2018 City of Davenport Community Survey

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Findings Report

Submitted to the City of Davenport, Iowa by:
ETC Institute
725 W. Frontier Lane,
Olathe, Kansas
66061

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ETC INSTITUTE

Contents

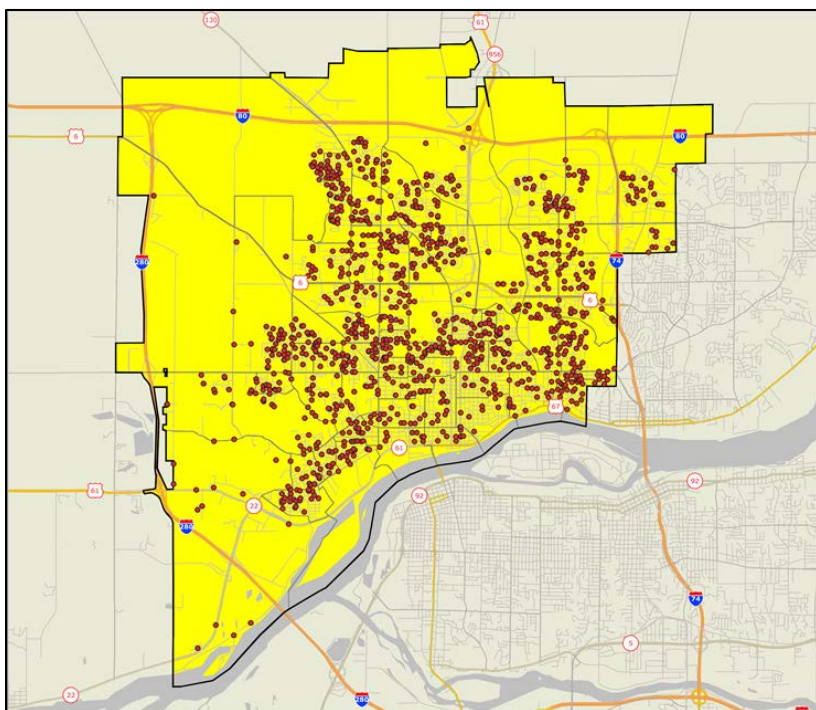# 2018 City of Davenport Community Survey Executive Summary

Purpose and Methodology

During the fall of 2018, ETC Institute administered a community survey for the City of Davenport, Iowa. The purpose of the survey was to assess citizen satisfaction with the delivery of major City services to gather input about priorities for the community. This was the seventh time Davenport has administered a community survey; previous surveys were administered in 2006, 2008, 2010, 2012, 2014 and 2016.

The seven-page survey and cover letter were mailed to a random sample of households in the City of Davenport. The mailed survey included a postage paid return envelope and a cover letter. The cover letter explained the purpose of the survey and included a web link for residents who preferred to take the survey online (www.DavenportSurvey.org). Approximately 10 days after the surveys were mailed, residents who received the survey were contacted by email to encourage participation. A total of 1,273 households completed the survey. The results for the random sample of 1,273 households have a 95% level of confidence with a precision of at least +/- 2.7%.

In order to better understand how well services are being delivered by the city, ETC Institute geocoded the home address of respondents to the survey. The map to the right shows the distribution of survey respondents on a map of the City.

The percentage of "don't know" responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from Davenport with the results from other communities in the DirectionFinder® database. Since the number of "don't know" responses often reflects the utilization and awareness of city services, the percentage of "don't know" responses has been provided in the tabular data section of this report. When the "don't know" responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase "who had an opinion."

This summary report contains:

- an executive summary of major survey findings
- charts showing the overall results for each question on the survey
- a summary of significant changes from 2008 to 2018
- a complete set of charts showing trends from 2008 to 2018
- importance-satisfaction analysis
- benchmarking analysis
- tabular data for all questions on the survey
- a copy of the survey instrument.

A separate appendix was created with GIS maps that show the results of selected questions as maps of the city by census block group.

Trend Summary
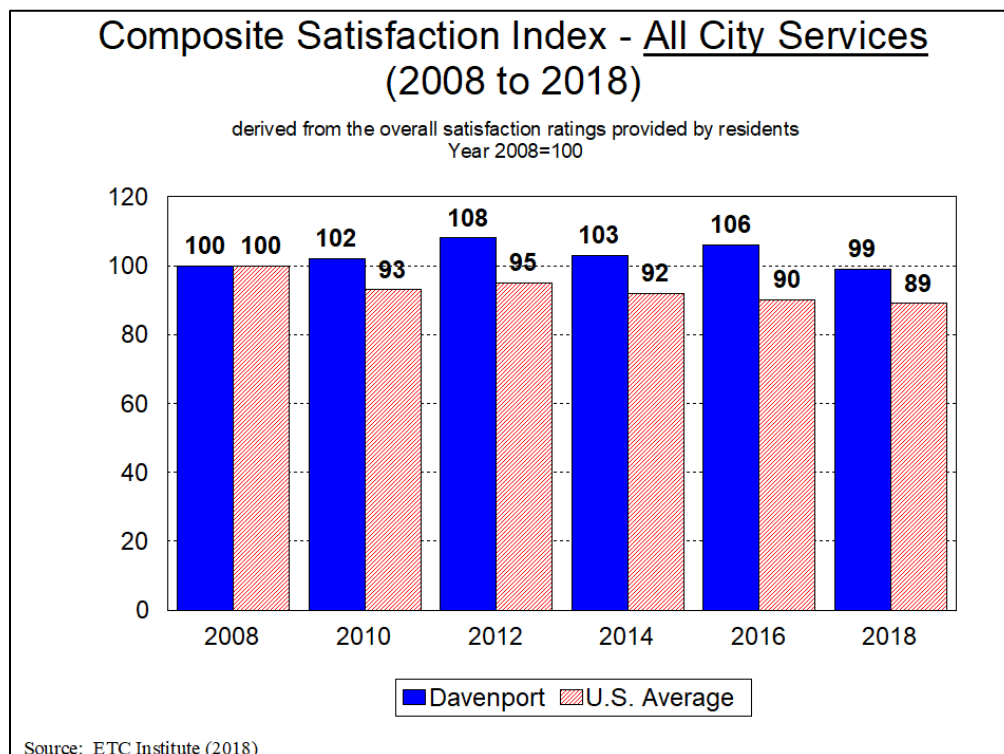
Composite Satisfaction Index. To assess the change in overall satisfaction from previous years, ETC Institute developed a Composite Satisfaction Index for the City. The Composite Satisfaction Index is derived from the mean rating given for all city services that were assessed in 2008, 2010, 2012, 2014, 2016 and 2018; the index is calculated by dividing the mean rating from the current year by the mean rating from 2008 and then multiplying the result by 100. The chart above shows the Composite Satisfaction Index from 2008 to 2018 for the City of Davenport and all U.S. cities. The Composite Satisfaction Index for the City of Davenport has decreased 9 points from 2012, and is 1 point below the base year of 2008. In comparison, the Composite Satisfaction Index for all U.S. cities has still not rebounded to the base year index rating of 100 in 2008.

How the City of Davenport Compares to Other Communities Nationally

Satisfaction ratings for The City of Davenport **rated above the U.S. average in 27 of the 46 areas** that were assessed. The City of Davenport rated <u>significantly higher than the U.S. average (difference of 5% or more) in 25 of these areas</u>. Listed below are the comparisons between the City of Davenport and the U.S. average:

Service	Davenport	U.S.	Difference	Category
Overall quality of City golf courses	80	46	34	Parks and Recreation Services
Bulky waste collection services	84	53	31	Solid Waste Services
Quality of swimming facilities & programs	62	35	27	Parks and Recreation Services
Recycling collection services	91	70	21	Solid Waste Services
Employee was knowledgeable/competent	79	58	21	City Customer Service
Library services	93	74	19	Major Categories of City Services
Garbage & recycling collection services	86	67	19	Major Categories of City Services
City employee was friendly & polite	88	69	19	City Customer Service
As a place to work	71	53	18	Overall Aspects of the City
City employee responded promptly	78	60	18	City Customer Service
Residential garbage collection services	91	75	16	Solid Waste Services
Yard waste collection services	83	67	16	Solid Waste Services
Quality of walking & biking trails	75	59	16	Parks and Recreation Services
City parks, recreation programs & facilities	78	63	15	Major Categories of City Services
Fire safety education programs	80	65	15	Public Safety Services
Overall quality of services provided by City	64	50	14	Overall Aspects of the City
Police Dept. responsiveness to emergency calls	78	64	14	Public Safety Services
Fire & paramedic services	95	82	13	Major Categories of City Services
Quality of outdoor athletic facilities	71	58	13	Parks and Recreation Services
Customer experience in City interactions	56	45	11	Major Categories of City Services
Snow removal on major streets	69	59	10	Streets and Infrastructure
Quality/variety of recreational programs/events	68	60	8	Parks and Recreation Services
Fire Dept. responsiveness to emergency calls	89	82	7	Public Safety Services
Overall quality of City parks	76	70	6	Parks and Recreation Services
Value received for City tax dollars and fees	43	38	5	Overall Aspects of the City
Convenience/ease of registration programs/events	67	63	4	Parks and Recreation Services
Police services	71	70	1	Major Categories of City Services
Snow removal in your neighborhood	47	48	-1	Streets and Infrastructure
As a place to visit	57	59	-2	Overall Aspects of the City
Effectiveness of public engagement	46	48	-2	Major Categories of City Services
As a place to live	67	70	-3	Overall Aspects of the City
Storm drain system operation	44	47	-3	Streets and Infrastructure
Public education efforts	47	55	-8	Public Safety Services
City sewer system	55	66	-11	Major Categories of City Services
Traffic flow on major City streets	41	52	-11	Streets and Infrastructure
As a place to retire	46	58	-12	Overall Aspects of the City
As a place to raise children	57	70	-13	Overall Aspects of the City
Traffic enforcement	51	64	-13	Public Safety Services
Overall image of the City	50	64	-14	Overall Aspects of the City
City's sanitary sewer system	56	70	-14	Streets and Infrastructure
Efforts to prevent crime	38	54	-16	Public Safety Services
Visibility of police in retail areas	41	60	-19	Public Safety Services
Condition of streets in your neighborhood	27	48	-21	Streets and Infrastructure
City streets	14	41	-27	Major Categories of City Services
Condition of major City streets	19	48	-29	Streets and Infrastructure
Visibility of police in your neighborhood	29	59	-30	Public Safety Services

How the City of Davenport Compares to Other Communities Regionally

Satisfaction ratings for The City of Davenport **rated above the Midwest regional average in 26 of the 46 areas** that were assessed. The City of Davenport rated <u>significantly higher than the Midwest regional average (difference of 5% or more) in 20 of these areas</u>. Listed below are the comparisons between The City of Davenport and the Midwest regional average:

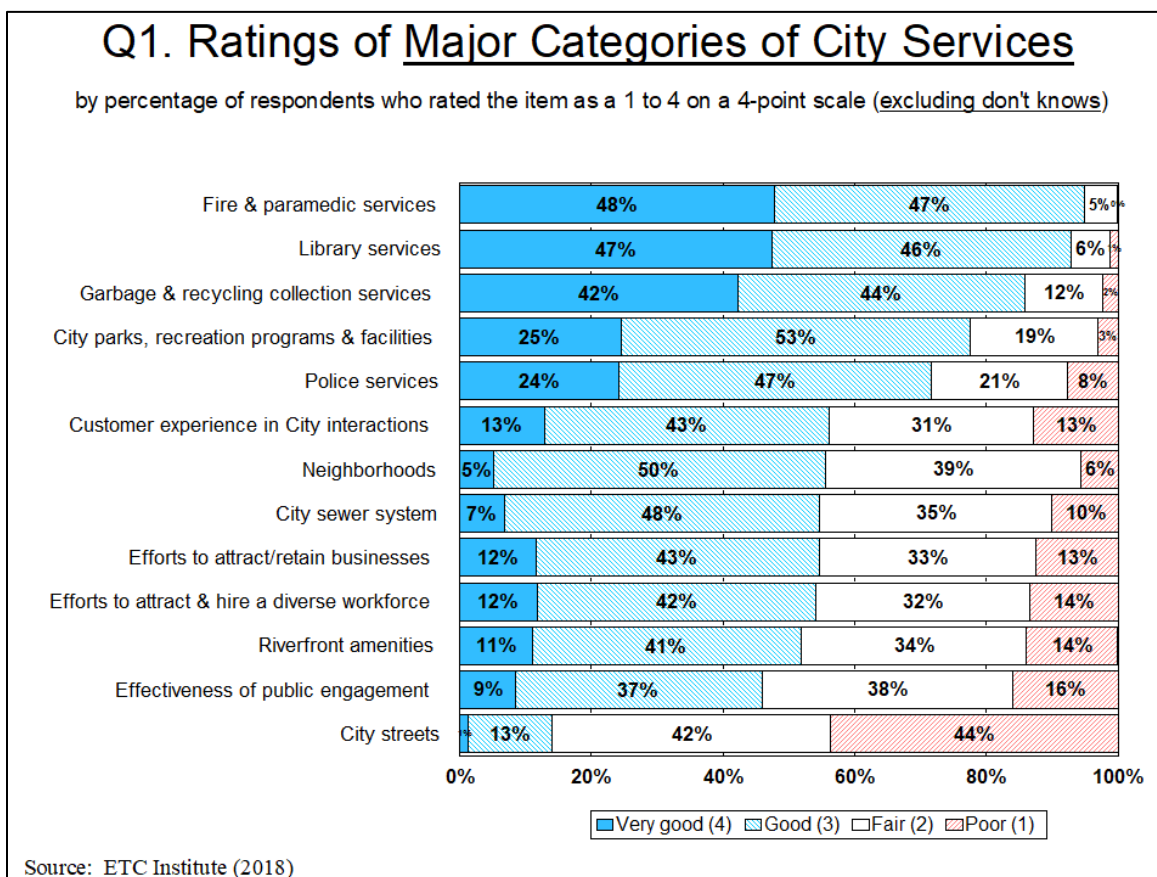| Service	Davenport	Midwest	Difference	Category
Bulky waste collection services	84	60	24	Solid Waste Services
Overall quality of City golf courses	80	57	23	Parks and Recreation Services
Employee was knowledgeable/competent	79	59	20	City Customer Service
City employee responded promptly	78	59	19	City Customer Service
Recycling collection services	91	73	18	Solid Waste Services
City employee was friendly & polite	88	70	18	City Customer Service
Quality of swimming facilities & programs	62	45	17	Parks and Recreation Services
Library services	93	81	12	Major Categories of City Services
City parks, recreation programs & facilities	78	66	12	Major Categories of City Services
As a place to work	71	60	11	Overall Aspects of the City
Overall quality of services provided by City	64	53	11	Overall Aspects of the City
Fire & paramedic services	95	85	10	Major Categories of City Services
Yard waste collection services	83	73	10	Solid Waste Services
Garbage & recycling collection services	86	77	9	Major Categories of City Services
Residential garbage collection services	91	82	9	Solid Waste Services
Customer experience in City interactions	56	49	7	Major Categories of City Services
Quality of outdoor athletic facilities	71	64	7	Parks and Recreation Services
Fire safety education programs	80	75	5	Public Safety Services
Snow removal on major streets	69	64	5	Streets and Infrastructure
Quality of walking & biking trails	75	70	5	Parks and Recreation Services
Quality/variety of recreational programs/events	68	64	4	Parks and Recreation Services
Value received for City tax dollars and fees	43	40	3	Overall Aspects of the City
Fire Dept. responsiveness to emergency calls	89	86	3	Public Safety Services
Convenience/ease of registration programs/events	67	64	3	Parks and Recreation Services
Police Dept. responsiveness to emergency calls	78	76	2	Public Safety Services
Overall quality of City parks	76	75	1	Parks and Recreation Services
Effectiveness of public engagement	46	51	-5	Major Categories of City Services
Police services	71	78	-7	Major Categories of City Services
Snow removal in your neighborhood	47	54	-7	Streets and Infrastructure
Storm drain system operation	44	52	-8	Streets and Infrastructure
As a place to visit	57	67	-10	Overall Aspects of the City
As a place to live	67	78	-11	Overall Aspects of the City
City sewer system	55	73	-18	Major Categories of City Services
Public education efforts	47	65	-18	Public Safety Services
Traffic flow on major City streets	41	59	-18	Streets and Infrastructure
Overall image of the City	50	70	-20	Overall Aspects of the City
Traffic enforcement	51	71	-20	Public Safety Services
As a place to raise children	57	78	-21	Overall Aspects of the City
Condition of streets in your neighborhood	27	48	-21	Streets and Infrastructure
As a place to retire	46	68	-22	Overall Aspects of the City
City's sanitary sewer system	56	79	-23	Streets and Infrastructure
Visibility of police in retail areas	41	66	-25	Public Safety Services
Efforts to prevent crime	38	64	-26	Public Safety Services
City streets	14	42	-28	Major Categories of City Services
Visibility of police in your neighborhood	29	62	-33	Public Safety Services
Condition of major City streets	19	55	-36	Streets and Infrastructure

Major Findings

Rating of the City's Overall Performance. The overall aspects of the City that residents rated highest, based upon a combination of "very good" and "good" responses among residents *who had an opinion,* were*:* ratings of the City as a place to work (71%), ratings of the City as a place to live (67%), ratings of the overall quality of services provided the City (64%), and ratings of the City as a welcoming and inclusive community (58%).

Community Priorities. The community issues that residents felt should be the City's top priorities, based upon the percentage of residents who selected the items as their top three choices, were:

  1) Public safety (73%)
  2) City infrastructure (52%)
  3) Retaining/attracting jobs (47%)

Ratings of Major Categories of City Services. The major categories of City services that residents rated highest, based upon a combination of "very good" and "good" responses among residents *who had an opinion,* were: the overall quality of fire and paramedic services (95%), the overall quality of library services (93%), the quality of garbage and recycling collection (86%) and the overall quality of parks and recreation programs/facilities (78%). Resident rated the overall quality of City streets lowest (14%).

Q1. Ratings of <u>Major Categories of City Services</u>

by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (<u>excluding don't knows</u>)

Category	Very good (4)	Good (3)	Fair (2)	Poor (1)
Fire & paramedic services	48%	47%	5%	
Library services	47%	46%	6%	
Garbage & recycling collection services	42%	44%	12%	2%
City parks, recreation programs & facilities	25%	53%	19%	3%
Police services	24%	47%	21%	8%
Customer experience in City interactions	13%	43%	31%	13%
Neighborhoods	5%	50%	39%	6%
City sewer system	7%	48%	35%	10%
Efforts to attract/retain businesses	12%	43%	33%	13%
Efforts to attract & hire a diverse workforce	12%	42%	32%	14%
Riverfront amenities	11%	41%	34%	14%
Effectiveness of public engagement	9%	37%	38%	16%
City streets	13%	42%	44%	

Source: ETC Institute (2018)

The major categories of City services that respondents thought should be the City's top priorities for improvement, based upon the percentage of residents who selected the items as their top four choices, were:

      1) Quality of City streets (80%)
      2) Quality of neighborhoods (56%)
      3) Quality of police services (49%)
      4) Efforts to attract and retain businesses (33%)

Perceptions of Safety. The perception of safety statements that residents most agreed with, based upon a combination of "strongly agree" and "somewhat agree" responses among residents *who had an opinion,* were: I feel safe in my neighborhood (73%), I feel safe in City facilities (73%), Overall, I feel safe in the City of Davenport (60%), and I feel safe in downtown Davenport (48%).

Ratings of Police Services. The police services that residents rated highest, based upon a combination of "very good" and "good" responses among residents *who had an opinion,* were: the responsiveness to emergency calls for service (78%), responsiveness to non-emergency or assistance calls (52%), responsiveness to investigations of criminal offenses (51%), and traffic enforcement (51%). Resident rated the visibility of police in neighborhoods lowest (29%).

The police services that residents thought should be the City's top priorities for improvement, based upon the percentage of residents who selected the items as their top three choices, were:

      1) Efforts to prevent crime (72%)
      2) Visibility of police in neighborhoods (45%)
      3) Responsiveness to investigations of criminal offenses (32%)

Ratings of Fire Services. The fire services that residents rated highest, based upon a combination of "very good" and "good" responses among residents *who had an opinion,* were: the responsiveness to emergency/medical calls for service (89%), and fire prevention efforts (85%).

The fire services that residents thought should be the City's top priorities for improvement, based upon the percentage of residents who selected the items as their top two choices, were:

      1) Responsiveness to emergency/medical calls for service (52%)
      2) Fire prevention efforts (39%)

Ratings of Streets and Infrastructure. The street and infrastructure services that residents rated highest, based upon a combination of "very good" and "good" responses among residents *who had an opinion,* were: snow removal on major streets (69%), flood control and protection efforts (57%), the City's sanitary sewer system (56%), and snow removal in neighborhoods (47%). Residents rated the condition of major City streets lowest (19%).

The street and infrastructure services that residents thought should be the City's top priorities for improvement, based upon the percentage of residents who selected the items as their top three choices, were:

      1) Condition of major City streets (75%)
      2) Condition of neighborhood streets (53%)
      3) Traffic flow on major City streets (34%)

Ratings of Solid Waste Services. The solid waste services that residents rated highest, based upon a combination of "very good" and "good" responses among residents *who had an opinion,* were: all-in recycling collection services (91%) and residential garbage collection services (91%).

The solid waste services that residents thought should be the City's top priorities for improvement, based upon the percentage of residents who selected the items as their top two choices, were:

> 1) all-in recycling collection services (42%)
> 2) residential garbage collection services (38%)

Ratings of Parks and Recreation Services. The parks and recreation services that residents rated highest, based upon a combination of "very good" and "good" responses among residents *who had an opinion,* were: quality of public gardens (88%), the overall quality of City golf courses (80%), the overall quality of City parks (76%), the quality of walking and biking trails (75%), and the number, location, and accessibility of City parks (75%).

The parks and recreation services that respondents thought should be the City's top priorities for improvement, based upon the percentage of residents who selected the items as their top four choices, were:

> 1) Overall appearance of parks and park facilities (48%)
> 2) Overall quality of City parks (43%)
> 3) Quality of walking and biking trails (39%)
> 4) Number, location, and accessibility of City parks (24%)

Ratings of the Performance of City Libraries. The library services that residents rated highest, based upon a combination of "very good" and "good" responses among residents *who used a City library and had an opinion,* were: the availability and quality of materials needed at City libraries (93%) and the availability of computers and internet (89%).

The library services that residents thought should be the City's top priorities for improvement, based upon the percentage of residents who selected the items as their top two choices, were:

> 1) Availability and quality of library materials needed (42%)
> 2) Quality of children/youth programs (37%)

Perceptions of Customer Service. The statements related to City customer service that residents most agreed with, based upon a combination of "strongly agree" and "somewhat agree" responses among residents *who contacted customer service and had an opinion,* were: the City employee who helped me was friendly and polite (88%) and the City employee who helped me was knowledgeable and competent (79%).

Investment Priorities

Recommended Priorities for the Next Two Years. In order to help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance residents placed on each City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction over the next two years. To improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis, and all Importance Satisfaction results are provided in the Section 3 of this report.

Overall Priorities for the City by Major Category. This analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major services that are recommended as the top priorities for investment over the next two years in order to raise the City's overall satisfaction rating are listed below:

- Overall quality of City streets (IS Rating=0. 6914)
- Overall quality of neighborhoods (IS Rating=0.2507)
- City's efforts to attract and retain businesses (IS Rating=0.1481)

The table below shows the importance-satisfaction rating and ranking for all 13 major categories of City services that were rated.

