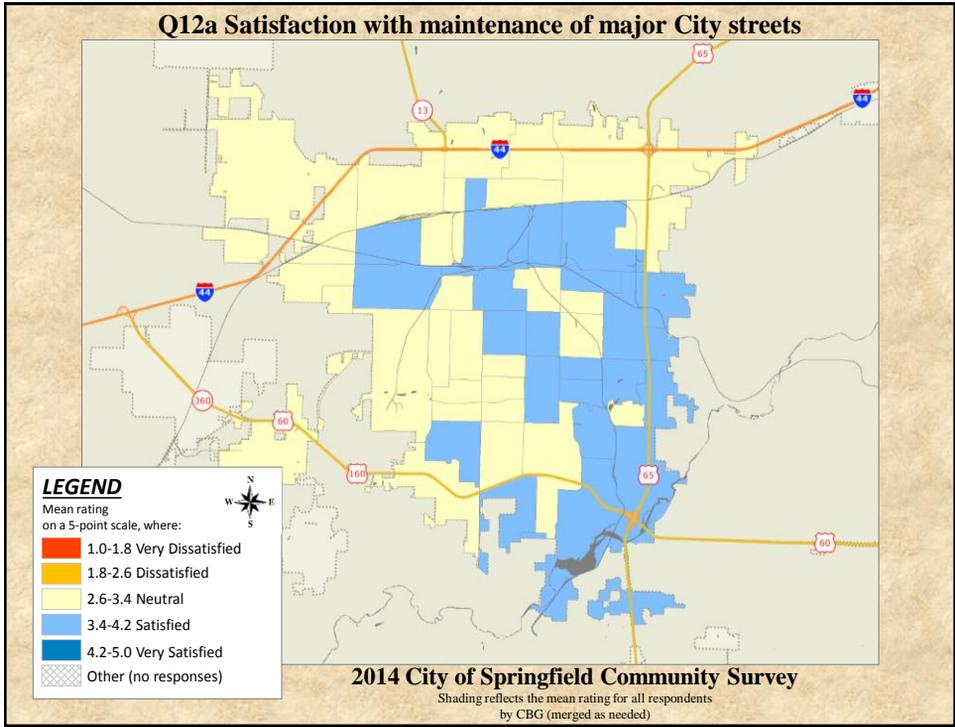


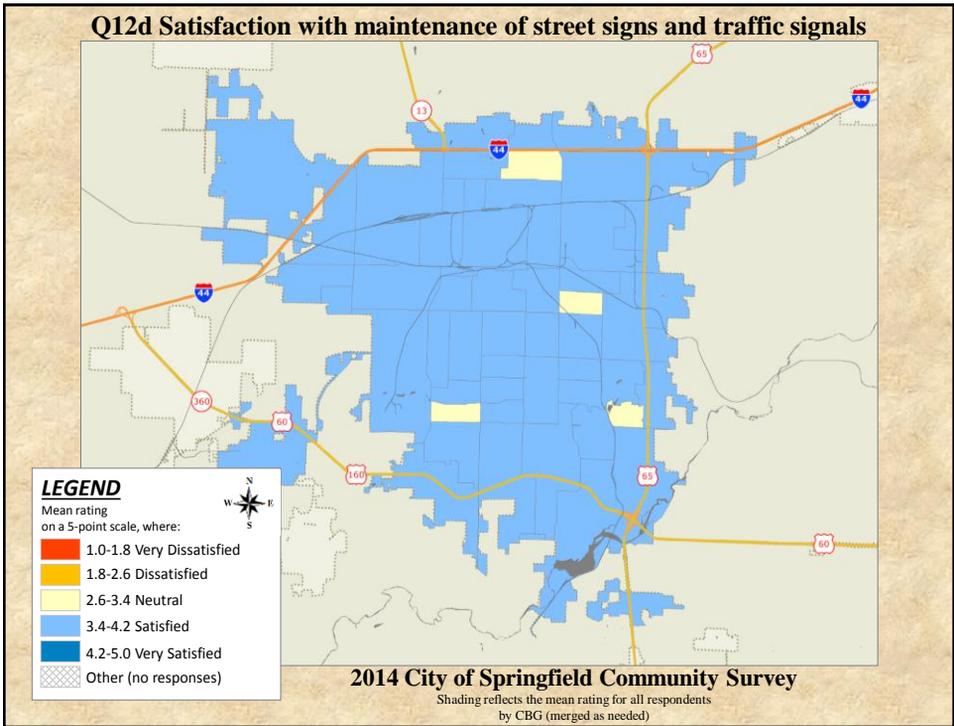
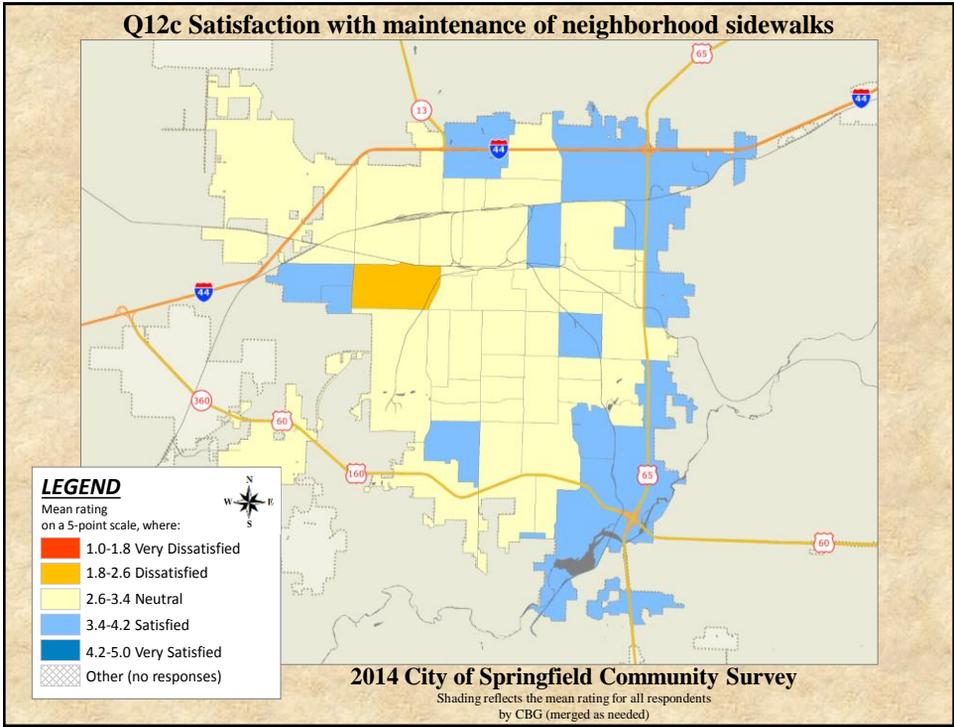


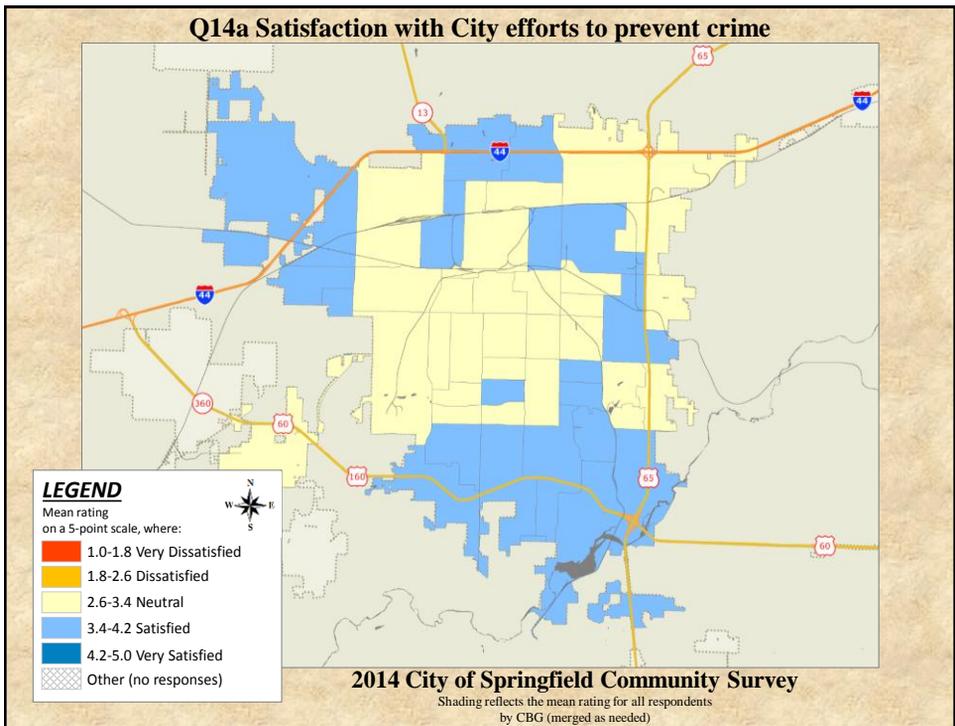
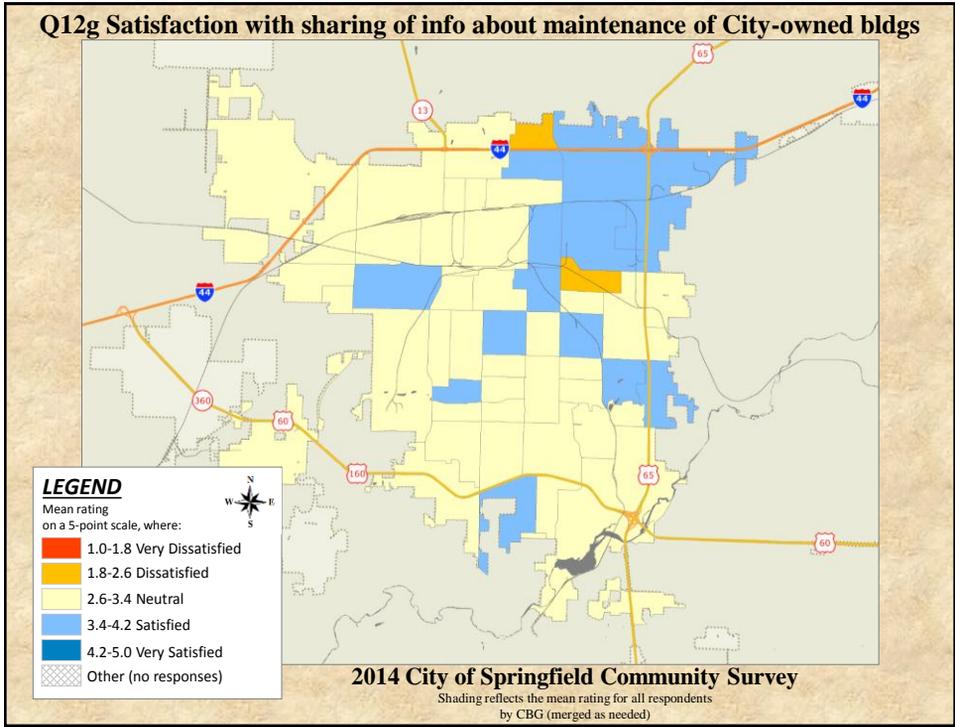


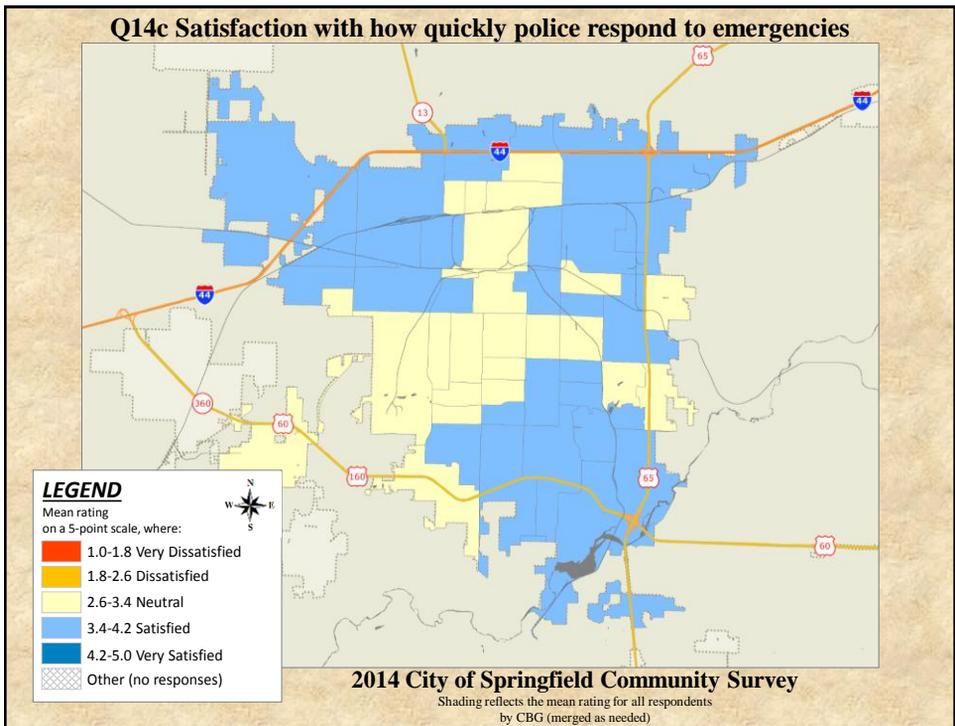
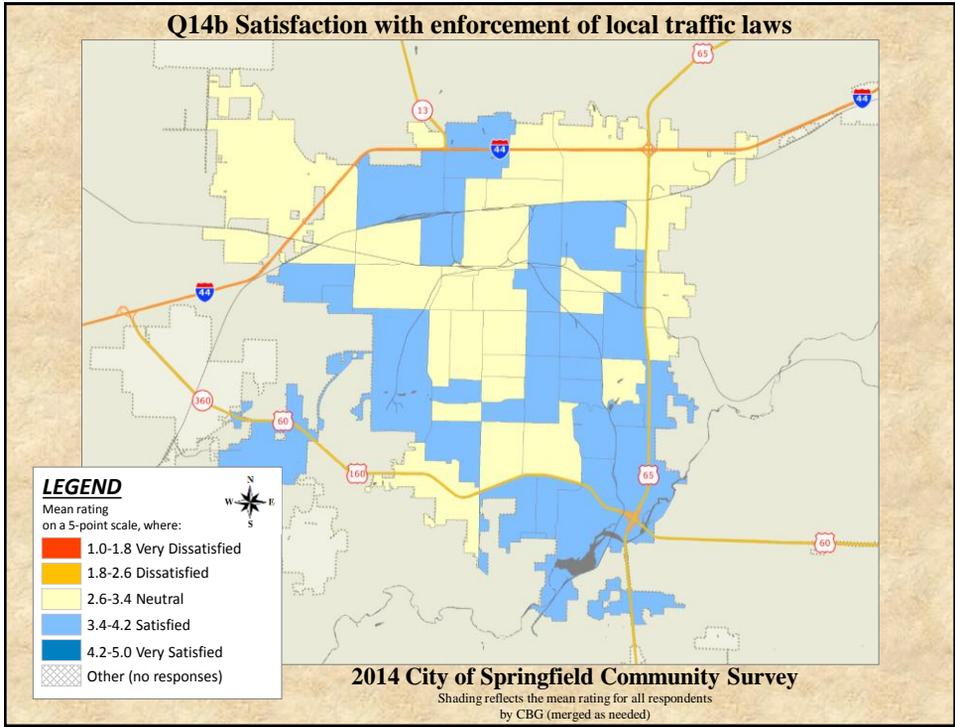


