



SAINT THOMAS THE APOSTLE
CATHOLIC CHURCH

Parish Survey Results

Parishioner Townhall Meeting

June 3, 2019

Guiding Principle: The Best Way to Solve Problems is to Have Straight Talk, and to Acknowledge the “Elephant in the Room”!!!



Some “Fun Facts” About the Survey Results

- Nearly 700 Surveys were returned (English & Spanish)
- ~3,500 Pages of Content was reviewed
- Two Types of Questions:
 - Multiple Choice Responses
 - Almost 5,000 Written Comments provided
- Multiple Choice Responses were Consolidated & Analyzed
- Written Comments were reviewed & categorized to identify patterns
- Results were vetted with Fr. Brian, Fr. Molina & the Parish Council

Saint Thomas the Apostle - Parish Survey

Survey Response Rate

<u>Language</u>	<u>Total # Printed</u>	<u># Responses Received</u>	<u>Response Rate</u>	<u>% Responses</u>
English	1,050	150	14%	21%
Spanish	2,350	549	23%	79%
Total	3,400	699	21%	100%

Saint Thomas the Apostle - Parish Survey

Ethnic Background Demographics

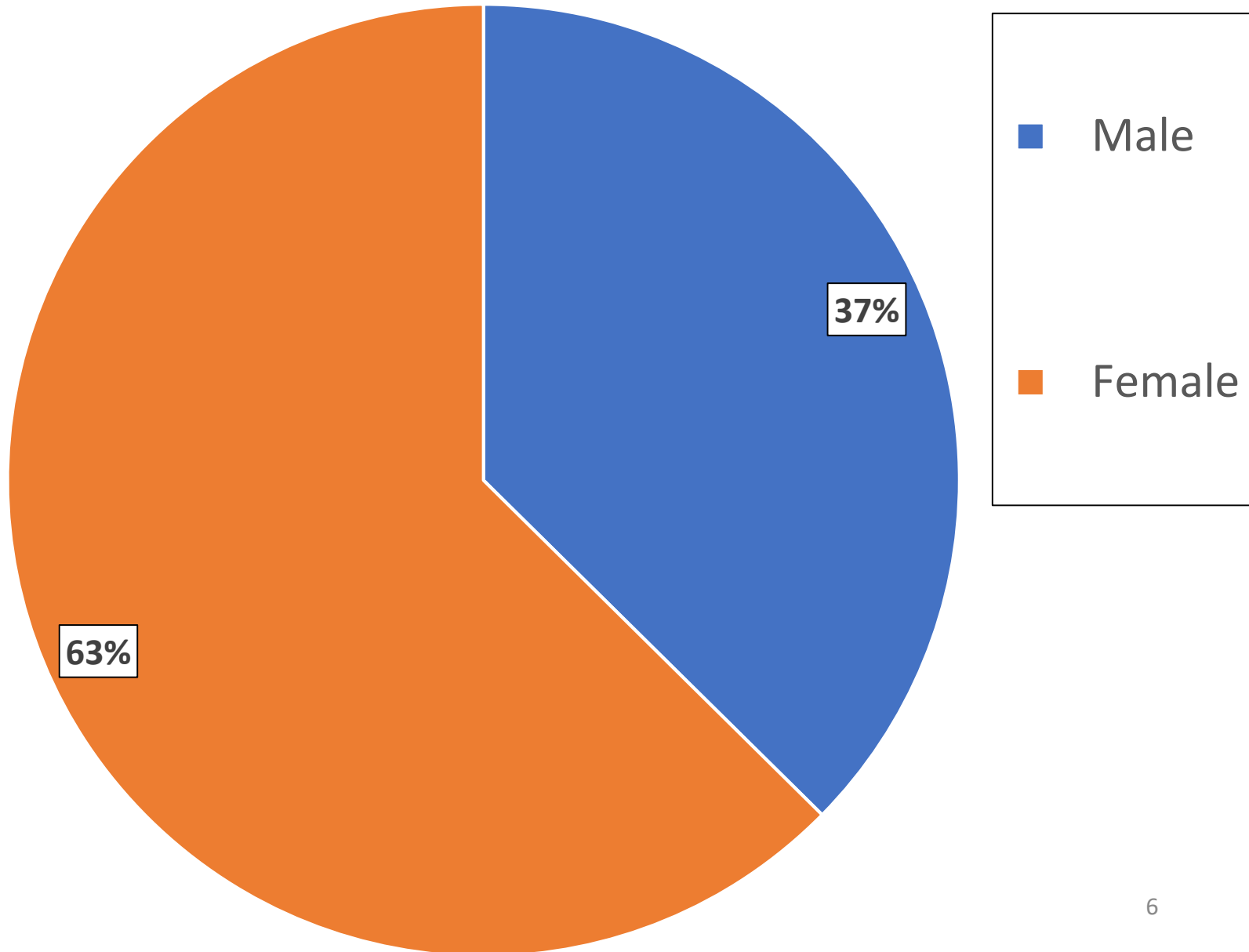
--- Responses by Language Type ---

	<u>English</u>	<u>Spanish</u>	<u>Total</u>	<u>%</u>
Caucasian	63	-	63	9%
Hispanic	19	549	568	81%
African	27	-	27	4%
Asian	2	-	2	0%
All Other	4	-	4	<u>1%</u>
Subtotal	115	549	664	95%
Did not Provide	<u>35</u>	<u>-</u>	<u>35</u>	<u>5%</u>
Total	150	549	699	100%

Note: Some Parishioners responded to this question by providing their Ethnic background, while others chose to provide their Race. Have attempted to aggregate the results into the above 5 broad categories for presentation purposes

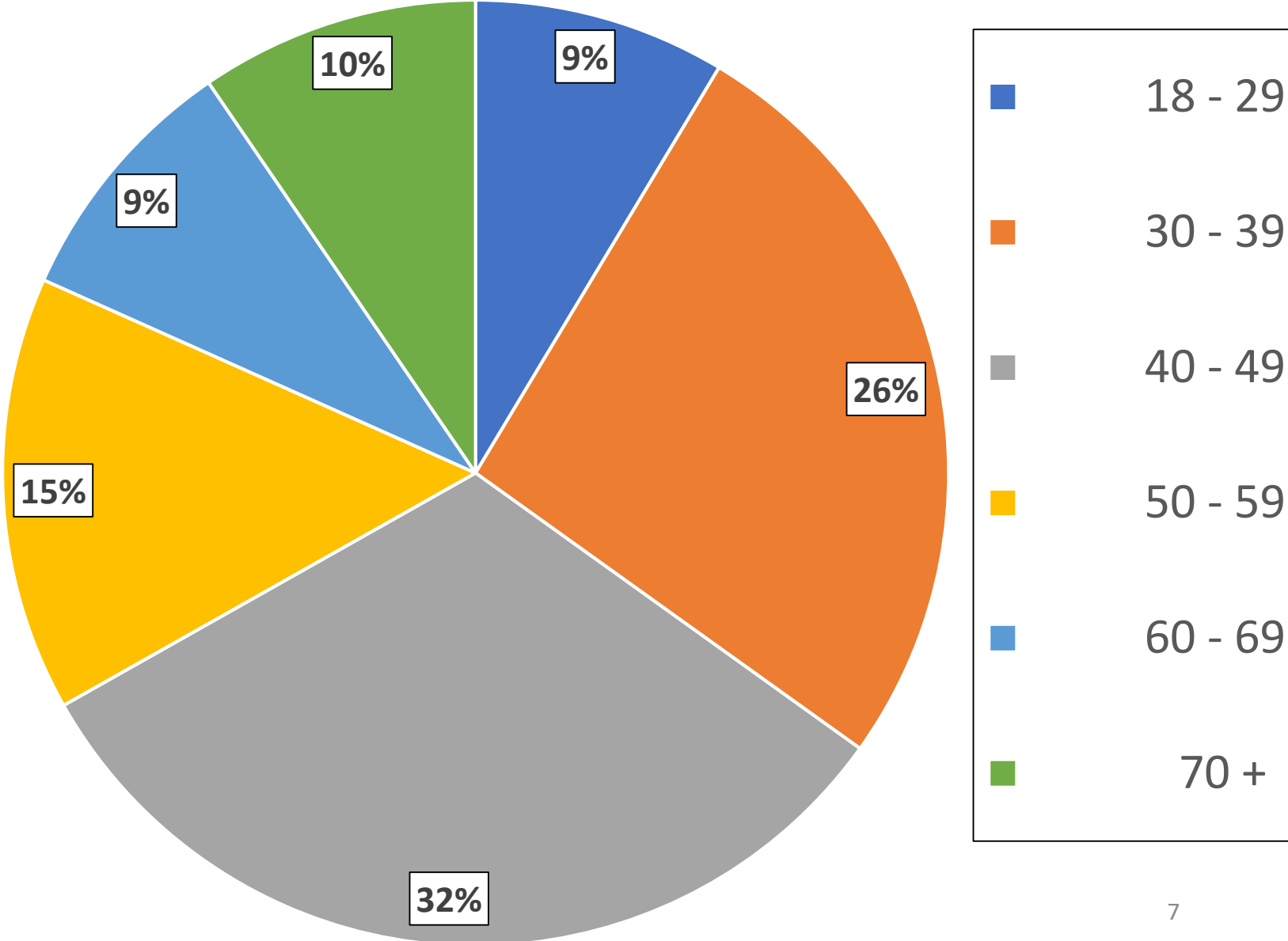
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Gender Demographics



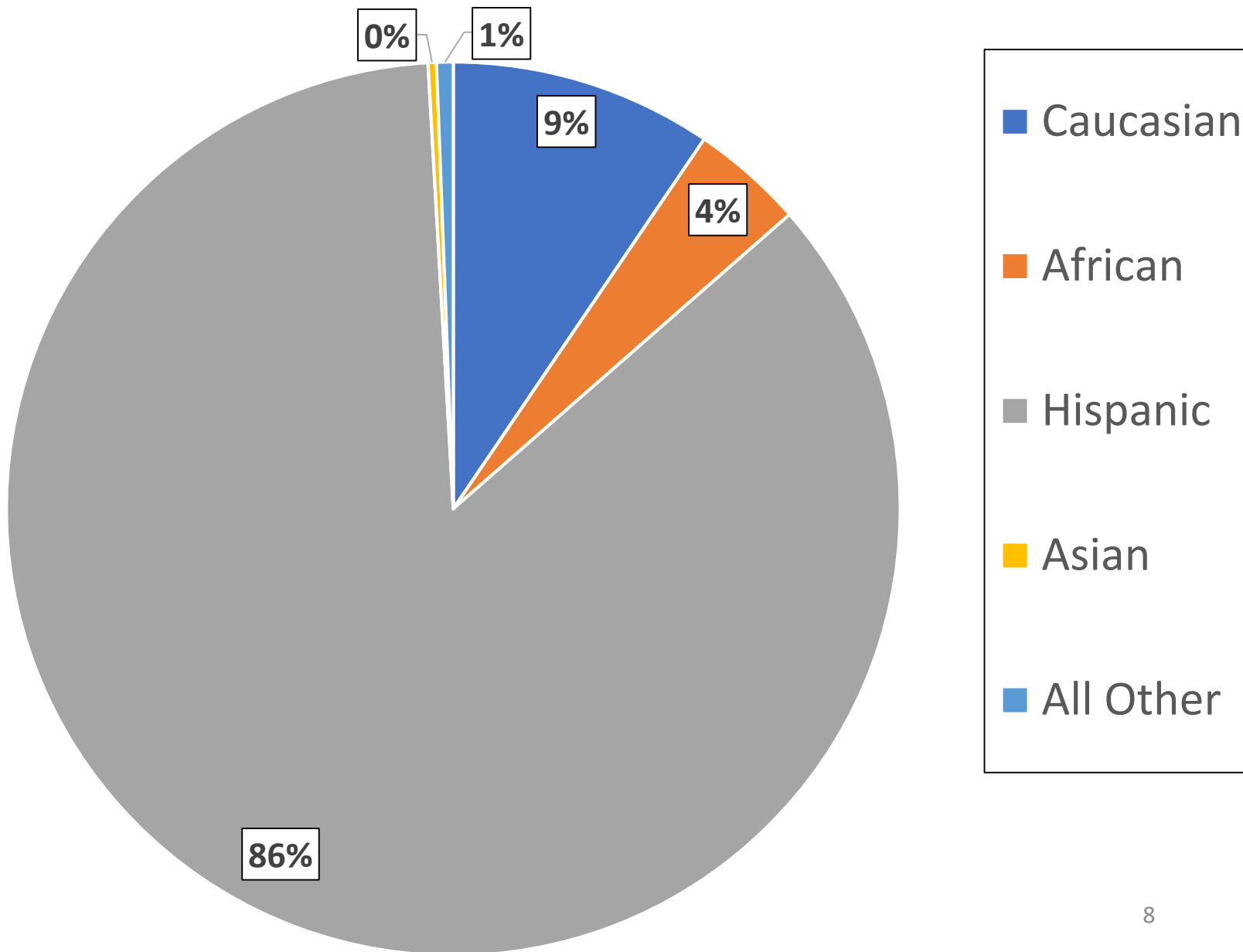
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Age Demographics