2018 Importance-Satisfaction Rating
City of Davenport
Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
City streets	80%	1	14%	13	0.6914	1
Neighborhoods	56%	2	55%	7	0.2507	2
High Priority (IS .10-.20)						
Efforts to attract/retain businesses	33%	4	55%	9	0.1481	3
Police services	49%	3	71%	5	0.1433	4
Effectiveness of public engagement	23%	7	46%	12	0.1253	5
City sewer system	28%	5	55%	8	0.1251	6
Riverfront amenities	26%	6	52%	11	0.1229	7
Medium Priority (IS <.10)						
Efforts to attract & hire a diverse workforce	13%	10	54%	10	0.0603	8
Customer experience in City interactions	11%	11	56%	6	0.0480	9
City parks, recreation programs & facilities	15%	9	78%	4	0.0328	10
Fire & paramedic services	18%	8	95%	1	0.0092	11
Garbage & recycling collection services	6%	12	86%	3	0.0090	12
Library services	2%	13	93%	2	0.0013	13

Section 1
Charts and Graphs

City of Davenport
2018 Community Survey Results

Q1. Ratings of <u>Major Categories of City Services</u>

by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (<u>excluding don't knows</u>)

	Very good (4)	Good (3)	Fair (2)	Poor (1)
Fire & paramedic services	48%	47%	5%	
Library services	47%	46%	6%	
Garbage & recycling collection services	42%	44%	12%	2%
City parks, recreation programs & facilities	25%	53%	19%	3%
Police services	24%	47%	21%	8%
Customer experience in City interactions	13%	43%	31%	13%
Neighborhoods	5%	50%	39%	6%
City sewer system	7%	48%	35%	10%
Efforts to attract/retain businesses	12%	43%	33%	13%
Efforts to attract & hire a diverse workforce	12%	42%	32%	14%
Riverfront amenities	11%	41%	34%	14%
Effectiveness of public engagement	9%	37%	38%	16%
City streets	13%	42%	44%	

Source: ETC Institute (2018)

Q2. City Services That Should be the City's Top Priorities for Improvement
by percentage of respondents who selected the item as one of their top four choices

Service	%
City streets	80%
Neighborhoods	56%
Police services	49%
Efforts to attract/retain businesses	33%
City sewer system	28%
Riverfront amenities	26%
Effectiveness of public engagement	23%
Fire & paramedic services	18%
Parks/recreation programs/facilities	15%
Efforts to attract/hire a diverse workforce	13%
Customer experience in City interactions	11%
Garbage/recycling collection services	6%
Library services	2%

■ 1st Choice ■ 2nd Choice ■ 3rd Choice ■ 4th Choice

Source: ETC Institute (2018)
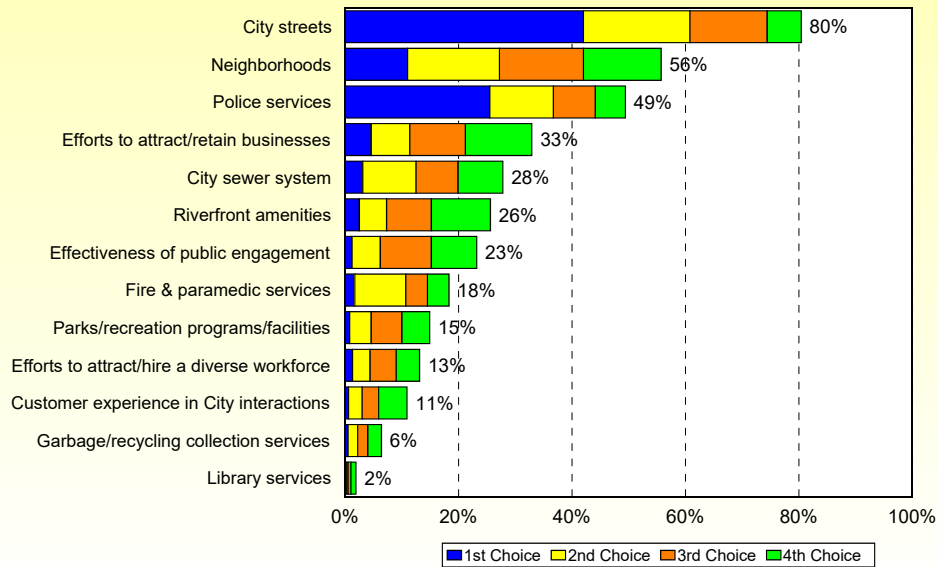
Q3. Levels of Agreement with Various Statements About Perceptions of Safety
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)

Statement	Strongly agree (4)	Somewhat agree (3)	Somewhat disagree (2)	Strongly disagree (1)
I feel safe in my neighborhood	28%	45%	17%	9%
I feel safe in City facilities	21%	52%	19%	8%
Overall, I feel safe in City of Davenport	10%	50%	25%	16%
I feel safe in downtown Davenport	8%	40%	30%	21%

■ Strongly agree (4) ■ Somewhat agree (3) □ Somewhat disagree (2) ■ Strongly disagree (1)

Source: ETC Institute (2018)

Q4. Ratings of Police Services

by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)

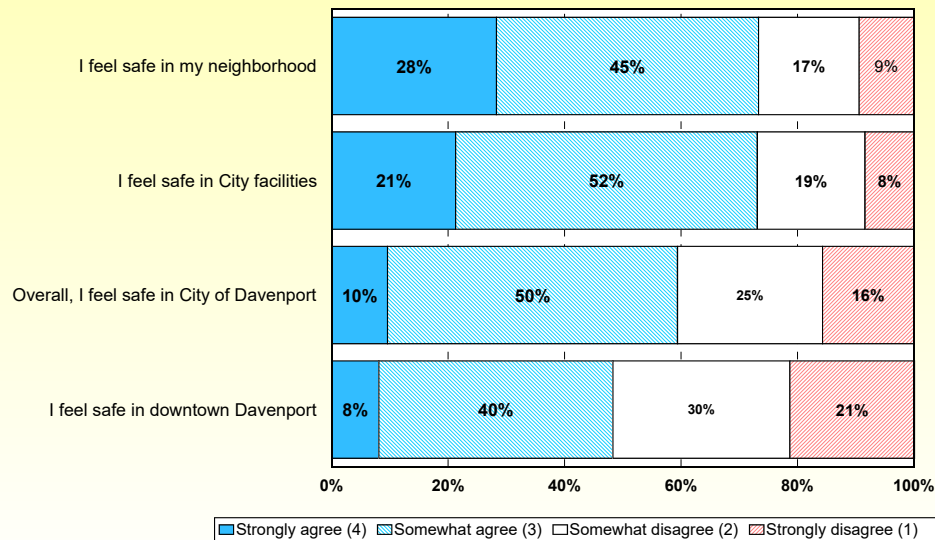|	Very good (4)	Good (3)	Fair (2)	Poor (1)
Responsiveness to emergency calls for service	31%	47%	16%	6%
Responsiveness to non-emergency/assistance	17%	35%	30%	19%
Responsiveness to investigations of offenses	11%	40%	29%	20%
Traffic enforcement	10%	41%	33%	16%
Public education efforts	10%	37%	37%	17%
Visibility of police in retail areas	8%	33%	38%	21%
Efforts to prevent crime	10%	28%	36%	26%
Visibility of police in your neighborhood	6%	23%	37%	34%
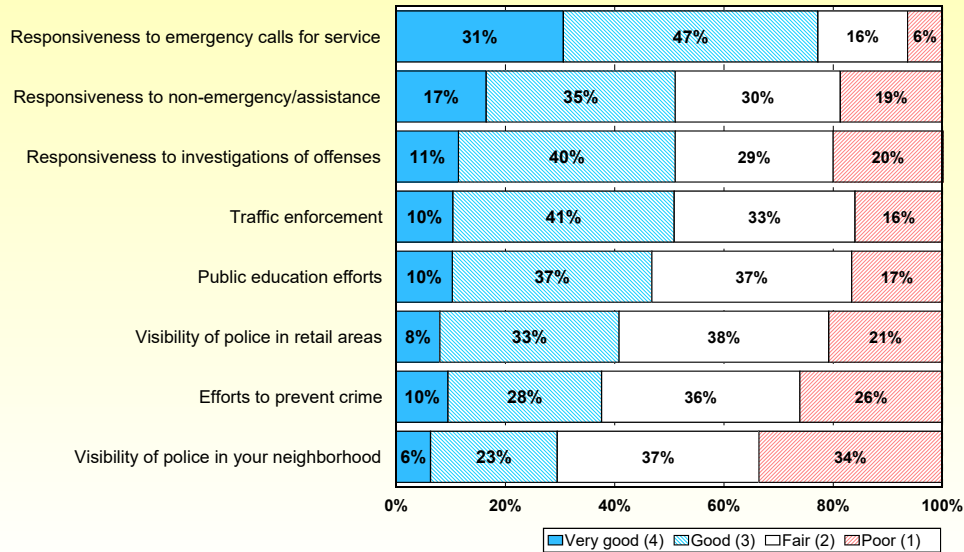
Source: ETC Institute (2018)

Q5. Police Services That Should Receive the Most Emphasis Over the Next Two Years

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

	1st Choice	2nd Choice	3rd Choice	Total
Efforts to prevent crime				72%
Visibility of police in your neighborhood				45%
Responsiveness to investigations of offenses				32%
Responsiveness to emergency calls for service				30%
Public education efforts				26%
Visibility of police in retail areas				22%
Traffic enforcement				22%
Responsiveness to non-emergency/assistance				22%

Source: ETC Institute (2018)

Q6. Have you had contact with the Davenport Police Department (DPD) in the last 12 months?

by percentage of respondents

No
59%

Yes
41%

Q6a. Please rate the following:
(excluding don't knows)

	Very good (4)	Good (3)	Fair (2)	Poor (1)
Professionalism of DPD personnel	48%	32%	14%	7%
Competence of DPD personnel	43%	32%	15%	10%
Fairness of DPD personnel	42%	31%	15%	12%

0%   20%   40%   60%   80%   100%

■Very good (4) ▨Good (3) ▢Fair (2) ▨Poor (1)

Source: ETC Institute (2018)

Q7. During the last 12 months, were you or anyone in your household a victim of a crime?

by percentage of respondents

Q7a. What type of crime?

Property crime
88%

No
80%

Yes
20%

Violent crime
12%

Source: ETC Institute (2018)

Q7. During the last 12 months, were you or anyone in your household a victim of a crime?

by percentage of respondents

Q7b. Did you report the crime to the police?

Yes
79%

No
80%

Yes
20%

No
21%

Source: ETC Institute (2018)

Q8. Ratings of <u>Fire Services</u>

by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (<u>excluding don't knows</u>)

	Very good (4)	Good (3)	Fair (2)	Poor (1)
Responsiveness to emergency calls for service	49%	40%	9%	
Fire prevention efforts	33%	52%	13%	3%
Fire safety education programs	33%	47%	17%	4%
Responsiveness to non-emergency calls	31%	42%	18%	9%

0%   20%   40%   60%   80%   100%

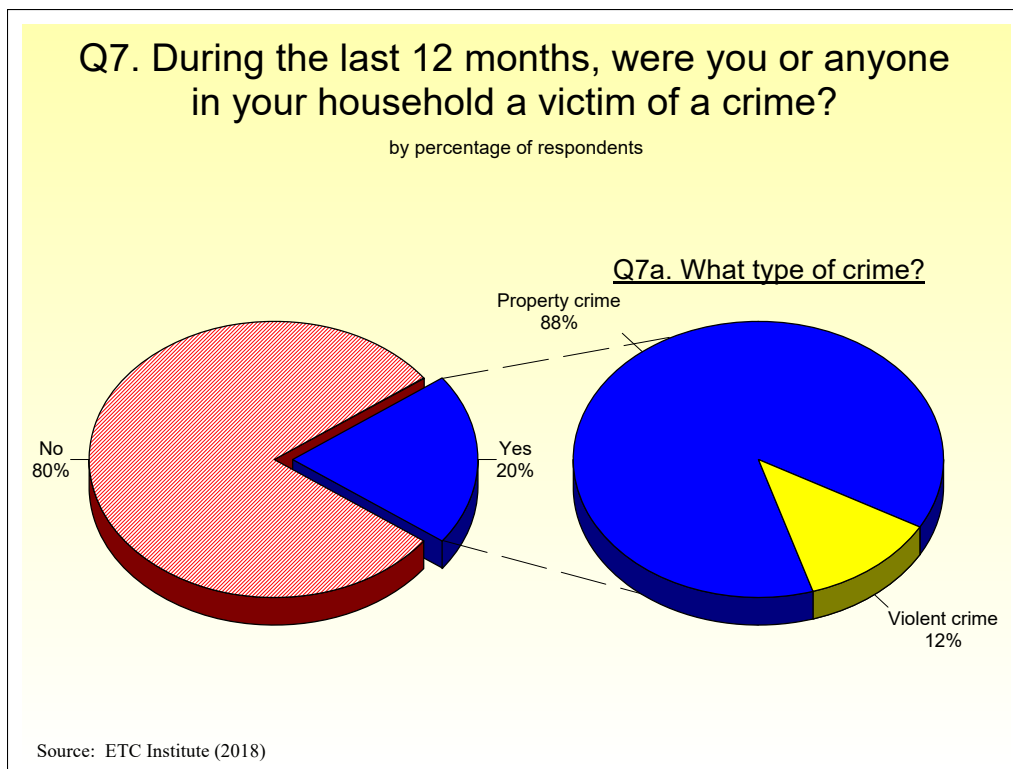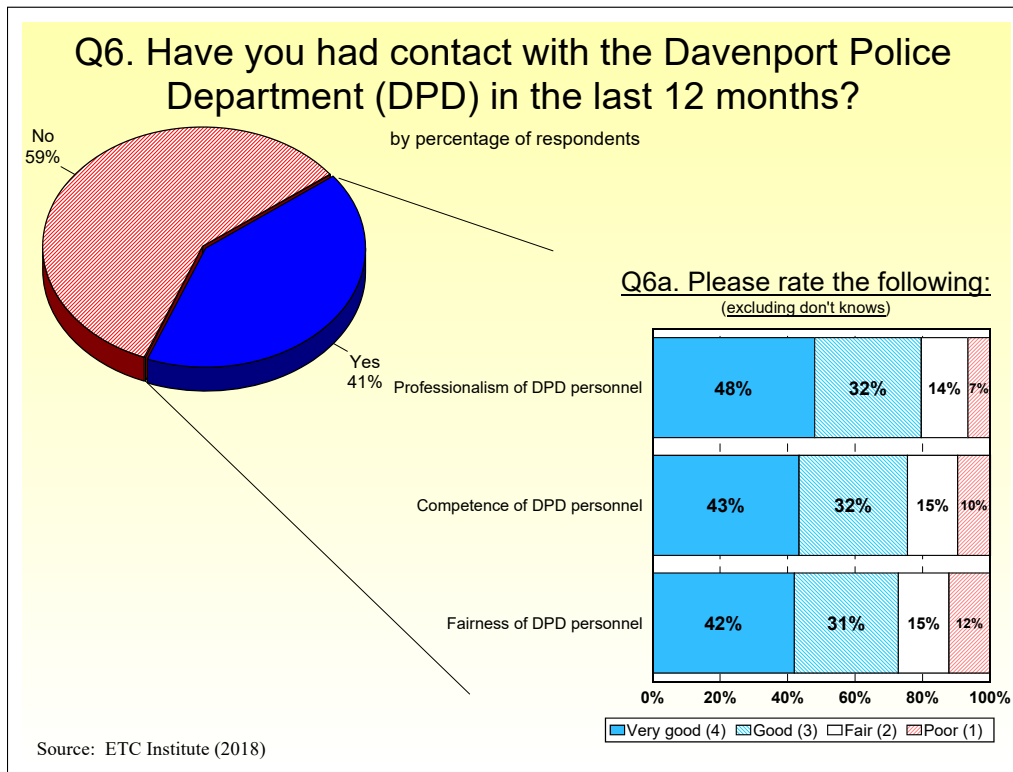■Very good (4) ▨Good (3) □Fair (2) ▨Poor (1)
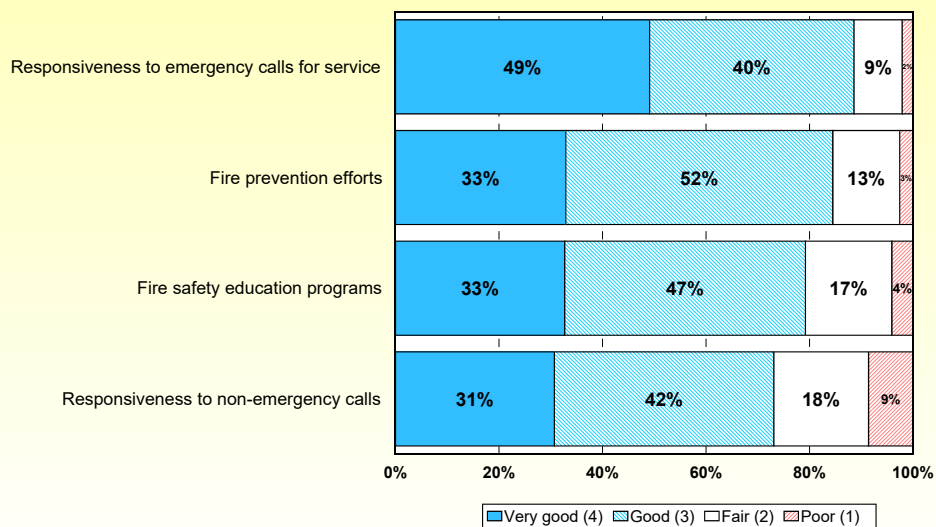
Source: ETC Institute (2018)

**Q9. Fire Services That Should Receive
the Most Emphasis Over the Next Two Years**

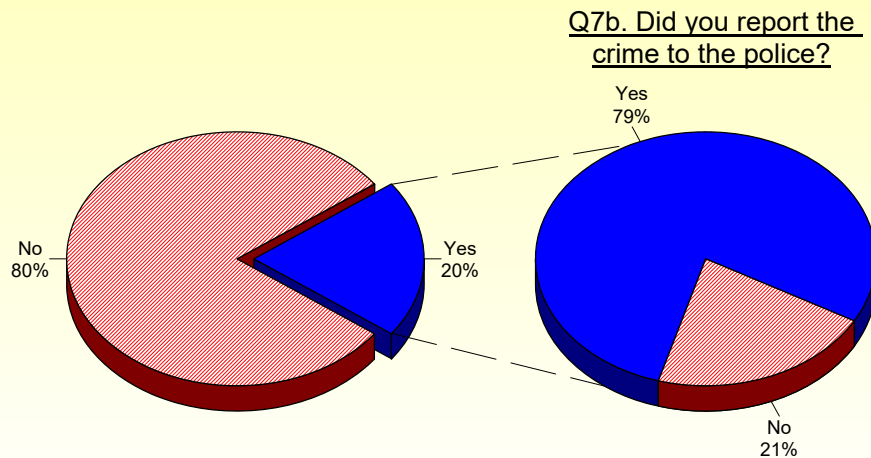by percentage of respondents who selected the item as one of their top two choices

Responsiveness to emergency calls for service — 52%
Fire prevention efforts — 39%
Fire safety education programs — 36%
Responsiveness to non-emergency calls — 35%

■ 1st Choice □ 2nd Choice
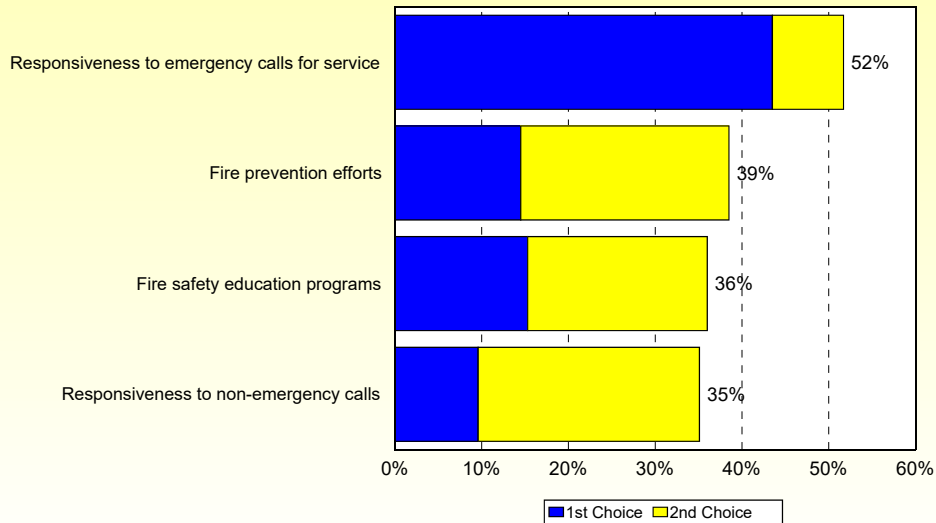
Source: ETC Institute (2018)

**Q10. Have you had contact with the Davenport Fire
Department (DFD) in the last 12 months?**

by percentage of respondents

No
82%

Yes
18%

Q10a. Please rate the following:
(excluding don't knows)

Competence of DFD personnel — 81% 14%
Professionalism of DFD personnel — 79% 17%

■ Very good (4) □ Good (3) □ Fair (2) ▨ Poor (1)
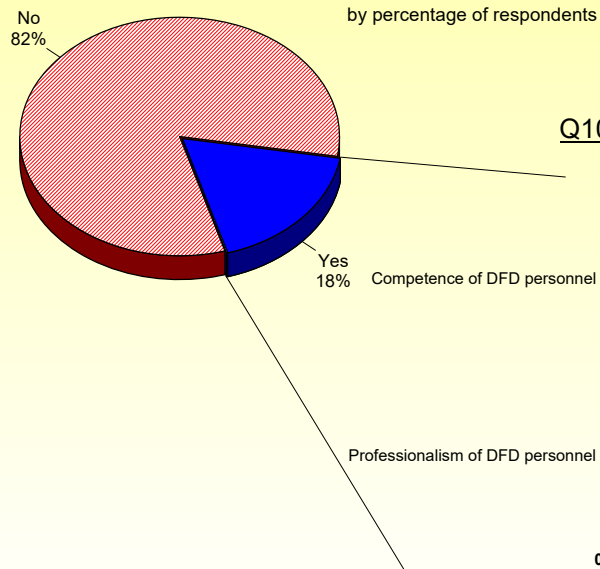
Source: ETC Institute (2018)

Q11. Ratings of <u>Streets and Infrastructure</u>
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (<u>excluding don't knows</u>)

	Very good (4)	Good (3)	Fair (2)	Poor (1)
Snow removal on major streets	18%	51%	23%	8%
Flood control & protection efforts	13%	44%	28%	15%
City's sanitary sewer system	10%	46%	32%	12%
Snow removal in your neighborhood	12%	35%	27%	26%
Storm drain system operation	7%	37%	36%	20%
Timing of traffic signals on City streets	6%	36%	38%	21%
Traffic flow on major City streets	5%	36%	37%	23%
Condition of streets in your neighborhood	5%	22%	32%	41%
Condition of major City streets		18%	35%	45%

Source: ETC Institute (2018)

Q12. Street and Infrastructure Services That Should be the City's Top Priorities for Improvement
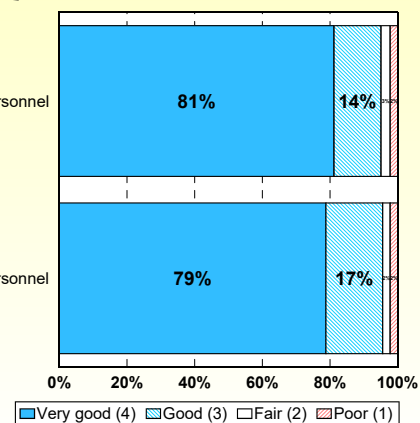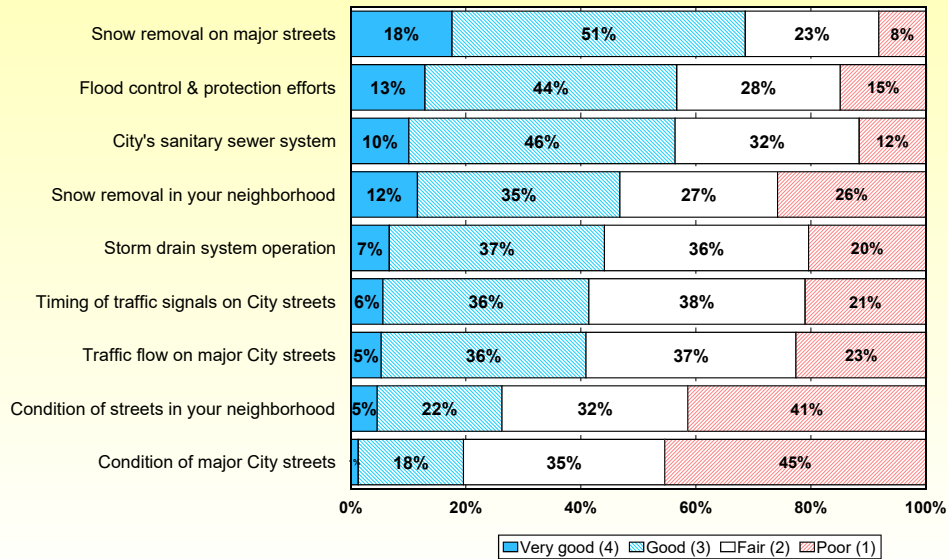by percentage of respondents who selected the item as one of their top three choices

	1st Choice	2nd Choice	3rd Choice	Total
Condition of major City streets				75%
Condition of streets in your neighborhood				53%
Traffic flow on major City streets				34%
Storm drain system operation				23%
Snow removal in your neighborhood				22%
Snow removal on major streets				20%
Timing of traffic signals on City streets				20%
City's sanitary sewer system				15%
Flood control & protection efforts				14%
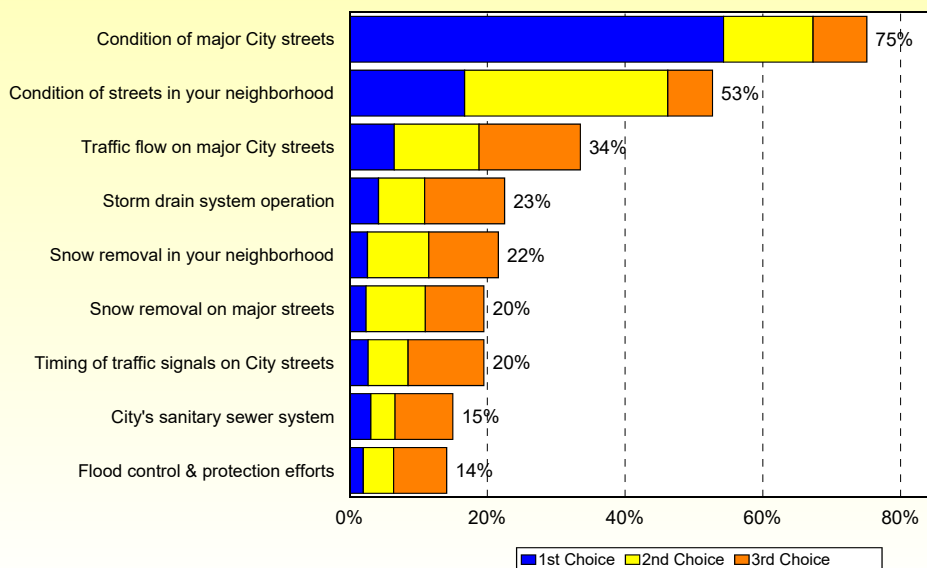
Source: ETC Institute (2018)

Q13. Ratings of <u>Solid Waste Services</u>
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (<u>excluding don't knows</u>)

	Very good (4)	Good (3)	Fair (2)	Poor (1)
All-In recycling collection services	59%	32%	7%	
Residential garbage collection services	54%	37%	8%	
Bulky waste collection services	48%	36%	11%	5%
Yard waste collection services	45%	38%	13%	4%
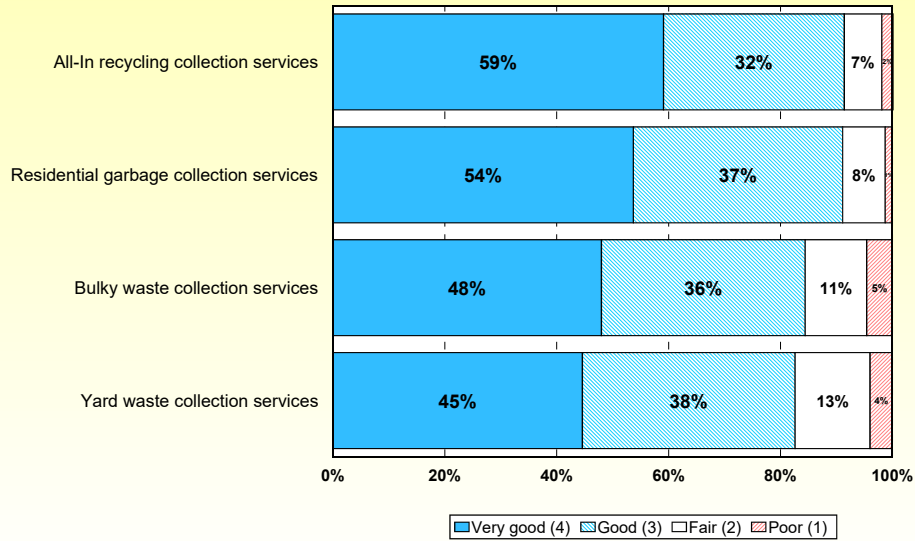
Source: ETC Institute (2018)