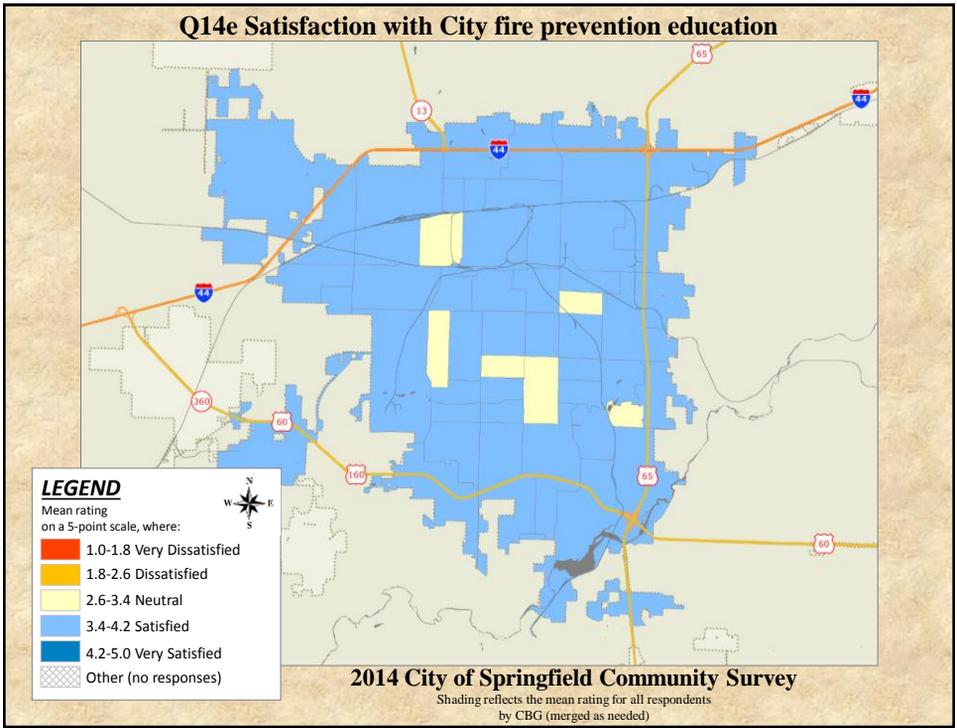
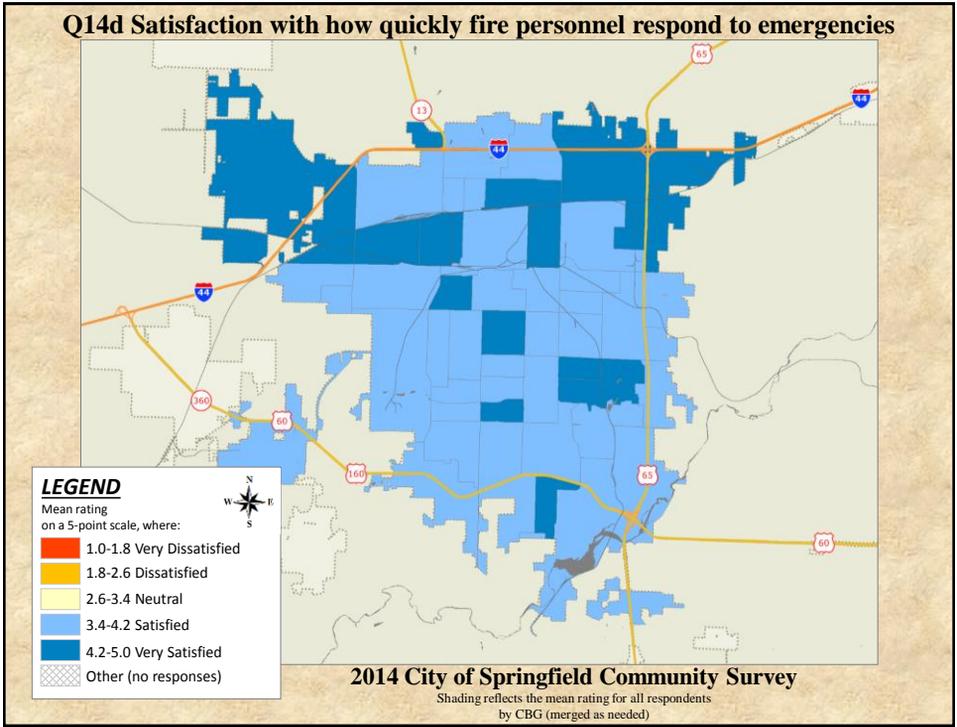


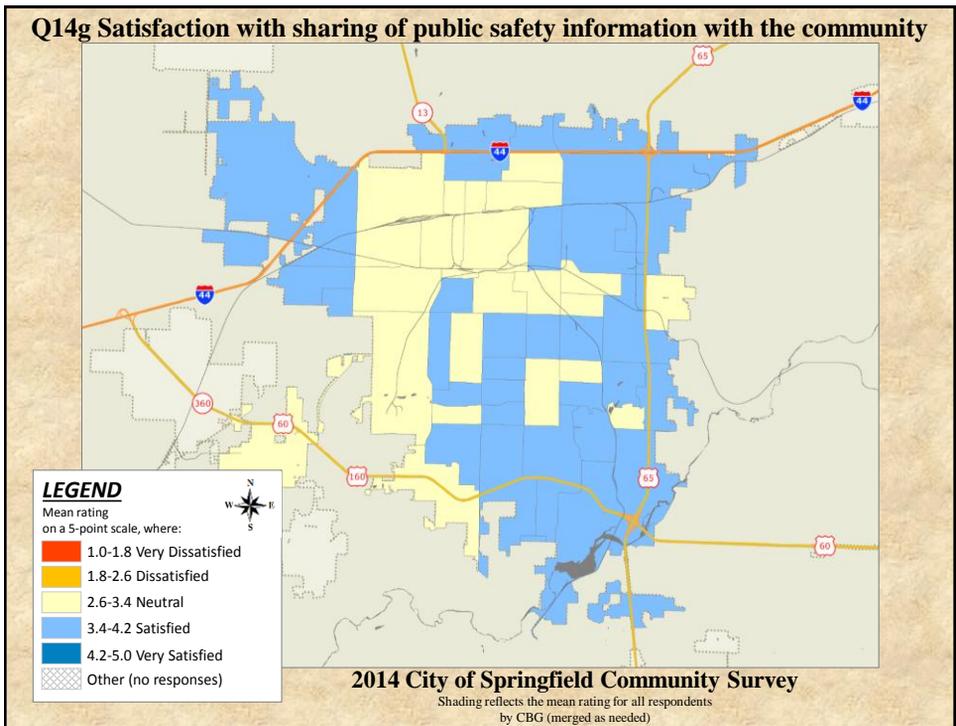
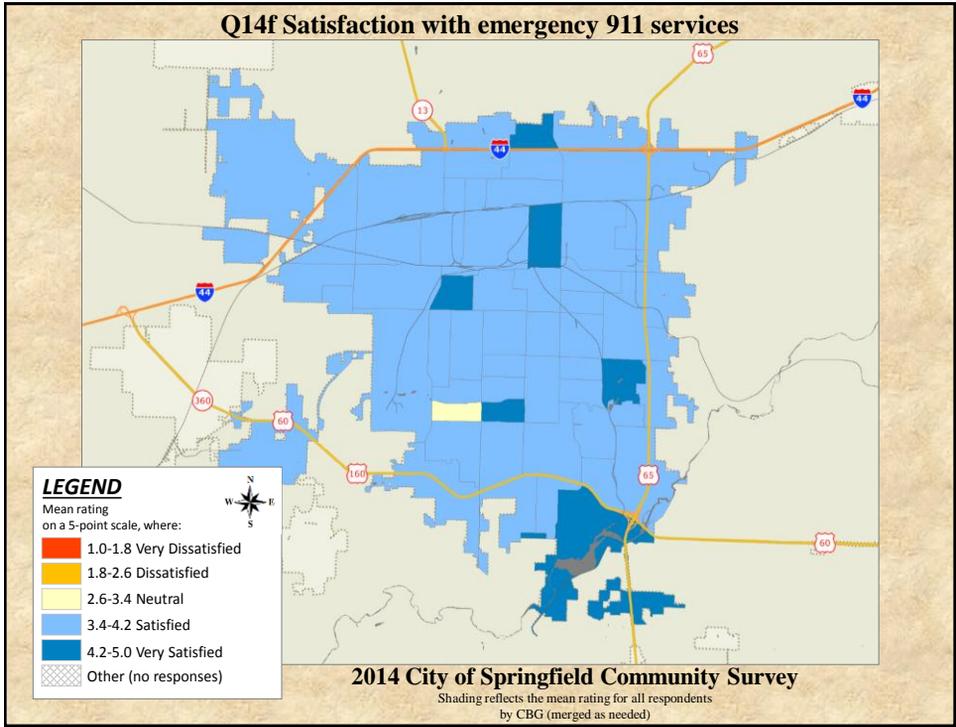


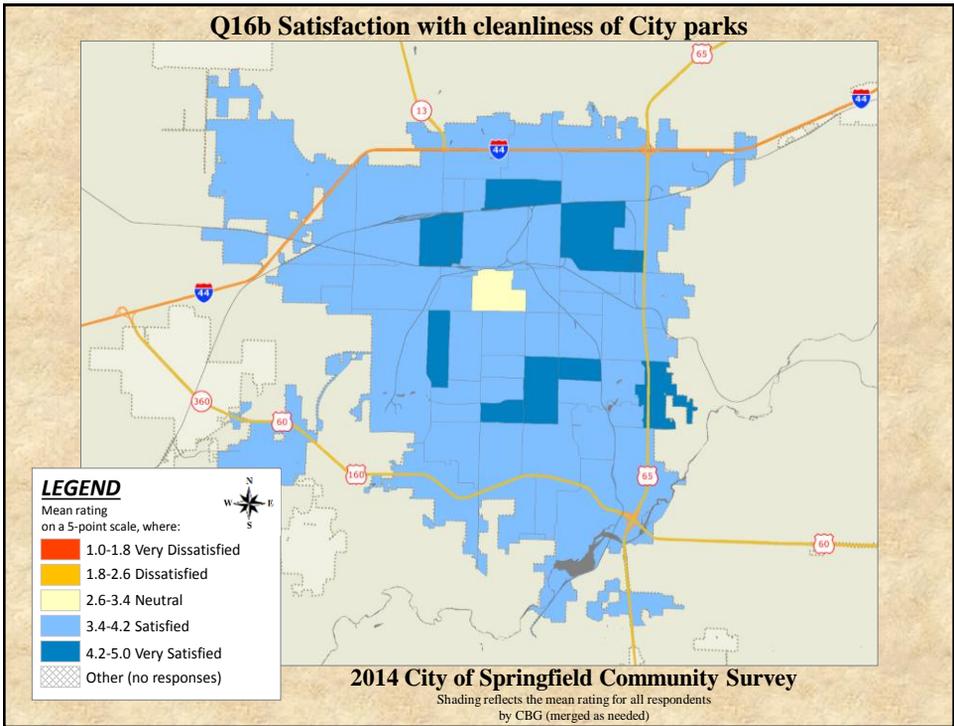
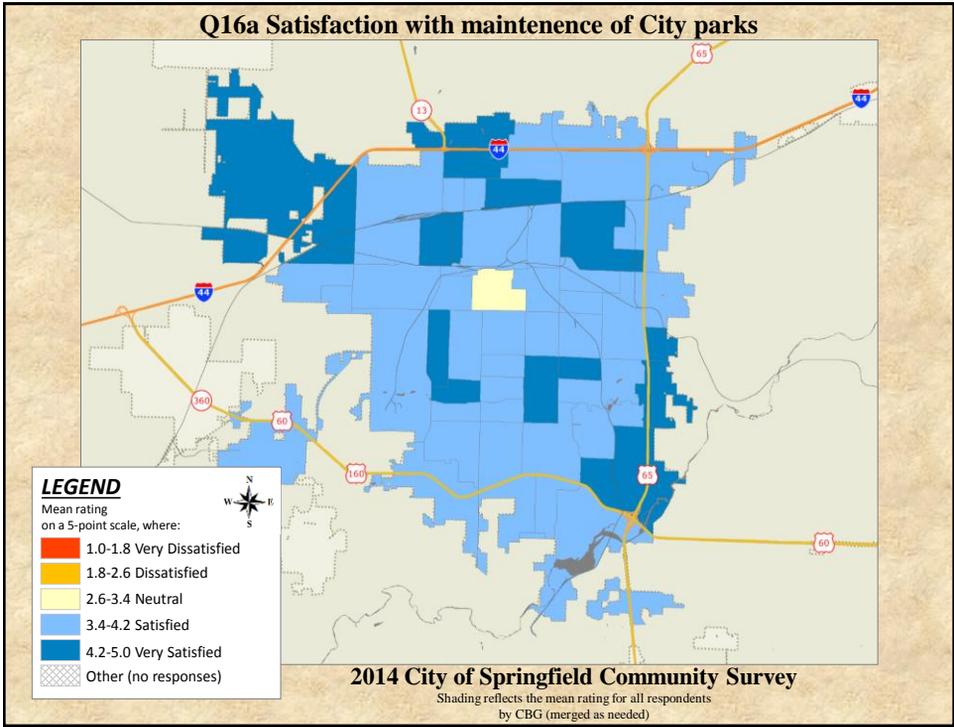


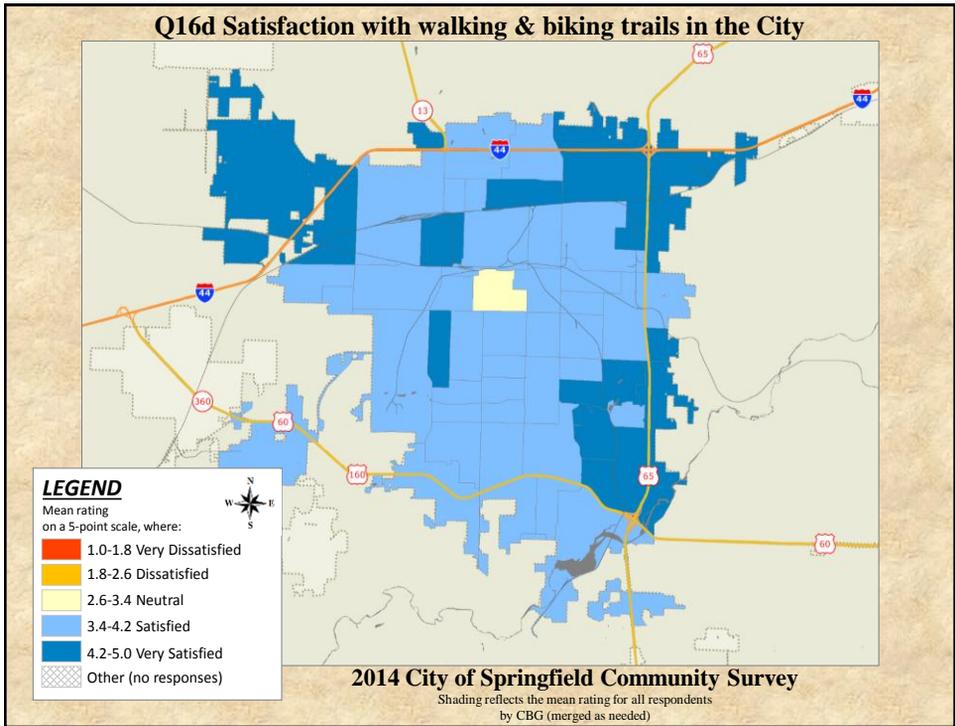
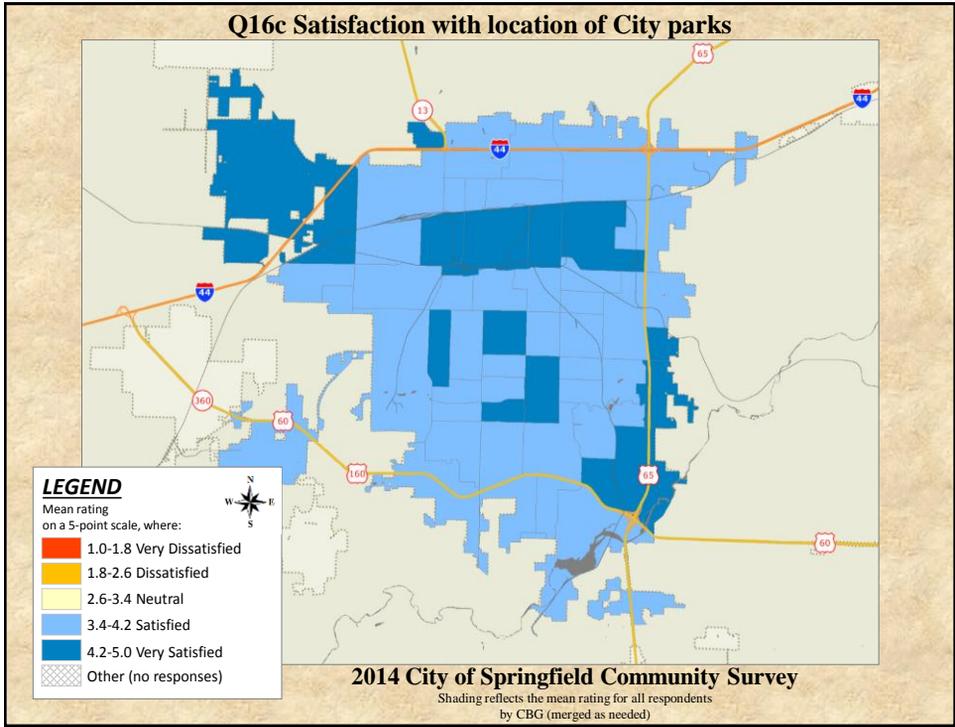