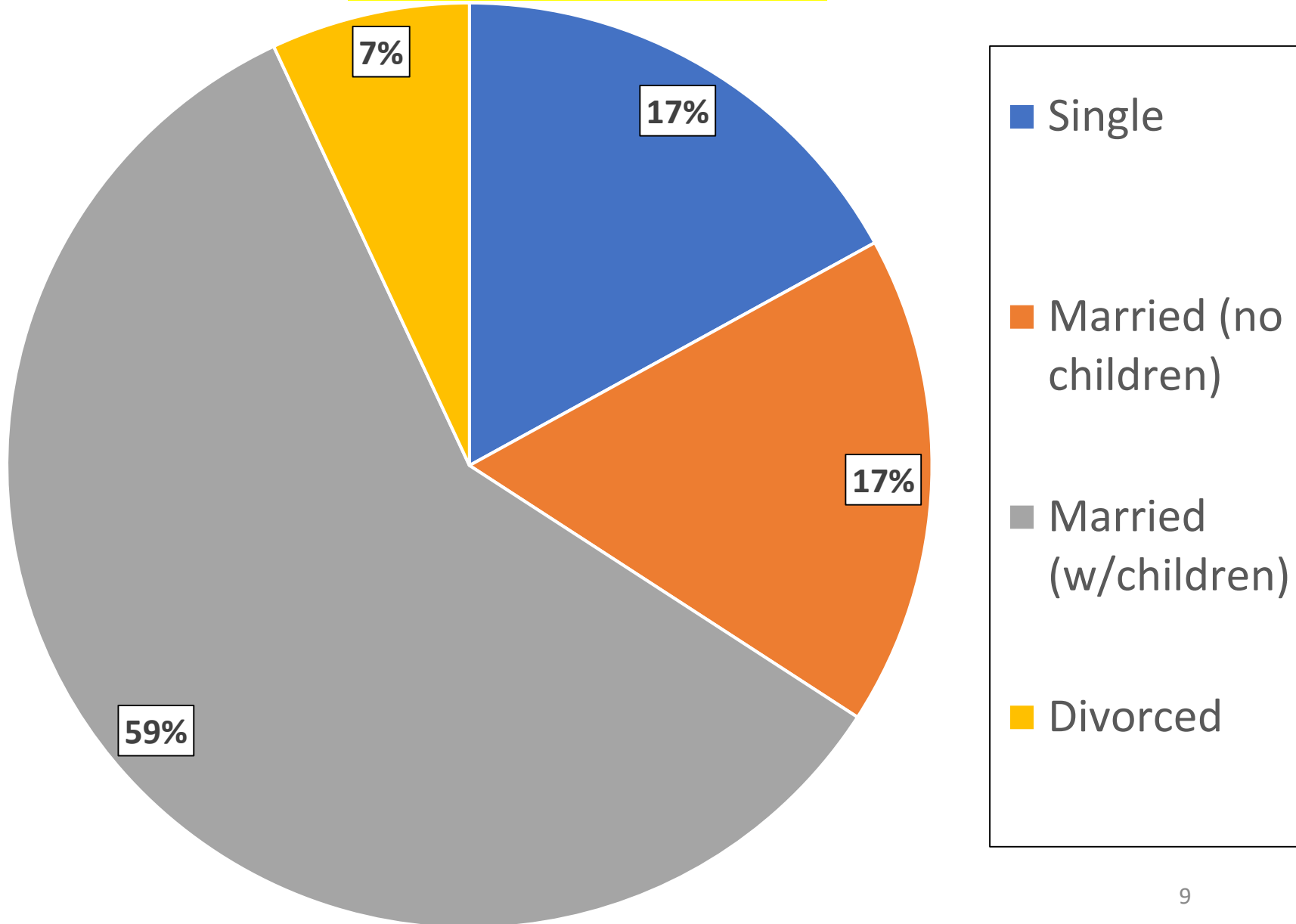
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Ethnic Background Demographics



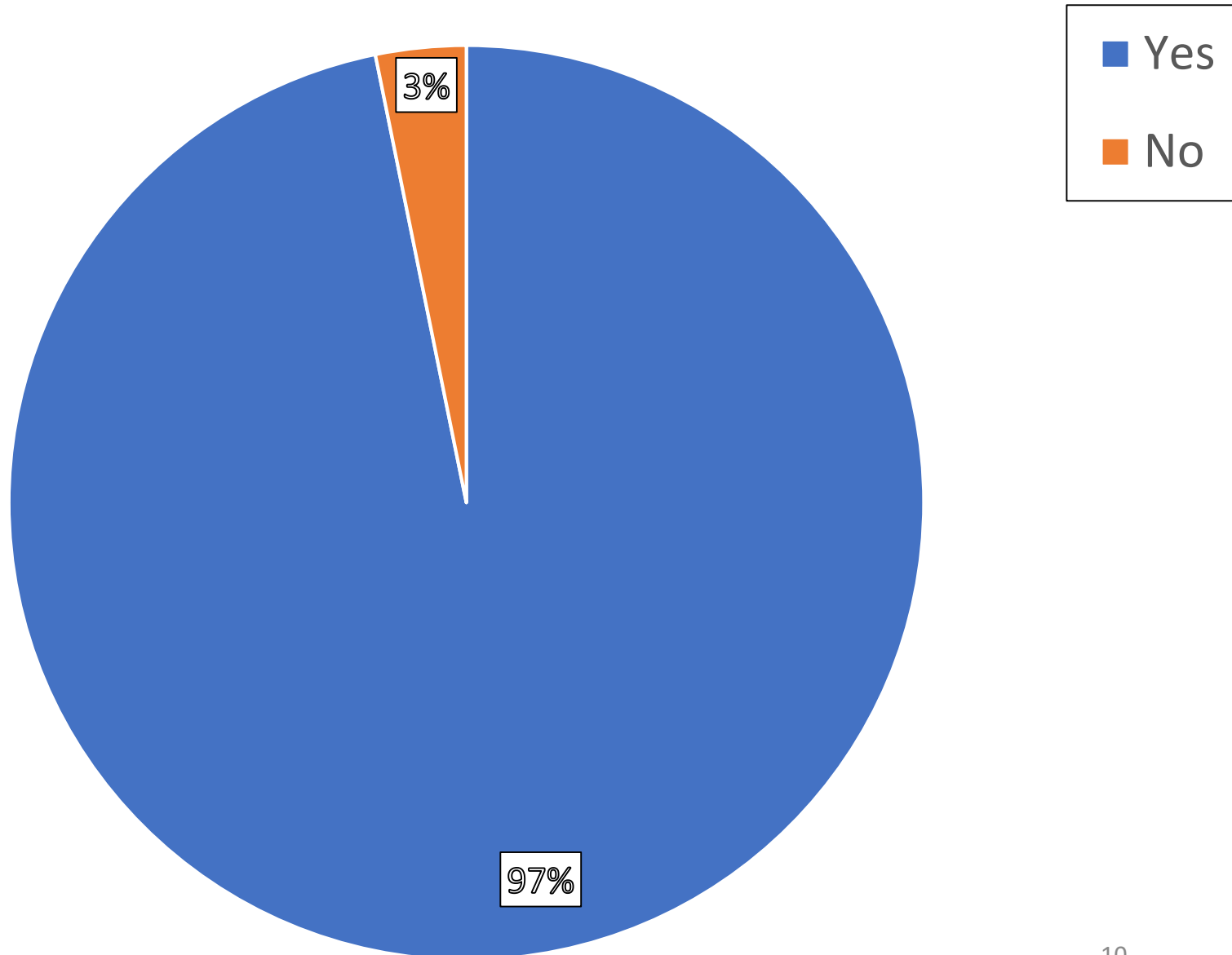
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What is Your Marital Status?



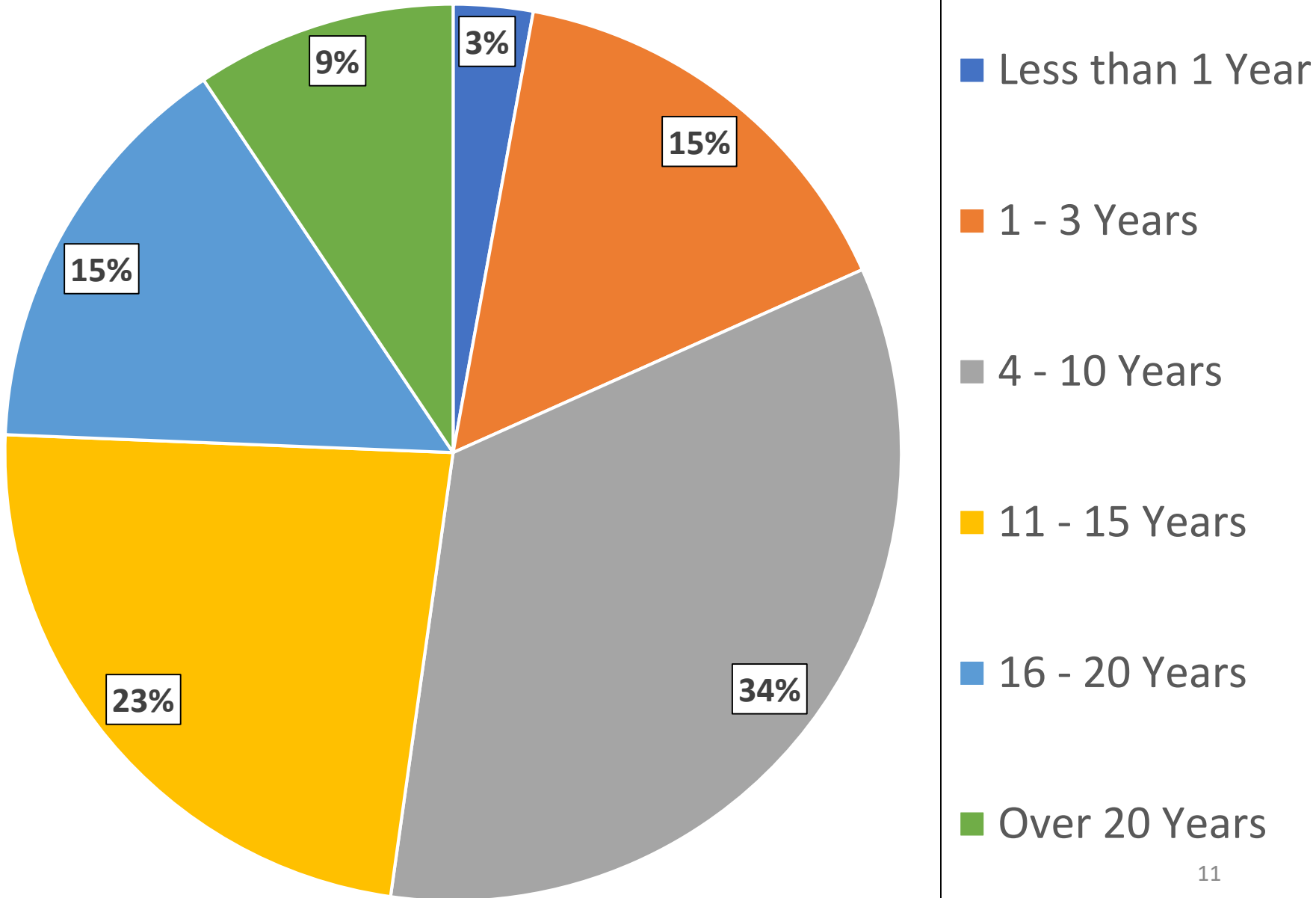
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Are You a Registered Member of St. Thomas?



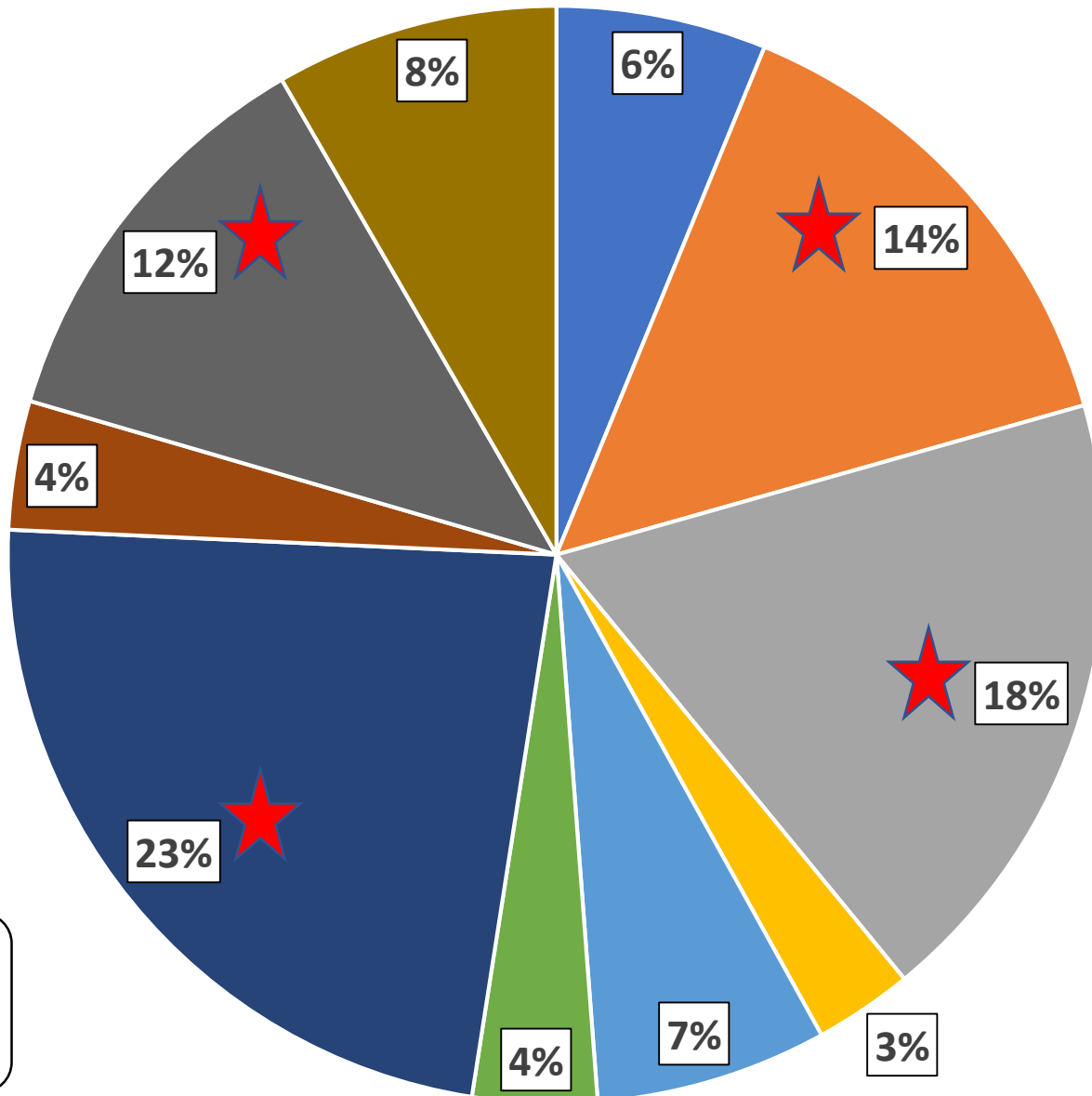
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How Long Have You Been a Member of St. Thomas Parish?