Q14. Solid Waste Services That Should be the City's Top Priorities for Improvement
by percentage of respondents who selected the item as one of their top two choices

	1st Choice	2nd Choice
All-In recycling collection services		42%
Residential garbage collection services		38%
Bulky waste collection services		33%
Yard waste collection services		30%
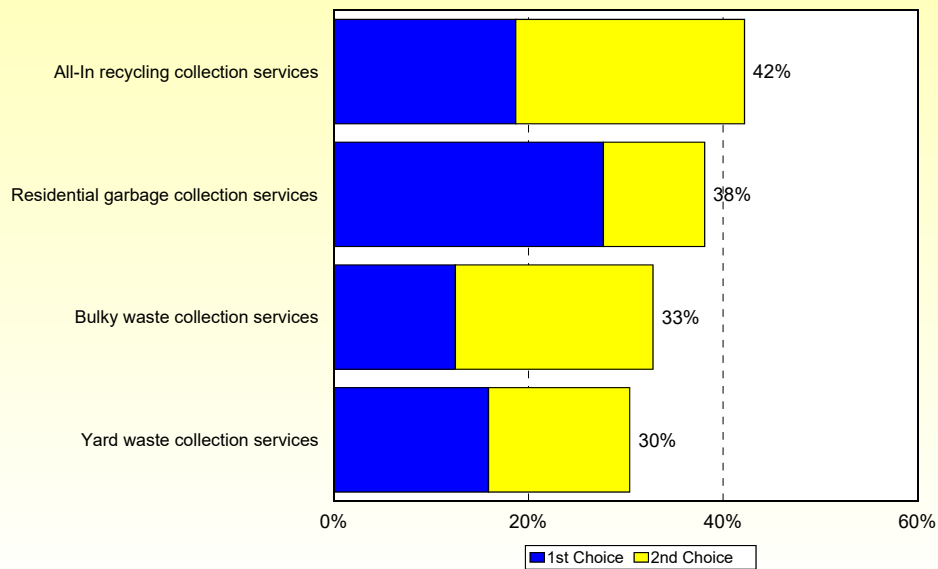
Source: ETC Institute (2018)

Q15. Ratings of <u>Parks and Recreation Services</u>

by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (<u>excluding don't knows</u>)

	Very good (4)	Good (3)	Fair (2)	Poor (1)
Overall quality of public gardens	37%	51%	11%	
Overall quality of City golf courses	22%	58%	16%	4%
Overall quality of City parks	18%	58%	21%	3%
Quality of walking & biking trails	23%	52%	20%	5%
Number, location, & accessibility of City parks	22%	53%	22%	3%
Quality of outdoor athletic facilities	18%	53%	24%	6%
Overall appearance of parks & park facilities	17%	51%	26%	6%
Quality/variety of recreational programs/events	18%	50%	26%	6%
Quality of instructors for recreation programs	17%	51%	25%	7%
Convenience/ease of registration programs/events	18%	49%	26%	7%
Location of recreation programs/events	16%	48%	29%	7%
Quality of swimming facilities & programs	15%	47%	28%	11%
Hours of operation at City pools	13%	44%	33%	10%

Source: ETC Institute (2018)

Q16. Parks and Recreation Services That Should Receive the Most Emphasis Over the Next Two Years
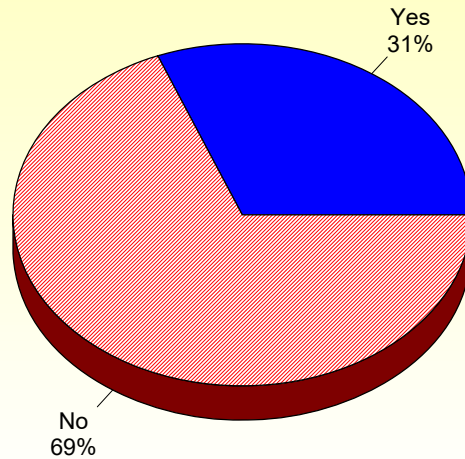
by percentage of respondents who selected the item as one of their top four choices

	1st Choice	2nd Choice	3rd Choice	4th Choice	Total
Overall appearance of parks & park facilities					48%
Overall quality of City parks					43%
Quality of walking & biking trails					39%
Number, location, & accessibility of City parks					24%
Quality/variety of recreational programs/events					23%
Quality of outdoor athletic facilities					19%
Overall quality of public gardens					14%
Quality of swimming facilities & programs					12%
Location of recreation programs/events					12%
Overall quality of City golf courses					12%
Convenience/ease of registration programs/events					11%
Hours of operation at City pools					10%
Quality of instructors for recreation programs					8%

Source: ETC Institute (2018)

Q17. Have you or other members of your household participated in any Parks & Recreation programs offered by the City of Davenport during the past 12 months or visited a City Park or outdoor recreational facility?
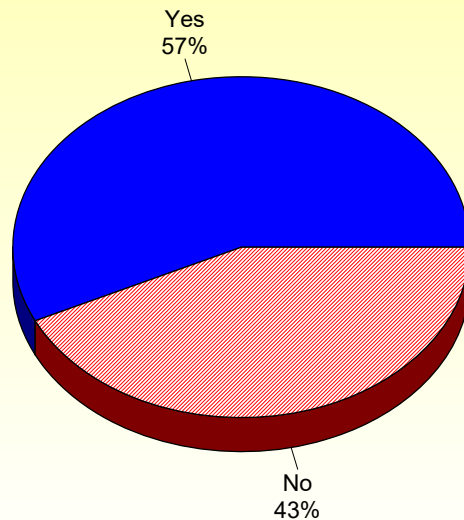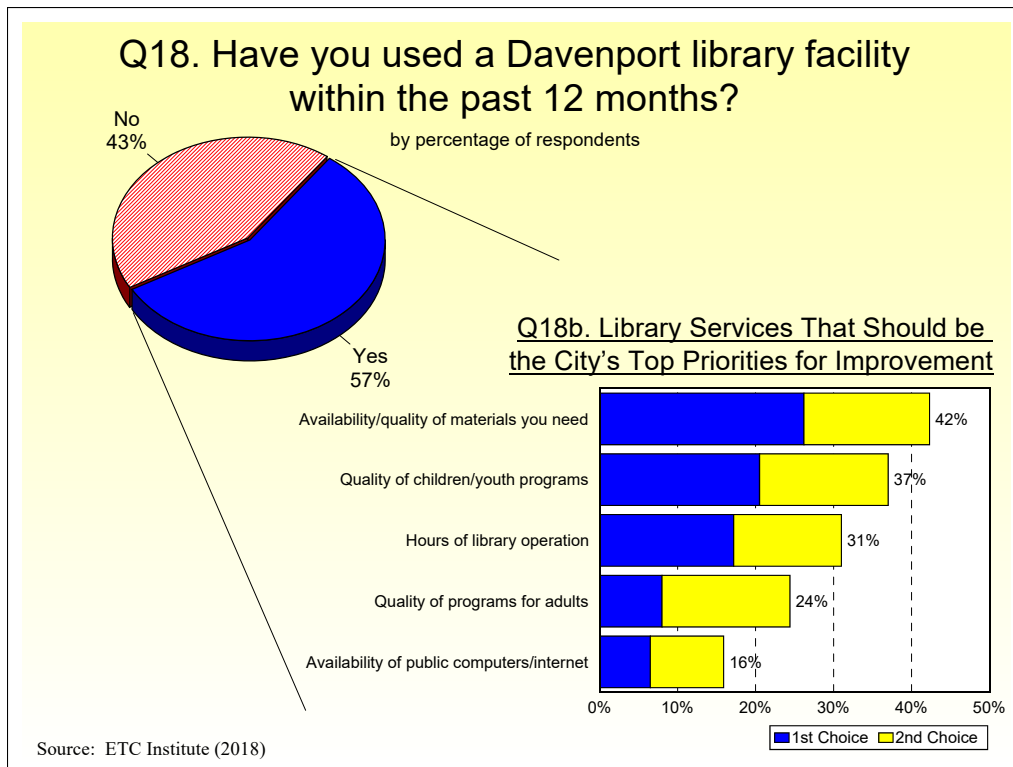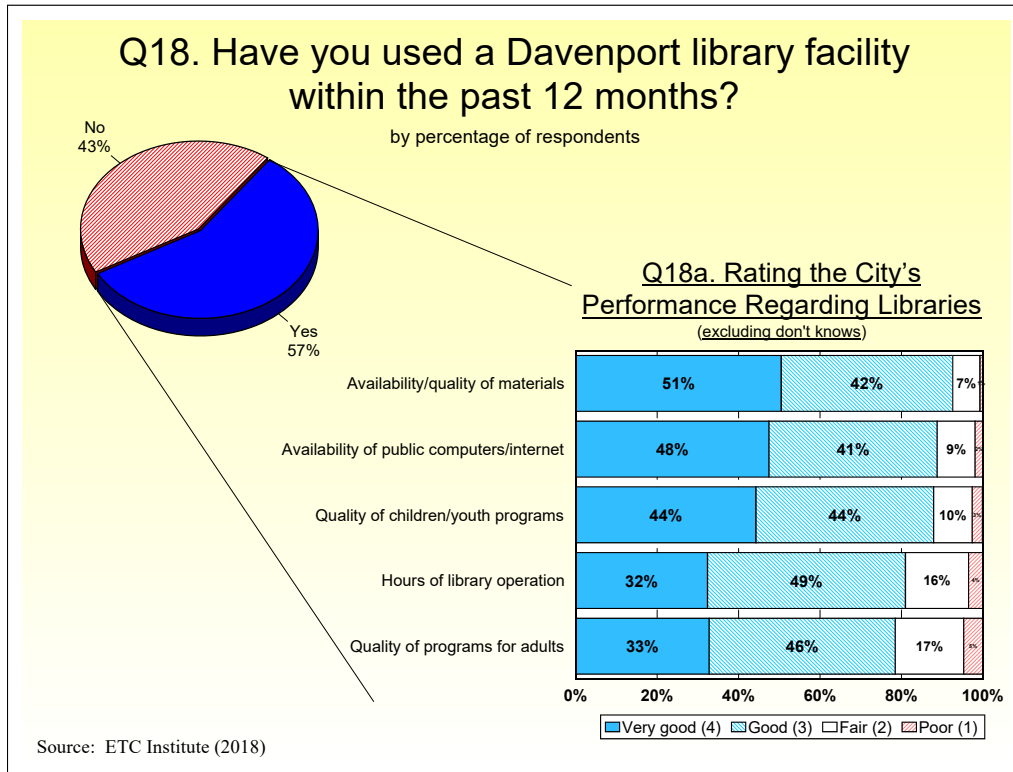
by percentage of respondents

Yes
31%

No
69%

Source: ETC Institute (2018)

Q18. Have you used a Davenport library facility within the past 12 months?

by percentage of respondents

Yes
57%

No
43%

Source: ETC Institute (2018)

Q18. Have you used a Davenport library facility within the past 12 months?

by percentage of respondents

No
43%

Yes
57%

Q18a. Rating the City's Performance Regarding Libraries
(excluding don't knows)

	Very good (4)	Good (3)	Fair (2)	Poor (1)
Availability/quality of materials	51%	42%	7%	
Availability of public computers/internet	48%	41%	9%	
Quality of children/youth programs	44%	44%	10%	
Hours of library operation	32%	49%	16%	
Quality of programs for adults	33%	46%	17%	

Source: ETC Institute (2018)

Q18. Have you used a Davenport library facility within the past 12 months?

by percentage of respondents

No
43%

Yes
57%

Q18b. Library Services That Should be the City's Top Priorities for Improvement

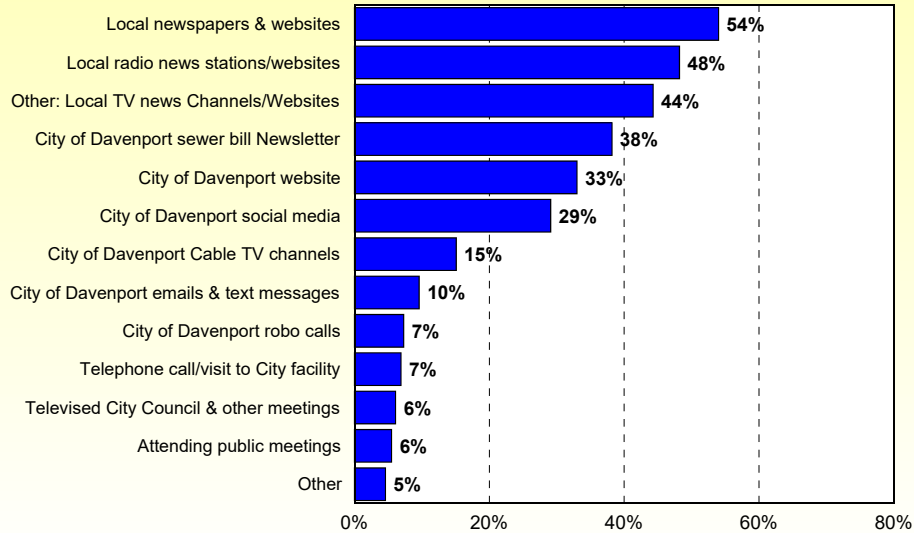|	1st Choice / 2nd Choice
Availability/quality of materials you need	42%
Quality of children/youth programs	37%
Hours of library operation	31%
Quality of programs for adults	24%
Availability of public computers/internet	16%

Source: ETC Institute (2018)

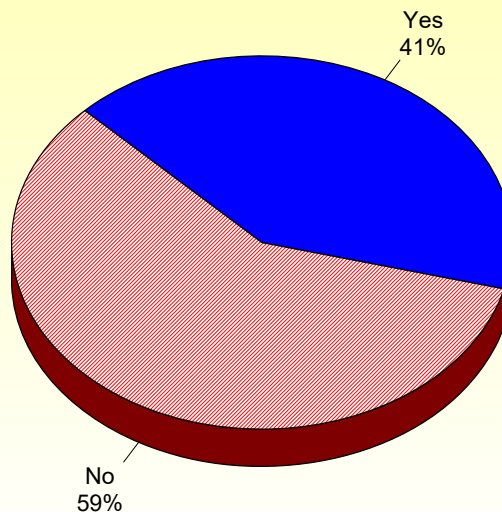## Q19. Where do you currently get news and information about City programs, services, and events?

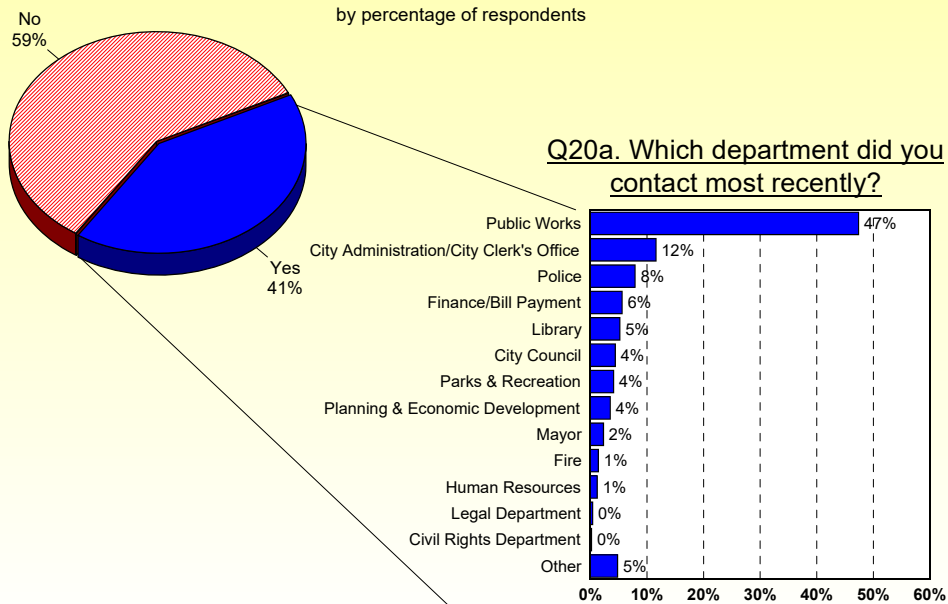by percentage of respondents (multiple answers allowed)

Category	Percentage
Local newspapers & websites	54%
Local radio news stations/websites	48%
Other: Local TV news Channels/Websites	44%
City of Davenport sewer bill Newsletter	38%
City of Davenport website	33%
City of Davenport social media	29%
City of Davenport Cable TV channels	15%
City of Davenport emails & text messages	10%
City of Davenport robo calls	7%
Telephone call/visit to City facility	7%
Televised City Council & other meetings	6%
Attending public meetings	6%
Other	5%

Source: ETC Institute (2018)

Q20. Have you called, emailed or visited the City with a question, problem, or comment during the past year?

by percentage of respondents

Yes
41%

No
59%

Source: ETC Institute (2018)

Q20. Have you called, emailed or visited the City with a question, problem, or comment during the past year?
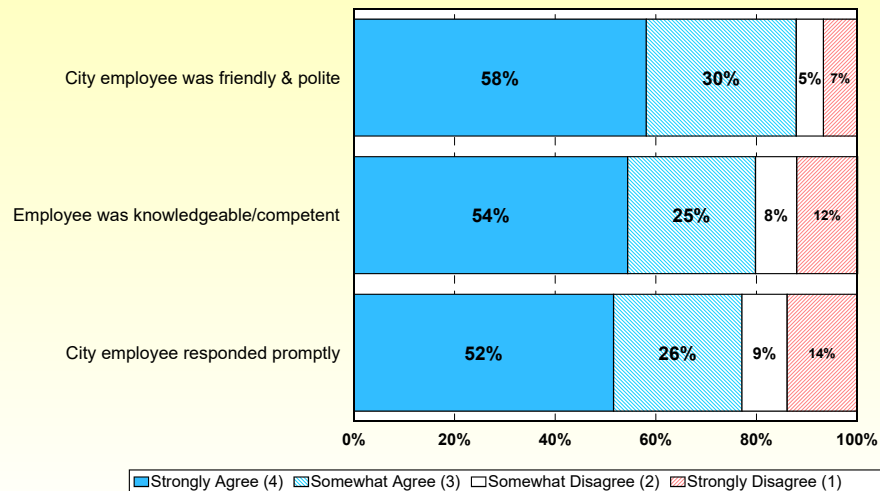
by percentage of respondents

No 59%

Yes 41%

Q20a. Which department did you contact most recently?

Department	%
Public Works	47%
City Administration/City Clerk's Office	12%
Police	8%
Finance/Bill Payment	6%
Library	5%
City Council	4%
Parks & Recreation	4%
Planning & Economic Development	4%
Mayor	2%
Fire	1%
Human Resources	1%
Legal Department	0%
Civil Rights Department	0%
Other	5%

Source: ETC Institute (2018)

Q20b. Levels of Agreement with Various Statements About the Customer Service Received from the Most Recently Contacted City Department

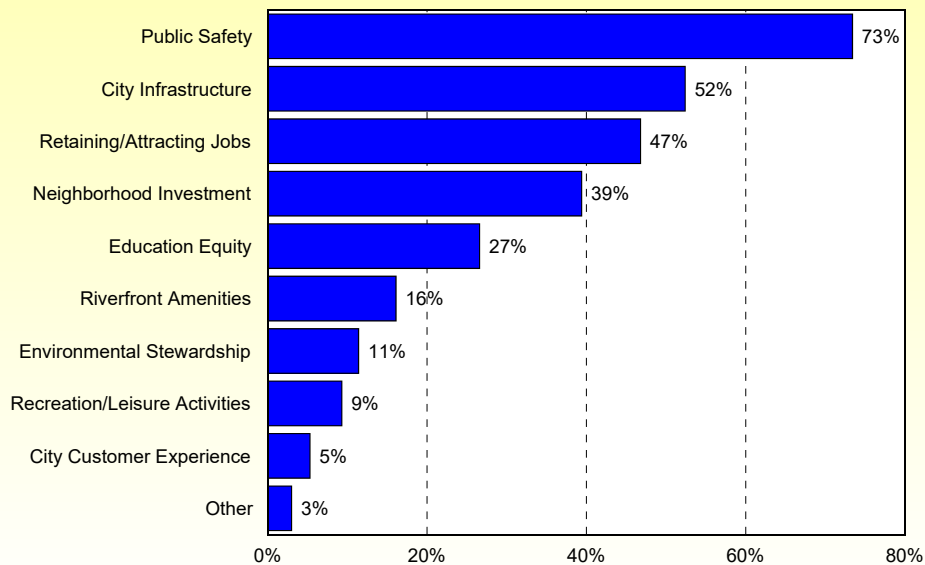by percentage of respondents (excluding don't knows)

Statement	Strongly Agree (4)	Somewhat Agree (3)	Somewhat Disagree (2)	Strongly Disagree (1)
City employee was friendly & polite	58%	30%	5%	7%
Employee was knowledgeable/competent	54%	25%	8%	12%
City employee responded promptly	52%	26%	9%	14%

Source: ETC Institute (2018)

Q21. Ratings of Overall Aspects of the City

by percentage of respondents (excluding don't knows)

| Aspect	Very good (4)	Good (3)	Fair (2)	Poor (1)
As a place to work	17%	54%	22%	6%
As a place to live	18%	49%	26%	8%
Overall quality of services provided by City	12%	52%	29%	8%
As a welcoming and inclusive community	15%	43%	31%	11%
As a place to visit	14%	43%	31%	12%
As a place to raise children	16%	41%	30%	14%
Overall image of the City	9%	41%	38%	12%
As a place to retire	12%	34%	34%	20%
Value received for City tax dollars and fees	8%	35%	36%	22%

Source: ETC Institute (2018)
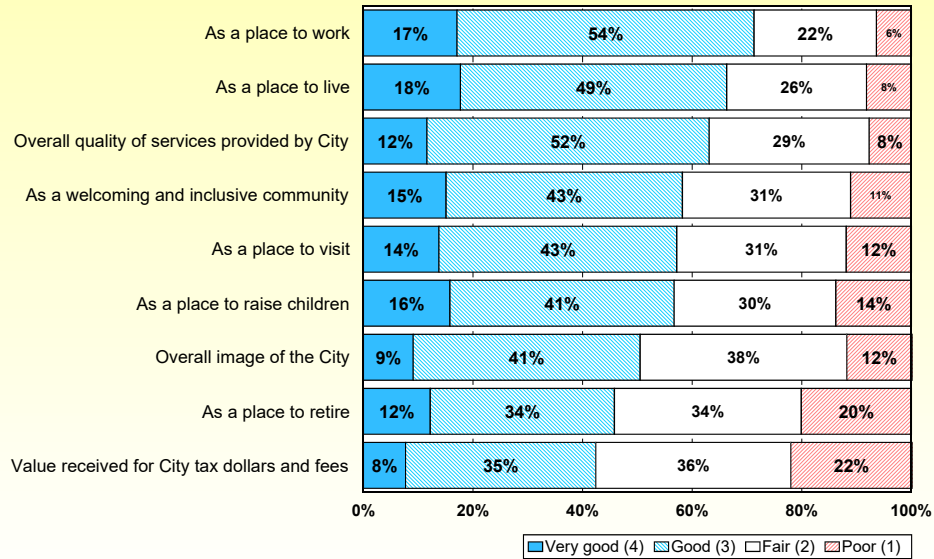
Q22. Community Issues Residents Felt Should Be the City's Top Priorities

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

Issue	Percentage
Public Safety	73%
City Infrastructure	52%
Retaining/Attracting Jobs	47%
Neighborhood Investment	39%
Education Equity	27%
Riverfront Amenities	16%
Environmental Stewardship	11%
Recreation/Leisure Activities	9%
City Customer Experience	5%
Other	3%

Source: ETC Institute (2018)

Q23. Number of Years Lived in Davenport
by percentage of respondents

16 to 20
6%

11 to 15
7%

6 to 10
8%

5 or less
13%

21 to 30
15%

Not provided
3%

31+
49%
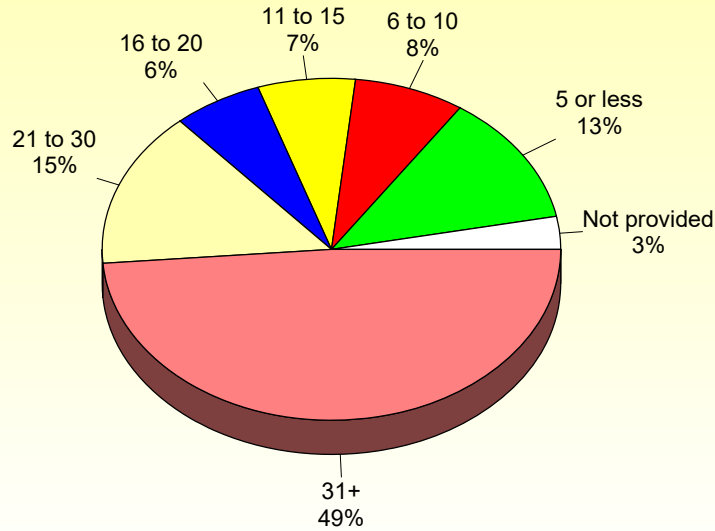
Source: ETC Institute (2018)

Q24. Demographics: Ages of People in Household
by percentage of household occupants

Ages 20-39
24%

Ages 10-19
12%

Under age 10
12%

Ages 40-59
28%

Ages 70+
8%

Ages 60-69
16%
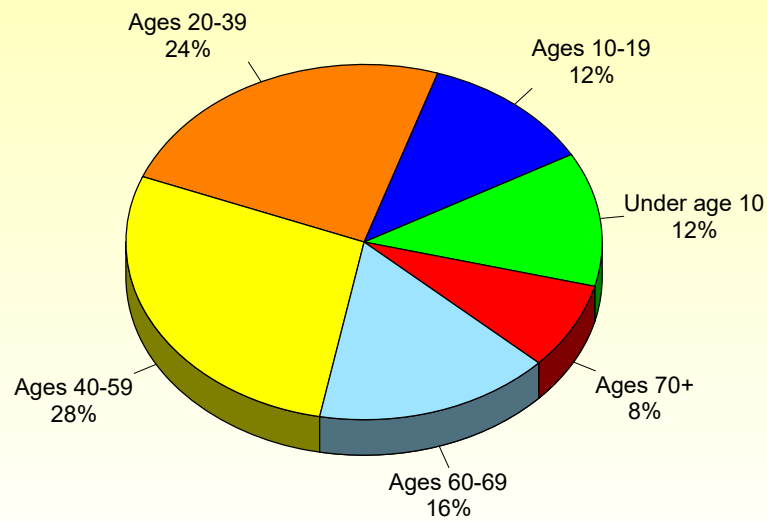
Source: ETC Institute (2018)

Q25. Gender of Respondents

by percentage of respondents

Male
48%

Female
52%
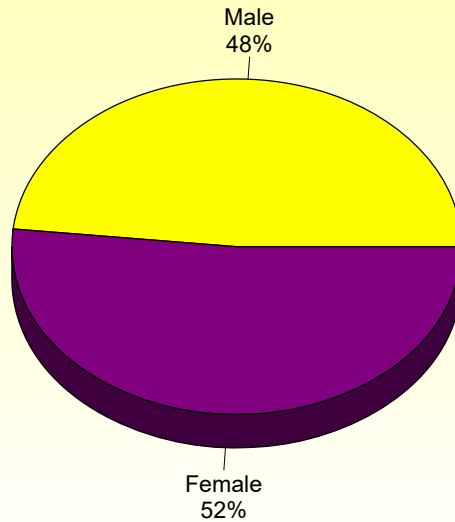
Source: ETC Institute (2018)

Q26. Respondent's Age

by percentage of respondents

35-44
15%

45-54
16%

18-34
16%

Not provided
3%

55-64
24%

65+
26%

Source: ETC Institute (2018)

Q27. Do you own or rent your home?

by percentage of respondents

Own
79%

Rent
21%

Source: ETC Institute (2018)

Q28. Race/Ethnicity

by percentage of respondents (multiple responses allowed)

Caucasian/White	80%
African American	11%
Hispanic	8%
Asian/Pacific Islander	2%
Native American	1%
Other	1%

0%   20%   40%   60%   80%

Source: ETC Institute (2018)

Q29. Total Annual Household Income in 2017

by percentage of respondents

$25K to $49,999
20%

$50K to $74,999
19%

Less than $25K
11%

Not provided
9%

$75K to $99,999
16%

$150K+
9%

$100K to $149,999
16%

Source: ETC Institute (2018)

Section 2
Trend Analysis

2018 City of Davenport Community Survey Trend Analysis

Overview

Since 2006, ETC Institute has conducted seven community surveys for the City of Davenport to assess satisfaction with the delivery of City services. The charts on the following pages show how the results of the City's 2018 survey compare to the results of the City's 2008 and 2016 surveys, as many of the same questions were included on each of these surveys. This analysis summarizes significant changes from 2008 to 2018; given the sample size of both surveys, changes of 3.0% or more from 2008 to 2018 were statistically significant.