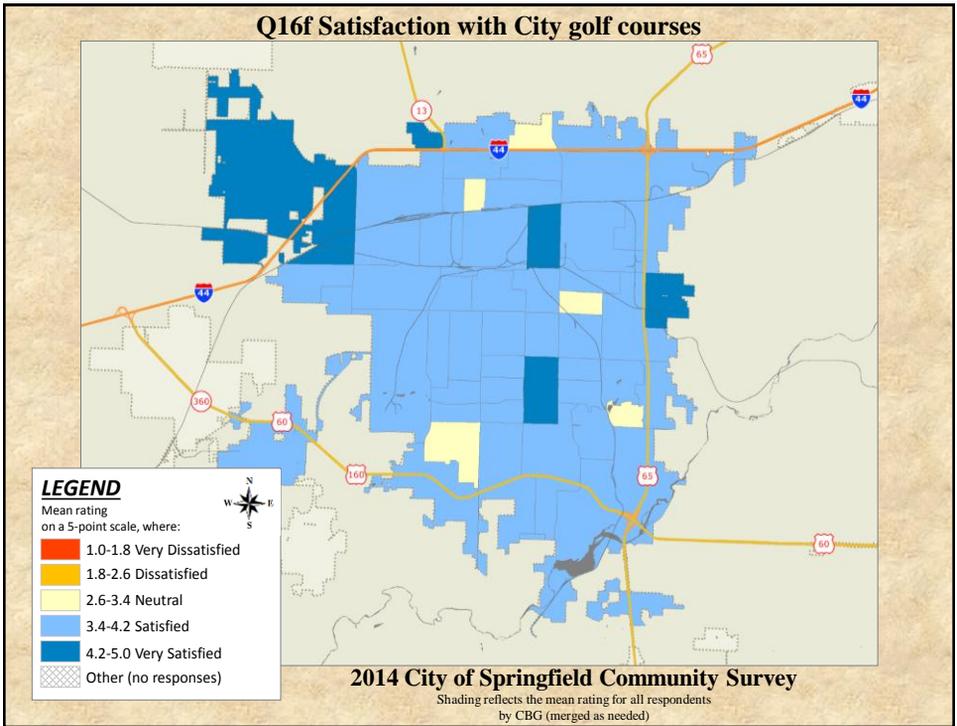
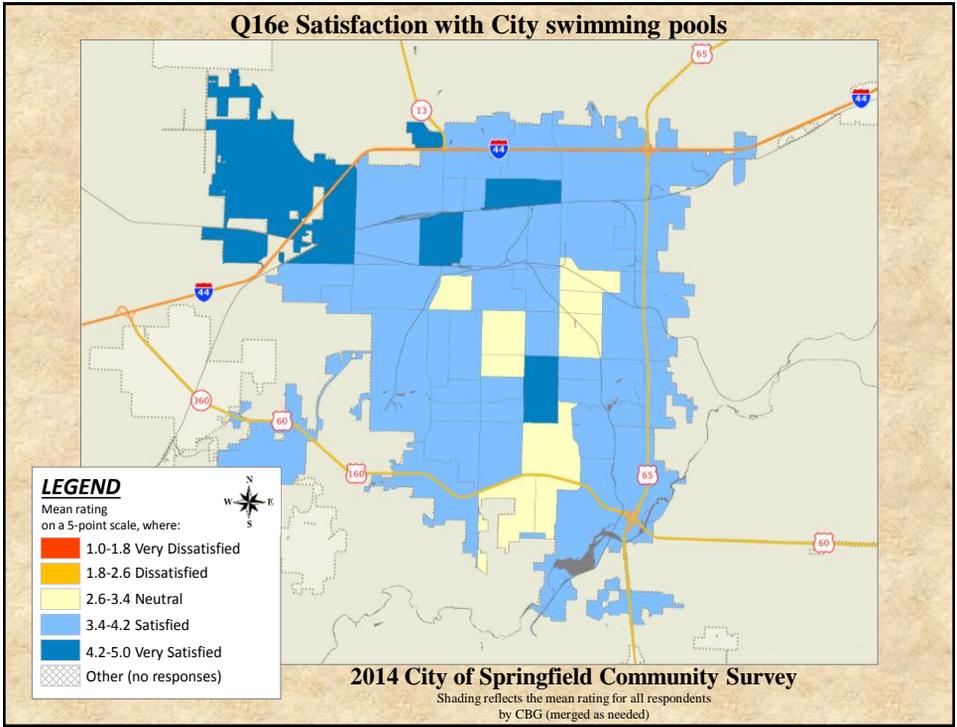


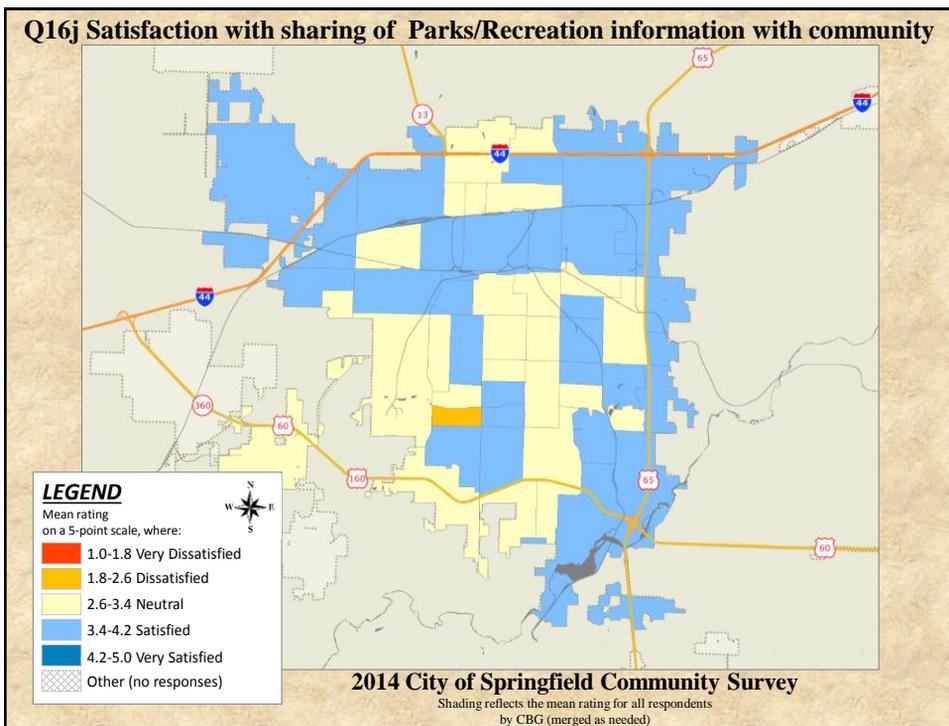
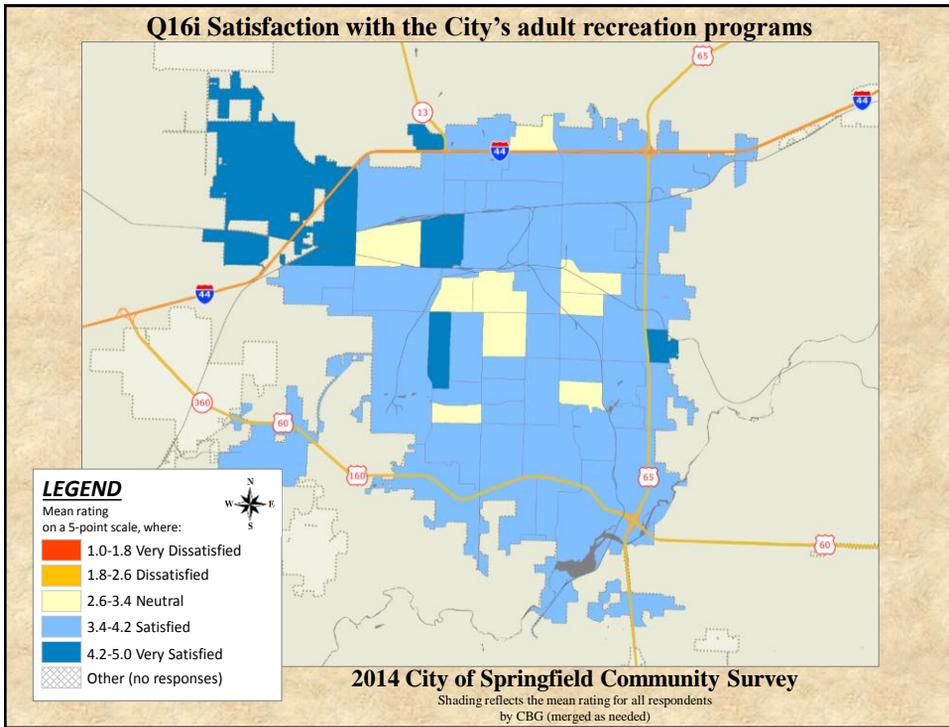


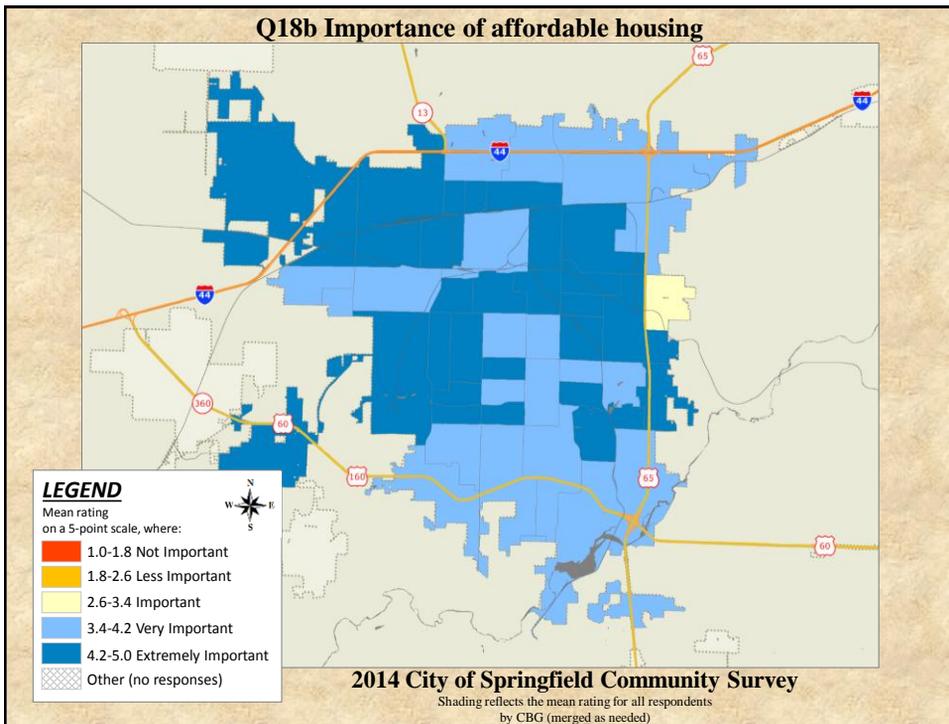
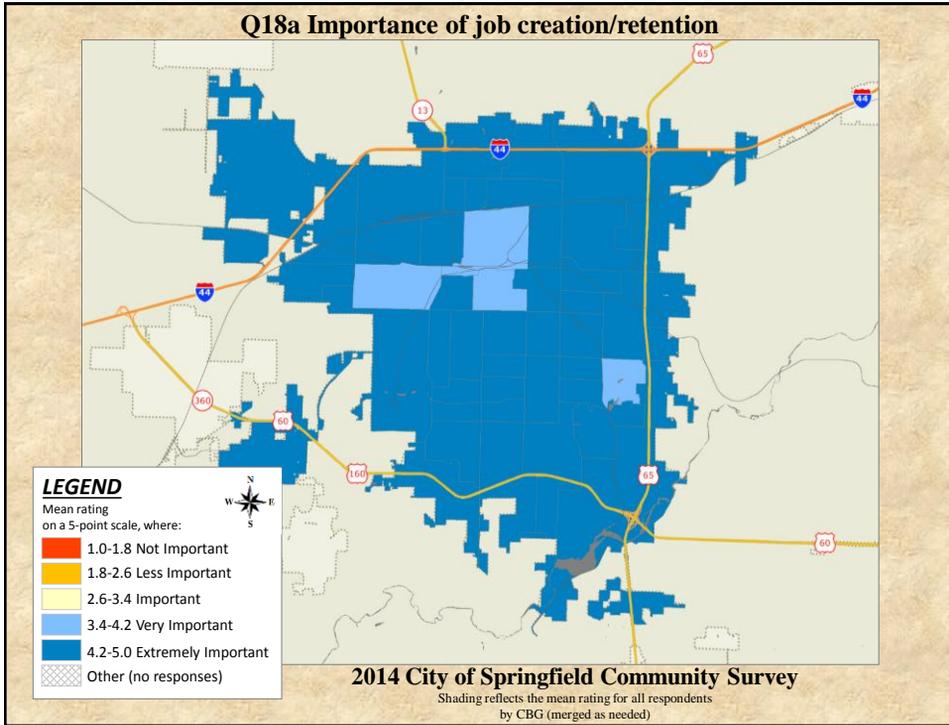


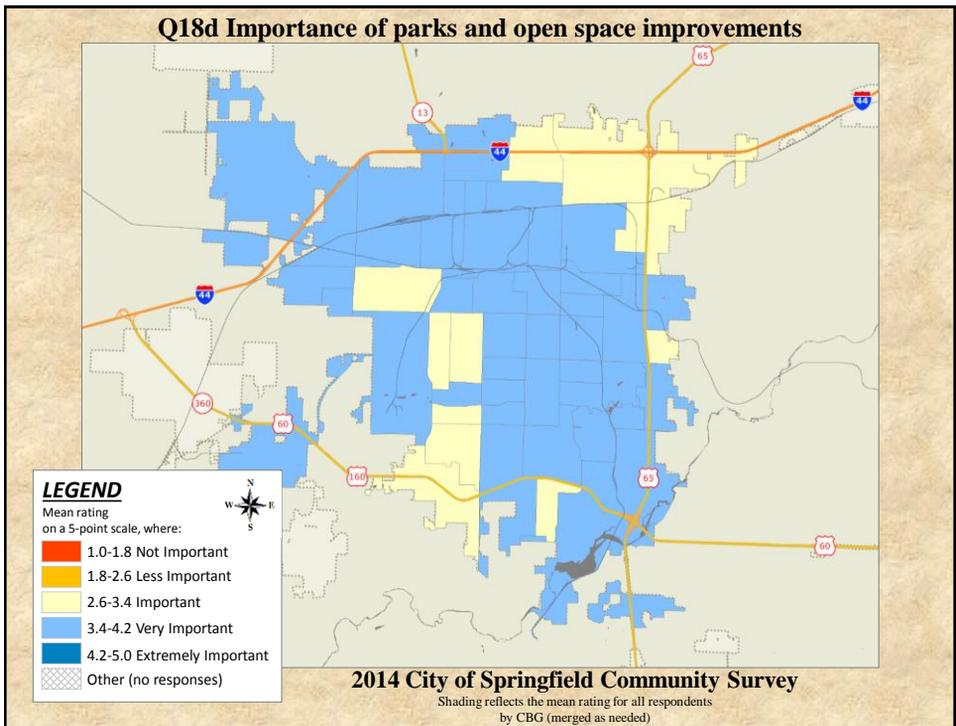
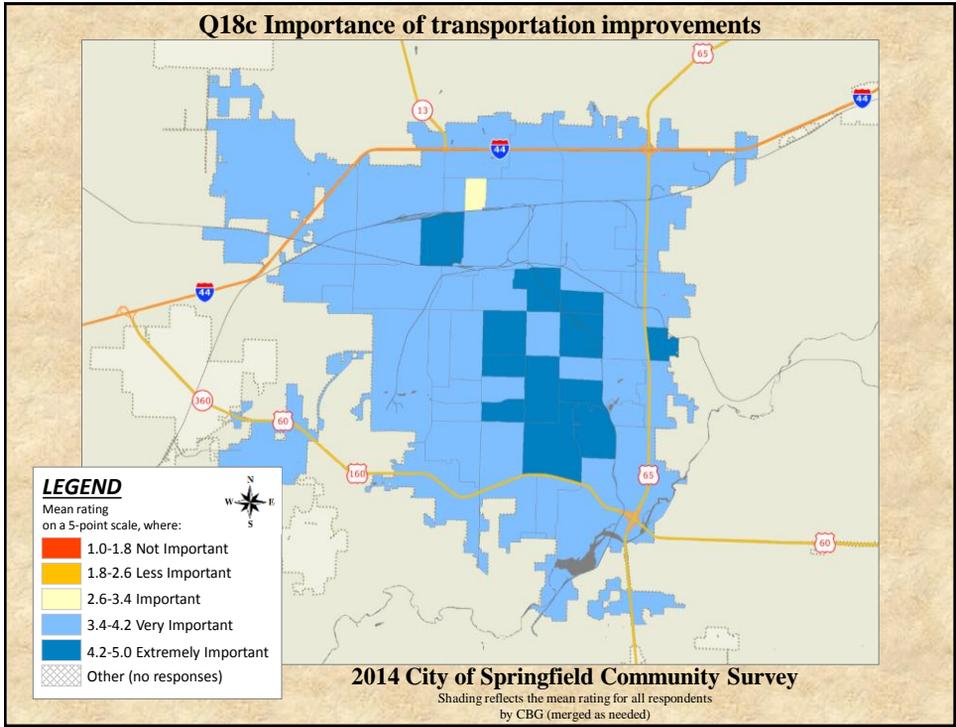


