CITY OF

JOPLIN

MISSOURI



Mercy Park

FY 2018 PROPOSED BUDGET ISSUES & OPTIONS

September 5-7, 2017

CITY OF JOPLIN MISSOURI

Office of the City Manager
602 S. Main Street
Joplin, Missouri 64801
(417) 624-0820 Ext.200
(417) 625-4707 (Fax)

MEMORANDUM

TO: **Mayor Michael Seibert and City Councilors**

FROM: **Sam Anselm, City Manager**

DATE: **August 31, 2017**

RE: **Proposed FY 2018 Budget Issues & Options**

Attached are ISSUES & OPTIONS WORKSHEETS for the budget work sessions beginning Tuesday evening, September 5th. Discussion using these worksheets should assist you in moving efficiently through the issues in which the staff needs guidance.

Issue #1 – Museum Request
Issue #2 – Chamber of Commerce Request
Issue #3 – Outside Consultant Studies
Issue #4 – Biennial Fee Review

If you have any questions, please call me.

FY 2018 PROPOSED BUDGET
ISSUES & OPTIONS
September 5-7, 2017

ISSUE #1 – MUSEUM REQUEST

A. Consider the request to continue funding the Joplin Museum Complex at a cost of $190,131 (no change).
B. See attachment from the Joplin Museum Complex.

OPTIONS

1. Approve or deny funding the Joplin Museum Complex at a cost of $190,131.
2. Other options as developed by City Council.

COUNCIL DIRECTION

Notes:

Schifferdecker Park
Post Office Box 555
Joplin, Missouri 64802



417/623-1180
417/623-2341
Fax: 417/623-6393

Joplin Historical & Mineral Museums

August 3, 2017

Council Members;

I, Christopher Wiseman, as Executive Director, in association with the Governing Board of the Joplin Historical & Mineral Museums Inc. are requesting **$190,131.00** for the FY 2018.

Respectfully,

Christopher Wiseman, Executive Director

Joplin Historical & Mineral Museums Inc.

ISSUE #2 – CHAMBER OF COMMERCE REQUEST

A. Consider the request to continue funding Economic Development Services at a cost of $200,000 (no change).
B. Consider the request to continue funding the Joplin Regional Partnership at a cost of $50,000 (no change).
C. See attachments from the Chamber of Commerce and from City staff.

OPTIONS

1. Approve or deny funding Economic Development Services at a cost of $200,000.
2. Approve or deny funding the Joplin Regional Partnership at a cost of $50,000.
3. Other options as developed by City Council.

COUNCIL DIRECTION

Notes:

JOPLIN
AREA CHAMBER OF COMMERCE

August 10, 2017

Mayor Mike Seibert,
City Council Members, and
City Manager Sam Anselm:

On behalf of the Board of the Joplin Area Chamber of Commerce, I write to respectfully request funding for economic development activities for the 2017-18 fiscal year.

As you know, the Joplin Area Chamber of Chamber, Joplin Business & Industrial Development Corporation, Newman Innovation Center and the Southwest Missouri Development Alliance put their collective economic development efforts into a single umbrella initiative beginning in 2009. At that time, the Council was requested to continue the E.D. efforts in Joplin as well as support the overall regional program, which helps add jobs to the surrounding region as well as Joplin.

Please recall that last year at this time, we requested a base Chamber E.D. budget of $200,000 plus regional support of $70,000 for a total of $270,000. Given the city's financial concerns at that time, we voluntarily reduced that by a total of $20,000 ($10,000 from each entity) to assist the City, for a final approved total request of $250,000.

For the 2017-2018 fiscal year, we recognize the continued fiscal restraints and are requesting $250,000. This restores the core Chamber economic development budget to $200,000 and requests $50,000 for the Joplin Business and Industrial Development Corporation, which is the underlying fiscal and governance entity for the regional effort that is the Joplin Regional Partnership. The corresponding letter from Chairman Randy Evans outlines that request.

I will note that every site consultant with whom we have talked and every company with which we have visited, has indicated to us that they do not look at a single city. They recognize the workforce, transportation systems, and training opportunities are regionally based and that is the direction they seek. Consequently, the marketing and the workforce development is a regional effort with local impact.

For the coming year, we have adjusted the base budget to allocate funding for talent attraction and development reflecting the need to attract talent to our community to support growing companies. In addition, we have also revised the JRP effort to better support career path efforts (WorkReady) as part of the JRP initiative with EDA.

As always, the City's base support for the Chamber goes to having staff focused on Joplin, working on local workforce development, providing support to existing firms and managing proposals and on-going negotiations with firms that focus on Joplin as a potential location, such as Ajinomoto-Windsor, Heartland, Darlington (HS Baking) and Owens-Corning.

As always, the support of economic development by the City is greatly appreciated.

Sincerely;

Rob O'Brian

Rob O'Brian, CEcD
President

JOPLIN REGIONAL PARTNERSHIP

August 10, 2017

Mayor Mike Seibert,
City Council Members, and
City Manager Sam Anselm:

On behalf of the Board of the Joplin Regional Partnership (Joplin Business & Industrial Development Corporation), I write to respectfully request funding for economic development activities for the 2017-18 fiscal year.

As you know, the Joplin Area Chamber of Chamber, Joplin Business & Industrial Development Corporation, Newman Innovation Center and the Southwest Missouri Development Alliance put their collective economic development efforts into a single umbrella initiative beginning in 2009. At that time, the Council was requested to continue the E.D. efforts in Joplin as well as support the overall regional program, which helps add jobs to the surrounding region. As you are well aware, when the surrounding region is stronger, Joplin also benefits with its portion of overall sales taxes and a stronger workforce that helps local employers.

We have seen increasing support from the region. As you may recall, as part of our regional effort, we have made a concerted effort to become nationally certified as a Work-Ready Community through ACT. Most of our partner counties are now Work-Ready certified and working on recertification as 2018 approaches.

As an expansion of that, we are turning our attention to enhancing the links between what employers want and what the education/training system provides. The initial part of the effort will be one-on-one calls on leading area firms to better define the aptitudes and skills needs for key jobs and help develop more defined career pathways training to meet those needs. We are glad to have support from the EDA to expand our existing business efforts on this front. Our budget request reflects a realignment of funding to help support that.

As we have noted before, there is a full-time person marketing the region and two people working on workforce development, from which the City benefits. However, no City funds go to their salaries. The funding provided goes directly to marketing the region and workforce development efforts.

We appreciate the support of the City. We also recognize the current fiscal situation in which the City operates. Consequently, we respectfully request the City continue to be a regional leader with the Partnership with a commitment of $50,000. We have this included with the Chamber's request, in order to continue the seamless billing system already in place. In total, the Chamber and JRP request is $250,000; the same as the current fiscal year after both organizations made voluntary reductions for the original 2016-2017 requests.

As always, the support of economic development by the City is greatly appreciated.

Sincerely;

Randy Evans

Randy Evans, Chairman

Chamber:

Salaries	$ 99,000.00
Marketing, Advertising:	$ 20,000.00
Professional Dues & Development	$ 14,000.00
Prospect/Consultant Hosting & Travel	$ 15,000.00
Business Retention & Expansion	$ 4,000.00
Talent Recruitment & Development	$ 13,000.00
Communications/Mobile/Internet	$ 12,000.00
Office Supplies/Publications/Mail	$ 3,000.00
Data Systems & Equipment Support	$ 20,000.00
TOTAL INVESTMENT	$200,000.00

Regional:

Trade Shows/Marketing events:	$ 25,000.00
E-marketing:	$ 15,000.00
WorkReady Talent Initiatives	$ 10,000.00
TOTAL INVESTMENT:	$ 50,000.00

CITY OF JOPLIN
Chamber of Commerce Economic Funding Budget
FY 2017 Contract Breakdown

			CHAMBER OPERATING EXPENSES									REGIONAL PARTNERSHIP EXPENSES				
Description	Payment Date	Check Number	Salaries	Marketing & Advertising	Professional Dues & Development	Pospect/ Consultant Hosting & Travel	Business Retention & Expansion	Communications Mobile & Internet	Office Supplies Publications & Mail	Data Systems & Equipment Support	Total Chamber Operating Expenses	Trade Shows	E-Marketing	Total Regional Expenses	Grand Total Amount Paid	Amount of Original Chamber Request
	Original Budget		$ 99,000.00	$ 24,000.00	$ 14,000.00	$ 15,000.00	$ 3,000.00	$ 12,000.00	$ 3,000.00	$ 20,000.00	$ 190,000.00	$ 55,000.00	$ 5,000.00	$ 60,000.00	$ 250,000.00	
November 2016	02/10/2017	158129	(8,250.00)	-	-	(543.90)	-	-	(28.99)	(2,469.83)	(11,292.72)	(44,334.09)	-	(44,334.09)	(55,626.81)	(57,303.05)
December 2016	02/10/2017	158129	(8,250.00)	(14,955.00)	(1,000.00)	(356.61)	-	(917.37)	-	(1,339.02)	(26,818.00)	-	-	-	(26,818.00)	(27,454.70)
January 2017	03/03/2017	158822	(8,250.00)	-	-	(803.35)	-	(921.22)	(178.99)	(1,486.37)	(11,639.93)	-	-	-	(11,639.93)	(11,639.93)
February 2017	04/28/2017	160835	(8,250.00)	-	(10,000.00)	(698.96)	-	(941.62)	(64.61)	(1,455.21)	(21,410.40)	-	-	-	(21,410.40)	(23,610.40)
March 2017	05/19/2017	161570	(8,250.00)	-	-	(1,645.75)	-	(944.53)	(28.99)	(1,377.26)	(12,246.53)	-	(2,200.00)	(2,200.00)	(14,446.53)	(14,461.22)
April 2017	06/16/2017	162529	(8,250.00)	-	-	(1,570.07)	-	(947.40)	(905.35)	(1,391.88)	(13,064.70)	-	(2,200.00)	(2,200.00)	(15,264.70)	(15,264.70)
May 2017	07/07/2017	163210	(8,250.00)	-	-	(1,558.58)	-	(560.12)	(416.38)	(1,469.03)	(12,254.11)	-	-	-	(12,254.11)	(12,451.85)
June 2017	07/28/2017	163949	(8,250.00)	-	-	(2,621.16)	-	(936.33)	(32.99)	(1,566.11)	(13,406.59)	(167.41)	(1,575.00)	(1,742.41)	(15,149.00)	(15,149.86)
July 2017	08/18/2017	164653	(8,250.00)	-	(540.00)	(573.32)	-	(861.10)	(32.99)	(1,443.58)	(11,700.99)	(1,656.31)	-	(1,656.31)	(13,357.30)	(12,045.50)
August 2017			-	-	-	-	-	-	-	-	-	-	-	-	-	
September 2017			-	-	-	-	-	-	-	-	-	-	-	-	-	
October 2017			-	-	-	-	-	-	-	-	-	-	-	-	-	
Contract Amount Remaining			$ 24,750.00	$ 9,045.00	$ 2,460.00	$ 4,628.30	$ 3,000.00	$ 4,970.31	$ 1,310.71	$ 6,001.71	$ 56,166.03	$ 8,842.19	$ (975.00)	$ 7,867.19	$ 64,033.22	
															64,033.22	

Prepared by: Sherri McCulloch
08/23/2017

Economic Development - City
BALANCE SHEET
FOR THE 09 PERIODS ENDED JULY 31, 2017

	YEAR TO DATE	
	ACTUAL	PRIOR YEAR
ASSETS		
CURRENT ASSETS		
US Bank- Checking/Sweep Acct	$6,719.27	$3,633.33
Due (To) From Other Funds	.00	(18,055.30)
Due (To) From City	12,045.50	41,554.37
TOTAL CURRENT ASSETS	18,764.77	27,132.40
FIXED ASSETS		
Furniture & Equipment	45,130.16	45,130.16
Acc Depr - Furniture & Equip	(45,130.16)	(45,130.16)
TOTAL FIXED ASSETS	.00	.00
TOTAL ASSETS	18,764.77	27,132.40
LIABILITIES		
TOTAL LIABILITIES	.00	.00
EQUITY		
Fund Balance - Current	(2,890.18)	16,461.18
Fund Balance	21,654.95	10,671.22
TOTAL EQUITY	18,764.77	27,132.40
TOTAL LIABILITIES & EQUITY	$18,764.77	$27,132.40

Economic Development - City
INCOME STATEMENT
FOR THE 09 PERIODS ENDED JULY 31, 2017

	PERIOD TO DATE			YEAR TO DATE			
	ACTUAL	CURRENT BUDGET	PRIOR YEAR	ACTUAL	CURRENT BUDGET	PRIOR YEAR	ANNUAL BUDGET
REVENUE							
Income - Funds from City	12,044.64	21,666.67	8,250.00	184,654.98	195,000.03	255,804.92	260,000.00
TOTAL REVENUE	12,044.64	21,666.67	8,250.00	184,654.98	195,000.03	255,804.92	260,000.00
OPERATING EXPENSES							
Salaries	8,250.00	8,250.00	8,250.00	74,250.00	74,250.00	74,250.00	99,000.00
Marketing & Advertising	.00	2,000.00	.00	19,355.00	18,000.00	35,483.25	24,000.00
Regional Trade Shows	1,711.31	4,583.33	.00	47,219.79	41,249.97	47,059.65	55,000.00
Regional E-Marketing	.00	416.67	.00	1,575.00	3,750.03	24,900.00	5,000.00
Professional Dues & Developmen	540.00	1,166.67	.00	11,840.00	10,500.03	1,405.00	14,000.00
Mtgs & Travel/Prospect Host	487.65	1,250.00	105.57	10,914.07	11,250.00	9,606.63	15,000.00
Retail Attraction	.00	.00	.00	.00	.00	24,000.00	.00
Business Retention & Expansion	.00	250.00	250.00	.00	2,250.00	250.00	3,000.00
Postage/Packets	.00	.00	.00	57.38	.00	.00	.00
Communications/Mobile/Internet	861.10	1,000.00	825.17	8,328.48	9,000.00	8,549.05	12,000.00
Office Supplies/Publications/M	32.99	250.00	178.99	1,270.28	2,250.00	1,405.93	3,000.00
Data Systems & Equipment Suppo	180.45	1,666.67	.00	12,735.16	15,000.03	12,434.23	20,000.00
TOTAL OPERATING EXPENSES	12,063.50	20,833.34	9,609.73	187,545.16	187,500.06	239,343.74	250,000.00
NET INCOME (LOSS)	(18.86)	833.33	(1,359.73)	(2,890.18)	7,499.97	16,461.18	10,000.00

ISSUE #3 – OUTSIDE CONSULTANT STUDIES

A. Consider the request to add $5,000 to the budget for a facilitator to conduct a Council retreat after the April election.
B. Consider the request to add $18,000 to the budget to conduct a citizen survey.
C. Consider the request to add $31,000 to the budget to hire an outside consultant to conduct an updated pay study.
D. See attached information about outside consultant services.

OPTIONS

1. Approve or deny the request to fund a facilitator.
2. Approve or deny the request to fund a citizen survey.
3. Approve or deny the request to fund an updated pay study.
4. Other options as developed by City Council.

COUNCIL DIRECTION

Notes:

CITY OF JOPLIN MISSOURI

Office of the City Manager
602 S. Main Street
Joplin, Missouri 64801
(417) 624-0820 Ext.200
(417) 625-4707 (Fax)

MEMORANDUM

TO: Mayor Michael Seibert and City Councilors

FROM: Sam Anselm, City Manager

DATE: August 31, 2017

RE: Outside Consultant Fees

There are three different outside consultants that I bring to you for consideration for possible inclusion in the fiscal year 2018 budget.

1. **Facilitator for Council Retreat following the April election:**
A council retreat was held on June 16, 2007 that resulted in the adoption of the Blueprint for the Future on July 16, 2007, by Resolution 2007-021, as the City's strategic plan that covered the time period of 2007 to 2017. A copy of the blueprint is enclosed for your review. On June 26, 2010, another council retreat was held to update the Blueprint for the Future. On July 19, 2010, the Blueprint for the Future II was adopted by Resolution 2010-005 as the strategic plan that covered the time period of 2010 to 2020.

These are the most recent council retreats that have been held. With 2020 fast approaching, a new strategic plan will need to be adopted to continue to move the City forward in the direction established by the Council and community. A strategic plan is used to set goals for the City Manager in order to help establish duties and responsibilities of city staff. Additionally, a strategic plan will help with the Priority Based Budgeting (PBB) initiative.

Therefore, I would propose to hold a council retreat following the April election. I further recommend that we include $5,000.00 in the fiscal year 2018 budget to hire a facilitator for the meeting(s).

2. **Citizen Survey:**
The last citizen survey was completed in 2003. A full copy of the last survey is enclosed for your review. A citizen survey is handled by the Public Information Office and is used to gauge the priorities of our citizens. Neighborhood issues, customer service, community safety, community livability, quality of life issues, housing needs, evaluation of city services are just a few of the topics captured by a citizen survey. The survey

focuses on current emerging issues such as internet sales, growth and economic development in order to help Council and city management better understand the needs and/or perception of citizens. The 2003 Citizen Survey garnered a 40% response rate, which is the best response rate received by any type of citizen input. A new survey will utilize mail and internet distribution in order to capture responses from various demographics in the community. It would be my intention to complete the citizen survey prior to the council retreat, if approved. The survey results will be used to help develop a new strategic plan for the City.

Therefore, I would propose to add $18,000.00 in the fiscal year 2018 budget to conduct a citizen survey.

3. Hire outside consultant to conduct an updated pay study:

The last outside pay study was conducted in 2010 as part of the pay-for-performance initiative. The last new pay plan was adopted for the 2013 fiscal year. Since the adoption of this pay plan, raises have been granted as across-the-board percentage increases. An across-the-board raise moves each pay range up by the percentage increase. This type of increase typically matches inflation adjustments, but not necessarily market adjustments to various positions.

A pay study helps to determine the current market value for various positions benchmarked against other cities with similar demographics. Due to changes in market conditions, benchmark studies should be completed periodically to ensure wages remain competitive with the market in order to attract and retain qualified employees. The City's historical turnover rates have been enclosed for your review.

Therefore, I would propose to include $31,000.00 in the fiscal year 2018 budget to conduct an updated pay study by an outside consultant.

CITY OF JOPLIN
CITIZEN SURVEY
2003

OPINION RESEARCH SPECIALISTS, LLC
SPRINGFIELD, MISSOURI
(417) 889-4506

CITY OF JOPLIN
CITIZEN SURVEY
2003

Prepared for

CITY OF JOPLIN
Joplin, Missouri

Prepared by

OPINION RESEARCH SPECIALISTS, LLC
Springfield, Missouri
(417) 889-4506

July 30, 2003

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EXECUTIVE SUMMARY

The Executive Summary presents an overview of the 2003 Joplin Citizen Survey. This survey was commissioned by the City of Joplin and represents the second in a series of citizen surveys first conducted in 1998. Results from the 2003 Citizen Survey, based on 1,134 completed mail questionnaires, have a ± 3% margin of error at the 95% confidence interval. The response rate for this survey was approximately 40%. The 2003 Joplin Citizen Survey was designed, administered, and analyzed by **Opinion Research Specialists, LLC** of Springfield, Missouri.

Highlights of the survey findings are listed below.

Joplin Quality of Life (see pages 6-20 in report)

- In 1998 and 2003, about 85% of respondents reported their overall quality of life in Joplin to be "very good" or "good," while less than 3% gave negative ratings.

- Joplin as a place to raise children and overall quality of neighborhoods were rated as either "very good" or "good" by at least 73% of respondents during both 1998 and 2003, while less than 8% in either survey year expressed negative opinions.

- Ease of travel by car, a new question added to the survey in 2003, was perceived favorably by 67% of respondents, while 12% held negative opinions on this issue (21% said it was neither good nor bad).

- Availability of affordable housing in Joplin was perceived favorably by 59% of respondents--up slightly from 55% as reported in 1998.

- Positive perceptions regarding Joplin as a place to work declined from 66% to 56% over the past five years (negative ratings increased from 9% to 15%).

- Approximately 50% of area residents in 1998 and 2003 rated Joplin's overall appearance and attractiveness as either "very good" or "good." Negative evaluations increased slightly from 11% to 15%.

Desirability of Joplin as a Place to Live Over the Past Five Years (pp. 21-22)

- By nearly a two-to-one margin, respondents said Joplin was a more, rather than less, desirable place to live over the past five years. A majority, 61%, said that Joplin's desirability as a place to live over the past five years had not changed.

Neighborhood Safety (pp. 23-29)

- Consistent with the 1998 survey results, nearly 80% of respondents felt safe (either "safe" or "very safe") from violent crimes in their neighborhood. The percentage of respondents feeling unsafe has not exceeded 6% in either survey year.

- In 1998 and 2003, just over 60% of respondents felt safe (either "safe" or "very safe") from property crimes in their neighborhood. The percentage of respondents feeling unsafe increased from 12% to 16% over the past five years.

- 52% of Joplin residents felt safe walking alone at night in their neighborhood--virtually no change since 1998. The percentage of residents feeling unsafe increased from 20% to 24% over the past five years.

Neighborhood Problems (pp. 30-32)

- As was the case in 1998, speeding, unleashed animals, and drugs were the top three "major" concerns of neighborhood residents in 2003 (identified by 25%, 14%, and 14% of respondents, respectively).

Citywide Problems (pp. 33-35)

- For 2003, the top citywide concerns identified by area residents as "major" problems were drugs (60%), speeding (42%), and houses/buildings in disrepair (41%).

- For 1998, the top citywide concerns identified by area residents as "major" problems were drugs (60%), traffic congestion (48%), and speeding (43%).

- Fewer respondents in 2003 saw traffic congestion as a "major problem" than in 1998 (32% vs. 48%).

What Residents Like Most About Living in Joplin (pp. 36-38)

- The aspects residents like most about living in Joplin continue to be its physical environment, such as size, convenience and accessibility (mentioned by 20% of respondents), the people and social environment, such as friendly, small town atmosphere (16%), and economic factors, such as low cost of living (16%).

What Residents Like Least About Living in Joplin (pp. 39-42)

- Traffic (primarily traffic congestion) remains the aspect residents like least about living in Joplin (cited by 18% of respondents), followed by lack of entertainment (14%), economic factors, such as low wages and limited employment opportunities (12%), and the physical environment, such as houses and buildings in disrepair (11%).

Biggest Problem Facing Joplin in the Next Five Years (pp. 43-45)

- Concern over economic factors, employment opportunities in particular, surpassed traffic as the number one future concern of Joplin residents. Future concern regarding safety (e.g., crime, drugs) have noticeably declined over the past five years.

Evaluation of Joplin City Services (pp. 46-56)

- Emergency medical response, fire suppression, fire prevention, city parks, and 9-1-1 were the highest rated city services (each was rated as "very good" or "good" by over 80% of respondents).

- The lowest rated city service was code enforcement--35% positive rating, 31% negative rating.

- In general, evaluations of Joplin city services have improved over the past five years. With respect to city parks, 9-1-1, walking trails, and yard waste drop-off, the improvement was significant.

Overall Satisfaction With Joplin City Services (pp. 57-58)

- Overall satisfaction with Joplin city services increased from 61% to 66% over the past five years, while dissatisfaction dropped from 12% to 10%.

Expansion of City Services (pp. 59-65)

- Among residents living within the Joplin city limits, a plurality (but not a majority) said they were willing to pay higher taxes for additional drug enforcement and crime prevention.

- A majority of residents said they would not support higher taxes to make improvements to east/west or north/south roads in Joplin.

Evaluation of City Employees (pp. 66-68)

- City employees received relatively high marks by those who came in contact with them (57% of respondents). The vast majority of these respondents (70% or more) rated City employees favorably with respect to courteousness, knowledge, professional attitude, willingness to help, and overall impression. Promptness was rated favorably by 64% of residents who had City employee contact (14% gave negative ratings).

- Regardless of the survey year, negative ratings have never exceeded 15% for any of the City employee characteristics tested, including overall impression.

Evaluation of Joplin City Government (pp. 69-72)

- 44% of Joplin residents were pleased with the City's overall direction (21% were not) and 38% said the City welcomed citizen involvement (25% disagreed). Citizen responses on these two issues are comparable to those reported in 1998.

- 38% of respondents identified themselves as "well informed" on major City issues--the same as in 1998. Those who considered themselves uninformed on City issues has remained about 25% over the past five years.

Influence on Joplin City Government Decision Making (pp. 73-74)

- 41% of residents indicated they had "some" or "a lot" of influence on Joplin city government and its decision making--down slightly from 44% as reported in 1998.

Growth Policy Issues (pp. 75-77)

- 94% of residents believed the City should try to attract new businesses to the area and 89% thought the City should encourage existing businesses to expand locally.

- 79% would like the City to attract more visitors to the area and 74% felt the City should develop the downtown area.

- Citizen support for the growth policies mentioned above has increased since 1998, especially with respect to developing the downtown area.

Community Participation and Civic Involvement (pp. 78-81)

- Within the past 12 months, 51% of respondents had watched a City Council meeting on television, 20% had called, written, or spoken to a Council member, 13% attended a neighborhood or other public meeting, and 7% attended a City Council meeting.

City Information Sources (pp. 82-89)

- About 40% of respondents said they received "a lot" of information about Joplin city government from *The Joplin Globe* as well as from local television newscasts, making these the predominate city information sources. Few respondents, in fact, reported getting no information from either of these two sources.

- Less than 16% of respondents received "a lot" or "some" city information from public meetings, contact with city staff, or the City Internet website.

- *The Joplin Globe* and local television newscasts were also the two sources perceived as being the most effective sources for informing residents about Joplin city government and city issues.

Health Concerns Regarding Secondhand Smoke (pp. 90-91)

- 77% of respondents considered secondhand smoke to be a "high" or "moderate" health concern--55% said it was a high health concern. The remaining 23% believed that secondhand smoke posed little or no health concern.

- 66% of non-smokers believed secondhand smoke was a high health concern, compared to 9% of smokers.

Preference Regarding Smoking in Restaurants (pp. 92-93)

- 69% of respondents preferred smoke-free restaurants to those that permitted smoking, while 31% said it made no difference to them.

- 82% of non-smokers preferred smoke-free restaurants compared to 10% of smokers.

Waste Water Service Fee (pp. 94-95)

- 61% of respondents thought that a household's monthly fee for waste water service should be based on the amount of waste water produced by that household, 23% said the monthly fee should be the same for each household, and 16% were undecided on this issue.

Adding Fluoride to the City's Water Supply (pp. 96-99)

- 59% of respondents supported the idea of adding fluoride to the City's water supply (37% "strongly supported" and 22% "somewhat supported" this action). In contrast, only 18% were opposed (11% "strongly opposed" and 7% "somewhat opposed").

- 68% felt that the decision to fluoridate the City's water supply should go to a vote of the people, while 26% believed the City Council should make that decision, and 6% were undecided.

CableOne (pp. 100-107)

- 51% of respondents currently subscribe to CableOne.

- Among current CableOne subscribers, 81% were satisfied with the quality of their picture reception (8% were dissatisfied) and 63% were satisfied with the number of "outages" experienced (16% were dissatisfied).

- 68% of subscribers were satisfied overall with CableOne, 17% were neither satisfied nor dissatisfied, and 15% were dissatisfied.

- Among subscribers who had contact with a Cable One employee within the past six months, the vast majority were satisfied with the following aspects of CableOne's customer service: courteous service representatives (85% satisfied); telephone answered promptly (81% satisfied); representative on time for appointment (77% satisfied); and problems resolved in a timely manner (76% satisfied).

Joplin Migration Patterns (p. 108)

- Joplin's current population is comprised primarily of residents who had moved to Joplin from a state outside Missouri (49%), moved to Joplin from areas within Missouri (30%), or were life-long residents of Joplin (20%).

INTRODUCTION

The 2003 Joplin Citizen Survey was commissioned by the City of Joplin and charged with the overall objective of assessing citizen opinions, attitudes, and perceptions on various city issues and aspects of city life. The 2003 Joplin Citizen Survey represents the second in a series of citizen surveys first conducted in 1998. Wherever possible, questions were kept consistent with those asked in 1998 so that changes in citizen opinions, attitudes, and perceptions could be documented and analyzed.

Both the 1998 and 2003 Joplin Citizen Surveys were designed, administered, and analyzed by **Opinion Research Specialists, LLC** of Springfield, Missouri.

The 2003 Joplin Citizen Survey focused on the following major topics:

- quality of life in Joplin;
- desirability of Joplin as a place to live;
- identification of potential problems—neighborhood and citywide;
- perceptions of neighborhood safety;
- aspects most and least liked about living in Joplin;
- perceptions regarding the biggest problem to face Joplin in the next 5 years;
- citizen support for the expansion of various city services;
- satisfaction with specific city services and overall satisfaction with city services;
- citizen support for various growth policy issues;
- satisfaction with Joplin city government and city employees;
- sources used to gain information about Joplin city government;
- most effective information sources regarding Joplin city government;
- perceptions of citizen influence on city decision making;
- level of citizen participation in civic related activities;
- city issue awareness levels; and
- citizen input on local issues (e.g., waste water fee, fluoridation, CableOne, and secondhand smoke).

Demographic information was also collected to facilitate subgroup analyses.

SURVEY DESIGN AND METHODOLOGY

A single-wave mail survey design was implemented for this study. To maximize survey participation, pre-notification postcards were mailed on June 23, 2003 to 3,000 randomly selected Joplin residents (stratified on the basis of zip code). The postcards notified residents of the purpose of the upcoming survey and requested their participation. The questionnaires (an 8-page booklet plus cover letter) were mailed on June 25, 2003 and respondents were asked to return their completed questionnaires by July 11 in a postage-paid, self-addressed envelope that was included in the questionnaire mail-out.

In all, 1,134 questionnaires were completed (105 questionnaires were returned by the post office as undeliverable), providing an overall response rate of approximately **40%** for the 2003 Joplin Citizen Survey.

INTERPRETATION OF DATA

Precision of Estimates

Overall survey results, based on 1,134 completed questionnaires, have a plus or minus 3 percentage point margin of error at the 95 percent confidence interval. For example, if a response listed is 65%, one can be 95 percent confident that the true population value, that which would have been obtained if all residents in the Joplin area had been interviewed, is between 62% and 68%.

Margin of error increases when subsets of the total sample are analyzed (e.g., male vs. female respondents).

Percentages reported in this study exclude "don't know" responses (unless otherwise stated). The questionnaire, located on page 109, includes the percentage breakdown of all survey questions, including the "don't know" responses.

Survey questions were statistically crosstabulated by demographic variables (see page 4 of this report). Differences that were statistically significant and meaningful were recorded in the sections entitled, "Analysis by Demographic Factors."

Terminology and Rounding

Throughout this report, references to the "Joplin area" include residents living within the Joplin city limits as well as those living outside the city limits (but with a Joplin zip code).

The terms "majority" and "plurality" are used throughout this report. "Majority" refers to 51% or more of respondents within a group, while "plurality" refers to the largest percentage of respondents within a group (which is less than 50%). For example, if 53% of respondents favor policy A, 37% favor policy B, and 10% favor policy C, we can say that a "majority" of respondents favor policy A. On the other hand, if 45% favor policy A, 40% favor B, and 5% favor C, we can say that a "plurality" of respondents favor policy A, but not a majority.

Some table percentages in the report do not add to exactly 100% due to rounding.

Representativeness of the Data

Demographic information supplied by respondents was compared to a profile of demographic characteristics for the City of Joplin based on the 2000 Census. The comparison showed survey participants to be somewhat older, higher income, more formally educated, home owners, and less likely to have children living in the household than Joplin area residents in general. The survey data was statistically weighted to compensate for these differences. However, survey results based on the weighted statistical results were nearly identical to those based on the unweighted data.

DEMOGRAPHIC PROFILE OF SURVEY RESPONDENTS

- **Joplin City Limits:** 75% live inside the Joplin city limits; 25% live outside the Joplin city limits (but have a Joplin zip code).

- **Geographic Location:** 28% live in the Northeast area (64801 zip code and live east of Main Street); 30% live in the Southeast area (64804, east of Main Street); 19% live in the Northwest area (64801, west of Main Street); and 23% live in the Southwest area (64804, west of Main Street).

- **Gender:** 55% are female; 45% are male.

- **Age:** 16% are between the ages of 18 and 39 (**young**); 40% are between 40 and 59 (**middle-age**); and 44% are 60 or more years of age (**older**).

- **Children:** 74% have no children currently living in the household; 26% have at least one child living with them.

- **Educational Level:** 8% did not complete high school; 22% are high school graduates (or have a GED); 33% have some college/vo-tech training; 38% are college graduates.

- **Length of Residency:** 23% have lived in Joplin nine years or less; 29% from 10–29 years; and 48% for 30 or more years.

- **Type of Residence:** 85% are homeowners; 15% rent.

- **Household Income:** 31% have total annual household incomes of less than $25,000 (**low income**); 41% between $25,000 and $60,000 (**moderate income**); and 28% over $60,000 (**high income**).

- **Prior Residency:** 20% have lived in Joplin, Missouri, for their entire lives; 5% lived in St. Louis or Kansas City, Missouri prior to moving to Joplin; 25% lived elsewhere in Missouri; 49% lived out of state; and 1% lived in another country before moving to Joplin.

- **City Issue Awareness:** 38% consider themselves to be well informed on major city issues; 36% are moderately informed; and 26% are not well informed.

- **Smoke:** 82% do not smoke; 18% smoke.

RESULTS OF THE JOPLIN CITIZEN SURVEY 2003

Quality of Life in Joplin

Residents continue to give high ratings to their overall quality of life in Joplin. In both survey years (1998 and 2003), about 85% of respondents perceived their overall quality of life in Joplin to be either "very good" or "good," while no more than 3% in either year expressed negative evaluations.

