

Phillipsburg Needs Assessment 2016



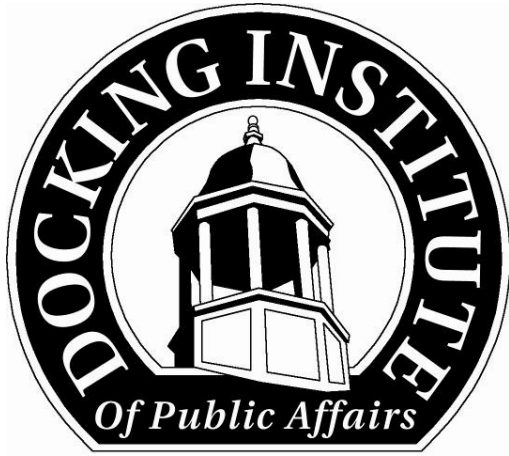
Prepared For
The City of Phillipsburg

Prepared By



FORT HAYS STATE UNIVERSITY
DOCKING INSTITUTE OF PUBLIC AFFAIRS

Forward thinking. World ready.



Fort Hays State University
600 Park Street
Hays, Kansas 67601-4099
Telephone: (785) 628-4197
FAX: (785) 628-4188
www.fhsu.edu/docking

Gary Brinker, PhD
Director

Mike Walker, MS
Assistant Director

Jian Sun, PhD
Research Scientist

Bradley Pendergast, MPA
Survey Center Manager

Lynette Ottley
Administrative Associate

Mission:

To Facilitate Effective Public Policy Decision-Making.

The staff of the Docking Institute of Public Affairs are dedicated to serving the people of Kansas and surrounding states.

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Prepared By:

Bradley Pendergast, MPA
Survey Center Manager
Docking Institute of Public Affairs

Gary Brinker, Ph.D.
Director
Docking Institute of Public Affairs

Ryan L. Swayne
Student Research Supervisor
Docking Institute of Public Affairs

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Phillipsburg Needs Assessment 2016

Executive Summary

The Docking Institute of Public Affairs at Fort Hays State University surveyed, from a sample of residents provided by the City of Phillipsburg, adult residents of Phillipsburg ages 18 and older to assess their perceptions of community needs. The Docking Institute's independent analysis shows that:

- Respondents expressed the greatest need for improvements in the areas of road and street maintenance, ordinance and code enforcement, law enforcement services, animal control, and cable TV services.
- Respondents expressed low levels of perceived need for improvements in the areas of basic utilities, sewer and garbage services, fire department services, therapy and outdoor pool, library, cemeteries, and airport facilities.
- Follow-up questions regarding respondents' most urgent perceived needs reinforced the feelings that road and street maintenance and policing and enforcement of City mandates should be the top priorities for City officials.
- In the area of educational services, respondents' highest reported need was for more after-school programs and day-care. Sources of information on the various digital communication technologies, tutoring, remedial education, and special education stood out as the most commonly cited areas of high need. Need for pre-K was expressed the least.
- In the area of health and wellness, the upgrading of hospital facilities and access to doctors and hospital facilities were the most highly cited areas of need. Access to dental, hearing, and mental health services were also highly cited. Respondents were generally satisfied with pharmacy services.
- Just over three-quarters (77%) of respondents favored restoring or rehabilitating the F Street Community Building.
- Respondents expressed relatively high levels of satisfaction with city government, with half saying they are at least "somewhat satisfied," and equal percentages (12%) being "very satisfied" and "very dissatisfied." Two-thirds expressed satisfaction with the City's efforts to communicate with the citizenry.
- Respondents also expressed general satisfaction with local law enforcement, with more than half (58%) being at least "somewhat satisfied" with their ability to control crime, in general. They expressed significant concern, however, with law enforcement's ability to control illegal drug activity. Half of the respondents were at least "somewhat dissatisfied," with over one-fourth (28%) being "very dissatisfied" with efforts to curb illegal drug use.
- Respondents' dissatisfaction with Kansas State government aligns with recently conducted statewide opinion polls, though not to the same degree. Fifty-six percent

were at least “somewhat dissatisfied” with Governor Brownback, with 37% being “very dissatisfied.” One-fourth were at least “somewhat satisfied.”

- Respondents were generally more satisfied with the State Legislature than with the Governor, and much more polarized. Equal percentages were at least “somewhat satisfied” (38%) and at least “somewhat dissatisfied” (39%) with the Legislature.
- Of the general services measured in the survey, the lowest levels of satisfaction were with cable television service (29%), internet service (20%) and water service (17%). Natural gas, electricity, and sewer service rated highly in satisfaction.
- Respondents tended to agree (71%) that safe and suitable housing is available in Phillipsburg. Fewer (41%), however, believe that safe and suitable housing is available for lower-income families. Two-thirds indicated a need for more safe and suitable rental property. Two-thirds also said they knew no one who has been or is unable to find suitable housing in Phillipsburg.
- Respondents tended to be satisfied or neutral in all four ratings of housing in Phillipsburg, with the availability of financing rating the highest. However, costs, aesthetics, and aging of properties in Phillipsburg were a concern of at least one-fourth of respondents.
- Four-fifths of respondents own their home, and 95% live in a house vs. an apartment.
- Just over one-fourth (28%) of respondents pay less than \$200 per month in rent or mortgage. Three-fourths pay less than \$500 per month. Five percent pay \$900 or more. Over four-fifths (82%) reported paying less than one-third of their gross income on rent.
- Just over one-fourth (28%) of respondents have a child under 18 living in the household. Ninety-two percent said no one in their household was seeking employment. Almost four-fifths (79%) said they voted in the last city election.
- Thirty percent of respondents reported annual household incomes of less than \$30,000. Thirty-six percent reported household incomes of at least \$60,000.
- Respondents were asked why they identified the most urgent need that they did. There was a consensus that animal control was a problem for which there was no means to address. They cited the importance of youth recreational facilities and the poor condition of the ball fields. Cable TV provided poor service and a poor value, and there were too many dead zones in cell coverage. The streets have way too many pot holes that can damage vehicles. Law enforcement was criticized for showing preferential treatment, being apathetic to some City ordinances and not addressing the community’s drug problems. Some wanted more convenient recycling services, and some complained that the water was tinted and tasted bad, especially in some parts of town.
- When asked what are the top improvements the City could make, the most common responses were in the areas of streets, hospital and health services, recreational amenities for youth and adults, and improvements in law enforcement. Other commonly cited areas include economic development, both more jobs and more stores and restaurants, how rent housing, water and community leadership.

Methods

The Docking Institute of Public Affairs at Fort Hays State University surveyed, from a sample of residents provided by the City of Phillipsburg, adult residents of Phillipsburg ages 18 and older to assess their perceptions of community needs. The survey sample consisted of a list of contact phone numbers for the residents of Phillipsburg, including both landline numbers and cell phone numbers. From February 9th to March 1st, a total of 531 Phillipsburg residents were contacted through either landline telephone or cellphone, and 367 completed the survey, resulting in a 69.1% cooperation rate (367/531). At the 95% confidence level, the Margin of Error for the full sample of 367 is +/- 4.7%. A Margin of Error of +/-4.7% means that there is a 95% probability that findings among the sample vary no more than +/- 4.7 % from the value that would be found if the entire population of interest (all adult Phillipsburg residents) were surveyed, assuming no response bias.

Report of Findings

Figures 1a, 1b, and 1c below show the level of need for improvement of 30 services in the City of Phillipsburg, ordered by mean rating. Respondents were asked to rate each service on a 1 to 5 scale, with 1 meaning “No Need for Improvement” and 5 meaning “Great Need For Improvement.” Figure 1a shows the top 10 services that respondents feel need the most improvement. Road maintenance had the highest average, followed by the condition of streets in Phillipsburg, ordinance & code enforcement, law enforcement services, animal control services, cable/television services, recreational facilities (basketball courts, ballfields and other facilities), speed of internet service, snow removal and reliability of internet service.