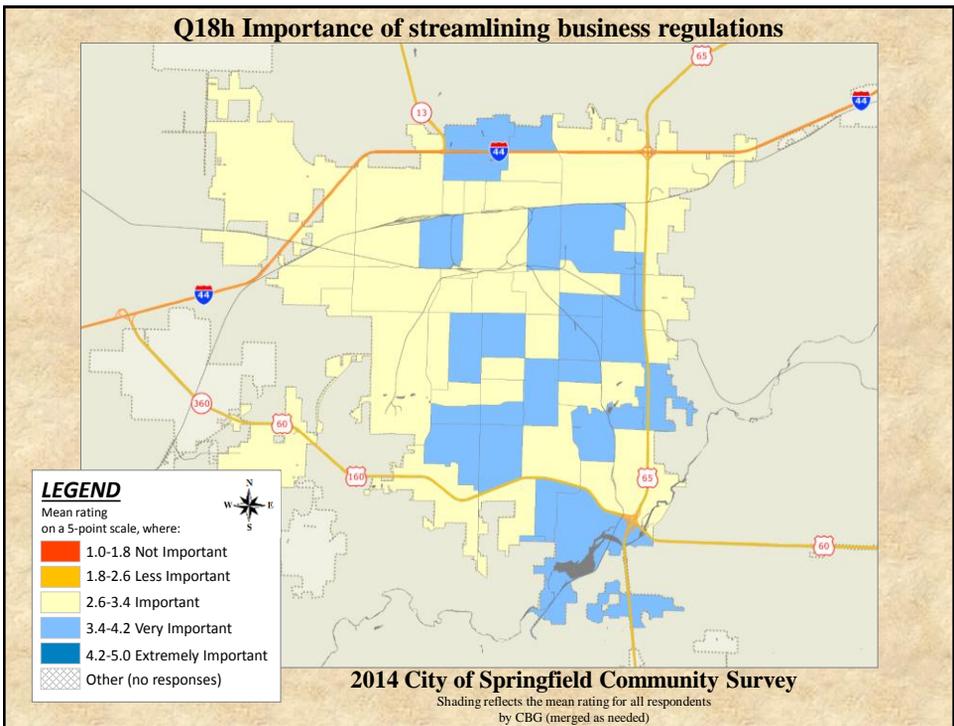
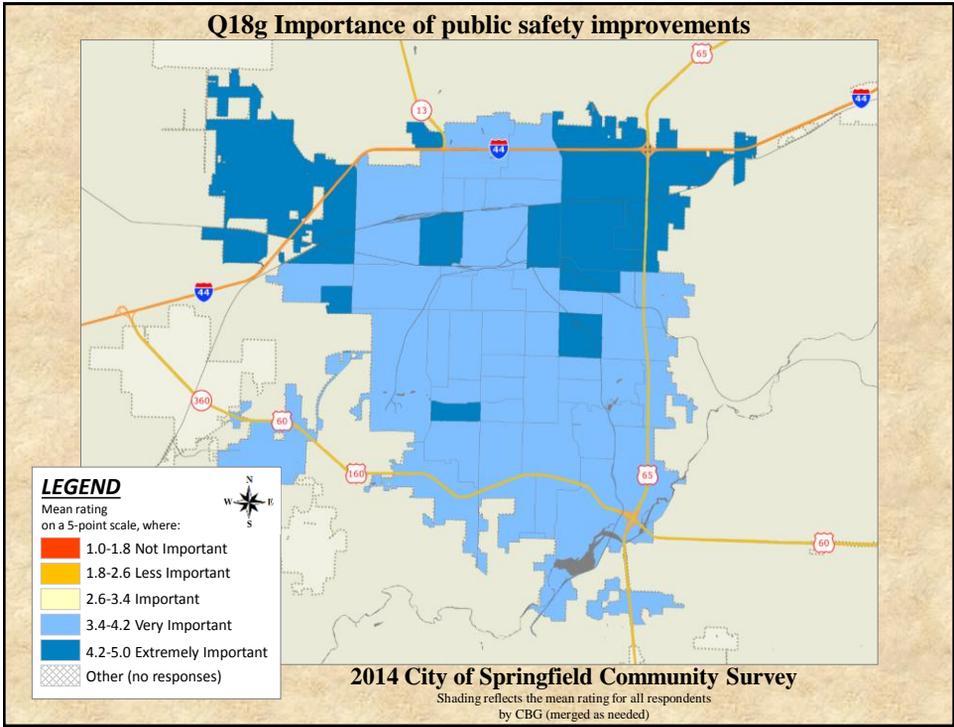


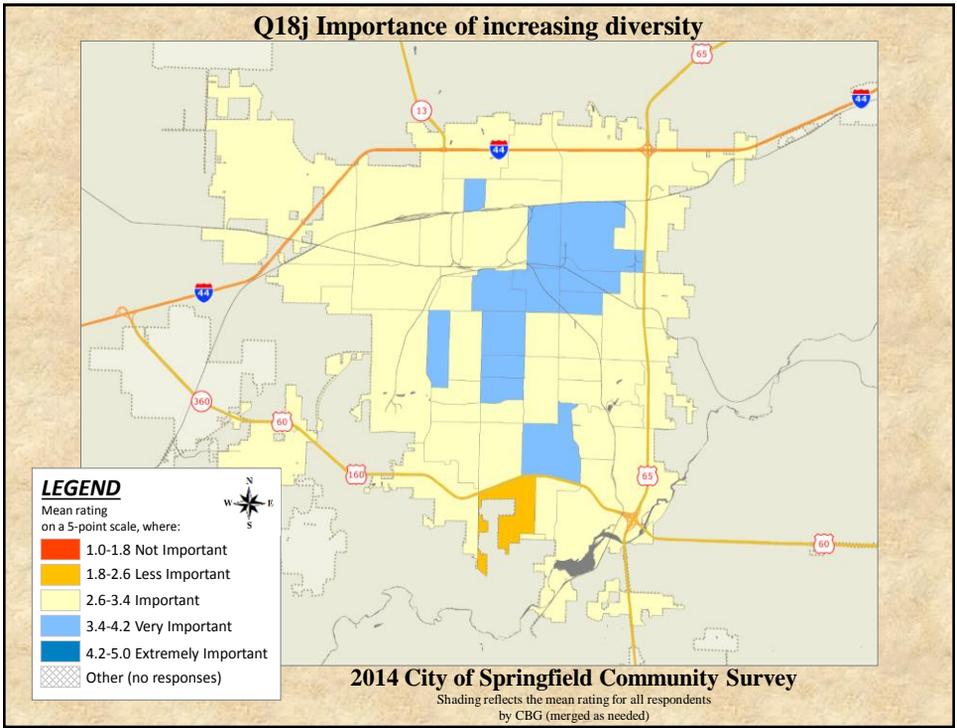
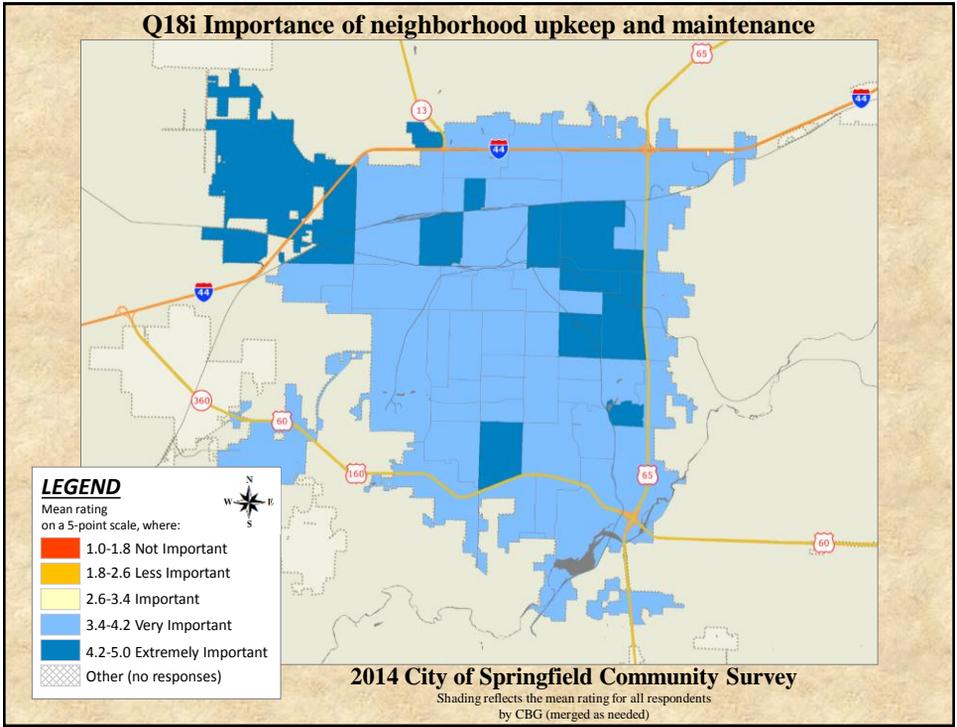


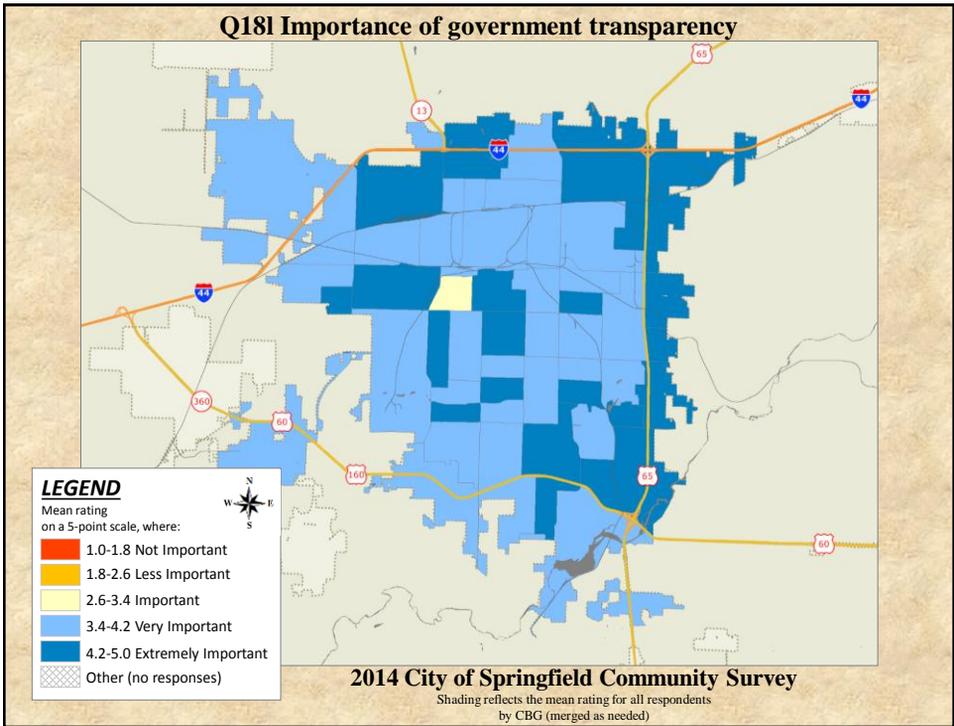
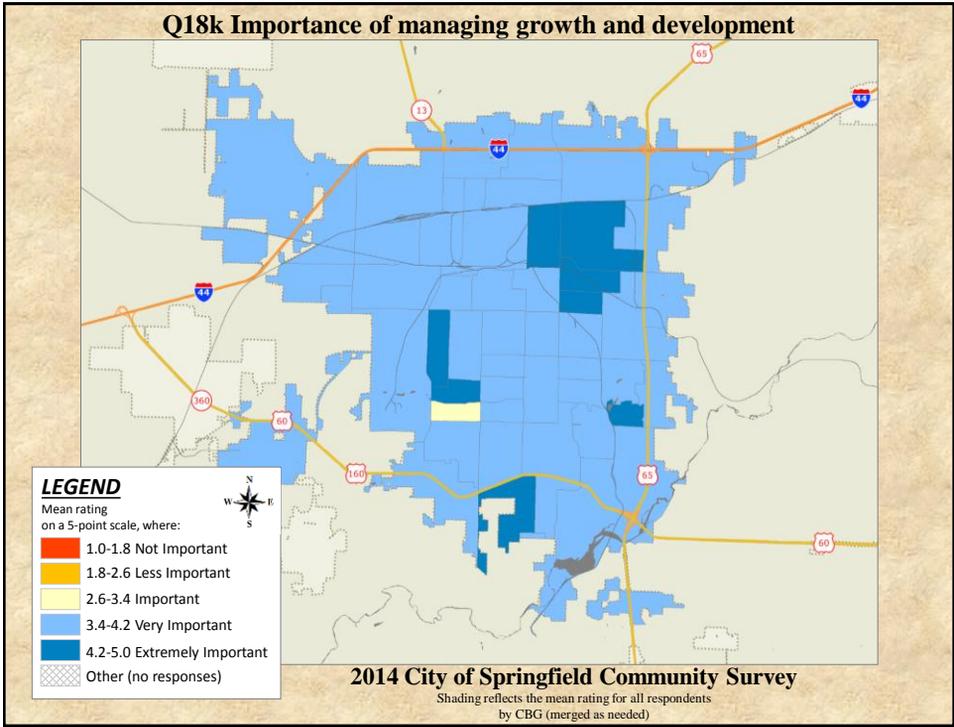