FIGURE 1
Quality of Life in Joplin: 1998 vs. 2003

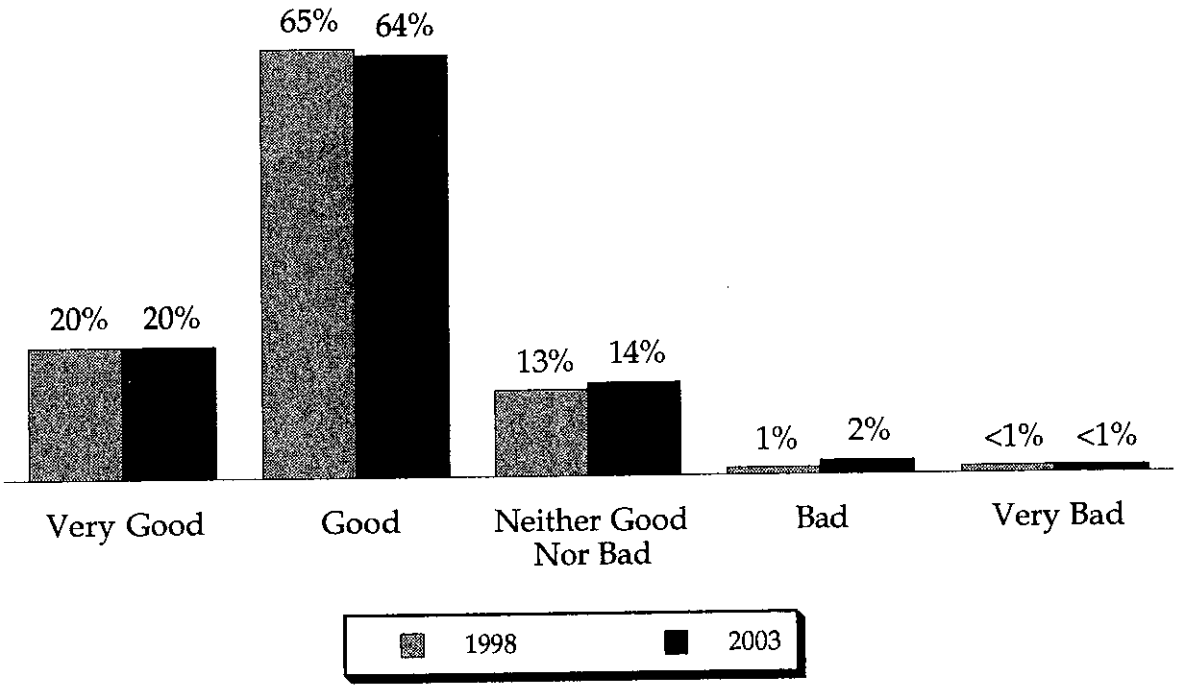


TABLE 1
Overall Quality of Life in Joplin

	Very Good + Good	Neutral Rating	Very Bad + Bad
Overall	**84%**	14%	**2%**
City Issue Awareness			
Informed	**90%**	9%	1%
Not Informed	**72%**	23%	5%
Type of Residence			
Own	**86%**	12%	2%
Rent	**71%**	27%	2%

Joplin as a Place to Raise Children

There have been virtually no changes in perceptions of residents regarding Joplin as a place to raise children over the past five years. About 75% still rate Joplin as "very good" or "good" in this respect, while about 5% harbor negative opinions.

FIGURE 2
Joplin as a Place to Raise Children: 1998 vs. 2003

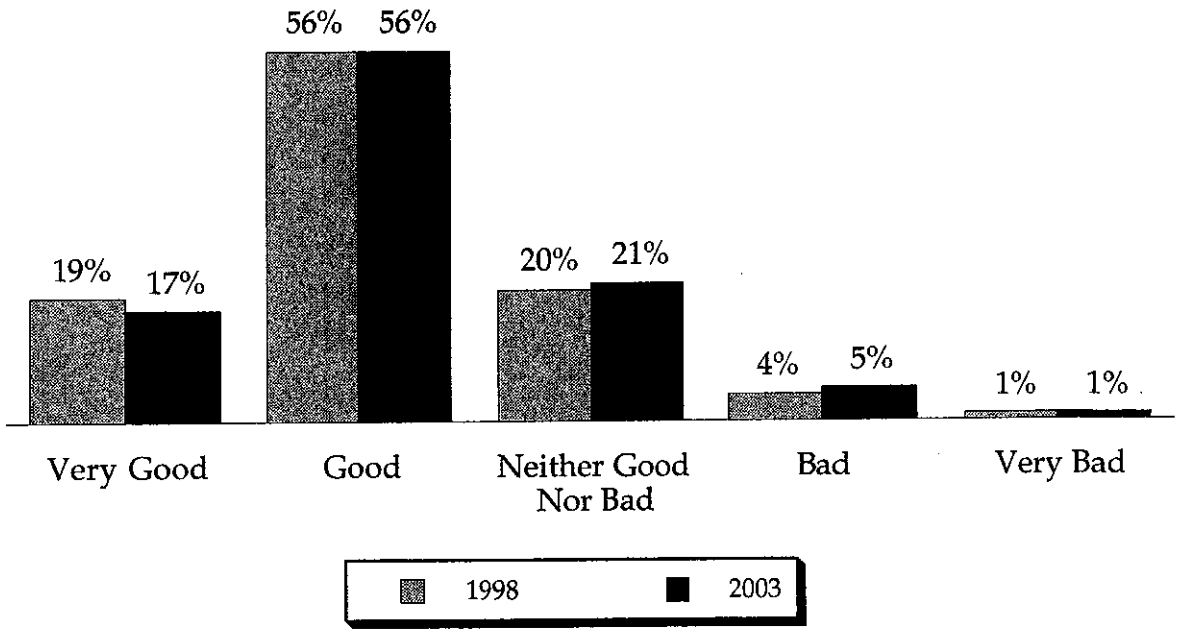


TABLE 2
Joplin as a Place to Raise Children

	Very Good + Good	Neutral Rating	Very Bad + Bad
Overall	**73%**	21%	**6%**
City Issue Awareness			
Informed	**80%**	15%	5%
Not Informed	**65%**	25%	10%
Respondent Age			
60 or older	**78%**	19%	3%
40-59 years old	73%	20%	7%
18-39 years old	**64%**	25%	11%
Type of Residence			
Own	**76%**	19%	6%
Rent	**59%**	32%	9%

Overall Quality of Neighborhood

This year, 76% of residents rated the overall quality of their neighborhood as either "very good" or "good," compared to 80% in 1998. Also, 7% perceived their neighborhood as being either "bad" or "very bad," compared to 4% in 1998.

FIGURE 3
Overall Quality of Neighborhood: 1998 vs. 2003

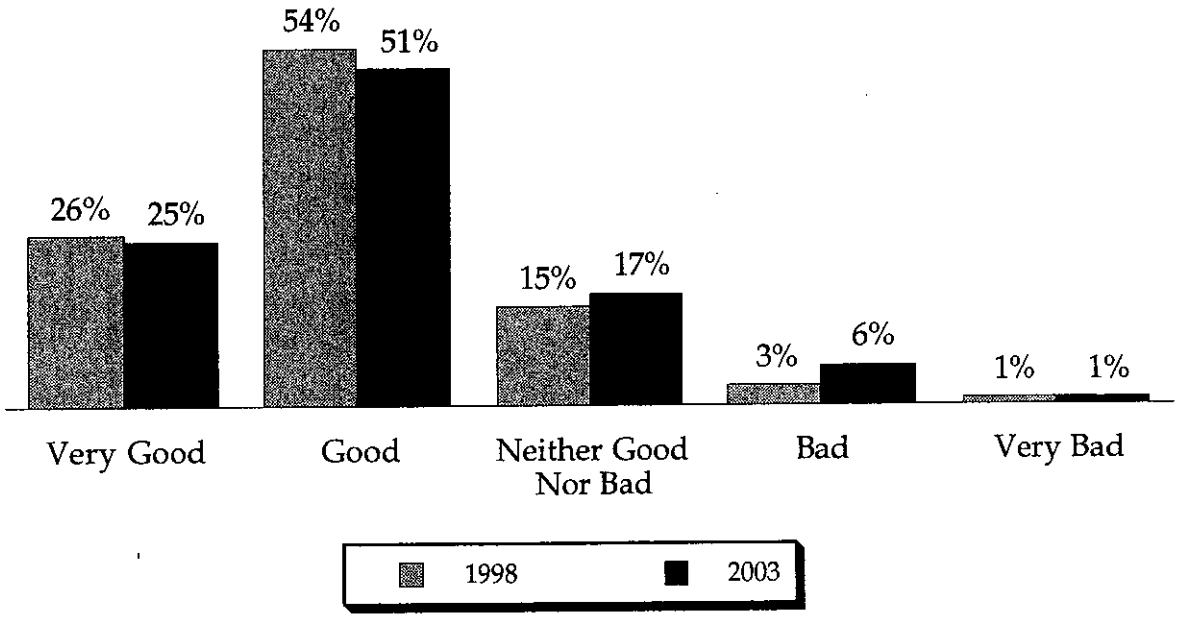


TABLE 3
Overall Quality of Neighborhood

	Very Good + Good	Neutral Rating	Very Bad + Bad
Overall	**76%**	17%	**7%**
City Quadrant			
Southeast	**86%**	12%	2%
Northeast	81%	16%	3%
Southwest	73%	17%	10%
Northwest	**59%**	26%	15%
City Limits			
Live outside	**86%**	10%	4%
Live inside	**73%**	19%	8%
Household Income			
More than 60K	**86%**	10%	5%
25K–60K	75%	17%	8%
Less than 25K	**70%**	22%	8%

Ease of Travel by Car in Joplin

A new question added to the 2003 survey found 67% of respondents describing the ease of travel by car in Joplin as either "very good" or "good," while 12% rated it as "bad" or "very bad" (21% said it was neither good nor bad).

FIGURE 4
Ease of Travel by Car in Joplin: 2003

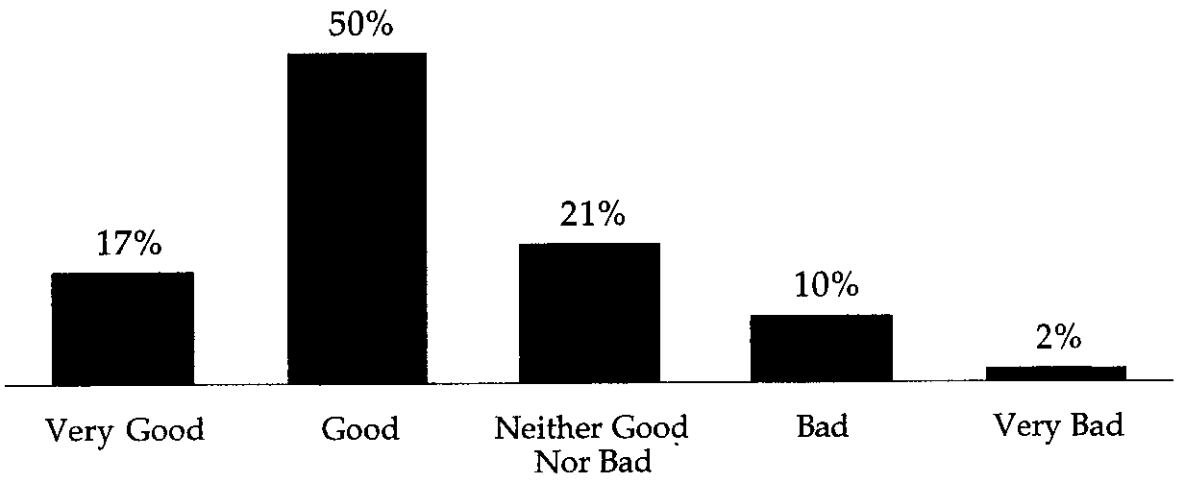


TABLE 4
Ease of Travel by Car in Joplin

	Very Good + Good	Neutral Rating	Very Bad + Bad
Overall	**67%**	21%	**12%**
City Issue Awareness			
Informed	**74%**	17%	9%
Not Informed	**62%**	22%	16%

Availability of Affordable Housing in Joplin

Perceptions regarding the availability of affordable housing in Joplin have improved slightly over the past five years. Whereas 55% of residents rated Joplin favorably on this issue in 1998, 59% did do in the 2003 survey. Approximately 15% in both survey years rated Joplin poorly on this question.

FIGURE 5
Availability of Affordable Housing in Joplin: 1998 vs. 2003

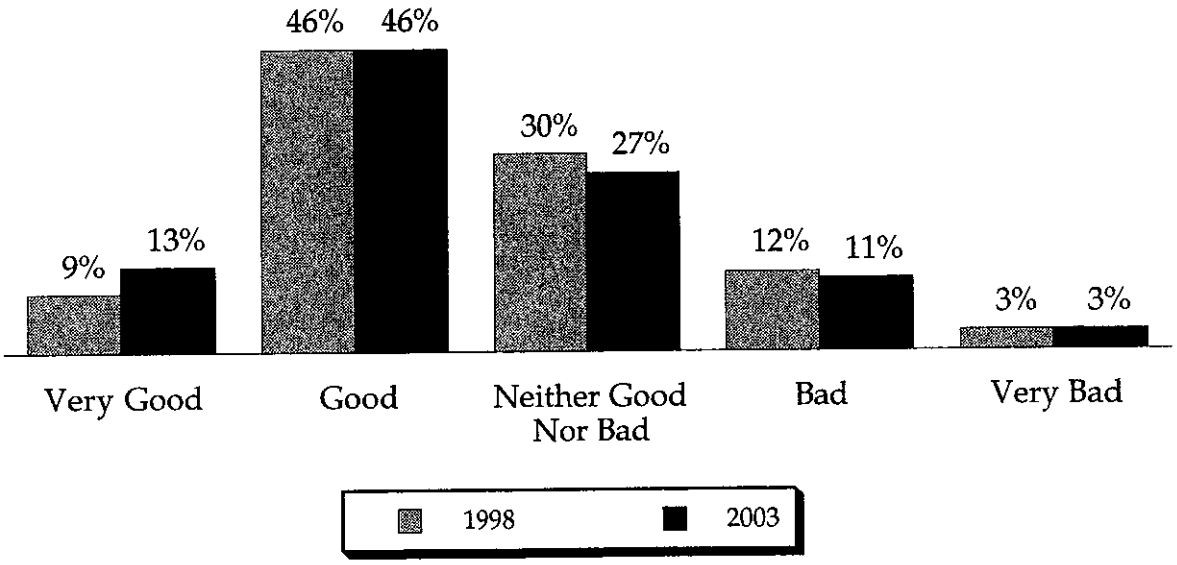


TABLE 5
Availability of Affordable Housing in Joplin

	Very Good + Good	Neutral Rating	Very Bad + Bad
Overall	**59%**	27%	**14%**
City Issue Awareness			
Informed	**72%**	19%	9%
Not Informed	**48%**	30%	22%
Educational Level			
College graduate	**68%**	24%	8%
Some college/vo-tech	54%	29%	17%
High school or less	**49%**	30%	21%
Household Income			
More than 60K	**67%**	28%	5%
25K–60K	60%	26%	14%
Less than 25K	**46%**	29%	25%
Type of Residence			
Own	**62%**	28%	**10%**
Rent	**40%**	22%	**38%**

Joplin as a Place to Work

Over the past five years there has been a downward trend in perceptions of Joplin as a place to work. Whereas 66% of respondents in 1998 gave positive ratings to Joplin as a place to work, 56% of respondents did so this year. In addition, negative ratings increased from 9% to 15% during this same time period.

FIGURE 6
Joplin as a Place to Work: 1998 vs. 2003

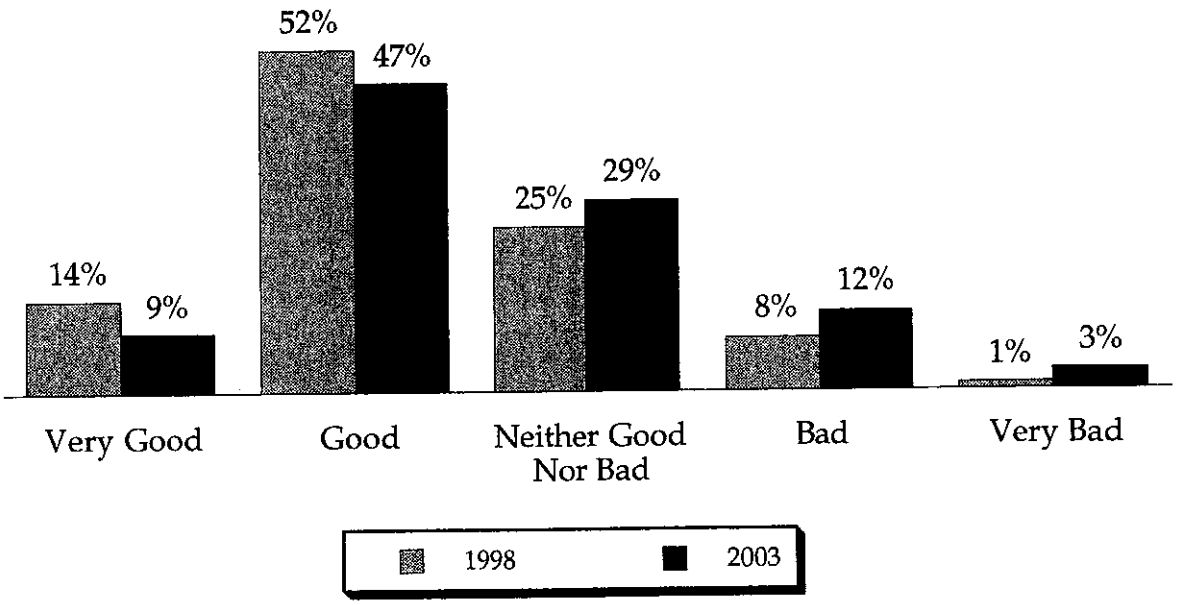


TABLE 6
Joplin as a Place to Work

	Very Good + Good	Neutral Rating	Very Bad + Bad
Overall	**56%**	29%	**15%**
City Issue Awareness			
Informed	**65%**	23%	12%
Not Informed	**48%**	27%	25%
Household Income			
More than 60K	**61%**	28%	11%
25K–60K	58%	29%	13%
Less than 25K	**49%**	29%	22%

Overall Appearance and Attractiveness of Joplin

About 50% of Joplin residents, in 1998 and 2003, evaluated Joplin's overall appearance and attractiveness as either "very good" or "good." Negative evaluations over the past five years increased slightly from 11% to 15%.

FIGURE 7
Overall Appearance and Attractiveness of Joplin: 1998 vs. 2003

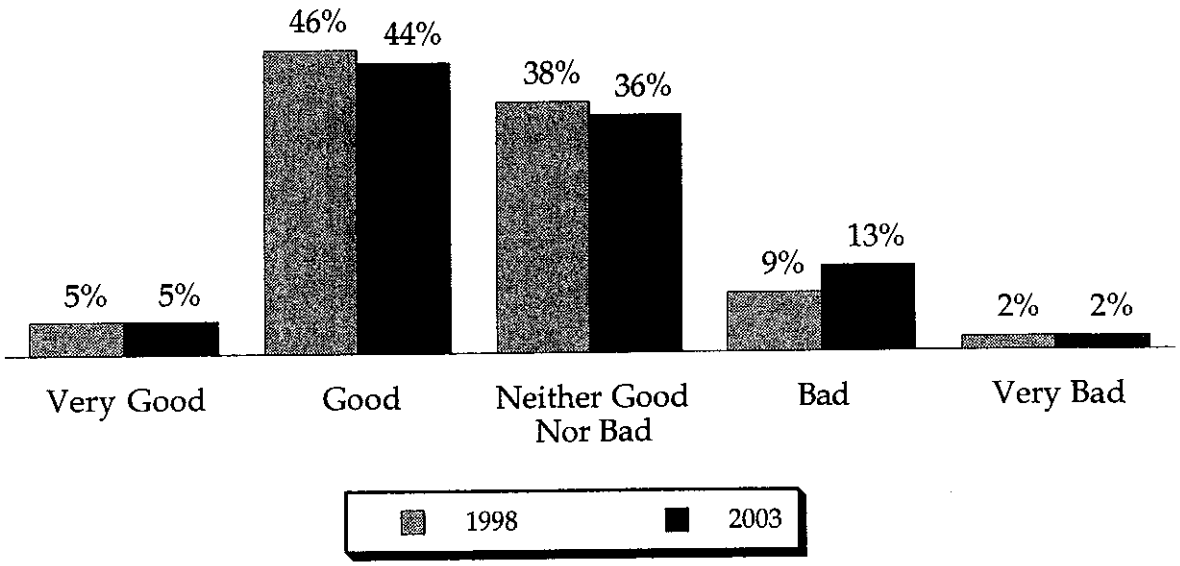
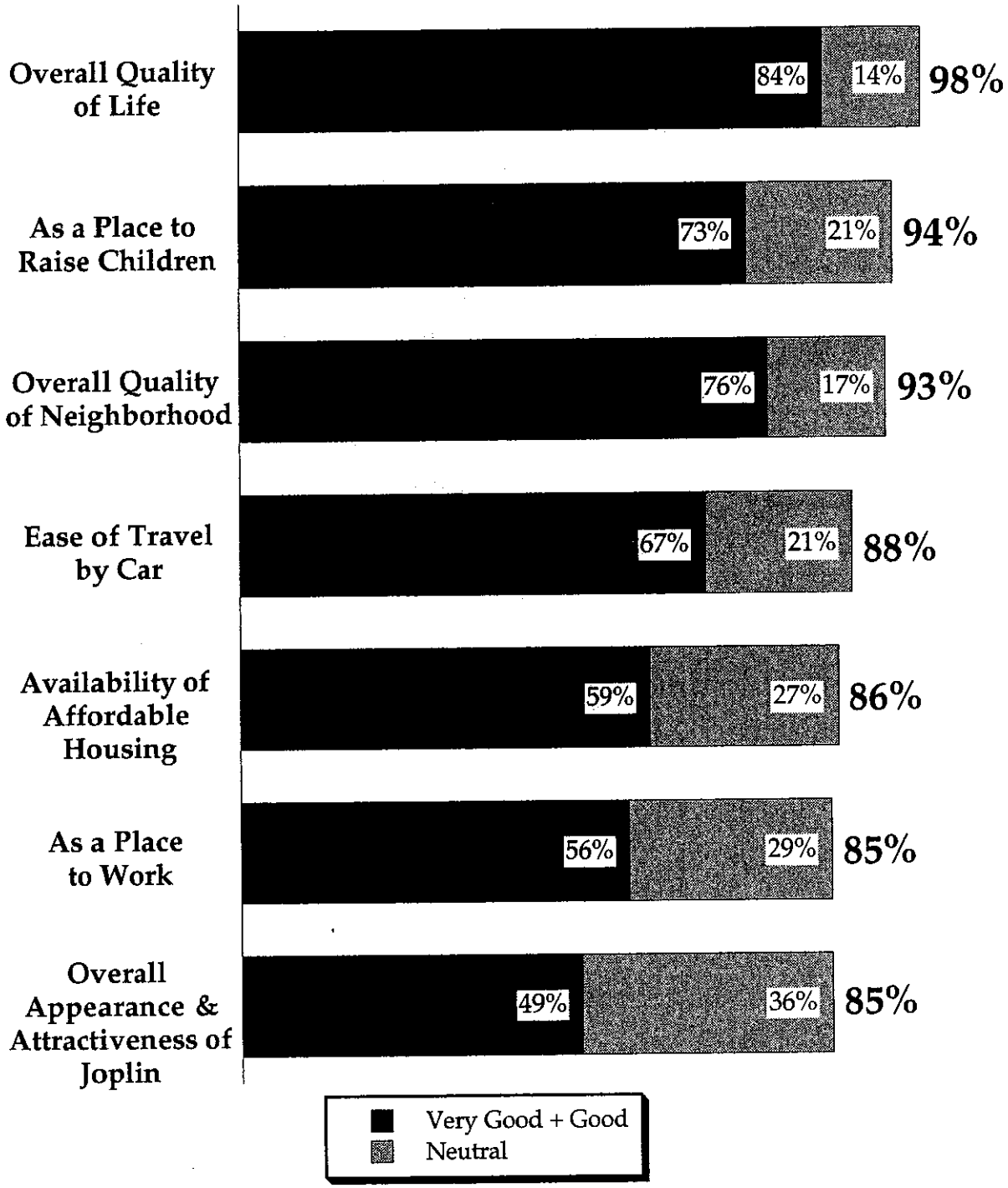


TABLE 7
Overall Appearance & Attractiveness of Joplin

	Very Good + Good	Neutral Rating	Very Bad + Bad
Overall	**49%**	36%	**15%**
Household Income			
Less than 25K	**56%**	34%	10%
25K–60K	49%	36%	15%
More than 60K	**41%**	40%	19%
City Issue Awareness			
Informed	**55%**	29%	16%
Not Informed	**40%**	40%	20%
Educational Level			
High school or less	**55%**	36%	**9%**
Some college/vo-tech	50%	37%	13%
College graduate	**43%**	37%	**20%**
Gender			
Female	**55%**	32%	14%
Male	**43%**	42%	15%

Overview of Joplin Quality of Life Factors

FIGURE 8
Overview of Joplin Quality of Life Factors: 1998 vs. 2003



Desirability of Joplin as a Place to Live Over the Past Five Years

When asked to reflect upon Joplin's desirability as a place to live over the past five years, most residents today (61%) think it has stayed about the same, while 25% believe it has become more desirable and 14% say it has become less desirable.

FIGURE 9
Desirability of Joplin as a Place to Live Over the Past Five Years

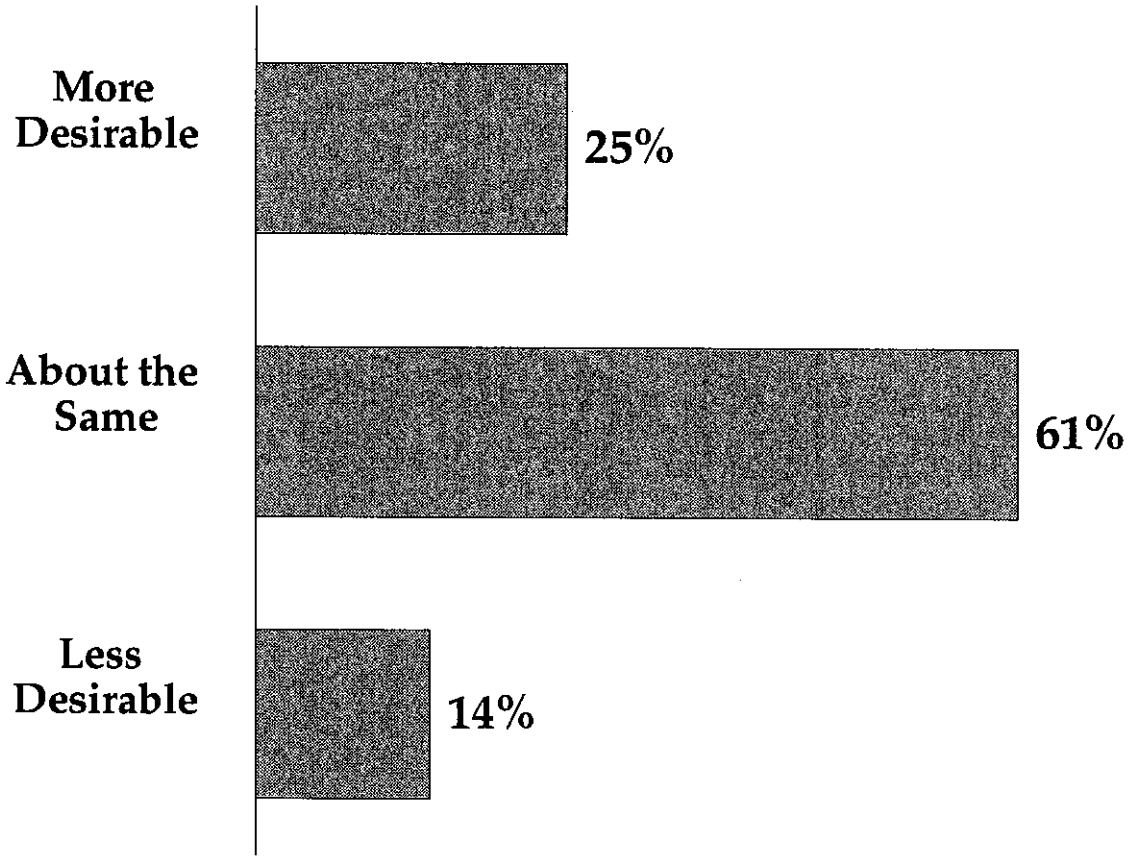


TABLE 8
Desirability of Joplin as a Place to Live Over the Past Five Years

	More Desirable	About the Same	Less Desirable
Overall	**25%**	61%	**14%**
City Issue Awareness			
Informed	**31%**	57%	12%
Not Informed	**18%**	59%	23%
Educational Level			
College graduate	**31%**	57%	12%
Some college/vo-tech	24%	59%	17%
High school or less	**19%**	67%	14%
City Quadrant			
Northeast	27%	65%	**8%**
Southeast	27%	60%	13%
Northwest	23%	59%	18%
Southwest	20%	59%	**21%**

Perceptions of Neighborhood Safety—Violent Crime

For both survey years (1998 and 2003), nearly 80% of respondents felt either "safe" or "very safe" from violent crimes in their own neighborhood. The percentage of respondents feeling unsafe has never exceeded 6% in either survey period.

FIGURE 10
Perceptions of Neighborhood Safety—Violent Crime

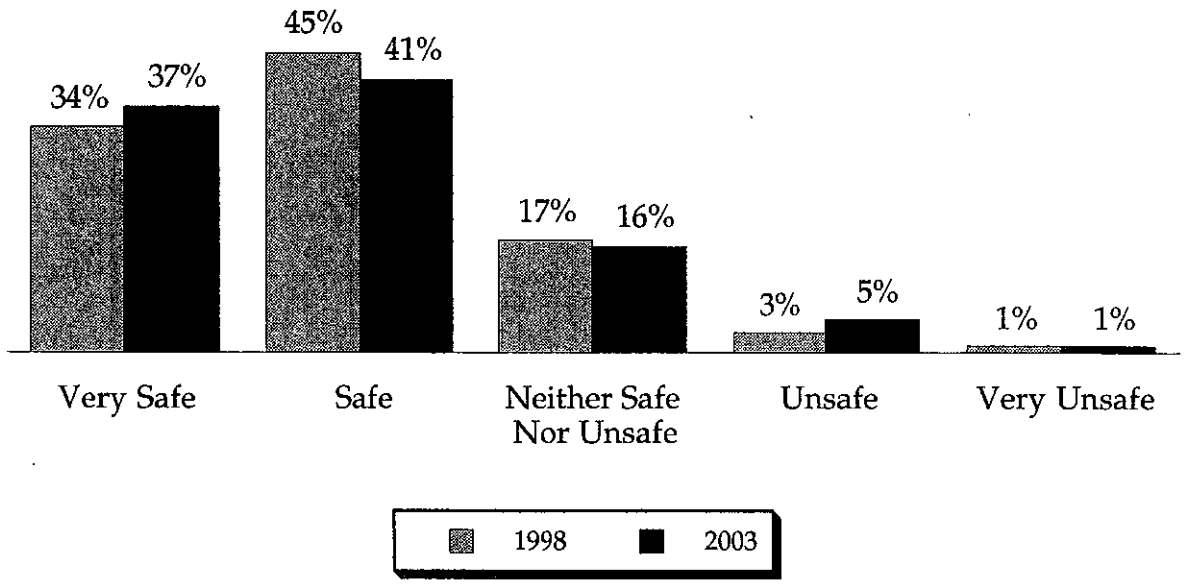


TABLE 9
Perceptions of Neighborhood Safety—Violent Crime

	Very Safe + Safe	Neutral Rating	Very Unsafe + Unsafe
Overall	**78%**	**16%**	**6%**
Household Income			
More than 60K	**87%**	9%	4%
25K–60K	80%	14%	6%
Less than 25K	**68%**	25%	7%
City Quadrant			
Northeast	**86%**	10%	4%
Southeast	84%	15%	1%
Southwest	71%	22%	7%
Northwest	**63%**	24%	13%

Perceptions of Neighborhood Safety—Property Crime

As was the case in 1998, just over 60% of respondents in this year's survey felt safe (either "safe" or "very safe") from property crimes in their neighborhood. The percentage of respondents feeling unsafe increased from 12% to 16% over the past five years.