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Which Mass Do You Most Often Attend?

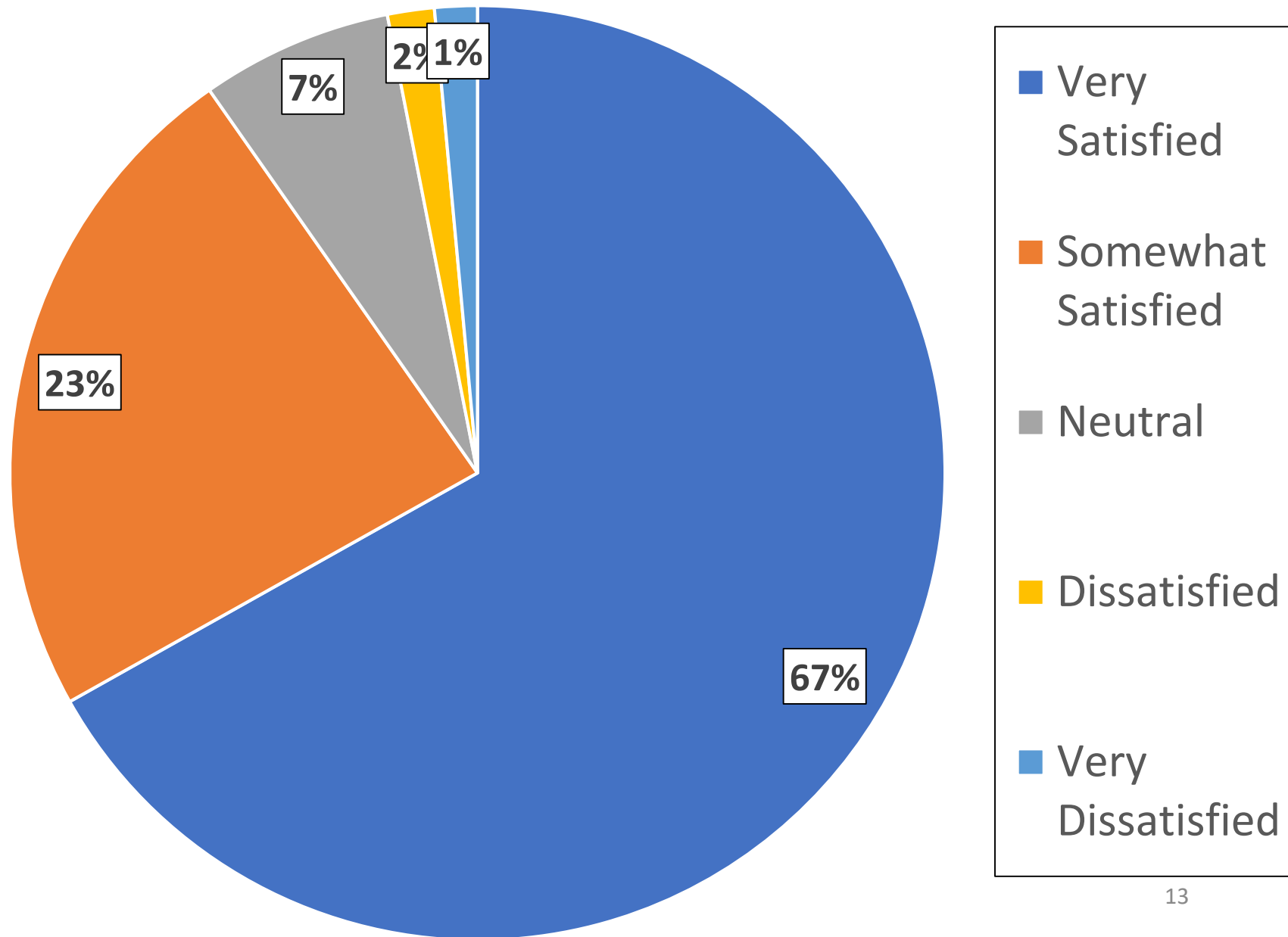


- 4:30 PM
- 6:30 PM**
-
- 6:00 AM**
- 7:30 AM
- 9:30 AM
- 11:30 AM
- 2:00 PM**
- 5:00 PM
- 7:30 PM**
- It Varies

 *Spanish Masses*

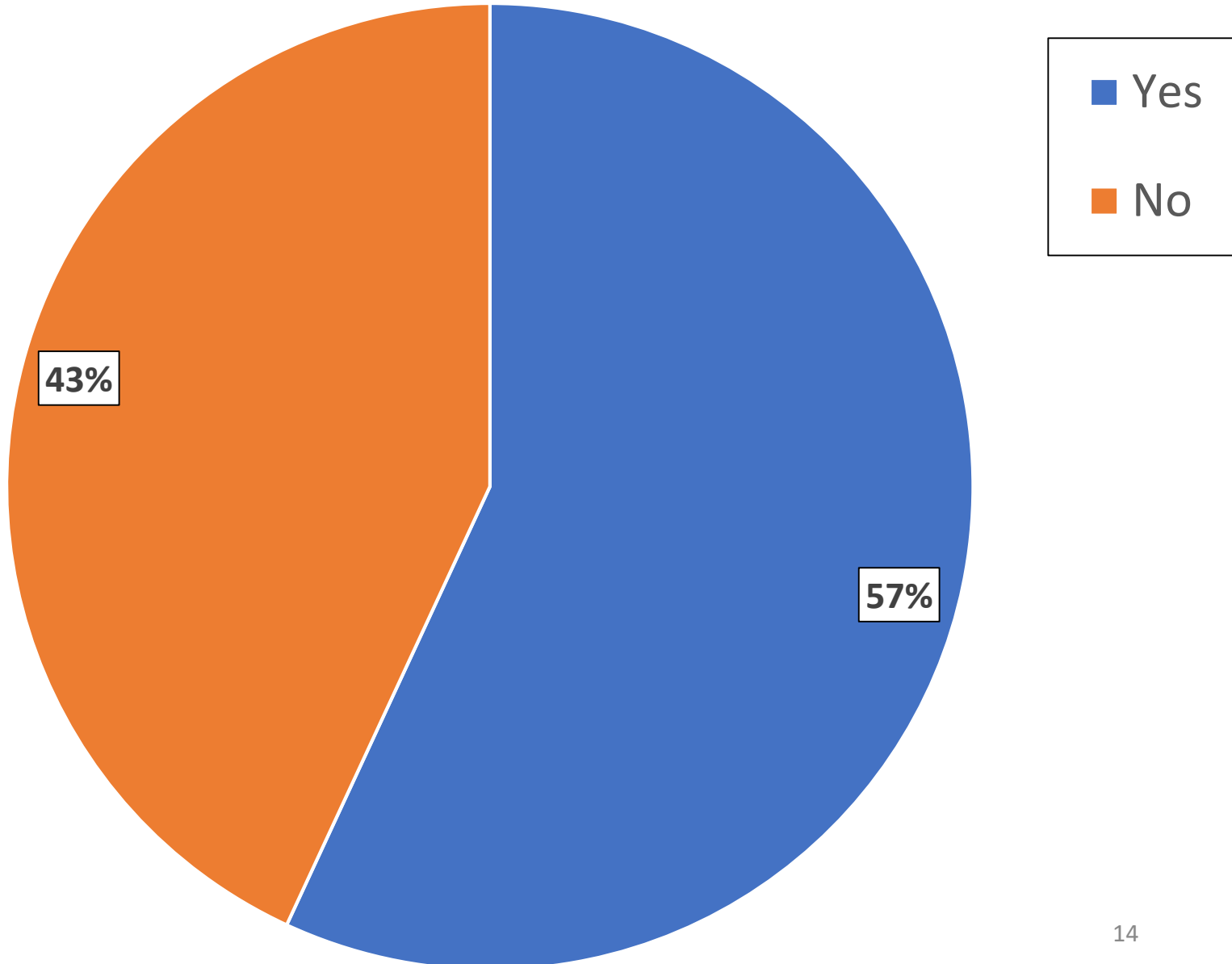
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How Satisfied are you with the Mass schedule?



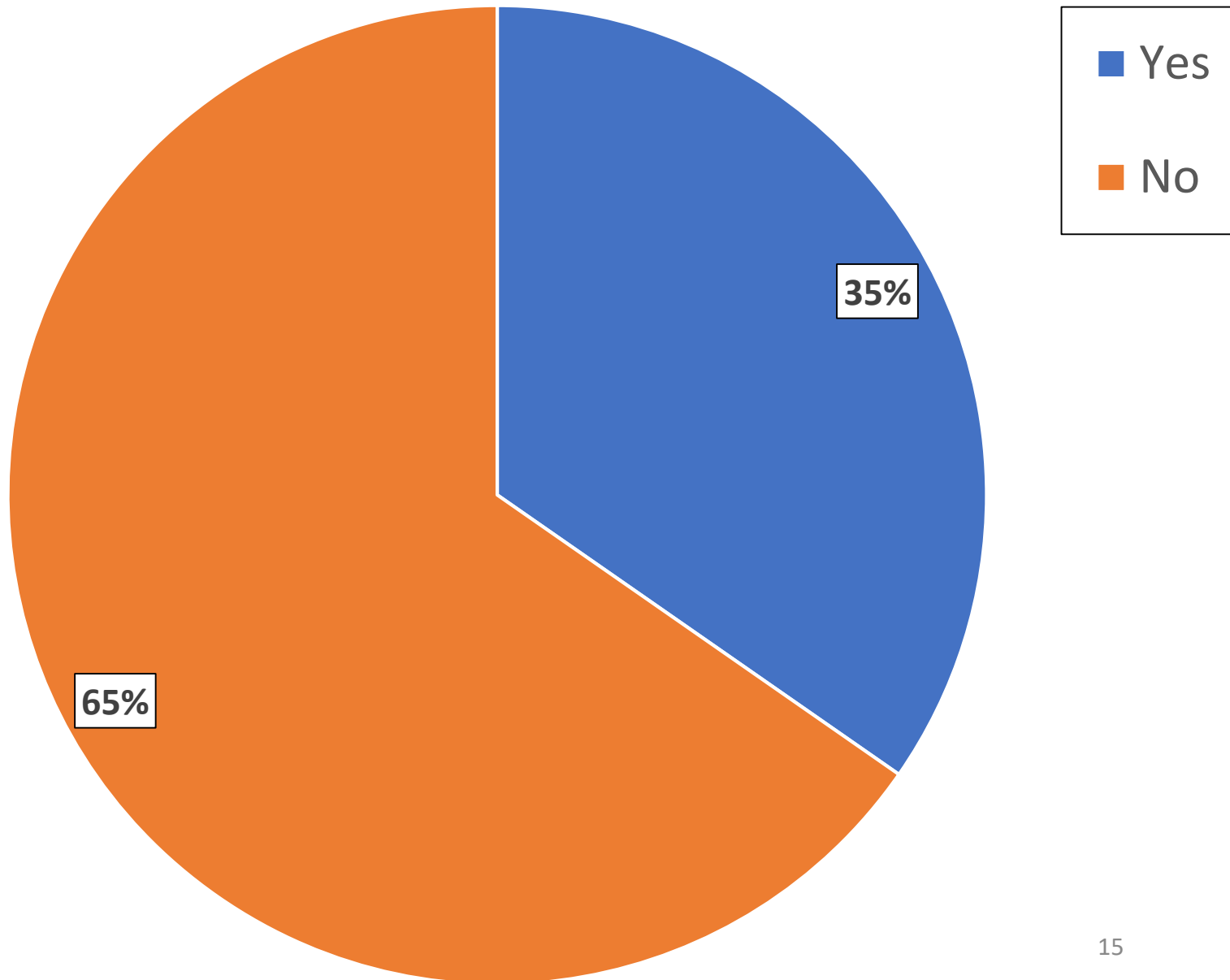
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Did You Know there is a Suggestion Box in Commons?