Figure 1a: Perceived Needs

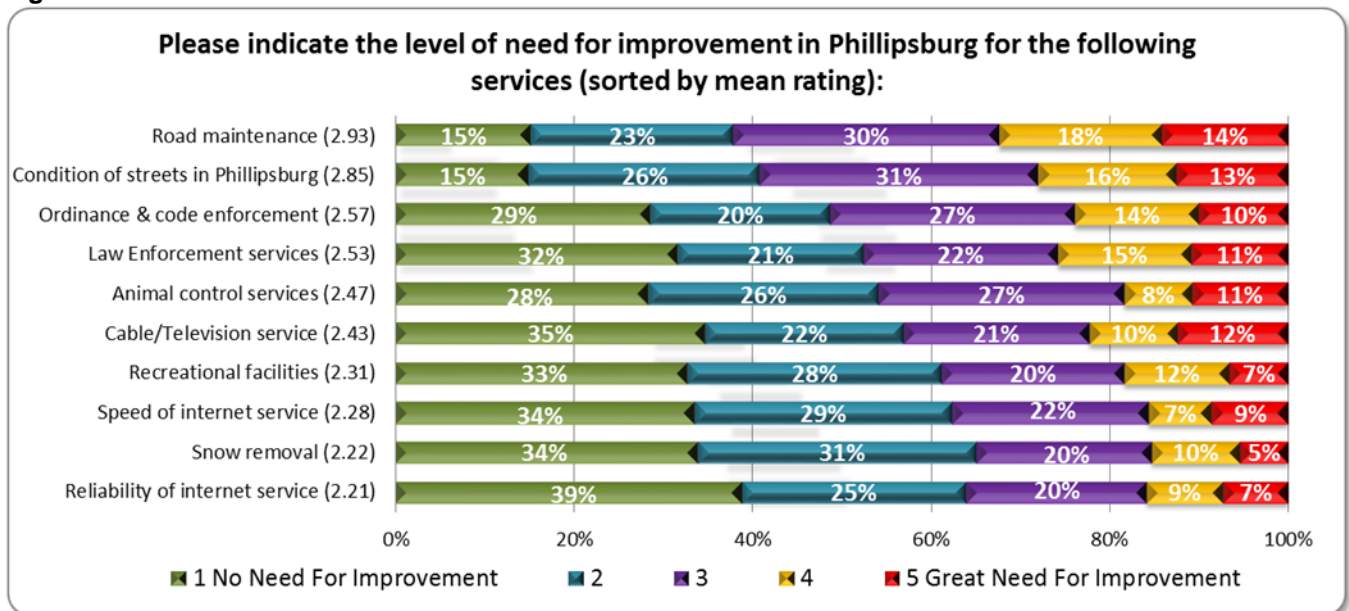


Figure 1b: Perceived Needs

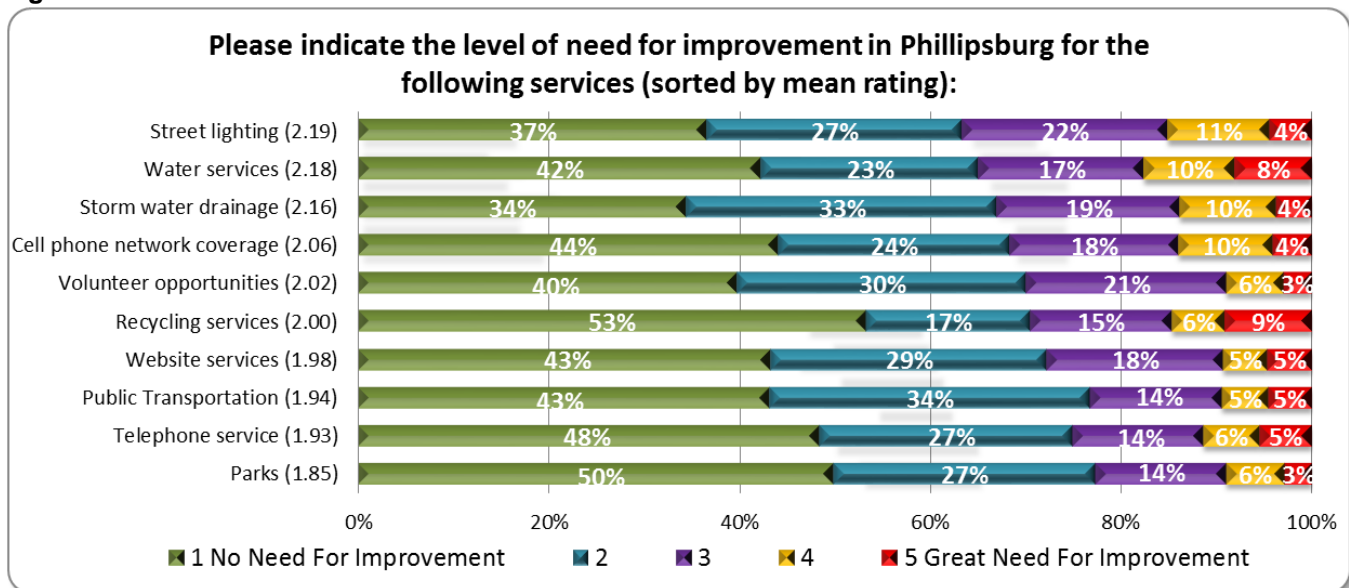
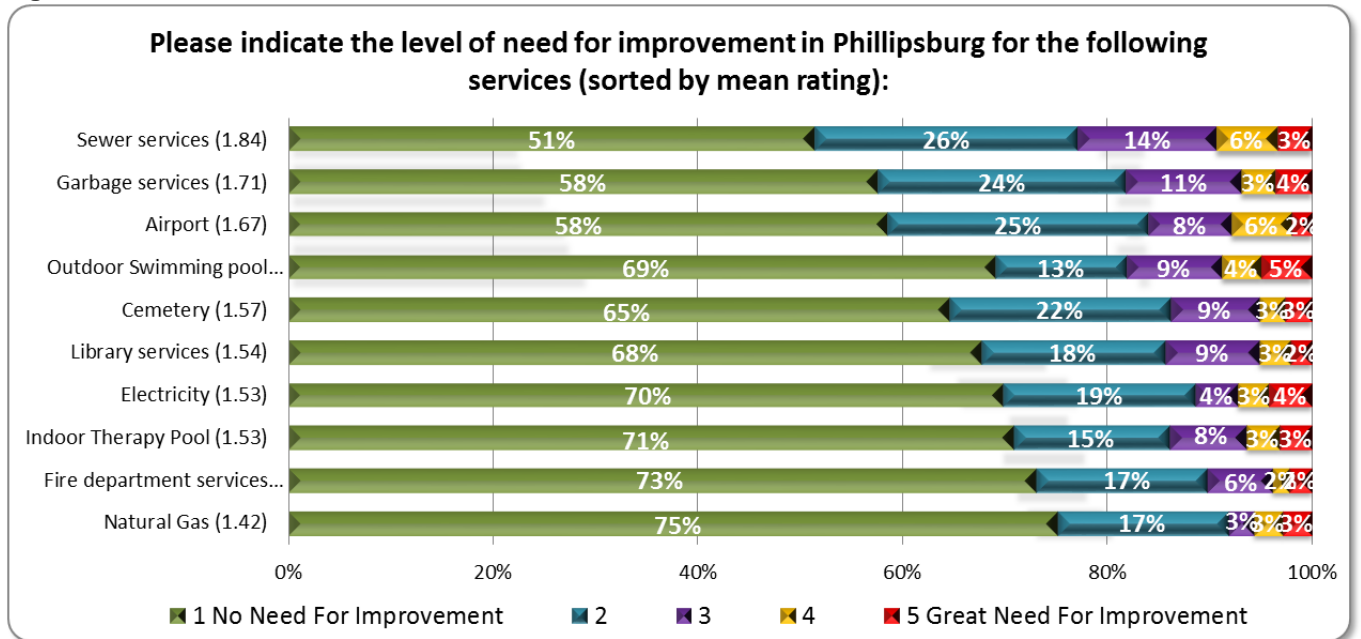


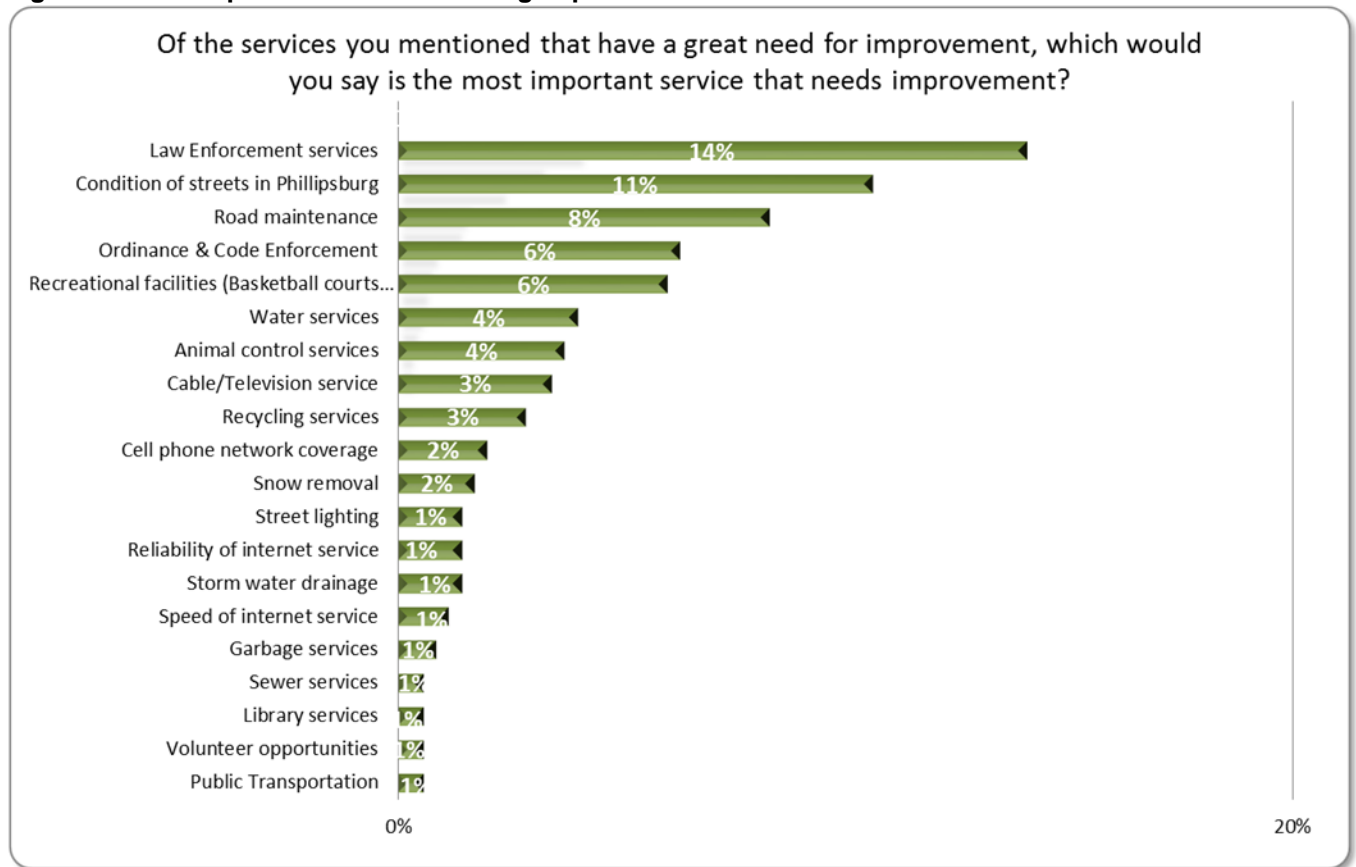
Figure 1c shows the services in which respondents expressed the lowest levels of need. Basic utilities, fire department services, the indoor therapy pool, and library were over two-thirds of respondents indicated no need for improvement.

Figure 1c: Perceived Needs



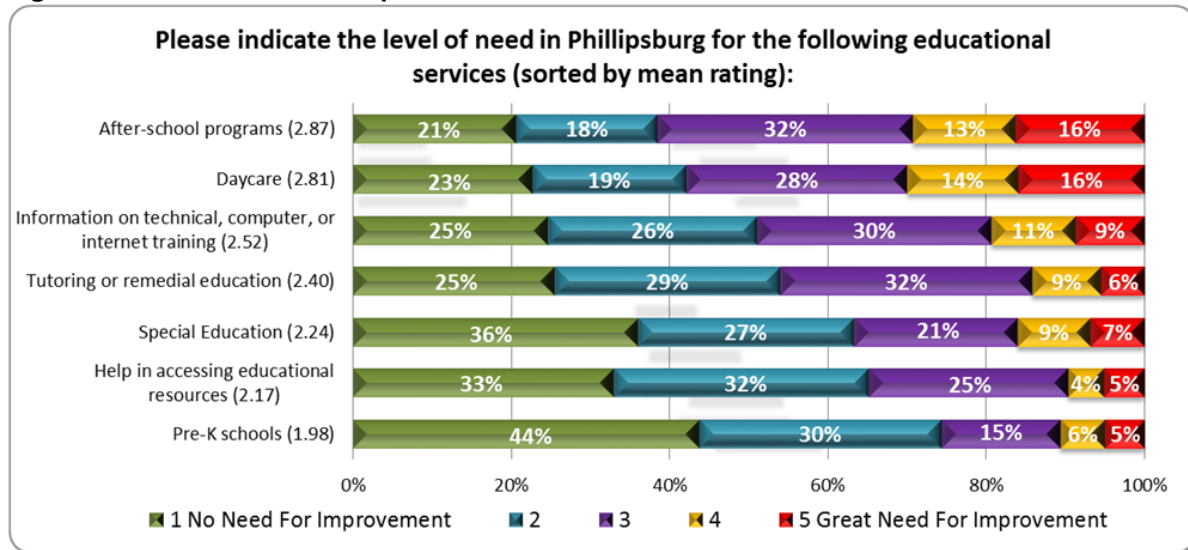
After rating each service, respondents were read each service that they rated a 4 or 5, and were then asked which service had the greatest need for improvement. Figure 2 shows that fourteen percent felt law enforcement services was the most important need, followed by conditions of streets in Phillipsburg, road maintenance, ordinance and code enforcement, and recreational facilities (basketball courts and ballfields). Respondents were also asked an opened ended question asking why this particular service is the most important service that needs improvement. Responses to this question can be seen on Appendix A (page 16).

Figure 2: Most Important Service Needing Improvement



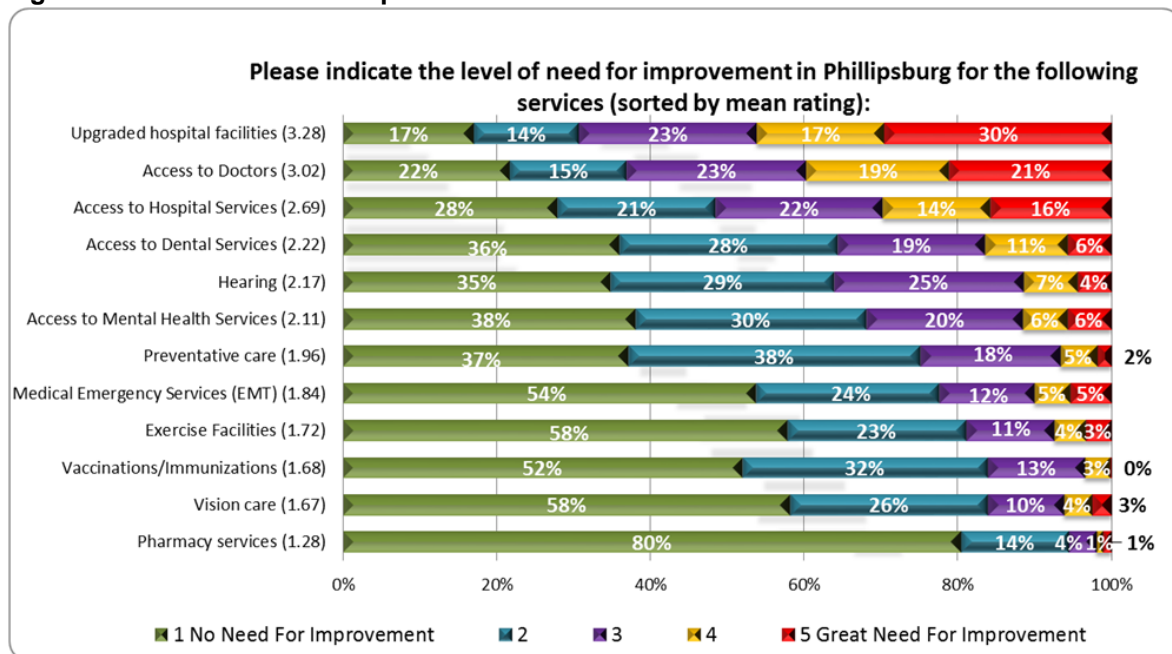
Respondents were asked about the level of need for improvement in seven educational services. Figure 3 shows that after-school programs were found to have the highest need for improvement, followed by daycare, information on technical, computer or internet training, tutoring or remedial education, and special education.

Figure 3: Level of Need for Improvement in Educational Services



Respondents were asked about the level of need for improvement in 12 health services. Figure 4 shows that upgraded hospital facilities were found to have the highest perceived need for improvement. This was followed by access to doctors, access to hospital services, access to dental services, and hearing services.