FIGURE 11
Perceptions of Neighborhood Safety—Property Crime

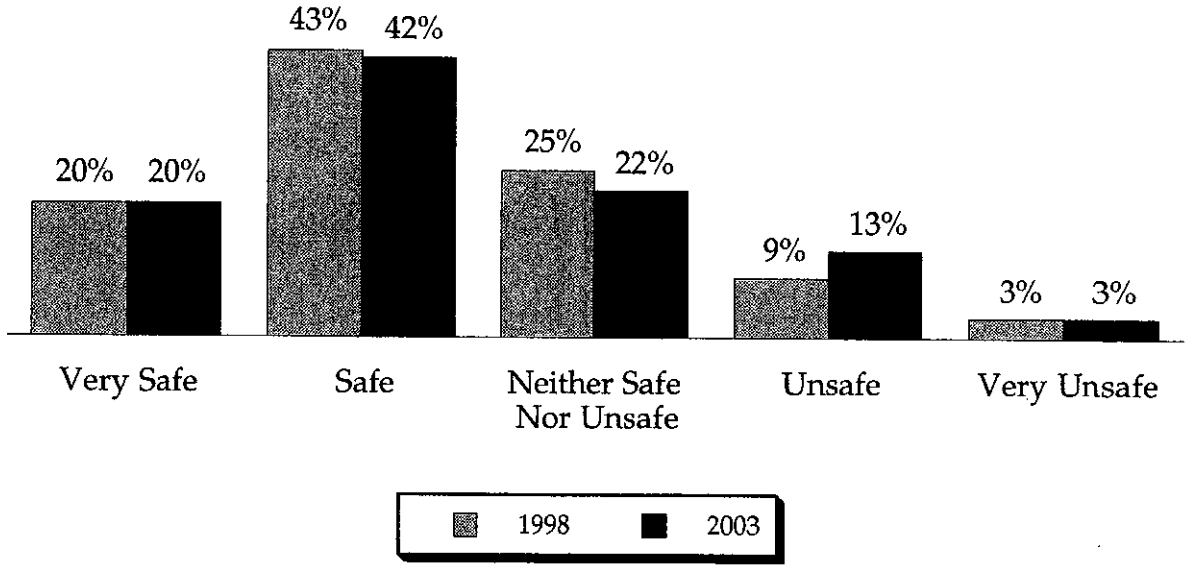


TABLE 10
Perceptions of Neighborhood Safety—Property Crime

	Very Safe + Safe	Neutral Rating	Very Unsafe + Unsafe
Overall	**62%**	**22%**	**16%**
City Issue Awareness			
Informed	**71%**	15%	14%
Not Informed	**52%**	23%	25%
City Quadrant			
Northeast	**70%**	18%	12%
Southeast	68%	20%	12%
Southwest	55%	25%	20%
Northwest	**47%**	28%	25%
Household Income			
More than 60K	**69%**	18%	13%
25K–60K	62%	22%	16%
Less than 25K	**55%**	25%	20%

Perceptions of Neighborhood Safety—Walking Alone at Night

Just over 50% of Joplin residents felt safe walking alone at night in their neighborhood. This percentage has remained fairly stable since 1998, although slightly more residents this year reported feeling "very safe," while, at the same time, the percentage of residents feeling unsafe to some extent also increased slightly.

FIGURE 12
Perceptions of Neighborhood Safety—Walking Alone at Night

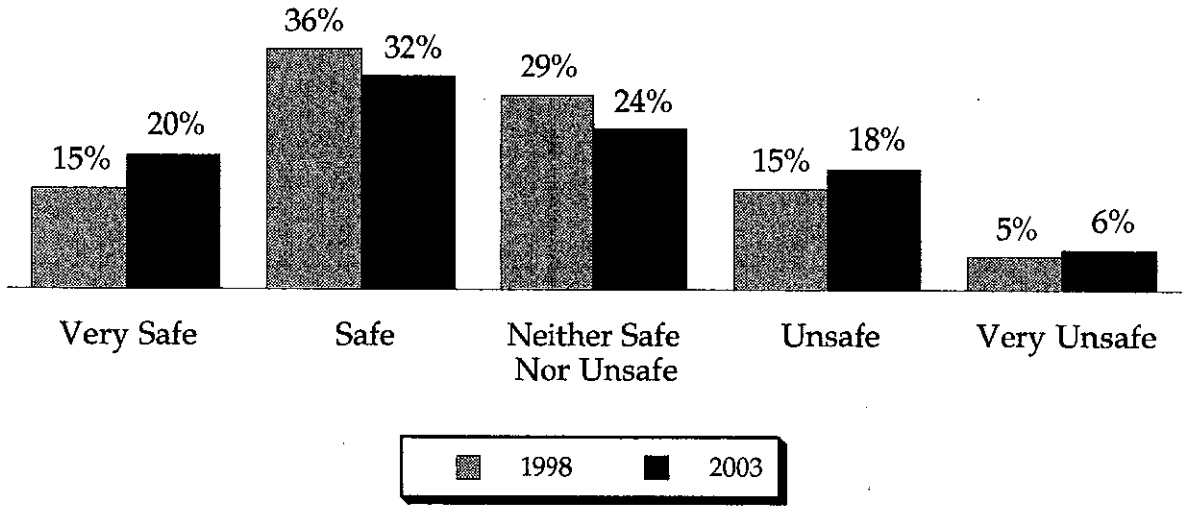
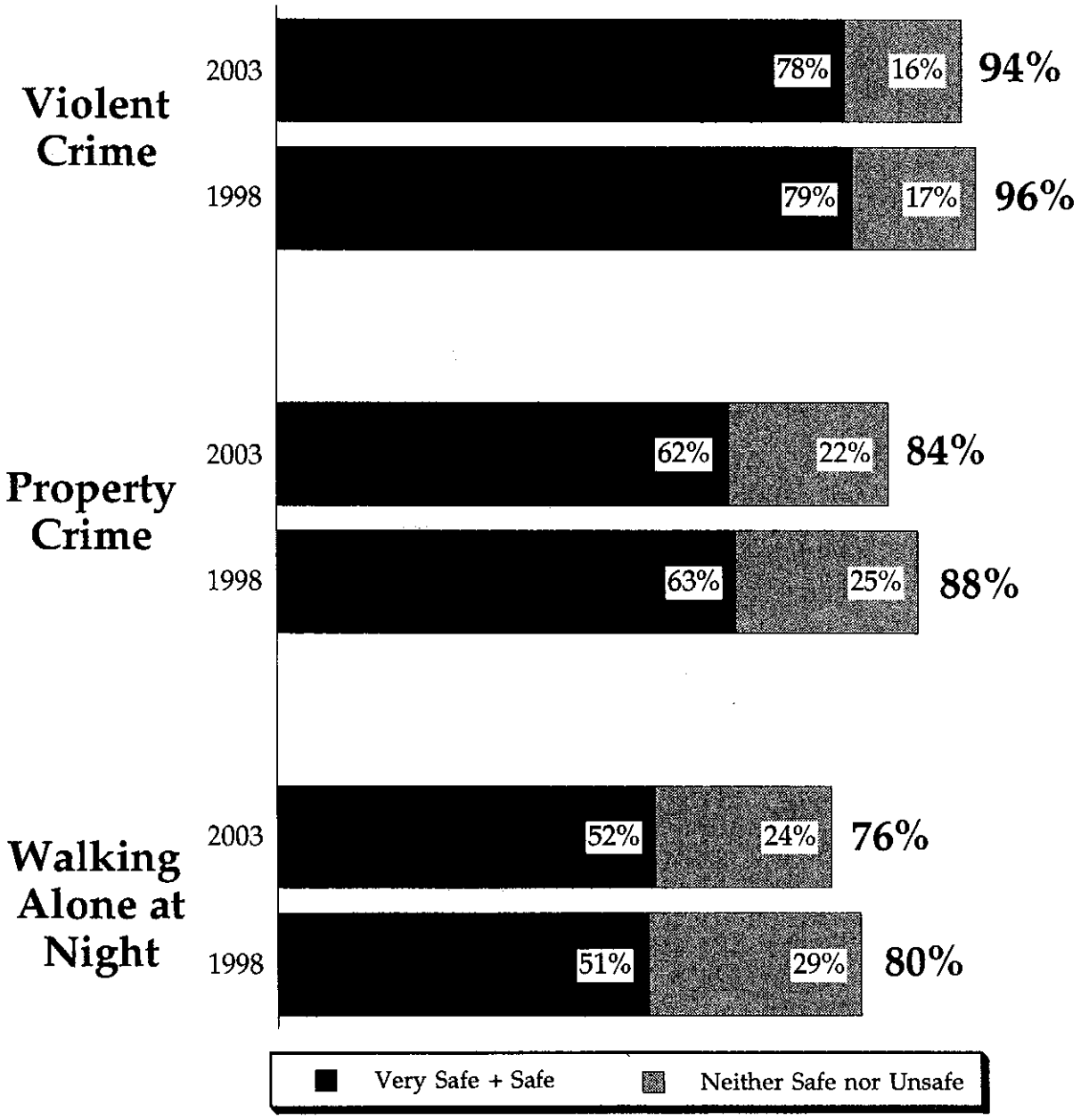


TABLE 11
Perceptions of Neighborhood Safety—
Walking Alone at Night

	Very Safe + Safe	Neutral Rating	Very Unsafe + Unsafe
Overall	**52%**	**24%**	**24%**
Household Income			
More than 60K	**70%**	14%	**16%**
25K–60K	53%	24%	23%
Less than 25K	**36%**	31%	**33%**
Gender			
Male	**63%**	19%	**18%**
Female	**43%**	27%	**30%**
Educational Level			
College graduate	**60%**	18%	22%
Some college/vo-tech	51%	24%	25%
High school or less	**43%**	31%	26%
City Quadrant			
Southeast	**58%**	25%	**17%**
Northeast	**58%**	19%	23%
Southwest	47%	29%	24%
Northwest	**38%**	23%	**39%**
Type of Residence			
Own	**55%**	23%	**22%**
Rent	**35%**	26%	**39%**

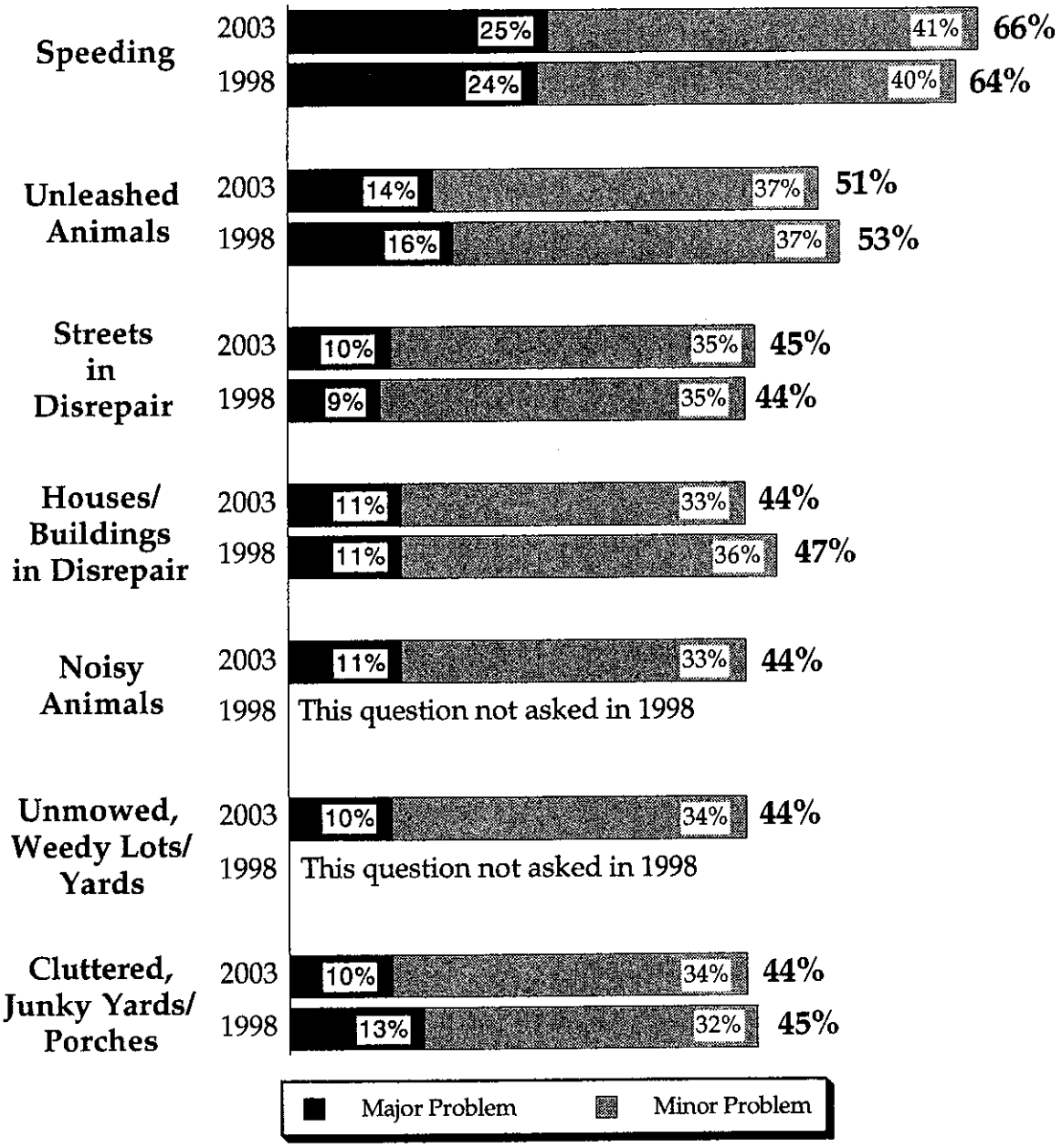
FIGURE 13
Overview of Neighborhood Safety



Perceptions of Neighborhood Problems

Residents were asked to evaluate each of 17 potential problem areas in their neighborhood. As was the case in 1998, **speeding** was viewed as the most serious problem--identified as a "major problem" by 25% of respondents and a "minor" problem by 41% of respondents. With the exception of unleashed animals, all other potential problem areas were identified as "no problem" by a majority of respondents.

FIGURE 14
Top Neighborhood Problems: 1998 vs. 2003



Perceptions of Neighborhood Problems (Cont'd)

It should be noted that, for both survey years, **drugs** were considered to be a **major** neighborhood problem by about **15%** of Joplin respondents.

TABLE 12
Perceptions of Neighborhood Problems (Cont'd): 1998 vs. 2003

	Major Problem	Minor Problem	Major + Minor Prob.
Inadequate Street Lighting			
1998	8%	22%	**30%**
2003	9%	31%	**40%**
Noise (other than animals)			
1998	6%	27%	**33%**
2003	9%	29%	**38%**
Drugs			
1998	**15%**	19%	**34%**
2003	**14%**	21%	**35%**
Street Litter			
1998	7%	30%	**37%**
2003	5%	29%	**34%**
Traffic Congestion			
1998	11%	18%	**29%**
2003	7%	20%	**27%**
Flooding			
1998	4%	12%	**16%**
2003	4%	15%	**19%**
Abandoned Vehicles			
1998	2%	14%	**16%**
2003	3%	13%	**16%**
Loitering			
1998	4%	14%	**18%**
2003	3%	13%	**16%**
Gangs			
1998	3%	11%	**14%**
2003	3%	11%	**14%**
Graffiti			
1998	2%	12%	**14%**
2003	1%	12%	**13%**

Neighborhood Problem Areas—Geographic Location and Household Income

Consistent with the findings from the 1998 survey, significant differences of opinion in this section (neighborhood problems) were based almost exclusively on geographic location and household income. In general, residents living in the Northwest quadrant of Joplin and residents whose household incomes were less than $25,000 per year were far more likely to perceive major problems in their neighborhood than those living in the other areas of Joplin (especially the Southeast quadrant) and households earning more than $60,000 a year.

Perceptions of Citywide Problems

In addition to evaluating 17 potential neighborhood problem areas, respondents were asked to repeat this evaluation with respect to the City as a whole. The top citywide problem identified, for both 1998 and 2003, was **drugs**, considered a "major" citywide problem by 60% of respondents and a "minor" problem by 36%. Notably, perceptions of **traffic congestion** as a "major" problem in the City have improved significantly since 1998.

FIGURE 15
Top Citywide Problems: 1998 vs. 2003

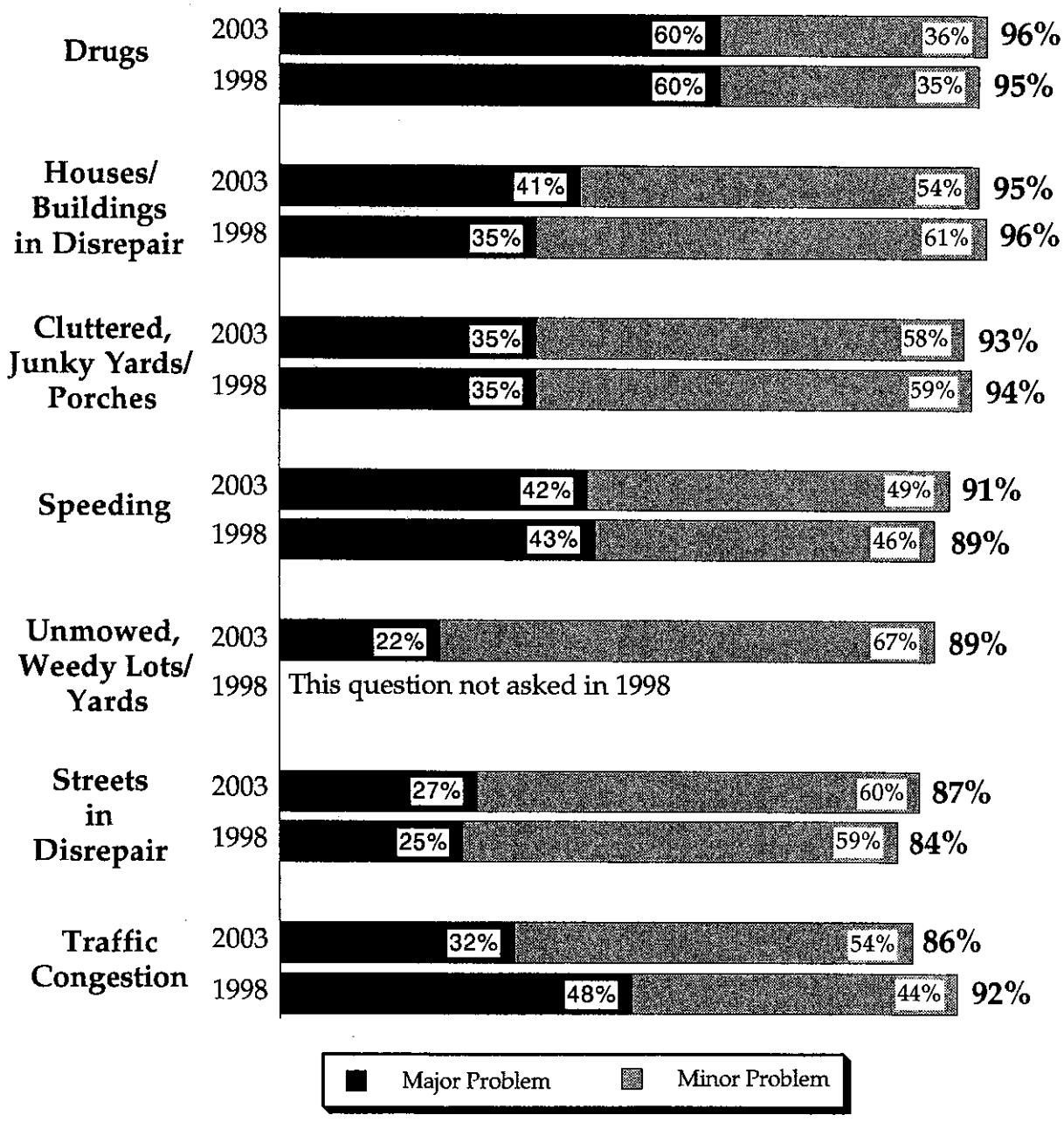


TABLE 13
Perceptions of Citywide Problems (Cont'd): 1998 vs. 2003

	Major Problem	Minor Problem	Major + Minor Prob.
Flooding			
1998	7%	51%	**58%**
2003	14%	60%	**74%**
Street Litter			
1998	17%	58%	**75%**
2003	13%	60%	**73%**
Unleashed Animals			
1998	18%	56%	**74%**
2003	12%	58%	**70%**
Gangs			
1998	8%	58%	**66%**
2003	11%	59%	**70%**
Loitering			
1998	9%	58%	**67%**
2003	11%	58%	**69%**
Noise (other than animals)			
1998	7%	52%	**59%**
2003	11%	54%	**65%**
Noisy Animals			
1998	—	—	—
2003	8%	54%	**62%**
Graffiti			
1998	8%	61%	**69%**
2003	5%	57%	**62%**
Abandoned Vehicles			
1998	9%	50%	**59%**
2003	8%	53%	**61%**
Inadequate Street Lighting			
1998	8%	43%	**51%**
2003	11%	46%	**57%**

Citywide Problem Areas—Respondent Age, Household Income, and Issue Awareness

Significant differences of opinion in this section (citywide problems) tended to coalesce around three demographic factors—respondent age, household income, and issue awareness. In general, older respondents (60 or older), lower income households (less than $25,000 a year), and uninformed citizens were more inclined to perceive citywide problems (among the 17 potential problem areas tested) than their demographic counterparts.

What Residents Like MOST About Living in Joplin

Residents were asked what they liked **most** about living in Joplin. No choices were provided. Instead, respondents gave their own unprompted answers which were then classified and percentaged into larger categories as listed below.

Categories Used For Classifying Responses and Percentage Mentioned:

Physical Environment (20%): right size (big-little town), convenience and accessibility (easy to get around), close proximity to everything/businesses/recreation, not overly crowded, lack of traffic, clean, south part of Joplin.

People/Social Environment (16%): friendly people and environment, small town atmosphere, good place to raise children.

Economic Factors (16%): low cost of living, affordable housing, low taxes, employment.

Home/Family/Friends (8%): home/family, friends, familiarity.

Entertainment (5%): shopping, variety of businesses and shops, restaurants, sports.

Safety (4%): low crime rate.

Geographic Location (3%): location, close to Tulsa and Springfield.

Quality of Life (3%): quiet, quality of life, slower pace of life, conservative lifestyle, simplicity, good place to retire.

Outdoors/Recreation (2%): parks, natural beauty, rural/country setting.

Medical Services (2%): hospitals, physicians, close to hospitals, high quality medical services.

Climate/Seasons (1%): climate, four seasons.

Christian Community/Churches (1%): church, Christian people.

Education (1%): quality of schools, Missouri Southern.

City Services (<1%): police, wastes/recycling, public transportation, well-lighted.

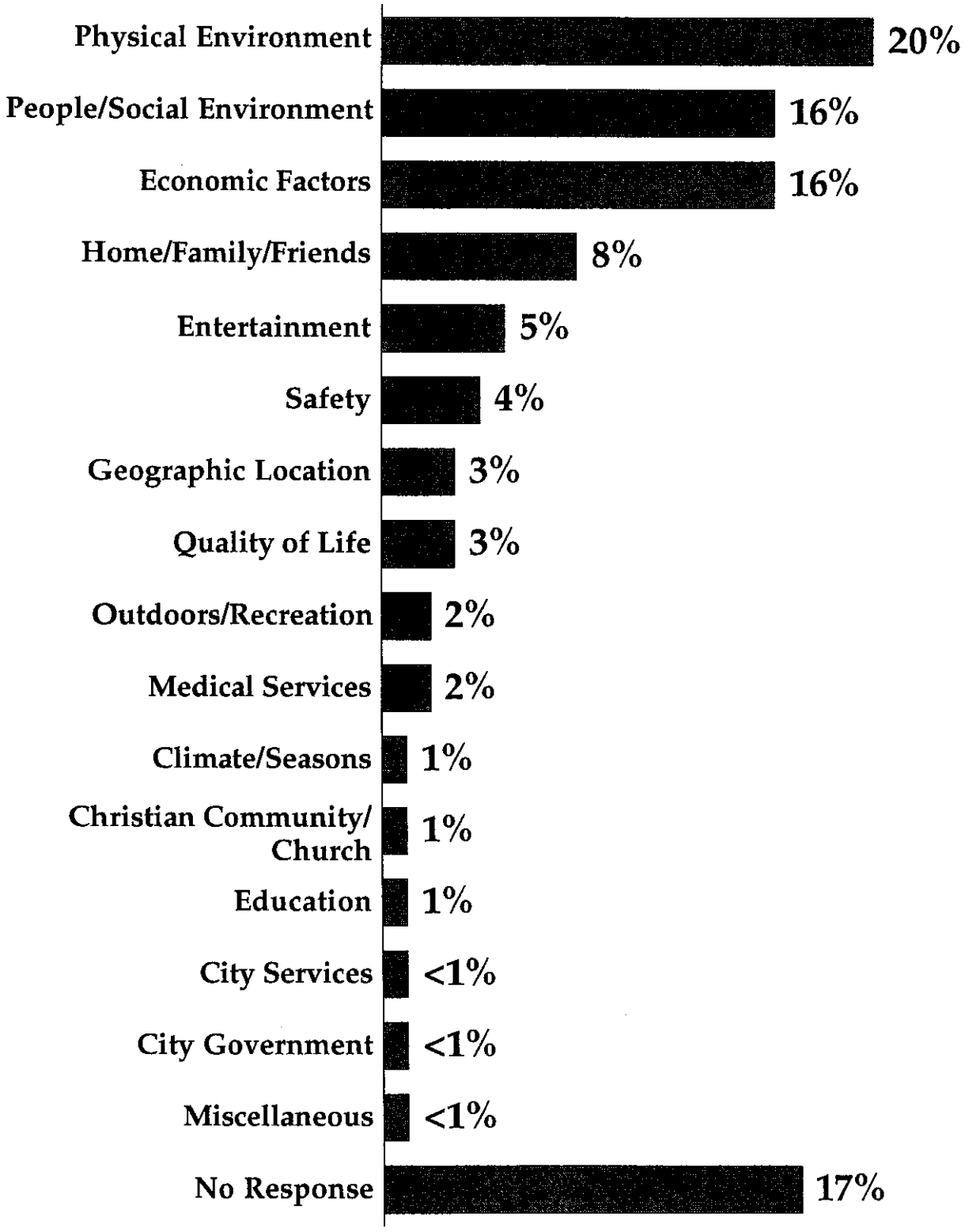
City Government (<1%): city council, city management.

Miscellaneous (<1%): library, Senior Citizens' Center, cab coupons.

No Response (17%)

What Residents Like MOST About Living in Joplin: 2003

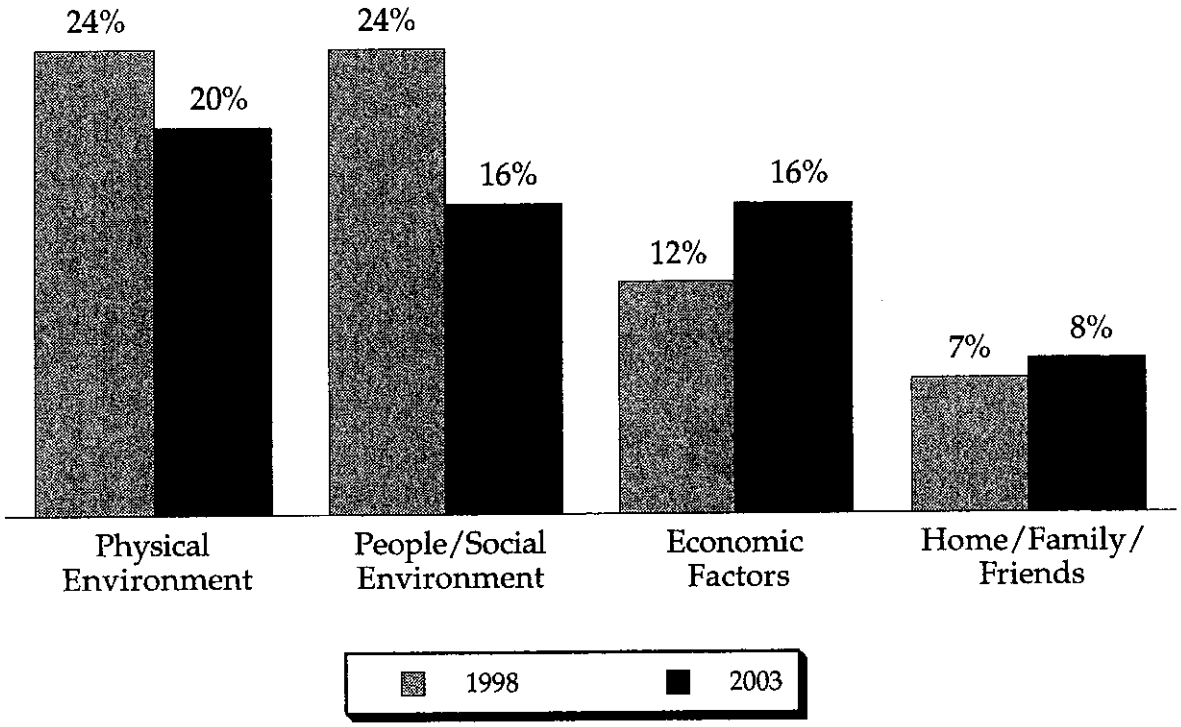
FIGURE 16
What Residents Like MOST About Living in Joplin: 2003



What Residents Like MOST About Living in Joplin: 1998 vs. 2003

The top four aspects residents liked most about living in Joplin were the same as those reported in 1998--physical environment, people/social environment, economic factors, and home/family/friends. However, the percentage of respondents mentioning the people of Joplin and its social environment did drop from 24% to 16% over the past five years.

FIGURE 17
Top Four Aspects That Residents Like MOST About Living in Joplin: 1998 vs. 2003



What Residents Like LEAST About Living in Joplin

Residents were asked what they liked **least** about living in Joplin. No choices were provided. Instead, respondents gave their own unprompted answers which were then classified and percentaged into larger categories as listed below.

Categories Used For Classifying Responses and Percentage Mentioned:

Traffic (18%): traffic congestion, traffic on Range Line Road, poor drivers, poor roads, lack of parking and too many meters, trains (tying up traffic, no overpasses), long traffic lights, not enough traffic lights.

Entertainment (14%): lack of quality entertainment, lack of cultural entertainment/activities, lack of quality retail stores, lack of family entertainment/activities, lack of free amusements for children, lack of quality restaurants, no major sporting events/organized sports/no sports complex or civic center, lack of attractions, need walking trails and decent bicycle trails, need better parks, need better library, lack of entertainment for special needs children, bars.

Economic Factors (12%): low wages, limited employment opportunities, high taxes, lack of industry, loss of trucking industry, high cost of utilities, high cost of living, high cost of housing, substandard housing, high cable rates, insufficient grocery stores, too many Walmarts, widening gap between the classes, loss of free services, lack of business diversity, exodus of capital via national business, economy, high cost of medical care.

Physical Environment (11%): too many rundown/trashy houses and stores, ugly commercial development, downtown Main Street, downtown Joplin, noise (trains and dogs), not enough growth and development, lack of natural beauty, houses too close, overcrowded, litter, hard to get around, 18-wheelers and oversized campers parked on streets and in residential driveways, location, people tearing down trees.

Safety (6%): drugs (especially meth), crime, gangs, nighttime safety.

Transportation (5%): lack of public transportation (buses), poor airline service, limited airmail ability.

City Government (3%): secrecy of city government, city manager, mayor, city council, reactive attitude of local leaders, lack of dynamics, not progressive, arrogance and greed of city officials, disorganization, poor code enforcement, not enforcing local ordinances, no ordinances outside city limits, zoning, misuse of city funds, heavy-handed regulations, need for permits to improve property, harassment, slow getting things done.

Education (3%): quality of the education and school system.

City Services (3%): police, water, trash pick-up, no sidewalks, no sewer service, snow removal, loose animals.

What Residents Like LEAST About Living in Joplin (CONT'D)

People/Social Environment (3%): unfriendly people, too conservative, lack of moral values, gossip, homeless people, too many illegal aliens, too many low-income families, lack of awareness, not enough black people, lack of quality workmanship, not supportive of the elderly, unruly teenagers, harassment of teenagers.

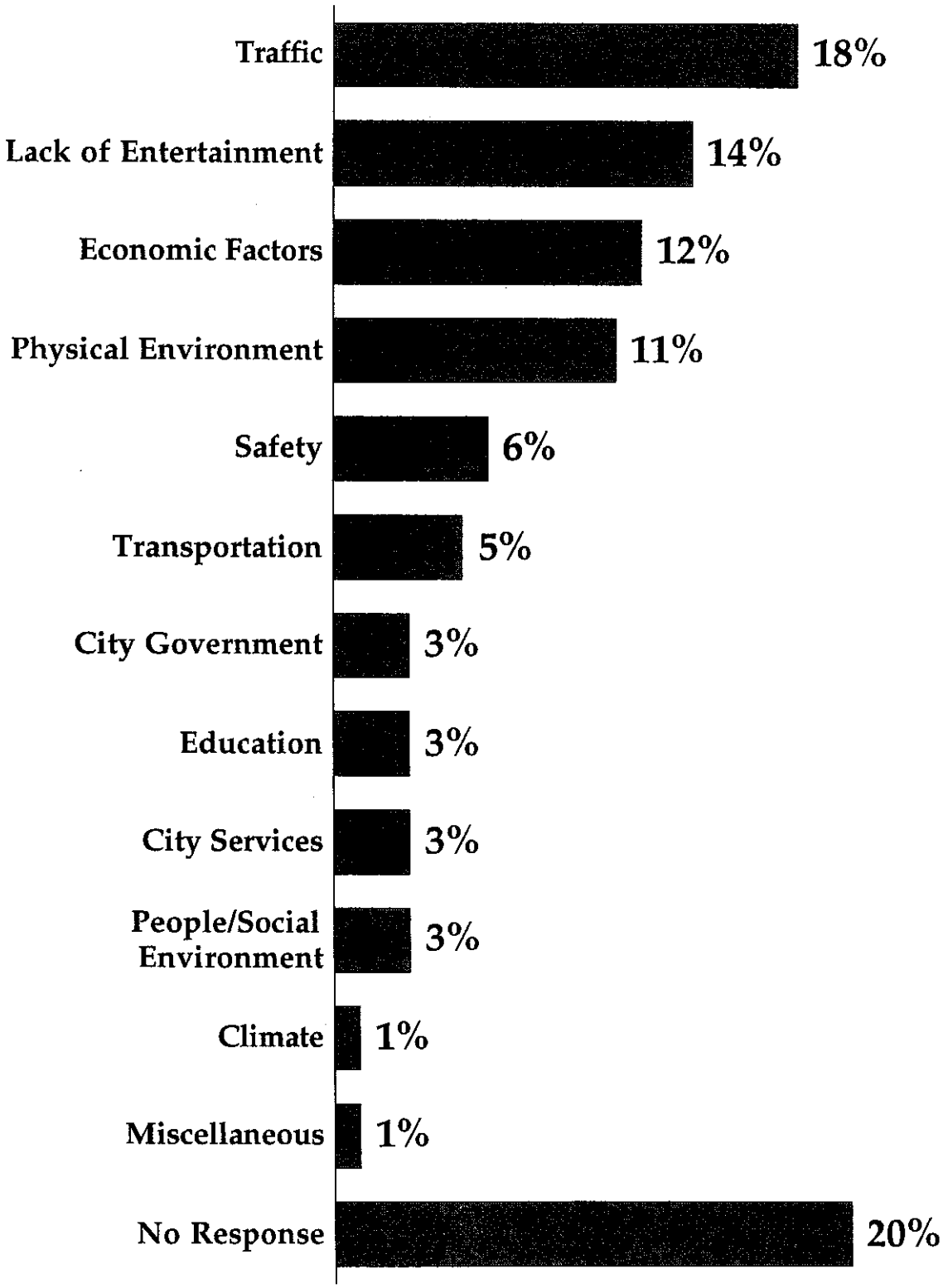
Climate (1%): weather, storms, ticks and chiggers, pollution.