There were increases in positive ratings in 14 of the 68 items rated in both 2008 and 2018; and there were decreases in 54 items. There were <u>significant increases</u> in 10 of the 68 items rated from 2008 to 2018 and <u>significant decreases</u> in 44 items. The <u>significant</u> changes from 2008 to 2018 are described below and on the following pages.

Significant Changes

- **<u>Overall Ratings of the City's Performance</u>.** Positive ratings ("very good" and "good") increased in one of the nine overall performance items that were assessed in 2008 and 2018. This area showed a <u>significant increase</u>:

  o Ratings of the overall image of the City increased 3.5% from 47% in 2008 to 50.5% in 2018.

  There were decreases in positive ratings in eight overall performance items that were rated in 2008 and 2018. There was a <u>significant decrease</u> in four areas:

  o Ratings of the City as a place to raise children decreased 17.3% from 74% in 2008 to 56.7% in 2018.
  o Ratings of the City as a place to live decreased 15.7% from 82% in 2008 to 66.3% in 2018.
  o Overall quality of services provided by the City decreased 8.9% from 72% in 2008 to 63.1% in 2018.
  o Ratings of the City as a welcoming and inclusive community decreased 6.8% from 65% in 2008 to 58.2% in 2018.

- **Ratings of the Major Categories of City Services.** Positive ratings increased or stayed the same in four of the ten major categories of City services that were assessed in 2008 and 2018. There were significant increases in three areas:

  o Ratings of the overall efforts to attract and retain businesses increased 22.6% from 32% in 2008 to 54.6% in 2018.
  o Ratings of the overall quality of neighborhoods increased 6.5% from 49% in 2008 to 55.5% in 2018.
  o Ratings of the overall quality of garbage/recycling collection increased 3.9% from 82% in 2008 to 85.9% in 2018.

  There were decreases in positive ratings in six of the major categories of City services that were rated in 2008 and 2018. All six areas showed a significant decrease:

  o Ratings of the overall quality of City streets and infrastructure decreased 14% from 28% in 2008 to 14% in 2018.
  o Ratings of customer experience in City interactions decreased 9.9% from 66% in 2008 to 56.1% in 2018.
  o Ratings of the overall quality of police services decreased 6.4% from 78% in 2008 to 71.6% in 2018.
  o Ratings of the effectiveness of City engagement with the public decreased 6.1% from 52% in 2008 to 45.9% in 2018.
  o Ratings of the quality of City parks and recreation programs and facilities decreased 3.4% from 81% in 2008 to 77.6% in 2018.
  o Ratings of the overall quality of fire and paramedic services decreased 3.1% from 98% in 2008 to 94.9% in 2018.

- **Ratings of Police Services.** Positive ratings have decreased in all eight police services that were rated in 2008 and 2018. There were significant decreases in seven of these areas:

  o Ratings of efforts to prevent crime decreased 17.4% from 55% in 2008 to 37.6% in 2018.
  o Ratings of traffic enforcement decreased 11.1% from 62% in 2008 to 50.9% in 2018.
  o Ratings of responsiveness to non-emergency calls for service decreased 6.9% from 58% in 2008 to 51.1% in 2018.
  o Ratings of responsiveness to investigations of criminal offenses decreased 6.9% from 58% in 2008 to 51.1% in 2018.
  o Ratings of responsiveness to emergency calls for service decreased 5.8% from 83% in 2008 to 77.2% in 2018.
  o Ratings of public education efforts decreased 5.2% from 52% in 2008 to 46.8% in 2018.
  o Ratings of visibility of police in neighborhoods decreased 4.5% from 34% in 2008 to 29.5% in 2018.

- **Ratings of Police Department Personnel.** Positive ratings have decreased in all three areas of police department personnel that were rated in 2008 and 2018. There was a significant increase in two areas:

  o Ratings of the fairness of DPD personnel decreased 8.2% from 81% in 2008 to 72.8% in 2018.
  o Ratings of the professionalism of DPD personnel decreased 5.4% from 85% in 2008 to 79.6% in 2018.

- **Ratings of Fire Services.** Positive ratings have decreased in all four fire services that were rated in 2008 and 2018. There were a significant decreases in three areas:

  o Ratings of the responsiveness of fire personnel to non-emergency or assistance calls decreased 9.9% from 83% in 2008 to 73.1% in 2018.
  o Ratings of fire safety education programs decreased 8.8% from 88% in 2008 to 79.2% in 2018.
  o Ratings of the responsiveness to emergency or medical calls decreased 6.4% from 95% in 2008 to 88.6% in 2018.

- **Ratings of Streets and Infrastructure.** Positive ratings increased in four of the nine areas of streets and infrastructure that were rated in 2008 and 2018. There were significant increases in all four areas:

  o Ratings of flood control and protection efforts increased 14.7% from 42% in 2008 to 56.7% in 2018.
  o Ratings of snow removal in your neighborhood increased 11.8% from 35% in 2008 to 46.8% in 2018.
  o Ratings of City's sanitary sewer system increased 6.4% from 50% in 2008 to 56.4% in 2018.
  o Ratings of the storm drain system operation increased 5.1% from 39% in 2008 to 44.1% in 2018.

There were decreases in positive ratings in five of the nine areas of streets and infrastructure that were rated in 2008 and 2018. There were significant decreases in all five areas:
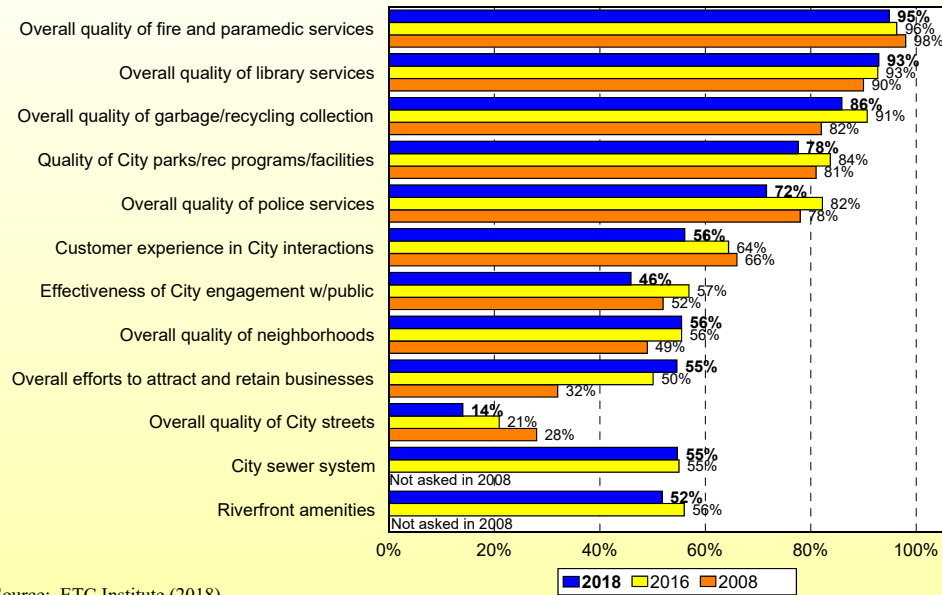
  o Ratings of traffic flow on major City streets decreased 20.1% from 61% in 2008 to 40.9% in 2018.
  o Ratings of the condition of streets in your neighborhood decreased 15.7% from 42% in 2008 to 26.3% in 2018.
  o Ratings of the timing of traffic signals on City streets decreased 11.6% from 53% in 2008 to 41.4% in 2018.

- o Ratings of snow removal on major streets decreased 7.4% from 76% in 2008 to 68.6% in 2018.
- o Ratings of the condition of major City streets decreased 5.4% from 25% in 2008 to 19.6% in 2018.

- **Ratings of Solid Waste Services.** Positive ratings have increased in two of the four solid waste services that were rated in 2008 and 2018. There were no significant increases. There were two decreases in positive ratings in the solid waste services that were rated in 2008 and 2018. Both were significant decreases:

  - o Ratings of residential garbage collection services decreased 4.9% from 96% in 2008 to 91.1% in 2018.
  - o Ratings of yard waste collection services decreased 4.4% from 87% in 2008 to 82.6% in 2018.

- **Ratings of Parks and Recreation Services.** Positive ratings have decreased in all thirteen of the parks and recreation services that were rated in 2008 and 2018. There were significant decreases in twelve of these areas:

  - o Ratings of the overall quality of walking and biking trails in the City decreased 14.4% from 89% in 2008 to 74.6% in 2018.
  - o Ratings of the overall quality of City golf courses decreased 14.4% from 94% in 2008 to 79.6% in 2018.
  - o Ratings of the overall swimming facilities and programs decreased 14.3% from 76% in 2008 to 61.7% in 2018.
  - o Ratings of the overall quality and variety of recreational programs and events decreased 12% from 80% in 2008 to 68% in 2018.
  - o Ratings of the overall quality of City parks decreased 10.5% from 87% in 2008 to 76.5% in 2018.
  - o Ratings of the location of recreation programs and events decreased 10.3% from 75% in 2008 to 64.7% in 2018.
  - o Ratings of the overall appearance of parks and park facilities decreased 9.6% from 78% in 2008 to 68.4% in 2018.
  - o Ratings of the quality of outdoor athletic facilities decreased 8.2% from 79% in 2008 to 70.8% in 2018.
  - o Ratings of the overall quality of instructors for recreation programs decreased 7.1% from 75% in 2008 to 67.9% in 2018.
  - o Ratings of the overall quality of public gardens decreased 7% from 95% in 2008 to 88% in 2018.
  - o Ratings of the number, location, and accessibility of City parks decreased 4.6% from 79% in 2008 to 74.4% in 2018.

- o Ratings of the convenience and ease of registration for programs/events decreased 3.8% from 71% in 2008 to 67.2% in 2018.

- **Ratings of Library Services**. Positive ratings have increased three of the five library services that were rated in 2008 and 2018. Positive ratings have decreased in the other two library service that was rated in 2008 and 2018. There was a <u>significant increase</u> in two areas:

  - o Ratings of the hours of library operation increased 7% from 74% in 2008 to 81% in 2018.
  - o Ratings of the availability and quality of materials needed increased 3.6% from 89% in 2008 to 92.6% in 2018.

  There was a <u>significant decrease</u> in one area:

  - o Ratings of the quality of programs for adults decreased 4.5% from 83% in 2008 to 78.5% in 2018.

- **Ratings of City Customer Service**. Positive ratings have decreased in all three of the city customer service areas that were rated in 2008 and 2018. There was one <u>significant decrease</u>:

  - o Ratings of the knowledge/competence of employees decreased 3.2% from 83% in 2008 to 79.8% in 2018.
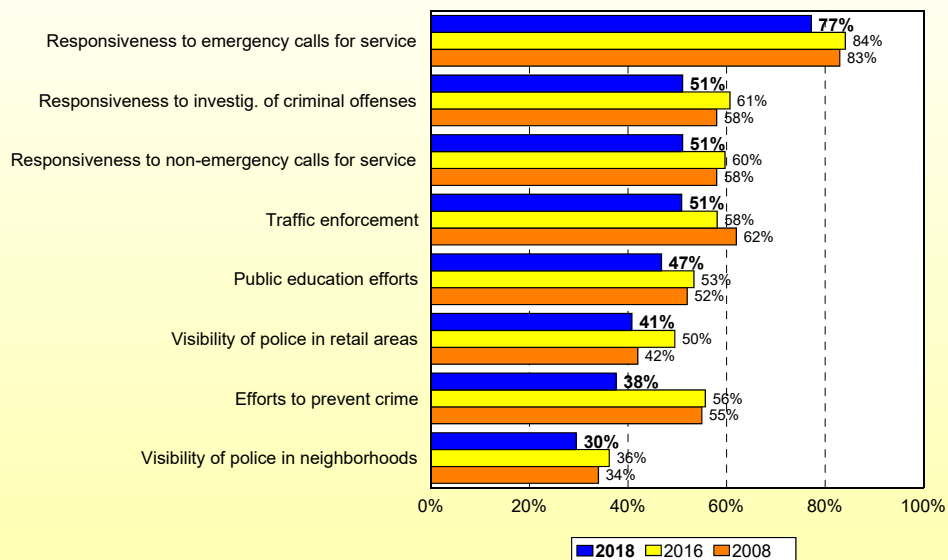
Trends: Ratings of Major Categories of City Services (2008 to 2018)

by percentage of respondents who rated the item as a 3 or 4 on a 4-point scale (excluding don't knows)

|	2018	2016	2008
Overall quality of fire and paramedic services	95%	96%	98%
Overall quality of library services	93%	93%	90%
Overall quality of garbage/recycling collection	86%	91%	82%
Quality of City parks/rec programs/facilities	78%	84%	81%
Overall quality of police services	72%	82%	78%
Customer experience in City interactions	56%	64%	66%
Effectiveness of City engagement w/public	46%	57%	52%
Overall quality of neighborhoods	56%	56%	49%
Overall efforts to attract and retain businesses	55%	50%	32%
Overall quality of City streets	14%	21%	28%
City sewer system	55%	55%	Not asked in 2008
Riverfront amenities	52%	56%	Not asked in 2008

Source: ETC Institute (2018)

Trends: Ratings of Police Services (2008 to 2018)

by percentage of respondents who rated the item as a 3 or 4 on a 4-point scale (excluding don't knows)

|	2018	2016	2008
Responsiveness to emergency calls for service	77%	84%	83%
Responsiveness to investig. of criminal offenses	51%	61%	58%
Responsiveness to non-emergency calls for service	51%	60%	58%
Traffic enforcement	51%	58%	62%
Public education efforts	47%	53%	52%
Visibility of police in retail areas	41%	50%	42%
Efforts to prevent crime	38%	56%	55%
Visibility of police in neighborhoods	30%	36%	34%

Source: ETC Institute (2018)

Trends: Ratings of Contact With the Davenport Police Department - DPD (2008 to 2018)

by percentage of respondents who rated the item as a 3 or 4 on a 4-point scale (excluding don't knows)
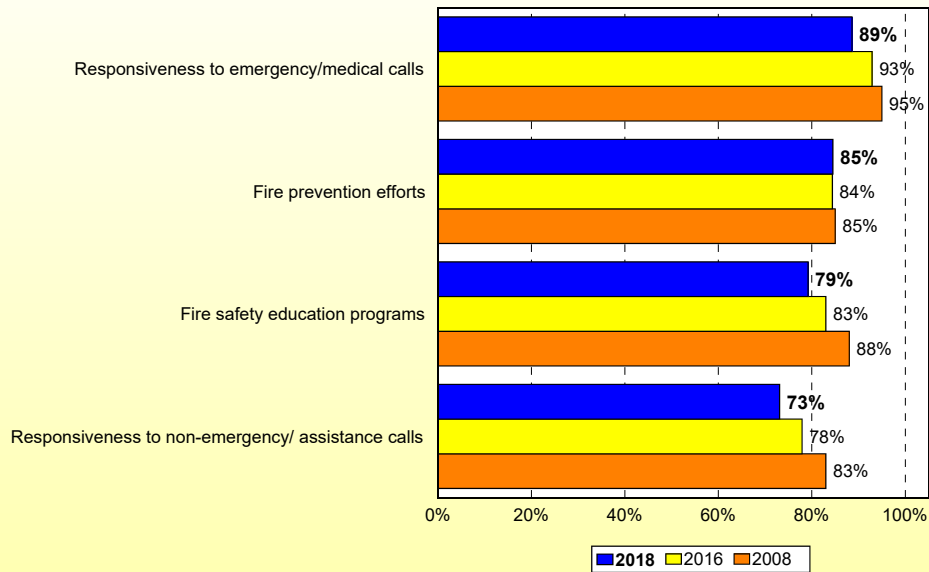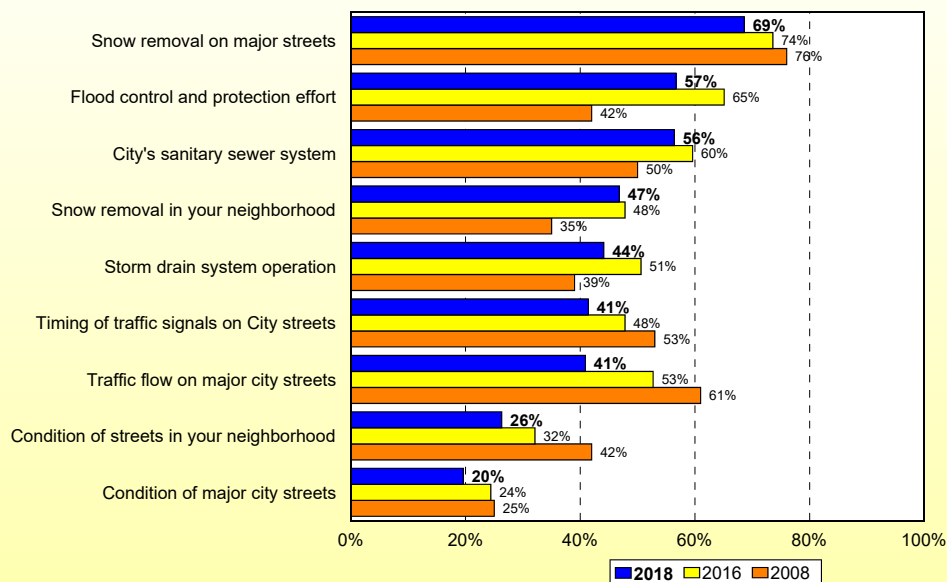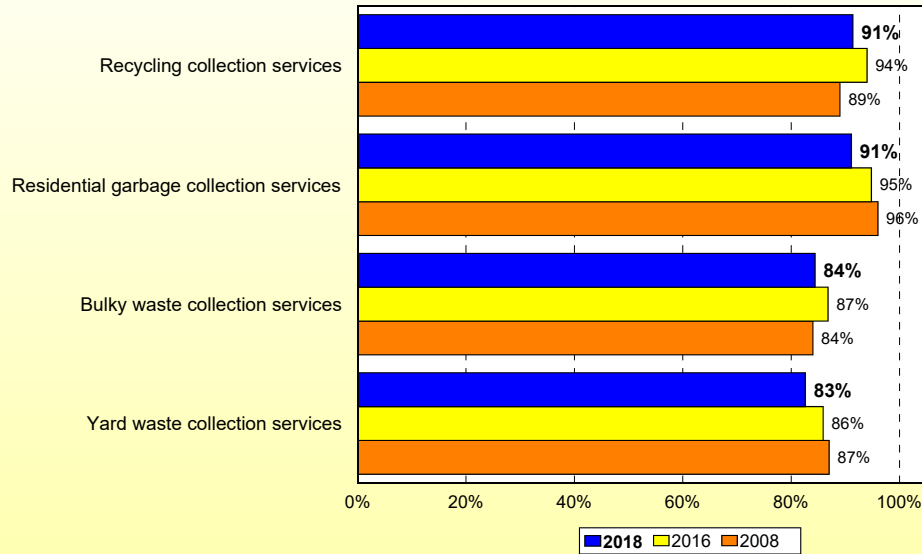

Source: ETC Institute (2018)
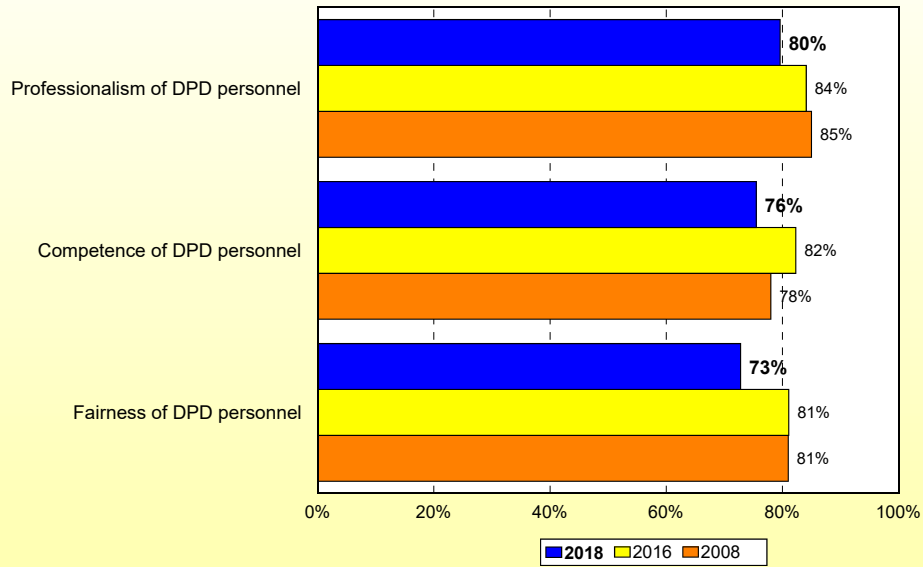
Trends: During the last 12 months, were you or anyone in your household a victim of a crime? (2008 to 2018)

by percentage of respondents

Source: ETC Institute (2016)
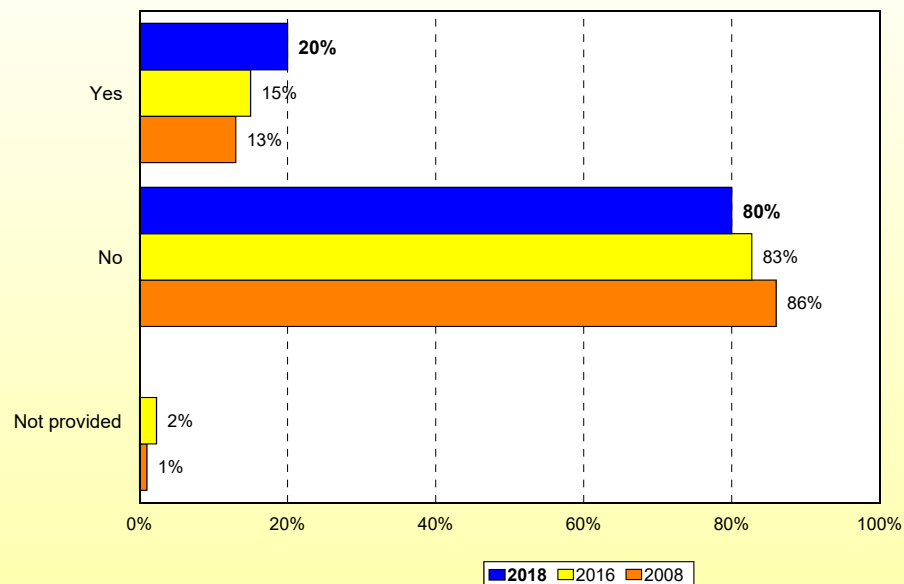
Trends: Ratings of <u>Fire Services</u>
(2008 to 2018)
by percentage of respondents who rated the item as a 3 or 4 on a 4-point scale (<u>excluding don't knows</u>)