Figure 4: Level of Need for Improvement in Health Services



Respondents were asked if the City should restore or rehabilitate the community building located at 425 F Street. Figure 5 shows that over three-quarters (77%) of respondents favor restoring the structure, while less than one-quarter (23%) are opposed.

Figure 5: Restore Downtown Community Building



Figure 6 shows that over half (51%) of respondents were at least “Somewhat Dissatisfied” and over one-fourth (28%) were “Very Dissatisfied” with Phillipsburg law enforcement’s ability to control illegal drug activity. Only one-third (32%) were at least “Somewhat Dissatisfied,” while half (50%) were at least “Somewhat Satisfied,” with Phillipsburg’s city government. Only one-quarter (25%) of respondents were at least “Somewhat Dissatisfied,” while well over half (58%) were at least “Somewhat Satisfied,” with Phillipsburg’s law enforcement’s ability to control crime, in general. Less than one-quarter (23%) of respondents were at least “Somewhat Dissatisfied,” but over half (54%) were at least “Somewhat Satisfied,” with the City of Phillipsburg’s communication with citizens.

Figure 6: Level of Satisfaction with Phillipsburg Government

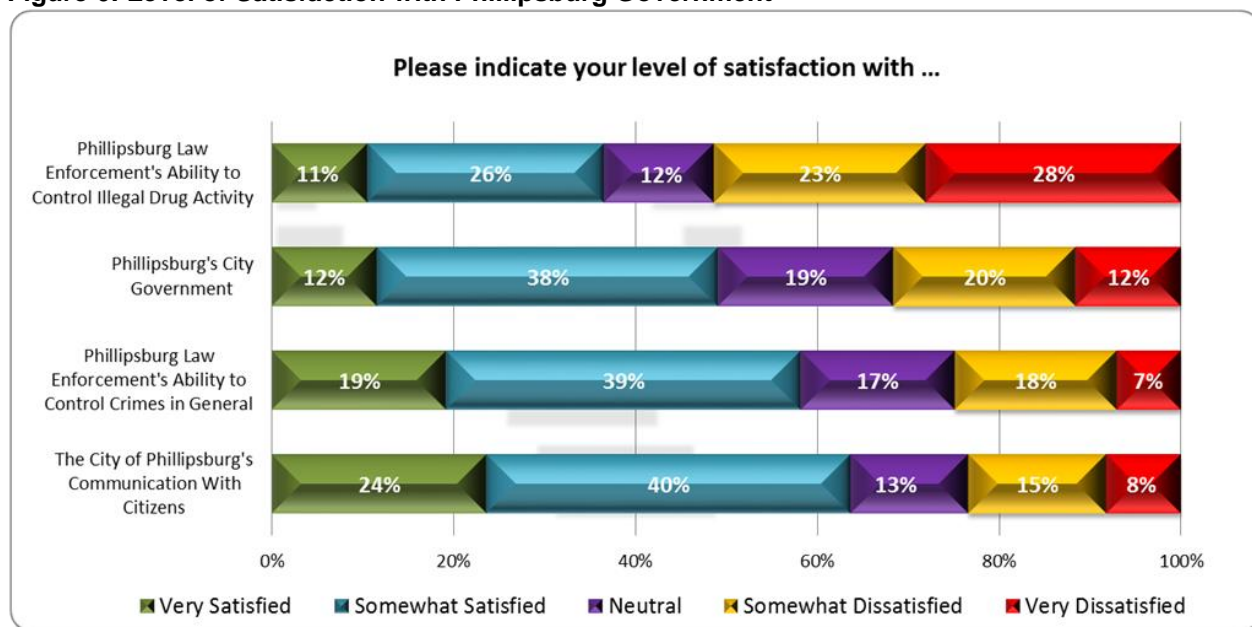


Figure 7 shows that over half (56%) of respondents were at least “Somewhat Dissatisfied,” while only one-quarter (25%) were at least “Somewhat Satisfied,” with Governor Brownback. Almost two-fifths (39%) of respondents were at least “Somewhat Dissatisfied,” but two-fifths (38%) were also at least “Somewhat Satisfied,” with the Kansas State Legislature.

Figure 7: Level of Satisfaction with State Government

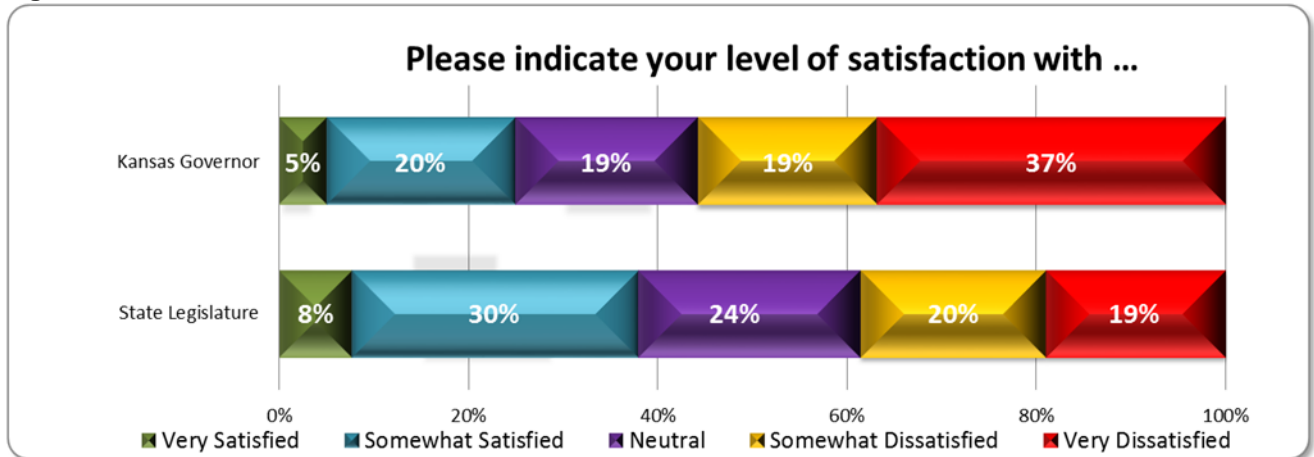


Figure 8 shows that the highest levels of dissatisfaction with services were in the areas of cable television service (29%), internet service (20%), and water service (17%). Respondents were most satisfied with natural gas service (85%), electricity service (82%), and sewer service (78%).

Figure 8: Level of Satisfaction with Services

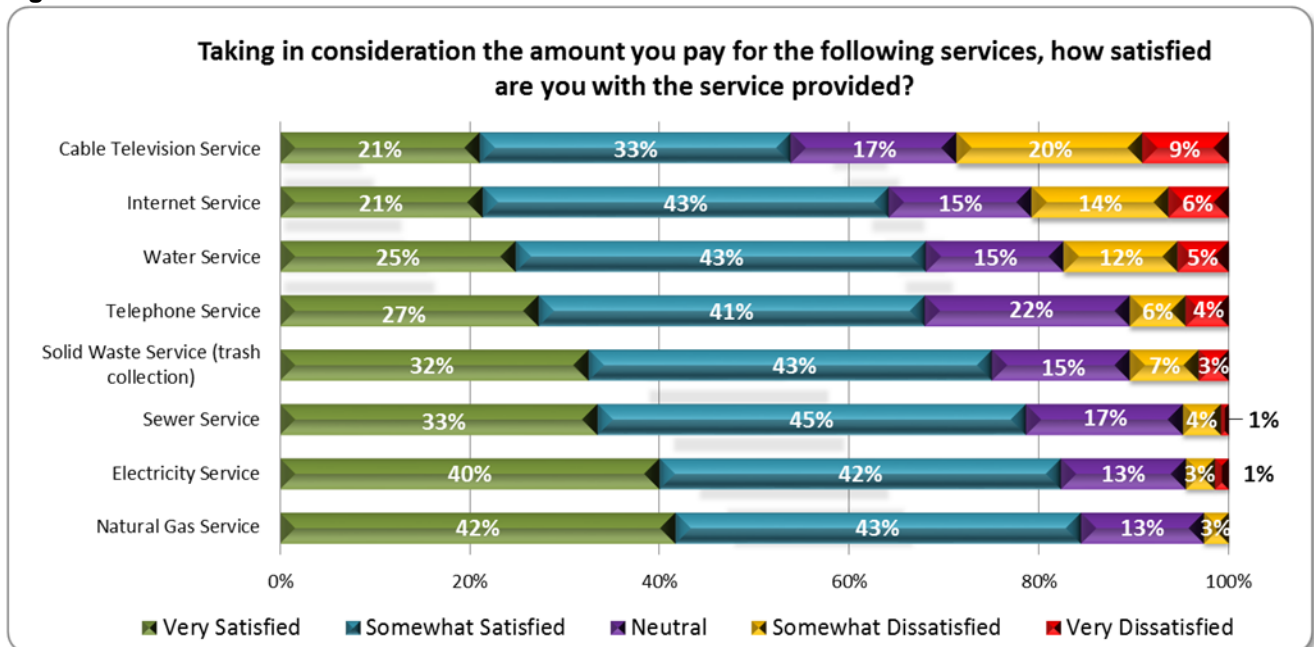


Figure 9 shows respondents' opinions on available housing in Phillipsburg. More than three-fifths (71%) of respondents felt there were safe and suitable housing units available for purchase in Phillipsburg. About two-fifths (41%) of respondents felt there is safe and suitable housing units for low-income families in Phillipsburg. Less than one-third (32%) of respondents felt that there is safe and suitable rental properties in Phillipsburg.

Figure 9: Amount of Suitable Housing

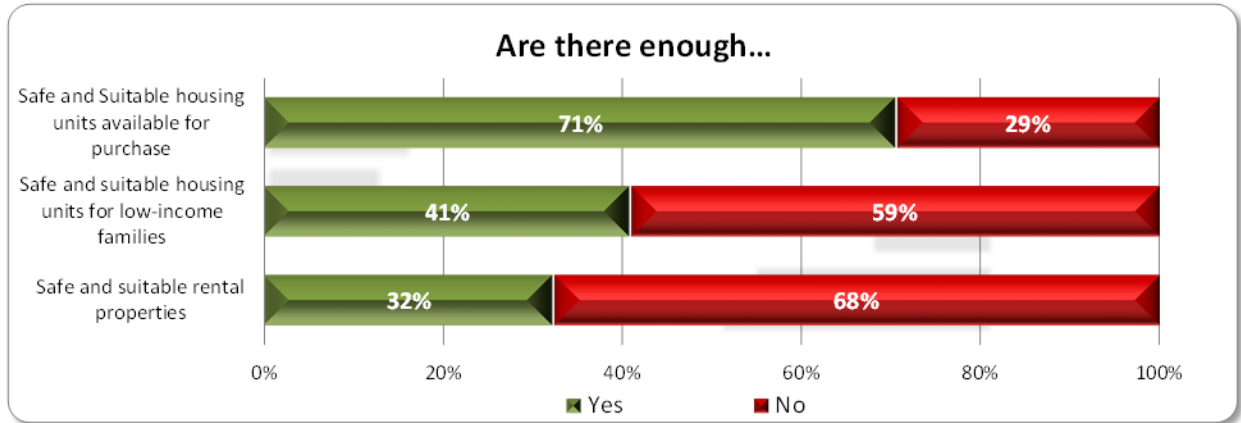


Figure 10 shows that about one-third (34% of respondents said they knew someone who is or was unable to find housing suitable for their needs and budget in Phillipsburg.