Miscellaneous (1%): *The Joplin Globe* (poor quality and biased), low quality of life, Soul's Harbor, lack of acceptable child care, medical care, not enough help for recent veterans.

No Response (20%)

What Residents Like LEAST About Living in Joplin: 2003

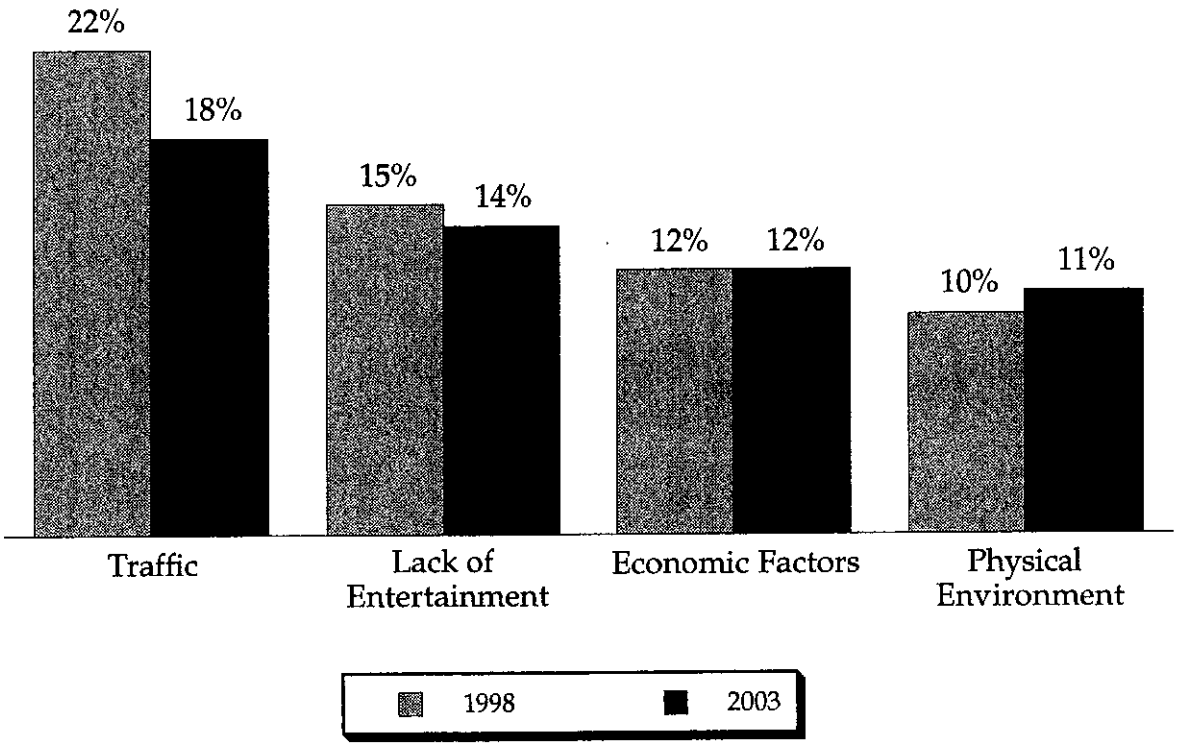
FIGURE 18
What Residents Like LEAST About Living in Joplin: 2003



What Residents Like LEAST About Living in Joplin: 1998 vs. 2003

The top four aspects residents liked least about living in Joplin were the same as those reported in 1998--traffic, lack of entertainment, economic factors, and the physical environment.

FIGURE 19
Four Main Aspects That Residents Like LEAST About Living in Joplin: 1998 vs. 2003



Perceptions of Joplin's Single Biggest Problem in the Next 5 Years

Residents were also asked to predict the single biggest problem to face Joplin in the next five years. No choices were provided. Instead, respondents gave their own unprompted answers which were then classified and percentaged into larger categories as listed below.

Categories Used For Classifying Responses and Percentage Mentioned:

Economic Factors (28%): limited employment opportunities, attracting and retaining businesses, low wages, increasing taxes, poor economy, depression, lack of funding, reviving businesses downtown, affordable housing, maintaining industrial growth, losing trucking industry, higher cost of living, keeping small businesses open, lack of large employers, lack of manufacturing, having to compete with surrounding areas, ineffective tourism, high cost of natural gas, marginally educated workforce, hiring locals, health care costs, need businesses to enforce their requirements for contract workers.

Traffic (17%): traffic congestion, poor roads, parking problems, poor/careless drivers.

Safety (13%): drugs (especially meth), crime, gangs.

Physical Environment (8%): growth, appearance of the downtown area, growing population, deterioration and rundown/trashy properties. litter, loss of open space to building, moving City Hall to Main Street, location.

Education (6%): school system, school funding, overcrowded schools, school administration.

City Services (3%): public transportation, water, trash service, sewer, maintaining city services, updating infrastructure, corrupt law enforcement, shortage of police.

People/Social Environment (3%): decline of family values and morals, lack of friendliness to outsiders, keeping youth and residents from leaving, aging population, homeless people, migrants, increase in Hispanic population, teenagers, ignorant people, conservative thinking/Republicans, social services.

City Government (3%): city government, city manager, city council, city administration, lack of leadership, vision, and direction, lack of city government's credibility, misspent tax dollars.

Growth Management (1%): managing growth, infrastructure, zoning, annexation.

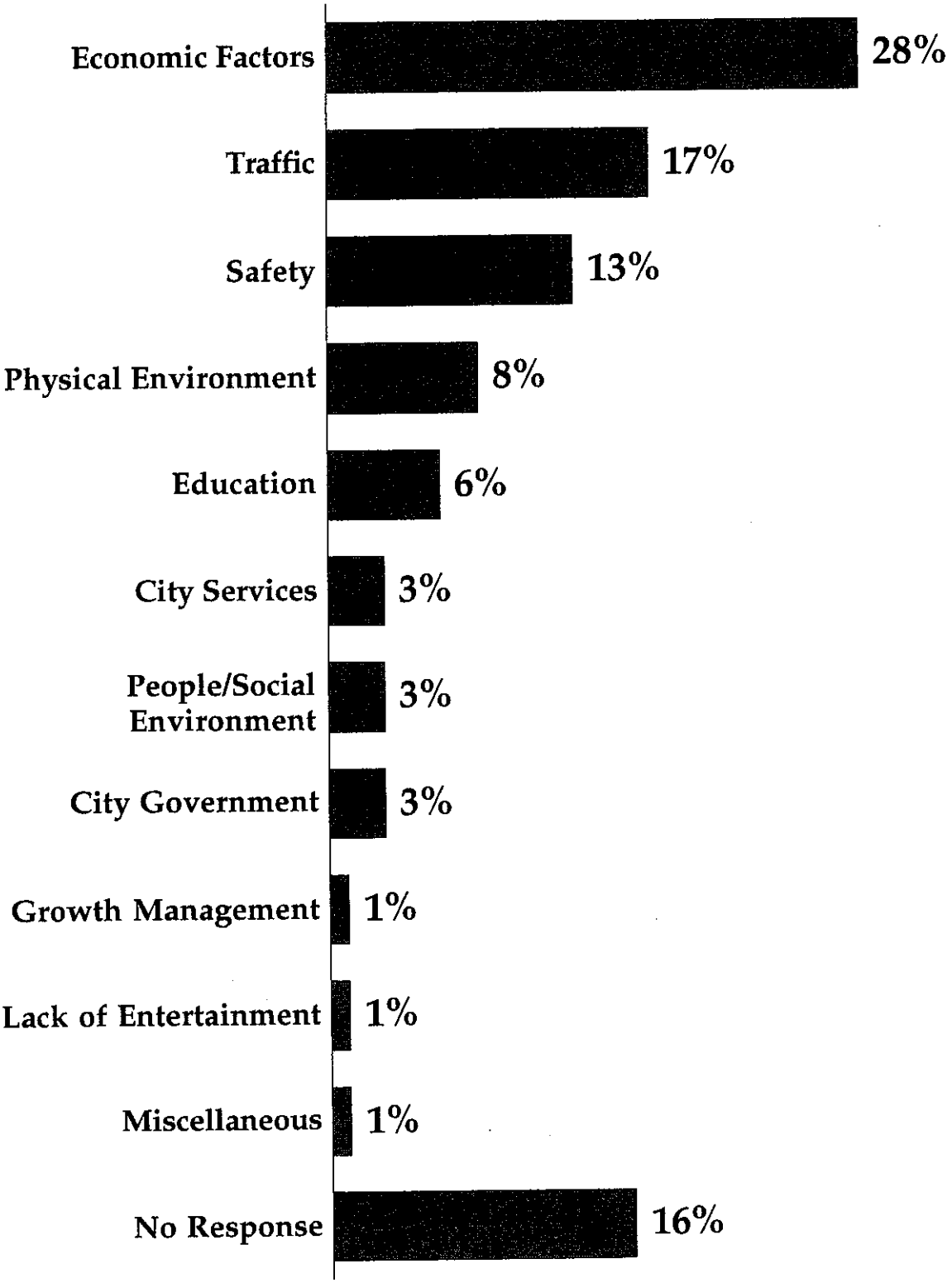
Entertainment (1%): nothing to do and no places to go, need a civic center.

Miscellaneous (1%): limited air transportation, low quality of life, not very "user friendly," keeping hospitals happy, air pollution.

No Response (16%)

Perceptions of Joplin's Single Biggest Problem in the Next 5 Years

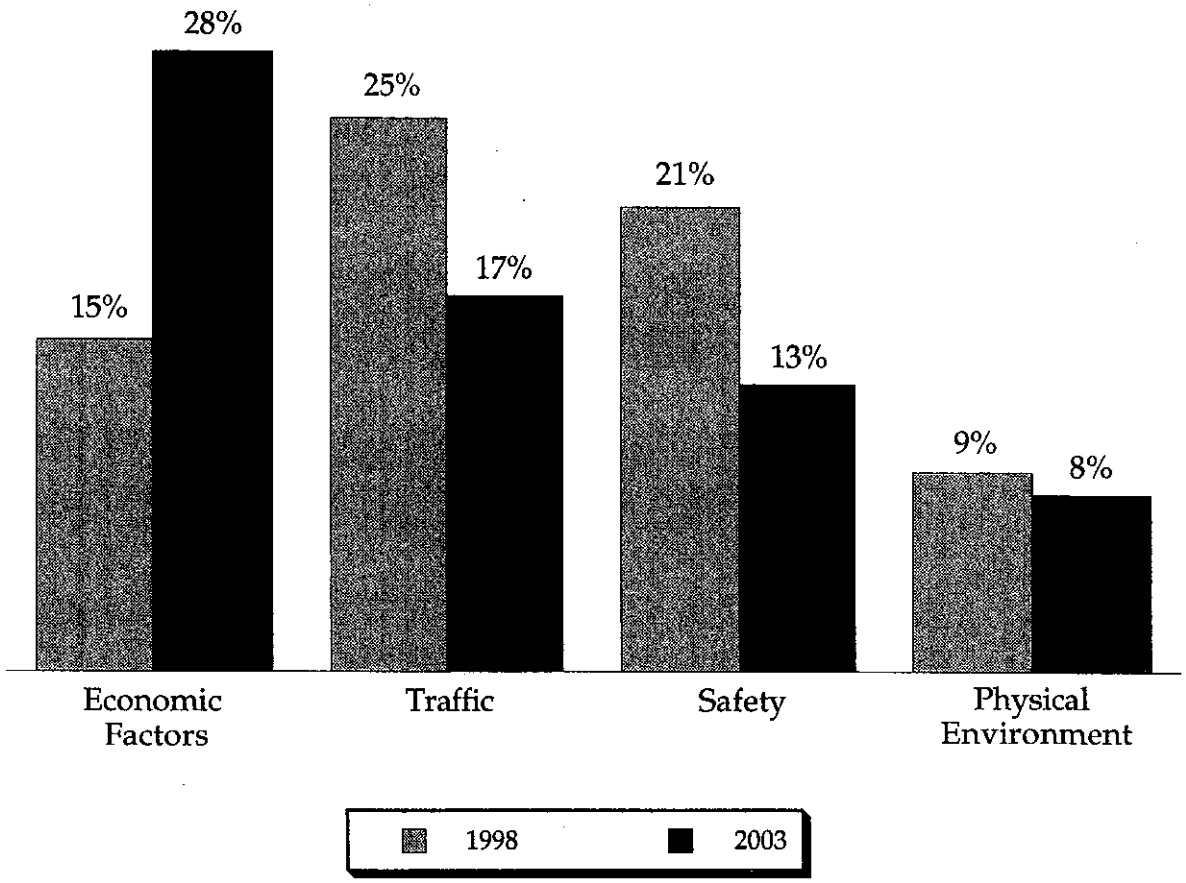
FIGURE 20
Perceptions of Joplin's Single Biggest Problem
in the Next Five Years: 2003



Perceptions of Joplin's Single Biggest Problem in the Next Five Years

Concerns over economic factors replaced traffic as the aspect Joplin residents believe to be the single biggest problem facing Joplin over the next five years. In fact, concerns regarding Joplin's employment opportunities, etc. have nearly doubled since 1998. In contrast, future concerns over Joplin's traffic problems and issues relating to public safety (e.g., crime and drugs) have decreased significantly over the past five years.

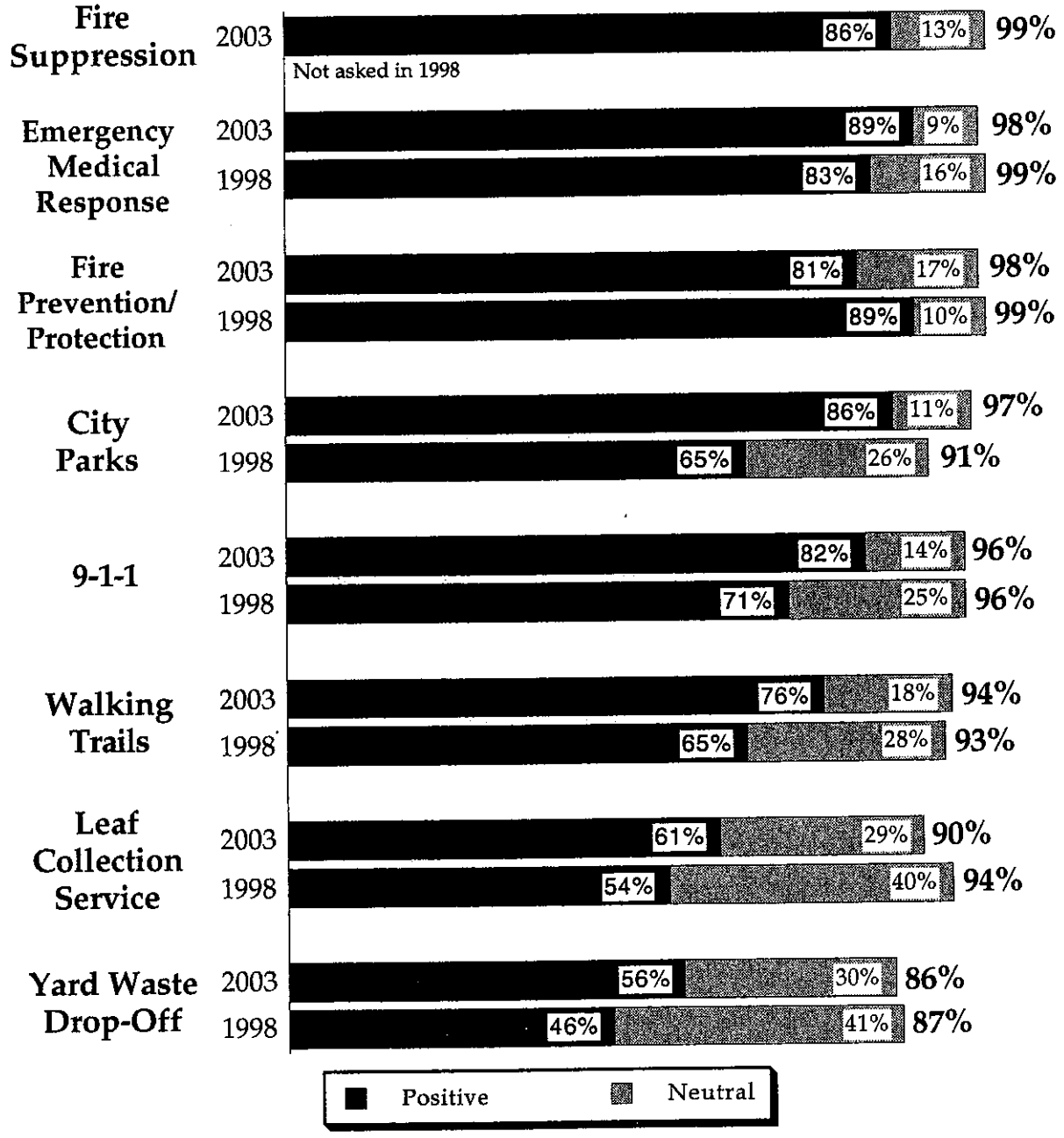
FIGURE 21
Top Four Aspects Perceived by Residents as Being Joplin's Single Biggest Problem in the Next Five Years: 1998 vs. 2003



Evaluation of Joplin City Services

City services identified in Figure 22 below received positive evaluations by a majority of respondents in 2003. The highest rated Joplin city services were emergency medical response, fire suppression, fire prevention, city parks, and 9-1-1 (each was rated as "very good" or "good" by over 80% of respondents). In general, evaluations of Joplin city services have improved over the past five years--in some cases, significantly (e.g., city parks, 9-1-1, walking trails, and yard waste drop-off).

FIGURE 22
Evaluation of Joplin City Services: 1998 vs. 2003



Evaluation of Joplin City Services (Cont'd)

Traffic safety, environmental protection efforts, housing and nuisance enforcement and code enforcement were services which did **not** receive positive evaluations by a majority of respondents. Positive evaluations regarding traffic safety declined from 57% to 49%. Code enforcement was the Joplin city service which received the lowest evaluation in the 2003 survey.

FIGURE 23
Evaluation of Joplin City Services: 1998 vs. 2003 (Cont'd)

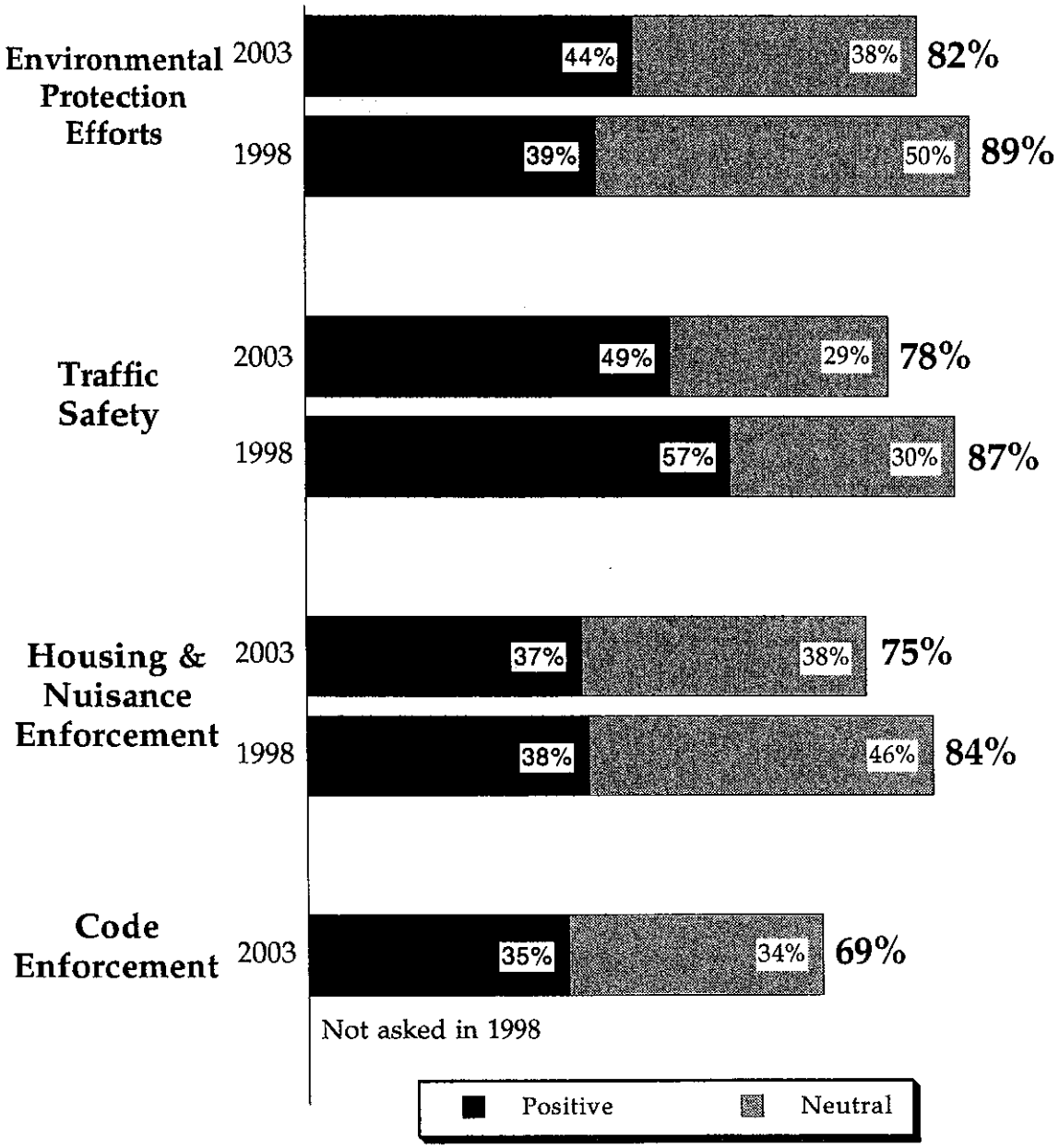


TABLE 14
Fire Suppression

	Positive Rating	Neutral Rating	Negative Rating
Overall	**86%**	13%	**1%**
City Issue Awareness			
Informed	**91%**	8%	1%
Not Informed	**78%**	20%	2%
Respondent Age			
60 or older	**90%**	9%	1%
40-59 years old	84%	15%	1%
18-39 years old	**78%**	20%	2%
Length of Residency			
30 or more years	**89%**	10%	1%
10-29 years	85%	14%	1%
1-9 years	**76%**	22%	2%
Type of Residence			
Own	**88%**	11%	1%
Rent	**75%**	24%	1%

TABLE 15
9-1-1

	Positive Rating	Neutral Rating	Negative Rating
Overall	**82%**	14%	**4%**
City Issue Awareness			
Informed	**87%**	10%	3%
Not Informed	**76%**	18%	6%
Respondent Age			
60 or older	**86%**	11%	3%
40-59 years old	83%	13%	4%
18-39 years old	**74%**	21%	5%

TABLE 16
Fire Prevention

	Positive Rating	Neutral Rating	Negative Rating
Overall	**81%**	17%	**2%**
Respondent Age			
60 or older	**88%**	11%	1%
40-59 years old	78%	20%	2%
18-39 years old	**71%**	25%	4%
City Issue Awareness			
Informed	**86%**	13%	2%
Not Informed	**71%**	26%	3%
Length of Residency			
30 or more years	**84%**	14%	2%
10-29 years	83%	15%	2%
1-9 years	**69%**	28%	3%
Type of Residence			
Own	**83%**	15%	2%
Rent	**70%**	26%	4%

TABLE 17
Walking Trails

	Positive Rating	Neutral Rating	Negative Rating
Overall	**76%**	18%	**6%**
Respondent Age			
60 or older	**83%**	15%	2%
40-59 years old	69%	21%	10%
18-39 years old	**72%**	19%	9%
Educational Level			
High school or less	**82%**	14%	4%
Some college/vo-tech	77%	18%	5%
College graduate	**70%**	21%	9%
Household Income			
Less than 25K	**82%**	14%	4%
25K–60K	73%	21%	6%
More than 60K	**72%**	17%	11%

TABLE 18
Leaf Collection Service

	Positive Rating	Neutral Rating	Negative Rating
Overall	**61%**	29%	**10%**
City Quadrant			
Northeast	**70%**	23%	7%
Southeast	62%	27%	11%
Northwest	56%	34%	10%
Southwest	**53%**	33%	14%
Educational Level			
High school or less	**70%**	22%	8%
Some college/vo-tech	58%	31%	11%
College graduate	**57%**	32%	11%
City Issue Awareness			
Informed	**69%**	23%	8%
Not Informed	**54%**	28%	18%
Respondent Age			
60 or older	**68%**	25%	7%
40-59 years old	56%	31%	13%
18-39 years old	**55%**	34%	11%

TABLE 19
Yard Waste Drop-Off

	Positive Rating	Neutral Rating	Negative Rating
Overall	**56%**	30%	**14%**
City Issue Awareness			
Informed	**64%**	22%	14%
Not Informed	**47%**	35%	18%

TABLE 20
Traffic Safety

	Positive Rating	Neutral Rating	Negative Rating
Overall	**49%**	29%	**22%**
City Issue Awareness			
Informed	**57%**	26%	17%
Not Informed	**38%**	31%	31%

TABLE 21
Environmental Protection Efforts

	Positive Rating	Neutral Rating	Negative Rating
Overall	**44%**	38%	**18%**
Educational Level			
High school or less	**57%**	34%	9%
Some college/vo-tech	43%	37%	20%
College graduate	**36%**	43%	21%
Respondent Age			
60 or older	**52%**	34%	14%
40-59 years old	40%	43%	17%
18-39 years old	**39%**	37%	24%
City Issue Awareness			
Informed	**50%**	32%	18%
Not Informed	**36%**	40%	24%
Household Income			
Less than 25K	**49%**	36%	15%
25K–60K	45%	41%	14%
More than 60K	**38%**	37%	25%

TABLE 22
Housing and Nuisance Enforcement

	Positive Rating	Neutral Rating	Negative Rating
Overall	**37%**	38%	**25%**
Educational Level			
High school or less	**47%**	32%	21%
Some college/vo-tech	**32%**	40%	28%
College graduate	**34%**	41%	25%
City Issue Awareness			
Informed	**46%**	31%	23%
Not Informed	**30%**	36%	34%
City Quadrant			
Northeast	**45%**	35%	20%
Southeast	38%	37%	25%
Northwest	33%	39%	28%
Southwest	**29%**	41%	30%

TABLE 23
Code Enforcement

	Positive Rating	Neutral Rating	Negative Rating
Overall	**35%**	34%	**31%**
Educational Level			
High school or less	**46%**	26%	28%
Some college/vo-tech	34%	33%	33%
College graduate	**28%**	41%	31%
City Issue Awareness			
Informed	**44%**	26%	30%
Not Informed	**28%**	33%	39%

Overall Satisfaction With Joplin City Services

Satisfaction with Joplin city services has trended upward over the past five years (from 61% to 66%), while dissatisfaction has dropped from 12% to 10%.

FIGURE 24
Overall Satisfaction With Joplin City Services: 1998 vs. 2003

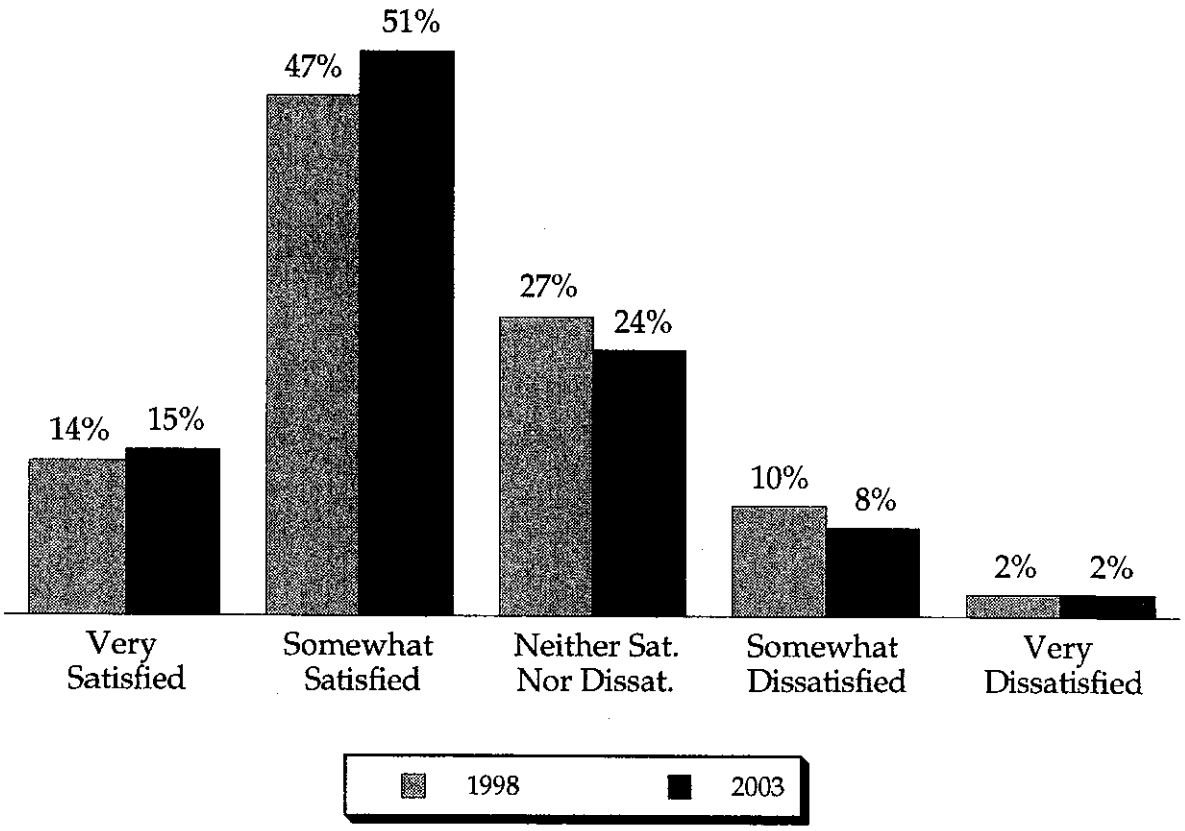


TABLE 24
Overall Satisfaction With Joplin City Services

	Very + Somewhat Satisfied	Neutral Rating	Very + Somewhat Dissatisfied
Overall	**66%**	**24%**	**10%**
City Issue Awareness			
Informed	**80%**	12%	8%
Not Informed	**48%**	32%	20%
Household Income			
More than 60K	**73%**	19%	8%
25K–60K	64%	24%	12%
Less than 25K	**61%**	30%	9%

Expansion of City Services

Residents living inside the Joplin city limits were asked if they would be willing to pay higher taxes to support the expansion of each of seven different city services. As seen in Table 25 below, a plurality of residents (but not a majority) indicated they would pay higher taxes for additional **drug enforcement** and **crime prevention**, while a plurality were opposed to higher taxes for additional street resurfacing, public transportation, or traffic safety enforcement. Moreover, a **majority** of residents stated that they would **not** support higher taxes to make improvements to east/west or north/south roads in Joplin.