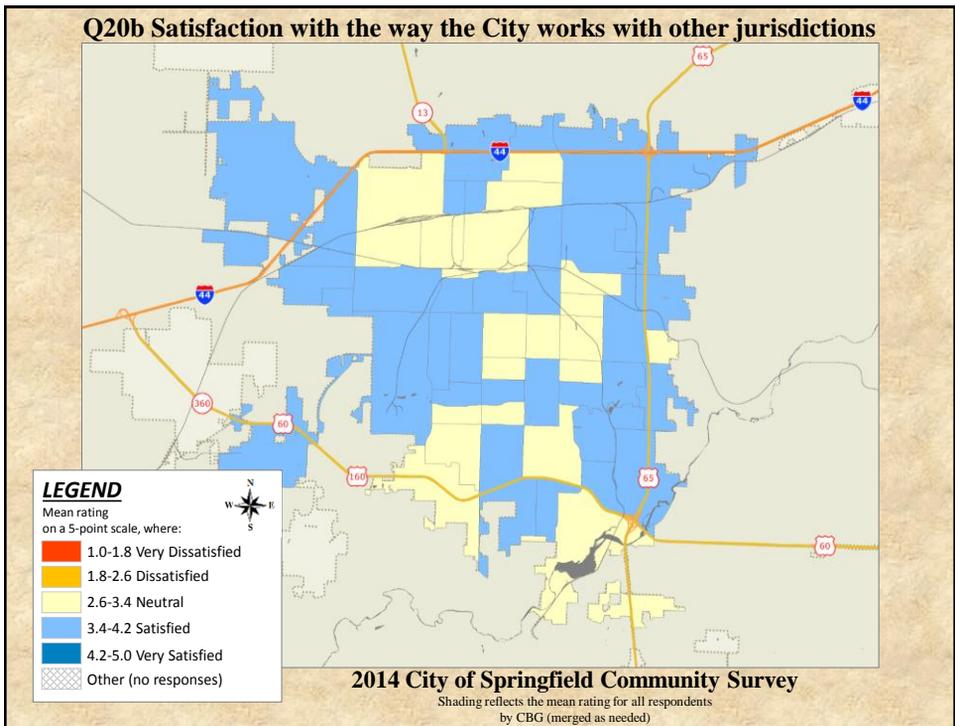
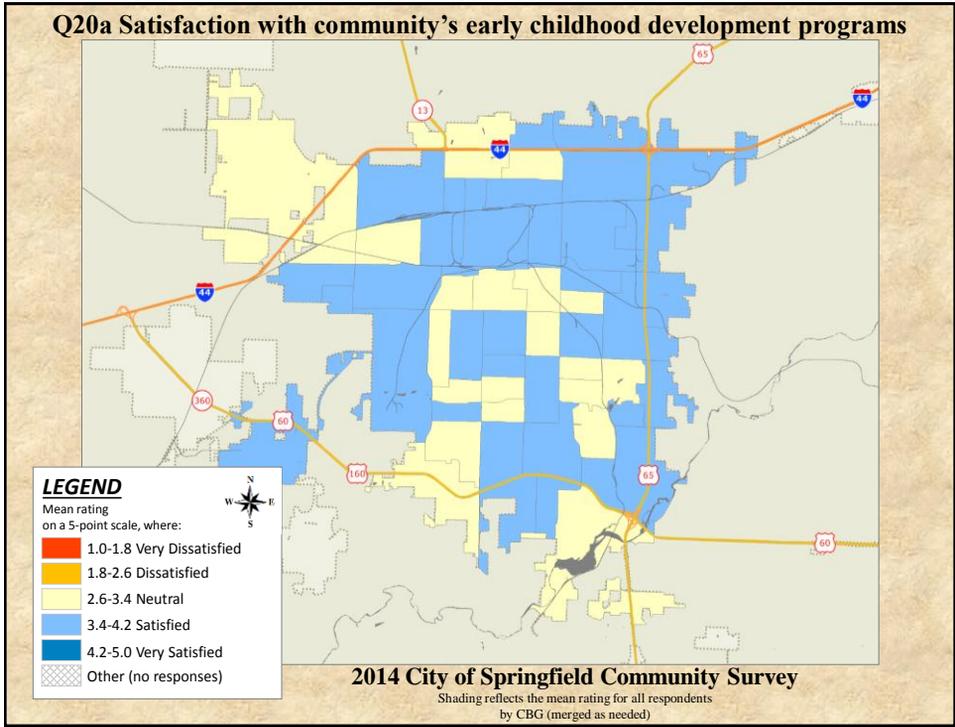


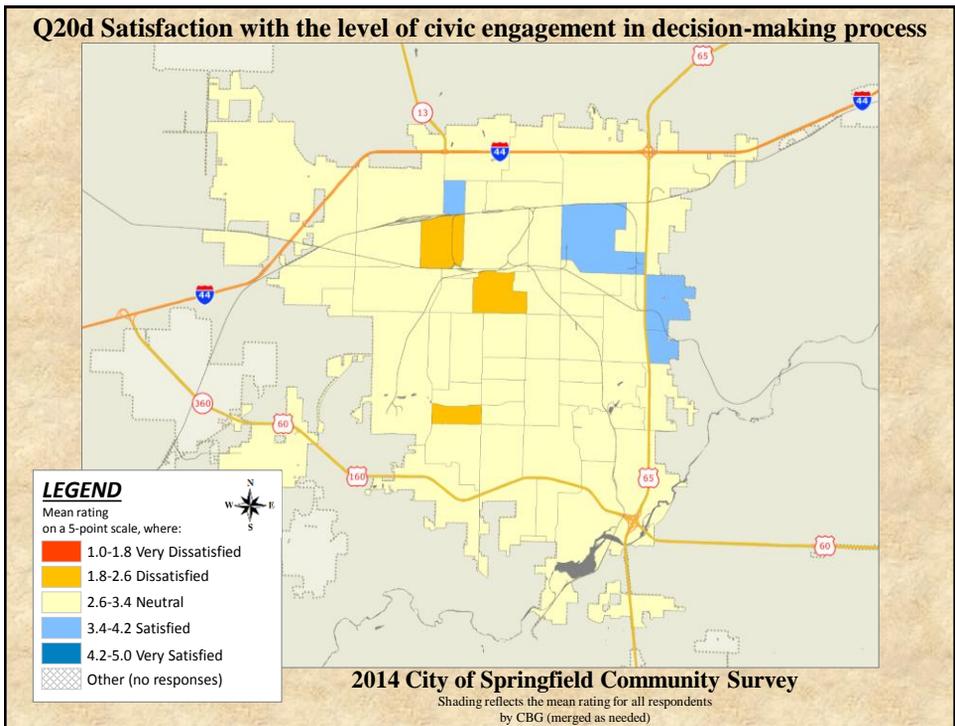
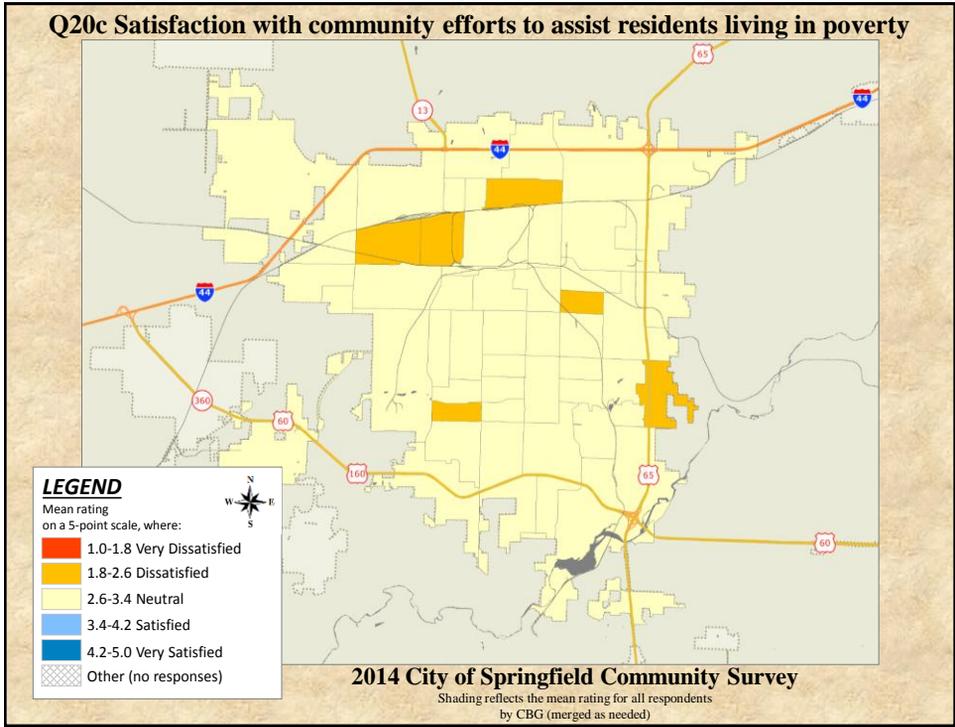












2014 City of Springfield Community Survey *Appendix B – Question 26 & 27 Comments*

...helping organizations make better decisions since 1982

Appendix B

Submitted to the City of Springfield, MO by:

ETC Institute
725 W. Frontier Lane,
Olathe, Kansas
66061



June 2014

Appendix B:
Question 26 Comments

Q26. What do you like BEST about living in the City of Springfield?

- Low rate of crime, secure jobs, pretty city.
- The schools are great!
- Trails and libraries.
- Friendly people - beautiful countryside - good medical services.
- Never lived anywhere else.
- I have lived here since 1969 so that may be a record! I love Springfield, just don't care for those who run it.
- Location/lots of activities.
- Clean, friendly, cost of living.
- Not as big as a major city but small enough for convenience.
- I like it because of location.
- Cost of living is down, small town feel.
- Family.
- Friendly and laid back.
- Supportive community.
- Quality of life - higher ed., cultural activities readily available.
- Friendly, safe, reasonable cost.
- Low cost of living.
- Cost of living.
- Excellent family environment - education availability.
- Crime rate, schools.
- Small town.
- Used to like the cleanliness and safety of the city.
- It is just the right size and I love my neighborhood.
- Cost of living/people.
- Great place to raise a family.
- Responsive to crime and emergencies.
- Convenience and people.
- I have a job.
- Convenience of everything.
- A wonderful place to raise children, hometown feeling.
- Friendly, caring people living here.
- Community togetherness.
- Nothing.
- Jobs.
- Diverse activities.
- We have a lot of different things to do in our city.
- Location, churches, people friendly and shopping.
- Big city amenities with a small town feel.
- Accessibility.
- Good place to live.
- Neighbors, friends and friendly people.

- It has all of what I want and need.
- Low crime rate.
- Clean water and air.
- Small town feel to a good size city.
- Our friends, church, and workplace.
- The diversity of Arts entertainment and the libraries.
- It is a good size population wise. We love the area of SPFD that we live in because it is clean and close to businesses and hospitals, etc.
- My family lives here.
- Availability of shopping, medical.
- Convenience.
- Relatively nice city to live in, good size, short drive to area activities.
- School systems.
- Doctors, hospital.
- Don't know.
- People, beauty of Ozarks.
- People, restaurants and community events.
- My neighborhood, the bus system and what's available within walking distance.
- Convenience.
- Healthcare, variety of businesses, restaurants, etc.
- Being close to everything.
- A very generous - caring community.
- Affordable real estate and utilities.
- The climate.
- People.
- Easiness of getting to desired destinations.
- Friendly - low cost of living.
- It has a small town feel with big town activities.
- Schools.
- Our people and the peaceful culture.
- Everything.
- It is the only place I have lived as an adult and here is where all my memories are of when it used to be a good place to live.
- Convenience - goods/services close to home.
- I like the city parks and trails.
- The people are friendly and helpful.
- Doctors and hospitals.
- Lovely and clean.
- Cheap cost of living and the surrounding geography.
- Small enough to be peaceful, large enough for convenience.
- The diversity of people and business.
- Comfortable mix of large and small-town qualities.
- Spfd Cardinals.
- Clean town, relatively safe.

- Nothing in particular.
- Revitalization efforts around MSU.
- Easy access to about anything you need.
- The people.
- Caring people, the surrounding countryside rural areas only minutes away.
- Progressive city that gets ahead of issues, good place to raise a family.
- Cost of living and value.
- Safe, managed growth, good health care.
- Easy access to what I need.
- How great this neighborhood was when we moved here 22 years ago.
- I was born and raised in this city. Married, had a business, raised my children, married 48 yrs., widowed.
- Low cost of living.
- It is generally a good city with decent maintenance and cleanliness.
- Good friendly people - everyday people values of life morals, etc. Good amount of libraries, food, shopping, and learning.
- The quality of services provided! Great place to live!
- Not a lot of violence/peaceful.
- Job, church, seasons, Spfd Cardinals.
- Size combined with what is available for entertainment.
- Willingness to give incentives to further business development. Greenways trails and parks Reasonable cost of living, generous citizens, city council form of government.
- Having everything within decent driving distance.
- Clean, good place to raise children.
- Relaxed and spread out.
- Low cost of living.
- Big city activity, small town friendly. Great churches.
- Variety of places to shop and eat at (Cox Hospital).
- Parks and greenways, linear parks.
- Grew up here.
- Size.
- Cost of living.
- The city has everything we need right here! And the people are open and friendly.
- Quality of life; good healthcare; cost of living.
- Cost of living.
- Still somewhat of a "small town" feel - seems to be intent of city leaders to end this - trying to be too "big city."
- Size, cost of living, college town, varied things for entertainment.
- The excellent library system.
- The quality of life.
- Peaceful/low crime/clean.
- Layout of streets - easy to find business, addresses, etc.
- My family is here.
- Clean air quality - fairly easy to get around the city - reasonable utilities' costs.

- The many good and decent people who live here.
- Parks, local elementary schools, police and fire departments, libraries.
- Abundance of medical care.
- How supportive the city is of the Arts & Arts programs.
- Don't know.
- The "small town" attitude.
- Things are handy.
- Utilities.
- City utilities are the best utility company in MO.
- Cost of living; availability of services; general friendly atmosphere.
- Big city fun, small town quiet.
- It's where I was raised.
- Not too big not too small.
- Small town atmosphere.
- It is a clean city with lots to do.
- Baseball stadium, race track, colleges (OTC, Drury, MSU).
- Great place to raise a family and great school.
- Lots of activities for people from shopping to outdoor events.
- Cost of living.
- Location.
- Safety – schools.
- Many different job opportunities.
- Collaboration and friendliness.
- Most people are polite with laid back attitudes.
- Hiking trails.
- Low cost of living.
- Medical services here.
- Low cost of living, nice people.
- Our city.
- The people are friendly and everything you need is easy to get to.
- Diversity of recreational opportunities.
- Community and educational options.
- Convenience of location where we live.
- Crime rate low.
- Nothing.
- The low cost of living. I moved here 11 years ago so that I could survive on my social security.
- KSPR News.
- A relaxed type of living and good neighbors.
- Lower cost of living.
- Business availability.
- If I did not have grandkids here I would move to St. Louis.
- Local power source, and small town feel.
- Biking trails and access to diverse cultural arts.

- Convenient.
- Parks and trails.
- The climate of people and interactions, very affordable.
- Great variety of activities (sports, music, shopping, eating, healthcare).
- Nothing much.
- Size of city - but no more population.
- Low cost of living. Easy to access larger cities.
- People, parks.
- Family is here.
- Too many positives to list them or say one is best.
- Cost of living, safe and peaceful environment, resources are easy to get.
- The people/community.
- The overall "small-town" feel of such a large, growing city. You know most of your neighbors! Is fairly safe to raise children still.
- The schooling it has for EIP students.
- The cleanliness, appearance - Also, the availability of educational institutions.
- Overall Springfield is a good place to raise a family.
- The lack of traffic.
- Family friendly environment.
- Cost of living.
- Great place to raise a family - good schools.
- My neighborhood.
- Fire department.
- Size, convenience and quality of living.
- Medical facilities.
- Not big city and not a small town.
- Low crime.
- Good place to raise kids. Better than big cities.
- The lack of large gangs.
- I was born and raised in southwest MO, it's as good or better than anywhere else I have been.
- Cost of living.
- Low cost of living.
- People are friendly, like improvements on square.
- City urban life.
- Clean – safe.
- Small town environment.
- Low cost of living, access to shopping/restaurants, friendly people.
- Friendly people.
- It is a big, small town.
- Size/population.
- Help Embassy Hope Church it was a warehouse but made into a church.
- Attractions.
- Still has a small city feel to it.

- Conservative small town feel.
- Living at Maranatha Village.
- Friendliness - feel safe most of the time.
- A giving community.
- Size of community.
- Easy to get around, affordable living.
- Raising children.
- My lifetime has been in Spfd, I love it here.
- Small town atmosphere.
- Its living in smaller city with some big city perks.
- Cost of living, medical facilities.
- Nothing, I'm ready to move.
- My family (proximity to family).
- It's an okay place to live, but it could be better.
- Quality of life.
- Semi-rural.
- Location of city.
- The four seasons.
- Nothing.
- Affordable housing.
- Leaving.
- I don't know.
- Nothing.
- The area is pretty.
- Think it's a wonderful place.
- Nice place to live.
- Springfield only serves as a reminder of the good ole' days!
- Family lives here.
- Size of community. Very friendly.
- Homey, clean for most part, and children.
- Small town feel.
- Parks.
- Good size overall for a city.
- Everything, feels free living here.
- Don't know.
- Maranatha Retirement Center. Like it
- Feels like a small town close to everything.
- Clean/good town. Very friendly.
- People are nice.
- Small town feel in a medium town.
- I like all of the trees.
- Good family values.
- Parks, jobs, people.
- All the parks we have.