Figure 10: Suitable Housing

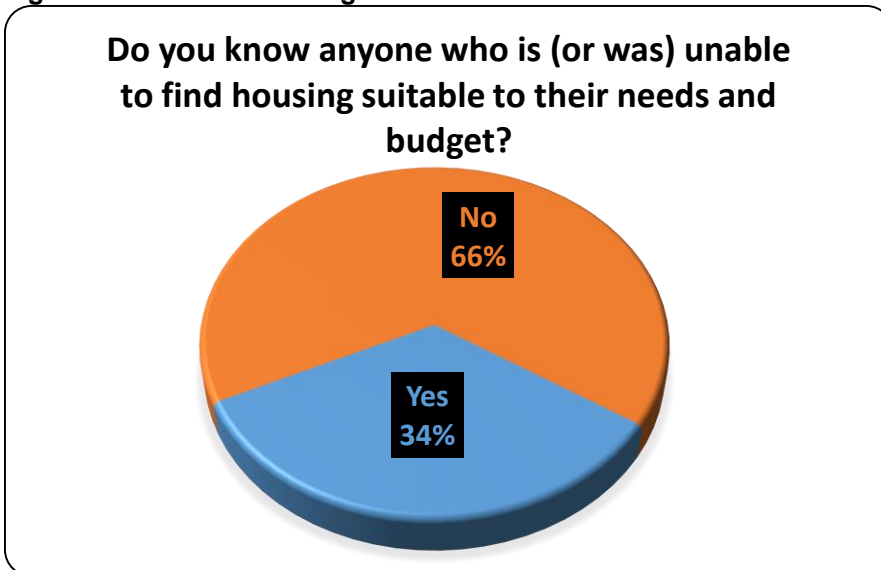
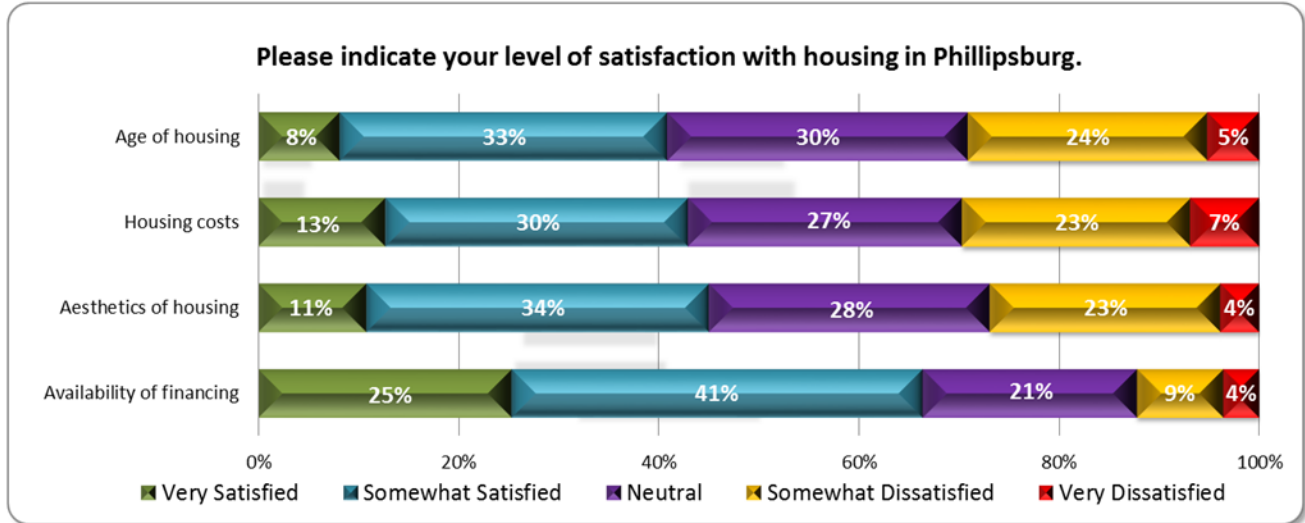


Figure 11 shows respondents satisfaction with housing in Phillipsburg, prioritized by level. Less than one-third were dissatisfied with any aspect of housing, with the highest levels of dissatisfaction expressed in age of housing (30%), cost of housing (30%) and aesthetics of housing (27%). Two-thirds of respondents were satisfied with the availability of financing.

Figure 11: Level of Satisfaction with Housing



The next section of the report provides demographic characteristics of survey respondents.