TABLE 25
Willingness of City Residents to Pay Higher Taxes to Support the Expansion of City Services—2003

City Service	Would Pay Higher Taxes	Would NOT Pay Higher Taxes	Undecided
Drug Enforcement	**50%**	34%	16%
Crime Prevention	**46%**	36%	18%
Traffic Safety	32%	45%	23%
Public Transportation	30%	50%	20%
Residential Street Resurfacing	27%	50%	23%
Improvements to North/South Roads	20%	**54%**	26%
Improvements to East/West Roads	19%	**55%**	26%

TABLE 26
Drug Enforcement

	Would Pay Higher Taxes	Would NOT Pay Higher Taxes	Undecided
Overall	**50%**	**34%**	**16%**
Type of Residence			
Rent	**65%**	**24%**	11%
Own	**47%**	**36%**	17%
Respondent Age			
18-39 years old	**64%**	**24%**	12%
40-59 years old	54%	29%	17%
60 or older	**42%**	**41%**	17%
Children in Household			
Yes, one or more	**62%**	**22%**	16%
No children	**46%**	**38%**	16%
Length of Residency			
1-9 years	**61%**	**25%**	14%
10-29 years	54%	30%	16%
30 or more years	**44%**	**40%**	16%
Gender			
Female	**56%**	**26%**	18%
Male	**43%**	**43%**	14%

TABLE 27
Crime Prevention

	Would Pay Higher Taxes	Would NOT Pay Higher Taxes	Undecided
Overall	**46%**	**36%**	**18%**
Respondent Age			
18-39 years old	**60%**	**25%**	15%
40-59 years old	51%	34%	15%
60 or older	**36%**	**43%**	21%
Children in Household			
Yes, one or more	**59%**	**26%**	15%
No children	**41%**	**40%**	19%
Length of Residency			
1-9 years	**58%**	**27%**	15%
10-29 years	46%	34%	20%
30 or more years	**41%**	**42%**	18%
Type of Residence			
Rent	**57%**	**27%**	16%
Own	**43%**	**39%**	18%
Gender			
Female	**52%**	**30%**	18%
Male	**39%**	**44%**	17%

TABLE 28
Traffic Safety

	Would Pay Higher Taxes	Would NOT Pay Higher Taxes	Undecided
Overall	**32%**	**45%**	**23%**
Respondent Age			
18-39 years old	**41%**	**36%**	24%
40-59 years old	36%	44%	20%
60 or older	**26%**	**48%**	26%
Length of Residency			
1-9 years	**41%**	**36%**	24%
10-29 years	33%	44%	24%
30 or more years	**28%**	**49%**	23%

TABLE 29
Public Transportation

	Would Pay Higher Taxes	Would NOT Pay Higher Taxes	Undecided
Overall	**30%**	**50%**	**20%**
Household Income			
More than 60K	24%	**61%**	15%
25K–60K	29%	50%	21%
Less than 25K	37%	**42%**	21%
Gender			
Male	25%	**59%**	16%
Female	35%	**42%**	23%
Type of Residence			
Own	27%	**53%**	20%
Rent	46%	**36%**	18%

TABLE 30
Residential Street Resurfacing

	Would Pay Higher Taxes	Would NOT Pay Higher Taxes	Undecided
Overall	**27%**	**50%**	**23%**
Educational Level			
High school or less	18%	**57%**	25%
Some college/vo-tech	26%	49%	25%
College graduate	35%	**44%**	21%
City Issue Awareness			
Not Informed	26%	**57%**	17%
Informed	32%	**45%**	23%
Respondent Age			
60 or older	22%	**53%**	25%
40-59 years old	28%	**53%**	19%
18-39 years old	36%	**38%**	26%

TABLE 31
Widening/Improvements to North/South Roads

	Would Pay Higher Taxes	Would NOT Pay Higher Taxes	Undecided
Overall	**20%**	**54%**	**26%**
City Issue Awareness			
Not Informed	17%	64%	19%
Informed	26%	47%	27%

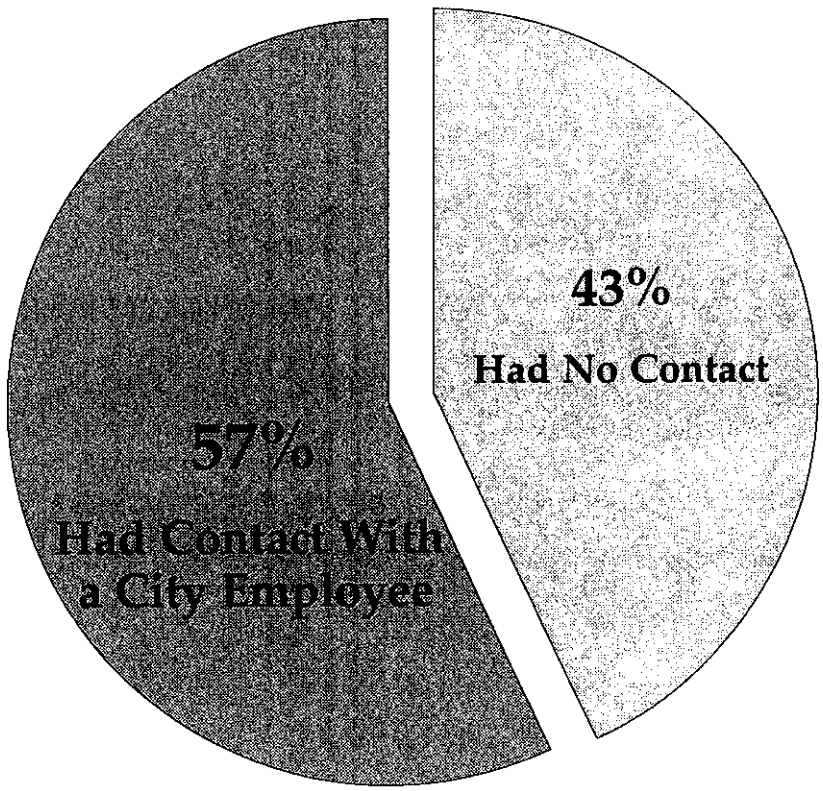
TABLE 32
Widening/Improvements to East/West Roads

	Would Pay Higher Taxes	Would NOT Pay Higher Taxes	Undecided
Overall	**19%**	**55%**	**26%**
City Issue Awareness			
Not Informed	16%	66%	18%
Informed	26%	46%	28%

Had Phone or In-Person Contact With a Joplin City Employee Within the Last 12 Months

In the past 12 months, 57% of respondents had telephone or in-person contact with a Joplin city employee.

FIGURE 25
Had Phone or In-Person Contact With a Joplin City Employee Within the Last 12 Months



Evaluation of City Employee Characteristics

Respondents who had telephone or in-person contact with a Joplin city employee within the past 12 months (57%), were asked to evaluate city employees on a variety of characteristics. As noted in Table 33 below, the highest rated characteristic was employee courteousness and friendliness (81% positive rating). The lowest rated employee characteristic was "promptness," which was judged to be "good" or "very good" by 64% of respondents.

In terms of overall impression, 70% of respondents gave city employees a favorable evaluation, while 13% gave an unfavorable rating.

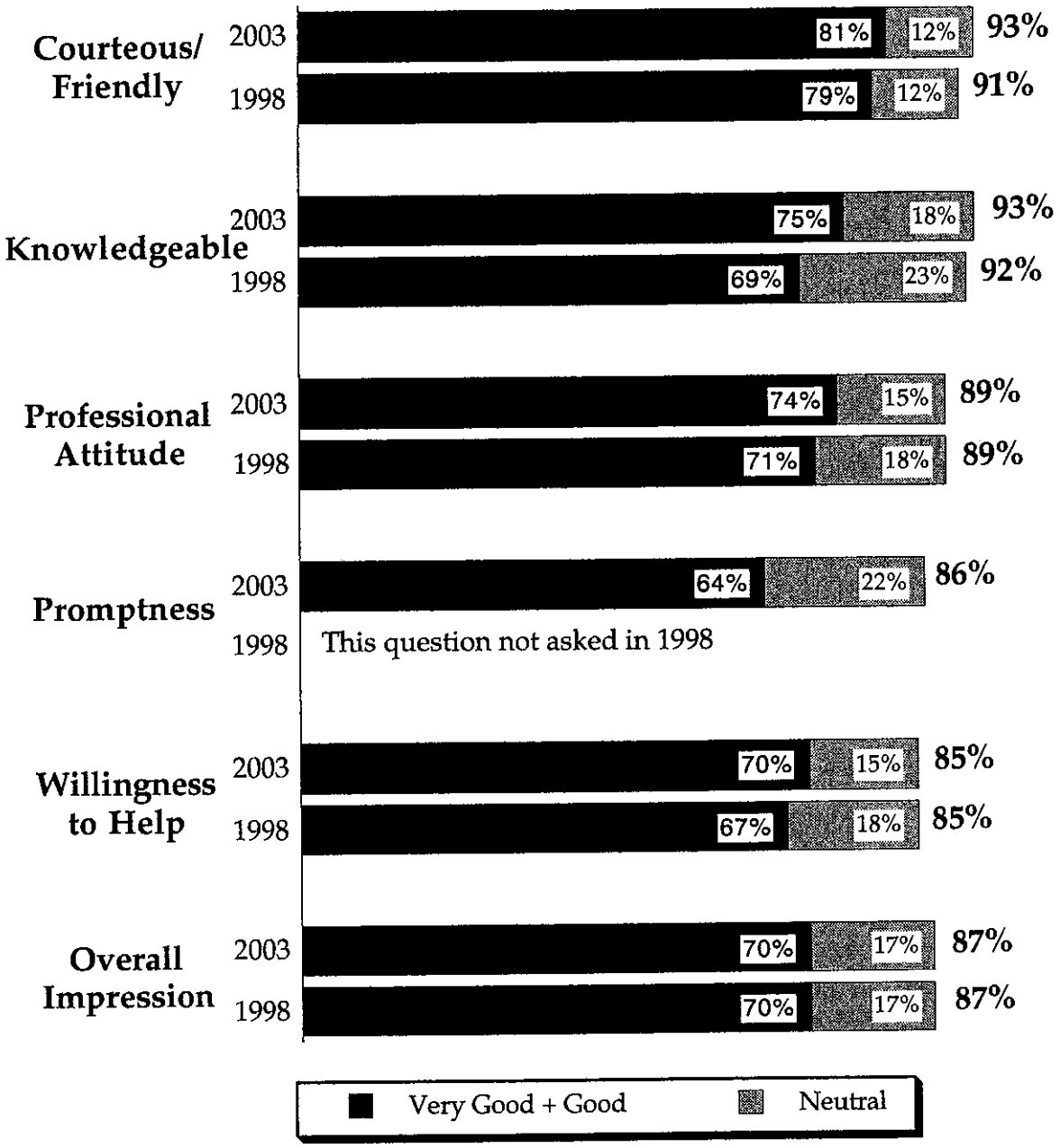
TABLE 33
Evaluation of City Employee Characteristics—2003

City Employee Characteristics	Positive Rating	Neutral Rating	Negative Rating
Courteous/Friendly	81%	12%	7%
Knowledgeable	75%	18%	7%
Professional Attitude	74%	15%	11%
Willingness to Help	70%	15%	15%
Promptness	64%	22%	14%
Overall Impression	70%	17%	13%

Evaluation of City Employee Characteristics: 1998 vs. 2003

While evaluations of city employees have not changed significantly since 1998, they have trended in a positive direction. Regardless of the survey year, the highest rated characteristic remains employee courteousness and friendliness (approximately 80% positive rating). Negative ratings have never exceeded 15% for any of the City employee characteristics tested, including overall impression.

FIGURE 26
Evaluation of City Employee Characteristics: 1998 vs. 2003



Evaluation of Joplin City Government

Similar to findings reported in the 1998 survey, 44% of current residents were pleased with the City's overall direction (21% were not) and 38% said the City welcomed citizen involvement (25% disagreed).

Citizen perceptions regarding their level of awareness on major city issues has also changed very little over the past five years. Currently, 38% consider themselves well informed, 36% moderately informed, and 26% uninformed on major city issues.

FIGURE 27
Evaluation of Joplin City Government: 1998 vs. 2003

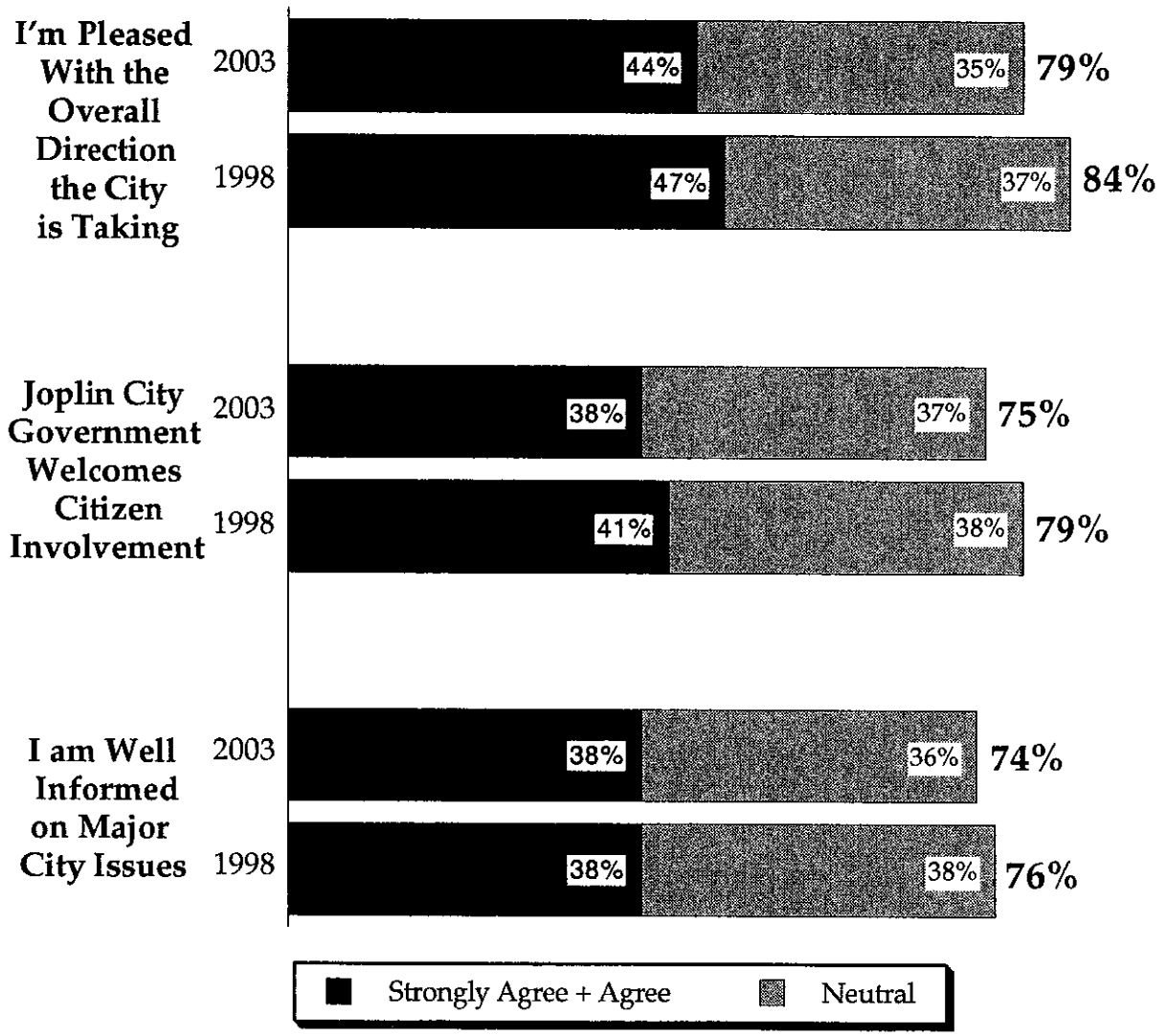


TABLE 34
Pleased With the Overall Direction the City of Joplin is Taking

	Strongly Agree + Agree	Neutral Rating	Strongly Disagree + Disagree
Overall	**44%**	35%	**21%**
City Issue Awareness			
Informed	**65%**	17%	18%
Not Informed	**22%**	36%	42%
Respondent Age			
60 or older	**50%**	34%	16%
40-59 years old	43%	35%	22%
18-39 years old	**39%**	34%	27%

TABLE 35
Joplin City Government Welcomes Citizen Involvement

	Strongly Agree + Agree	Neutral Rating	Strongly Disagree + Disagree
Overall	**38%**	37%	**25%**
City Issue Awareness			
Informed	**57%**	23%	20%
Not Informed	**16%**	33%	51%
Respondent Age			
60 or older	**42%**	35%	23%
40-59 years old	38%	37%	25%
18-39 years old	**27%**	44%	29%

TABLE 36
I am Well Informed on Major Issues Concerning the City of Joplin

	Strongly Agree + Agree	Neutral Rating	Strongly Disagree + Disagree
Overall	**38%**	36%	**26%**
City Issue Awareness			
Informed	**65%**	17%	18%
Not Informed	**22%**	36%	42%
Household Income			
More than 60K	**45%**	30%	25%
25K–60K	39%	36%	25%
Less than 25K	**30%**	40%	30%
Length of Residency			
30 or more years	**43%**	36%	**21%**
10-29 years	37%	36%	27%
1-9 years	**30%**	33%	**37%**
Type of Residence			
Own	**40%**	35%	25%
Rent	27%	40%	33%
Respondent Age			
60 or older	**42%**	39%	**19%**
40-59 years old	38%	35%	27%
18-39 years old	**32%**	27%	**41%**

Influence on Joplin City Government Decision Making

Just over 40% of residents believed they wielded "some" or "a lot" of influence on Joplin city government and its decision making--down slightly from 44% as reported in 1998. And, as was the case five years ago, a majority of residents (59%) felt they had little or no influence on city decision making.

FIGURE 28
Influence on Joplin City Government Decision Making: 1998 vs. 2003

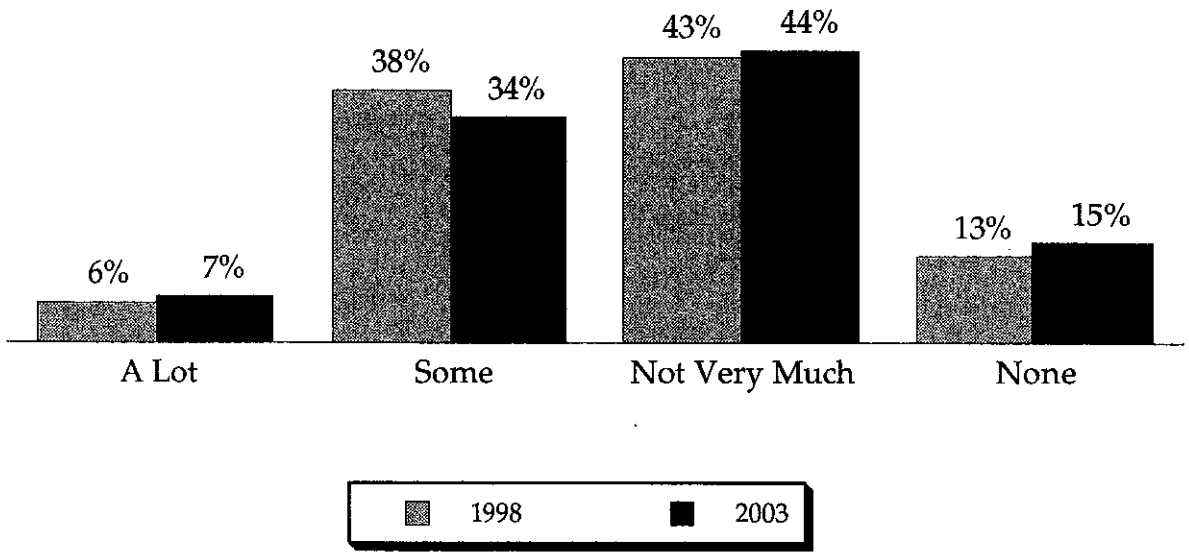


TABLE 37
Influence on Joplin City Government Decision Making

	A Lot/Some	Not Much/None
Overall	**41%**	**59%**
City Issue Awareness		
Informed	**57%**	43%
Not Informed	**27%**	73%
Educational Level		
College graduate	**52%**	48%
Some college/vo-tech	38%	62%
High school or less	**31%**	69%
Household Income		
More than 60K	**51%**	49%
25K–60K	43%	57%
Less than 25K	**31%**	69%

Growth Policy Issues

Nearly 95% of residents believed the City of Joplin should try to attract new businesses to the area and 89% believed the City should encourage existing businesses to expand locally. Nearly 80% of residents thought the City should attract more visitors to the area and 74% said the City should develop the downtown Joplin area.

Citizen support for the growth policies mentioned above has increased since 1998, especially with respect to developing the downtown area.

FIGURE 29
Growth Policy Issues: 1998 vs. 2003

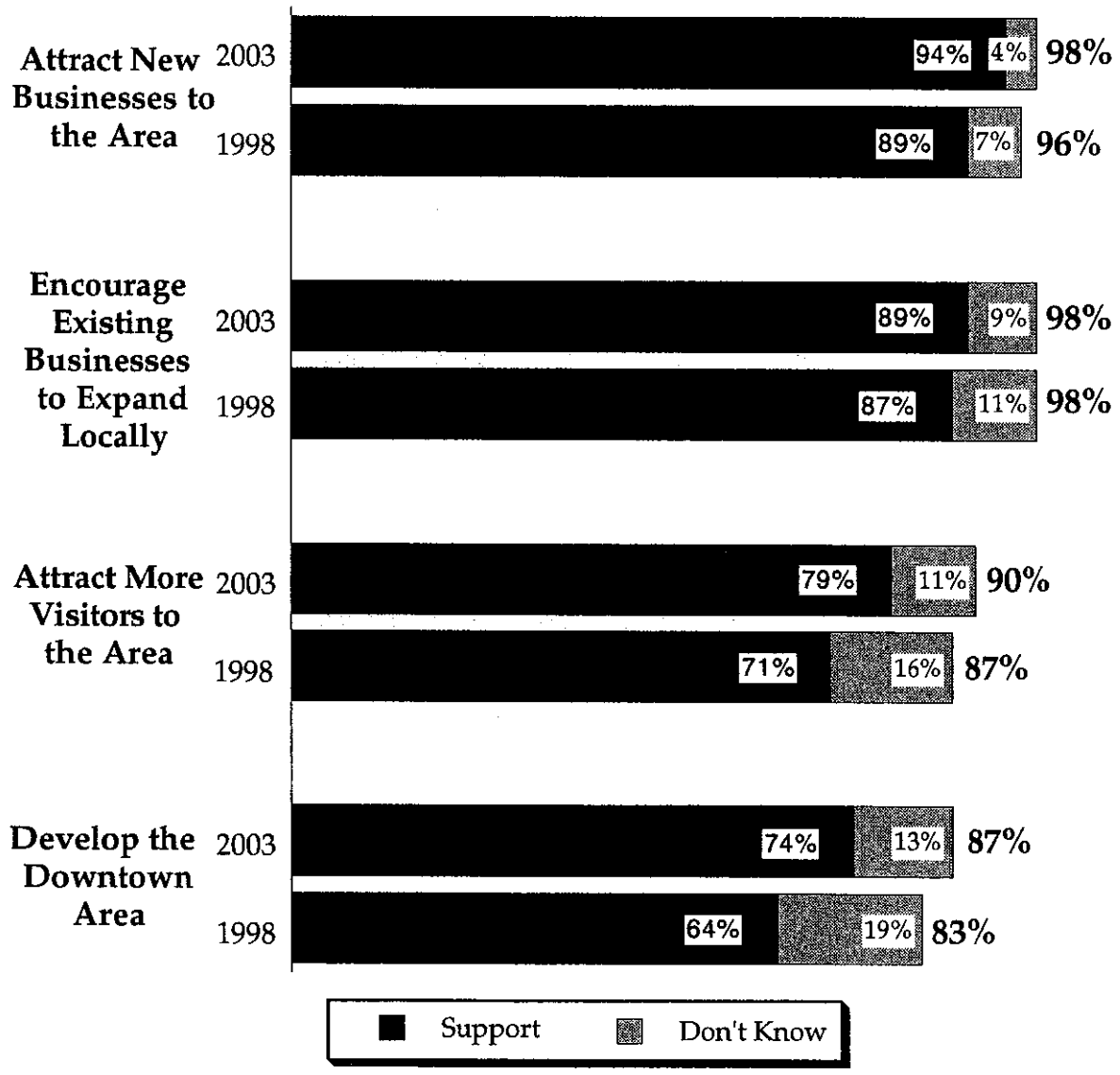


TABLE 38
Encourage Existing Businesses to Expand Locally

	Yes	No	Don't Know
Overall	**89%**	**2%**	9%
Household Income			
More than 60K	**93%**	2%	5%
25K–60K	91%	1%	8%
Less than 25K	**82%**	4%	14%

TABLE 39
Attract More Visitors to the Area

	Yes	No	Don't Know
Overall	**79%**	**10%**	11%
City Issue Awareness			
Informed	**84%**	8%	8%
Not Informed	**73%**	12%	15%
Respondent Age			
60 or older	**82%**	**6%**	12%
40-59 years old	77%	12%	11%
18-39 years old	**71%**	14%	15%
Children in Household			
No children	**81%**	**8%**	11%
Yes, one or more	**71%**	**16%**	13%

TABLE 40
Work to Develop the Downtown Joplin Area

	Yes	No	Don't Know
Overall	**74%**	**13%**	13%
Respondent Age			
18-39 years old	**85%**	8%	7%
40-59 years old	75%	13%	12%
60 or older	**69%**	15%	16%
Length of Residence			
1-9 years	**83%**	11%	6%
10-29 years	76%	11%	13%
30 or more years	**69%**	15%	16%
Children in Household			
Yes, one or more	**82%**	11%	7%
No children	**71%**	14%	15%

Community Participation and Civic Involvement

Within the past 12 months, 51% of respondents said they had watched a City Council meeting on television, 20% had contacted a City Council member (via a letter, telephone call, or in person), 13% attended a neighborhood or other type of public meeting, and 7% had attended a City Council meeting.

FIGURE 30
Community Participation and Civic Involvement
(% Who Participated in the Past 12 Months)

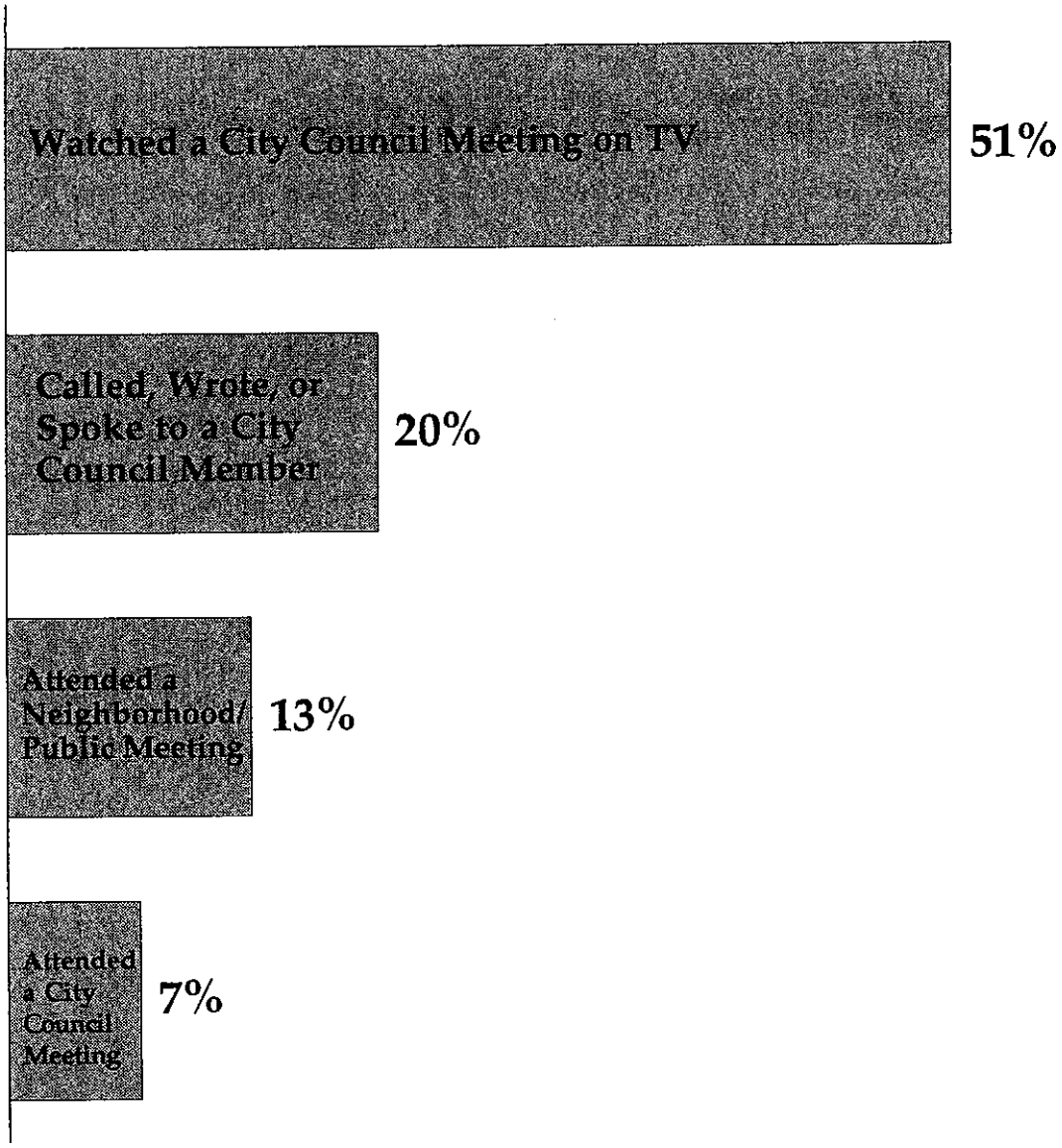


TABLE 41
Community Participation and Civic Involvement in Past 12 Months—Watched a City Council Meeting on Television

	Yes	No
Overall	**51%**	**49%**
Length of Residency		
30 or more years	**61%**	39%
10-29 years	50%	50%
1-9 years	**34%**	66%
City Issue Awareness		
Informed	**61%**	39%
Not Informed	**49%**	51%
Joplin City Limits		
Live inside	**57%**	43%
Live outside	**35%**	65%

TABLE 42
Community Participation and Civic Involvement in Past 12 Months—Called, Written, or Spoken to a City Council Member

	Yes	No
Overall	**20%**	**80%**
Household Income		
More than 60K	**32%**	68%
25K–60K	19%	81%
Less than 25K	**10%**	90%
City Issue Awareness		
Informed	**29%**	71%
Not Informed	**15%**	85%
Educational Level		
College graduate	**27%**	73%
Some college/vo-tech	19%	81%
High school or less	**11%**	89%
City Quadrant		
Southwest	**27%**	73%
Northwest	21%	79%
Southeast	18%	82%
Northeast	**16%**	84%
Gender		
Male	**26%**	74%
Female	**15%**	85%

TABLE 43
Community Participation and Civic Involvement in Past 12 Months—
Attended a Neighborhood/Public Meeting

	Yes	No
Overall	13%	87%
Household Income		
More than 60K	20%	80%
25K–60K	12%	88%
Less than 25K	10%	90%

TABLE 44
Community Participation and Civic Involvement in Past 12 Months—
Attended a City Council Meeting

	Yes	No
Overall	7%	93%
Household Income		
More than 60K	13%	87%
25K–60K	6%	94%
Less than 25K	4%	96%

Amount of City Information Received From Various Sources

Joplin residents relied primarily on *The Joplin Globe* and local television newscasts to gather information about the City of Joplin--approximately 40% of respondents used each of these two information sources "a lot."

Relatively few residents utilized public meetings, contact with city staff, or the City's Internet website as ways to access information about the City.

TABLE 45
Amount of City Information Received From Various Sources

Information Source:	A Lot	Some	A Little	None
The Joplin Globe	**40%**	34%	16%	10%
Local TV Newscasts	**39%**	43%	16%	2%
Public Signs	7%	31%	33%	29%
Radio	6%	31%	32%	31%
Word of Mouth	6%	28%	36%	30%
City Brochures/ Printed Materials	4%	25%	31%	40%
Public Meetings	2%	13%	27%	**58%**
Contact with City Staff	2%	11%	19%	**68%**
City Internet Website	2%	10%	12%	**76%**

TABLE 46
Amount of City Information Received From *The Joplin Globe*

	A Lot/Some	A Little/None
Overall	**74%**	**26%**
City Issue Awareness		
Informed	**83%**	17%
Not Informed	**61%**	39%
Respondent Age		
60 or older	**81%**	19%
40-59 years old	73%	27%
18-39 years old	**62%**	38%
Length of Residency		
30 or more years	**79%**	21%
10-29 years	73%	27%
1-9 years	**67%**	32%

TABLE 47
Amount of City Information Received From Local TV Newscasts

	A Lot/Some	A Little/None
Overall	**82%**	**18%**
City Issue Awareness		
Informed	**91%**	9%
Not Informed	**73%**	27%

TABLE 48
Amount of City Information Received From Public Signs

	A Lot/Some	A Little/None
Overall	**38%**	**62%**
Educational Level		
High school or less	**46%**	54%
Some college/vo-tech	36%	64%
College graduate	**34%**	66%
City Issue Awareness		
Informed	**44%**	56%
Not Informed	**31%**	69%
Gender		
Female	**43%**	57%
Male	**32%**	68%

TABLE 49
Amount of City Information Received From the Radio

	A Lot/Some	A Little/None
Overall	**37%**	**63%**
City Issue Awareness		
Informed	**43%**	57%
Not Informed	**29%**	71%

TABLE 50
Amount of City Information Received From Word of Mouth

	A Lot/Some	A Little/None
Overall	**34%**	**66%**
City Issue Awareness		
Informed	**44%**	56%
Not Informed	**30%**	70%
Household Income		
More than 60K	**40%**	60%
25K–60K	37%	63%
Less than 25K	**28%**	72%

TABLE 51
Amount of City Information Received From City Brochures/Printed Materials

	A Lot/Some	A Little/None
Overall	**29%**	**71%**
City Issue Awareness		
Informed	**39%**	61%
Not Informed	**19%**	81%
Length of Residency		
30 or more years	**35%**	65%
10-29 years	26%	74%
1-9 years	**20%**	80%

TABLE 52
Amount of City Information Received From Public Meetings

	A Lot/Some	A Little/None
Overall	**15%**	**85%**
City Issue Awareness		
Informed	**22%**	78%
Not Informed	**13%**	87%
Length of Residency		
30 or more years	**19%**	81%
10-29 years	12%	88%
1-9 years	**8%**	92%
Respondent Age		
18-39 years old	**17%**	83%
40-59 years old	15%	85%
60 or older	**6%**	94%

TABLE 53
Amount of City Information Received From Contact With City Staff

	A Lot/Some	A Little/None
Overall	**13%**	**87%**
City Issue Awareness		
Informed	**20%**	80%
Not Informed	**10%**	90%
Household Income		
More than 60K	**19%**	81%
25K–60K	14%	86%
Less than 25K	**7%**	93%
Educational Level		
College graduate	**18%**	82%
Some college/vo-tech	14%	86%
High school or less	**6%**	94%

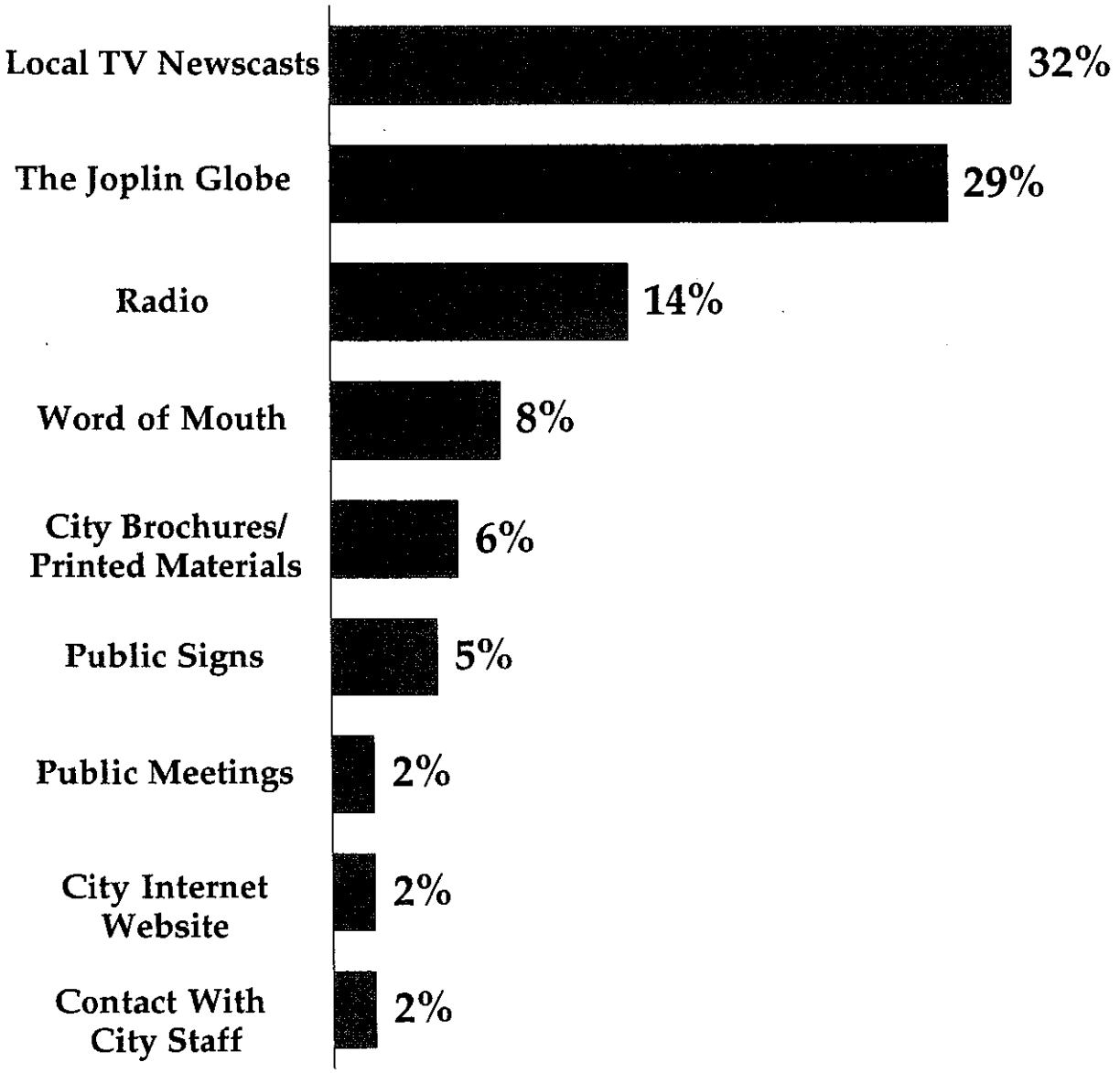
TABLE 54
Amount of City Information Received From the City Internet Website

	A Lot/Some	A Little/None
Overall	**12%**	**88%**
Children in Household		
Yes, one or more	**17%**	83%
No children	**9%**	91%
Respondent Age		
18-39 years old	**16%**	84%
40-59 years old	14%	86%
60 or older	**6%**	94%
City Issue Awareness		
Informed	**16%**	84%
Not Informed	**9%**	91%
Educational Level		
College graduate	**14%**	86%
Some college/vo-tech	12%	88%
High school or less	**6%**	94%
Household Income		
Less than 25K	**6%**	94%
25K–60K	**14%**	86%
More than 60K	12%	88%

Most Effective City Information Sources

Local television newscasts and *The Joplin Globe* were identified as the most effective sources for informing residents about Joplin city government and city issues.