- Its home.
- The school system is good, overall safe/low crime.
- It's got a little bit of all the good things - music, food, community.
- Size and fairly safe, offers most amenities that larger cities offer.
- Convenient location of services and shopping.
- Nice city.
- Movie theater.
- Small city, nice people.
- The people.
- The zoo, Empire state fair.
- What it was and could be with a good city council.
- Light traffic.
- I live in Center City, close to everything.
- Easy access to stores, food, entertainment, etc.
- Only city I have ever lived in.
- Beautiful landscape and weather.
- City parks and programs.
- The number of educational facilities (higher-ed).
- Lots of things to do, lots of restaurants.
- It's big enough but not too big, close to lakes.
- Size and variety of living options.
- Safe for me.
- Cost of living.
- The small town feel in a 160,000 population city.
- Being able to sleep well at night knowing the police will protect!
- My family is here.
- All the flea markets and easy access to all stores.
- Close to shopping centers.
- Housing pretty affordable.
- Good town.
- My family is here.
- Shopping/plenty to do, never bored.
- Cost of living, relatively low crime.
- Affordable housing, size, attractiveness, decent education, proximity to lakes.
- Have a feeling of safety.
- Safety of area.
- It's friendliness and very clean.
- Size, laid back atmosphere, arts education.
- Big town feel, small town atmosphere.
- Small town feel, some options in activities (like a big city).
- Low crime rate - overall friendly citizens - reasonably clean city.
- The city is not very crowded.
- I was raised here - it's home - people are friendly.
- Parks.

- Family and friends.
- Size, safety, cost, parks, universities/culture.
- Size.
- More conservative than many cities.
- Nice size – friendly.
- It is home.
- Great libraries, parks, arts community.
- Cost of living.
- Size, location to lakes, friends, cost of living.
- Feels like small town values.
- I haven't lived here long enough.
- Great size of city overall, not too big or small.
- Smallish size, closeness to lake.
- Small enough to get anywhere in 30 minutes but large enough to have great food options, easy access shopping and the arts.
- Higher education and medical resources.
- The constant improvements made to enhance quality of living and downtown.
- Most residential area clean and safe.
- The people and many shops/shows and places to eat.
- My family lives here.
- I know where everything is.
- Friendly atmosphere.
- Great outdoor parks and family centers. Love that we have a ice park.
- Meeting new friends.
- Quality of life.
- Better hospitals and doc and overall healthcare.
- Simple, easy going lifestyle, cost of affordable living, and clean.
- The overall size of the city and low cost of living.
- Springfield has good doctors and other good health professionals also good schools.
- It's where I was born.
- Ease of travel in and around city. Arts, theatre, movies, etc. Close to Table Rock.
- The weather
- Convenience of urban living with "big city" feel
- Safe place to live.
- Many fine people live in Springfield.
- The people.
- The culture.
- Right size, good place to live, not a cow town anymore.
- It's my home city.
- Affordability.
- Good job market and low cost of living.
- The size - not too big and not too small.
- Friendly people.
- The availability of everything.

- I feel very comfortable living here.
- Weather, cost of living, safety, cultural events.
- Smaller city. Easy to get around.
- Quality of life/cost of living.
- My neighborhood.
- Springfield offers a lot culturally, etc. Has aspects of larger cities with small town values.
- The size of the city, friendliness and safety.
- Friendly people, city with small town feel, reasonable to live.
- Nice parks and trails. Downtown is beautiful. Family activities available.
- It's in the center of the country.
- Cost of living.
- A good place to raise a family, safety.
- It is a low key community. But is getting bigger.
- Services provided.
- Friendliness of residents.
- Beautiful city - low cost of living.
- Low crime and climate.
- Cleanliness and art programs.
- The people, overall helpfulness of city staff.
- Small town - safety - know neighbors - friendly place – affordable.
- Overall, Springfield is a beautiful city, full of friendly folks, w/arts, recreation, medicine available.
- Cost of living, people, my neighborhood.
- Great parks, bike routes, location, and my parents live here and my children.
- Weather, close to lakes.
- Convenience of medical care.
- Low crime, professional people, low cost of living.
- Central US.
- Low traffic congestion.
- Small town atmosphere, plenty of amenities, fairly safe city.
- The friendly attitude of most citizens.
- Lack of diversity.
- It's a little - "big" city.
- Friendly, low cost of living, safe.
- That stores are mostly conveniently located. Always something to do. But wish everything didn't cost so much!
- Cultural and sports opportunities (and educational).
- Lived here for over 4 years now and like the hospitality of the people of Springfield.
- Good schools, low crime (except meth/child abuse) good hospitals, good shopping, quiet, friendly and a pretty area.
- Has been a great place to raise my kids.
- Home town feeling.
- Stores/parks.

- Accessibility.
- My neighborhood.
- People, parks.
- Friendly, fairly clean, close to recreation.
- Small city.
- Being able to retire and move away from here.
- Less crime, reasonable low cost living.
- Increased downtown businesses.
- Great neighborhood church. Things for children to do.
- Educational opportunities, parks and trails.
- Good community that pulls together, good parks.
- Small town atmosphere, big town benefits.
- The cost for city utilities.
- Location/cleanliness/cost of living.
- Born here.
- Availability and quality of parks and library systems.
- Low crime, clean, good schools.
- Easy to get to what I need.
- Small enough to be friendly, big enough to have lots to do.
- Cost of living.
- Overall friendliness of Ozark residents.
- Variety of retail stores/moderate weather/strong economy.
- Feels small but with access to bigger city benefits.
- It is a small town w/big city amenities and activities.
- It is a good wholesome town.
- Great place to raise a family. Big city=small city.
- Size.
- Number of cultural events.
- Downtown, colleges, events, great library system.
- The quality of the public schools - my children received a good education here.
- It's good.
- It's friendly.
- Family centered community.
- Always has been a good place to raise a family.
- Standard of living is good compared to other states.
- Smaller community.
- Safe, good schools.
- Near to wildlife areas.
- Our jobs.
- Size and safety.
- It has a little bit of everything close by.
- The cost of living.
- It's "easy" to live here. Relatively little traffic/crime and good schools.
- The people.

- Has a safe small town feel. Still has a moral base.
- How friendly the people are.
- Small town atmosphere.
- We can afford to live in a beautiful neighborhood.
- The variety of entertainment available - music, theater, Springfield Little Theater.
- Good family oriented town with numerous activities available.
- Caring people and quality of life.
- My family.
- Easy living, close to a lot of outdoor activities.
- Safe place to live.
- The people are friendly. It is very pleasant living here.
- Lots of green spaces and parks for taking our children to walk, bike, play.
- Friendly/nice police/safe.
- Clean air, good schools.
- Shops.
- Downtown/bars.
- Residents, variety of activities, easy access to all parts of town.
- Family friendly community.
- Family and friends live here.
- Availability of healthcare and lakes.
- Has a very good plan for the future growth.
- Cost of living.
- Family.
- Low cost of living.
- It's small enough so that you can do good work and make a name for yourself.
- It's small to medium size.
- Good schools; plenty of things to do, yet not too big; beautiful.
- A beautiful city.
- Still feels like a small community.
- Not sure.
- We have lived here all our life so for the most part it's a great place.
- Cost of living.
- Family is first.
- Low cost of living and low cost utilities.
- Convenience.
- Born here, family here, relatively clean, safe, friendly, fair climate, good food.
- Close to any resource, church and school.
- Affordability.
- Friendly people/good schools/cleanliness.
- Convenience to shopping and medical.
- It feels like a big "small town."
- Affordable housing, great restaurants, great arts community.
- Offers much that a larger city has but not living in large city.
- Christian belief.

- Friendliness, SPS, great place to raise a family, it's beautiful. Love the new farmer's market!
- Reasonable housing, libraries, greenways, parks.
- Bus system, the help available to low income and homeless.
- Affordability; the residents are much nicer than in other states, surrounding nature is beautiful.
- Schools, churches, location.
- Clean, safe, access to Branson, cost of living, friendly people.
- Finally growing up not out - to keep small town feeling!
- Home.
- Hometown - off the beaten path atmosphere, quiet.
- My wife likes it here.
- Public schools.
- My neighborhood.
- How the police dept. and fire department responds fast to emergency calls real fast.
- "Town of complete and utter support."
- Lower cost of living.
- Lower cost of living.
- Right size.
- Spirit of the people.
- Availability of diversity in all things.
- It's home.
- Convenience of utilities after living in county.
- None.
- Nice size city.
- The friendliness of the people and entertainment.
- Livability.
- The friendliness of the city.
- Diversity.
- Parks and recreation.
- Pretty city to get around.
- We like the park.
- Shopping.
- It feels like a safe community.
- Overall good clean place to live.
- It's home (lived here whole life).
- Friendly people/environment.
- Small town aspect.
- Beautiful small town.
- Love this place.
- Good place to live.
- The cost of living, medical help, number of restaurants, shopping, clean, very friendly.
- Clean city and low cost of living.
- Ability to make home - put down roots - green - lived in desert prior.

- Basic availability of everything.
- It's home (Native).
- It's my hometown.
- Feels like home.
- Pretty.
- Low cost of living.
- Livability.
- Four seasons, good solid community.
- Has a lot of big town advantages in small town atmosphere.
- Nice city to live in.
- Born and raised.
- Low crime.
- Community friendliness.
- Proximity to all things.
- Quality life.
- People are nice.
- Cost of living is low.
- Good family community. Church involvement.
- Inexpensive and schools.
- It's home.
- The tourism around us.
- Utilities are reasonable, good water. Quality nature center and air quality/ highway access.
- The people, friendly and laid back environment.
- Right size.
- Quality of life for cost of living.
- Everything, lived here my whole life.
- It's home. Born and raised here.
- Small town feel.
- Overall feel of the city.
- Location.
- Fishing.
- People.
- Good schools. Moved here for the schools. Also the recreation.
- Been here since I was 6. I'm used to it. Good shopping, live close to big city.
- Beautiful area, close to big city.
- Convenience.
- Small town feeling.
- It's green and feels safe. Bike trails.
- Safe neighborhoods.
- Small town older feel - trees and ambiance.
- Big city but not too big.
- Educational opportunities and facilities.
- Collaboration with county, public, business and safety.

- The size of city.
- Used to be smaller.
- Parks and people.
- School system.
- My hometown. Diversity of activities available. Shopping. Natural beauty of the Ozarks. City owned utilities.
- Conservation of natural habitats.
- Peaceful and my family is close by.
- Clean air quality.
- It has many local conveniences for shopping, entertainment, dining and secondary education.
- Great place to raise a family, job opportunities, small town feel.
- City parks, friendly people, safe atmosphere, very little air pollution.
- Location and great place to raise a family.
- The convenience of being close to entertainment, shopping and theater.
- Biking trails.
- Close drive to work and the lakes.
- Low cost of living/community atmosphere.
- Comfortable/people are friendly.
- Availability of services; medical services specifically.
- The weather.
- Low cost of living.
- The downtown arts and music community, the parks, the libraries.
- Less crime, friendly people, schools could improve.
- Good for families.
- Friendliness of people, affordable, and relatively safe.
- Feel safe/lots of things to do.
- Easy living.
- Availability and access to shopping, parks, restaurants, a safe place.
- I was born and raised here. People care for each other for the most part.
- Cost of living, safety, friendliness.
- Quality of life is pretty good compared to other parts of the country. Food, fuel, housing, utilities, etc.
- It's where I grew up and went to college and raised a family. Could you do something about the weather, less winter?
- Downtown.
- Feeling of community.
- The people.
- It is a caring community.
- Convenience of shopping.
- Affordable living, sense of always improving, pro-family and OTC!
- It's home.
- Good place to raise a family/clean city/easy to get around.
- My neighborhood.

- Size.
- It's not Kansas City or St. Louis.
- Not too big. Love living close to the lakes.
- Friendly people; availability of stores in my area.
- Quality of living/life.
- Size of city.
- It's home, big city but not Kansas City or St. Louis size.
- Cost of living.
- Schools.
- Quality of life.
- Not too big, not too small. Relative low crime rate.
- The people and churches.
- Never lived anywhere else.
- Size, relative safety, people, sports.
- Cost of living, family friendly.
- It still feels small town in many ways.
- I was born here.
- Good traffic patterns, many things to do, well planned layout.
- Business opportunities.
- Cost of living.
- The people are very helpful and friendly.
- Still has a small town feel.
- Low key.
- A safe, clean city with a small town feel.
- Affordability vs. number of amenities.
- Small town feel with some large size city amenities.
- It's conservative, safe, growing downtown, good size.
- Many activities for kids, working together to better community.
- Safer place to raise children than larger or comparably sized cities.
- Neighborhood.
- Large city things to do in smaller city.
- The size of the metro area.
- Can't get lost, not too big, not too small! Close to everything, so lots to do. Love the walking/bike trails.
- Friendly people, clean and safe area.
- Schools.
- The size.
- Our citizens are mostly hard working decent people.
- Less crime than bigger cities and still have all necessities.
- Conservative city.
- I was born here and have lived here all my life, so to me it is a great place to live.
- Good stores - great medical.
- The size of Springfield is just right.
- Clean air, very little traffic congestion during non-commute hours.

- How clean it is and how nice the residents of Springfield are.
- A lot of activities for young and old, need more for the in-between.
- Good size city with lots of good things to do and good place to raise children.
- Growing number of progressives.
- That it still feels like a small town.
- Close to job.
- Downtown, greenways.
- It's got a home town feel.
- Cost of living.
- Size and services.
- My home town.
- Family/convenience.
- The way it was in the 1980's, now it's gone downhill.
- Safe environment, easy to get around.
- Small town feel with adequate amounts of shopping/recreation.
- Small town with a big town feel.
- Easy shopping, everywhere you turn there's a Wal-Mart.
- The people.
- Diversity, entertainment available.
- The people.
- Variety, friendliness of people, convenience.
- Good education, clean city.
- It's location and climate.
- I have a safe place to raise my family with lots of opportunities.
- No Chicano gangs trying to shoot me as in California.
- Convenience of stores, etc.
- Low cost of living.
- Cost of living.
- Friendliness and size.
- Geographic location of the city and the friendliness of its residents.
- Fairly safe place to live, variety of restaurants.
- Small town feel.
- Access to lakes and streams.
- Cheap.
- Variety of services (parks, medical, entertainment) available.
- That we are retired and can afford to live in a good area.
- Close to everything I enjoy.
- Low cost of living.
- Size and the access to most all needs and people friendliness.
- Good parks-trails, small town attitude.
- Nature.
- Open spaces, friendly people.
- People.
- Not too big and not too small.

- Safety, community, nature.
- Close to family and my church.
- Convenience of retail and services.
- Medical, not too big or too small.
- Friendliness of people.
- It's a great town.
- "Big city" things to do with a "small town" atmosphere, friendly.
- Quality of life.
- The nature and central location in U.S.
- Small town feel.
- Family feel and family values.
- Cost of living.
- The cost of living here is reasonable.
- It's safe and has good schools.
- Becoming more difficult each day, too much government.
- We like that Springfield is big enough to have everything that you want or need, but small enough that it doesn't have the big city feel about it.
- Great area - lots to do.
- Not too large (but rapidly becoming so). Greenways, nearness to clean streams and wilderness. The universities.
- No drive-by shootings in the schools/cost of homes, nice friendly people.
- Seeing new businesses.
- Diversity, openness.
- Low crime rate.
- It has helped my health.
- Lower cost of living, beauty of the Ozarks.
- Size, amenities.
- The cost of living.
- Springfield is a great city. Just the right size, low cost of living, good private and public schools, good hospitals and medical care, a great place to raise children.
- Parks, growing/improving downtown area.
- Medical facilities and environment.
- It is a great city to raise a family.
- People seem to care about each other/look out for neighbors.
- Low cost of living and high quality of living/friendly people.
- The diversity of businesses and health facilities.
- It's not too big.
- Size; location in state.
- Small town feel, big city opportunities.
- Easy place to live, low cost of living, small town feel.
- Progressive, quality growth, church and family.
- Has a small town feel.
- People around us.
- Clean and green.

- Less crime.
- Christian values.
- The size of the city.
- It's clean.
- School system.
- Parks, safety, cost of living.
- It's home to me (60 yrs).
- The small town feel with large city services.
- Still fairly low crime - nice area.
- Cost/quality of living.
- I love my neighborhood. Close to parks and universities.
- How the town is getting bigger but doesn't forget the history.
- It's my home.
- Quality of schools.
- Cost of living is low.
- Convenience to amenities.
- Good schools.
- Family friendly/safe.
- Clean and safe.
- Activities.
- Low cost of living.
- Size, not too large/small.
- It's small.
- Too many tax breaks for businesses (e.g.. Blighted area designations and city covering tax breaks like Jamestown, BKI).
- The place I call home.
- Cost of living/size of city.
- Nice town.
- Our city is still friendly, forward looking and always trying to do the right thing.
- Good family community/way of life.
- Christian and family friendly environment of the city.
- People, parks.
- Cost of living.
- Quality of life; low rental costs; city parks.
- Cost of living - weather - music – people.
- Overall beauty of Ozarks.
- Friendly people.
- Downtown Springfield.
- The availability of items around us, quality of life.
- The convenience of shopping and healthcare access.
- Cost of living is pretty moderate.
- Low cost of living/safe/access to outdoor activities - lakes, etc.
- Small town feel, we are starting to function like a bigger city.
- Relatively low cost of living, good place to raise a family, parks and walk/bike trails.