Respondent Demographics

Figure 12: Rent or Own

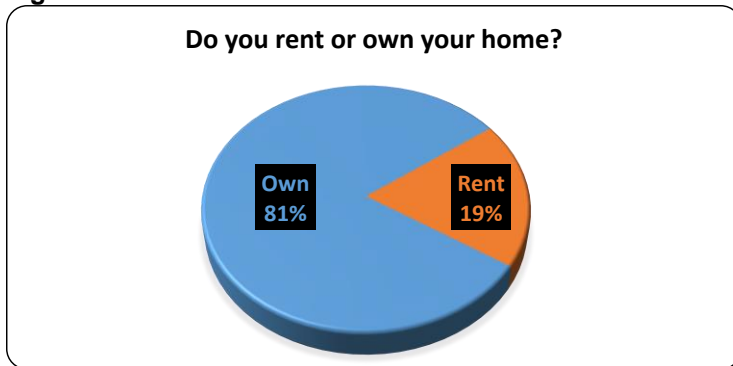


Figure 13: Apartment or House

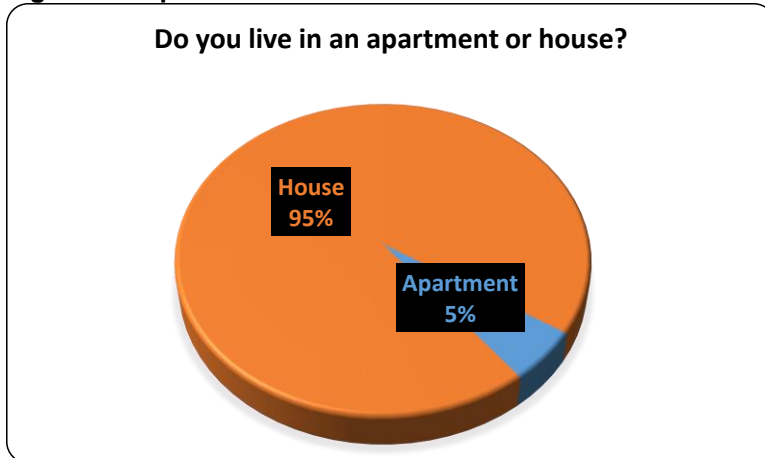


Figure 14: Number of Bedrooms

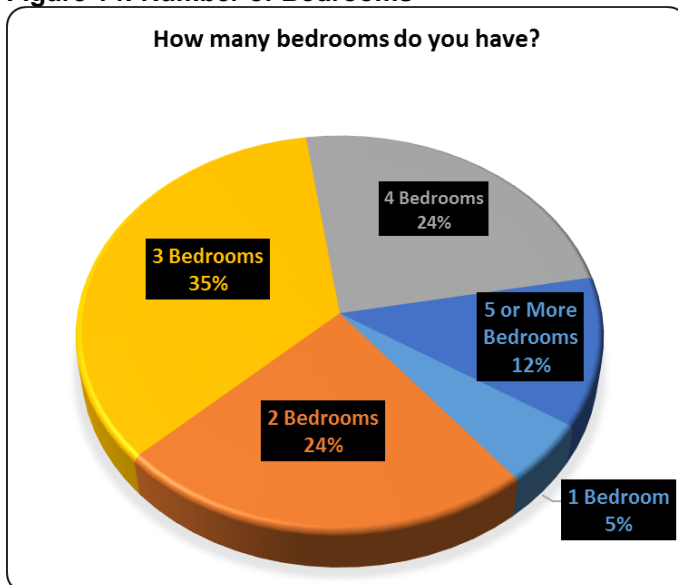


Figure 15: Monthly Rent or Mortgage

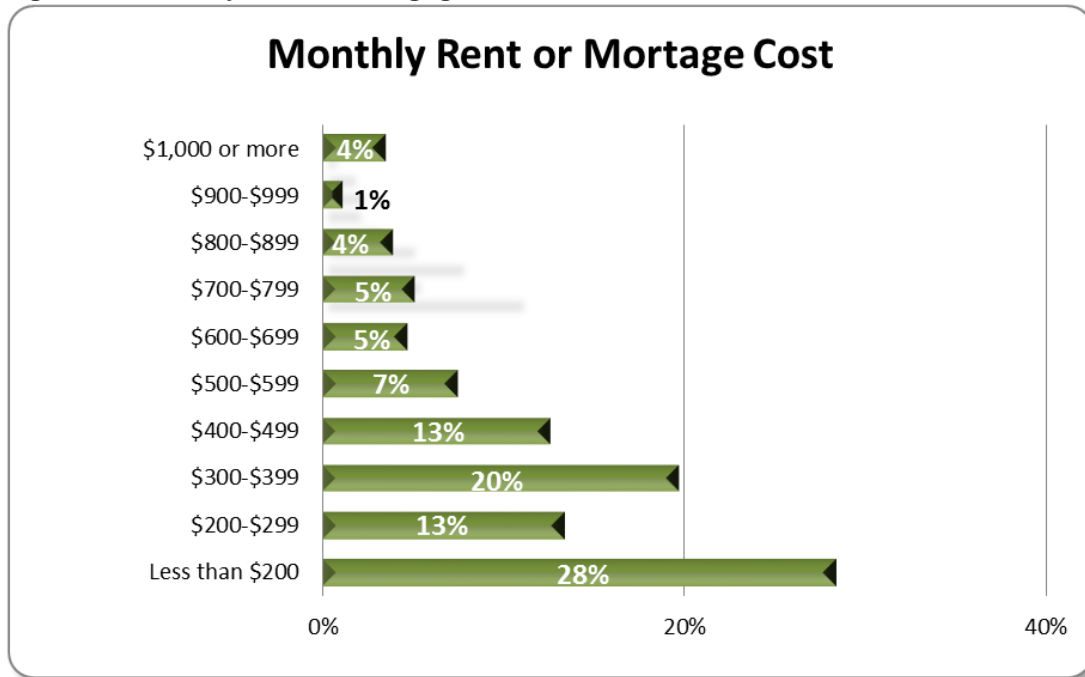


Figure 16: Proportion of Income Spent on Rent

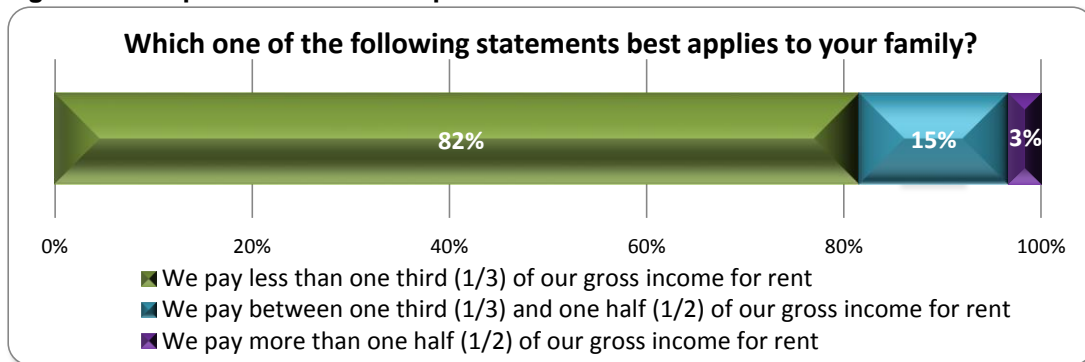


Figure 17: Children Under 18 in Household

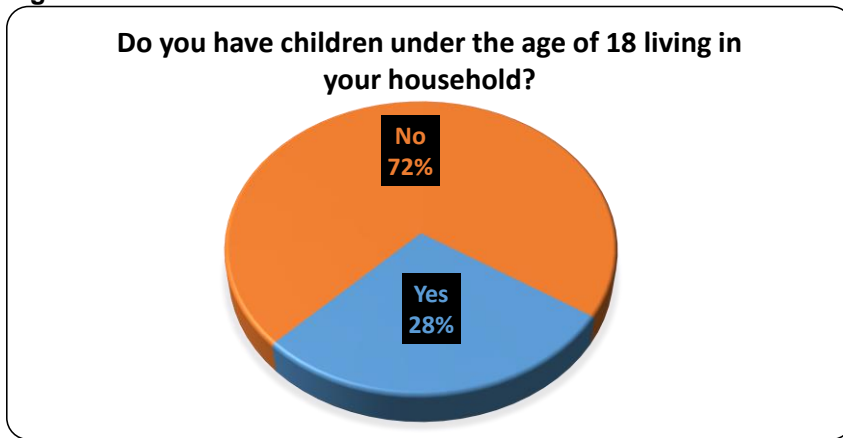


Figure 18: Adults in Household Seeking Employment

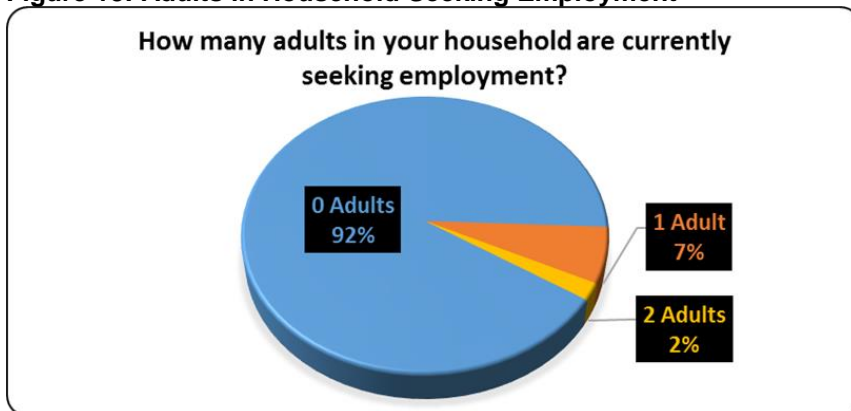


Figure 19: Adults Seeking Employment Currently Employed

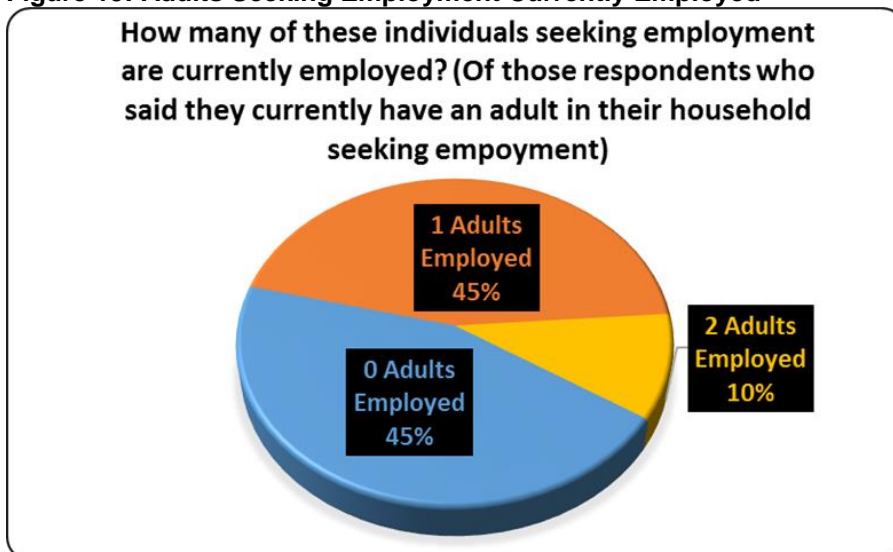


Figure 20: Vote in Last City Election

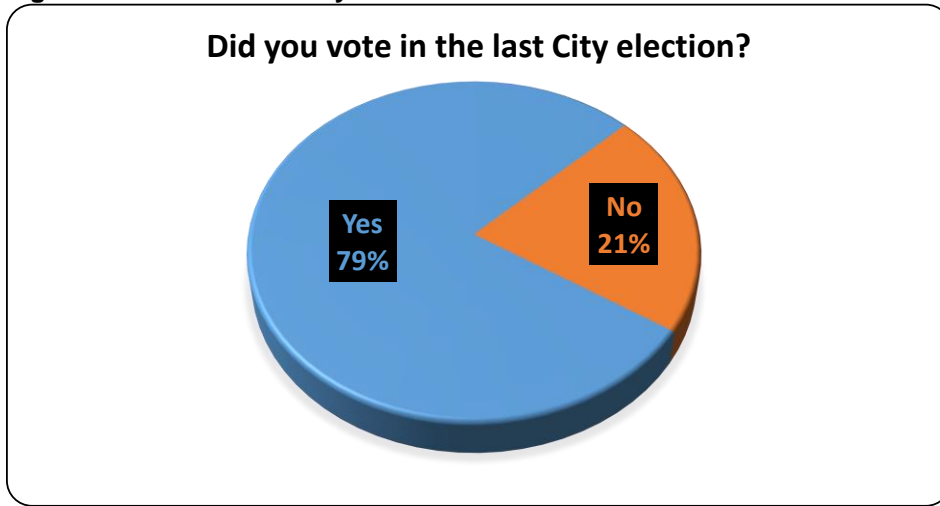
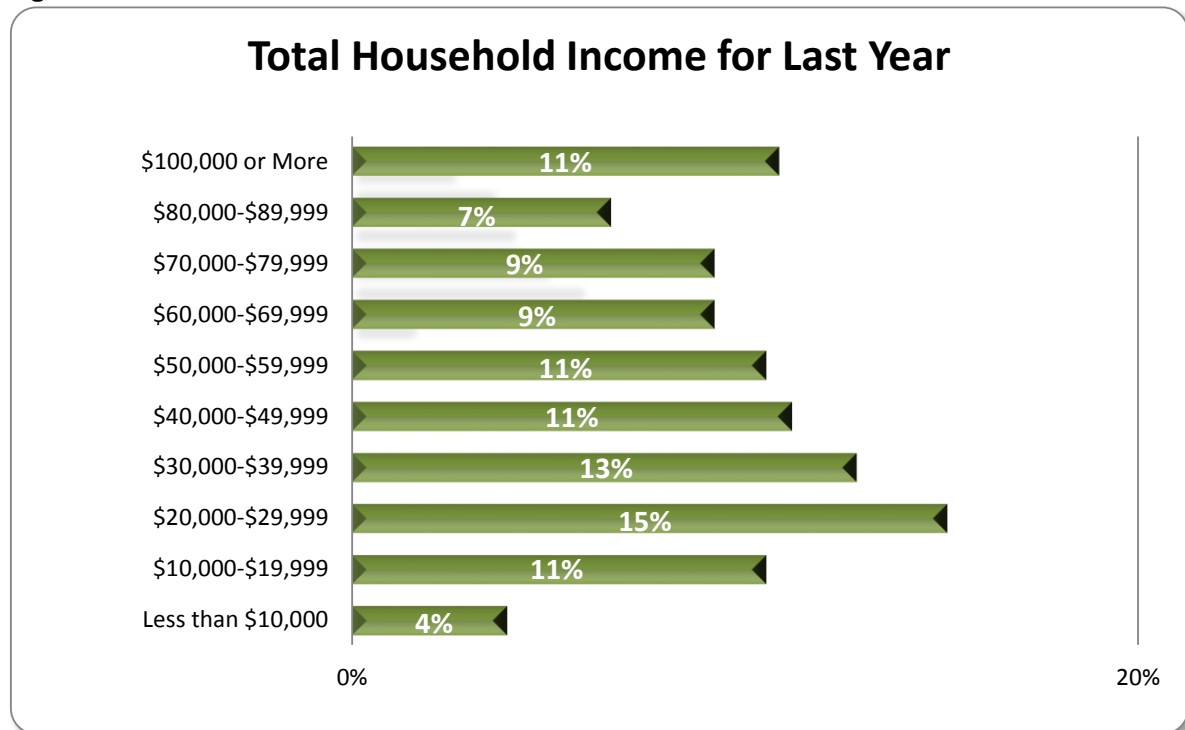


Figure 21: Household Income



Appendix A: Why is [Service Named as Most Needed for Improvement] the most important service that needs improvement?

Animal control services

- It doesn't seem like we have any.
- Go out and take a walk without worrying about dogs
- Have no dog catcher
- No animal control, at all. No rescue services.
- Short of the sheriff's department dealing with vicious dogs there is none
- There are a lot of stray cats and dogs, but nowhere to put them, so no one can adopt them. There should be a place for them to go to be adopted so that there are fewer running around.
- There are dogs that run around and some people have dogs that aren't fed or given water, and no one does anything about it.
- There are more dogs than people in Phillipsburg!
- There is an infestation of cats and people in this town don't tend to this animal as well, and there should be an animal place in town to send people out to check on those animals.
- There isn't any. When you call about it, no one does anything. There's nowhere to keep the animals for very long, because the places that do hold them are small.
- Too many dogs barking all the time
- We don't have any animal control officer as such, if we call we don't always get a response if it's a lost animal and I'd like to see that improved

Ballfields, basketball courts, other recreational facilities

- Almost nonexistent
- Because kids don't have anything to do
- Because the city is not involved enough rely on volunteers need a RECREATION COMISSON!!!!
- Because the fields are covered in water when it rains, parking is horrible and not maintained and there aren't a lot of places to go for those services
- Because they are in poor condition.
- Horrible fields
- Kid need something to do outside
- Lacking in having available places
- Not well kept up. Had to do work on his field himself. No BB court in Main Park.
- Something for the kids to stick around and want to bring their kids back to live and grow up.
- The bathrooms need repair and other maintenance needs to be done. Could be more things for kids.
- The girls have to play on is horrible compared to what the boys have to play on.
- The girls' softball fields in general need to be updated.
- There is almost nothing for young children and teenagers to do in town when it isn't summer.
- They are pretty shitty.
- They could have a vast improvement to help the outlook of the town and give the children a better opportunity
- They need a lot of work to them. Softball fields and restrooms are horrible
- They need some serious updating and give the kids something to do.
- Upkeep and maintenance
- We all share the same softball and baseball field and there are a lot of teams and players. And the bathrooms flood. Not well maintained.

Cable/Television service

- Because they will not work with us at all when we had it. I had a problem with receivers and they didn't fix it right or come out and fix it. If they came out and fixed it they charged us 150\$- 200\$. When we decided to disconnect the service they charged us over 500\$
- Continuously rubs across the cable cord, and tighten it up. Rubbing on roof and wouldn't have to be if they fix it
- I think the expense is too much and I think that the availability of different stations are federal limitations as to what they can get on their internet but they don't seem to be too great we're a northern Kansas county but we don't get any Nebraska stations in Philips county it's not feasible/accessible
- It drops sometimes and then comes back on often.
- IT SUCKS
- It's too expensive, so there should be another provider to create competition. They took off channels and raised the price.
- It's lousy for as much as they pay
- Local cable is bad for price.
- That changed a lot of channels and not as happy with channels. Less channels
- Took away some stations from Nebraska
- Unreliable service

Cell phone network coverage

- Connecting to other people is a very important thing. Having a reliable cell phone service is going to be a real boon.
- Coverage sucks in town no matter the carrier
- It depends on where cell phone is. Connectivity is not always great.
- It doesn't reach everywhere in the county like it should.
- There's a lot of times I only have one bar of service and that's it.
- Well I am a farmer and I get out in the country a lot and I don't have service when I need it.
- You can't get ahold of anyone there's no safety.

Condition of streets in Phillipsburg

- A lot of pot holes
- I'm tired of my vehicle taking damage every time I hit a pothole.
- Because of the potholes and all the dips.
- Because that's what we need the most. They need to put snow and gravel off. They don't even try to clean the streets. Too many cops.
- Because that's what we have to drive on and some of the potholes and dips can almost bottom out your car.
- Because they just need to be redone and repaired.
- Big potholes all over towns. Car gets stuck.
- Does so much damage to your car
- I have been calling to the city to tell them about pot holes that need fixed
- It seems like those are the last things that they think of to fix. Need better sidewalks and lighting in residential areas.
- Need most improvements
- Need to be resurfaced, some of the streets are so steep - they are so hard on vehicles
- Not maintained properly
- Road are too high
- Rough places.
- Some of them have potholes and dips are bad. Also, streets are higher than gutters.
- Streets are getting rough.

- Streets are in pretty bad shape
- Streets clean
- Streets have built up too high and need to be shaved down, too much asphalt.
- The pot holes and the intersections are terrible.
- The roads suck and very rough, and pot holes are everywhere and some streets aren't paved
- The streets need improvement
- There are a lot of pot holes throughout the town.
- They're needs to keep the wind chargers out of town and from destroying the sidewalks and streets. Maybe a bypass
- They're terrible and haven't had anything done to them in years.
- They've been neglected because of money. Needs to be rejuvenated.
- Too many potholes
- Too many potholes and bad job filling in the holes.
- Worst thing do a good job at everything else

Garbage services

- Combine trash and recycling/curbside recycling.
- I see a lot of garbage blowing around. The garbage containers are not holding enough. And if people recycled more there wouldn't be as much garbage.
- There's no pick up of yard waste. Older people can't haul the trash cans.