Category	2018	2016	2008
Responsiveness to emergency/medical calls	89%	93%	95%
Fire prevention efforts	85%	84%	85%
Fire safety education programs	79%	83%	88%
Responsiveness to non-emergency/ assistance calls	73%	78%	83%

Legend: ■2018 □2016 ■2008

Source: ETC Institute (2018)

Trends: Ratings of <u>Streets and Infrastructure</u>
(2008 to 2018)
by percentage of respondents who rated the item as a 3 or 4 on a 4-point scale (<u>excluding don't knows</u>)

Category	2018	2016	2008
Snow removal on major streets	69%	74%	76%
Flood control and protection effort	57%	65%	42%
City's sanitary sewer system	56%	60%	50%
Snow removal in your neighborhood	47%	48%	35%
Storm drain system operation	44%	51%	39%
Timing of traffic signals on City streets	41%	48%	53%
Traffic flow on major city streets	41%	53%	61%
Condition of streets in your neighborhood	26%	32%	42%
Condition of major city streets	20%	24%	25%

Legend: ■2018 □2016 ■2008

Source: ETC Institute (2018)

Trends: Ratings of <u>Solid Waste Services</u>
(2008 to 2018)

by percentage of respondents who rated the item as a 3 or 4 on a 4-point scale (<u>excluding don't knows</u>)

Recycling collection services
- **91%**
- 94%
- 89%

Residential garbage collection services
- **91%**
- 95%
- 96%

Bulky waste collection services
- **84%**
- 87%
- 84%

Yard waste collection services
- **83%**
- 86%
- 87%

0%   20%   40%   60%   80%   100%

2018 | 2016 | 2008

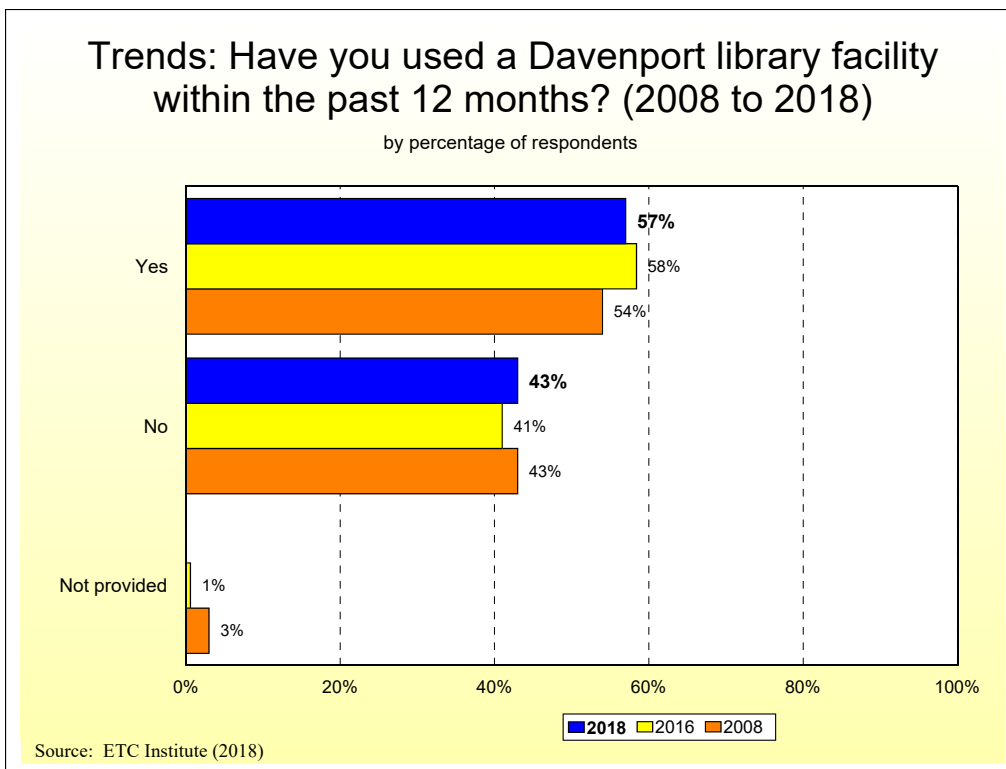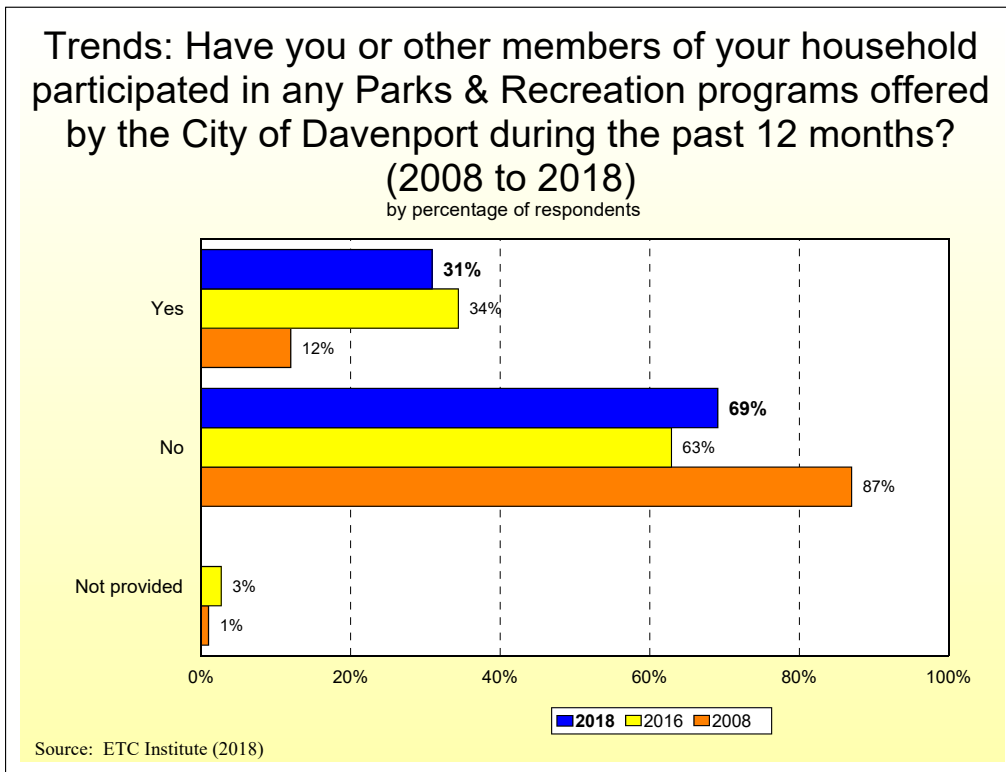Source: ETC Institute (2018)

Trends: Ratings of <u>Parks and Recreation</u>
(2008 to 2018)

by percentage of respondents who rated the item as a 3 or 4 on a 4-point scale (<u>excluding don't knows</u>)
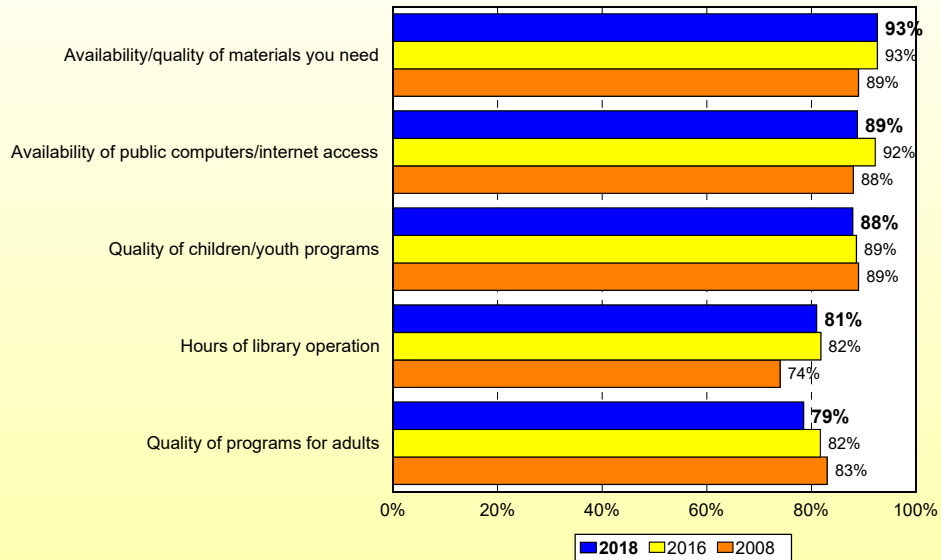
Quality of public gardens — **88%** / 92% / 95%
Overall quality of City golf courses — **80%** / 79% / 94%
Overall quality of city parks — **77%** / 84% / 87%
Quality of walking and biking trails in the City — **75%** / 85% / 89%
Number location/accessibility of city parks — **74%** / 82% / 79%
Quality of outdoor athletic facilities — **71%** / 77% / 79%
Overall appearance of parks and park facilities — **68%** / 76% / 78%
Quality/variety of recreational programs/events — **68%** / 74% / 80%
Quality of instructors for recreation programs — **68%** / 72% / 75%
Convenience/ease of registration programs/events — **67%** / 70% / 71%
Location of recreation programs/events — **65%** / 72% / 75%
Quality of swimming facilities/programs — **62%** / 68% / 76%
Hours of operation of city pools — **58%** / 65% / 60%

0%   20%   40%   60%   80%   100%

2018 | 2016 | 2008

Source: ETC Institute (2018)

Trends: Have you or other members of your household participated in any Parks & Recreation programs offered by the City of Davenport during the past 12 months? (2008 to 2018)
by percentage of respondents

Yes
- 31% (2018)
- 34% (2016)
- 12% (2008)

No
- 69% (2018)
- 63% (2016)
- 87% (2008)

Not provided
- 3% (2016)
- 1% (2008)

0% 20% 40% 60% 80% 100%

■2018 □2016 ■2008

Source: ETC Institute (2018)

Trends: Have you used a Davenport library facility within the past 12 months? (2008 to 2018)
by percentage of respondents

Yes
- 57% (2018)
- 58% (2016)
- 54% (2008)

No
- 43% (2018)
- 41% (2016)
- 43% (2008)

Not provided
- 1% (2016)
- 3% (2008)

0% 20% 40% 60% 80% 100%
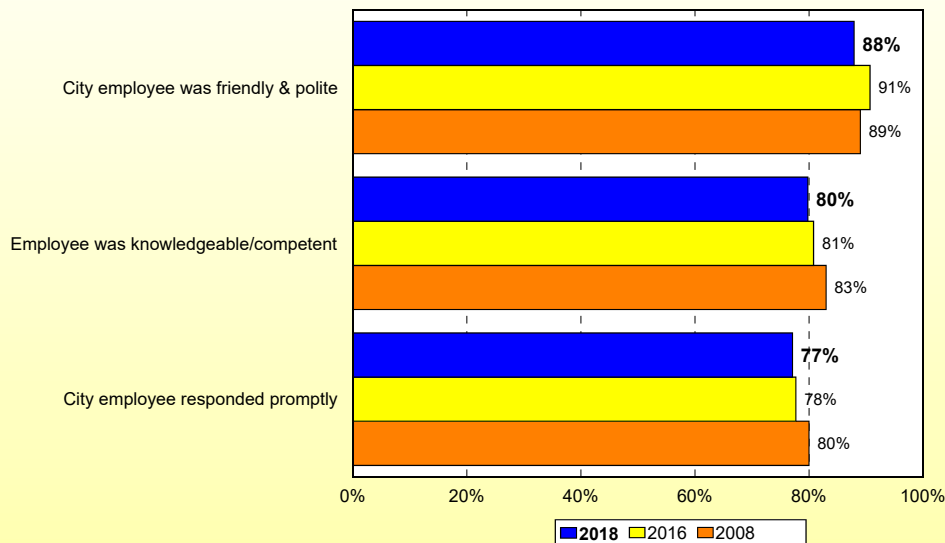
■2018 □2016 ■2008

Source: ETC Institute (2018)

Trends: Ratings of Libraries
(2008 to 2018)

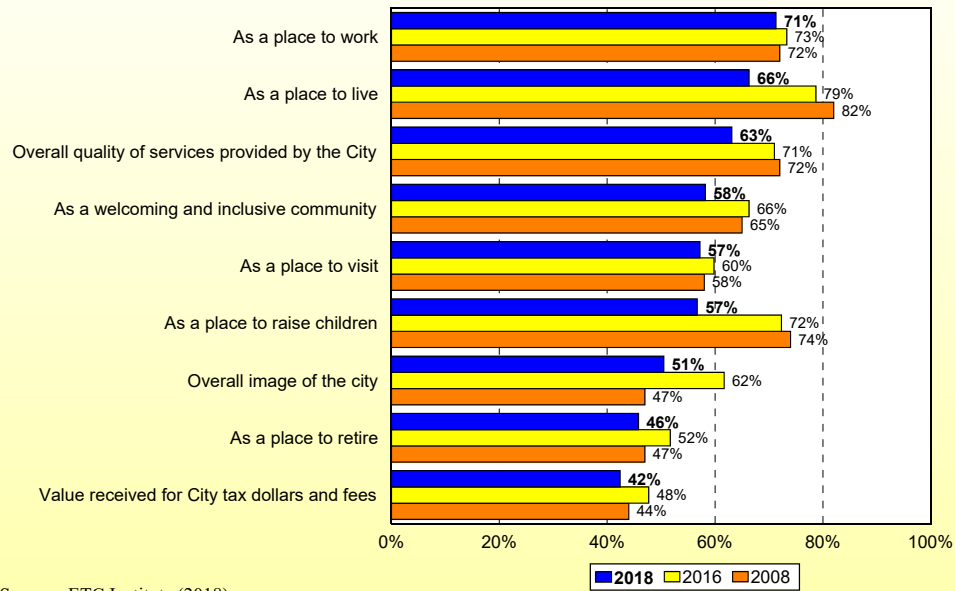by percentage of respondents who rated the item as a 3 or 4 on a 4-point scale (excluding don't knows)

Availability/quality of materials you need
- **93%** (2018)
- 93% (2016)
- 89% (2008)

Availability of public computers/internet access
- **89%** (2018)
- 92% (2016)
- 88% (2008)

Quality of children/youth programs
- **88%** (2018)
- 89% (2016)
- 89% (2008)

Hours of library operation
- **81%** (2018)
- 82% (2016)
- 74% (2008)

Quality of programs for adults
- **79%** (2018)
- 82% (2016)
- 83% (2008)

0%   20%   40%   60%   80%   100%

2018 □2016 ■2008

Source: ETC Institute (2018)

Trends: Level of Agreement with Various Statements
About City Customer Service (2008 to 2018)

by percentage of respondents who rated the item as a 3 or 4 on a 4-point scale (excluding don't knows)

City employee was friendly & polite
- **88%** (2018)
- 91% (2016)
- 89% (2008)

Employee was knowledgeable/competent
- **80%** (2018)
- 81% (2016)
- 83% (2008)

City employee responded promptly
- **77%** (2018)
- 78% (2016)
- 80% (2008)

0%   20%   40%   60%   80%   100%

2018 □2016 ■2008

Source: ETC Institute (2018)

Trends: Ratings of <u>Overall Aspects of the City</u>
(2008 to 2018)

by percentage of respondents who rated the item as a 3 or 4 on a 4-point scale (<u>excluding don't knows</u>)

Aspect	2018	2016	2008
As a place to work	71%	73%	72%
As a place to live	66%	79%	82%
Overall quality of services provided by the City	63%	71%	72%
As a welcoming and inclusive community	58%	66%	65%
As a place to visit	57%	60%	58%
As a place to raise children	57%	72%	74%
Overall image of the city	51%	62%	47%
As a place to retire	46%	52%	47%
Value received for City tax dollars and fees	42%	48%	44%

Legend: ■ 2018 ☐ 2016 ■ 2008

Source: ETC Institute (2018)

Section 3
Importance-Satisfaction Analysis

2018 City of Davenport Community Survey
Importance-Satisfaction Analysis

Overview

Today, city officials have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the <u>highest importance to citizens</u>; and (2) to target resources toward those services where <u>citizens are the least satisfied.</u>

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that cities will maximize overall citizen satisfaction by emphasizing improvements in those service categories where the level of satisfaction is relatively low and the perceived importance of the service is relatively high.

Methodology

The rating is calculated by summing the percentage of responses for items selected as the first, second, and sometimes third or fourth most important services for the City to emphasize over the next two years. This sum is then multiplied by 1 minus the percentage of respondents that indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 3 on a 4-point scale "excluding don't knows"). "Don't know" responses are excluded from the calculation to ensure that the satisfaction ratings among service categories are comparable. [IS=Importance x (1-Satisfaction)].

Example of the Calculation. Respondents were asked to identify which City services they thought should receive the most emphasis over the next two years. Approximately eighty percent (80.4%) selected "overall quality of City streets" as one of the most important City service issues to emphasize over the next two years.

With regard to satisfaction, 14% of the residents surveyed rated their satisfaction with "overall quality of City streets" as a "4" or a "3" on a 4-point scale (where "4" means "very good") excluding "don't know" responses. The I-S rating for "overall quality of City streets" was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 80.4% was multiplied by 86% (1-0.14). This calculation yielded an I-S rating of 0.6914, which ranked first out of 13 services.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top choices to emphasize over the next two years and 0% indicate that they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either one of the following two situations:

- if 100% of the respondents were positively satisfied with the delivery of the service

- if none (0%) of the respondents selected the service as one of the most important areas for the City to emphasize over the next two years.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from .10 to .20 identify service areas that should receive increased emphasis. Ratings less than .10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis (IS>=0.20)

- Increase Current Emphasis (0.10<=IS<0.20)

- Maintain Current Emphasis (IS<0.10)

The results for Davenport are provided on the following pages.

2018 Importance-Satisfaction Rating
City of Davenport
Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
City streets	80%	1	14%	13	0.6914	1
Neighborhoods	56%	2	55%	7	0.2507	2
High Priority (IS .10-.20)						
Efforts to attract/retain businesses	33%	4	55%	9	0.1481	3
Police services	49%	3	71%	5	0.1433	4
Effectiveness of public engagement	23%	7	46%	12	0.1253	5
City sewer system	28%	5	55%	8	0.1251	6
Riverfront amenities	26%	6	52%	11	0.1229	7
Medium Priority (IS <.10)						
Efforts to attract & hire a diverse workforce	13%	10	54%	10	0.0603	8
Customer experience in City interactions	11%	11	56%	6	0.0480	9
City parks, recreation programs & facilities	15%	9	78%	4	0.0328	10
Fire & paramedic services	18%	8	95%	1	0.0092	11
Garbage & recycling collection services	6%	12	86%	3	0.0090	12
Library services	2%	13	93%	2	0.0013	13

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

Most Important %:   The "Most Important" percentage represents the sum of the first, second, third, and fourth

most important responses for each item. Respondents were asked to identify

the items they thought should be the City's top priorities.

Satisfaction %:   The "Satisfaction" percentage represents the sum of the ratings "4" and "4" excluding 'don't knows.'

Respondents ranked the performance of each of the items on a scale

of 1 to 4 with "4" being Good and "1" being Poor.

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2018 Importance-Satisfaction Rating
City of Davenport
Police Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Efforts to prevent crime	72%	1	38%	7	0.4439	1
Visibility of police in your neighborhood	45%	2	29%	8	0.3195	2
High Priority (IS .10-.20)						
Responsiveness to investigations of offenses	32%	3	51%	3	0.1578	3
Public education efforts	26%	5	47%	5	0.1367	4
Visibility of police in retail areas	22%	6	41%	6	0.1310	5
Traffic enforcement	22%	7	51%	4	0.1073	6
Responsiveness to non-emergency/assistance	22%	8	52%	2	0.1042	7
Medium Priority (IS <.10)						
Responsiveness to emergency calls for service	30%	4	78%	1	0.0667	8

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

Most Important %:   The "Most Important" percentage represents the sum of the first, second, and third
most important responses for each item. Respondents were asked to identify
the items they thought should be the City's top priorities.

Satisfaction %:   The "Satisfaction" percentage represents the sum of the ratings "4" and "4" excluding 'don't knows.'
Respondents ranked the performance of each of the items on a scale
of 1 to 4 with "4" being Good and "1" being Poor.

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2018 Importance-Satisfaction Rating
City of Davenport
Fire Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Medium Priority (IS <.10)						
Responsiveness to non-emergency calls	35%	4	73%	4	0.0948	1
Fire safety education programs	36%	3	80%	3	0.0720	2
Fire prevention efforts	39%	2	85%	2	0.0578	3
Responsiveness to emergency calls for service	52%	1	89%	1	0.0569	4

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

Most Important %:
The "Most Important" percentage represents the sum of the first and second
most important responses for each item. Respondents were asked to identify
the items they thought should be the City's top priorities.

Satisfaction %:
The "Satisfaction" percentage represents the sum of the ratings "4" and "4" excluding 'don't knows.'
Respondents ranked the performance of each of the items on a scale
of 1 to 4 with "4" being Good and "1" being Poor.

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2018 Importance-Satisfaction Rating
City of Davenport
Sustainable Infrastructure

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Condition of major City streets	75%	1	19%	9	0.6083	1
Condition of streets in your neighborhood	53%	2	27%	8	0.3847	2
High Priority (IS .10-.20)						
Traffic flow on major City streets	34%	3	41%	7	0.1977	3
Storm drain system operation	23%	4	44%	5	0.1260	4
Snow removal in your neighborhood	22%	5	47%	4	0.1145	5
Timing of traffic signals on City streets	20%	7	42%	6	0.1131	6
Medium Priority (IS <.10)						
City's sanitary sewer system	15%	8	56%	3	0.0660	7
Flood control & protection efforts	14%	9	57%	2	0.0606	8
Snow removal on major streets	20%	6	69%	1	0.0605	9

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

Most Important %: The "Most Important" percentage represents the sum of the first, second, and third
most important responses for each item. Respondents were asked to identify
the items they thought should be the City's top priorities.

Satisfaction %: The "Satisfaction" percentage represents the sum of the ratings "4" and "4" excluding 'don't knows.'
Respondents ranked the performance of each of the items on a scale
of 1 to 4 with "4" being Good and "1" being Poor.

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2018 Importance-Satisfaction Rating
City of Davenport
Solid Waste Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Medium Priority (IS <.10)						
Bulky waste collection services	33%	3	84%	3	0.0525	1
Yard waste collection services	30%	4	83%	4	0.0517	2
All-In recycling collection services	42%	1	91%	1	0.0380	3
Residential garbage collection services	38%	2	91%	2	0.0343	4

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

Most Important %:   The "Most Important" percentage represents the sum of the first and second
                            most important responses for each item. Respondents were asked to identify
                            the items they thought should be the City's top priorities.

Satisfaction %:   The "Satisfaction" percentage represents the sum of the ratings "4" and "4" excluding 'don't knows.'
                            Respondents ranked the performance of each of the items on a scale
                            of 1 to 4 with "4" being Good and "1" being Poor.

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2018 Importance-Satisfaction Rating
City of Davenport
Parks and Recreation Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Overall appearance of parks & park facilities	48%	1	68%	7	0.1539	1
Overall quality of City parks	43%	2	76%	3	0.1030	2
Medium Priority (IS <.10)						
Quality of walking & biking trails	39%	3	75%	4	0.0980	3
Quality/variety of recreational programs/events	23%	5	68%	8	0.0746	4
Number, location, & accessibility of City parks	24%	4	75%	5	0.0590	5
Quality of outdoor athletic facilities	19%	6	71%	6	0.0548	6
Quality of swimming facilities & programs	12%	8	62%	12	0.0471	7
Location of recreation programs/events	12%	9	64%	11	0.0428	8
Hours of operation at City pools	10%	12	57%	13	0.0409	9
Convenience/ease of registration programs/events	11%	11	67%	10	0.0353	10
Quality of instructors for recreation programs	8%	13	68%	9	0.0262	11
Overall quality of City golf courses	12%	10	80%	2	0.0232	12
Overall quality of public gardens	14%	7	88%	1	0.0163	13

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

Most Important %:   The "Most Important" percentage represents the sum of the first, second, third, and fourth
most important responses for each item. Respondents were asked to identify
the items they thought should be the City's top priorities.

Satisfaction %:   The "Satisfaction" percentage represents the sum of the ratings "4" and "4" excluding 'don't knows.'
Respondents ranked the performance of each of the items on a scale
of 1 to 4 with "4" being Good and "1" being Poor.

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2018 Importance-Satisfaction Rating
City of Davenport
Library Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Medium Priority (IS <.10)						
Hours of library operation	31%	3	81%	4	0.0589	1
Quality of programs for adults	24%	4	79%	5	0.0512	2
Quality of children/youth programs	37%	2	88%	3	0.0444	3
Availability/quality of materials	42%	1	93%	1	0.0296	4
Availability of public computers/internet	16%	5	89%	2	0.0175	5

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

Most Important %: The "Most Important" percentage represents the sum of the first and second
most important responses for each item. Respondents were asked to identify
the items they thought should be the City's top priorities.

Satisfaction %: The "Satisfaction" percentage represents the sum of the ratings "4" and "4" excluding 'don't knows.'
Respondents ranked the performance of each of the items on a scale
of 1 to 4 with "4" being Good and "1" being Poor.