- So much to do here - wonderful clean entertainment.
- Convenience.
- Good mix of rural and city.
- Accessibility to areas, MSU; including the arts programs.
- Safety - safe place to raise children.
- Small city feel.
- Nature center.
- My family.
- Lots of options while still feeling somewhat small-town (or at least not urban/inner city).
- Live music/art/Ozarks nature.
- It's okay.
- Great people.
- Cost of living.
- Low violent crime, reasonable cost of living.
- Respect for property owners and their rights.
- Convenience of businesses and events.
- College town atmosphere with active living opportunities.
- Neighborhood .
- Diverse social activities, public library, proximity to outdoor activities.
- Easy to get around.
- Relax.
- No traffic, quiet.
- Easy to get to stores or doctor appointments.
- It has the closeness of a small town.
- Small layout - easy to get places.
- The low cost of living.
- Parks.
- City and community supports local.
- The parks and trails.
- Increasing local businesses.
- Overall family values and low crime.
- Galloway trail.
- Quality of life - culture and progressiveness.
- Its people, the non-boring weather change.

*Appendix B:
Question 27 Comments*

Q27. What do you like LEAST about living in the City of Springfield?

- Lack of access to affordable air travel.
- The methamphetamine use, or any drug necessary.
- Rising violent crime rate.
- Not enough entertainment events.
- The roads are a mess which I know we had a bad winter. I don't know why it is called to Springfield-Branson airport.
- Low pay/economically depressed/high property crime rate.
- Traffic - Lack of walking/biking trails.
- Not enough food pantries and too many homeless.
- Not enough job opportunities for career.
- Government of City of Springfield.
- Traffic congestion in south Springfield.
- Slow process in improving downtown/north Springfield.
- Traffic.
- Traffic behind in keeping up with growth.
- Little cultural diversity, not biking friendly.
- Lack of entertainment options.
- Panhandling throughout city.
- Traffic, congestion, city government not listening to the people.
- More congestion of streets with cars.
- Massive drug problem at Kickapoo/Glendale - city looks blighted/unkempt.
- Diminishing open space.
- Traffic.
- There is NOTHING for teenagers to do - also NO culture.
- Traffic.
- I have to work for a living. Can't afford to retire.
- Airport is not run well. If the weather is not perfect then planes are delayed cost of flying out of Springfield.
- Wages do not keep pace with cost of housing.
- Poor public transportation. Not enough bus routes or not frequently enough.
- The availability and use of drugs.
- The ability to turn into a parking lot. Very hard to maneuver around.
- Everything.
- Neighborhood association turning people in, but won't help poor/elderly.
- Crime/traffic.
- Opportunities for affordable living for all.
- Crime.
- All the money spent on downtown.
- Lack of cultural diversity.
- Junk yards by my house unmaintained. They are horrible. In the summertime the mosquito's breed in there so bad that you can't even go outside in the day time. They need to be made to clean them up.

- Jobs that have left the city, traffic.
- Poor safety for children, hunger, homelessness, abuse.
- Crime.
- Speedy, rude drivers.
- Long cold winters.
- Every decision made by or for money.
- Seeing so many live in poverty and who are unnecessarily living "under resourced."
- Totally non-uniform traffic lights and lack of speeding enforcement.
- Lack of diversity/conservative politics.
- Crazy drivers.
- The lack of tolerance of/for people who have different political and/or religious beliefs and/or life styles.
- Crime, theft, nervous/scared about going places alone.
- Traffic - more "idiot" drivers than anything else.
- Crime.
- Not enough transportation.
- Rental houses.
- Traffic: lack of respect for bikes and pedestrians.
- Sometimes the traffic.
- Reliance on fossil fuels for our two power plants.
- 5 o'clock traffic.
- Traffic.
- The actual drivers in and around town, not the city workers/employees.
- Traffic, low wages.
- Making a living.
- I have lived here since 1995 and I have never lived around so many thieves in my life. Car mart, police, attorney general, nobody did anything.
- The inconsiderate drives and lack of snow removal in residential areas with the main streets being plowed over and over again without additional snow.
- Low paying jobs.
- Waiting for traffic lights to change.
- Homeless go unchecked.
- The bridge on Grand St. west of Kansas Expressway.
- The hate-mongering oppression of old poor working heterosexual white men who love what is natural, from women to the woods and streams and all the natural environment.
- Traffic - growing too fast. Infrastructure failing/inadequate to keep up with growth.
- The people often are punks.
- Close minded people.
- Traffic.
- The homeless people who walk all over town.
- Repeated vandalism of my property.

- Nothing.
- Lack of sidewalks in neighborhood areas.
- Discouragement of general aviation.
- Too many new buildings being built while others are vacant.
- Close neighbors who sell or use drugs or alcohol.
- Road conditions and traffic flow.
- The increase in crime.
- The urban sprawl that hasn't been curbed and poverty which results in child abuse.
- Traffic.
- I would like to have home pick-up recycling, including yard waste.
- Lack of highways to get through town.
- Traffic.
- How you have let slumlords do as they wish in this neighborhood and how the police do nothing about the partying (noise). This is not fraternity row, it's a neighborhood.
- Not enough work place diversity.
- Growing heavy traffic.
- Traffic.
- Crime is on the rise, traffic enforcement isn't as important as stemming the tide of burglary, violence and poverty - it's just easier.
- Poor bus system/roads inadequate for traffic/traffic signals seem to not improve.
- Nothing.
- Crime, drugs, people begging for money on streets and in parking lots.
- Traffic - coordination of stop lights.
- Poverty doesn't seem to be improving. Poor public transportation.
- Crime/theft.
- Sometimes the traffic.
- Crime, drugs, taxes.
- Job opportunities.
- High cost of insurance.
- Traffic flow, traffic lights and street conditions.
- Too much diversity.
- Winter snow removal.
- City council elections, not enough info on candidates, what party?
- Climate.
- It sometimes feels like one very large suburban area.
- Unwilling to look at options city pensions; paying sick leave city employees.
- Drug problems.
- Traffic flow.
- Movement of traffic.
- Lack of diversity.
- No upscale stores in North Springfield or restaurants.

- It has a lot of homeless people.
- Governmental waste of tax dollars, i.e.: those stupid signs (electronic) that say "Buckle up" or "Put kids in car seats". What a waste.
- Not enough diversity (too few minorities), street and sidewalk maintenance in my neighborhood, lax codes concerning yard and home maintenance.
- Local theft problem.
- The trash about and pot holes on streets.
- Traffic/quality of drivers.
- Drugs and violence, no jobs.
- Timing of traffic lights.
- Speeding.
- Trash/debris in creeks, junky properties - bums begging, especially on Sunday.
- Ill timed traffic flow. Court system clogged and corrupted.
- Not much.
- Increase in crime. Poor quality of public schools N/W Springfield.
- Police department.
- Trash, and place in disrepair.
- Lack of the city attorney's desire to prosecute criminals. It seems they care about getting sued more than the citizens they are to protect.
- Unkempt neighborhoods - not taking care of your home.
- Noise.
- Outsiders coming in to make changes that don't/didn't work.
- Lack of team work - willingness to allow county to pay for financial mismanagement while city employees get raises and county doesn't.
- Springfield looking old.
- Gangs.
- Traffic flow; lacks beautiful landscape.
- Too conservative on many social and fiscal issues.
- So many codes and regulations and growing crime.
- Crime.
- Police department.
- The way streets have been laid out leading to traffic problems.
- Our close-mindedness.
- All the billboards - they are very ugly. Need more greenery.
- Too many barking dogs in town.
- Not enough manufacturing jobs in area.
- Inadequate public transportation/drainage system.
- Transportation.
- Higher taxes.
- Property crime rate and mostly disinterested police.
- Fajita Bar closed.
- Traffic is starting to be a problem.
- No jobs.

- Stop signs are ignored even by the law enforcement personnel. Traffic laws not always enforced equally.
- Traffic.
- SPS schools, run-down neighborhoods.
- Recycling centers should be open year round on Sundays, closed Tuesdays.
- Not a lot to do - not a lot of things coming in, races, concerts.
- Badly programmed traffic signals.
- Crime.
- City council running our business. Keep your nose out of it.
- Flow of traffic.
- Speeding on neighborhood streets, violence – drugs.
- Good ole' boys mentality. Too small to bring in entertainment.
- Nothing.
- Way too conservative, right-wing, and Jesus-y to the point of being close-minded.
- Trash, bums, panhandling.
- Traffic flow.
- Some crime and poverty.
- The steadily increasing crime rate - especially the drug-involved ones.
- The crime, homeless, and dirtiness.
- I am opposed to some of the taxes and municipal laws.
- Traffic congestion on Glenstone St. Also, not enough regular police patrol on North side streets.
- The weather.
- Limitations on property rights.
- Low household income level of community.
- Traffic on major streets.
- Lack of appropriate public transportation.
- Parks.
- There are not good regulations on maintaining neat residences or neighborhoods.
- Police don't seem to care with small petty crimes. Criminals commit petty crimes in open with no fear. Especially teens! Jails are too crowded. Find alternative means of punishment.
- Low wages, no traffic flow.
- Has not kept up with growth. Focus tends to be on South side.
- Run down neighborhoods - too much crime.
- Adults and children standing in the center of the streets stopping traffic.
- Close-mindedness of certain religious sects.
- Streets.
- Too many resources wasted on urban renewal.
- Crime.
- My street not plowed clear of snow. It has to melt, then at night becomes ice.
- Growing traffic congestion/efforts to increase diversity.

- Traffic at certain times of day.
- Our school facilities and buildings are not maintained well. No snow removal services on residential streets.
- Over emphasis on downtown at the expense of other areas.
- Lack of diversity.
- Schools systems, better/convenient public transportation.
- Crime and drugs.
- The meth problem is far too severe, seriously bad.
- The increasing restrictions on personal freedoms and rights.
- Traffic/lack of public transportation.
- Traffic.
- The weather.
- Growing too fast! Still love it, but love it more when it was a large "town."
- Need more access to city owned athletic fields.
- Traffic.
- Spfd City police.
- Drugs and crime.
- It's like living in smaller city without big city perks.
- Meth central.
- Weather.
- Sailors not paid well.
- The unemployment rate is so low, we need jobs.
- Increased traffic congestion.
- Lack of public transportation.
- City ordinances.
- Ice storms.
- Too many people.
- School system, city utility company misinformation.
- Living here.
- All the changes on the roads.
- The school system is horrible. Police officers are nasty and rude.
- None.
- Traffic flow.
- Ongoing changes that outcast longtime residents.
- Would like to see the police patrol in my neighborhood more often.
- Cost of air travel. Airport fees too high.
- Don't know/happy.
- Poverty.
- Traffic during rush hour.
- None.
- Law enforcement.
- Stormy winter.
- Wandering meth heads.
- Traffic construction.

- Traffic.
- Not a lot for under-21 aged people that doesn't cost a lot.
- "Noise curfew" too late (11pm).
- People that are on meth.
- North side is getting very run down - blind eye by city leaders.
- Few job opportunities for young professionals. Don't feel money should be put in the downtown area. Not attracting quality doctors and many leave to go elsewhere. Huge disparity between North and South Springfield.
- I'd rather live in the country. Hailey Owens was abducted by my home.
- Taxes too high, amount of poverty, pan handlers on every corner and parking lots.
- Traffic at times.
- Getting too expensive/greedy and too big.
- Lack of diversity and lack of airport flight options and poor snow removal.
- Taxes.
- Violence/crime.
- Can't get enough pay in jobs, and no dental for adults over 21 unless it's out of pocket.
- Traffic congestion.
- The city council authorizing of bars - this is a college town.
- Lack of good quality affordable housing.
- Streets that flood - when it rains hard.
- People nowadays have no manners.
- Undesirables downtown making me feel unsafe.
- The cities treatment of the local homeless population.
- Graffiti and gangs.
- We need more sidewalks on both sides of major streets.
- Traffic.
- Taxes.
- It's reputation as a "hick" city.
- Lack of good journalism.
- Homogeneous population.
- Starting to lose that feel because of big city problems. Crime, traffic, pollution, etc.
- There is nothing to do with my toddlers that doesn't cost a lot.
- The smell of air from the old stockyard where they smash cars and propane bottles.
- Hard to get across town due to traffic - texters at stop lights so no one goes when light turns green. Very white and religious, unless at college.
- Neighbor's trash.
- Traffic.
- Too much traffic.
- Poor use of taxpayer dollars (i.e. "Greenhouse Project"); not pro-business - too many restrictive regulations.

- Lack of diversity, conservatives.
- Drugs and traffic.
- Need more opportunities for homeless adults and children.
- I am on social security/disabled. Housing is very expensive, my money doesn't go far.
- Unsophisticated populace.
- Increasing crime, especially violent crime.
- Professional wages well below surrounding MO cities (KC, St. Louis).
- Fairgrounds charging for parking for too many events that charge admission.
- Traffic is too heavy for streets.
- Traffic.
- Traffic.
- Highly prejudice.
- Downtown area.
- Growing too fast - liked the slower pace.
- Not sure.
- Planning and zoning - think about the bigger picture 10yrs+.
- Blatant disregard of traffic laws and regulations.
- Lack of diversity.
- Bikers should have to pass a test on laws and license their bicycles.
- Violent crime, poor traffic control of lights, aggressive traffic cops.
- I haven't lived here long enough.
- The traffic lights, sometimes too many.
- Social engineering.
- Downtown is a little scary. Also, hearing about crimes that have been happening pop my "bubble" of feeling safe.
- University student drinking parties.
- Diversity (lack of)/ability to retain young professionals (talent).
- All the graffiti everywhere.
- The attitude of the police department and how the laws are a thing of the past, protect and to serve.
- Bad street lighting on side streets.
- Bus transportation.
- Traffic, lack of sidewalks and bike lanes, crime rate and drug problems, lack of police presence in my neighborhood.
- Drugs, alcohol, pot, meth.
- Rising crime.
- Crime, drugs, panhandlers, traffic, and stupid drivers.
- Traffic flow is awful; stop lights are not synchronized; downtown traffic control using concrete is foolish use of funds; short sighted and small-town minded. Cuts out parking spaces and creates hard maneuverability.
- Too much traffic.
- Crime, theft, drugs.
- Crime; drugs. Lack of voter participation.

- People driving while using cell phones.
- Safety/crime concerns.
- Too many nose neighbors.
- Lack of higher paying technology jobs.
- Lack of public transportation.
- The continuing increase between the "haves" and "have nots."
- Crime.
- The crime increase.
- Traffic is getting real busy.
- Good city.
- Traffic and street management.
- Traffic and tore up roads.
- Wish airline prices would be lower flying out of Springfield.
- City buses blocking traffic.
- The crime.
- Bicycles vs. cars.
- The gradual deterioration of Southside neighborhoods.
- Taxes are too high for services provided - push for higher taxes and mismanagement i.e. police/fire and pension plans.
- Traffic issues.
- Can be very petty about issues such as the ban on smoking.
- Traffic problems.
- Meth. It's destroying our neighborhoods and the safety of our kids.
- Too many people. Rather be in country.
- KY3 new weather (I rely on it.).
- Good jobs with benefits. (A lack of).
- Increasing crime, drugs, and people not willing to work.
- Police department.
- The mall - poorly maintained, most stores geared toward teens.
- Recycling center closed Sunday and Monday.
- Resources and help for seniors and bus services.
- The people lack of caring about problems.
- Small town - wish there were more art venues, upscale restaurants and shopping.
- Few direct flights from our airport, poor aesthetics of the city overall.
- High taxes, too many intrusive ordinances, poor public school curriculum.
- Low wages for area.
- Poor personal safety, especially at night.
- Traffic volume problems in some areas.
- The waste of money on "downtown."
- Poor walkability on major roads. Everything looks like cheap strip mall - 7 more building reg/codes (Battlefield, Glenstone, KS Exp).
- Poor traffic control.
- It's too far from my hometown.