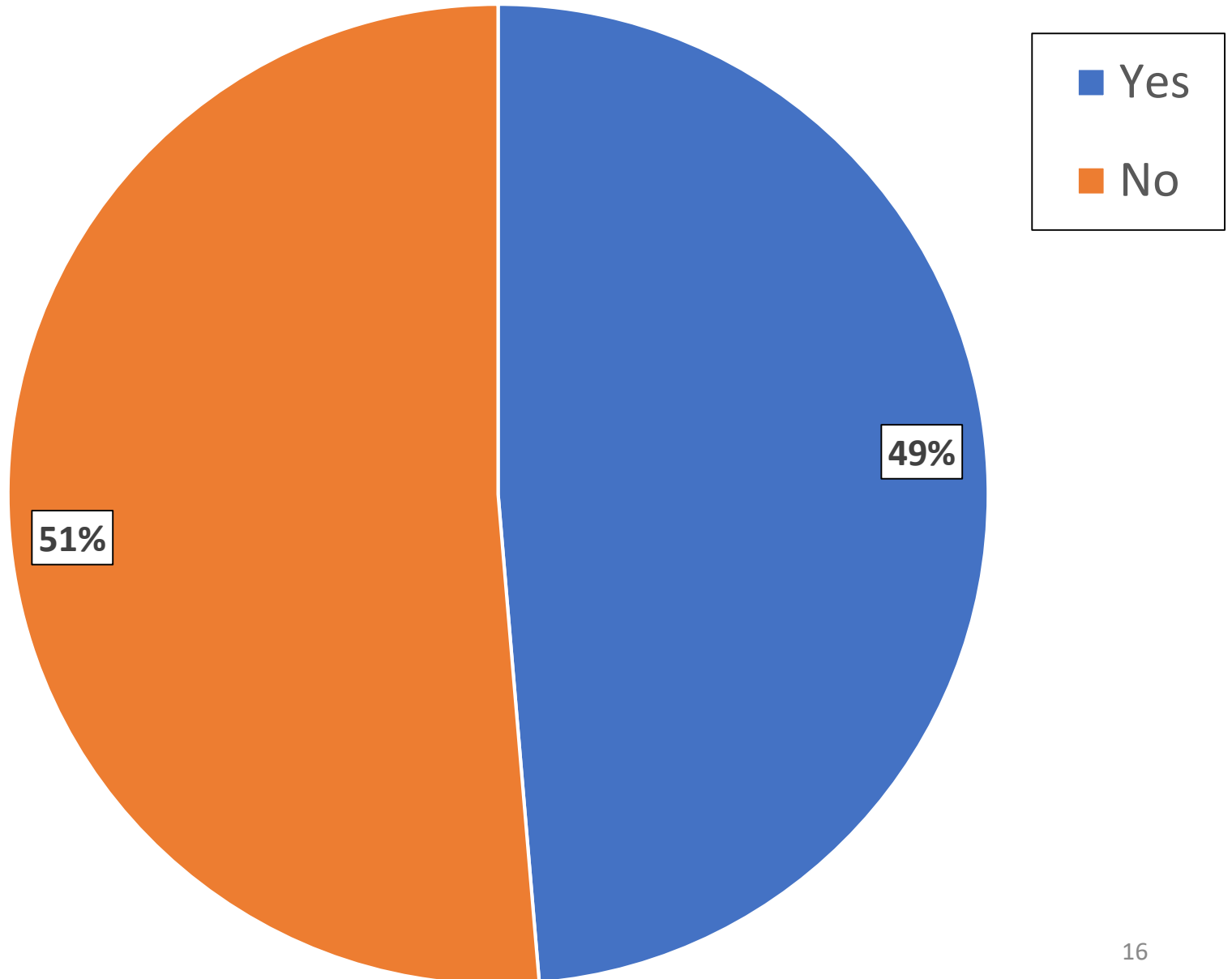
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Did You Attend the Ministry Fair?



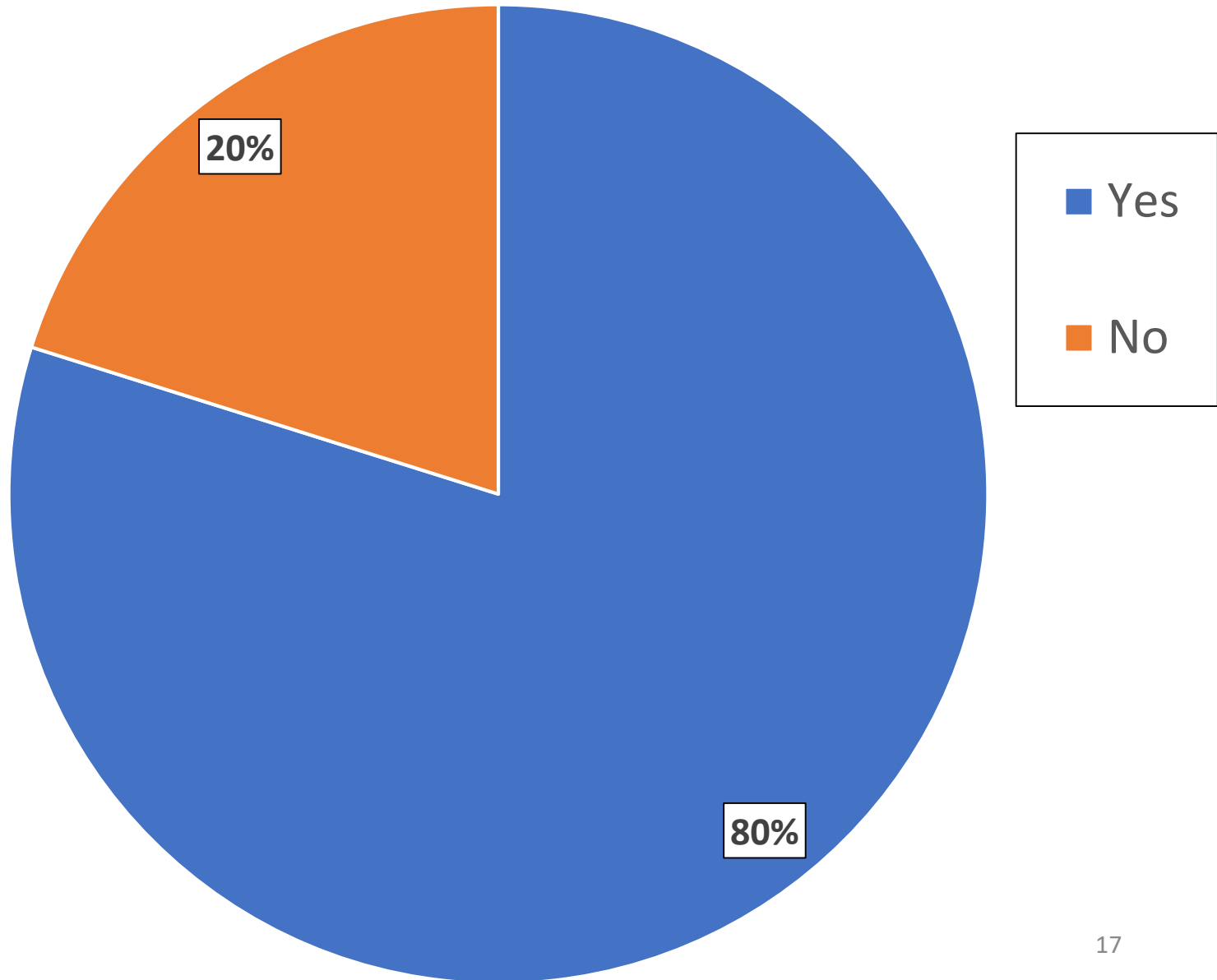
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Do You Currently Volunteer for a Ministry?



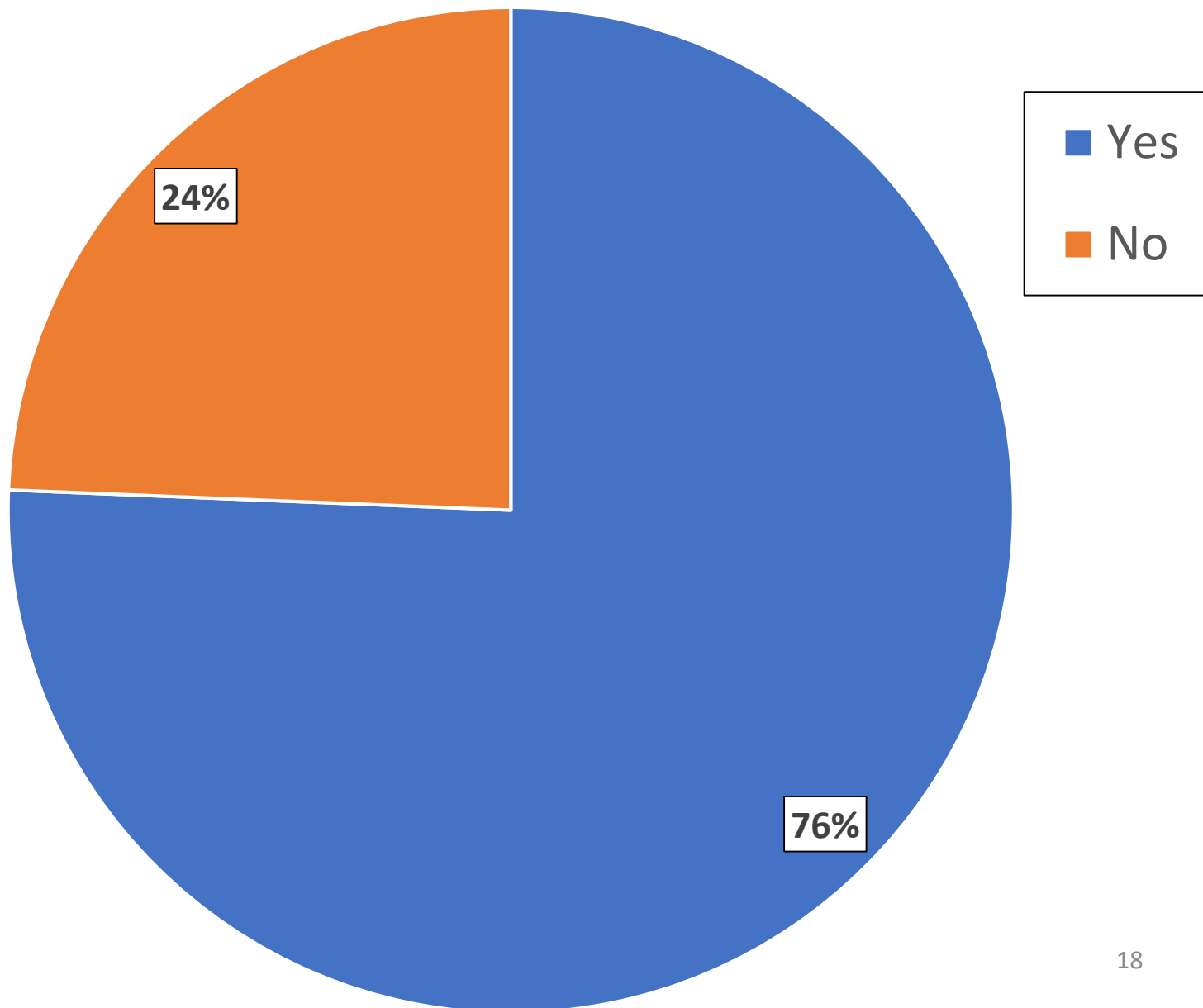
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Do You Take Part in Church Activities and Events (other than Mass)?



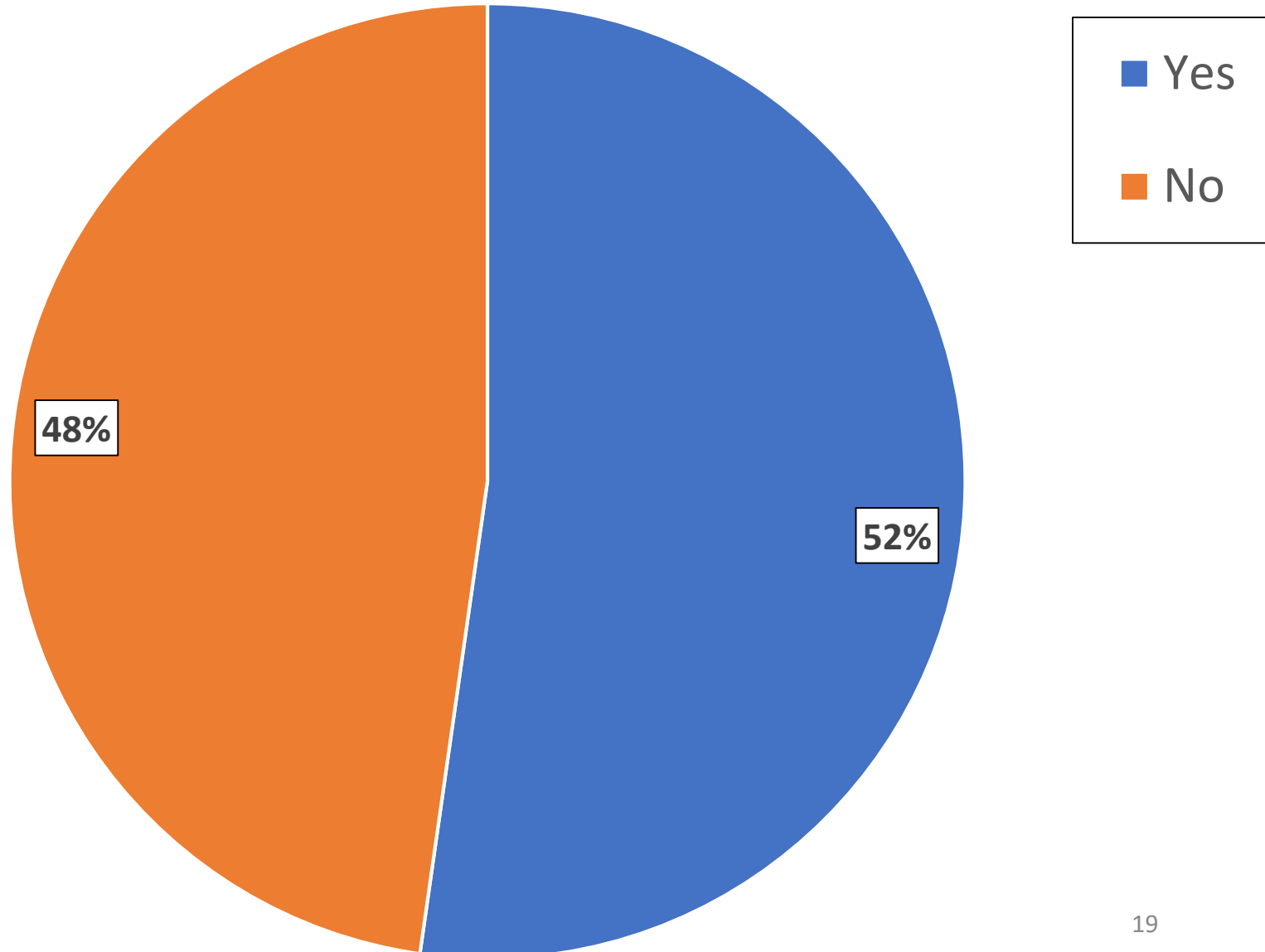
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Would You Like to Be More Involved in the Parish?