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2018 City of Davenport Community Survey Importance-Satisfaction Matrix Analysis

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

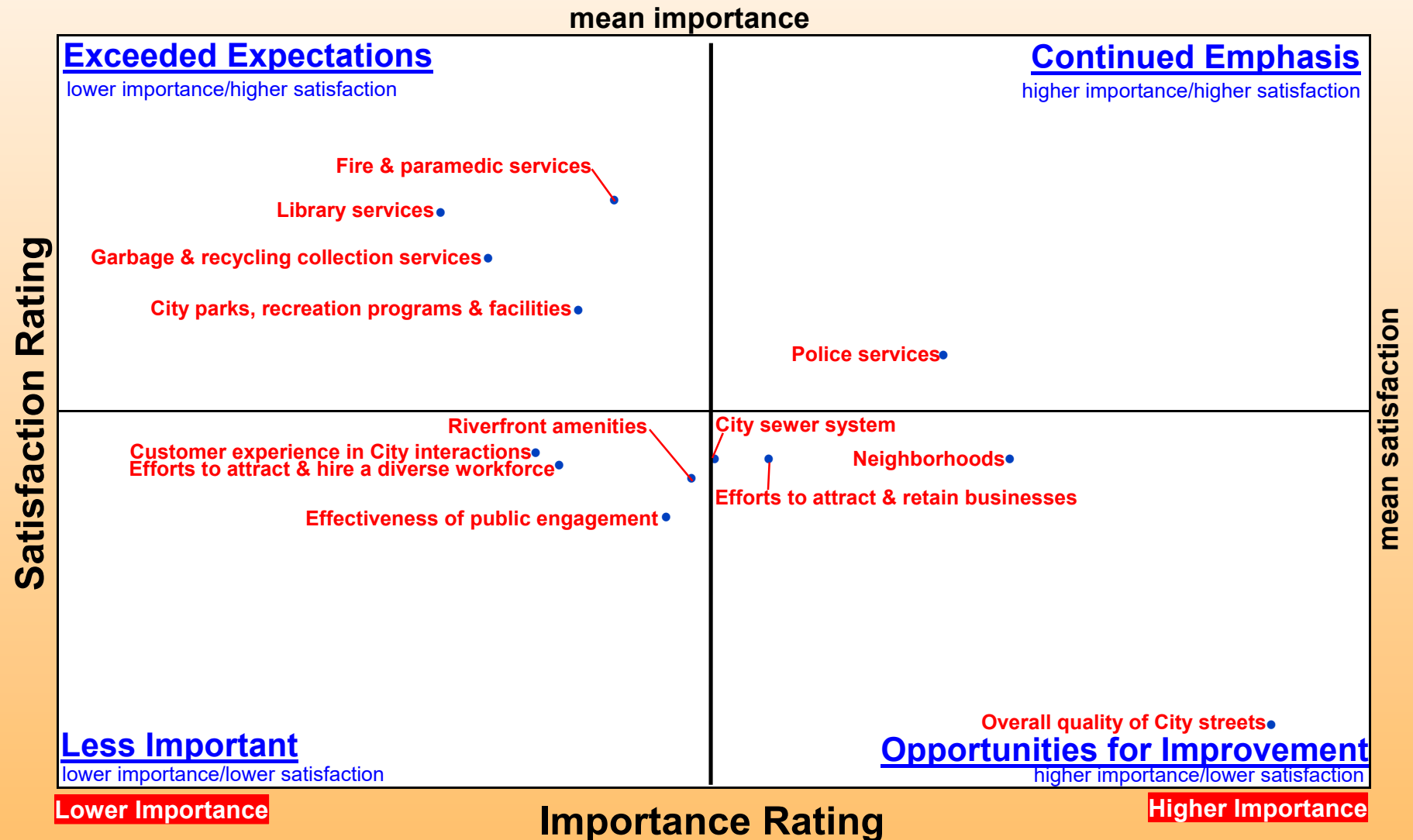The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on items in this area.

- **Exceeding Expectations (below average importance and above average satisfaction).** This area shows where the City is performing significantly better than customers expect the City to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with City services. The City should maintain (or slightly decrease) emphasis on items in this area.

- **Opportunities for Improvement (above average importance and below average satisfaction).** This area shows where the City is not performing as well as residents expect the City to perform. This area has a significant impact on customer satisfaction, and the City should DEFINITELY increase emphasis on items in this area.

- **Less Important (below average importance and below average satisfaction).** This area shows where the City is not performing well relative to the City's performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction with City services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

Matrices showing the results for the 2018 Davenport Community Survey are provided on the following pages.

City of Davenport 2018 DirectionFinder
Importance-Satisfaction Assessment Matrix
-Major Categories of City Services-

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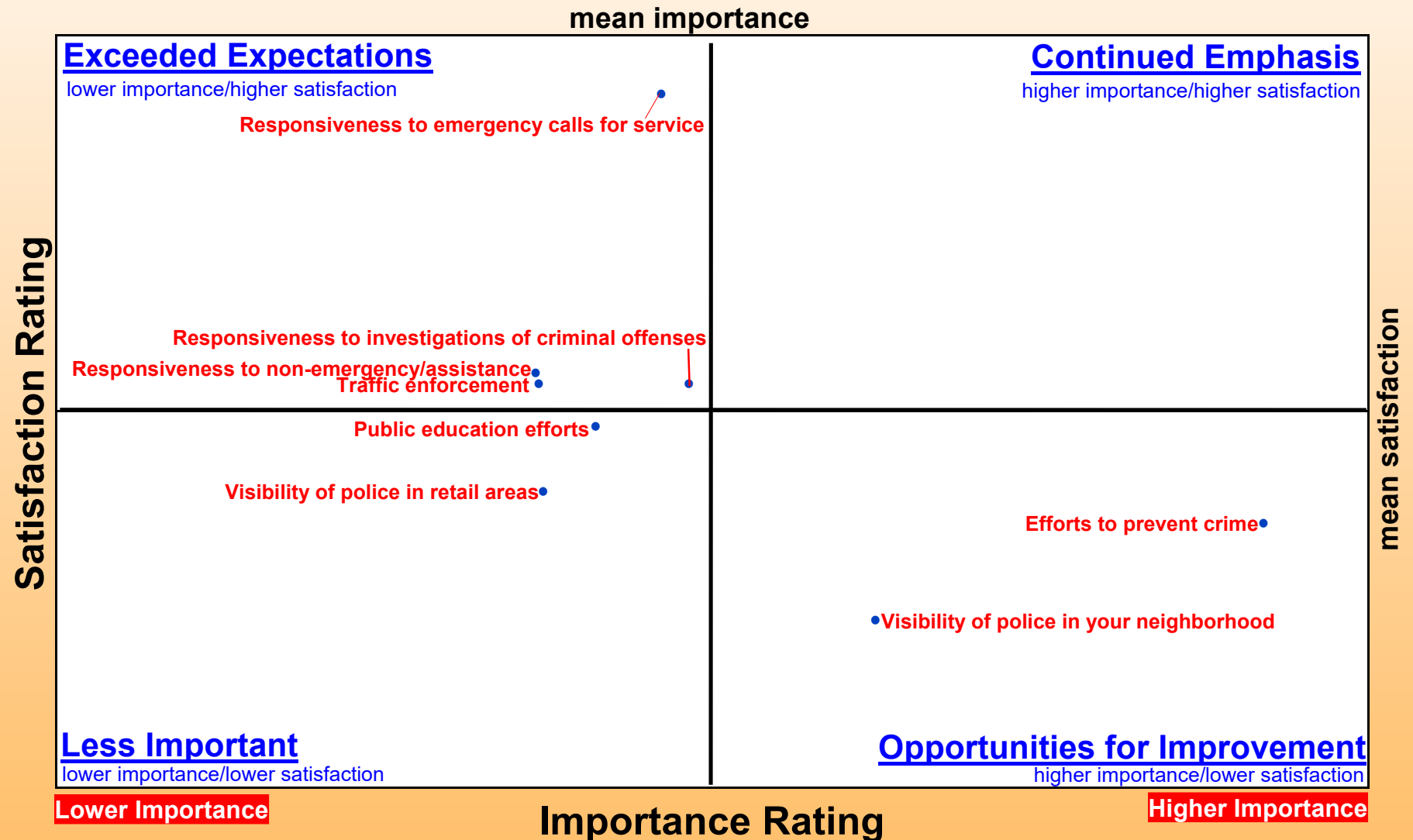
mean importance

Satisfaction Rating

Exceeded Expectations
lower importance/higher satisfaction

Continued Emphasis
higher importance/higher satisfaction

Fire & paramedic services

Library services

Garbage & recycling collection services

City parks, recreation programs & facilities

Police services

Riverfront amenities

City sewer system

Customer experience in City interactions

Efforts to attract & hire a diverse workforce

Neighborhoods

Efforts to attract & retain businesses

Effectiveness of public engagement

mean satisfaction

Overall quality of City streets

Less Important
lower importance/lower satisfaction

Opportunities for Improvement
higher importance/lower satisfaction

Lower Importance

Higher Importance

Importance Rating

Source: ETC Institute (2018)

City of Davenport 2018 DirectionFinder Importance-Satisfaction Assessment Matrix
-Police Services-

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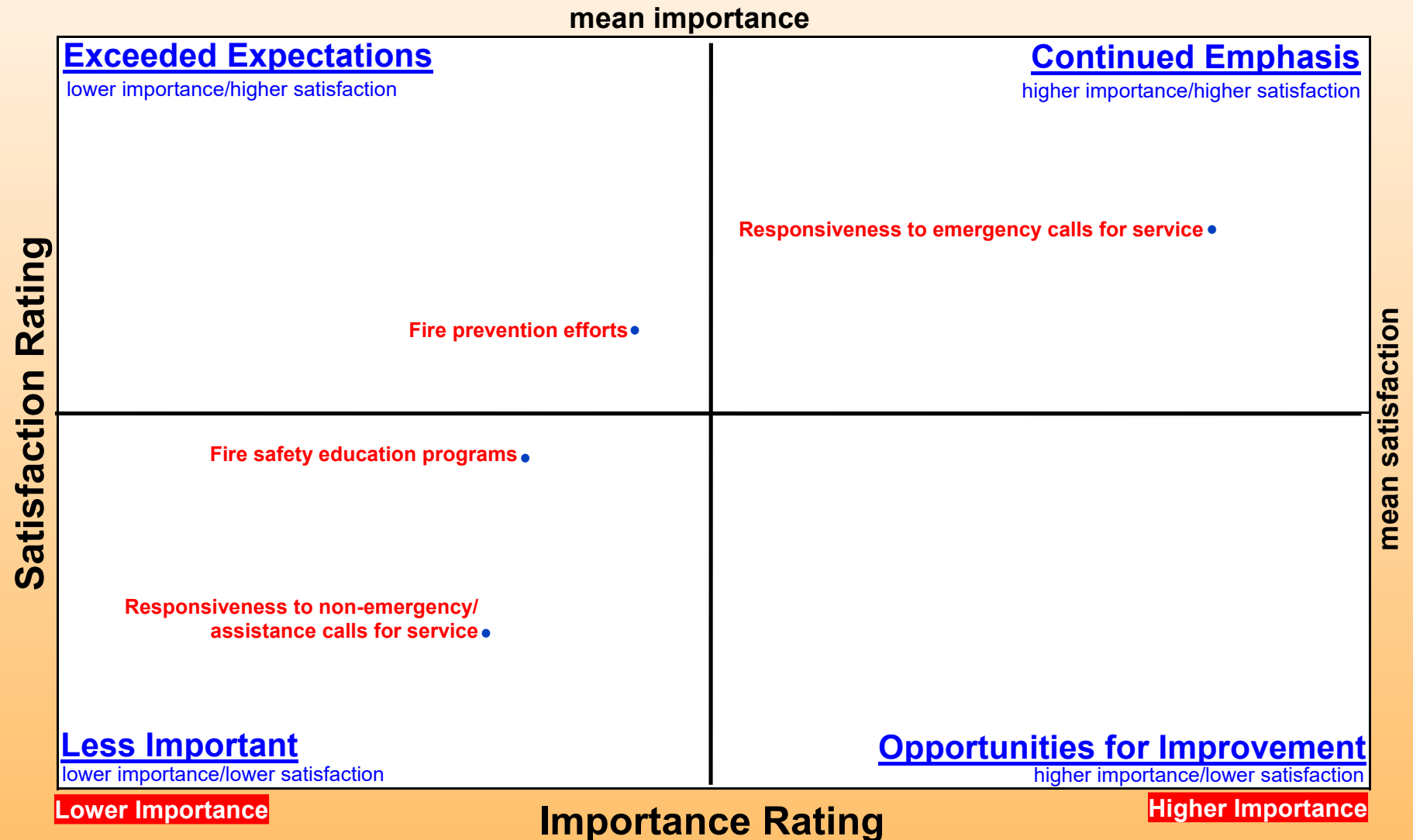
mean importance

Satisfaction Rating

Exceeded Expectations
lower importance/higher satisfaction

Continued Emphasis
higher importance/higher satisfaction

Responsiveness to emergency calls for service

Responsiveness to investigations of criminal offenses
Responsiveness to non-emergency/assistance
Traffic enforcement

Public education efforts●

Visibility of police in retail areas●

Efforts to prevent crime●

●Visibility of police in your neighborhood

mean satisfaction

Less Important
lower importance/lower satisfaction

Opportunities for Improvement
higher importance/lower satisfaction

Lower Importance

Higher Importance

Importance Rating

Source: ETC Institute (2018)

City of Davenport 2018 DirectionFinder
Importance-Satisfaction Assessment Matrix
-Fire Services-

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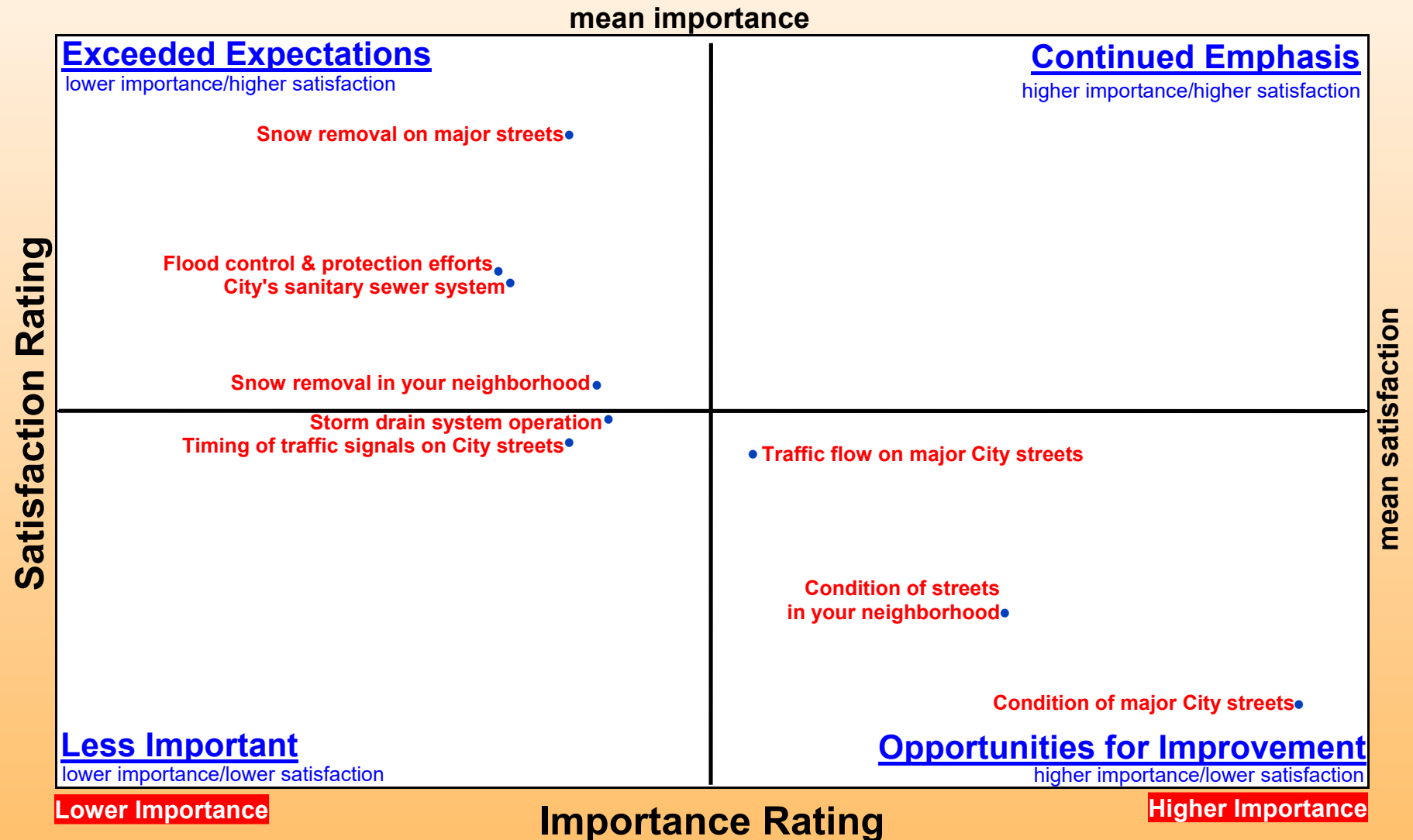
mean importance

Exceeded Expectations
lower importance/higher satisfaction

Continued Emphasis
higher importance/higher satisfaction

Responsiveness to emergency calls for service

Fire prevention efforts

Satisfaction Rating

mean satisfaction

Fire safety education programs

Responsiveness to non-emergency/
assistance calls for service

Less Important
lower importance/lower satisfaction

Opportunities for Improvement
higher importance/lower satisfaction

Lower Importance

Higher Importance

Importance Rating

Source: ETC Institute (2018)

City of Davenport 2018 DirectionFinder
Importance-Satisfaction Assessment Matrix
-Sustainable Infrastructure-

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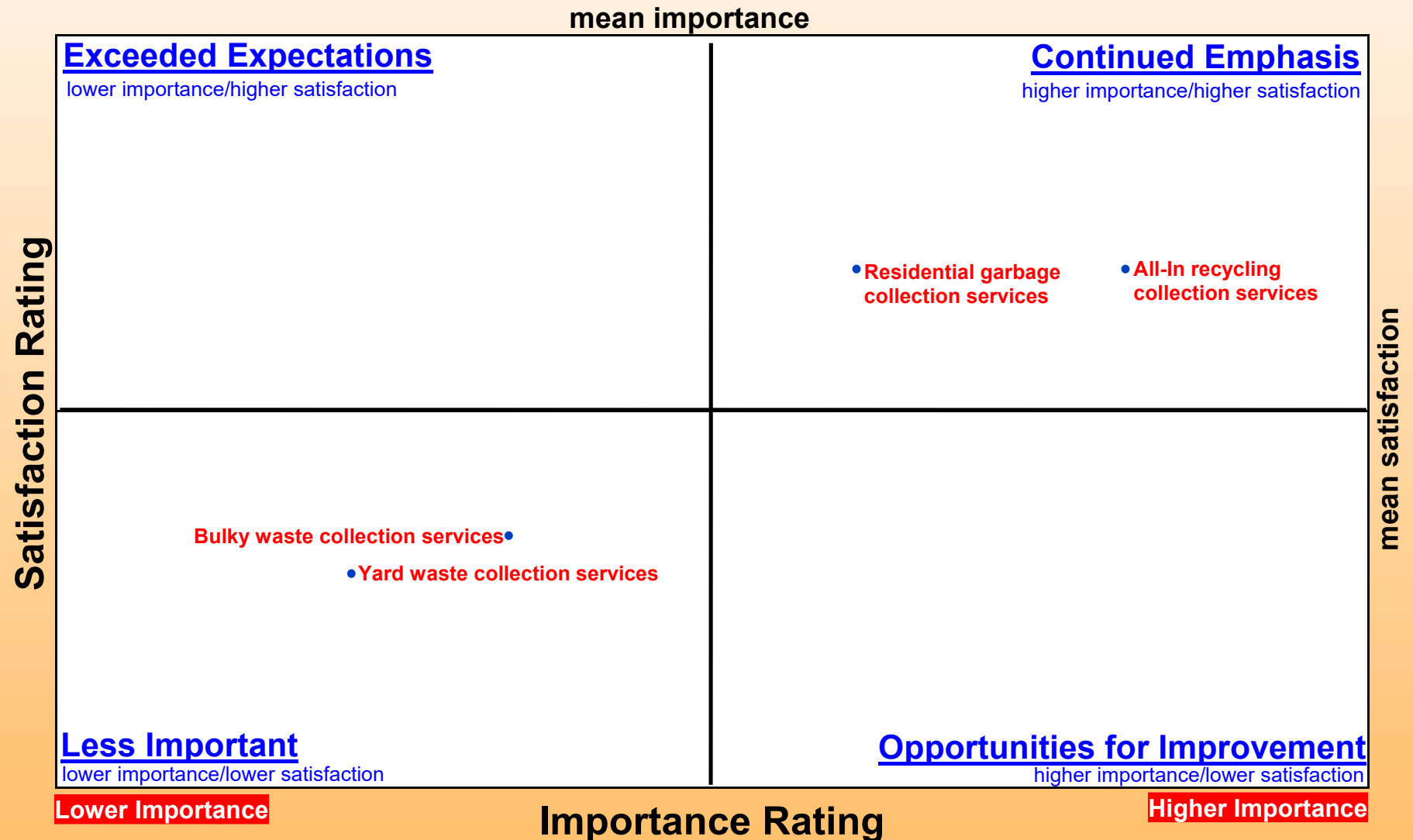
mean importance
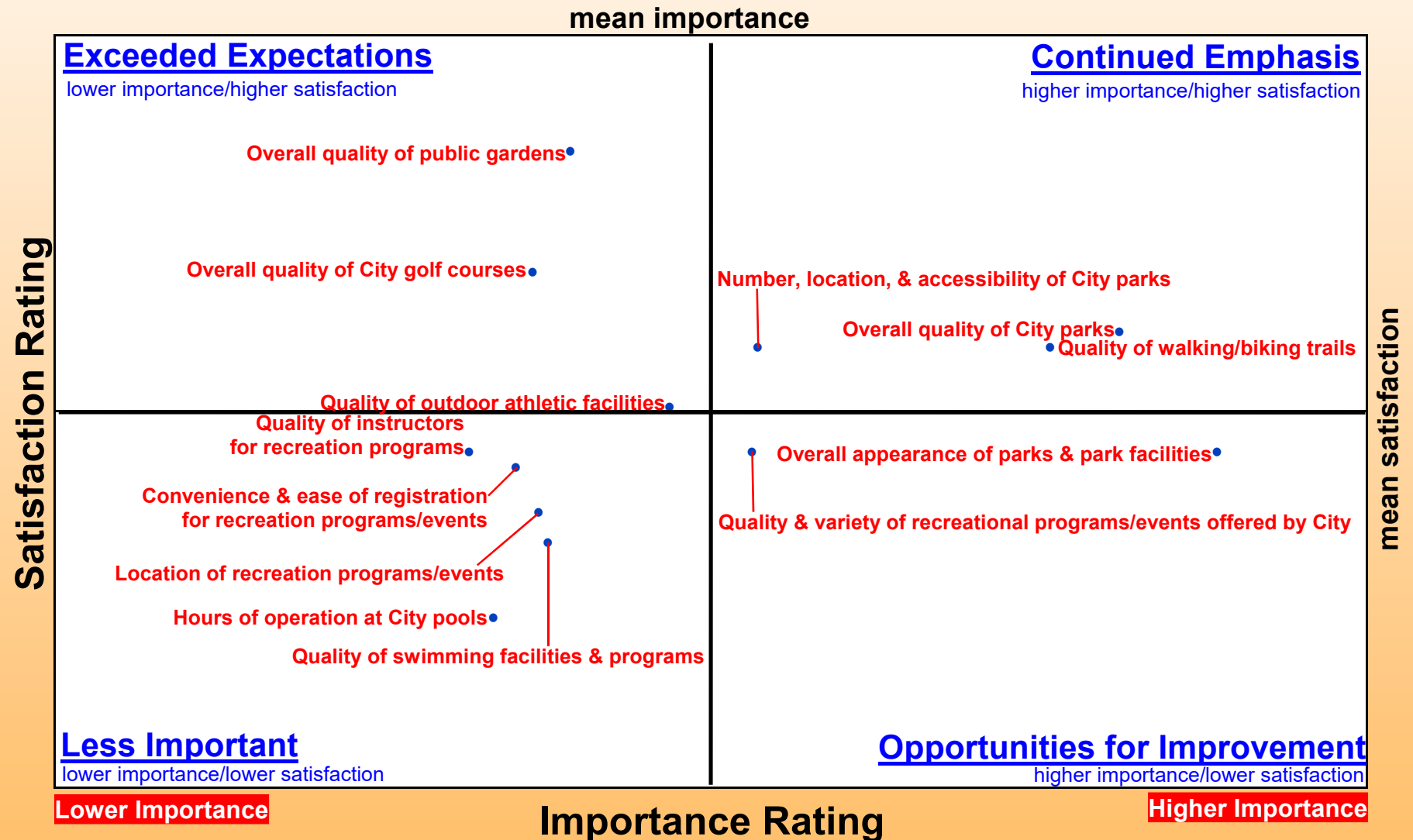
Satisfaction Rating

mean satisfaction

Exceeded Expectations
lower importance/higher satisfaction

Snow removal on major streets●

Flood control & protection efforts●
City's sanitary sewer system●

Snow removal in your neighborhood●
Storm drain system operation●
Timing of traffic signals on City streets●