Law Enforcement services

- A bunch of drugs and the police doesn't do anything
- A kid broke into his house, and assaulted him. The police did nothing when he called the police. Kids still out there
- A lot of drugs in town
- Area Judicial Is Poor. Poor decisions
- Because the cops don't make the people adhere to the traffic laws
- Because there are things that happen around here that I don't think Law Enforcement is enforcing. Especially drug situations that should be taken care of but are ignored among other things, they try to do as little as possible
- Because they don't do anything
- Better enforcement of laws, a lot of things ignored that could be more addressed, good old boy system and bias needs to be fixed, more openness with PR
- Control of different ordinances and minor laws.
- Doesn't think they have enough coverage, and there are a lot of drugs in town that nothing gets done about.
- Don't like the attitude
- Due to prioritizing things that get attention.
- General, several things
- Going overboard with what you can't have in your hand. Not being very consistent with laws
- History things not being taken care of. Things slide by, but some things in the past need to get fixed. And drug problems as well and some people get to slide by while others don't.
- I feel like there's a lot of things going on in the community that aren't being taken care of that they know about yet aren't doing anything about it. Specifically drug enforcement.
- I think that the public doesn't really know what's going on within the city as far as illegal activities. And I think that the sheriff's department needs to be reorganized in some way.
- I think we're getting too much of a drug problem. Not enough being done about it.
- I've heard we have drug problems, and not is being done about it. And individuals causing problems and not dealt with properly.
- It just does

- Lot of inconsistency
- Major drug problems, cops are nitpicking on easy tickets
- Need a new sheriff that will enforce the laws and get the drugs out of town instead of helping them.
- Rumor is there are a lot of drugs in our town that aren't being taken care of
- Small town, deputies are underpaid and motivation is lacking, they need to be paid better and need more professional and quality of staff
- The code enforcements are not fairly given out.
- The law enforcement sucks and not very helpful.
- There are a lot of things that go on don't get taken care of.
- There are drug dealers all over town, and nothing is being done about them.
- There seems to be an underlying drug problem in town. Buddy system say to get out of tickets if you know them.
- They are the ones that take care of the town. That is their job, and should be more training, and looking into situations. Certain people get privileges. Lack of training.
- They aren't doing their job.
- They don't do a very good job, we have a lot of people speeding through town, especially in school zones, and cops aren't doing their jobs.
- They don't do their job.
- They don't do their jobs
- They don't have much change on drugs.
- They don't seem to do nothing when you call them, but I haven't called them so I don't know
- They don't take care of the things they need to take care of
- They have probably been there long enough that they've become complacent and are not pursuing the drug problem to the best of their abilities.
- They need to do something besides eat donuts
- They seemed to be very inactive. There's a drug problem in the community and they seem like they don't want to do their job.
- To many drugs on the street
- We have a lot of things that go on that they do nothing about
- We need some officers that will come out and there's a need for them, they don't listen to you when you tell them there is a crime being made, and some of them need to go back to school.

Library services

- Because they don't make much effort of any to try to get any new books.
- There is no recent updated books, shelves are bare, it's hard to find books typically you have to order them and wait

Ordinance & Code Enforcement

- Because I think it depends on who you are in this town.
- Because it's not enforced at all.
- Because recently the City has gotten extremely overdoing on the code enforcement and restrictions. In a small community like this, they need to back off their enforcement.
- Because the city manager believes he is god in the city when he is not.
- Because they don't follow the Ordinances. People build where they shouldn't build, people don't follow the codes, and the town looks shabby.
- Causes most issues for town
- Dogs and cats are running around and there is an ordinance against that.
- Had feral cat in house for 2 days
- It's the way they enforce the ordinances. They write you a nasty letter for the first offense. It depends on who you are as to whether or not they're picking on you.

- Just because we don't push people. And the town looks the people doesn't follow it and it leaves people to not follow at all
- Just things that you see around town that are violations and nothing happens on them
- Lots of pothole and roads are bad at some places
- Lots of potholes, could cause crashes
- Not allowing things that should be allowed in town.
- Ordinances aren't forced.
- There's some things that aren't enforced like they should be. (Vehicles on the streets, etc.)
- Public Works Supervisor is terrible at enforcing code. Stupid tactics when getting things done. Snooping to cause trouble.
- So much issues with trash related services, and get it done
- Some of the codes are not followed, and not consistently enforced
- They have preferential treatment
- They're too particular
- They've gotten out of hand
- Too much asphalt and they are rough. Keep putting overpayment and don't scrape it. Rough and deep dips.
- You can call them and they are right there, but usually not fixed. Don't have a dog catcher.

Outdoor Swimming pool

- It's mainly built for little kids. It would be better to have something like a YMCA, that way everyone could use it and it could be used year-round.

Parks

- The maintenance is terrible. Older kids are breaking stuff. They do not fix broken things. Nothing is safe for toddlers. The swings have been down for 6 months of or more now. Last Wednesday I was there and the toppers on the fencing are broke.
- We have a nice park, but there's no place that they can have a nice large family get-together.

Public Transportation

- Children use it
- Older people don't have a way to get around to the various services in the community.

Recycling services

- Because I know other cities that have opportunities to pick up there recycling where they have to take it physically to the dump to recycle.
- Because they have to sort, handle and transport themselves.
- Didn't like the recycling service that came with the garbage service
- Limited amount of storage for recyclables. No curbside recycling.
- Not advertised well, location isn't designated. Need more locations
- Not much of a recycling service would like more
- Several communities close by that have recycling pickup, and it would be nice to have someone pick up recyclables for us.
- They need to have pick up at the home.
- We don't really have any here, have to go out of town

Reliability of internet service

- Automatically bumped the price without telling anyone.
- Daughter cannot do her homework on iPad given by school.
- Half of the time it doesn't work

- Quite often it will say no internet connection and then after a while it will work again.

Road maintenance

- A lot of holes, and bumps
- A lot of pot holes
- A lot of potholes
- Because every time it rains too hard or something, there are pot holes in the roads, and a few years back her car took damage on the road, and when it rains pot holes form and the city won't fix or repair the damage done to your car.
- Elderly people need to go to and from hospital with ease
- Everything else is pretty good, but roads could use more attention
- Got holes all over
- It's too rough
- Lots of wear and tear of heavy loads coming through. Without constant maintenance will be in a constant deterioration.
- Roads are getting rough
- Roads are in pretty bad shape
- Snow plowing the roads better. So that no one happens to fall.
- Some sections are bad on 183 there are potholes and road chipping away.
- Some streets are awful rough that could use some improvement.
- Some streets are pretty rough.
- Streets needing repaired
- The potholes and dips
- The roads are in a terrible state. They are deteriorating and falling apart.
- The roads are old and wearing out side roads need to be repaved
- The streets are just really bad right now and there are some bad pot holes and alleys need fixing
- There are a lot of cracks and pot holes.
- There were a lot of pot holes, but feel that the city has been working on it
- They aren't doing a good enough job, need to be doing more maintenance on them on a continuing basis.
- Very poor and inadequate
- We have to drive on them
- When it snows and it isn't cleaned off we can't get out. There are gravel and dirt roads that don't get any maintenance.

Snow removal

- Blocks the intersections, hard to see
- For safety and so everyone can get around.
- It's not good at keeping snow off streets
- Need to get it done faster. Didn't get gutter gutters cleaned out.
- Needs to be better
- The only service that affects her personally

Speed of internet service

- Cause we use internet for just about everything in our house.
- Faster internet
- He's had a few disappointing experiences with them

Sewer services

- Because it backs up into the store and the floors of homes. Isn't worked on often.

- There is a problem with their mains here in town: They work fine, but they need to be better maintained. They need to be cleaned more often so that problems can be taken care of before they happen.

Storm water drainage

- There are a lot of intersections that have terrible drainage, leaving huge pools of water after rain and snow. It's especially bad when it freezes over after rain or snow has pooled.
- Water blocks up a ways on the streets, especially when snow melts.

Street lighting

- A lot of places are dark and street lights are outdated
- Because the streets need to be free of potholes and dips.
- Street is black at night can't see
- The side streets have horrible lighting. Hard to see kids in the evening
- Very dark streets

Volunteer opportunities

- Don't know any opportunities for elder people who want to volunteer for anything
- NO one knows about them

Water services

- Because everybody drinks the water and it's bad.
- Because it tastes funny and looks weird
- It's very expensive.
- Poor pressure, cleanliness of the water, incredibly hard water which causes damage to household equipment, lack of ability to clean water.
- Quality of water, condition of the softening of it, the odor, all around appearance, the pressure of the flow through the lines. (A lot of lines need replaced.)
- Tastes really bad in parts of town. Affects restaurants
- The condition of the water is terrible.
- The taste is horrible.
- There is a lot of problems with water lines
- Water is gross
- Water service is WAY too expensive.
- We need water pressure and we need better drinking water. We have rust in our water, despite having plastic pipes. Also too high charges for the service provided.
- Wonder how efficient our plant is.

Appendix B: In your opinion, what are the top 3 improvements the City could make?

1. Businesses - Communication - open about reasoning behind doing things
2. clean health - build something whole community can use - find a way to bring in business or factories
3. work on streets - aesthetics of city buildings
4. Ball fields - Hospital and medical situation. - Employment opportunities people are interested in
5. Better street conditions
6. Condition of the roads - More choice for grocery store, there is no competition, need another one. - Upgrade hospital equipment.
7. Law enforcement on drugs. - Make something like a recreation center to give something for kids to do after school if they don't have school activities.
8. More affordable and newer housing. - More suitable rentals to bring people in. - Try to keep property tax as much as possible, it's getting extremely high.
9. Push to raise funds to build a better medical facility. - Community building refurbished.
10. Redo water lines - Better leadership - Be more frugal with money
11. Roads - Give something for young kids to do, more activities. - Wider variety for clothing stores
12. Something done about the doctors and hospital services. - Better law enforcement by police officers. - More housing opportunities and we need more 3 bedroom homes that in good shape, better housing in general
13. activities for kids - roads
14. airport - law enforcement - health care
15. Allow chickens in town. - Be more transparent in running of board meetings - have law enforcement crack down on drug problem.
16. Animal Control - Preserving the community center - Improving the airport
17. Animal control - Increase recycling opportunities.
18. Animal control.
19. Another grocery store - Get rid of some of the pot holes in town, rough places in the street. - More wheelchair accessibility at the curbs.
20. Another grocery store - More doctors - Clothing store
21. attitude in city office could be improved - streets could be improved - swimming pool because of tax issue
22. better communication - more sensitivity to individuals working within the town that aren't part of the administration
23. better communication with citizens
24. Better communication with citizens and receive citizenship feedback.
25. Better hospital. - Better streets. - More businesses.
26. better street and alley maintenance
27. Better street repair - Lighting in residential areas - sidewalks
28. bring in more business & would help with job situation - make improvements to hospital or make new one - need more stores
29. Bring in new stores. - Work on downtown area.
30. Build a new hospital - new apartment buildings - extracurricular activities
31. Cat control
32. centers for kids - internet services out of town are a hassle
33. City Clerk - Lighting on residential streets. - More drug enforcement.
34. Clearing up areas around town like abandoned houses - city manager should follow rules he wants others to follow - more businesses into town

35. Clean the roads - put salt and gravel down - quit taking government grants
36. Clean up homes and yards, many are trashy, would help beautify the town. - Lower the water rates. - Law enforcement should enforce all the laws, people get away with a lot.
37. Clean up in town and neighborhoods - Additional senior housing
38. Clean up some of the properties that are run down. - County yards moving out of town, clean up and turn it into apartments - Commissioners
39. condition of roads - lighting for streets
40. conditions of the street - condition of the water - spending of tax money
41. control of drugs - daycare - ball fields
42. Cost of utilities lowered. - City zoning needs fixing
43. Curbside recycling
44. Daycare - updating parks and recreation ball fields
45. demolish elderly properties - improve store fronts
46. Divisiveness of attitudes - ability to accept change - Drainage
47. Do something about the law enforcement - Other people looking at our city government - upgrade our city streets
48. easier accessibility to recycling - better sidewalks
49. Educated police officers - education within the school. - More houses for handicapped people
50. education - Law enforcement - city streets
51. fire the city manager - less taxes - new water treatment plant
52. Fix all the street lights and put in sidewalks - Create and maintain an accessible public transportation system. - Cops should pay more attention to gun owners.
53. fix the sidewalks - More things for kids to do - Police could do more
54. Fix the sidewalks
55. Fix the streets - Evaluate city police and council - Better health care facility
56. Fix the water, the water sucks
57. Fixing law enforcement - availability of doctors - need more daycare
58. Future availability for water. - Hospital medical services. - Cleaning up some of the sites to the community that have fallen down in places and places that don't keep up their facilities.
59. Garbage services - Swimming pool maintenance. - Upgraded hospital facilities with doctors.
60. Get involved in replacing hospital facilities - Improve the unsightliness of the housing - Improve the appearance of the town
61. Get rid of Brenda Chance - Change new city manager - Bring in more business to town.
62. get rid of city clerk - lower the city budget - can't think of another
63. Get rid of the city manager. - Audit the city. - Cut down dead trees and limbs.
64. Get some more retail stores or another grocery store. Very limited access. No place to buy clothes. - Build a new hospital
65. Getting rid of public works supervisor - Getting rid of yes men in the city council - Getting rid of the woman who runs the city
66. getting rid of the propensities that don't add any value to the city
67. Government can be more representative
68. Grind down streets.
69. Health care industry could use improvement - More activities for the kids - Limited choices on shopping
70. Healthcare - Retail shopping - Availability of more options for cable and phone service
71. Hospital - recreation (like a bowling alley)
72. Hospital - programs for teenagers - better law enforcement
73. hospital would be nice to fix
74. Housing - More doctors and hospital upgrades. - Infrastructure.
75. Housing for young people - Day Care - Law Enforcement