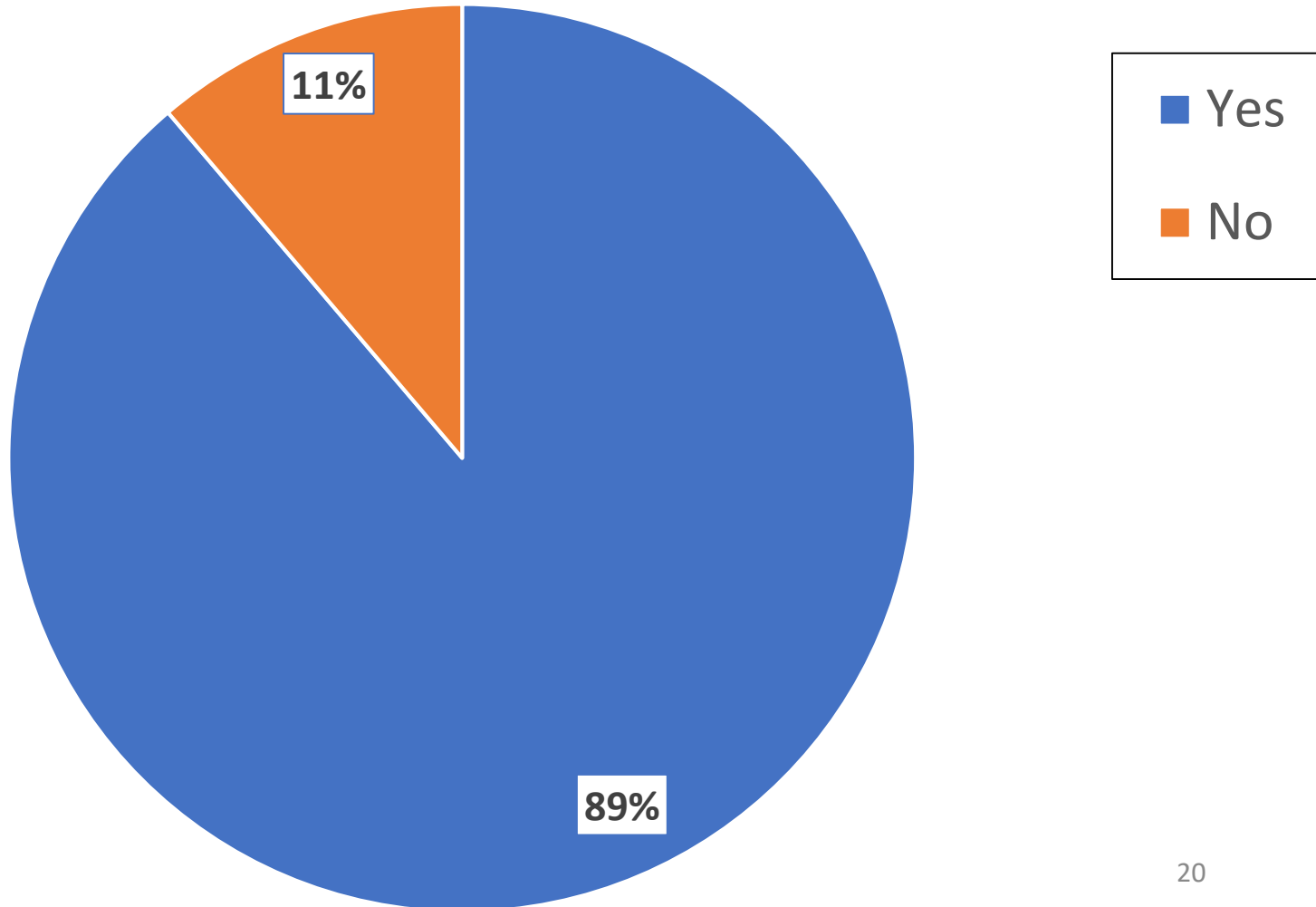
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Do You Feel Our Facilities are Adequate for the Church Community?



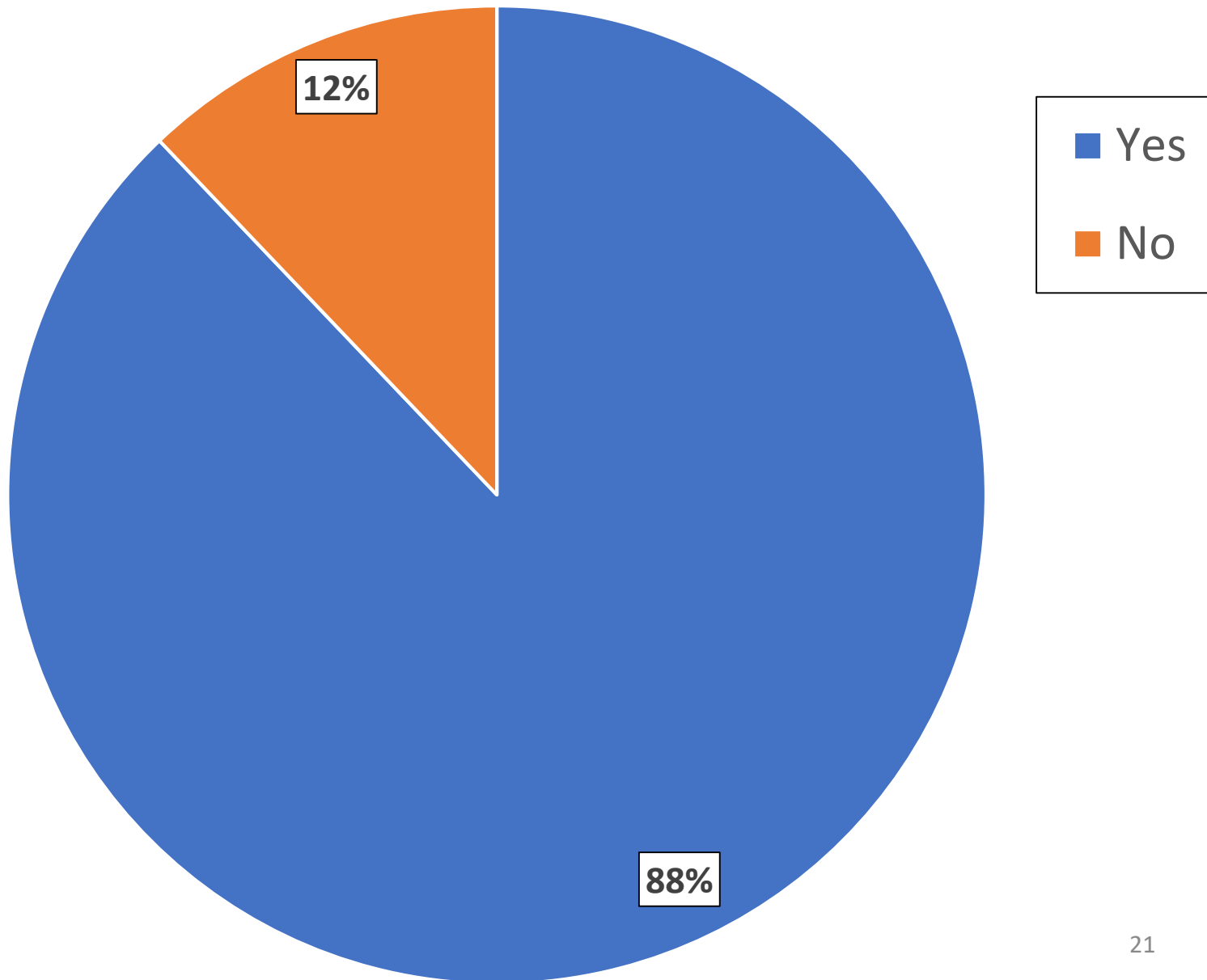
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We have recently completed a major renovation at St. Thomas, however our Parish is continuing to grow, and space constraints are a continuing challenge. In the event we launched another Capital Campaign, would you be “financially supportive” of a larger Church?



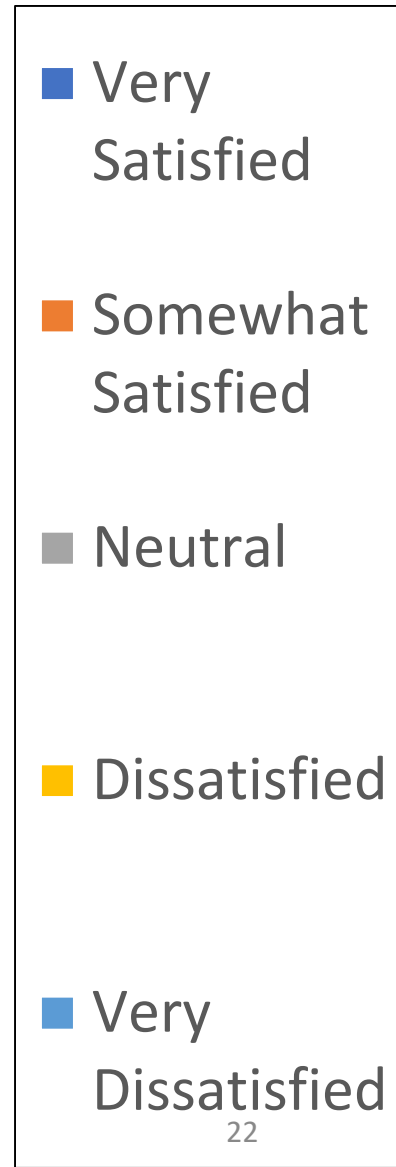
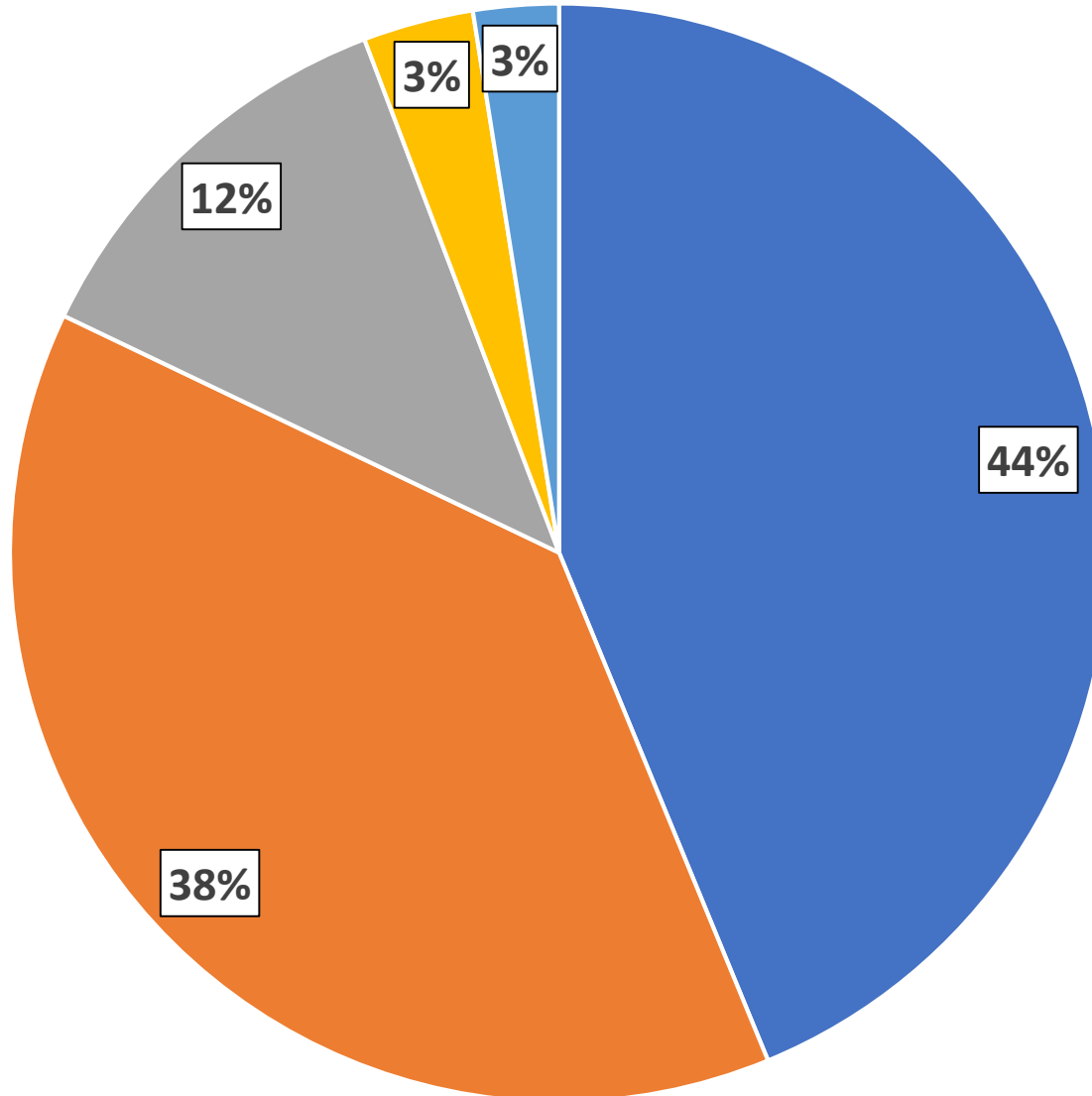
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Would you be financially supportive of more Classrooms?