Continued Emphasis
higher importance/higher satisfaction

● Traffic flow on major City streets

Condition of streets
in your neighborhood●

Condition of major City streets●

Less Important
lower importance/lower satisfaction

Opportunities for Improvement
higher importance/lower satisfaction

Lower Importance

Higher Importance
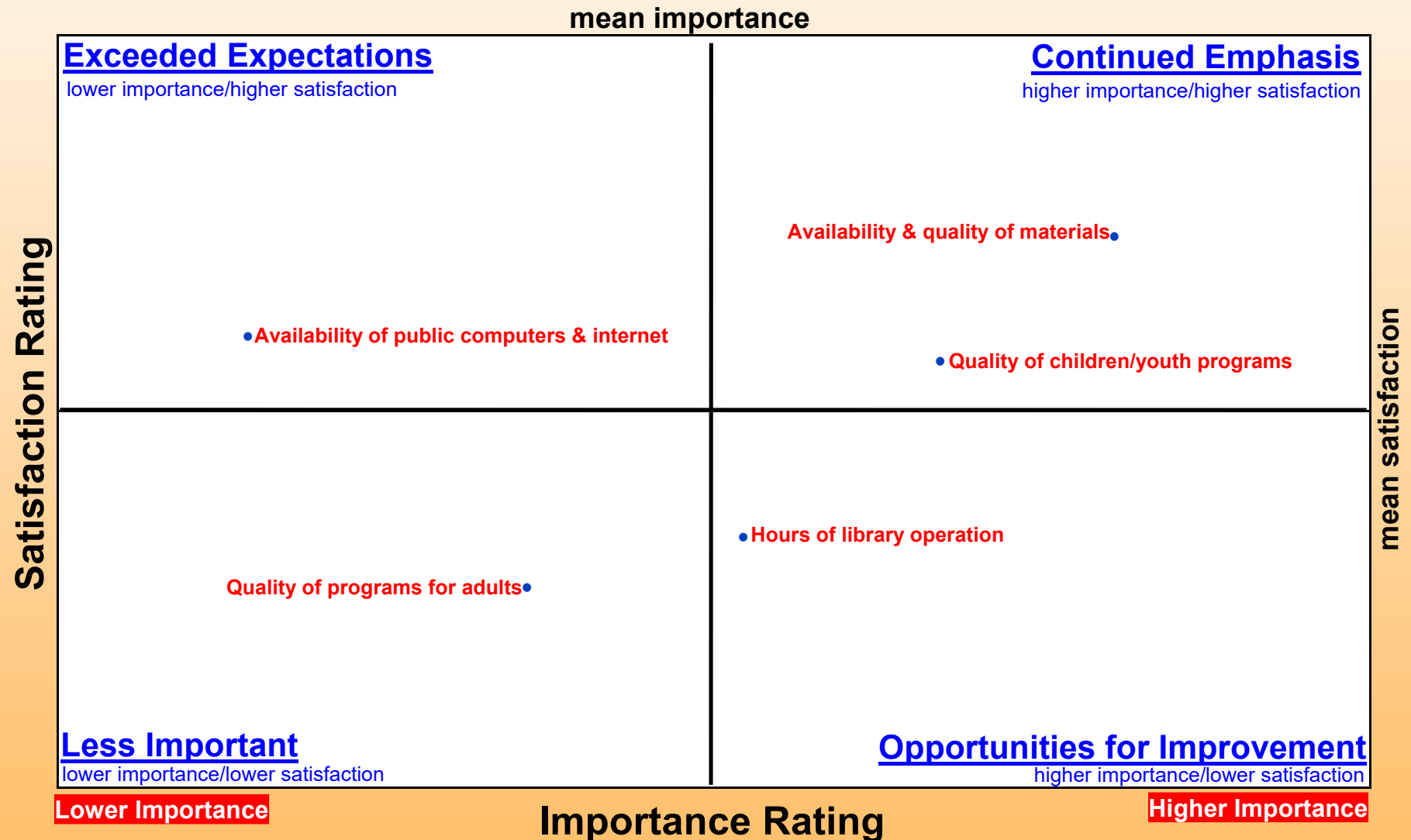
Importance Rating

Source: ETC Institute (2018)

City of Davenport 2018 DirectionFinder Importance-Satisfaction Assessment Matrix
-Solid Waste-

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

mean importance

Exceeded Expectations
lower importance/higher satisfaction

Continued Emphasis
higher importance/higher satisfaction

• **Residential garbage collection services**

• **All-In recycling collection services**

mean satisfaction

Bulky waste collection services•

•**Yard waste collection services**

Less Important
lower importance/lower satisfaction

Opportunities for Improvement
higher importance/lower satisfaction

Lower Importance

Higher Importance

Importance Rating

Satisfaction Rating

Source: ETC Institute (2018)

City of Davenport 2018 DirectionFinder
Importance-Satisfaction Assessment Matrix
-Parks and Recreation-

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

mean importance

Satisfaction Rating

mean satisfaction

Exceeded Expectations
lower importance/higher satisfaction

Continued Emphasis
higher importance/higher satisfaction

Overall quality of public gardens●

Overall quality of City golf courses●

Number, location, & accessibility of City parks

Overall quality of City parks●

●Quality of walking/biking trails

Quality of outdoor athletic facilities●

Quality of instructors
for recreation programs●

Convenience & ease of registration
for recreation programs/events

Location of recreation programs/events

Hours of operation at City pools●

Quality of swimming facilities & programs

●Overall appearance of parks & park facilities●

Quality & variety of recreational programs/events offered by City

Less Important
lower importance/lower satisfaction

Opportunities for Improvement
higher importance/lower satisfaction

Lower Importance

Higher Importance

Importance Rating

Source: ETC Institute (2018)

City of Davenport 2018 DirectionFinder Importance-Satisfaction Assessment Matrix
-Library Services-

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

mean importance

Satisfaction Rating

Exceeded Expectations
lower importance/higher satisfaction

Continued Emphasis
higher importance/higher satisfaction

● Availability & quality of materials

● Availability of public computers & internet

● Quality of children/youth programs

● Hours of library operation

Quality of programs for adults ●

Less Important
lower importance/lower satisfaction

Opportunities for Improvement
higher importance/lower satisfaction

mean satisfaction

Lower Importance

Higher Importance

Importance Rating

Source: ETC Institute (2018)

Section 4
Benchmarking Analysis

2018 City of Davenport Community Survey Benchmarking Summary

Overview

ETC Institute's *DirectionFinder* program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions.   Since November 1999, the survey has been administered in more than 230 cities and counties in 48 states. Many participating communities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the summer of 2018 to a random sample of over 4,000 residents across the United States and (2) a regional survey that was administered to a random sample of nearly 400 residents in the Midwest region of the United States during the summer of 2018. The states included in the Midwest region are: Iowa, Minnesota, North Dakota, South Dakota, Nebraska, and Wisconsin.

Interpreting the Charts

The charts on the following pages show how the overall results for Davenport compare to the national average and Midwest regional average based on the results of the survey that was administered by ETC Institute to a random sample of more than 4,000 U.S. residents across the U.S., and nearly 400 residents in the Midwest region of the U.S.

The second set of charts provides comparisons for several items that were rated on the survey. The horizontal bars show the range of satisfaction among residents of medium-sized communities (population of 50,000 to 200,000) that have participated in ETC Institute's *DirectionFinder®* survey during the past three years.

The lowest and highest satisfaction ratings are listed to the left and right of each bar. The orange dot on each bar shows how the results for Davenport compare to the average, which is shown as a vertical dash in the middle of each horizontal bar. If the orange dot is located to the right of the vertical dash, the City of Davenport rated above the average for communities in ETC Institute's medium-size *DirectionFinder®* database. If the orange dot is located to the left of the vertical dash, the City of Davenport rated below the average for communities in ETC Institute's medium-size *DirectionFinder®* database.

Benchmarking Data

Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Davenport is not authorized without written consent from ETC Institute.

Ratings of Overall Aspects of the City
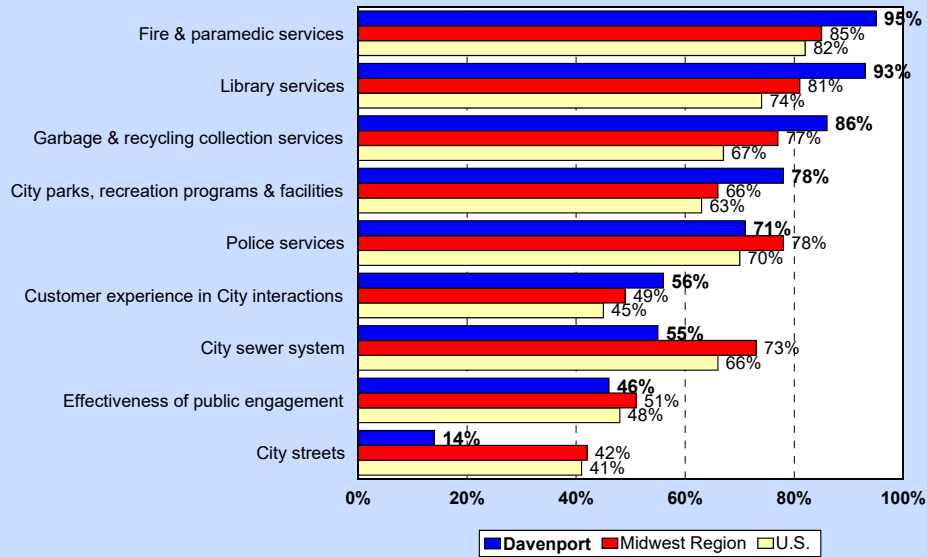### Davenport vs. Midwest Region vs. the U.S.
by percentage of respondents who gave positive responses (excluding don't knows)

Aspect	Davenport	Midwest Region	U.S.
As a place to work	71%	60%	53%
As a place to live	67%	78%	70%
Overall quality of services provided by City	64%	53%	50%
As a place to visit	57%	67%	59%
As a place to raise children	57%	78%	70%
Overall image of the City	50%	70%	64%
As a place to retire	46%	68%	58%
Value received for City tax dollars and fees	43%	40%	38%

Legend: Davenport, Midwest Region, U.S.

Source: ETC Institute (2018)

Ratings of Major Categories of City Services
Davenport vs. Midwest Region vs. the U.S.
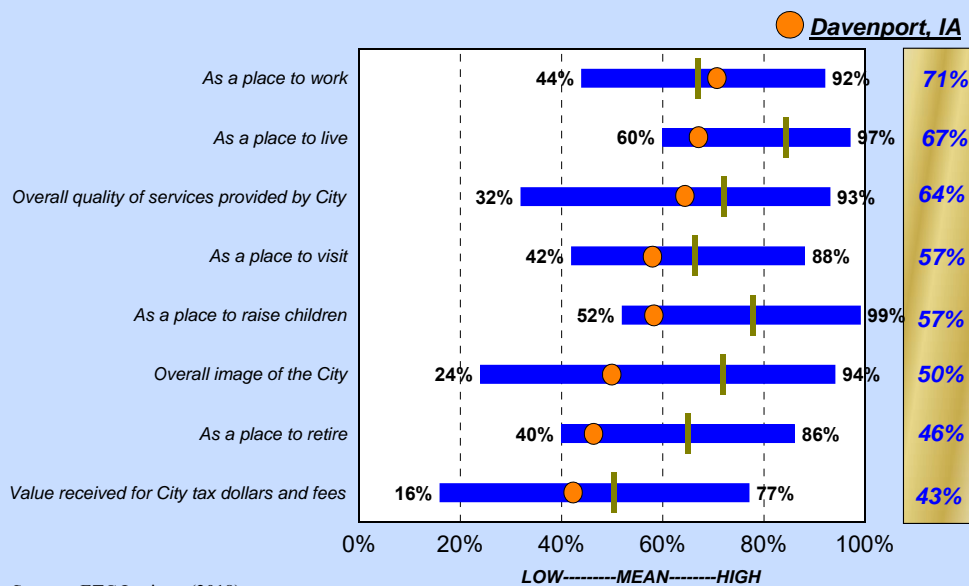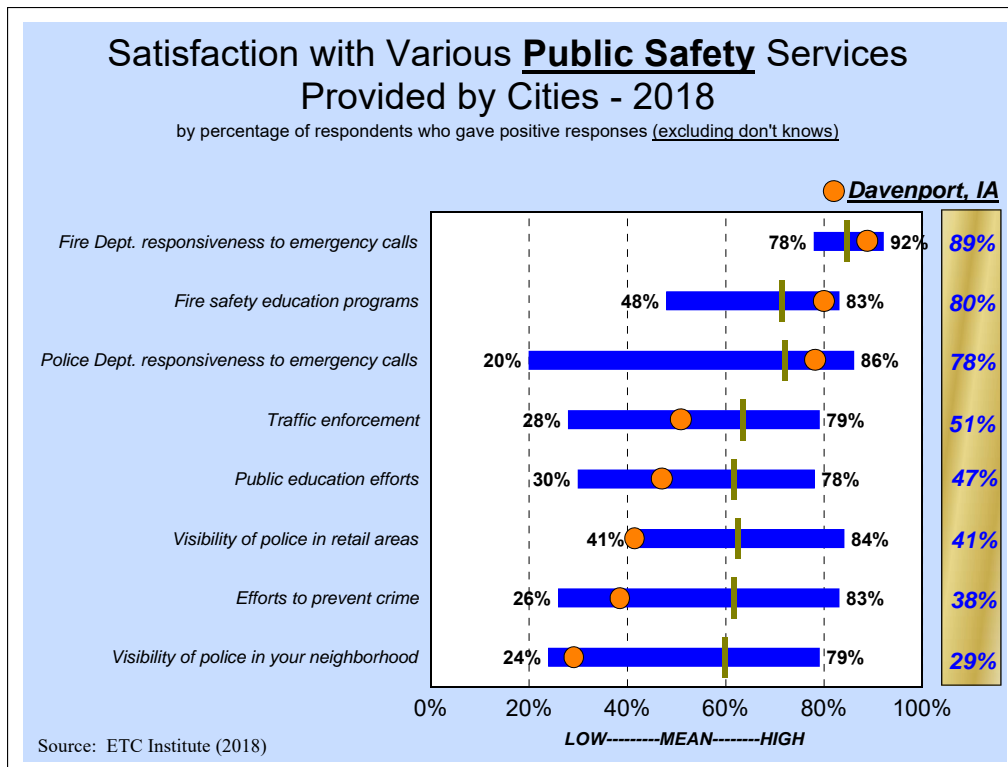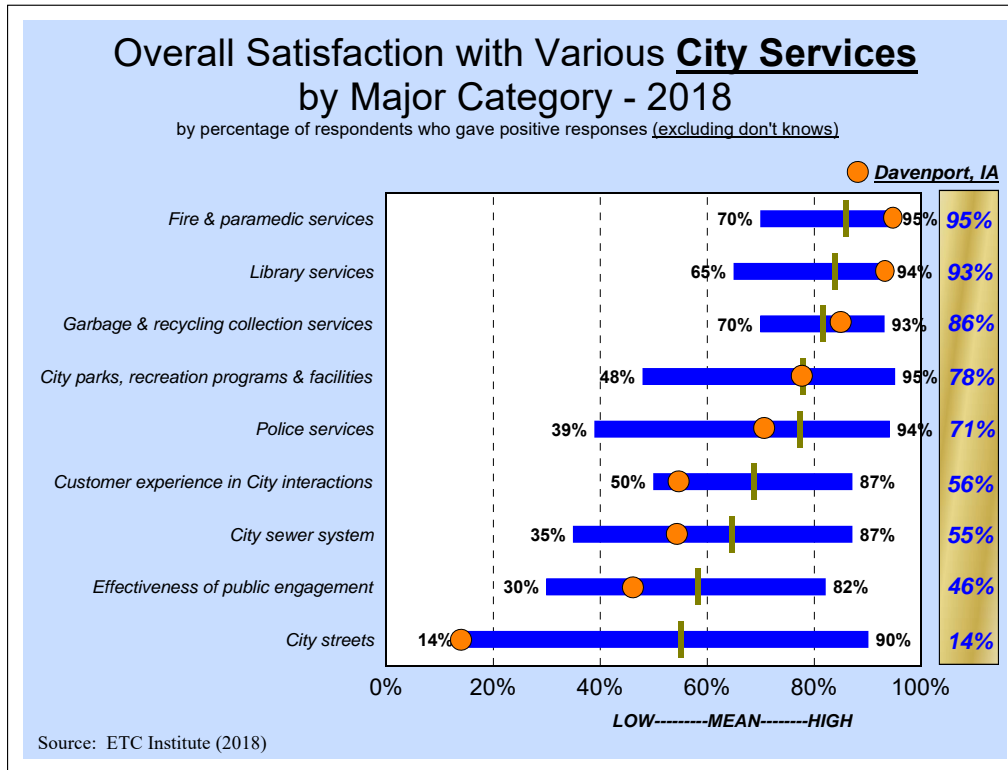by percentage of respondents who gave positive responses (excluding don't knows)

Fire & paramedic services
- **95%**
- 85%
- 82%

Library services
- **93%**
- 81%
- 74%

Garbage & recycling collection services
- **86%**
- 77%
- 67%

City parks, recreation programs & facilities
- **78%**
- 66%
- 63%

Police services
- **71%**
- 78%
- 70%

Customer experience in City interactions
- **56%**
- 49%
- 45%

City sewer system
- **55%**
- 73%
- 66%

Effectiveness of public engagement
- **46%**
- 51%
- 48%

City streets
- **14%**
- 42%
- 41%

0%   20%   40%   60%   80%   100%

■ **Davenport** ■ Midwest Region ☐ U.S.

Source: ETC Institute (2018)

Ratings of Public Safety Services
Davenport vs. Midwest Region vs. the U.S.
by percentage of respondents who gave positive responses (excluding don't knows)

Fire Dept. responsiveness to emergency calls
- **89%**
- 86%
- 82%

Fire safety education programs
- **80%**
- 75%
- 65%

Police Dept. responsiveness to emergency calls
- **78%**
- 76%
- 64%

Traffic enforcement
- **51%**
- 71%
- 64%

Public education efforts
- **47%**
- 65%
- 55%

Visibility of police in retail areas
- **41%**
- 66%
- 60%

Efforts to prevent crime
- **38%**
- 64%
- 54%

Visibility of police in your neighborhood
- **29%**
- 62%
- 59%

0%   20%   40%   60%   80%   100%

■ **Davenport** ■ Midwest Region ☐ U.S.

Source: ETC Institute (2018)

Ratings of Streets and Infrastructure
Davenport vs. Midwest Region vs. the U.S.

by percentage of respondents who gave positive responses (excluding don't knows)

Category	Davenport	Midwest Region	U.S.
Snow removal on major streets	69%	64%	59%
City's sanitary sewer system	56%	79%	70%
Snow removal in your neighborhood	47%	54%	48%
Storm drain system operation	44%	52%	47%
Traffic flow on major City streets	41%	59%	52%
Condition of streets in your neighborhood	27%	48%	48%
Condition of major City streets	19%	55%	48%

■ Davenport ■ Midwest Region □ U.S.

Source: ETC Institute (2018)

Ratings of Solid Waste Services
Davenport vs. Midwest Region vs. the U.S.

by percentage of respondents who gave positive responses (excluding don't knows)

Category	Davenport	Midwest Region	U.S.
Recycling collection services	91%	73%	70%
Residential garbage collection services	91%	82%	75%
Bulky waste collection services	84%	60%	53%
Yard waste collection services	83%	73%	67%

■ Davenport ■ Midwest Region □ U.S.

Source: ETC Institute (2018)

Ratings of Parks and Recreation Services
Davenport vs. Midwest Region vs. the U.S.

by percentage of respondents who gave positive responses (excluding don't knows)

	Davenport	Midwest Region	U.S.
Overall quality of City golf courses	**80%**	57%	46%
Overall quality of City parks	**76%**	75%	70%
Quality of walking & biking trails	**75%**	70%	59%
Quality of outdoor athletic facilities	**71%**	64%	58%
Quality/variety of recreational programs/events	**68%**	64%	60%
Convenience/ease of registration programs/events	**67%**	64%	63%
Quality of swimming facilities & programs	**62%**	45%	35%
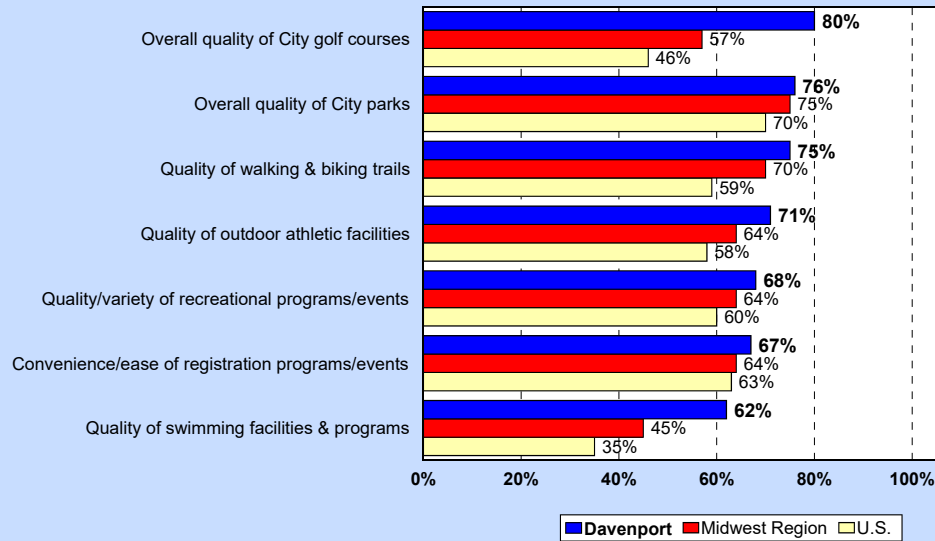
Source: ETC Institute (2018)

Ratings of Customer Service
Davenport vs. Midwest Region vs. the U.S.

by percentage of respondents who gave positive responses (excluding don't knows)

	Davenport	Midwest Region	U.S.
City employee was friendly & polite	**88%**	70%	69%
Employee was knowledgeable/competent	**79%**	59%	58%
City employee responded promptly	**78%**	59%	60%
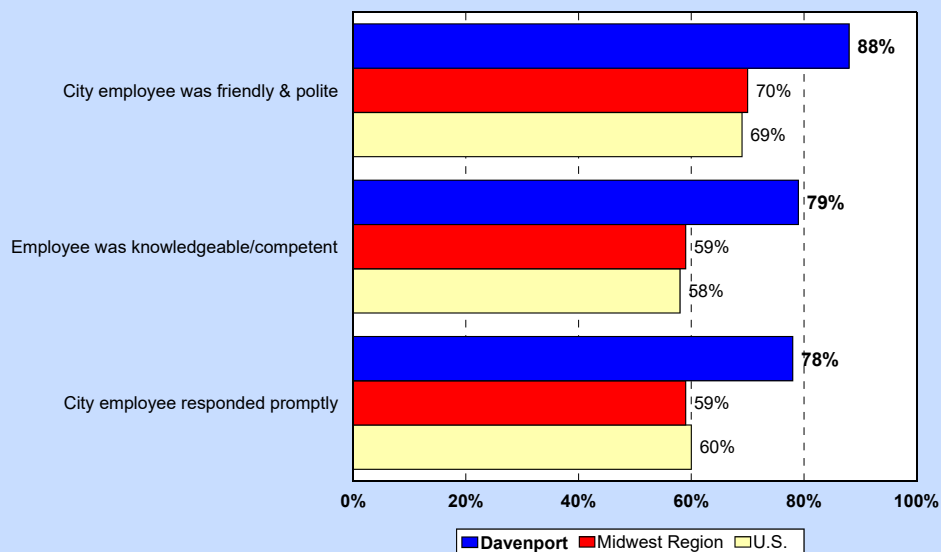
Source: ETC Institute (2018)

Performance Range Data

Overall Ratings of Various Aspects of the City in Which Residents Live - 2018
by percentage of respondents who gave positive responses (excluding don't knows)

🟠 *Davenport, IA*

As a place to work	44% ——— 92%	**71%**
As a place to live	60% ——— 97%	**67%**
Overall quality of services provided by City	32% ——— 93%	**64%**
As a place to visit	42% ——— 88%	**57%**
As a place to raise children	52% ——— 99%	**57%**
Overall image of the City	24% ——— 94%	**50%**
As a place to retire	40% ——— 86%	**46%**
Value received for City tax dollars and fees	16% ——— 77%	**43%**

0%   20%   40%   60%   80%   100%

LOW---------MEAN--------HIGH

Source: ETC Institute (2018)

Overall Satisfaction with Various **City Services** by Major Category - 2018
by percentage of respondents who gave positive responses (excluding don't knows)

🟠 **Davenport, IA**

Category	LOW	HIGH	Davenport
Fire & paramedic services	70%	95%	*95%*
Library services	65%	94%	*93%*
Garbage & recycling collection services	70%	93%	*86%*
City parks, recreation programs & facilities	48%	95%	*78%*
Police services	39%	94%	*71%*
Customer experience in City interactions	50%	87%	*56%*
City sewer system	35%	87%	*55%*
Effectiveness of public engagement	30%	82%	*46%*
City streets	14%	90%	*14%*

0%   20%   40%   60%   80%   100%

LOW---------MEAN--------HIGH

Source: ETC Institute (2018)

Satisfaction with Various **Public Safety** Services Provided by Cities - 2018
by percentage of respondents who gave positive responses (excluding don't knows)

🟠 **Davenport, IA**

Service	LOW	HIGH	Davenport
Fire Dept. responsiveness to emergency calls	78%	92%	*89%*
Fire safety education programs	48%	83%	*80%*
Police Dept. responsiveness to emergency calls	20%	86%	*78%*
Traffic enforcement	28%	79%	*51%*
Public education efforts	30%	78%	*47%*
Visibility of police in retail areas	41%	84%	*41%*
Efforts to prevent crime	26%	83%	*38%*
Visibility of police in your neighborhood	24%	79%	*29%*

0%   20%   40%   60%   80%   100%

LOW---------MEAN-------HIGH

Source: ETC Institute (2018)

Satisfaction with **Streets and Infrastructure** - 2018

by percentage of respondents who gave positive responses (excluding don't knows)

🟠 *Davenport, IA*

Service	Low	Davenport	High
Snow removal on major streets	58%	69%	89%
City's sanitary sewer system	53%	56%	85%
Snow removal in your neighborhood	29%	47%	76%
Storm drain system operation	30%	44%	84%
Traffic flow on major City streets	20%	41%	75%
Condition of streets in your neighborhood	27%	27%	82%
Condition of major City streets	19%	19%	87%

0%   20%   40%   60%   80%   100%

LOW---------MEAN--------HIGH

Source: ETC Institute (2018)
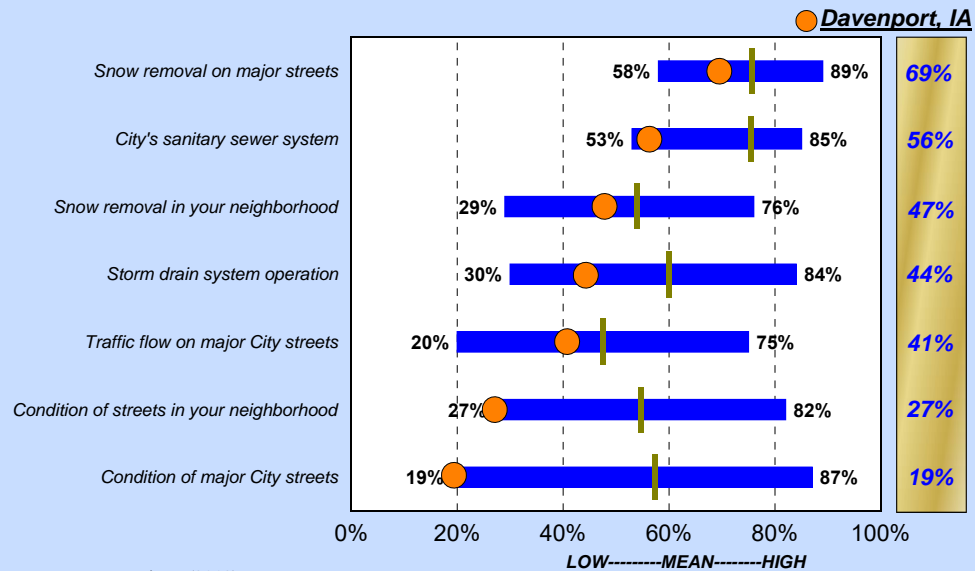
Satisfaction with **Solid Waste Services**
Provided by Cities - 2018

by percentage of respondents who gave positive responses (excluding don't knows)