76. How nice the park is. - Reduce debt from swimming pool before upgrading hospital. - New structure for hospital.
77. Improve law enforcement capabilities and get them to do their job (useless sheriff) - Communicate with public, less dictatorship mentality - City spends money on things we don't need so we don't have any for things we do
78. Improve the streets - Improve the recycling center make it more accessible with containers in front of our house (make it optional)
79. improving streets
80. keep cleaning area because they are doing a good job by making an effort - keep being open to concerns & hear me - more improvements with streets, but working on it
81. Larger recreation facilities - More grocery stores - Retail shopping improvements
82. Law enforcement - Communication - School activities
83. Law enforcement - Doctors - City council
84. Law enforcement - Internet service
85. Law enforcement - Hospital upgraded and more doctors - New recreational parks for kids.
86. Law enforcement - Recreational facilities - Internet connection
87. Law enforcement - Roads - Cleanliness of the city in general
88. Law Enforcement - Variety of internet/telephone/cable services - more daycares
89. Law enforcement do their jobs. - Water treatment plant needs to do a better job. - Snow removal
90. Law enforcement improvements. - Animal control improvements. - I don't know what else.
91. Law enforcement. - Recycling - streets
92. Law enforcement. They need to get new ones. - Road conditions. - Get a new city operator or whatever the guy is called that runs the city works.
93. Law enforcement - Housing availability for rentals - City government
94. Law enforcement cracking down on drugs - Not a lot of housing but that's not the city's fault
95. Lighting on residential streets. - Recreational field maintenance. - More suitable low income rental homes.
96. Lower property taxes
97. Lower taxes
98. Lower utility prices - Bigger library - more adult activities (non - sexual)
99. Lower water rates - Better street cleaning - better communication between and citizens
100. Making people clean up their properties - Taxes are too high
101. Making things more accessible for younger generations - Bring in businesses for local jobs - having more community - oriented activities so people know what is available
102. Medical care should be top priority
103. More active law enforcement to control crimes - Lower utility costs - More houses for rent
104. More affordable housing for rent. - Better healthcare system. - More doctors available.
105. More affordable housing - Fix roads - More family entertainment
106. More ball fields - more activities
107. More communication with the citizens
108. More eating places (want a sonic to come in)
109. More good doctors - More good cheap housing - More infrastructure to make more jobs
110. More handicap parking in front of the Fitness Center no other comment
111. More housing available for reasonable rent - Streets - Law Enforcement
112. More jobs
113. More jobs more things for the teenagers to do - more jobs to keep young people here
114. More law enforcement. - More daycare providers. - Upgrade hospital
115. More money to education. - Same for healthcare - Internet and cellphone needs to be fleshed out more.
116. More open city government - Less prearranged appointments etc. in city government
117. More recreational opportunities - Streets could use some work - After School programs

118. More retail - Support a new hospital - emphasize education
119. More shopping stores (basic stores)
120. More support for the older citizens.
121. More technology in the library and other improvements - Streets
122. More things for children to do - more parks
123. More things for the kids to do
124. More things for young adults to do
125. Need a set of lights by 7th street because it's hard to get out to many accidents - Street lights
126. Need better cops ones that will do something about things when you complain - when need something from the city for it to be done more quickly
127. Need to do something with old swimming pool
128. Need to work on what rules are enforced - need to better communicate with citizens
129. New bathrooms at softball field. - Change ordinance on what you can build on lots. - Put gravel in all alleys.
130. New businesses - Employment opportunities
131. New hospital (tired of listening about it) otherwise fairly well satisfied, other than county tax level
132. New hospital - Improved economic development committee - More available lots for new houses to be built
133. New hospital - more activities for youth (maybe youth center)
134. No parking in the front yards - Better Healthcare - Better roads outside of the city limits
135. Not running it like a big city - Downtown to do away with the middle parking in the streets. - More recreational stuff for children to do.
136. Other new businesses in town
137. Parks, for kids.
138. Places for kids. - Recreational for kids. - Doctors
139. Police department - Doctors in the hospital
140. Police department - City consult
141. Police department.
142. Property taxes are too high
143. Recreation facilities and programs - Fast food restaurant - Animal control
144. Recreational facility - Improve condition of streets - Full time doctors...
145. Recreational places for kids and younger high schoolers
146. Recycle program - Hospital improvements she said it sucks - Not much for kids to do here for older kids.
147. Recycling - Daycare - More suitable housing for low income families.
148. Recycling - Access to city parks - road maintenance
149. Replace everyone in city council - Different rules and codes for enforcement.
150. Review the housing renting and homeownership
151. Road maintenance - Ordinance regarding registering dogs is not enforced (receive tag numbers low because others are not registering fireworks ordinance (2 or 3 nights not a month) - Hospital does not offer vaccinations and they were refer you to county extension (does not accept insurance)
152. Road maintenance - Fix brick streets
153. Roads - Law enforcement doing better on drugs
154. Roads - Street lighting
155. Roads - Street lighting - Sidewalks
156. Roads - Sidewalks - Police Dept.
157. Roads. - Law enforcement.
158. Sewer - Water - More retail
159. Sewers - Roads - Sidewalks
160. Sidewalks (more curb access ability for wheelchairs) - Activities for the young.

161. Snow removal - government spending
162. some places uptown maybe fix up front faces of buildings
163. Something for families to do (bowling alley) - Fast food place - Another grocery store
164. Something for juveniles to do - More businesses in town (fast food) - Better grocery stores
165. Something for kids to do - Parks and recs
166. Something for the kids to do.
167. Stability of law enforcement - Infrastructure - Governmental overreach personal property
168. streets
169. street condition
170. Street condition
171. Street conditions - Better animal control - Enforcement of ordinances.
172. Street Maintenance - Animal Control - Parks
173. Street maintenance (weed problem). - Make residents know they are not living in a gated community and try to get along more.
174. Street repair - Trees planted too close to alley, blocks alley.
175. Street work.
176. Street lighting - Traffic control - Make the town safer....
177. Streets
178. Streets - Slow down on code enforcement - Review the codes and make logical adjustments to them.
179. Streets - Storm water Drainage - Finding a new city manager.
180. Streets - Animal Control - Enforcing Codes
181. Streets - City Gov't. - Law enforcement
182. Streets - Low - income housing - youth activities
183. Streets - Moving snow
184. Streets - traffic control - activities for young people like bowling or roller skating ring
185. Streets - Water.
186. Streets and sidewalks need improved. - More lighting in the residential area.
187. stricter law enforcement 2 better housing availability 3 better phone and internet availability
188. taxes, public services
189. Tear down old houses - Street maintenance - Sidewalk repair.
190. The hospital renovated more
191. The law enforcement cracking down on drugs - More affordable housing for all income levels - can't think of a third
192. The law fields - The streets - Take care of the old swimming pool
193. The roads. - Taxes. - And I don't know.
194. The streets. The streets are kind of rough and torn up. There's lots of dips too. - The cable company. - Having things for the kids to do. Have after school activities for kids. Maybe a water park. Bike path.
195. They need to get some new blood in the offices. Some of them have been here too long.
196. Took out dips in all the roads - water improvement
197. Update the hospital - Put in sidewalks on 7th and south 7th street - Expand the city limits.
198. Upgrade the hospital. - More job opportunities. - More franchises in the community.
199. Water - Streets
200. Water - More stoplights.
201. Water - Police force - city government
202. Water - Roads - Police
203. Water delivery system - Law enforcement - Maintenance of roads
204. Water delivery system - Streets
205. Water pressure - Street maintenance - More restaurants
206. Water, not enough pressure in winter, too much pressure in summer. - Monopolies in town - Rust in drinking water.

207. Work on hospital - Need for more things for teenagers to do - Work developmental disability
208. work on the community building
209. Baseball/ softball facilities - side walks
210. Better health care - better competition between different cable companies, telephone, and electricity
211. continue work on streets
212. handicapped spots are far away from wellness center - Trash conditions are pathetic the way people have trash in yards or park on lawn makes looks terrible
213. Hospital
214. Hospital serves - parks expanded - shopping or restaurants
215. Improvements to alleyways - water system to expensive
216. Law enforcement - More choices in cable TV - the housing prices are way too high
217. Needs a Youth center for kids - Better hospital (staffing) - More job opportunities
218. No more chickens - new hospital - tear down nasty old properties
219. Personnel at hospital need attitude adjustments. - City and county leaders need to let the people know what is going on comply with the open leadings act. - People in charge of hospital need to make sure workers are getting there job done and treating patients better
220. Road conditions - Community events - Community awareness
221. Roads - Hospital - more stores for shopping locally
222. Street outside of my street is a mess - roads is main thing
223. Streets - Animal control - Water
224. Streets need improving
225. work on parks and rec - control water ways
226. Activities for families. - Repairs/upkeep to the streets. - Some of the street lights don't work.
227. After school activities (like the YMCA). - A new city administrator.
228. Better law enforcement. - Fix up the current hospital or build a new one. - Redo the sidewalks - they are terrible.
229. Daycare: there is a shortage - Housing: there is a shortage - More businesses needed in town
230. Doctor Availability - More Employment - More Food Chains
231. I'd like to see more dialogue between the city council and the public.
232. Increased Activity for Children
233. Law Enforcement
234. Maintenance of Streets - Creation of Jobs
235. More maintenance on their sewer system. - More maintenance on their streets. - There is always room for improvement in any area.
236. More water drainage - Streets need to be worked on and improved
237. Newer Housing - Better Recycling
238. Phillipsburg needs to welcome more businesses - Phillipsburg needs to beautify the downtown a bit more - There should be another stoplight in town (more traffic control)
239. Special Education - Has a daughter who is autistic, but there is no therapy for children with special needs until they are school - aged, and even then it is not the best. - Stores. There's a Dollar General, but that's it for things other than groceries or gift items. - There should be a recreational facility/Better hospital administration
240. Street repair. - Demolish/clean up the old homes. - Get rid of the "riff - raff" people.
241. Streets, because when they do work on them, they do a very poor job. - Sewer is old and should be upgraded. It gets plugged and backed up often. - Water lines are getting very old and tend to have water leaks often. They need upgraded.
242. The streets should be better maintained. There are a lot of potholes.
243. Water service - Internet service - Communication with the public
244. Animal control - Streets - Hospital

245. Assisted living quarters
246. Better health services - Better ball fields - Better street lighting
247. Better medical care
248. Can use another store to buy food
249. City government - Snow removal - Cops
250. Just keep doing what they are doing
251. Law enforcement - Repair of roads and lighting and better customer services
252. Law enforcement - The city administrator and the city clerk.
253. Medical - Dental - Child care
254. More activities for teenager. This is the only one she can think of right now
255. More after school activities - lower housing costs - recycling
256. New roads - Better council - Better hospitals
257. None. He thinks that the city needs to leave things alone. "They are always coming up with new rules."
258. Phone speed and faster internet connection
259. Recreation facilities/parks improvements - Street improvements - Lowering of taxes because they are too high (city taxes)
260. Recycling pickup
261. Restaurants - Hospital - Roads
262. Some areas in the community that needs to be cleaned up - Law enforcement needs improvement - More Daycare
263. something about the rerouting the semi - trucks around town - More available housing - better road work
264. street lighting - getting more business into town - new hospital
265. street repair - housing
266. Street repairs - stop lights - faster internet
267. Streets - housing - recreation
268. Streets - old housing torn down - summer programs for kids
269. Streets - update buildings - sewer
270. Streets - snow - parks
271. Try to get more businesses - more stores
272. water services - activities for adults

Appendix C: Survey Instrument

Q1

On a scale from 1 to 5, with 1 indicating No Need for Improvement and 5 meaning Great Need For Improvement, please indicate the level of need for improvement in Phillipsburg for the following services:

.1 Animal control services	1 No Need For Improvement	2	3	4	5 Great Need For Improvement
.2 Fire department services	1 No Need For Improvement	2	3	4	5 Great Need For Improvement
.3 Law Enforcement services	1 No Need For Improvement	2	3	4	5 Great Need For Improvement
.4 Garbage services	1 No Need For Improvement	2	3	4	5 Great Need For Improvement
.5 Recycling services	1 No Need For Improvement	2	3	4	5 Great Need For Improvement
.6 Library services	1 No Need For Improvement	2	3	4	5 Great Need For Improvement
.7 Sewer services	1 No Need For Improvement	2	3	4	5 Great Need For Improvement
.8 Water services	1 No Need For Improvement	2	3	4	5 Great Need For Improvement
.9 Street lighting	1 No Need For Improvement	2	3	4	5 Great Need For Improvement
.10 Road maintenance	1 No Need For Improvement	2	3	4	5 Great Need For Improvement
.11 Snow removal	1 No Need For Improvement	2	3	4	5 Great Need For Improvement
.12 Storm water drainage	1 No Need For Improvement	2	3	4	5 Great Need For Improvement
.13 Airport	1 No Need For Improvement	2	3	4	5 Great Need For Improvement
.14 Electricity	1 No Need For Improvement	2	3	4	5 Great Need For Improvement
.15 Natural Gas	1 No Need For Improvement	2	3	4	5 Great Need For Improvement
.16 Cemetery	1 No Need For Improvement	2	3	4	5 Great Need For Improvement
.17 Parks	1 No Need For Improvement	2	3	4	5 Great Need For Improvement
.18 Ball fields, basketball courts, other recreational facilities	1 No Need For Improvement	2	3	4	5 Great Need For Improvement
.19 Indoor Therapy Pool	1 No Need For Improvement	2	3	4	5 Great Need For Improvement
.20 Outdoor Swimming pool	1 No Need For Improvement	2	3	4	5 Great Need For Improvement
.21 Condition of streets in Phillipsburg	1 No Need For Improvement	2	3	4	5 Great Need For Improvement
.22 Public Transportation	1 No Need For Improvement	2	3	4	5 Great Need For Improvement
.23 Ordinance & Code Enforcement	1 No Need For Improvement	2	3	4	5 Great Need For Improvement
.24 Cable/Television service	1 No Need For Improvement	2	3	4	5 Great Need For Improvement

.25 Telephone service	1 No Need For Improvement	2	3	4	5 Great Need For Improvement
.26 Reliability of internet service	1 No Need For Improvement	2	3	4	5 Great Need For Improvement
.27 Speed of internet service	1 No Need For Improvement	2	3	4	5 Great Need For Improvement
.28 Cell phone network coverage	1 No Need For Improvement	2	3	4	5 Great Need For Improvement
.29 Website services	1 No Need For Improvement	2	3	4	5 Great Need For Improvement
.30 Volunteer opportunities	1 No Need For Improvement	2	3	4	5 Great Need For Improvement

Q1a

Of the services you mentioned that have a great need for improvement, which would you say is the most important service that needs improvement?

Will list items rated 4 or 5 on previous question, they will select 1

- 1 Animal control services {Display if "(Q1.1>=4)"}
- 2 Fire department services {Display if "(Q1.2>=4)"}
- 3 Law Enforcement services {Display if "(Q1.3>=4)"}
- 4 Garbage services {Display if "(Q1.4>=4)"}
- 5 Recycling services {Display if "(Q1.5>=4)"}
- 6 Library services {Display if "(Q1.6>=4)"}
- 7 Sewer services {Display if "(Q1.7>=4)"}
- 8 Water services {Display if "(Q1.8>=4)"}
- 9 Street lighting {Display if "(Q1.9>=4)"}
- 10 Road maintenance {Display if "(Q1.10>=4)"}
- 11 Snow removal {Display if "(Q1.11>=4)"}
- 12 Storm water drainage {Display if "(Q1.12>=4)"}
- 13 Airport {Display if "(Q1.13>=4)"}
- 14 Electricity {Display if "(Q1.14>=4)"}
- 15 Natural Gas {Display if "(Q1.15>=4)"}
- 16 Cemetery {Display if "(Q1.16>=4)"}
- 17 Parks {Display if "(Q1.17>=4)"}
- 18 Ball fields, basketball courts, other recreational facilities {Display if "(Q1.18>=4)"}
- 19 Indoor Therapy Pool {Display if "(Q1.19>=4)"}
- 20 Outdoor Swimming pool {Display if "(Q1.20>=4)"}
- 21 Condition of streets in Phillipsburg {Display if "(Q1.21>=4)"}
- 22 Public Transportation {Display if "(Q1.22>=4)"}
- 23 Ordinance & Code Enforcement {Display if "(Q1.23>=4)"}
- 24 Cable/Television service {Display if "(Q1.24>=4)"}
- 25 Telephone service {Display if "(Q1.25>=4)"}
- 26 Reliability of internet service {Display if "(Q1.26>=4)"}
- 27 Speed of internet service {Display if "(Q1.27>=4)"}
- 28 Cell phone network coverage {Display if "(Q1.28>=4)"}
- 29 Website services {Display if "(Q1.29>=4)"}
- 30 Volunteer opportunities {Display if "(Q1.30>=4)"}

Q1b

Why is [Answer for Q1a] the most important service that needs improvement?

Q2

On a scale from 1 to 5, with 1 indicating No Need for Improvement and 5 meaning Great Need For Improvement, please indicate the level of need in Phillipsburg for the following educational services:

.1 Pre-K schools	1 No Need For Improvement	2	3	4	5 Great Need For Improvement
.2 Help in accessing educational resources	1 No Need For Improvement	2	3	4	5 Great Need For Improvement
.3 After-school programs	1 No Need For Improvement	2	3	4	5 Great Need For Improvement
.4 Information on technical, computer, or internet training	1 No Need For Improvement	2	3	4	5 Great Need For Improvement
.5 Special Education	1 No Need For Improvement	2	3	4	5 Great Need For Improvement
.6 Tutoring or remedial education	1 No Need For Improvement	2	3	4	5 Great Need For Improvement
.7 Daycare	1 No Need For Improvement	2	3	4	5 Great Need For Improvement

Q3

On a scale from 1 to 5, with 1 indicating No Need for Improvement and 5 meaning Great Need For Improvement, please indicate the level of need in Phillipsburg for the following health and nutrition services:

.1 Access to mental health services	1 No Need For Improvement	2	3	4	5 Great Need For Improvement
.2 Access to doctors	1 No Need For Improvement	2	3	4	5 Great Need For Improvement
.3 Access to dental services	1 No Need For Improvement	2	3	4	5 Great Need For Improvement
.4 Access to hospital services	1 No Need For Improvement	2	3	4	5 Great Need For Improvement
.5 Vaccinations or Immunizations	1 No Need For Improvement	2	3	4	5 Great Need For Improvement
.6 Medical emergency services (EMT)	1 No Need For Improvement	2	3	4	5 Great Need For Improvement
.7 Exercise facilities (Fitness Center and Nature Trails)	1 No Need For Improvement	2	3	4	5 Great Need For Improvement
.8 Pharmacy services	1 No Need For Improvement	2	3	4	5 Great Need For Improvement
.9 Preventative care (Health screenings, literature)	1 No Need For Improvement	2	3	4	5 Great Need For Improvement
.10 Hearing	1 No Need For Improvement	2	3	4	5 Great Need For Improvement
.11 Vision care	1 No Need For Improvement	2	3	4	5 Great Need For Improvement
.12 Upgraded hospital facilities	1 No Need For Improvement	2	3	4	5 Great Need For Improvement

Q4

Should the city restore/rehabilitate the Community Building located downtown at 425 F Street?

- 1 Yes
- 2 No

Q5

Please indicate your level of satisfaction with ...

.1 Phillipsburg's City government?	1 Very Satisfied	2 Somewhat Satisfied	3 Neutral	4 Somewhat Dissatisfied	5 Very Dissatisfied
.2 Phillipsburg's Law Enforcements ability to control illegal drug activity?	1 Very Satisfied	2 Somewhat Satisfied	3 Neutral	4 Somewhat Dissatisfied	5 Very Dissatisfied
.3 Phillipsburg's Law Enforcements ability to control crimes in general?	1 Very Satisfied	2 Somewhat Satisfied	3 Neutral	4 Somewhat Dissatisfied	5 Very Dissatisfied
.4 The City of Phillipsburg's communication with citizens?	1 Very Satisfied	2 Somewhat Satisfied	3 Neutral	4 Somewhat Dissatisfied	5 Very Dissatisfied
.5 State Legislature	1 Very Satisfied	2 Somewhat Satisfied	3 Neutral	4 Somewhat Dissatisfied	5 Very Dissatisfied
.6 Kansas Governor	1 Very Satisfied	2 Somewhat Satisfied	3 Neutral	4 Somewhat Dissatisfied	5 Very Dissatisfied

Q6

Taking in consideration the amount you pay for the following services, how satisfied are you with the service provided?

.1 Water Service	1 Very Satisfied	2 Somewhat Satisfied	3 Neutral	4 Somewhat Dissatisfied	5 Very Dissatisfied
.2 Solid Waste Service (trash collection)	1 Very Satisfied	2 Somewhat Satisfied	3 Neutral	4 Somewhat Dissatisfied	5 Very Dissatisfied
.3 Natural Gas Service	1 Very Satisfied	2 Somewhat Satisfied	3 Neutral	4 Somewhat Dissatisfied	5 Very Dissatisfied
.4 Sewer Service	1 Very Satisfied	2 Somewhat Satisfied	3 Neutral	4 Somewhat Dissatisfied	5 Very Dissatisfied
.5 Electricity Service	1 Very Satisfied	2 Somewhat Satisfied	3 Neutral	4 Somewhat Dissatisfied	5 Very Dissatisfied
.6 Cable Television Service	1 Very Satisfied	2 Somewhat Satisfied	3 Neutral	4 Somewhat Dissatisfied	5 Very Dissatisfied
.7 Telephone Service	1 Very Satisfied	2 Somewhat Satisfied	3 Neutral	4 Somewhat Dissatisfied	5 Very Dissatisfied
.8 Internet Service	1 Very Satisfied	2 Somewhat Satisfied	3 Neutral	4 Somewhat Dissatisfied	5 Very Dissatisfied

Q7

Are there enough...

.1 Safe and suitable rental properties?	Yes	No
.2 Safe and suitable housing units for low-income families?	Yes	No
.3 Safe and Suitable housing units available for purchase?	Yes	No

Q8

Do you know anyone who is (or was) unable to find housing suitable to their needs and budget?

1 Yes

2 No

Q9

Please indicate your level of satisfaction with housing in Phillipsburg?

.1 Housing costs?	1 Very Satisfied	2 Somewhat Satisfied	3 Neutral	4 Somewhat Dissatisfied	5 Very Dissatisfied
.2 Aesthetics of housing?	1 Very Satisfied	2 Somewhat Satisfied	3 Neutral	4 Somewhat Dissatisfied	5 Very Dissatisfied
.3 Age of housing?	1 Very Satisfied	2 Somewhat Satisfied	3 Neutral	4 Somewhat Dissatisfied	5 Very Dissatisfied
.4 Availability of financing?	1 Very Satisfied	2 Somewhat Satisfied	3 Neutral	4 Somewhat Dissatisfied	5 Very Dissatisfied

Q10

Do you rent or own your home?

1 Own

2 Rent

Q11

Do you live in an apartment or house?

1 Apartment

2 House

Q12

How many bedrooms do you have?

1 1

2 2

3 3

4 4

5 or More

Q13

Is your monthly rent or housing payment above or below \$500?

If ABOVE start at "OK - Was it at least \$500 but under \$600"

If BELOW, start with "OK - Was it "Less than \$10,000"

1 Ok - Was it Under \$200

2 At least \$200 but under \$300

3 At least \$300 but under \$400

4 At least \$400 but under \$500

5 Ok - Was it at least \$500 but under \$600

6 At least \$600 but under \$700

7 At least \$700 but under \$800

8 At least \$800 but under \$900

9 At least \$900 but under \$1,000

10 1,000 or more?

Q14

Which one of the following statements best applies to your family?

1 We pay less than one third (1/3) of our gross income for rent

2 We pay between one third (1/3) and one half (1/2) of our gross income for rent

3 We pay more than one half (1/2) of our gross income for rent

Q15

In your opinion, what are the top 3 improvements the city could make?

Q16

Do you have children under the age of 18 living in your household?

1 Yes

2 No

Q17

How many adults in your household are currently seeking employment?

0 0

1 1

2 2

3 3

4 4 or more

Q18 Display if "(Q19>0)"

How many of these individuals seeking employment are currently employed?

1 Yes

2 No

Q19

Did you vote in the last City election?

1 Yes

2 No

Q20

In what year were you born?

Q21

Was your total family income for last year ABOVE or BELOW \$50,000?

If ABOVE start at "OK - Was it at least \$50,000 but under \$60,000"

If BELOW, start with "OK - Was it "Less than \$10,000"

1 OK - Was it Less than 10,000

2 At least 10,000 but under 20,000

3 At least 20,000 but under 30,000

4 At least 30,000 but under 40,000

5 At least 40,000 but under 50,000

6 OK - Was it at least 50,000 but under 60,000

7 At least 60,000 but under 70,000

8 At least 70,000 but under 80,000

9 At least 80,000 but under 100,000

10 100,000 or more

99 DON'T KNOW/NO ANSWER