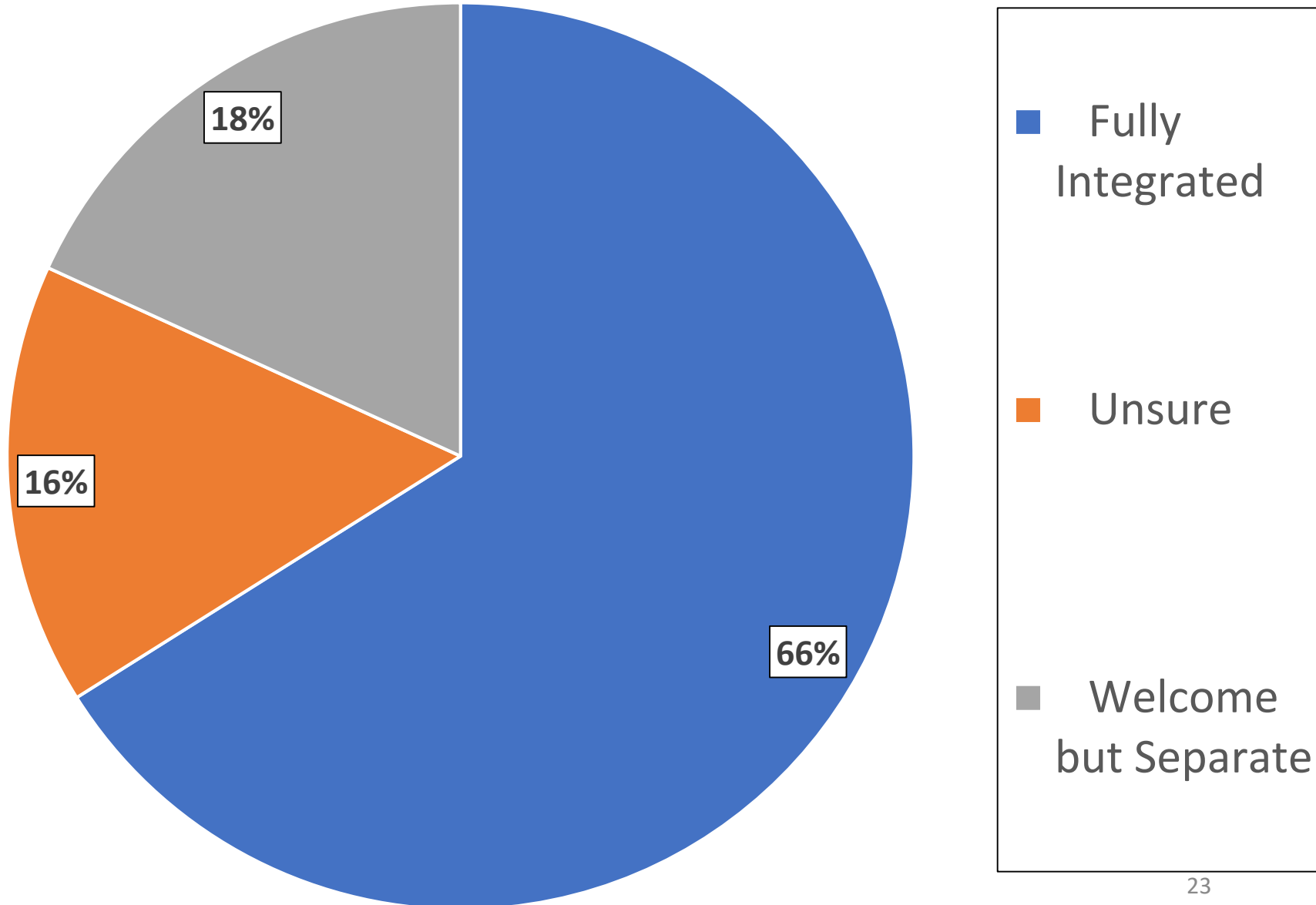
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Our Parish is Comprised of Many Different Cultures and Ethnic Communities, and we are Experiencing rapid growth. Are you Satisfied with St. Thomas's handling of Diversity?



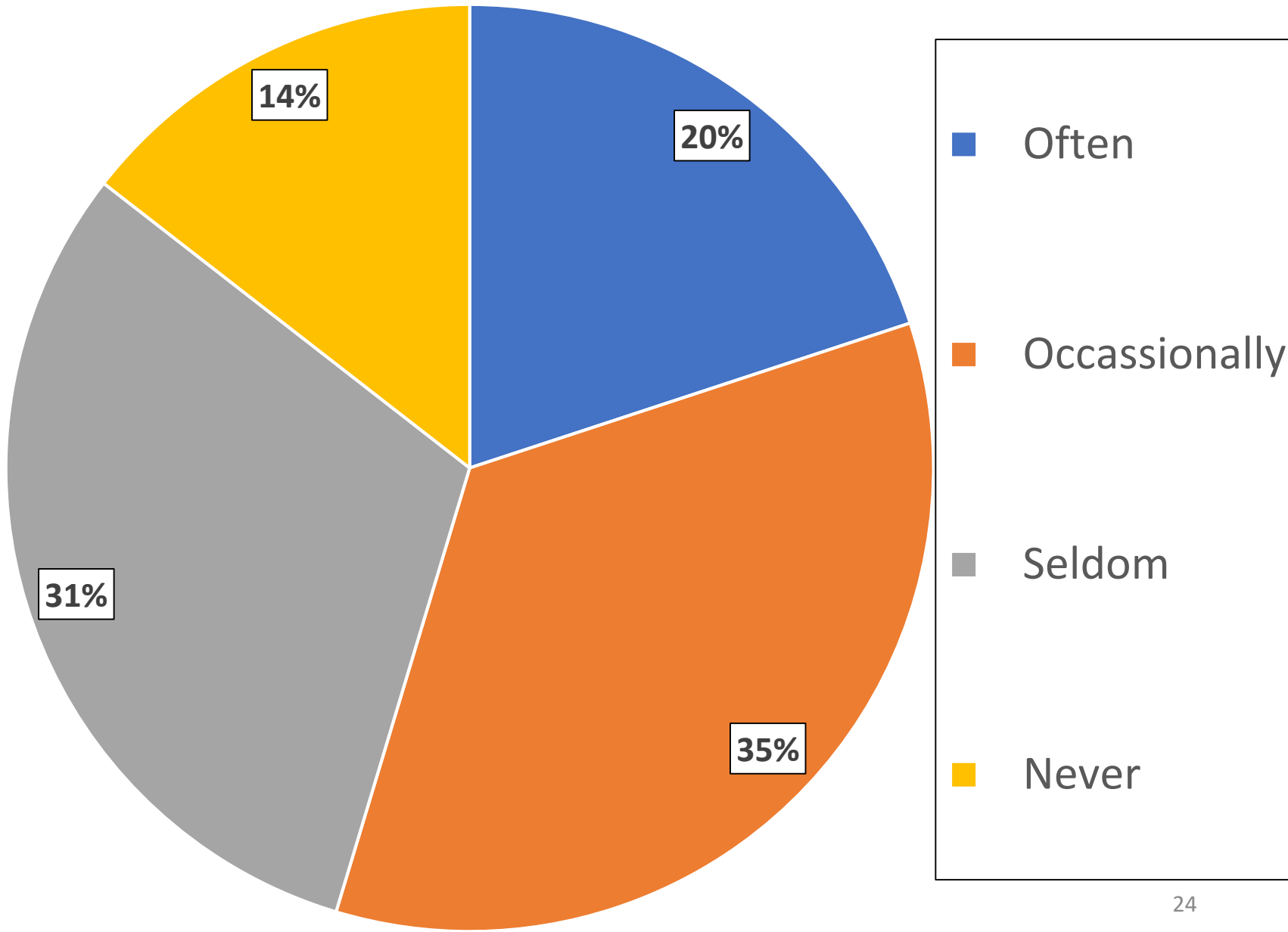
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Do You Think St. Thomas is Doing a Good Job Adapting to this Growth Making All Parishioners and Guests Feel Welcome?



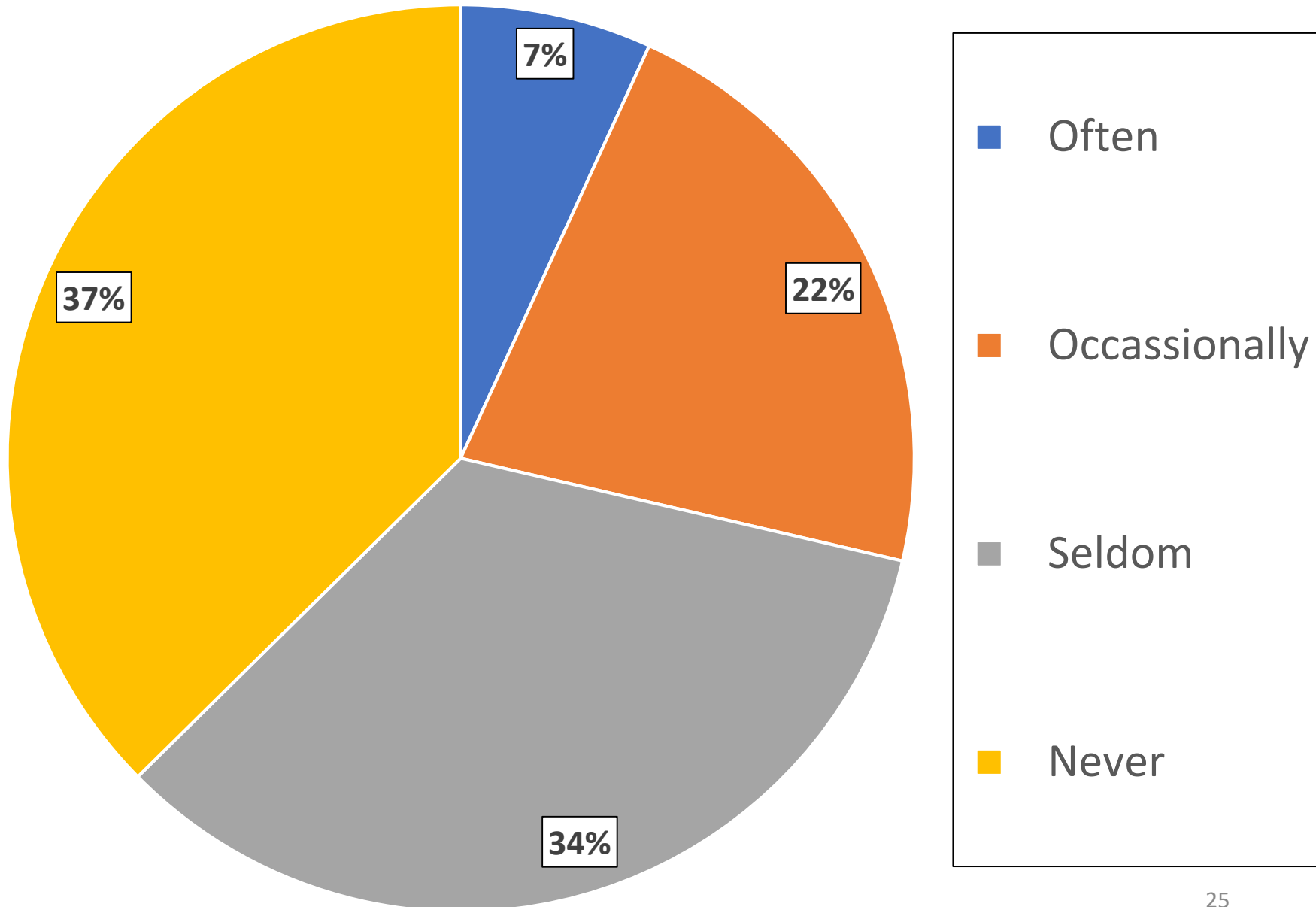
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Do You Participate in Multicultural Events Other than Mass?