FIGURE 31
Most Effective City Information Sources



Health Concerns Regarding Secondhand Smoke

Secondhand smoke was perceived as either a "major" or "moderate" health concern by 77% of respondents--55% said it was a major health concern. The belief that secondhand smoke posed little or no health concern was held by 23% of respondents.

FIGURE 32
Health Concerns Regarding Secondhand Smoke

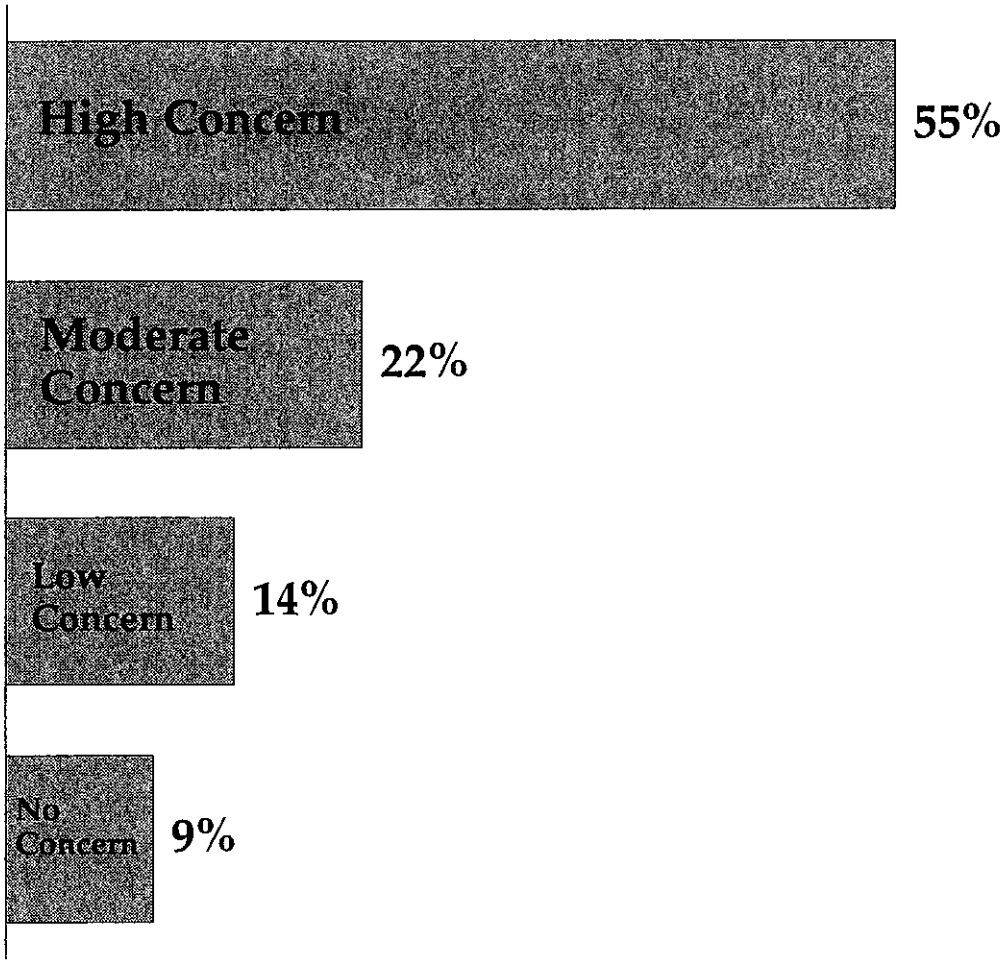


TABLE 55
Health Concerns Regarding Secondhand Smoke

	High Concern	Moderate Concern	Low/No Concern
Overall	**55%**	**22%**	**23%**
Smoke			
No	66%	23%	17%
Yes	9%	31%	60%
Gender			
Female	60%	23%	17%
Male	50%	21%	29%

Preference Regarding Smoking in Restaurants

Nearly 70% of respondents preferred smoke-free restaurants to those that permitted smoking, while 31% said it made no difference to them.

FIGURE 33
Preference Regarding Smoking in Restaurants

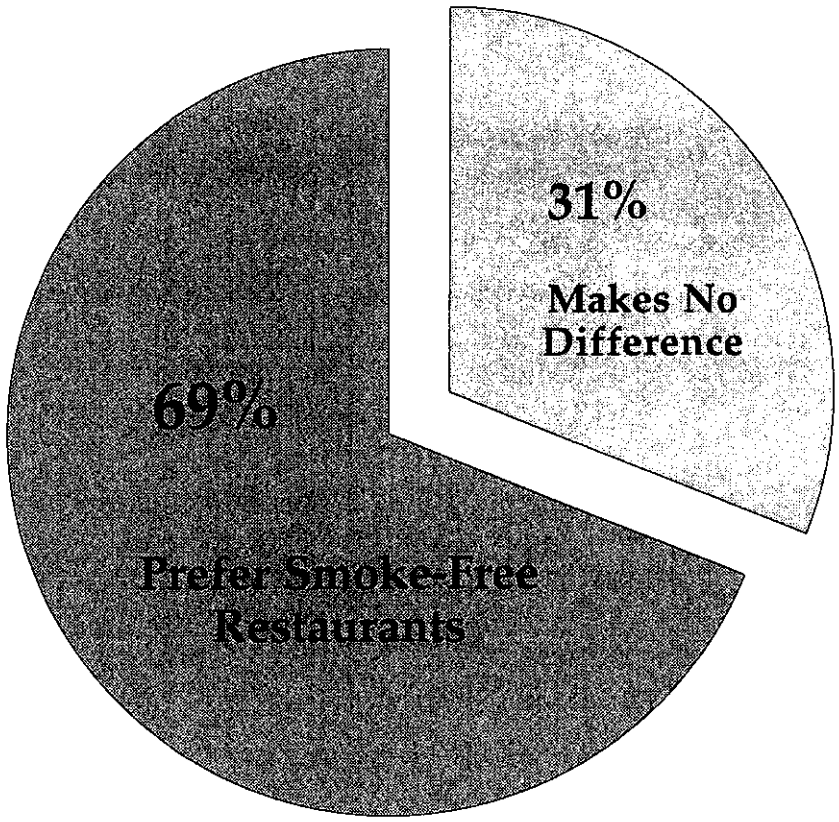


TABLE 56
Smoking in Restaurants

	Prefer Smoke-Free	Makes No Difference
Overall	**69%**	**31%**
Smoke		
No	**82%**	18%
Yes	**10%**	90%
Household Income		
More than 60K	**76%**	24%
25K–60K	69%	31%
Less than 25K	**62%**	38%
Educational Level		
College graduate	**76%**	24%
Some college/vo-tech	67%	33%
High school or less	**63%**	37%
Type of Residence		
Own	**72%**	28%
Rent	**49%**	51%

Waste Water Service Fee

A majority of respondents (61%) felt that a household's monthly fee for waste water service should be based on the amount of waste water produced by that household, while 23% said the monthly fee should be the same for each household regardless of the amount of waste water produced. Sixteen percentage of respondents were undecided on this issue.

FIGURE 34
Waste Water Service Fee

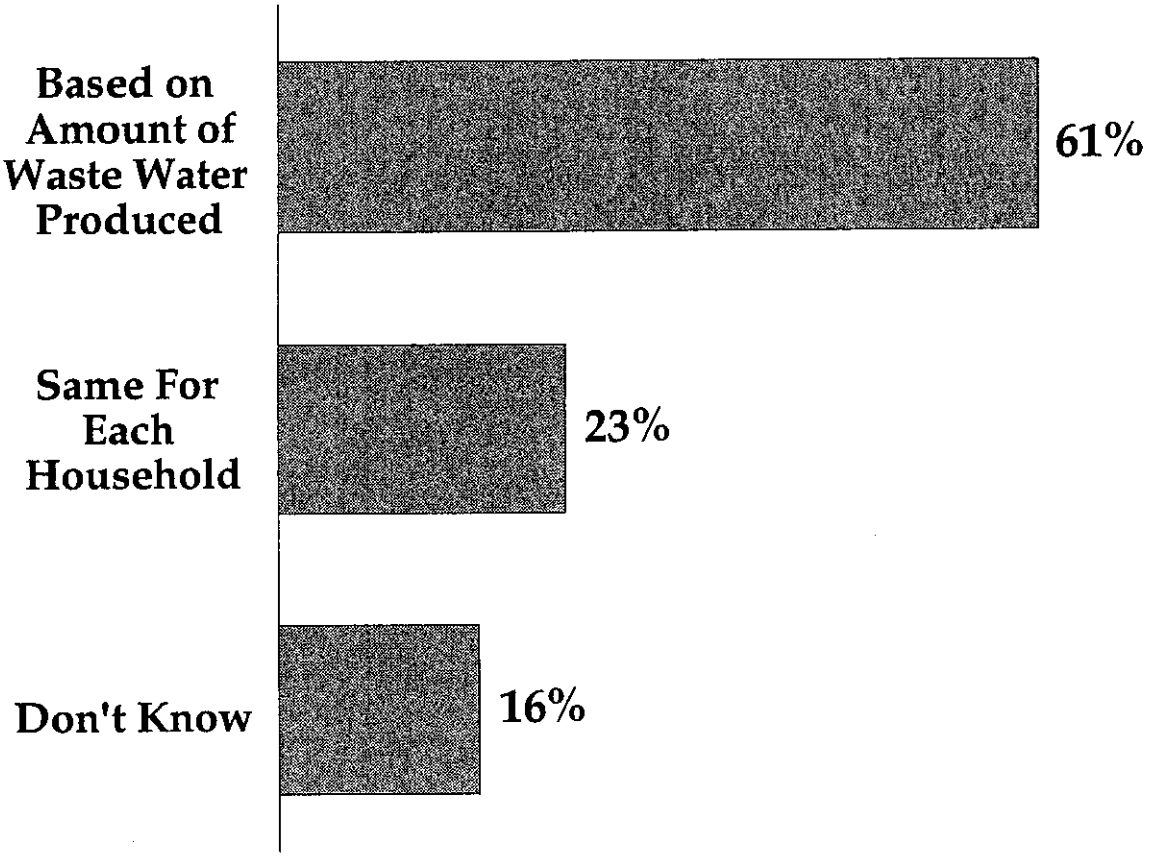


TABLE 57
Waste Water Service Fee

	Based on Amount Used	Same For Each Household	Don't Know
Overall	**61%**	**23%**	**16%**
City Issue Awareness			
Not Informed	**67%**	18%	15%
Informed	**59%**	29%	12%

Adding Fluoride to the City's Water Supply

Nearly 60% of respondents supported the idea of adding fluoride to the City's water supply--37% "strongly supported" this action. In contrast, only 18% were opposed to this idea (11% were "strongly opposed").

FIGURE 35
Adding Fluoride to the City' Water Supply

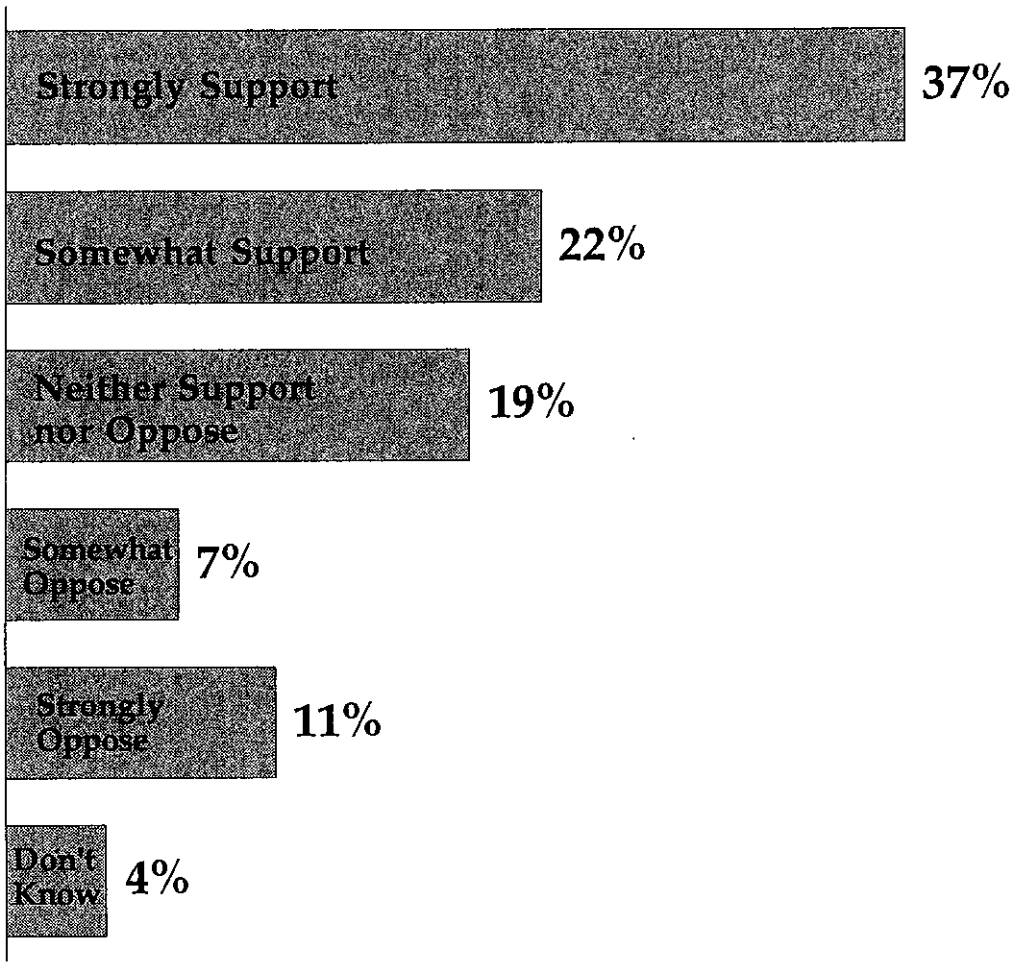


TABLE 58
Adding Fluoride to the City's Water Supply

	Support	Oppose	Neutral + Don't Know
Overall	**59%**	**18%**	**23%**
Children in Household			
Yes, one or more	**72%**	17%	11%
No children	**55%**	18%	27%
Educational Level			
College graduate	**71%**	13%	16%
Some college/vo-tech	**56%**	20%	24%
High school or less	**48%**	20%	32%
Household Income			
More than 60K	**71%**	15%	14%
25K–60K	61%	15%	24%
Less than 25K	**50%**	22%	28%
Respondent Age			
18-39 years old	**71%**	18%	11%
40-59 years old	63%	19%	18%
60 or older	**53%**	15%	32%
Length of Residency			
1-9 years	**68%**	14%	18%
10-29 years	65%	16%	19%
30 or more years	**52%**	20%	28%

Adding Fluoride to the City's Water Supply (Cont'd)

The vast majority of respondents (68%) felt that the decision to fluoridate the City's water supply should go to a vote of the people, while 26% believed the City Council should make that decision.

FIGURE 36
Should the City Council Make the Decision on Whether Fluoride Should be Added to the City's Water Supply or Should This Decision Go to a Vote of the People?

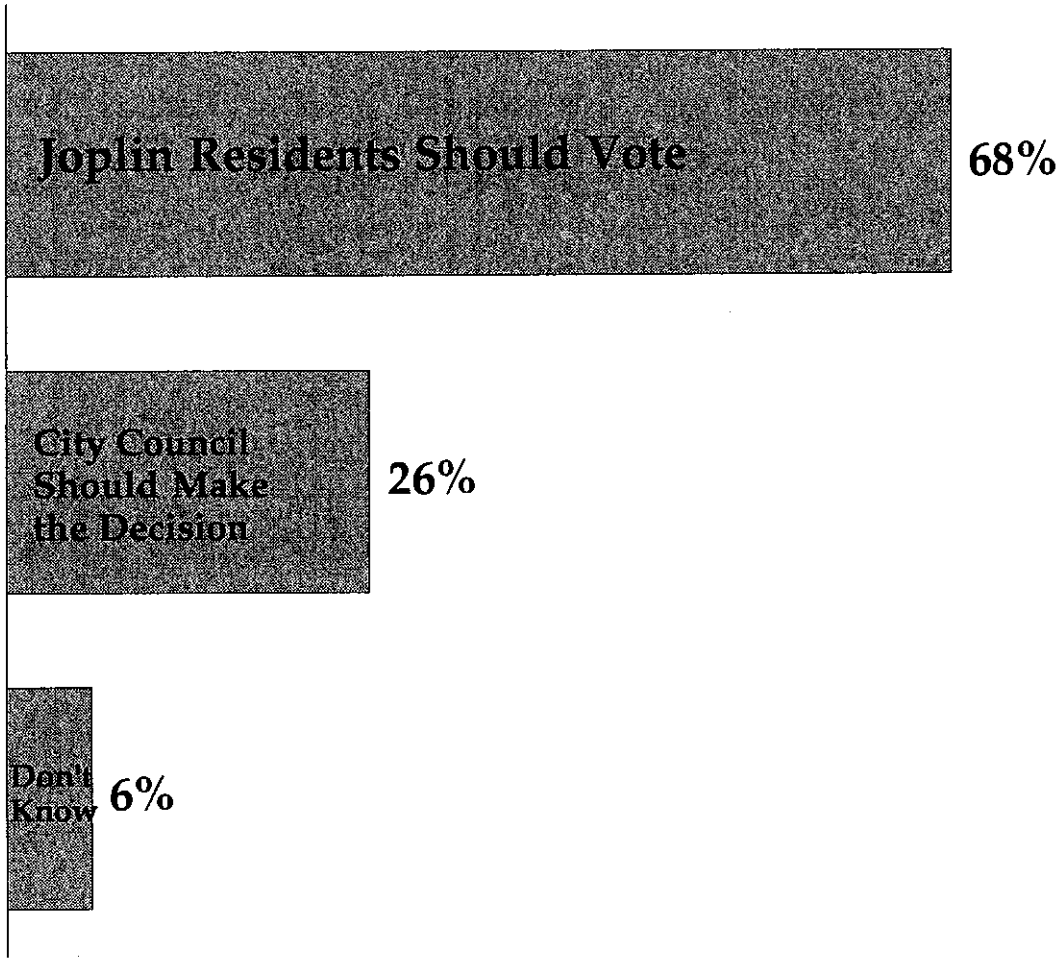


TABLE 59
Adding Fluoride to the City's Water Supply: Who Should Make the Decision?

	Joplin Residents	City Council	Don't Know
Overall	**68%**	**26%**	**6%**
Educational Level			
High school or less	**77%**	15%	8%
Some college/vo-tech	74%	21%	5%
College graduate	**57%**	39%	4%
Household Income			
Less than 25K	**75%**	15%	10%
25K–60K	70%	24%	6%
More than 60K	**58%**	39%	3%
Length of Residency			
30 or more years	**73%**	20%	7%
10-29 years	66%	30%	4%
1-9 years	**61%**	33%	6%

Subscription to CableOne

Approximately 50% of respondents currently subscribe to CableOne and about 50% do not.

FIGURE 37
Currently Subscribe to CableOne

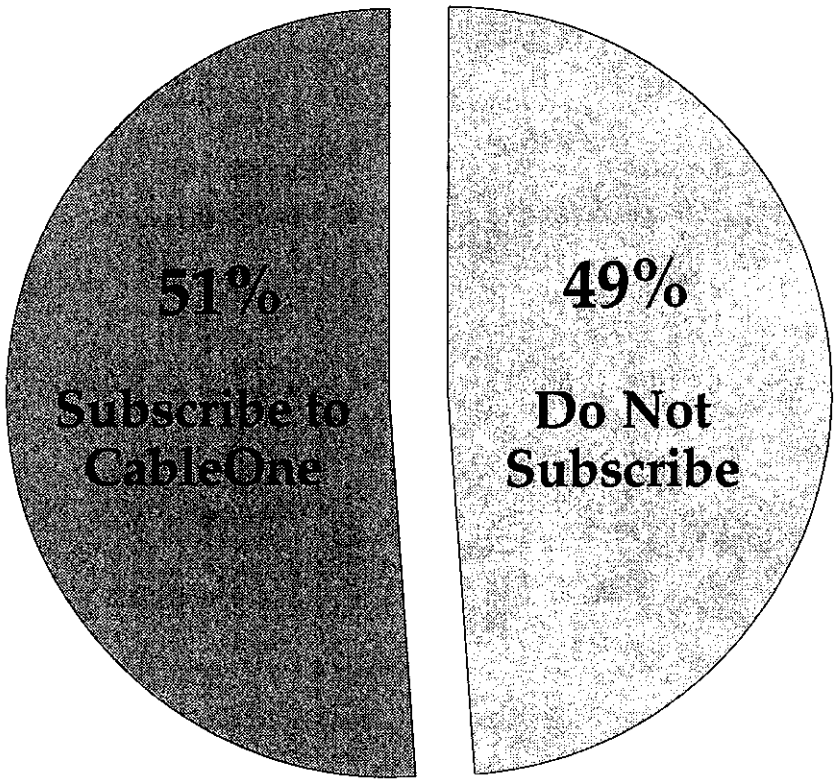


TABLE 60
Currently Subscribe to CableOne

	Yes	No
Overall	**51%**	**49%**
Respondent Age		
18-39 years old	**56%**	44%
40-59 years old	52%	48%
60 or older	**45%**	55%
Length of Residency		
1-9 years	**55%**	45%
10-29 years	**55%**	45%
30 or more years	**44%**	56%
Household Income		
Less than 25K	**53%**	47%
25K–60K	52%	48%
More than 60K	**43%**	57%

Satisfaction With CableOne

Current subscribers to CableOne (51% of respondents) were asked to rate their level of satisfaction with various aspects of CableOne's service, including an overall assessment. As seen in Table 61 below, 81% were satisfied with the quality of their picture reception (8% were dissatisfied) and 63% were satisfied with the number of "outages" experienced (16% were dissatisfied).

In terms of overall satisfaction, 68% of subscribers were satisfied to some extent with CableOne, 17% were neither satisfied nor dissatisfied, and 15% were dissatisfied to some degree.

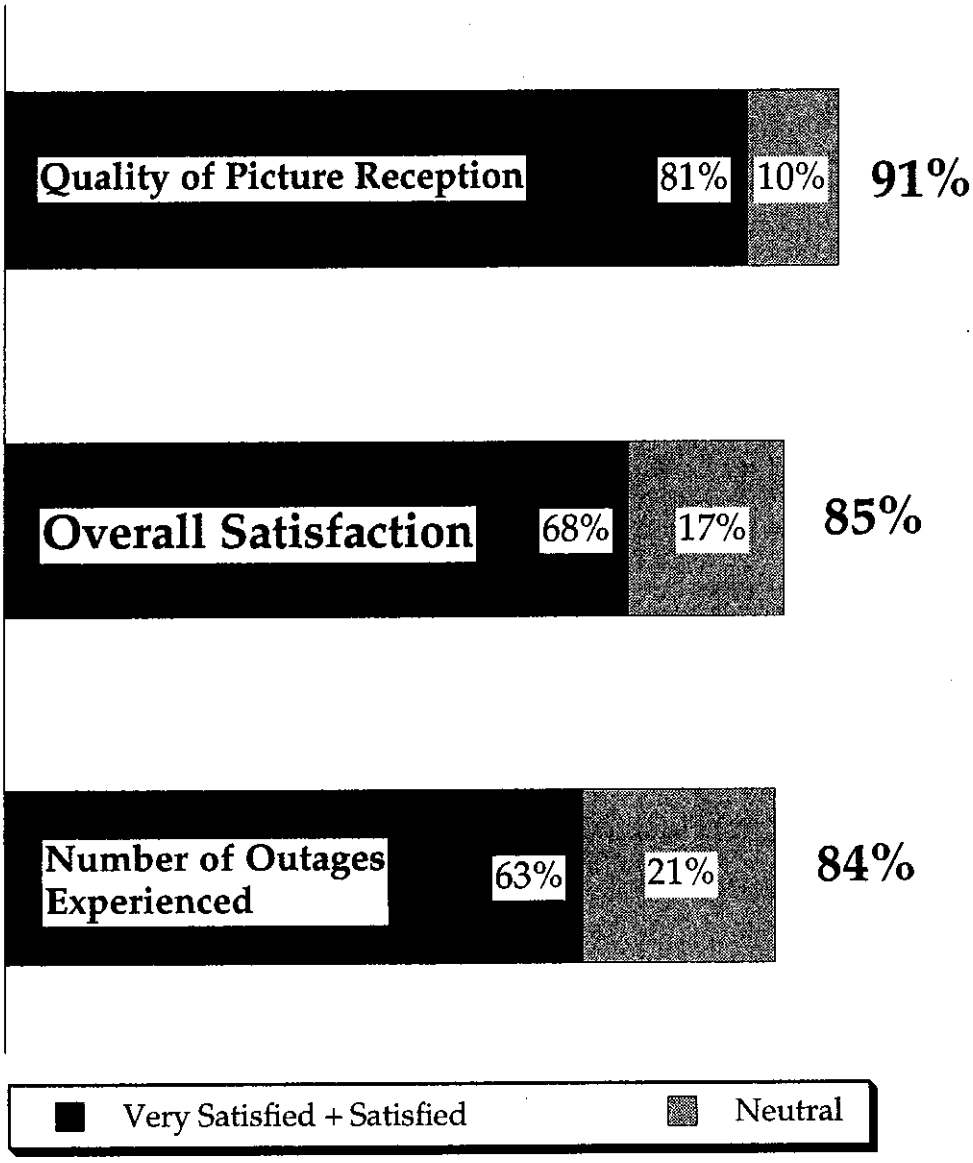
TABLE 61
Satisfaction with CableOne—2003

CableOne Services:	Very + SW Satisfied	Neutral Rating	Very + SW Dissatisfied
Quality of Picture Reception	81%	10%	8%
Number of "Outages" Experienced	63%	21%	16%
Overall Satisfaction With CableOne	68%	17%	15%

TABLE 62
Overall Satisfaction With CableOne

	Very + Somewhat Satisfied	Neutral Rating	Very + Somewhat Dissatisfied
Overall	**68%**	**17%**	**15%**
City Quadrant			
Southeast	**76%**	10%	14%
Northeast	68%	19%	13%
Southwest	62%	20%	18%
Northwest	**59%**	21%	14%
Respondent Age			
18-39 years old	65%	10%	**25%**
40-59 years old	66%	15%	19%
60 or older	71%	20%	**9%**
Children in Household			
Yes, one or more	65%	10%	**25%**
No children	69%	19%	**12%**

FIGURE 38
Overview of Satisfaction With CableOne



Satisfaction With CableOne's Customer Service

CableOne subscribers who had contact with a CableOne employee in the past six months (58% of respondents), were asked to rate CableOne on a series of customer service attributes. As noted below, over 80% were satisfied with the courteousness of their CableOne service representative as well as with the promptness in which their telephone calls were answered. Over 75% of subscribers rated CableOne favorably in terms of the timeliness in which problems were resolved and the punctuality of CableOne service representatives.