- Crime going up because of diversity, drug trade increased.
- Hard to meet "singles" - would like more biking/walking trails.
- Police used to create revenue rather than solve crimes - low quality of police officers in general - they are thugs and not helpful.
- The city has too many restrictions as to what you can or cannot do on own property and the speeding and traffic.
- Lack of diversity and racial, gender and religious prejudice.
- Just the weather, how it always changes.
- Too limited jobs prospects/bad pay (income does not match housing costs), too few mid-level plant jobs/too few plants.
- Traffic.
- Taxes.
- Crime - drugs – thieves.
- Would like to see more industry related to production.
- Traffic.
- Lack of code enforcement in neighborhoods/overcrowding.
- Winter weather.
- Central West end - prostitution/drugs in my neighborhood. Dirty needles in park by my home.
- All the "dead end" streets and traffic lights.
- Limited and expensive air transportation.
- New interchanges at intersections that crossover.
- Needs to be more progressive.
- No trash pick-up (private collectors are collecting too much).
- Vagrants/transients - increasing drug/violent crime.
- Too conservative on some issues/majority of citizens seem to vote too conservatively.
- Police recourses spent on traffic. Re-direct to serious crimes.
- Too congested.
- Limited good job opportunities
- Conservative views
- Lack of growth (and proper planning for that growth)
- No snow removal by the city on my street
- Traffic, lack of real expressways.
- Crime rate.
- The crazy drivers.
- Traffic and crime - drugs, gangs.
- Leadership.
- Beginning of gangs, increase in crime.
- Intolerance of diversity, division of North/South, neighborhood safety/peace an issue.
- Traffic - but it is getting better with the road improvements over the past few years.
- Snow removal in winter.

- The airfares out of SPFD.
- Real estate taxes and utilities rising too much for older retired people to afford.
- Don't have entertainment like casino.
- Appears people don't have pride in this city.
- Traffic and construction.
- Too many panhandlers/thieves.
- The appearance of the city. Seems rundown.
- Very little true culture. It's typical bland "Midwest."
- Getting too crowded, not enough green space.
- Some fire stations not opened anymore.
- Too many churches not paying taxes.
- How a lot of people hate people of color.
- Leaning towards being less moral and less wholesome.
- The city does not plan road construction for future growth.
- Not a lot for kids to do that does not cost a lot.
- Traffic congestion.
- A segment of the population is anti-diversity.
- The big dip in the road at Grand and Glenstone - cars bottom out.
- Power lines. Need to bury them.
- Lack of beautification efforts.
- Bad drivers texting, not courteous.
- Traffic.
- The growth. It has become a faster paced community and lack of good paying jobs for our young and elderly citizens.
- Traffic.
- Smoking laws.
- The way I was treated by the law.
- Homeless people and police.
- Watching R-12 schools deteriorate compared to area towns.
- Petty crime and drug related issues.
- Ugly electrical wires.
- Ignorance of many residents.
- Taxes.
- City government.
- The impact of poverty - especially on children.
- Winter time roads not cleared enough at the appropriate times.
- Traffic flow/shouldn't take 20 minutes to get places/no matter where you start to get 1/2 way or clear across town takes 20 minutes.
- Unsynchronized stoplights on several areas (not all); police seem to throw their hands up with minor thefts and the rise of stealing; drug element; panhandling at intersections.
- Not enough jobs open.
- Not sure.
- A bar moved in next door.

- The maintenance of the electrical lines - too much trees/brush in lines and transformers.
- Street corner begging.
- No sound walls (noise) from the rail yard. No help if you live on the north side unless it is commercial or the square.
- Noise and crime.
- City hiring contractors from outside of area or state.
- Mediocre schools. Poor public planning.
- Crime growth/drug.
- Lack of activities for our youth (10 yrs thru 17).
- Increasing crime.
- Traffic, lack of diversity.
- Public transportation.
- Cable and utilities doesn't have competitive keep cost down. They raise cost even the low income people can't afford.
- Traffic.
- Few high paying employment options for well-educated women.
- The justice system and how it's run in this city.
- No stores like Penney's, Kohl's, Target, K-Mart, Lowe's on West side.
- I don't think the city places enough importance to surround its citizens in trees and nature.
- Poor job opportunities - only service jobs.
- Increase in serious crimes (at least perception of that).
- The growing out, not up.
- Big difference between North and South side of city.
- Congested traffic and closure of Broadway and Weller to suit railroad.
- Snow, humidity, diverging diamonds.
- Don't like the property taxes.
- Crime and housing.
- Job creation/job wages.
- The lack of focus on low income housing.
- When you have neighbors that won't leave you alone.
- Government - lack of protection and sharing. Upset about Hailey Owens case and slowness of response.
- Trees by power lines are not being trimmed back.
- The homeless people.
- Looking for work.
- Some streets are not in good conditions.
- Traffic, lack of law enforcement.
- Nothing.
- Traffic.
- Noisy trains (live by train track).
- Traffic.
- Proximity to a business and accessibility to a place.

- Regulations that are trying to pass (give too much to the contractors).
- Poverty.
- The police are not pulling people over with expired tags. I also don't like the schools' common core system.
- Bus transportation.
- Need to be more events.
- Traffic.
- The flow of traffic.
- Sometimes the traffic.
- The city is overpopulated.
- Having to pay for recycling.
- Slowness to traffic problems.
- No place for homeless people to go at night.
- Traffic.
- Drug enforcement around school.
- Wages.
- Everything is centered on East and North side. Not much on the South and West side.
- Public transportation and recycling could be better.
- Constant bad news on TV - crime rates.
- I like the country better - I grew up in the country.
- There's a divide (North vs. South).
- Too big too fast.
- Lack of diversity and no sidewalks.
- Crime.
- Traffic.
- The super conservative attitude of close-minded people.
- How they use street improvement money.
- Little diversity.
- Traffic.
- Getting too big in growth.
- It's old. Need renovation, upgrades of buildings and infrastructure.
- Government.
- Trash.
- Nothing. Love it here.
- Lack of diversity and close-minded people.
- Downtown area has gone downhill.
- The police department.
- Nothing negative.
- Traffic and lack of diversity.
- General neglect of mid-town and North side.
- Traffic.
- Traffic on the South side of town.
- Nothing.

- Power outages.
- Traffic.
- The weather.
- Don't like that everything is on South side.
- The prejudice. Job discrimination. Residential discrimination.
- Don't like the non-diversity.
- Hate the airport.
- Traffic.
- Traffic.
- Not pretty.
- Wasting money on downtown improvements.
- Abandoned certain neighborhoods.
- Congestion on Glenstone and crime.
- Low wages, job opportunities, traffic.
- Wages below peer cities.
- Flooding in neighborhood.
- Drug problems and homeless.
- Growth.
- Traffic.
- Air quality – noise.
- Police willingness to help with crimes that are not major incidents but personally important to me and my safety and security of my family and home.
- Traffic congestion.
- Stray cats, opossums, trash on streets.
- All the empty buildings. Land taken for strip malls or buildings to only sit empty. Use what is already available.
- I can't stand the city government getting so over involved/interfering with local businesses and local home owners.
- Noisy dog next door, unable to get any help with that issue.
- Hard to get to bigger cities - airfare expense, lack of high speed rail to Kansas City or St. Louis.
- Sometimes it seems Springfield still has small town mentality.
- Traffic.
- Homeless people on the corners with signs - who may not even be homeless.
- Too white, but this doesn't mean forcing businesses to do anything different.
- Drivers - need more stores.
- Slumlords not maintaining properties.
- The South side and downtown gets all the attention.
- Stopping at every stop light! Los Angeles has synced their lights, Springfield can too.
- No development of parks and amenities in my area.
- The increasing crime, downtown especially, lack of city solutions for homelessness, lack of historic preservation.
- Schools are not "up to par."

- Hard to find jobs.
- Speeding and overall "disregard" to traffic regulations (traffic lights).
- Traffic.
- City government.
- The traffic congestion, and road conditions.
- Traffic.
- Traffic flow.
- Northern part of the city (crime, poverty, etc.).
- No cross town expressway without stoplights.
- Urban sprawl and ugliness.
- Job opportunities.
- Vagrants on Commercial Street.
- Congestion of people/traffic and noise.
- Push to be like "big city" and impersonal.
- Flights coming and going from Springfield expensive.
- City government.
- Crime.
- Too much meddling in personal liberties (i.e. smoking, drugs).
- It is getting way too big - I miss a "small-town" feel.
- Park Central Square and West side safety issues.
- City bus transit route planner.
- More people of color.
- Constraints on business freedoms.
- No improvement to infrastructure.
- Lack of diversity, lack of early childhood services, livable wage.
- Too many republicans.
- Lack of pathways for bikes.
- The city does a very poor job of cleaning its streets during bad weather (snow and ice).
- Media Com customer service, city utilities financial activities, city corruption, arrogance, assessor, taxes, favoritism to wealth politics, no good places to take kids fishing close by.
- City's goal seems to be growth w/o thought as to increased costs and problems.
- The increased crime.
- Fast growth.
- Railroad crossings are rough on vehicles, especially E. Sunshine.
- Little diversity.
- Lack of true public transportation.
- Bad people moving in.
- The increase in crime.
- Our schools are failing. We need complete local control.
- Lack of diversity.

- Neighborhood blight - people buying homes turning them into "junk" rentals and destroying property values in neighborhood! Does city inspect these properties?
- Traffic flow (lights not timed very well), flights are more expensive than a bigger town.
- Winter weather - neighborhood snow removal.
- The amount of crime and schools.
- Lack of medical and dental resources for low income families.
- The attention or lack of based on the wealth of the area.
- Sidewalk/streets in poorer neighborhoods/nighttime thefts (cars).
- Roundabouts.
- Conservatism and deficit of bridging social capital.
- Traffic during certain times of the day, but that's just the way it is.
- Need trash service - not all these private companies.
- Residents refusal to acknowledge that the city is changing, i.e. growing up.
- The diverging diamonds.
- The amount of children on reduced fare meals which indicates the amount of families at or below poverty level.
- Pay the city officials way too much salary (City utilities especially).
- Life could be boring at times.
- The constant traffic backups.
- The city council.
- Nothing.
- Expensive flights in and out of Springfield, too few direct flights.
- Lack of diversity, high poverty and high crime stats.
- Need more housing for those who fall between guidelines.
- Low wages.
- The obvious drug usage in certain areas and lack of sidewalks in my own area.
- Loud neighbors.
- Lack of political diversity.
- Streets not wide enough - too much traffic.
- Increased traffic since moving here.
- Traffic.
- Traffic flow - lack of blue collar jobs.
- Traffic.
- Police are caring but some cheat, city avoids its wrongs.
- Crime and unsightly property.
- Needs more to do.
- Crime.
- Nothing, that's why we moved here 7 years ago.
- Crime, drug neighborhoods.
- Unavailability of access to adjoining businesses causing one to go back out in the street.
- Potholes.

- Large homeless population. No controls on landlords and rental property maintenance.
- Job growth seems slow.
- Too many loud, obnoxious, ignorant people.
- Traffic.
- City government is corrupt.
- Slow or unresponsiveness or inability to do anything about burglary or vandalism.
- Poverty, abuse, homelessness.
- Unattractive "downtown."
- Too many people smoke, distracted drivers causing accidents.
- Traffic.
- No opportunities.
- Traffic, how the two main medical facilities are able to abuse their powers.
- Poverty and drugs (meth) in certain areas.
- Low wages.
- Potholes in the roads.
- The city is in love with big business and doing anything they want. Growth with less services. More assets spent on South and East Springfield.
- Downtown crowds and weirdoes around the square.
- Taxes.
- At this time, public transportation.
- Traffic congestion, helping the homeless.
- Downtown area being overtaken by homeless and delinquents, making it very uncomfortable to even drive there, let alone visit.
- Cannot get your financial stories (needs and access) straight. Moving tax money from intended to other.
- More could be done to beautify the city, maybe development standards.
- How neglected are the streets (no markings) and dandelion patches everywhere.
- Recycling is hard to do due to set up/availability.
- Prejudice, discrimination, "old man" - "good ole boy" mentality.
- Sunshine Street.
- The traffic laws need to be enforced more strongly.
- Crime is increasing.
- Too much government that is not necessary.
- That there are too many Wal-Marts.
- Too "Bible Belt-ish."
- The endless barking of yard dogs. Privacy fences. Too much use of pesticides.
- Too expensive to fly out of the airport to visit my family in California.
- The professionalism of the police department.
- Traffic.
- High taxes.
- Lack of diversity and lack of tolerance for those who are different.
- Trash in streets, yards, on porches; lack of diversity and some attitudes about it.

- Rush hour traffic.
- Cannot figure out how they cannot regulate traffic signals. Need to do a better job of encouraging people not to litter. Keep Springfield beautiful. Have prisoners pick up trash, etc.
- Traffic, need more attractions, my neighborhood street conditions.
- Better control of overall costs.
- Traffic congestion and the lack of Kansas Expressway being extended.
- There is more crime now and it is very scary.
- High proportion of rednecks.
- The traffic.
- I think we are taxed to death.
- Nothing.
- Starting to look rundown.
- Lack of diversity.
- Horrible drivers, poor planning of road/sidewalk construction, crime.
- Expensive flights.
- Bums and panhandlers and stray cats and dogs.
- Transportation by air.
- Old buildings – graffiti.
- Lack of decent paying jobs.
- Not enough quality experience in the arts, music, etc.
- Traffic.
- Drug activity.
- It is getting too loud.
- Traffic.
- Sirens (police, fire, ambulance, warnings), no day goes by when I don't hear them.
- Public transportation is limited.
- Traffic.
- 5:00 traffic.
- The traffic tie-ups at 7:30 am, noon, and 5 pm.
- Lack of viable public transport and walking/bike trails.
- Wal-Marts on every corner.
- Illegal aliens.
- Towns too Christian-based which could help town grow.
- Getting too big.
- In the last few years, neighbors not taking care of their property disrepair, trashy sidewalks, unkempt lawns.
- Nothing.
- Ball games we have no parking.
- Traffic, streets stopping and starting.
- Upkeep with crime.
- How the needs of the homeless are ignored.
- Traffic.

- Too many city requirements.
- Pay for work is extremely low.
- Traffic.
- The police and attitudes.
- Some of the areas in blight - always downtown road construction.
- Rising crime.
- Traffic lights aren't in sync.
- Our police department - we need a major crackdown on drugs and overall crime.
- Too many deadbeats, homeless, and immoral people.
- Weather.
- Lack of job opportunity (technical, management) for higher paying jobs.
- Differential treatment to wealthier neighborhoods.
- It is getting really crowded in places.
- Too many conservatives with screwed-up views.
- Traffic congestion/some streets.
- I dislike the layout of the stretch of Glenstone from the mall south. It should be more pedestrian-friendly.
- The traffic congestion needs to be addressed faster.
- Very few venues for weekly entertainment - music, drama, dance. Community concerts and plays are not offered in the summer like other cities.
- No big airlines to keep ticket prices for flights down.
- Housing price is terrible for income being low, city traffic, not many large companies for job opportunities, not enough homeless services, need more cable companies.
- Traffic congestion, substandard animal control facility, city government is slow to respond to community needs.
- Too much traffic and short lights.
- Traffic.
- Crime.
- Lack of diversity, not enough done to combat racism, too much emphasis on religions in the area.
- The lack of new growth and development/busy traffic.
- City waits until 5 years after an area of growth explodes to build infrastructure to match.
- Downtown - young homeless, drug/gang problem, caliber of people hanging out.
- Traffic law enforcement.
- Jobs are hard to find.
- No cable/internet competition. It's ridiculous.
- Traffic. Lack of diversity.
- Behind times.
- Drugs and robberies.
- Don't care for city life.

- Petty crime, lack of corporate jobs, lack of traffic flow through town.
- Finding a way to spend more money by raising a new tax.
- Have not found anything yet.
- Slow to backward thinking and its influence on city policy.
- It looks trash, getting too big, too many homeless.
- Utility rates, transients, cost of city fees.
- I wish there was better public transportation, buses, affordable airfare, train-passenger.
- Rude people.
- No job.
- Low job salary and wages.
- Not as safe as it used to be.
- Theft in neighborhoods.
- Lack of acceptance of diverse populations.
- There aren't enough educated, professional people here.
- Schools.
- Terrible traffic flow and signal timing, excessive strip malls, no efforts to improve North side.
- Crime.
- Lack of culture and division of poverty (North side v. East side).
- Job market.
- Urban sprawl on Glenstone and Campbell.
- Crime and murders.
- It takes too long to get back to Olathe.