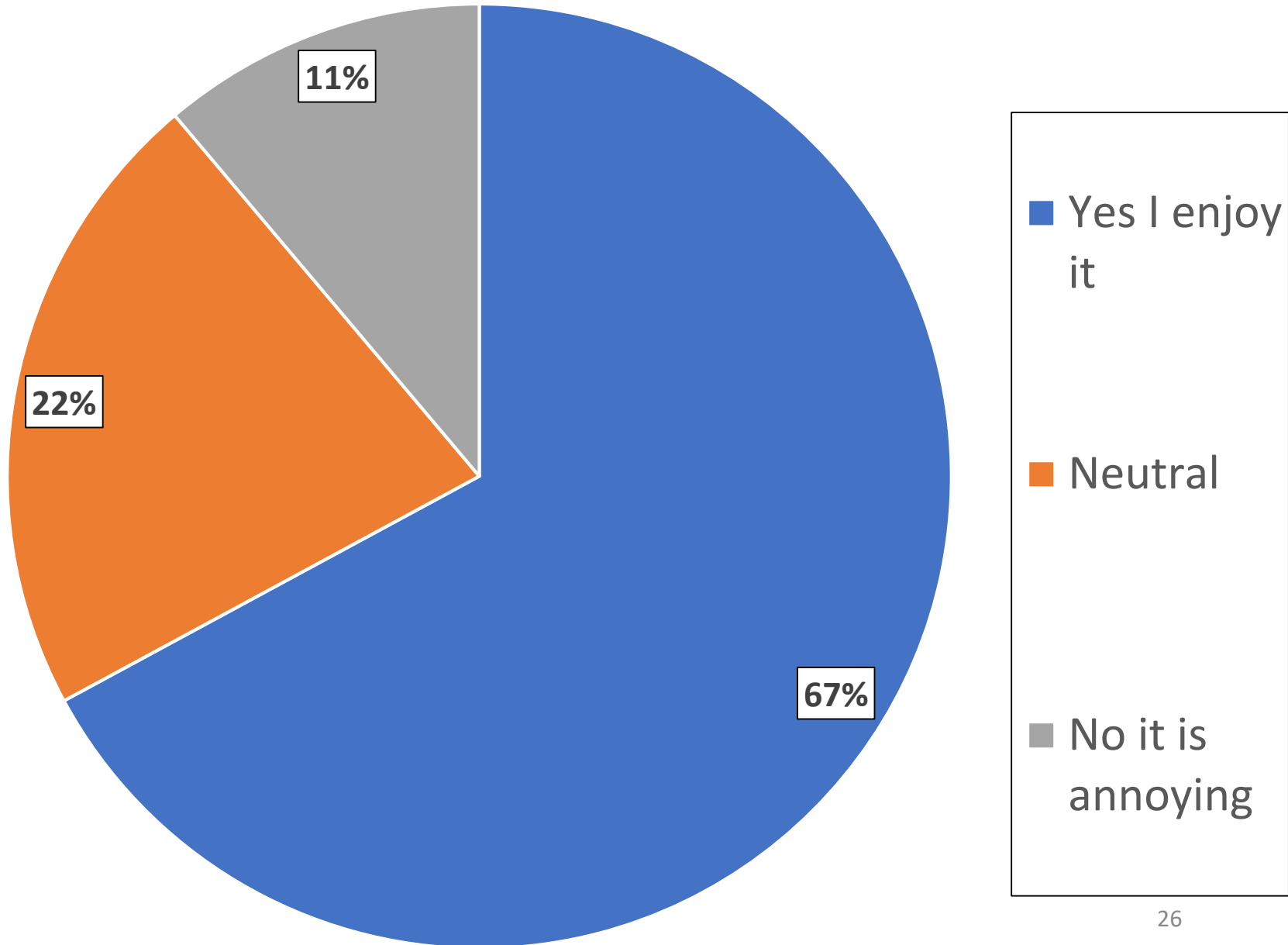
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Do You Attend Mass From a Different Culture?



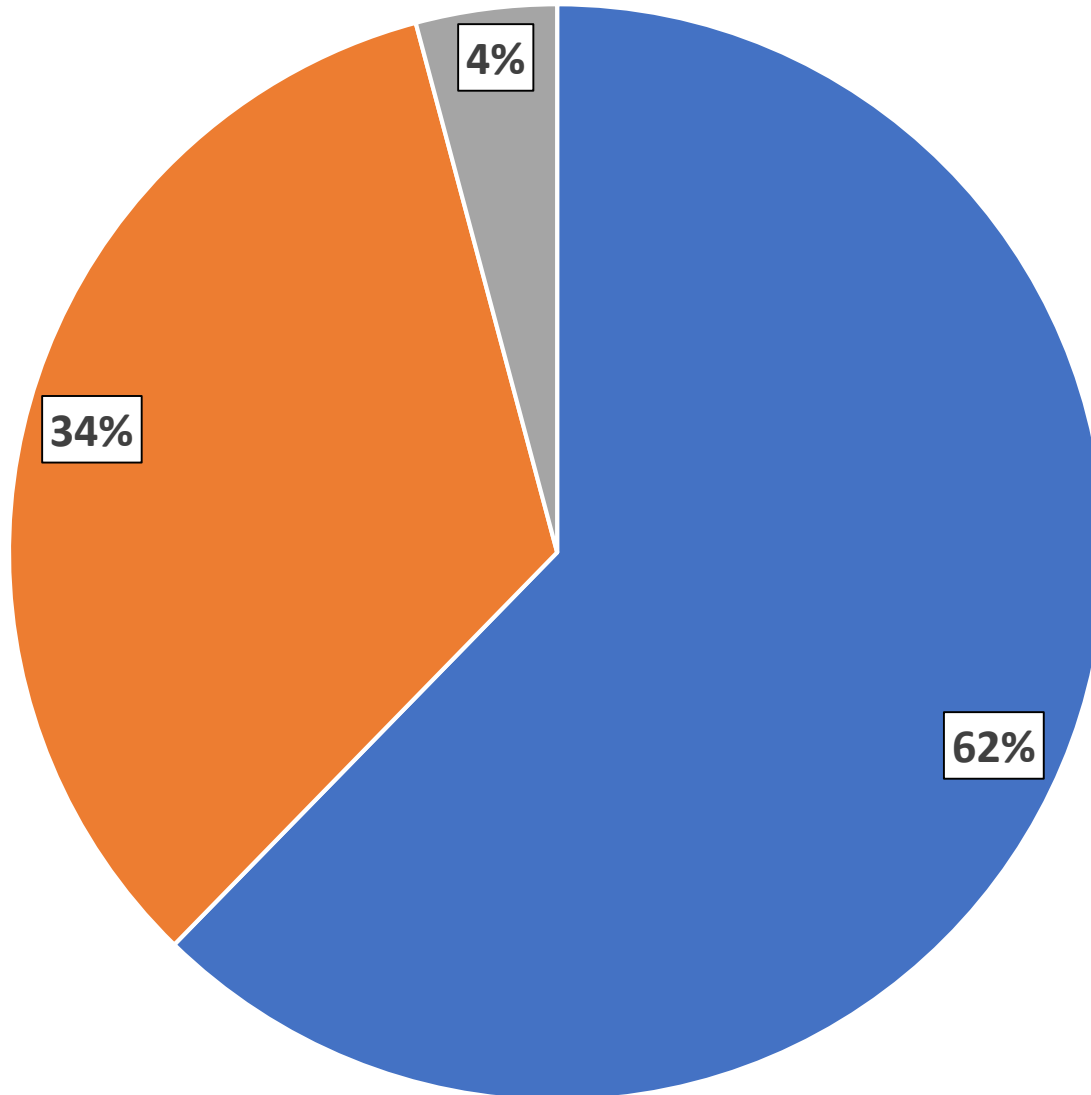
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Do You Appreciate Music During Worship From a Different Culture?



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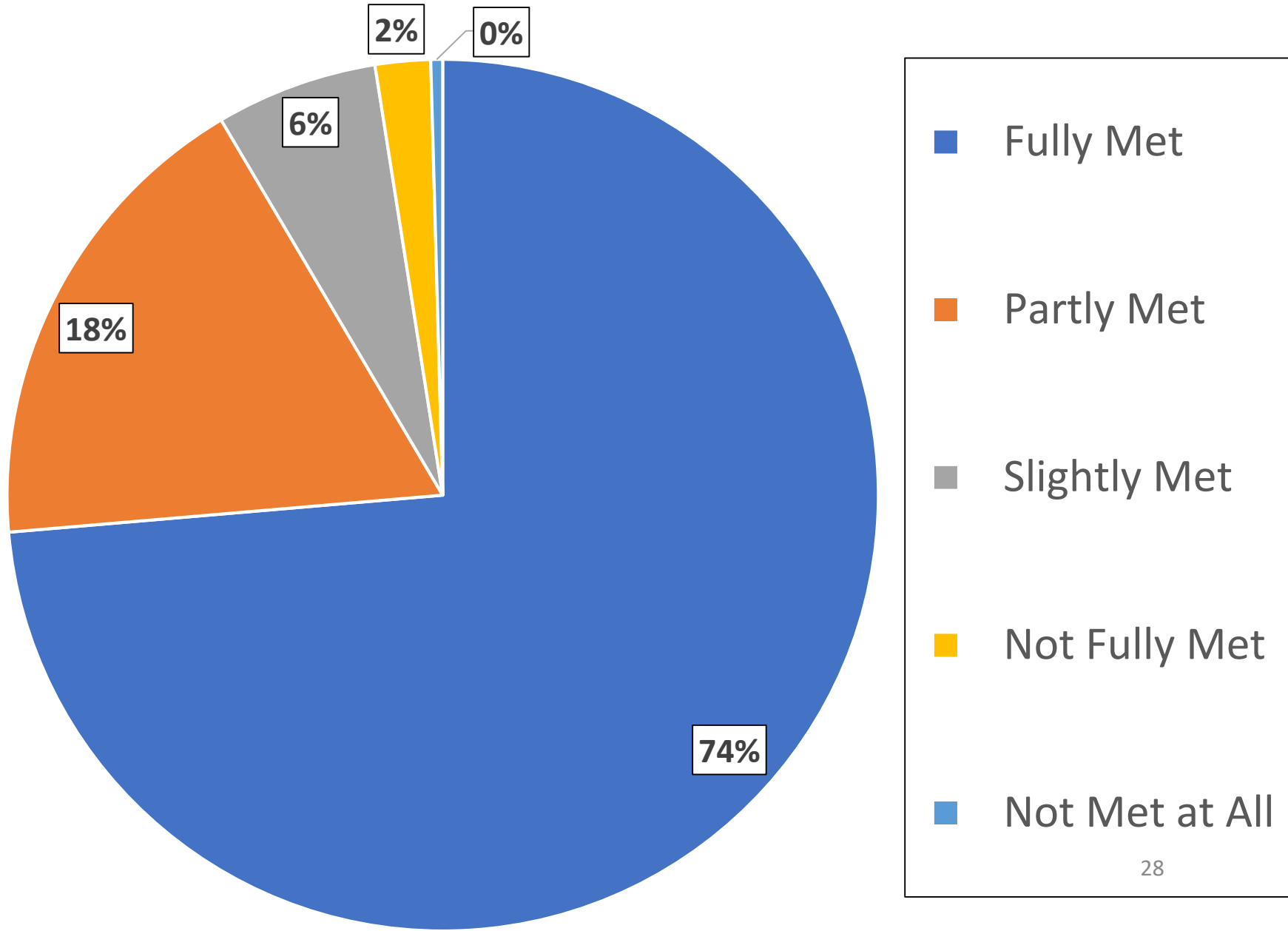
How Well Do You Believe St. Thomas is Doing in Handling Generational Diversity in the Parish? Are We Doing Enough to Encourage All Age Groups?



- Doing a great job
- Doing OK but could be better
- Not doing nearly enough

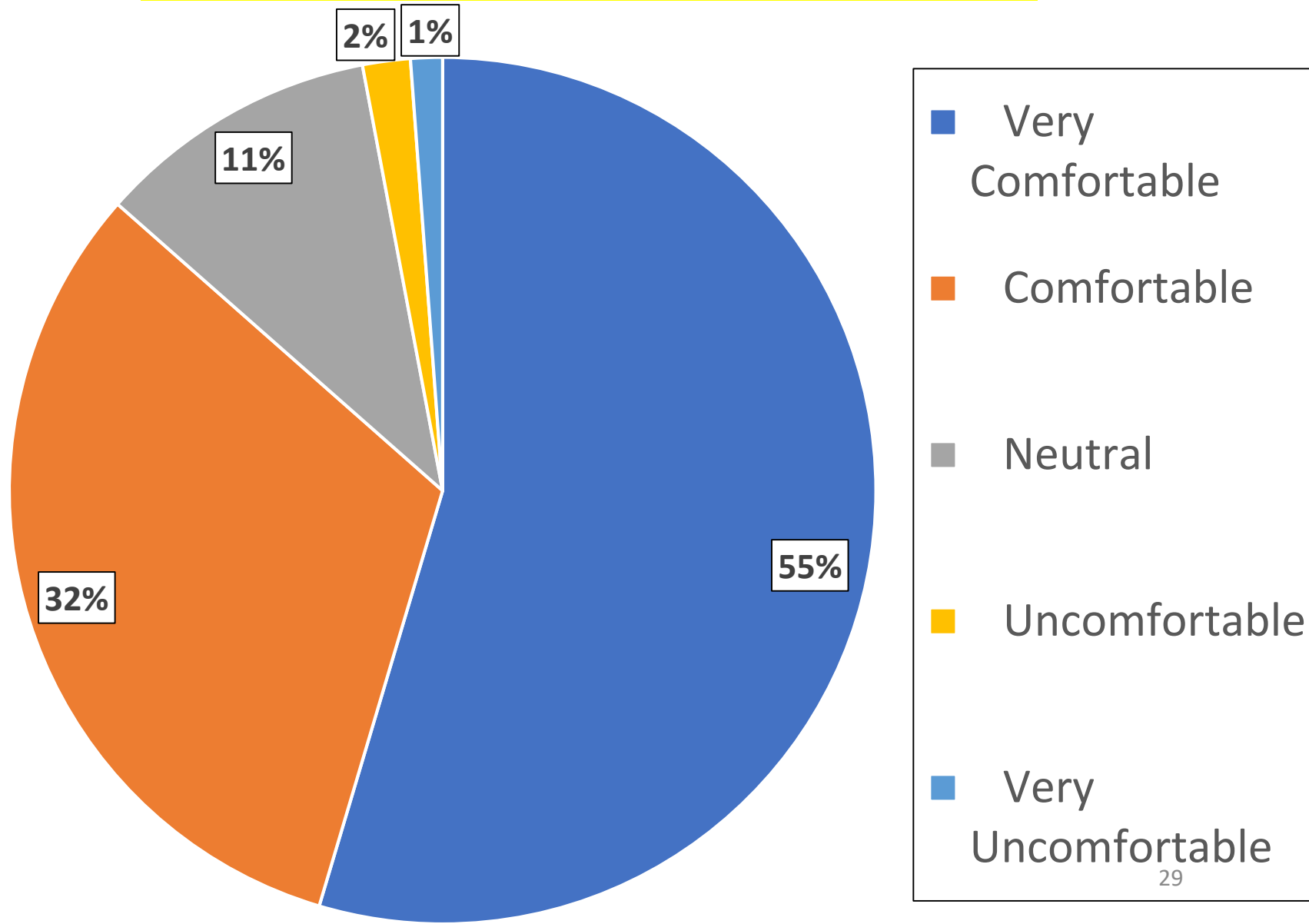
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Do You Feel Your Spiritual Needs are Being Met at St. Thomas?