TABLE 63
Satisfaction with CableOne's Customer Service—2003

Customer Service:	Very + SW Satisfied	Neutral Rating	Very + SW Dissatisfied
Courteous Service Representatives	85%	7%	8%
Telephone Answered Promptly	81%	12%	7%
Representative on Time for Appointment	77%	17%	6%
Problems Resolved in a Timely Manner	76%	12%	12%

TABLE 64. Courteous Service Representatives

	Very + Somewhat Satisfied	Neutral Rating	Very + Somewhat Dissatisfied
Overall	**85%**	**7%**	**8%**
Respondent Age			
60 or older	**91%**	6%	3%
40-59 years old	87%	5%	8%
18-39 years old	**70%**	15%	15%

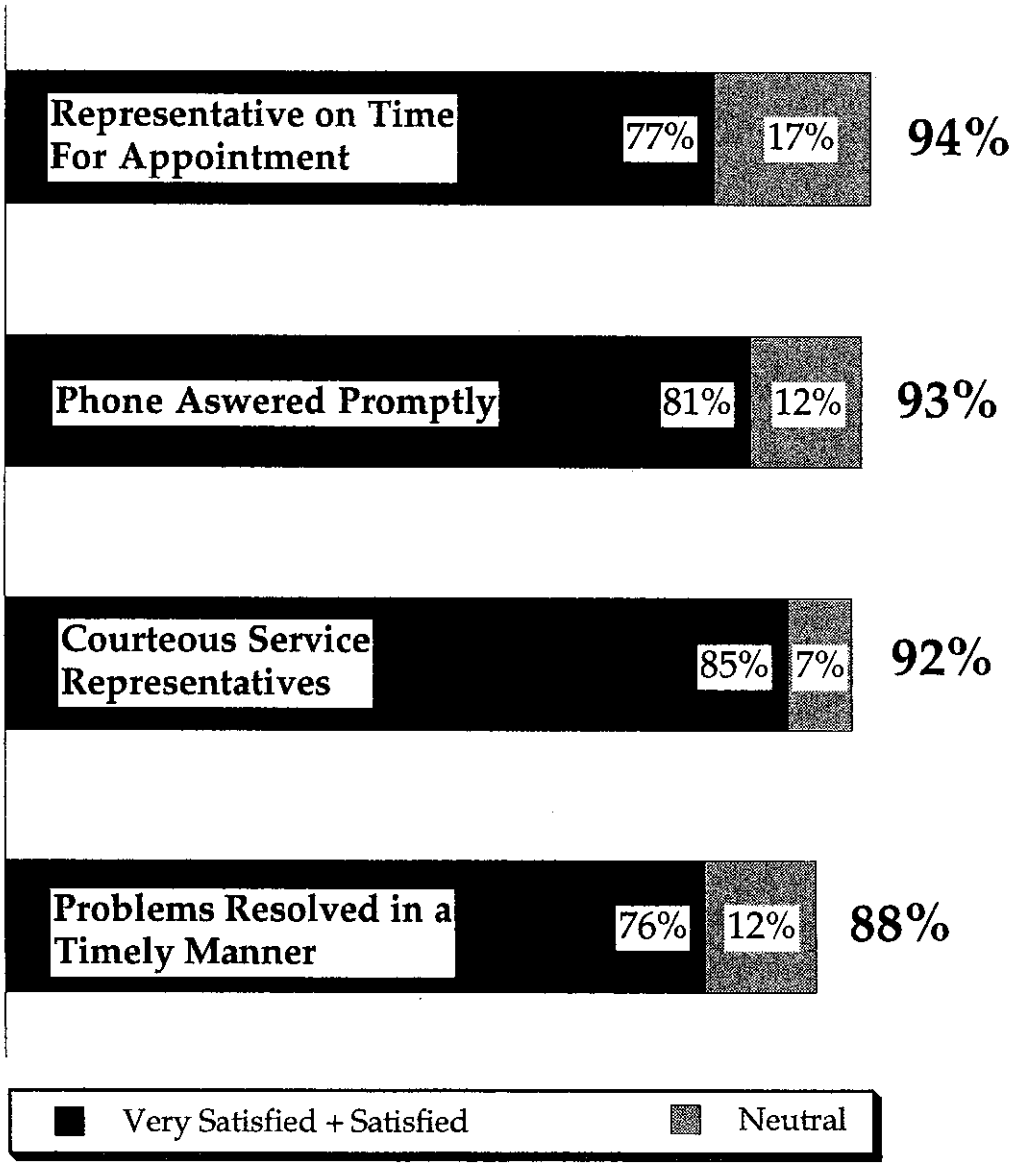
TABLE 65. Representative on Time For Appointment

	Very + Somewhat Satisfied	Neutral Rating	Very + Somewhat Dissatisfied
Overall	**77%**	**17%**	**6%**
Respondent Age			
60 or older	**89%**	7%	4%
40-59 years old	73%	20%	7%
18-39 years old	**60%**	31%	9%

TABLE 66. Problems Resolved in a Timely Manner

	Very + Somewhat Satisfied	Neutral Rating	Very + Somewhat Dissatisfied
Overall	**76%**	**12%**	**12%**
Respondent Age			
60 or older	**84%**	10%	6%
40-59 years old	77%	7%	16%
18-39 years old	**55%**	26%	19%

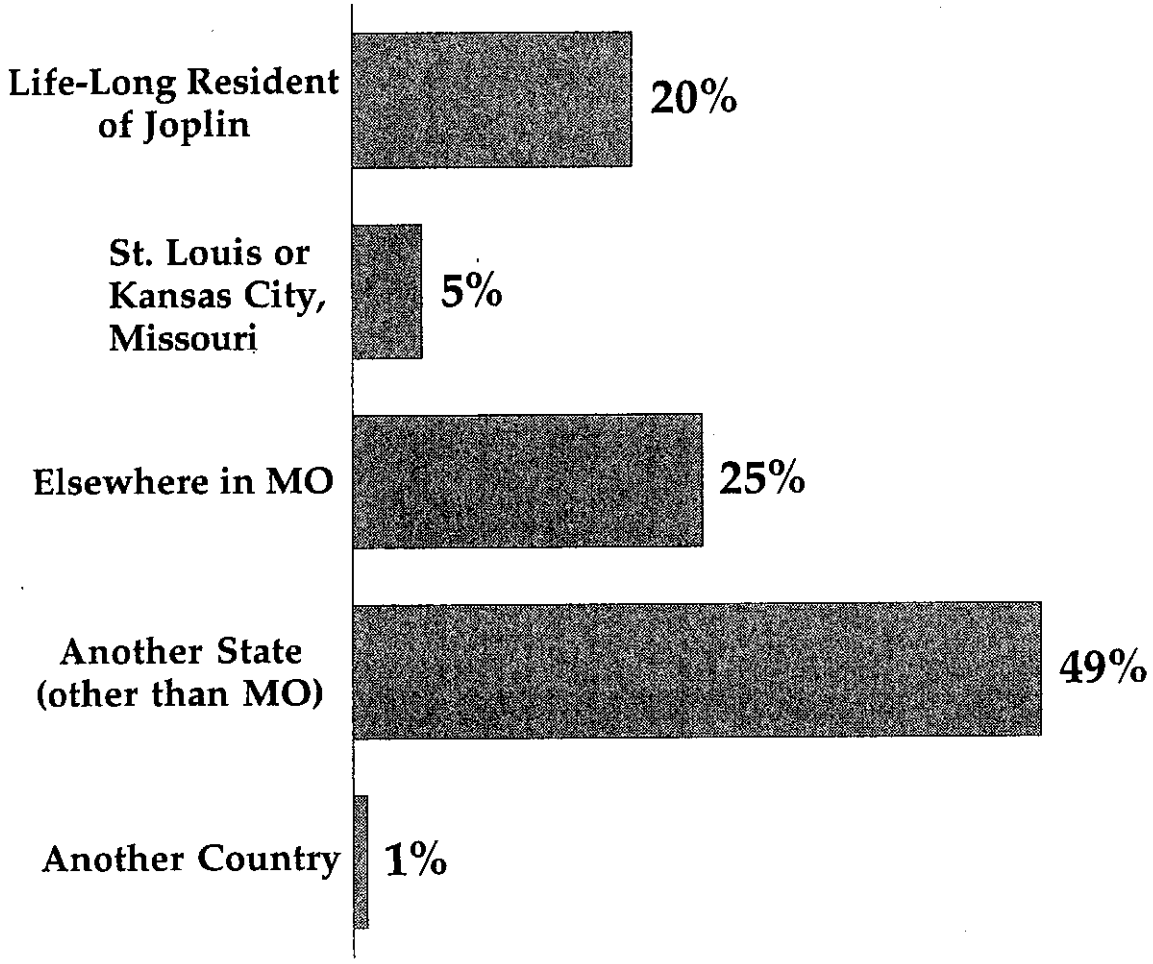
FIGURE 39
Overview of Satisfaction With CableOne's Customer Service



Joplin Migration Patterns

Joplin's current population is comprised primarily of residents who had moved to Joplin from a state outside Missouri (49%), moved to Joplin from areas within Missouri (30%), or were life-long residents of Joplin (20%).

FIGURE 40
Where Respondents Last Lived Before Moving to Joplin



QUESTIONNAIRE WITH PERCENTAGES

CITY OF JOPLIN
2003 CITIZEN SURVEY

Your opinions are very important to the City of Joplin. Please have an adult member of your family (age 18 or older) take a few minutes to complete this survey. A postage-paid envelope is provided for your convenience. Thank you!

For each of the questions below, please circle the number which most closely matches your opinion.

1. Taking all things into consideration, how do you rate:	Very Good	Good	Neither Good nor Bad	Bad	Very Bad
a. Your overall quality of life in Joplin?	20%	64%	14%	2%	<1%
b. The overall quality of your neighborhood?	25%	51%	17%	6%	1%
c. Joplin as a place to raise children?	17%	56%	21%	5%	1%
d. Joplin as a place to work?	9%	47%	29%	12%	3%
e. Ease of travel by car in Joplin?	17%	50%	21%	10%	2%
f. The overall appearance & attractiveness of Joplin?	5%	44%	36%	13%	2%
g. The availability of affordable housing in Joplin?	13%	46%	27%	11%	3%

2. Over the past five years, would you say that Joplin as a place to live has become more desirable, less desirable, or stayed about the same?

25% **More Desirable** 14% **Less Desirable** 61% **About the Same**

3. Should the City of Joplin:	Yes	No	Don't Know
a. Encourage existing businesses to expand locally?	89%	2%	9%
b. Work to develop the downtown Joplin area?	74%	13%	13%
c. Try to attract more visitors to the area?	79%	10%	11%
d. Try to attract new businesses to the area?	94%	2%	4%

4. To what extent, if at all, is each of the following a problem in **your neighborhood** and in the **City of Joplin?**

	Your Neighborhood			City of Joplin		
	No Problem	Minor Problem	Major Problem	No Problem	Minor Problem	Major Problem
a. Houses/Buildings in disrepair	56%	33%	11%	5%	54%	41%
b. Unmowed, weedy lots/yards	56%	34%	10%	11%	67%	22%
c. Cluttered, junky yards/porches	58%	30%	12%	7%	58%	35%
d. Graffiti	87%	12%	1%	38%	57%	5%
e. Street litter	65%	29%	5%	27%	60%	13%
f. Drugs	65%	21%	14%	4%	36%	60%
g. Speeding	34%	41%	25%	9%	49%	42%
h. Traffic congestion	73%	20%	7%	15%	54%	32%
i. Gangs	86%	11%	3%	30%	59%	11%
j. Streets in disrepair	55%	35%	10%	13%	60%	27%
k. Unleashed animals	49%	37%	14%	30%	58%	12%
l. Noisy animals	56%	33%	11%	38%	54%	8%
m. Noise (other than animals)	62%	29%	9%	35%	54%	11%
n. Loitering	84%	13%	3%	31%	58%	11%
o. Inadequate street lighting	60%	31%	9%	44%	46%	11%
p. Abandoned vehicles	84%	13%	3%	39%	53%	8%
q. Flooding	81%	15%	4%	26%	60%	14%

5. Please rate **how safe** you feel in **your neighborhood** from the following:

	Very Safe	Safe	Neither Safe Nor Unsafe	Unsafe	Very Unsafe
a. Violent crimes?	37%	41%	16%	5%	1%
b. Property crimes?	20%	42%	22%	13%	3%
c. Walking alone at night	20%	32%	24%	18%	6%

6. Below is a list of city services that some residents would like to see expanded. As you read each service, please indicate whether you would be **willing to pay higher taxes** to support more of this service. (Please check [√] one box to the right of each city service below.)

City Services	Would Pay Higher Taxes	Would **Not** Pay Higher Taxes	Undecided
a. Widening/Improvements to East/West Roads	19%	55%	26%
b. Widening/Improvements to North/South Roads	20%	54%	26%
c. Residential Street Resurfacing	27%	50%	23%
d. Traffic Safety	32%	45%	23%
e. Crime Prevention	46%	36%	18%
f. Drug Enforcement	50%	34%	16%
g. Public Transportation	30%	50%	20%

7. How strongly do you agree or disagree with each of the following statements:

	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	Don't Know
a. Joplin city government welcomes citizen involvement.	5%	28%	33%	16%	6%	12%
b. I am pleased with the overall direction the City of Joplin is taking.	5%	37%	32%	14%	6%	6%
c. I am well informed on major issues concerning the City of Joplin.	6%	29%	32%	18%	6%	9%

8. In the last 12 months, have you:	Yes	No
a. Called, written, or spoken to a City Council member?	20%	80%
b. Attended a City Council meeting?	7%	93%
c. Watched a City Council meeting on television?	51%	49%
d. Attended a neighborhood/public meeting?	13%	87%

9. Have you had phone or in-person contact with a Joplin city employee within the last 12 months (including police, fire officials, parks and recreation staff, receptionists, planners or any others)? 43% No **(go to Question 10, below)**

57% Yes **(go to Question 9a, below)**

9a. If **Yes**, what was your impression of city employees? (Rate each characteristic below.)

Characteristic of Employees:	Very Good	Good	Neither Good Nor Bad	Bad	Very Bad
a. Courteous/Friendly	37%	44%	12%	5%	2%
b. Knowledgeable	32%	43%	18%	5%	2%
c. Professional attitude	36%	38%	15%	9%	2%
d. Willingness to help	36%	34%	15%	11%	4%
e. Promptness	29%	35%	22%	9%	5%
f. Overall impression	32%	38%	17%	9%	4%

10. In your opinion, should the residential monthly fee for waste water service (i.e., sewer bill) be the same for each household, or should the fee be based on the amount of waste water produced?

23% Same for each household 61% Based on amount of waste water produced 16% Don't Know

11. Adding fluoride to the City's water supply has been a consideration in recent years. Fluoride is an additive that helps prevent tooth decay. The cost of adding fluoride to the City's water supply would increase a household's water bill by less than 20 cents a month. At this time, how strongly do you support or oppose the adding of fluoride to the City's water supply?

Strongly Support	Somewhat Support	Neither Support Nor Oppose	Somewhat Oppose	Strongly Oppose	Don't Know
37%	22%	19%	7%	11%	4%

12. After public hearings and study, should the City Council make the decision on whether fluoride should be added to the City's water supply or should this decision go to a vote of the people? **Please check [√] one response only.**

26% City Council should make the decision 68% Joplin residents should vote 6% Don't Know

13a. How much information, if any, do you receive about Joplin city government from the following?

	A Lot	Some	A Little	No Information
a. City Internet Website	2%	10%	12%	76%
b. Public meetings	2%	13%	27%	58%
c. Radio	6%	31%	32%	31%
d. Contact with City staff	2%	11%	19%	68%
e. Local TV newscasts	39%	43%	16%	2%
f. Public signs	7%	31%	33%	29%
g. Local newspaper—The Joplin Globe	40%	34%	16%	10%
h. City brochures & printed materials	4%	25%	31%	40%
i. Word of mouth (other than City staff)	6%	28%	36%	30%
j. Other, please specify:_____	1	2	3	4

13b. Which THREE of these information sources are the most **effective** in informing you about Joplin city government and city issues? [Write in the letters below using the letters from the list in Question 13a above].

☐ ☐ ☐

14. What one thing do you like **most** about living in the Joplin area?

Physical Environment—20% People/Social Environment—16% Economic Factors—16%

15. What one thing do you like **least** about living in the Joplin area?

Traffic—18% Entertainment (Lack of)—14% Economic Factors—12%

16. What do you think will be the **single biggest** problem to face Joplin in the next 5 years?

Economic Factors—28% Traffic—17% Safety—13%

17. How much influence do you feel people like yourself can have on Joplin city government and its decisions?

A Lot	Some	Not Very Much	None
7%	34%	44%	15%

18. Please rate the **quality** of each of the following **Joplin city services.**

	Very Good	Good	Neither Good nor Bad	Bad	Very Bad	Don't Know
a. Walking trails	21%	46%	16%	3%	2%	12%
b. Fire suppression	23%	52%	12%	1%	<1%	12%
c. Fire prevention	20%	51%	15%	2%	<1%	12%
d. Traffic safety	7%	41%	29%	16%	5%	3%
e. 9-1-1	24%	45%	11%	2%	1%	17%
f. Emergency medical response	30%	47%	8%	2%	<1%	14%
g. City parks	29%	55%	11%	2%	1%	3%
h. Leaf collection service	13%	39%	25%	7%	2%	5%
i. Yard waste drop-off	9%	37%	24%	8%	2%	20%
j. Housing and nuisance enforcement	4%	26%	31%	14%	6%	19%
k. Environmental protection efforts	4%	30%	30%	9%	4%	23%
l. Code enforcement (noise control, weeds, abandoned vehicles, etc.)	4%	27%	29%	20%	7%	13%

19. Overall, how satisfied are you with the services you receive from Joplin city government?

Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied
15%	51%	24%	8%	2%

20. Breathing in smoke given off by a burning cigarette, pipe, or cigar is known as secondhand smoke. How much of a health concern, if any, do you believe secondhand smoke to be?

55% High concern 22% Moderate concern 14% Low concern 9% No concern

21. In general, do you prefer restaurants that are smoke-free or does it make no difference to you?

69% Prefer smoke-free restaurants 31% Makes no difference

22. Do you currently subscribe to **CableOne**, the cable provider to the Joplin area?

49% No **(go to Question 25, on next page)**
51% Yes **(go to Question 23, below)**

23. In the near future, the City Council will be reviewing **CableOne's** current permit for renewal. To assist the City Council in that process, please rate your level of satisfaction with **CableOne** on the following factors:

	Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied
a. Quality of the picture reception	31%	50%	10%	7%	1%
b. The number of "outages" experienced	20%	43%	21%	13%	3%
c. Overall satisfaction with **CableOne**	26%	42%	17%	11%	4%

24. In the past six months or so, have you had contact with a **CableOne** employee (including sales person, cable installer, repair person, customer service representative, etc.)?

42% No/Not Sure **(go to Question 25, on next page)**

58% If **YES**, please rate your level of satisfaction with the following:

	Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied
a. Phone answered promptly	34%	47%	12%	6%	1%
b. Courteous service representatives	42%	43%	7%	6%	2%
c. Representative on time for appt	36%	41%	17%	4%	2%
d. Problems resolved in a timely manner	38%	38%	12%	6%	6%

The last few questions are about you and your family. They are used to group responses to our survey. Your responses are completely confidential and anonymous.

25. Do you live within the Joplin city limits? Yes 75% No 25%

26. What is your zip code? 64801 46% 64804 54%

27. Do you live **East** or **West** of Main Street/Hearnes Boulevard? East 58% West 42%

28. How many years have you lived in the Joplin area? Range: 1-90 yrs; Mean=29 years

29. Where did you last live before moving to Joplin?

20% I have lived in Joplin all my life
5% St. Louis or Kansas City, Missouri
25% Elsewhere in Missouri
49% Another state (other than Missouri)
1% Another country (other than USA)

30. Do you own or rent your present residence? Own 85% Rent 15%

31. Do any children age 17 or younger currently live in your household? Yes 26% No 74%

32. Do you smoke: Yes 18% No 82%

33. Your gender: Male 45% Female 55%

34. Your educational level:
8% Did not complete High School
22% High School Graduate
33% Some College/Vo-Tech
38% College Graduate

35. What is your birth year? Range: 18-99 years old; Mean=57 years old

36. Which of the following best represents your total annual household income before taxes?

31% Less than $25,000 41% $25,000–$60,000 28% Over $60,000

THANK YOU FOR YOUR OPINIONS!

Please return the completed questionnaire by **Friday, July 11** in the postage-paid envelope provided.

CITIZENS OF JOPLIN-CITY COUNCIL-CITY STAFF

BLUEPRINT FOR THE FUTURE

MEETTING HELD JUNE 16, 2007
PRESENTED FOR ADOPTION ON JULY 16, 2007
RESOLUTION NO. 2007 - 021

CITIZENS OF JOPLIN-CITY COUNCIL-CITY STAFF
STRATEGIC PLANNING RESULTS
June 16, 2007

GOALS

Short Term (1-3 Yrs.)
(numbers in parentheses reflect number of dots or votes provided by city council)

- Staff Management/Organization (9)
  - how do we keep adequate staff when we add projects, annex land, add infrastructure?
  - is our city organization what it should be now and for the future?
  - are we as organized as we should be?
  - what should we do when a project is proposed to council and we do not ask for cost or impact on city staff and organization?
  - we need a long term staffing plan – where are current deficiencies?
  - we need to make sure our city employees interacting with citizens correctly
  - we need to tell department heads to "dream"
  - address issues with revenue
  - pay for performance
- Code Enforcement (8)
  - dilapidated housing
  - junk cars
  - trash- junk in yards
  - overall blight
  - "shorter" grass/time frame for enforcement – 8 inches
  - enforce vs. help/referral
  - develop and involve neighborhoods
- Infrastructure (7)
  - wastewater facilities – sizing/need to expand
  - unforeseen economic development challenges of gaming facilities to the west
  - annexation to the west
  - corridor west study
  - federal funding less now
  - highway issues
  - water resources how are those to be met?
  - stormwater programs – 2012 ballot issue?
  - transportation program – 2015 ballot issue?
  - shifferdecker pool
  - sidewalk issues – repair and install
- Arts (5)
  - look for sustainability of downtown five to ten years from now
  - we need attractions – things for people to do who live here
  - does the city need to provide a coordinator to sustain the arts effort?
  - build a vibrant cultural life for Joplin
- Technology/Permits/Fees (4)
  - examine technology usage will improve our delivery of services
  - wi-fi

Mid Term (4-6 Yrs)

- Museum Expansion/ Relocation (3)
- Economic Development (3)
  - attempt to attract jobs that are higher paying
  - review all relationships with chamber, economic development entities
  - develop incentives for partner organizations like chamber of commerce, etc.
  - evaluate our role as a "hub city"
  - do we need to do a retail study (Buxton)?
  - additional incentives
- Golf Course (2)
  - it is an 85 year old asset
  - PGA certified golf pro position $45-$55 K per year, 3 years to begin pay back, start youth program through PGA grant
  - there are physical improvements needed at the course but are in current budget process
- Water Source (2)
- Energy/Environmental Buildings (1)
  - leed principles
  - build "smart buildings", i.e. fire station and police fire training facility
- Tourism (1)
  - new facilities coming
  - rich Christian culture
  - the Bridge Project
  - create image/identity
  - info center on the interstate
  - "June in Joplin" - some kind of big event to combine resources

Long Term (7-10 Yrs)

- Instill Pride of Ownership
- Develop comprehensive programs to improve citizen health/well-being
- Tree City USA
- Joe Becker Stadium Long-term redevelopment Plan
- Union Depot redevelopment
- Legacy Program - Bequests
- Shifferdecker Pool
- City Jail

CITIZENS OF JOPLIN-CITY COUNCIL-CITY STAFF

BLUEPRINT FOR THE FUTURE II

MEETING HELD JUNE 26, 2010

PRESENTED FOR ADOPTION ON JULY 19, 2010

RESOLUTION NO. 2010 - 005

Citizens of Joplin – City Council – City Staff
Envisioning Meeting Results
June 26, 2010

GOALS

Short Term (1 - 3 Years)

(numbers in parentheses reflect number of dots/votes provided by City Council members)

Continued Progress on Blueprint Projects (7)

- Neighborhood Improvement Program
  - Community Gardens
- Community Foundation/Legacy Program
- Work with The Bridge
- Arts
  - Cultural Arts Center
  - Public Art
- Tourism
- Energy/Environmental Buildings

Initiatives Already Started (7) *

- Downtown Redevelopment
  - Possible funding for artists/musicians in downtown area
  - Possible funding for 3rd Thursday
  - Consideration of more 2 Hour parking
  - Additional Retail Development
  - Signage
- Homelessness
- Softball Fields (4 Plex)
- Development of Trails
- Wastewater Plants
- Ballot Issues – Implementation & Renewals (4 from same member)
- Water Source

Parks and Recreation/Quality of Life Issues (6)

- Youth Sports (basketball)
- Park in Southeast Joplin
- Nature Center
  - O & M Costs
- Museum
  - Active Mine Display in Museum
- Spiva Park
- Memorial Hall

Quality Jobs & Wages/Economic Development (6)

- Education – workforce development
- Quality of Life issues – infrastructure
- Renew sales tax issues
- Broadband access
- More sports & recreation facilities
- Keep downtown effort moving
- Arts & entertainment (arts center)
- Parks & trails development
    - Bike Lanes

Mid-Term (4 – 6 Years)

Recycling Center (4)

- Southern part of City
- Curbside Recycling

Budgetary Issues (4) *

- Consider Operations and Maintenance Costs in New Program/Facility Development
- Establish User Fees that pay for service provided (1)
- Review Personnel Levels to ensure they match service provided
- Review Project List for Future Sales Tax Renewals
- New Ways to Promote City Services

Historical Residential District (1)

Zoning – North Joplin Area

Water Feature/Aquatic Facilities (1)

Use of Depot (1)

Sidewalks (1)

Farmers Market (location) (1)

Downtown Parking Garage (1)

Improve Conditions of Railroad Crossings (1)

Code Enforcement (Stricter) (1)

Long – Term (7 – 10 Years)

Library Space

Local Preference for Contractors

ADA Accessibility

Joe Becker Stadium

Downtown Greenspace

Route 66 (promotion)

Convention Center

Post Office (centralized)

Schifferdecker Pool

Transportation to/from Casino

*Votes with * indicates TOTAL votes for the Category, including the votes for their listed subcategories*

CITY OF JOPLIN
HISTORICAL TURNOVER RATES
As of August 24, 2017

Description	Partial 2017	2016	2015	2014	2013	2012
CITY OF JOPLIN:						
Authorized Employees	523	533	527	521	510	500
Terminated Employees	61	72	56	59	62	49
Turnover Rate	11.7%	13.5%	10.6%	11.3%	12.2%	9.8%
FIRE DEPARTMENT:						
Authorized Employees	95	95	95	92	92	92
Terminated Employees	7	10	8	6	5	8
Turnover Rate	7.4%	10.5%	8.4%	6.5%	5.4%	8.7%
POLICE DEPARTMENT:						
Authorized Employees	111	111	110	110	110	111
Terminated Employees	15	12	13	10	9	6
Turnover Rate	13.5%	10.8%	11.8%	9.1%	8.2%	5.4%

Notes:
1. Excludes retirees, part-time, temporary and seasonal employees.
2. Based on the calendar year.
3. Police Department based on sworn positions (excludes Jail Administrator position).

ISSUE #4 – BIENNIAL FEE REVIEW

A. Consider the various recommended user fee changes.
B. See attached Evaluation of User Fee Report.

OPTIONS

1. Approve or deny the various recommendations.
2. Other options as developed by City Council.

COUNCIL DIRECTION

Notes:

CITY OF JOPLIN MISSOURI

Office of the City Manager
602 S. Main Street
Joplin, Missouri 64801
(417) 624-0820 Ext.200
(417) 625-4707 (Fax)

MEMORANDUM

TO: Mayor Michael Seibert and City Councilors

FROM: Sam Anselm, City Manager

DATE: August 31, 2017

RE: Biennial User Fee Review

Please find attached the biennial user fee review. User fees were increased substantially in 2008 and 2009, which represented the first increase in most user fees in approximately thirty years. As a result, in 2008, city staff met with groups affected by the increases. The comments received from the affected groups were that the groups understood the need for the increase in the fees, but they requested smaller increases on a more frequent basis. Therefore, a requirement for a biennial review of the user fees was included in each fee ordinance change. The City last reviewed the fees in 2015 with various implemented changes effective in 2016.

With the assistance of the appropriate departments, the Finance Department has compiled a review of each user fee, which includes calculating the cost of providing each service, reviewing user fees of comparable cities, making a user fee recommendation, and providing examples of the proposed fees.

User fees are fees for services for specific users. User fees should recover most of the related cost of providing the service, so general taxes are not supporting services for specific users. Also, under Hancock provisions, the City can only recover the cost of providing the service.

These fee changes are not reflected in the FY 2018 Proposed Budget. Any decisions made by Council during the budget work sessions will be reflected in the FY 2018 Adopted Budget. Additionally, any changes would be brought to Council in ordinance form for formal approval. I concur with city staff and recommend approval of these changes to the user fees to help recover more of the city's cost in providing these services.

CITY OF JOPLIN, MISSOURI

EVALUATION OF USER FEES AND CHARGES FOR MUNICIPAL SERVICES

BASED ON FISCAL YEAR 2016 ACTIVITY

CITY OF JOPLIN MISSOURI

PREPARED BY
FINANCE DEPARTMENT
AUGUST 30, 2017

OUR MISSION

To provide efficient delivery of quality services for people living, visiting, or doing business in the city.

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THE CITY OF JOPLIN, MISSOURI

List of Principal Officials

October 31, 2016

MUNICIPAL OFFICIALS

Mayor

Michael Seibert

City Council

Gary Shaw	Zone I
Melodee Colbert-Kean	Zone II
Phil Stinnett	Zone III
Michael Seibert	Zone IV
Miranda Lewis	General
Dan McCreary	General
Taylor Brown	General
Jim West	General
Ryan Stanley	General

City Officials

Samuel L. Anselm	City Manager
Peter C. Edwards	City Attorney
Barbara Hogelin	City Clerk
Chuck Brown	Municipal Judge
John Podleski	Municipal Judge
David Hertzberg	Public Works Director
Troy Bolander	Planning, Development & Neighborhood Services Director
Paul Bloomberg	Parks Director
Matt Stewart	Chief of Police
James Furgerson	Fire Chief
Daniel A. Pekarek	Community Health Director
Lamonte Ratcliff	Municipal Court Administrator
Jacque Gage	Joplin Public Library Director
David Allgood	Human Resources Director/Risk Manager
Leslie Haase	Director of Finance
Mark Morris	Information Technology Director
Patrick Tuttle	CVB Director
Lynn Onstot	Public Information Officer

SUMMARY

Current user fees and charges shall be evaluated at least on a biennial basis during the budget process by the Finance Department. This evaluation includes a review of the cost of providing each service and a user fee comparison to other comparable cities.

Charges for municipal services, where appropriate, should recover most or all of the related cost of providing the service, so that the general taxpayer is not supporting specific services for specific users. Under Hancock provisions, the City is not allowed to charge more than the cost of providing the service.

This report recommends several new fees. Staff recommends notifying the affected parties, as well as holding public discussions, prior to bringing the ordinances to City Council. Therefore, it is anticipated that any approved new fees will be effective later in the fiscal year.

All user fees and charges were reviewed and evaluated. These user fee recommendations are not included in the 2017-2018 City of Joplin Proposed Budget. Any changes in anticipated revenues shall be reflected in the final 2017-2018 City of Joplin Budget document, if approved by City Council. It is anticipated that the effective date for any approved fee increases would be January 1, 2018, but is dependent on the date of the ordinance change.

Adjustment recommendations for these user fees and charges for municipal services are summarized as follows:

General Fund
Permit, Plan Review, Inspection Fees

I. Building Department

Building construction within the City requires the issuance of a permit and follow-up inspections to ensure adherence to the building code. Permit and plan review fees for both residential and commercial are based on the project's valuation and type of construction. Electrical, mechanical, gas, and plumbing work requires the issuance of permits and follow-up inspections to ensure adherence to the building code. The City also issues the following other permits: fence permit, swimming pool/spa permit, moving building permit, and demolition permit.

Staff recommends an increase to $75 for the commercial fence permit. The current commercial fence permit fee is $50 and has not increased since 2008.

	Current Status Based on FY 2016 Data					
Service Description	City Cost	Current Fee	Current Revenue Generated	Proposed Fee	Projected Revenue	Projected Change in Revenue
Fence Permit-Commercial	84.22	50.00	250	75.00	375	125
Total			250		375	125

General Fund
Permit, Plan Review, Inspection Fees
Building Department

Staff is not recommending any fee increases or changes to the following building department related user fees. The City recently increased the building plan review fee for commercial, fire plan review fee, the building permit fee for commercial, and the commercial electrical, mechanical, plumbing, gas, swimming pool/spa, and demolition permit. The City also increased the residential swimming pool/spa and demolition permit.

The majority of the cost incurred to provide these services is being recovered by the current fees listed below. The City will reevaluate and review the costs of the following building department related users fees during the next biennial user fee review.

	Current Status Based on FY 2016 Data					
Service Description	City Cost	Current Fee	Current Revenue Generated	Proposed Fee	Projected Revenue	Projected Change in Revenue
Building Plan Review-Residential (1)	Varies	0.0005	12,805	0.0005	12,805	No Change
Building Plan Review-Commercial (1)	Varies	0.0010	36,052	0.0010	36,052	No Change
Fire Plan Review (1)	Varies	0.0010	36,052	0.0010	36,052	No Change
Building Permit-Residential (2)	Varies	0.0030	79,685	0.0030	79,685	No Change
Building Permit- Commercial (2)	Varies	0.0040	393,437	0.0040	393,437	No Change
Electrical Permit-Residential	58.27	25.00	16,225	25.00	16,225	No Change
Electrical Permit-Commercial	79.84	75.00	13,275	75.00	13,275	No Change
Mechanical Permit-Residential	58.27	25.00	4,500	25.00	4,500	No Change
Mechanical Permit-Commercial	79.84	75.00	5,325	75.00	5,325	No Change
Fence Permit-Residential	38.45	25.00	4,850	25.00	4,850	No Change
Plumbing Permit-Residential	58.27	25.00	5,525	25.00	5,525	No Change
Plumbing Permit-Commercial	79.84	75.00	6,450	75.00	6,450	No Change
Gas Permit-Residential	58.27	25.00	2,825	25.00	2,825	No Change
Gas Permit-Commercial	79.84	75.00	2,325	75.00	2,325	No Change
Swimming Pool/Spa Permit- Residential	58.27	50.00	850	50.00	850	No Change
Swimming Pool/Spa Permit- Commercial	79.84	75.00	75	75.00	75	No Change
Demolition Permit-Residential	63.89	35.00	2,765	35.00	2,765	No Change
Demolition Permit-Commercial	79.86	75.00	1,650	75.00	1,650	No Change
Demolition Permit-Accessory	15.97	10.00	-	10.00	-	No Change
Moving Building Permit-Public	119.38	100.00	200	100.00	200	No Change
Moving Building Permit-Size Limit	119.38	25.00	50	25.00	50	No Change
Moving Building Permit-Lot to Lot	119.38	25.00	50	25.00	50	No Change
Reinspection Fee-Residential	38.62	25.00	25	25.00	25	No Change
Reinspection Fee-Commercial	61.26	50.00	100	50.00	100	No Change
Special Inspections (3)	58.27	50.00	550	50.00	550	No Change
Total			625,646		625,646	-

(1) Fee shall be multiplied by the value of the project, with a max cap of $2,500 per building/fire plan review
(2) Fee shall be multiplied by the value of the project
(3) Inspections made anytime other than normal working hours, 8 a.m. -- 5 p.m., Monday through Friday, shall result in an additional fee of $25 per half hour with minimum charge of one hour.

General Fund
Permit, Plan Review, Inspection Fees
Building Department

The following is a commercial fence permit comparison to other municipalities:

Municipality	Fence Permit Commercial
City of Joplin, MO-Current	50.00
City of Joplin, MO-Proposed	75.00
Springfield, MO	155.00
Ozark, MO	300.00
Lee's Summit, MO	30.00
Nixa, MO	40.00

II. Fire Department

The fire department works with the building department during the permit issuance and follow-up inspection process to ensure adherence to the fire code. The fire department performs sprinkler/standpipe plan reviews, alarm system plan reviews, hood suppression inspections, and underground sprinkler inspections. The fire department also issues operational, general burning, and firework stand permits.

Staff is recommending changing the fee for an operational permit from $100 to $50 per permit issued. Currently, an operational permit fee is $100 for the first permit issued and $25 for each additional permit issued with a limit of $500 each calendar year. Staff recommends changing the operational permit fee to $50 per permit issued with no limit on the number of permits issued during a calendar year.

Staff also recommends increasing the general burn permit fee from $5 to $10 to recover more of the cost of issuance and monitoring of burning within the City. Staff also recommends an increase in the hood suppression inspection fee from $50 to $75. This fee was introduced two years ago, however, this type of inspection is labor intensive and could require multiple trips and reviews before the inspection is completed. An increase of the hood suppression inspection fee would recover more of the cost endured by the City. Staff also recommends eliminating the construction permit as the City no longer issues this type of permit or performs inspections related to this type of permit.

	Current Status Based on FY 2016 Data					
Service Description	City Cost	Current Fee	Current Revenue Generated	Proposed Fee	Projected Revenue	Projected Change in Revenue
Operational Permit	103.59	100.00	3,900	50.00	6,150	2,250
General Burn Permit (1)	12.89	5.00	3,605	10.00	7,210	3,605
Hood Suppression Inspection	276.47	50.00	600	75.00	900	300
Sprinkler/Standpipe Plan Review-Residential	55.58	50.00	50	50.00	50	No Change
Sprinkler/Standpipe Plan Review-Commercial	227.76	200.00	8,000	200.00	8,000	No Change
Alarm System Plan Review-Residential	55.58	50.00	50	50.00	50	No Change
Alarm System Plan Review-Commercial	227.76	200.00	8,000	200.00	8,000	No Change
Fireworks Stand Fee	212.98	100.00	1,400	100.00	1,400	No Change
Underground Sprinkler Inspection	301.51	100.00	3,600	100.00	3,600	No Change
Fire Reinspection Fee-Residential	38.62	25.00	25	25.00	25	No Change
Fire Reinspection Fee-Commercial	61.26	50.00	50	50.00	50	No Change
Construction Permit	-	Remove	-	Remove	-	Remove
Total			29,280		35,435	6,155

(1) A general burn permit shall be valid for up to three consecutive days

The following is a fire department fee comparison to other municipalities:

Municipality	Operational Permit	Burn Permit	Hood Suppression Inspection
City of Joplin, MO-Current	100.00	5.00	50.00
City of Joplin, MO-Proposed	50.00	10.00	75.00
Springfield, MO	99.00	142.00	Included in Building Permit Fee
Branson, MO	85.00	131.00	Included in Building Permit Fee

III. Finance Department

Staff is not recommending any fee increases or changes to business licensing. The majority of the costs incurred to provide these services is being recovered by the current fees.

General Fund
Permit, Plan Review, Inspection Fees

IV. Public Works Department

Commercial building projects within the City require a storm water plan review, sanitary sewer plan review, and traffic plan review performed by the engineering division of the public works department. Currently, the City does not charge a fee for this type of service that can consist of multiple consultations and inspections. Staff recommends establishing a commercial engineering plan review of 0.001 times the value of the project (similar to building plan and fire plan review) to recover more of the cost to the city for providing these plan review services.

Similar to the commercial engineering plan review fee, staff recommends establishing an engineering residential (subdivision) plan review of $100 per subdivision plan submitted and $10 per lot. The City performs a storm water plan review, sanitary sewer plan review, and traffic plan review for developers submitting plans for a new subdivision within the City. Currently, the City does not charge a fee for this type of service that can consist of multiple consultations. This proposed new fee would be subject to new subdivision plans submitted, rather than each new individual residential home.

Staff recommends an increase to the excavation permit, road closure permit, and special event permit to recover more of the cost to the city of issuance and maintenance review.

Staff also recommends the driveway permit, sidewalk permit, and curb & gutter permit for residential be set at $50 and for commercial be set at $100. Currently, the permit fee for each of these types is $25 for both residential and commercial. On some occasions, multiple inspections must be performed for these types of permits. Staff recommends these changes to the public works department fees to recover more cost endured by the City for issuance and inspections performed.

	Current Status Based on FY 2016 Data					
Service Description	**City Cost**	**Current Fee**	**Current Revenue Generated**	**Proposed Fee**	**Projected Revenue**	**Change in Projected Revenue**
Engineering Plan Review -Commercial (1)	Varies	**New Fee**	**New Fee**	0.0010	36,052	36,052
Engineering Plan Review-Residential Sub Division	Varies	**New Fee**	**New Fee**	100.00 (2)	400	400
Excavation Permit	155.57	75.00	11,625	100.00	15,500	3,875
Road Closure Permit	84.87	50.00	700	75.00	1,050	350
Driveway Permit-Residential	63.96	25.00	1,500	50.00	3,000	1,500
Driveway Permit-Commercial	133.14	25.00	1,250	100.00	5,000	3,750
Sidewalk Permit-Residential	60.19	25.00	250	50.00	500	250
Sidewalk Permit-Commercial	131.52	25.00	600	100.00	2,400	1,800
Curb & Gutter Permit-Residential	59.41	25.00	275	50.00	550	275
Curb & Gutter Permit-Commercial	125.43	25.00	350	100.00	1,400	1,050
Total			16,550		65,852	49,302

(1) Fee shall be multiplied by the value of the project, with a max cap of $2,500 per engineering plan review
(2) Fee shall be $100 per subdivision plan submitted plus additional fee of $10 per lot

General Fund
Permit, Plan Review, Inspection Fees
Public Works Department

The following is a public works department fee comparison to other municipalities:

Municipality	Engineering Plan Review Commercial (1)(2)	Engineering Plan Review Residential (4)	Excavation Permit	Road Closure Permit	Special Event Permit
City of Joplin, MO-Current	New Fee	New Fee	75.00	50.00	100.00
City of Joplin, MO-Proposed	250.00	300.00	100.00	75.00	150.00
Springfield, MO	155.00	3,127.00	167.00	Varies (5)	Varies (5)
Branson, MO	N/A	605.00	Included in Building Permit	111.00	111.00
Lee's Summit, MO	7,500.00 (3	2,400.00	Included in Building Permit	300.00	300.00

(1) Fee shall be multiplied by the value of the project with a max cap of $2,500 per engineering plan review
(2) Commercial plan review calculated using $250,000 Value of Project
(3) Fee shall by 3% by the value of the project
(4) Fee shall be $100 per subdivision plan submitted plus additional fee of $10 per lot; example includes plan submittal plus 20 lots
(5) Fee varies on type of event and particular proposed street for closure

The following is a driveway, sidewalk, curb & gutter permit fee comparison to other municipalities:

Municipality	Driveway Permit Residential	Driveway Permit Commercial	Sidewalk Permit Residential	Sidewalk Permit Commercial	Curb & Gutter Permit Residential	Curb & Gutter Permit Commercial
City of Joplin, MO-Current	25.00	25.00	25.00	25.00	25.00	25.00
City of Joplin, MO-Proposed	50.00	100.00	50.00	100.00	50.00	100.00
Springfield, MO	92.00	173.00	155.00	155.00	155.00	155.00
Independence, MO	80.00	80.00	80.00	80.00	80.00	80.00
Lee's Summit, MO	N/A	Included in Engineering Plan Review Fee	N/A	Included in Engineering Plan Review Fee	N/A	Included in Engineering Plan Review Fee

General Fund
Charges for Services

V. Cemeteries (Parks & Recreation)

After reviewing the cost of service, it is recommended to increase the cemetery grave opening/closing fee, the grave opening/closing fee for infants, cremains, cremains including set-up, and the columbarium-companion to recover more of the cost to the city. Staff is not recommending an increase to all other cemetery services including lot spaces and grave markings.

	Current Status Based on FY 2016 Data					
Service Description	City Cost	Current Fee	Current Revenue Generated	Proposed Fee	Projected Revenue	Change in Projected Revenue
Grave Opening/Close (1)	584.35	400.00	42,800	500.00	53,500	10,700
Grave Opening/Close-Infants	134.37	100.00	-	200.00	600	600
Cremains	154.92	125.00	1,375	200.00	2,200	825
Cremains-Including Set-up	290.58	200.00	400	275.00	550	150
Columbarium-Companion (2)	1,250.55	1,000.00	5,000	1,100.00	5,500	500
Cemetery Lot Space	823.36	500.00	21,000	500.00	21,000	No Change
Grave Marker	Varies	.35 / sq inch	9,539	.35 / sq inch	9,539	No Change
Columbarium-Single (2)	943.49	750.00	-	750.00	-	No Change
Total			80,114		92,889	12,775

(1) Additional charge of $100.00 for grave opening shall be made for any openings when the procession enters the cemetery later than 4:00 p.m. on Monday through Friday and on Saturday before noon; on Saturday after 12 p.m., the charge shall be the base of $360.00 plus the hourly rate of $100.00 for each additional hour
(2) Includes opening/closing and some engraving

The following is a cemetery fee comparison to other municipalities and private cemeteries:

Municipality	Cemetery Lot Space	Grave Opening/ Close	Grave Opening/Close Infants	Grave Marker (1)
City of Joplin, MO-Current	500.00	400.00	100.00	350.00
City of Joplin, MO-Proposed	500.00	500.00	200.00	350.00
Springfield, MO	800.00	891.00	543.00	N/A
Pittsburg, KS	650.00	650.00	650.00	N/A
Lee's Summit, MO	1,000.00	800.00	300.00	N/A
Mount Hope Cemetery (2)	700.00	875.00	-	175.00
Ozark Memorial Cemetery (2)	695.00	865.00	-	-

Municipality	Cremains	Cremains Including Setup	Columbarium Single	Columbarium Companion
City of Joplin, MO-Current	125.00	200.00	750.00	1,000.00
City of Joplin, MO-Proposed	200.00	275.00	750.00	1,100.00
Springfield, MO	428.00	428.00	N/A	N/A
Pittsburg, KS	300.00	300.00	650.00	1,200.00
Lee's Summit, MO	500.00	800.00	2,000.00	4,000.00
Mount Hope Cemetery (2)	400.00	400.00	750.00	1,500.00
Ozark Memorial Cemetery (2)	595.00	1,240.00	995.00	1,295.00

(1) Grave marker fee calculated using 1,000 square inches
(2) Private cemetery

Health & Welfare Fund
Charges for Services

VI. Health Department

The health permit fee was established in September of 2000 to help offset the costs of inspections and education as part of the state required food code. In recent history, restaurant groups expressed concern to the city to pass smaller, more frequent increases rather than larger increases. The last health permit fee increase was 7.5%. Costs of issuing the permit have increased over the years and staff is recommending an increase of 10% for each level of health permit risk.

Staff also recommends increasing the swimming pool permit/inspections for both seasonal facility and yearly facility. Staff proposes increasing the seasonal facility to $125 from $100 and increasing the yearly facility to $300 from $250. The health department performs up to twelve inspections a year per swimming pool permit issued. These fee increases are recommended to recover more of the cost of issuing the permits and performing the necessary inspections required.

Staff is not recommending an increase in the fees for a change of ownership inspection, new construction/remodel inspection, or tattoo parlor plan review.

	Current Status Based on FY 2016 Data					
Service Description	City Cost	Current Fee	Current Revenue Generated	Proposed Fee	Projected Revenue	Change in Projected Revenue
Health Permit						
Low Risk Establishment	135.89	100.00	13,400	110.00	14,740	1,340
Medium Risk Establishment	258.13	200.00	38,600	220.00	42,460	3,860
High Risk Establishment	370.42	300.00	3,300	330.00	3,630	330
Swimming Pool-Seasonal Facility	149.84	100.00	1,700	125.00	2,125	425
Swimming Pool-Yearly Facility	308.78	250.00	2,500	300.00	3,000	500
Change of Ownership Inspection	43.27	40.00	400	40.00	400	No Change
New Construction/Remodel Inspection	137.38	125.00	1,875	125.00	1,875	No Change
Tattoo Parlor Plan Review	97.23	85.00	85	85.00	85	No Change
Swimming Pool-Additional Seasonal	31.49	15.00	15	15.00	15	No Change
Swimming Pool-Additional Yearly	58.11	50.00	300	50.00	300	No Change
Total			62,175		68,630	6,455

The following is a health permit fee comparison to other municipalities:

	City of Joplin				
Service Description	Current Fee	Proposed Fee	Springfield, MO	Branson, MO	St. Joseph, MO
Health Permit					
Low Risk Establishment	100.00	110.00	135.00	100.00	100.00
Medium Risk Establishment	200.00	220.00	233.00	250.00	200.00
High Risk Establishment	300.00	330.00	456.00	400.00	300.00

Parks & Recreation Fund
Charges for Services

VII. Parks & Recreation Department

A. Tennis

Staff is recommending establishing a tennis activity fee be set at $10 per participant. A tennis activity fee occurs when an outside sports group or agency wants to host a league using City facilities, such as our tennis courts. The $10 tennis activity fee would be assessed per player participating in the league using City facilities.

Staff is not recommending any fee increases or changes to tennis passes or tennis court rentals.

	Current Status Based on FY 2016 Data					
Service Description	City Cost	Current Fee	Current Revenue Generated	Proposed Fee	Projected Revenue	Change in Projected Revenue
Tennis Activity Fee	22.07	New Fee	New Fee	10.00	100	100
Tennis Family Pass (1 year)	161.31	150.00	1,050	150.00	1,050	No Change
Tennis Adult Pass (1 year)	80.63	75.00	1,275	75.00	1,275	No Change
Tennis Senior Pass (1 year)	53.79	50.00	350	50.00	350	No Change
Tennis Child Pass (1 year)	41.37	37.50	1,988	37.50	1,988	No Change
Tennis Court Rental	15.85	5.00 / day	325	5.00 / day	325	No Change
Tennis School Practice Fee	635.00	500.00 / year	-	500.00 / year	-	No Change
Sub-total			4,988		5,088	100

B. Soccer/Football

Staff is recommending establishing a football activity fee be set at $10 per participant. A football activity fee occurs when an outside sports group or agency wants to host a league using City facilities, such as our soccer or football fields. The $10 football activity fee would be assessed per player participating in the league using City facilities.

Staff is also recommending a fee increase in soccer tournament matches held at the college, high school, youth, or adult level to recover more of the cost the city is incurring. Staff is not recommending an increase or change to the soccer activity fee.

Service Description	City Cost	Current Fee	Current Revenue Generated	Proposed Fee	Projected Revenue	Change in Projected Revenue
Football Activity Fee	22.07	New Fee	New Fee	10.00	200	200
Soccer Tournament-College/HS/Youth	119.43	30.00 / match	9,300	40.00 / match	12,400	3,100
Soccer Tournament-Adult	119.43	50.00 / match	800	60.00 / match	960	160
Soccer Activity Fee	22.07	10.00	1,820	10.00	1,820	No Change
Sub-total			11,920		15,380	3,460

The following is a soccer fee comparison to other municipalities:

Municipality	Soccer Match School/Youth	Soccer Match Adult
City of Joplin, MO-Current	30.00	50.00
City of Joplin, MO-Proposed	40.00	60.00
Branson, MO	45.00	45.00
Blue Springs, MO	105.00	105.00

Parks & Recreation Fund
Charges for Services
Parks & Recreation Department

C. Baseball/Softball

Staff is recommending establishing a baseball/softball activity fee be set at $10 per participant. A baseball/softball activity fee occurs when an outside sports group or agency wants to host a league using City facilities, such as our baseball or softball fields. The $10 baseball/softball activity fee would be assessed per player participating in the league using City facilities.

To recover more of the cost of hosting softball daily tournaments at our city facilities, staff is recommending an increase in the softball daily tournament fee for both without lights and with lights. The recommendation proposes increasing the softball daily tournament without lights to $150 per day from $100 per day and increasing the softball daily tournament with lights to $200 per day from $150 per day. A softball daily tournament can begin anytime during the morning hours and conclude several hours later. The City prepares the facility for game use and is also required to keep staff onsite until the softball tournament concludes. Recommendation of the fee increase is strictly to recover part of the costs and labor of providing this service.

Staff is not recommending any fee increases or changes to baseball game fees, baseball/softball practice fees, or softball game/recreation play. However, staff is recommending eliminating the softball practice with lights fee as this service is rarely provided.

City personnel will continue to evaluate the costs of operating Joe Becker Stadium. New uses for this facility are now materializing with the anticipated field turf installation. A new fee change for this facility may be brought forward after this biennial review.

	Current Status Based on FY 2016 Data					
Service Description	**City Cost**	**Current Fee**	**Current Revenue Generated**	**Proposed Fee**	**Projected Revenue**	**Change in Projected Revenue**
Baseball/Softball Activity Fee	22.07	**New Fee**	**New Fee**	10.00	1,000	1,000
Softball Daily Tournament Fee-w/o Lights	122.28	100.00 / day	11,500	150.00 / day	17,250	5,750
Softball Daily Tournament Fee-with Lights	183.42	150.00 / day	3,900	200.00 / day	5,200	1,300
Softball Game/Recreation League Play	82.51	40.00 / game	200	40.00 / game	200	No Change
Softball Practice-Without Lights (2 hours)	42.10	15.00 / hr	2,805	15.00 / hr	2,805	No Change
Baseball Game-College Level	247.11	200.00 / game	10,800	200.00 / game	10,800	No Change
Baseball Practice-College Level	70.50	50.00 / practice	-	50.00 / practice	-	No Change
Baseball Game-High School Level	197.69	75.00 / game	6,675	75.00 / game	6,675	No Change
Baseball Practice-High School Level	42.30	30.00 / practice	-	30.00 / practice	-	No Change
Softball Practice-With Lights (2 hours)	-	**Remove**	-	**Remove**	-	**Remove**
Sub-total			35,880		43,930	8,050

Parks & Recreation Fund
Charges for Services
Parks & Recreation Department

D. Shelters/Pools/Dog Park/Memorial Hall

Staff is not recommending fee increases related to the Dog Park, shelters, Memorial Hall, or the amphitheater. Staff is recommending increasing the swimming pool season pass for family to $140 from $125. Staff is also recommending eliminating the parks facility rental fee as this service is rarely provided. City personnel will continue to evaluate the costs of operating Memorial Hall. New uses for this facility continue to materialize. A fee change for this facility may be brought forward after this biennial review.

	Current Status Based on FY 2016 Data					
Service Description	City Cost	Current Fee	Current Revenue Generated	Proposed Fee	Projected Revenue	Change in Projected Revenue
Season Pass-Family	153.76	125.00	39,375	140.00	44,100	4,725
Schifferdecker Family Aquatic Center						
Admission-Adult	11.80	5.00	62,110	5.00	62,110	No Change
Admission-Child	11.80	4.00	71,812	4.00	71,812	No Change
Cunningham Family Aquatic Center						
Admission-Adult	11.80	4.00	19,408	4.00	19,408	No Change
Admission-Child	11.80	3.00	23,292	3.00	23,292	No Change
Ewert Family Aquatic Center						
Admission-Adult	11.80	3.50	9,706	3.50	9,706	No Change
Admission-Child	11.80	2.50	7,763	2.50	7,763	No Change
Season Pass-Adult	107.63	70.00	840	70.00	840	No Change
Season Pass-Youth	75.34	60.00	420	60.00	420	No Change
Season Pass-Senior	67.81	60.00	2,100	60.00	2,100	No Change
Dog Park Permit						
1st Dog	10.52	10.00	1,560	10.00	1,560	No Change
Each Additional Dog	10.52	5.00	320	5.00	320	No Change
Shelter Facility Rental	42.52	40.00 / day	20,800	40.00 / day	20,800	No Change
Memorial Hall (1) (2)						
Main Auditorium Rental	2,155.15	1,000.00 / day	22,000	1,000.00 / day	22,000	No Change
Parking Lot Rental	2,155.15	1,000.00 / day	-	1,000.00 / day	-	No Change
Amphitheater (1) (2)	176.22	150.00 / day	1,500	150.00 / day	1,500	No Change
Parks Facility Rental	-	Remove	-	Remove	-	Remove
Sub-total			283,005		287,730	4,725
Total Parks & Recreation			335,793		352,128	16,335

(1) Additional charge for staffing merchandise and novelty stands: 25% of gross sales after taxes with $100.00 minimum
(2) Additional items requested by organizer such as fencing, security, extra tables/chairs will be passed on to the customer; If additional electricity is required, as determined by Parks staff, the cost will be passed on to the customer

Parks & Recreation Fund
Charges for Services
Parks & Recreation Department

The following is a swimming pool, dog park fee, shelter comparison to other municipalities:

Municipality	Swimming Pool Adult Admission	Swimming Pool Child Admission	Season Pass Swimming Family	Season Pass Swimming Adult	Season Pass Swimming Child	Season Pass Swimming Senior
City of Joplin, MO-Current	5.00	4.00	125.00	70.00	60.00	60.00
City of Joplin, MO-Proposed	5.00	4.00	140.00	70.00	60.00	60.00
Springfield, MO	8.00	6.00	495.00	320.00	150.00	215.00
Branson, MO	5.00	4.00	65.00	65.00	65.00	65.00
Blue Springs, MO	6.00	6.00	140.00	85.00	85.00	85.00

Municipality	Dog Park 1st Dog	Dog Park Additional
City of Joplin, MO-Current	10.00	5.00
City of Joplin, MO-Proposed	10.00	5.00
Springfield, MO	25.00	25.00
Branson, MO	25.00	5.00
St. Joseph, MO	5.00	5.00

Municipality	Shelter Facility Rental
City of Joplin, MO-Current	40.00
City of Joplin, MO-Proposed	40.00
Springfield, MO	40.00
Branson, MO	35.00
Blue Springs, MO	40.00

Community Development Fund
Permit, Plan Review, Inspection Fees

VIII. Planning & Development Department

Planning and zoning permits are material and labor intensive. In reviewing the cost of each permit, fee increases for planning and zoning permits is being recommended to recover more of the cost of issuance. Staff also recommends increasing the $5 per lot fee to $10 per lot for each subdivision plat plan submission. Additionally, an increase in fees for sign permits is recommended to recover more of the cost of the issuance and subsequent inspections.

	Current Status Based on FY 2016 Data					
Service Description	City Cost	Current Fee	Current Revenue Generated	Proposed Fee	Projected Revenue	Change in Projected Revenue
Rezoning Application	644.96	450.00	8,550	500.00	9,500	950
Special Use Permit	644.96	450.00	1,800	500.00	2,000	200
Special Use Permit Renew al	644.96	450.00	900	500.00	1,000	100
Request for Zoning Adjustment	644.96	450.00	3,150	500.00	3,500	350
Request for Vacation	644.96	450.00	2,250	500.00	2,500	250
Site Plan/Development Review	520.66	450.00	1,350	500.00	1,500	150
Lot Split	139.25	75.00	450	100.00	600	150
Sign Permit-Detached (1)	61.34	1.00 / sq ft	3,230	1.50 / sq ft	4,845	1,615
Sign Permit-Portable (2)	91.70	75.00	750	100.00	1,000	250
Sign Permit-Attached	61.34	2.50 / sq ft	13,341	2.50 / sq ft	13,341	No Change
Sign Permit-Billboard	245.37	2.50 / sq ft	425	2.50 / sq ft	425	No Change
Subdivision Plat	255.64	100.00	400	100.00 (3)	400	No Change
Total			36,596		40,611	4,015

(1) Minimum fee for Sign Permit-Detached is $25.00
(2) Each portable sign shall be levied an inspection fee of $25.00 on each occasion it is moved to a new location or moved within the property where originally set
(3) Fee shall be $100 per subdivision plat plus additional fee of $5 per lot; staff recommends increase to $10 per lot

The following is a planning and zoning fee comparison to other municipalities:

Municipality	Rezoning Application	Special Use Permit	Special Use Permit Renewal	Request for Zoning Adjustment	Request for Vacation	Site/Plan Development Review
City of Joplin, MO-Current	450.00	450.00	450.00	450.00	450.00	450.00
City of Joplin, MO-Proposed	500.00	500.00	500.00	500.00	500.00	500.00
Springfield, MO	1,043.00	1,390.00	1,390.00	670.00	732.00	1,962.00
Blue Springs, MO	425.00	425.00	425.00	440.00	355.00	550.00
Nixa, MO	250.00	250.00	250.00	200.00	100.00	N/A

Municipality	Subdivision Plat	Lot Split	Sign Permit Attached	Sign Permit Detached	Sign Permit Billboard	Sign Permit Portable
City of Joplin, MO-Current	100.00	75.00	75.00 (1)	30.00 (1)	225.00 (2)	75.00
City of Joplin, MO-Proposed	150.00	100.00	75.00 (1)	45.00 (1)	225.00 (2)	100.00
Springfield, MO	3,127.00	403.00	229.00	229.00	68.00	229.00
Blue Springs, MO	400.00	N/A	70.00 to 145.00	70.00 to 145.00	70.00 to 285.00	35.00
Nixa, MO	350.00	150.00	50.00	50.00	50.00	25.00

(1) Sign Permit calculated using 30 sq/ft
(2) Sign Permit calculated using 90 sq/ft

Golf Course Fund
Charges for Services

IX. Golf Course

Schifferdecker Golf Course is recommending fee increases to recover more of the cost to the City. The city is incurring a shortfall in covering the cost of the golf course operations and maintenance.

The City is also recommending establishing a twilight pass and twilight pass with one unlimited cart rental as new type of annual pass. The twilight pass would permit golf to be played during twilight time, as set by the director of the parks and recreation department. The twilight pass with one unlimited cart would permit golf to be played during twilight time with the use of a cart rental. The City recommends setting the twilight pass at $300 and the twilight pass with one unlimited cart rental at $600. The twilight pass is valid for one calendar year from the date of issuance. The City also recommends adding a student green fee with the use of a golf cart (driving with proper identification or per seat) be set at $10 per 18 holes.

	Current Status Based on FY 2016 Data				
Service Description	**Current Fee**	**Current Revenue Generated**	**Proposed Fee**	**Projected Revenue**	**Projected Change in Revenue**
Twilight Pass	**New Fee**	**New Fee**	300.00	3,000	3,000
Twilight Pass - w/Unlimited Cart for 1	**New Fee**	**New Fee**	600.00	9,000	9,000
Student Green Fee - w/Cart (per seat)	**New Fee**	**New Fee**	10.00	1,450	1,450
9 holes - Weekday	8.00	-	9.00	1,350	1,350
9 holes - Weekend/Holiday	10.00	-	10.00	2,000	2,000
18 holes - Weekday	15.00	46,575	17.00	52,785	6,210
18 holes - Weekday Senior	11.25	39,015	11.75	40,749	1,734
18 holes - Weekend/Holiday	18.00	42,030	19.00	44,365	2,335
18 holes - Weekend Senior	13.50	14,580	14.00	15,120	540
Student Green Fee (18 holes)	8.25	2,384	9.00	2,601	217
Weekday Twilight	9.75	35,490	11.00	40,040	4,550
Weekend Twilight	12.00	6,060	13.00	6,565	505
League Play	9.75	7,995	10.00	8,200	205
Golf Cart - 9 holes (per person)	6.75	25,819	7.00	26,775	956
Annual Pass - Adult	600.00	3,600	650.00	3,900	300
Annual Pass - Adult with Cart	1,225.00	28,175	1,300.00	29,900	1,725
Annual Pass - Family	900.00	-	1,000.00	2,000	2,000
Annual Pass - Family w/ Unlimited Cart for 1	1,525.00	1,525	1,600.00	1,600	75
Annual Pass - Family w/ Unlimited Cart for 2	2,100.00	-	2,200.00	2,200	2,200
Golf Cart - 18 holes (per person)	12.00	136,380	12.00	136,380	No Change
Pull Cart	2.50	215	2.50	215	No Change
High School Practice Fee	500.00	2,300	500.00	2,300	No Change
Annual Pass - Senior (age 60 and over)	500.00	4,500	500.00	4,500	No Change
Annual Pass - Senior with Cart (age 60 and over)	1,025.00	8,200	1,025.00	8,200	No Change
Annual Pass - Junior	90.00	360	90.00	360	No Change
25 Play Pass	**Remove**	-	**Remove**	-	**Remove**
Total		405,203		445,555	40,352

Golf Course Fund
Charges for Services
Parks & Recreation Department

Staff recommends removing the summer season 25-play pass. With the introduction of the twilight pass, golfers will have the ability to play year-around (as opposed to only summer months) during twilight times, as set by the director of parks and recreation department.

Staff also recommends season passes paid in full or paid in installments be set at the same fee. Currently, monthly installment season pass holders are paying $113 more per year for an annual golf season pass. Staff recommends changing the season pass fee structure to welcome more interest in users wishing to pay monthly installments for a season pass to utilize the Schifferdecker golf facilities.

The changes in fees related to the golf course will not recover all costs associated with these services. We will reevaluate and review the costs of the golf course during the next biennial user fee review.

Golf Course Fund
Charges for Services
Parks & Recreation Department

For the development of the cost per round calculation for the Schifferdecker Golf Course, FY 2016 and FY 2015 actual data was used to determine the cost per round. The FY 2016 and FY 2015 information only includes operating costs associated with the golf course such as personnel costs and contractual services, but does not include any anticipated capital expenditures.

The table below shows the golf course's actual expenditures for FY 2016 and FY 2015.

FY2016 Golf Expenditures	
Golf Administration	$ 302,661
Golf Maintenance	445,810
Total Expenditures	$ 748,471

FY2015 Golf Expenditures	
Golf Administration	$ 233,012
Golf Maintenance	441,880
Total Expenditures	$ 674,892

The table below illustrates the total costs and the total rounds played of the golf course.

Course	Total Expenditures	Total Rounds	Cost Per Round
FY 2016	$ 748,471	21,848	$ 34.26
FY 2015	$ 674,892	16,904	$ 39.92

It should be noted that the cost per round is a benchmark for comparing costs from year to year but does not determine the green fee rates. Green fee rates take additional factors into consideration. If the cost per round figure was to be used to set green fees, it would assume that there are no other revenues to contribute to covering costs associated with the golf course and it would assume that the rates are the same for all players at all times. The golf course has additional revenues such as annual passes, golf cart rentals, and concessions to help recover all costs. Additionally, there are different rates for different players (adult/senior/student) and rates for different times (weekday/weekend/twilight) that play into setting/determining the green fees.

Golf Course Fund
Charges for Services
Parks & Recreation Department

The following is a golf course fee comparison to other similar area golf courses:

Service Description	City of Joplin Current Fee	City of Joplin Proposed Fee	Carthage Municipal Golf Course	Briarbrook Golf Course
18 holes Weekday with Cart	27.00	29.00	32.00	33.00
18 holes Weekday with Cart-Senior	23.25	23.75	23.00	33.00
18 holes Weekend with Cart	30.00	31.00	34.00	38.00
18 holes Weekend with Cart-Senior	25.50	26.00	34.00	38.00
18 holes Weekday Walking	15.00	17.00	19.00	20.00
18 holes Weekday Walking-Senior	11.25	11.75	N/A	20.00
18 holes Weekend Walking	18.00	19.00	21.00	25.00
18 holes Weekend Walking-Senior	13.50	14.00	21.00	25.00
Golf Cart - 9 holes	6.75	7.00	6.50	7.00
Golf Cart - 18 holes	12.00	12.00	13.00	13.00

Sanitary Sewer Fund
Charges for Services

X. Public Works Department

Staff is recommending a change in all fees related to sewer connections and simplifying the sewer connection and sewer reconnection process and fee structure.

Sewer reconnection fee occurs when a location with a previous sewer connection that occurred within the last 10 years needs reconnected. These fees will be assessed at the location of the reconnection, whether inside city limits or outside city limits. Staff recommends setting the sewer reconnection inside city limits to $100 and the sewer reconnection outside city limits to $125 to better align these fees and recover costs.

Sewer new connection fee occurs when a property has never been connected to the sewer line or a previous sewer connection occurred over 10 years prior. These fees will be assessed at the location of the new connection, whether inside city limits or outside city limits. Staff recommends setting the sewer new connection inside city limits to $300 and the sewer new connection outside city limits to $400 to better align these fees and recover costs.

Sewer riser locate permit fee occurs when City personnel is needed to inspect or locate a sewer connection point to the City sewer main. Staff recommends increasing the sewer riser locate permit fee to $75 from $30 to recover part of the cost of providing this service. The wastewater hauler fee occurs when hauled wastewater is introduced to the sewer treatment plant. This fee has not been increased since 2009. Staff recommends increasing this fee to $0.03 for each gallon of hauled wastewater. Currently, the City fee for this type of service is $0.02 for each gallon of hauled wastewater.

Staff is not recommending any fee increases or changes to the sewer saddle and fee for concrete/clay pipes.

	Current Status Based on FY 2016 Data					
Service Description	City Cost	Current Fee	Current Revenue Generated	Proposed Fee	Projected Revenue	Change in Projected Revenue
Sewer Reconnection-Inside City	221.42	75.00	7,500	100.00	10,000	2,500
Sewer Reconnection-Outside City	332.13	100.00	1,300	125.00	1,625	325
Sewer New Connection-Inside City	590.68	200.00	22,000	300.00	33,000	11,000
Sewer New Connection-Outside City	713.20	300.00	1,500	400.00	2,000	500
Sewer Riser Locate	127.65	30.00	390	75.00	975	585
Waste Hauler Fee	.07 / gallon	.02 / gallon	73,872	.03 / gallon	110,808	36,936
Sewer Saddle / Fee for Concrete/Clay Pipes	236.47	175.00	4,375	175.00	4,375	No Change
Total			110,937		162,783	51,846

Sanitary Sewer Fund
Charges for Services
Public Works Department

The following is a public works (sanitary sewer) fee comparison to other municipalities:

Municipality	Sewer Reconnect Inside City	Sewer Reconnect Outside City	Sewer New Connecton Inside City	Sewer New Connection Outside City	Sewer Riser Locate	Waste Hauler Fee
City of Joplin, MO-Current	75.00	100.00	200.00	500.00	30.00	.02 / gallon
City of Joplin, MO-Proposed	100.00	125.00	300.00	600.00	75.00	.03 / gallon
Springfield, MO	300.00	300.00	300.00	300.00	300.00	.1171 / gallon
Blue Springs, MO	1,500.00	1,500.00	1,500.00	1,500.00	40.00	N/A
Lee's Summit, MO	30.00 / drain	30.00 / drain	30.00 / drain	30.00 / drain	30.00	.00517 / gallon