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Are You Comfortable with the Overall Level of Communications You Receive From the Priests, Clergy and Administration?



Parish Survey Results

Written Comments

Major Themes

St. Thomas the Apostle - Parish Survey

Process for Evaluating Written Comments

- ~4,900 written comments were provided
- Spanish comments were translated into English
- ~4,300 of these comments contained feedback that is ***“actionable”***
 - Likes & Dislikes
 - Suggestions & Complaints
- All 4,300 comments were reviewed & categorized into Key Patterns
- The following slides summarize the Key Patterns that were identified

Saint Thomas the Apostle - Parish Survey

Summary of All Comments

	<u># of Comments</u>	<u>% of Total</u>
"Likes" & Things to Keep Doing	1,214	28%
"Dislikes" & Suggested Improvements	1,156	27%
Space & Infrastructure Concerns	740	17%
All Other Comments	<u>1,235</u>	<u>28%</u>
Total	4,345	100%

Note: Excludes ~ 600 comments regarding Ministries that Parishioners currently volunteer for, etc..

Saint Thomas the Apostle - Parish Survey

Top 12 Likes & Things to Keep Doing

<u>Category</u>	<u># of Comments</u>	<u>% of Total</u>
The Mass Celebration	203	16.7%
Priests & Clergy	190	15.7%
Evangelization Program	179	14.7%
Friendly & Welcoming Spirit	123	10.1%
The Retreats	96	7.9%
Many Ministries to Serve in	89	7.3%
The Music (Patty, Choir, etc.)	84	6.9%
Diversity of the Parishioners	74	6.1%
Likes Current Mass Schedule	56	4.6%
Small Faith Communities	46	3.8%
Maria Niña	39	3.2%
Kermesse (Summer Fair)	35	2.9%
Total	1,214	100.0%

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Space & Infrastructure Comments

<u>Categories</u>	<u># of Comments</u>	<u>% of Total</u>
Need More Space**	565	76.4%
Need a Nursery / Cry Room	83	11.2%
Parking Space is Inadequate	51	6.9%
More Bathrooms & Baby Stations	31	4.2%
Need Better Handicap Access	10	1.4%
Total	740	100.0%

***Note: Most of these comments suggested a new Social Hall, more Classrooms, or a bigger Sanctuary to enable more Parishioners from different cultures to celebrate Mass together*

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Top 20 Other Dislikes & Suggested Improvements

*Top 1-10
Responses (Page 1)*

Categories

	<u># of Comments</u>	<u>% of Total</u>
Inadequate Cultural Integration	196	17.0%
More Cross Cultural Social Gatherings	139	12.0%
Programs for the Youth are Inadequate	115	9.9%
Programs for the Elderly are Inadequate	88	7.6%
Improve Communication (Tools & Methods)	66	5.7%
Another Capital Campaign (Pay off Debt first)	64	5.5%
Need More Reverence during Mass	53	4.6%
Need English Evangelization Program	48	4.2%
Sacrament of Reconciliation (more time slots)	44	3.8%
Need More Priests (Fr. Brian & Fr. Molina overworked)	42	3.6%

Saint Thomas the Apostle - Parish Survey

Top 20 Other Dislikes & Suggested Improvements

*Top 11-20
Responses (Page 2)*

<u>Categories</u>	<u># of Comments</u>	<u>% of Total</u>
Unhappy with the Mass Schedule	39	3.4%
Masses too long (disrespect, traffic jams, etc.)	37	3.2%
Improve Quality of Homilies	28	2.4%
Would like more Bi-Lingual Masses	25	2.2%
Teach English to Hispanics (will help integration)	24	2.1%
Staff in Church Office is often rude, lacks courtesy	22	1.9%
Growth via Evangelization exceeds Church Capacity	17	1.5%
Security & Traffic Management in Parking Lots	16	1.4%
Need Consensus as to Halloween & All Saints Day	15	1.3%
Some Parishioners are not welcoming	14	1.2%
All Other	64	5.5%
Total "Dislikes" & Suggested Improvements	1,156	100.0%

Insights & Observations

*(and a few other “less frequent”
Parishioner Comments to take note of...)*

Overall...we have much to be thankful for!!! There are *many* great things happening at our Parish!!

However...we also have some Issues to address too...

SOME PEOPLE SEE THE GLASS
HALF FULL

OTHERS SEE THE GLASS
HALF EMPTY

THE ENLIGHTENED ARE SIMPLY
GRATEFUL TO HAVE A GLASS



St. Thomas the Apostle – Parish Survey

Key Blessings that Parishioners are thankful for:

- Our Priests are passionate, hard working, & committed!!
- Our Multi-Cultural and Generational Diversity (*It is **BOTH** a Strength...and at times a Challenge...*)
- An Active Hispanic Evangelization and Small Faith Community Program...which brings new Believers to our Lord, & helps them grow in their faith...
- A Welcoming & Friendly Spirit, which is demonstrated in how we celebrate the Mass....
- A wide variety of Ministries...which provide many opportunities to Serve

St. Thomas the Apostle – Parish Survey

Key Blessings that Parishioners are thankful for (continued):

- A Talented Music Director and Choir (Patty Rocks!!!)
- The current Mass Schedule. There are many options to choose from....*(although some Parishioners would like to see changes)*
- Activities that many of our Hispanic Parishioners value *(although many of our English speaking Parishioners do not participate in):*
 - ✓ Kermesse (Summer Fest)
 - ✓ Maria Niña
 - ✓ Retreats

St. Thomas the Apostle – Parish Survey

But we also have some Challenges:

- Our Space and Facilities are inadequate (*740 comments!!*)
- We still have ~\$500K in debt...and some Parishioners will not support a new Capital Campaign until this debt is paid off.
- Some Parishioners who have been at St. Thomas for many years are concerned that the large influx of Hispanic parishioners has strained church Resources & Infrastructure.
- While a few Parishioners would like St. Thomas to be split into two separate Churches (English vs. Spanish), the vast majority of Parishioners prefer to celebrate their faith in a multi-cultural community. ***However, many Parishioners also want more multi-cultural interaction & engagement (over 300 comments!)***

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But we also have some Challenges (continued):

- While many Parishioners “say” they want more multi-cultural integration, there is a “disconnect” with what most Parishioners actually “do”. For Example:
 - ✓ *Most Parishioners rarely attend Mass or Events from another Culture*
 - ✓ *English Parishioner participation at Kermesse is relatively low*
- Some Parishioners believe the Mass is too long...and have proposed ways to shorten it. For Example:
 - ✓ *Eliminate (or shorten) the reading of Bulletin Announcements and celebration of special occasions*
 - ✓ *Always start Mass on time*
 - ✓ *Adjust the Mass schedule to address the 7:30 am traffic jams*

St. Thomas the Apostle – Parish Survey

But we also have some Challenges (continued):

- Some Parishioners want more Reverence before & during the Mass celebration (less “socializing”, better management of disruptive children, improper attire, etc.)
- Programs for English speaking Youth, Young Families & the Elderly are inadequate. Many Parishioners voiced concerns that we are not attracting, engaging & retaining these Groups
- There is no “active” English speaking Evangelization program
- Some Parishioners are concerned that our Priests and Deacons are “over worked”...and that we need more of them.

St. Thomas the Apostle – Parish Survey

But we also have some Challenges (continued):

- A few Parishioners would like more Financial Transparency on the following topics:
 - ✓ *Kermesse (Summer Fest)*
 - ✓ *Status of Unspent Funds from Prior Capital Campaigns*
 - ✓ *Amount spent on Hispanic Retreats & Evangelization programs*
- Some Parishioners stated that the Church Website is often out of date and underutilized
- Some Parishioners believe that our Clergy needs to do more to speak out on moral issues of the day (Racism, Mass Shootings, etc.)

So Where do we Go From Here?

In reviewing the Survey Results, there are two Primary Strategic Questions that our Parish “may” want to consider:

- 1) What...if anything...are *we as Parishioners* willing to do about our current **Space & Facilities** challenges?
- 2) What...if anything...are *we as Parishioners* willing to do about the current lack of **multi-cultural integration** at St. Thomas?

Suggestion: Each Parishioner should prayerfully consider their own responses to the above questions

Some “Quick Win” Actions Plans

- We will change the start time for the 7:30am Sunday Mass by 15 minutes, and move to a 7:45am start time. This should help ease traffic congestion with the 6:00am Mass.
- We will be adding more Baby Changing Stations to our Restrooms (male and female).
- We will be adding an additional Holy Water Font at the Doorway into the Sanctuary
- Other “Quick Win” Ideas ***(We welcome your suggestions and ideas!!)***

Master Planning Discussion

(i.e. Where Do We Want Saint Thomas to Be in 15 Years?)

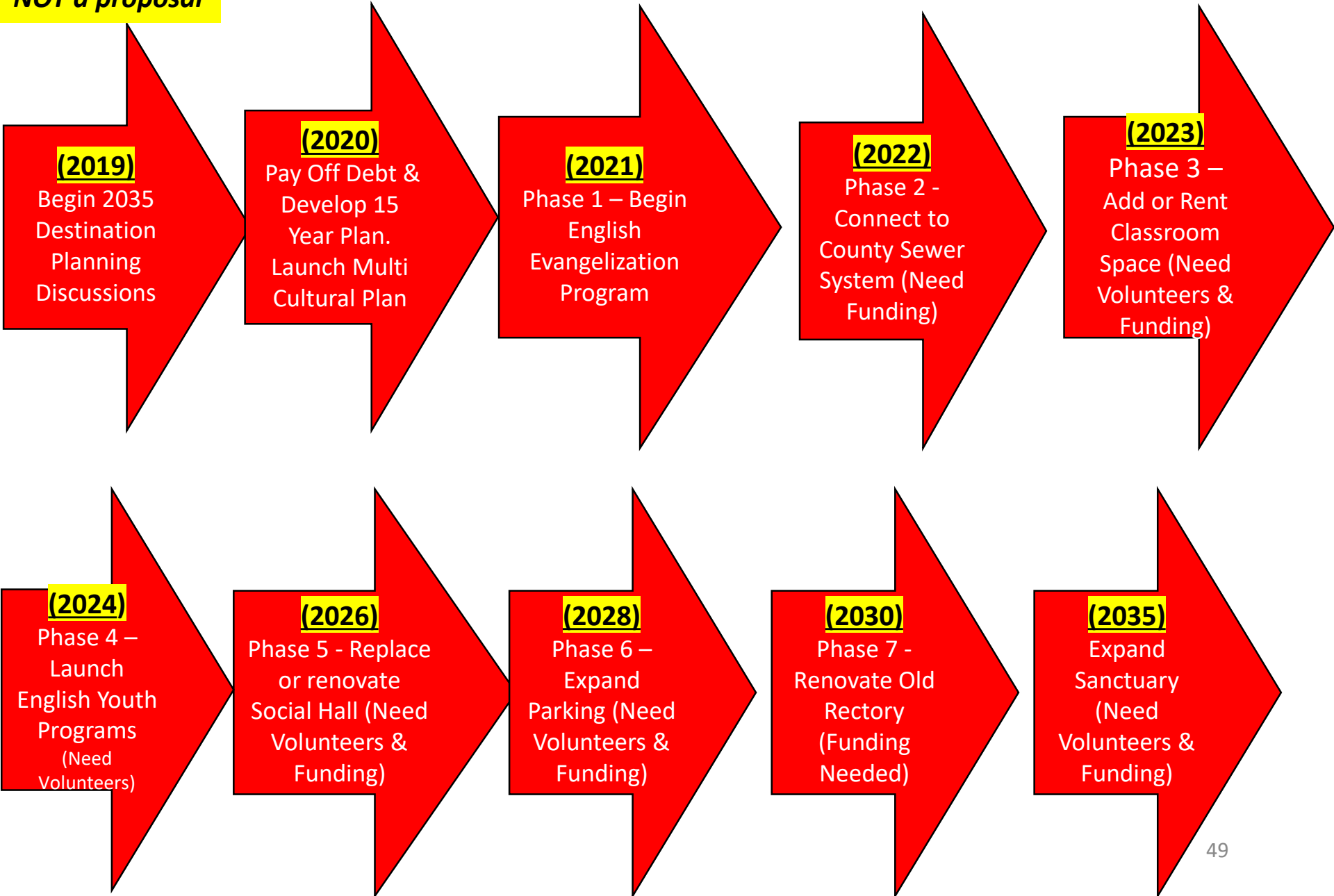


What is Master Planning?:

- The Purpose of a Master Plan is to develop a multi year strategy to guide the development of a Parish
- Master Planning is an ongoing “Process”, not a one time “Event”. Plans should be modified over time as circumstances change
- A Master Plan should attract Resources (time, talent, treasure). Unless Parishioners are willing to provide these Resources, the Plan cannot be implemented, and Master Planning is a waste of time.
- Parishioners are the people who develop and “fund” the Master Plan. They are entitled to frequent updates on progress along the way, particularly when things change.
- ***Good Communication is Essential!!!***

**For illustration
Only!!! This is
NOT a proposal**

Example of a High Level 15 Year Master Plan



Questions & Discussion