🟠 *Davenport, IA*

Service	Low	Davenport	High
Recycling collection services	70%	91%	92%
Residential garbage collection services	78%	91%	95%
Bulky waste collection services	58%	84%	87%
Yard waste collection services	66%	83%	96%

0%   20%   40%   60%   80%   100%

LOW---------MEAN--------HIGH

Source: ETC Institute (2018)

Satisfaction with **Parks and Recreation** Services Provided by Cities - 2018

by percentage of respondents who gave positive responses (excluding don't knows)

⬤ **_Davenport, IA_**

Service	Range	Davenport, IA
Overall quality of City golf courses	42% – 80%	**80%**
Overall quality of City parks	49% – 95%	**76%**
Quality of walking & biking trails	30% – 91%	**75%**
Quality of outdoor athletic facilities	32% – 84%	**71%**
Quality/variety of recreational programs/events	24% – 80%	**68%**
Convenience/ease of registration programs/events	26% – 79%	**67%**
Quality of swimming facilities & programs	25% – 83%	**62%**

0%   20%   40%   60%   80%   100%

LOW---------MEAN--------HIGH

Source: ETC Institute (2018)

Satisfaction with Various Aspects of **Customer Service** - 2018

by percentage of respondents who gave positive responses (excluding don't knows)

⬤ **_Davenport, IA_**

Aspect	Range	Davenport, IA
City employee was friendly & polite	37% – 91%	**88%**
Employee was knowledgeable/competent	44% – 81%	**79%**
City employee responded promptly	38% – 79%	**78%**

0%   20%   40%   60%   80%   100%

LOW---------MEAN--------HIGH

Source: ETC Institute (2018)
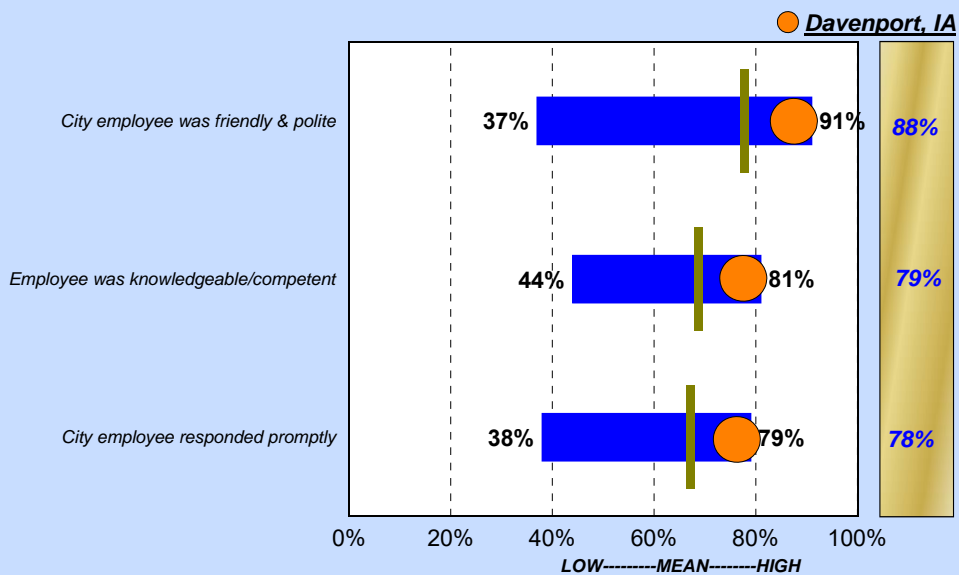
Section 5
Tabular Data

Q1. Major Categories of City Services. Please rate the City's overall performance in each of the following.

(N=1273)

	Very good	Good	Fair	Poor	Don't know
Q1-1. Overall quality of police services	21.8%	42.8%	18.7%	6.9%	9.7%
Q1-2. Overall quality of fire & paramedic services	40.5%	39.9%	4.2%	0.2%	15.3%
Q1-3. Overall quality of City streets	1.3%	12.6%	41.9%	43.3%	1.0%
Q1-4. Overall quality of City sewer system	6.9%	36.8%	32.6%	13.3%	10.4%
Q1-5. Overall quality of garbage & recycling collection services	41.1%	42.3%	11.5%	2.3%	2.8%
Q1-6. Overall quality of City parks, recreation programs & facilities	22.8%	49.4%	18.0%	2.9%	6.9%
Q1-7. Overall quality of neighborhoods	4.3%	40.1%	41.3%	11.3%	2.9%
Q1-8. Overall quality of library services	40.6%	39.0%	4.9%	1.1%	14.4%
Q1-9. Overall effectiveness of City's engagement with the public	7.5%	33.0%	33.6%	14.1%	11.8%
Q1-10. Overall quality of customer experience in City interactions	10.3%	34.4%	24.7%	10.3%	20.3%
Q1-11. City's efforts to attract & hire a diverse workforce	7.1%	25.4%	19.5%	8.1%	39.9%
Q1-12. City's efforts to attract & retain businesses	9.4%	35.0%	26.9%	10.2%	18.5%
Q1-13. Overall quality of Davenport's riverfront amenities	10.4%	37.9%	32.0%	12.9%	6.8%

WITHOUT "DON'T KNOW"
Q1. Major Categories of City Services. Please rate the City's overall performance in each of the following. (without "don't know")

(N=1273)

	Very good	Good	Fair	Poor
Q1-1. Overall quality of police services	24.2%	47.4%	20.7%	7.7%
Q1-2. Overall quality of fire & paramedic services	47.8%	47.1%	4.9%	0.2%
Q1-3. Overall quality of City streets	1.3%	12.7%	42.3%	43.7%
Q1-4. Overall quality of City sewer system	7.7%	41.1%	36.4%	14.8%
Q1-5. Overall quality of garbage & recycling collection services	42.3%	43.6%	11.8%	2.3%
Q1-6. Overall quality of City parks, recreation programs & facilities	24.5%	53.1%	19.3%	3.1%
Q1-7. Overall quality of neighborhoods	4.4%	41.3%	42.6%	11.7%
Q1-8. Overall quality of library services	47.4%	45.5%	5.8%	1.3%
Q1-9. Overall effectiveness of City's engagement with the public	8.5%	37.4%	38.1%	16.0%
Q1-10. Overall quality of customer experience in City interactions	12.9%	43.2%	31.0%	12.9%
Q1-11. City's efforts to attract & hire a diverse workforce	11.9%	42.2%	32.4%	13.5%
Q1-12. City's efforts to attract & retain businesses	11.6%	43.0%	32.9%	12.5%
Q1-13. Overall quality of Davenport's riverfront amenities	11.1%	40.7%	34.3%	13.8%

Q2. Which FOUR of the services listed in Question 1 do you think should be the City's TOP PRIORITIES for improvement?

Q2. Top choice	Number	Percent
Overall quality of police services	324	25.5 %
Overall quality of fire & paramedic services	22	1.7 %
Overall quality of City streets	535	42.0 %
Overall quality of City sewer system	40	3.1 %
Overall quality of garbage & recycling collection services	7	0.5 %
Overall quality of City parks, recreation programs & facilities	10	0.8 %
Overall quality of neighborhoods	140	11.0 %
Overall quality of library services	3	0.2 %
Overall effectiveness of City's engagement with the public	15	1.2 %
Overall quality of customer experience in City interactions	8	0.6 %
City's efforts to attract & hire a diverse workforce	16	1.3 %
City's efforts to attract & retain businesses	58	4.6 %
Overall quality of Davenport's riverfront amenities	32	2.5 %
None chosen	63	4.9 %
Total	1273	100.0 %

Q2. Which FOUR of the services listed in Question 1 do you think should be the City's TOP PRIORITIES for improvement?

Q2. 2nd choice	Number	Percent
Overall quality of police services	142	11.2 %
Overall quality of fire & paramedic services	114	9.0 %
Overall quality of City streets	239	18.8 %
Overall quality of City sewer system	120	9.4 %
Overall quality of garbage & recycling collection services	22	1.7 %
Overall quality of City parks, recreation programs & facilities	48	3.8 %
Overall quality of neighborhoods	206	16.2 %
Overall quality of library services	4	0.3 %
Overall effectiveness of City's engagement with the public	64	5.0 %
Overall quality of customer experience in City interactions	31	2.4 %
City's efforts to attract & hire a diverse workforce	40	3.1 %
City's efforts to attract & retain businesses	87	6.8 %
Overall quality of Davenport's riverfront amenities	61	4.8 %
None chosen	95	7.5 %
Total	1273	100.0 %

Q2. Which FOUR of the services listed in Question 1 do you think should be the City's TOP PRIORITIES for improvement?

Q2. 3rd choice	Number	Percent
Overall quality of police services	94	7.4 %
Overall quality of fire & paramedic services	48	3.8 %
Overall quality of City streets	173	13.6 %
Overall quality of City sewer system	94	7.4 %
Overall quality of garbage & recycling collection services	23	1.8 %
Overall quality of City parks, recreation programs & facilities	69	5.4 %
Overall quality of neighborhoods	188	14.8 %
Overall quality of library services	6	0.5 %
Overall effectiveness of City's engagement with the public	115	9.0 %
Overall quality of customer experience in City interactions	37	2.9 %
City's efforts to attract & hire a diverse workforce	59	4.6 %
City's efforts to attract & retain businesses	125	9.8 %
Overall quality of Davenport's riverfront amenities	101	7.9 %
None chosen	141	11.1 %
Total	1273	100.0 %

Q2. Which FOUR of the services listed in Question 1 do you think should be the City's TOP PRIORITIES for improvement?

Q2. 4th choice	Number	Percent
Overall quality of police services	68	5.3 %
Overall quality of fire & paramedic services	48	3.8 %
Overall quality of City streets	76	6.0 %
Overall quality of City sewer system	100	7.9 %
Overall quality of garbage & recycling collection services	30	2.4 %
Overall quality of City parks, recreation programs & facilities	63	4.9 %
Overall quality of neighborhoods	175	13.7 %
Overall quality of library services	11	0.9 %
Overall effectiveness of City's engagement with the public	102	8.0 %
Overall quality of customer experience in City interactions	64	5.0 %
City's efforts to attract & hire a diverse workforce	52	4.1 %
City's efforts to attract & retain businesses	149	11.7 %
Overall quality of Davenport's riverfront amenities	133	10.4 %
None chosen	202	15.9 %
Total	1273	100.0 %

SUM OF TOP 4 CHOICES

Q2. Which FOUR of the services listed in Question 1 do you think should be the City's TOP PRIORITIES for improvement? (top 4)

Q2. Sum of top 4 choices	Number	Percent
Overall quality of police services	628	49.3 %
Overall quality of fire & paramedic services	232	18.2 %
Overall quality of City streets	1023	80.4 %
Overall quality of City sewer system	354	27.8 %
Overall quality of garbage & recycling collection services	82	6.4 %
Overall quality of City parks, recreation programs & facilities	190	14.9 %
Overall quality of neighborhoods	709	55.7 %
Overall quality of library services	24	1.9 %
Overall effectiveness of City's engagement with the public	296	23.3 %
Overall quality of customer experience in City interactions	140	11.0 %
City's efforts to attract & hire a diverse workforce	167	13.1 %
City's efforts to attract & retain businesses	419	32.9 %
Overall quality of Davenport's riverfront amenities	327	25.7 %
None chosen	63	4.9 %
Total	4654	

Q3. Please rate your level of agreement with the following statements.

(N=1273)

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Don't know
Q3-1. Overall, I feel safe in City of Davenport	9.4%	49.1%	24.5%	15.5%	1.5%
Q3-2. I feel safe in my neighborhood	28.0%	44.6%	17.2%	9.3%	0.8%
Q3-3. I feel safe in Downtown Davenport	7.7%	38.3%	29.0%	20.4%	4.6%
Q3-4. I feel safe in City facilities (parks, libraries, bldgs.)]	20.6%	50.0%	17.9%	8.1%	3.4%

WITHOUT "DON'T KNOW"
Q3. Please rate your level of agreement with the following statements. (without "don't know")

(N=1273)

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree
Q3-1. Overall, I feel safe in City of Davenport	9.6%	49.8%	24.9%	15.7%
Q3-2. I feel safe in my neighborhood	28.3%	45.0%	17.3%	9.4%
Q3-3. I feel safe in Downtown Davenport	8.1%	40.2%	30.4%	21.4%
Q3-4. I feel safe in City facilities (parks, libraries, bldgs.)]	21.3%	51.8%	18.5%	8.4%

Q4. Police Services. Please rate the City's performance in the following areas.

(N=1273)

	Very good	Good	Fair	Poor	Don't know
Q4-1. Responsiveness to emergency calls for service	23.1%	35.2%	12.4%	4.9%	24.4%
Q4-2. Responsiveness to non-emergency/ assistance calls for service	12.6%	26.3%	22.9%	14.2%	24.0%
Q4-3. Responsiveness to investigations of criminal offenses	7.4%	25.8%	18.8%	13.0%	35.0%
Q4-4. Efforts to prevent crime	7.9%	23.6%	30.5%	21.9%	16.1%
Q4-5. Visibility of police in retail areas	7.0%	28.7%	33.6%	18.2%	12.5%
Q4-6. Visibility of police in your neighborhood	6.0%	22.2%	35.2%	32.0%	4.6%
Q4-7. Traffic enforcement	9.3%	36.4%	29.9%	14.5%	9.9%
Q4-8. Public education efforts	7.9%	28.0%	28.1%	12.7%	23.2%

WITHOUT "DON'T KNOW"

Q4. Police Services. Please rate the City's performance in the following areas. (without "don't know")

(N=1273)

	Very good	Good	Fair	Poor
Q4-1. Responsiveness to emergency calls for service	30.6%	46.6%	16.4%	6.4%
Q4-2. Responsiveness to non-emergency/ assistance calls for service	16.5%	34.6%	30.2%	18.7%
Q4-3. Responsiveness to investigations of criminal offenses	11.4%	39.7%	28.9%	20.1%
Q4-4. Efforts to prevent crime	9.5%	28.1%	36.3%	26.1%
Q4-5. Visibility of police in retail areas	8.0%	32.8%	38.4%	20.8%
Q4-6. Visibility of police in your neighborhood	6.3%	23.2%	36.9%	33.5%
Q4-7. Traffic enforcement	10.4%	40.5%	33.1%	16.0%
Q4-8. Public education efforts	10.3%	36.5%	36.6%	16.6%

Q5. Which THREE of the services listed in Question 4 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q5. Top choice	Number	Percent
Responsiveness to emergency calls for service	177	13.9 %
Responsiveness to non-emergency/assistance calls for service	52	4.1 %
Responsiveness to investigations of criminal offenses	98	7.7 %
Efforts to prevent crime	546	42.9 %
Visibility of police in retail areas	27	2.1 %
Visibility of police in your neighborhood	151	11.9 %
Traffic enforcement	59	4.6 %
Public education efforts	84	6.6 %
None chosen	79	6.2 %
Total	1273	100.0 %

Q5. Which THREE of the services listed in Question 4 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q5. 2nd choice	Number	Percent
Responsiveness to emergency calls for service	108	8.5 %
Responsiveness to non-emergency/assistance calls for service	113	8.9 %
Responsiveness to investigations of criminal offenses	163	12.8 %
Efforts to prevent crime	222	17.4 %
Visibility of police in retail areas	125	9.8 %
Visibility of police in your neighborhood	215	16.9 %
Traffic enforcement	93	7.3 %
Public education efforts	116	9.1 %
None chosen	118	9.3 %
Total	1273	100.0 %

Q5. Which THREE of the services listed in Question 4 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q5. 3rd choice	Number	Percent
Responsiveness to emergency calls for service	100	7.9 %
Responsiveness to non-emergency/assistance calls for service	111	8.7 %
Responsiveness to investigations of criminal offenses	149	11.7 %
Efforts to prevent crime	144	11.3 %
Visibility of police in retail areas	131	10.3 %
Visibility of police in your neighborhood	206	16.2 %
Traffic enforcement	127	10.0 %
Public education efforts	128	10.1 %
None chosen	177	13.9 %
Total	1273	100.0 %

SUM OF TOP 3 CHOICES

Q5. Which THREE of the services listed in Question 4 do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 3)

Q5. Sum of top 3 choices	Number	Percent
Responsiveness to emergency calls for service	385	30.2 %
Responsiveness to non-emergency/assistance calls for service	276	21.7 %
Responsiveness to investigations of criminal offenses	410	32.2 %
Efforts to prevent crime	912	71.6 %
Visibility of police in retail areas	283	22.2 %
Visibility of police in your neighborhood	572	44.9 %
Traffic enforcement	279	21.9 %
Public education efforts	328	25.8 %
None chosen	79	6.2 %
Total	3524	

Q6. Have you had contact with the Davenport Police Department (DPD) in the last 12 months?

Q6. Have you had contact with Davenport Police Department (DPD) in last 12 months	Number	Percent
Yes	523	41.1 %
No	750	58.9 %
Total	1273	100.0 %

Q6a. Please rate the following aspects of the Davenport Police Department.

(N=523)

	Very good	Good	Fair	Poor	Don't know
Q6a-1. Professionalism of DPD personnel	47.0%	31.0%	13.6%	6.5%	1.9%
Q6a-2. Competence of DPD personnel	41.9%	31.0%	14.3%	9.4%	3.4%
Q6a-3. Fairness of DPD personnel	39.6%	29.1%	14.1%	11.5%	5.7%

WITHOUT "DON'T KNOW"
Q6a. Please rate the following aspects of the Davenport Police Department. (without "don't know")

(N=523)

	Very good	Good	Fair	Poor
Q6a-1. Professionalism of DPD personnel	48.0%	31.6%	13.8%	6.6%
Q6a-2. Competence of DPD personnel	43.4%	32.1%	14.9%	9.7%
Q6a-3. Fairness of DPD personnel	42.0%	30.8%	15.0%	12.2%

Q7. During the last 12 months, were you or anyone in your household a victim of a crime?

Q7. Were you or anyone in your household a victim of a crime during last 12 months	Number	Percent
Yes	254	20.0 %
No	1019	80.0 %
Total	1273	100.0 %

Q7a. What type of crime?

Q7a. What type of crime	Number	Percent
Property crime (e.g. burglary, theft)	221	87.0 %
Violent crime (e.g. assault, robbery)	31	12.2 %
Not provided	2	0.8 %
Total	254	100.0 %

WITHOUT "NOT PROVIDED"
Q7a. What type of crime? (without "not provided")

Q7a. What type of crime	Number	Percent
Property crime (e.g. burglary, theft)	221	87.7 %
Violent crime (e.g. assault, robbery)	31	12.3 %
Total	252	100.0 %

Q7b. Did you report the crime to the police?

Q7b. Did you report crime to police	Number	Percent
Yes	199	78.3 %
No	54	21.3 %
Not provided	1	0.4 %
Total	254	100.0 %

WITHOUT "NOT PROVIDED"
Q7b. Did you report the crime to the police? (without "not provided")

Q7b. Did you report crime to police	Number	Percent
Yes	199	78.7 %
No	54	21.3 %
Total	253	100.0 %

Q8. Fire Services. Please rate the City's performance in the following areas.

(N=1273)

	Very good	Good	Fair	Poor	Don't know
Q8-1. Responsiveness to emergency calls for service, including medical emergencies	33.9%	27.3%	6.4%	1.4%	30.9%
Q8-2. Responsiveness to non-emergency/ assistance calls for service	19.9%	27.5%	11.9%	5.6%	35.2%
Q8-3. Fire prevention efforts	20.5%	32.1%	8.0%	1.6%	37.7%
Q8-4. Fire safety education programs (e.g. smoke house, school programs)	20.7%	29.5%	10.6%	2.6%	36.5%

WITHOUT "DON'T KNOW"
Q8. Fire Services. Please rate the City's performance in the following areas. (without "don't know")

(N=1273)

	Very good	Good	Fair	Poor
Q8-1. Responsiveness to emergency calls for service, including medical emergencies	49.1%	39.5%	9.3%	2.0%
Q8-2. Responsiveness to non-emergency/ assistance calls for service	30.7%	42.4%	18.3%	8.6%
Q8-3. Fire prevention efforts	32.9%	51.6%	12.9%	2.6%
Q8-4. Fire safety education programs (e.g. smoke house, school programs)	32.7%	46.5%	16.7%	4.1%

Q9. Which TWO of the services listed in Question 8 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q9. Top choice	Number	Percent
Responsiveness to emergency calls for service, including medical emergencies	554	43.5 %
Responsiveness to non-emergency/assistance calls for service	122	9.6 %
Fire prevention efforts	184	14.5 %
Fire safety education programs (e.g. smoke house, school programs)	195	15.3 %
None chosen	218	17.1 %
Total	1273	100.0 %

Q9. Which TWO of the services listed in Question 8 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q9. 2nd choice	Number	Percent
Responsiveness to emergency calls for service, including medical emergencies	105	8.2 %
Responsiveness to non-emergency/assistance calls for service	325	25.5 %
Fire prevention efforts	306	24.0 %
Fire safety education programs (e.g. smoke house, school programs)	263	20.7 %
None chosen	274	21.5 %
Total	1273	100.0 %

SUM OF TOP 2 CHOICES
Q9. Which TWO of the services listed in Question 8 do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 2)

Q9. Sum of top 2 choices	Number	Percent
Responsiveness to emergency calls for service, including medical emergencies	659	51.8 %
Responsiveness to non-emergency/assistance calls for service	447	35.1 %
Fire prevention efforts	490	38.5 %
Fire safety education programs (e.g. smoke house, school programs)	458	36.0 %
None chosen	218	17.1 %
Total	2272	

Q10. Have you had contact with the Davenport Fire Department (DFD) in the last 12 months?

Q10. Have you had contact with Davenport Fire Department (DFD) in last 12 months	Number	Percent
Yes	229	18.0 %
No	1044	82.0 %
Total	1273	100.0 %

Q10a. Please rate the following aspects of the Davenport Fire Department.

(N=229)

	Very good	Good	Fair	Poor	Don't know
Q10a-1. Professionalism of DFD personnel	77.7%	16.6%	2.2%	2.2%	1.3%
Q10a-2. Competence of DFD personnel	79.0%	13.5%	2.6%	2.2%	2.6%

WITHOUT "DON'T KNOW"
Q10a. Please rate the following aspects of the Davenport Fire Department. (without "don't know")

(N=229)

	Very good	Good	Fair	Poor
Q10a-1. Professionalism of DFD personnel	78.8%	16.8%	2.2%	2.2%
Q10a-2. Competence of DFD personnel	81.2%	13.9%	2.7%	2.2%

Q11. Please rate the City's performance in the following areas concerning City Streets and Infrastructure Services.

(N=1273)

	Very good	Good	Fair	Poor	Don't know
Q11-1. Condition of major City streets (e.g. potholes, cleanliness)	1.3%	17.9%	34.3%	44.5%	2.0%
Q11-2. Condition of streets in your neighborhood (e.g. potholes)	4.5%	21.3%	31.7%	40.7%	1.8%
Q11-3. Snow removal on major streets	17.0%	49.3%	22.4%	7.9%	3.4%
Q11-4. Snow removal in your neighborhood	11.1%	33.6%	26.2%	24.7%	4.5%
Q11-5. Traffic flow on major City streets	5.2%	34.6%	35.5%	22.1%	2.6%
Q11-6. Timing of traffic signals on City streets	5.4%	34.7%	36.4%	20.3%	3.1%
Q11-7. Storm drain system operation	5.9%	33.1%	31.4%	18.1%	11.5%
Q11-8. Flood control & protection efforts	11.0%	37.4%	24.3%	12.8%	14.5%
Q11-9. City's sanitary sewer system	8.2%	37.6%	26.0%	9.4%	18.8%

WITHOUT "DON'T KNOW"

Q11. Please rate the City's performance in the following areas concerning City Streets and Infrastructure Services. (without "don't know")

(N=1273)

	Very good	Good	Fair	Poor
Q11-1. Condition of major City streets (e.g. potholes, cleanliness)	1.3%	18.3%	35.0%	45.4%
Q11-2. Condition of streets in your neighborhood (e.g. potholes)	4.6%	21.7%	32.3%	41.4%
Q11-3. Snow removal on major streets	17.6%	51.0%	23.2%	8.2%
Q11-4. Snow removal in your neighborhood	11.6%	35.2%	27.4%	25.8%
Q11-5. Traffic flow on major City streets	5.3%	35.6%	36.5%	22.7%
Q11-6. Timing of traffic signals on City streets	5.6%	35.8%	37.6%	21.0%
Q11-7. Storm drain system operation	6.7%	37.4%	35.5%	20.4%
Q11-8. Flood control & protection efforts	12.9%	43.8%	28.4%	15.0%
Q11-9. City's sanitary sewer system	10.1%	46.3%	32.0%	11.6%

Q12. Which THREE of the services listed in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q12. Top choice	Number	Percent
Condition of major City streets (e.g. potholes, cleanliness)	691	54.3 %
Condition of streets in your neighborhood (e.g. potholes)	212	16.7 %
Snow removal on major streets	31	2.4 %
Snow removal in your neighborhood	33	2.6 %
Traffic flow on major City streets	83	6.5 %
Timing of traffic signals on City streets	34	2.7 %
Storm drain system operation	53	4.2 %
Flood control & protection efforts	26	2.0 %
City's sanitary sewer system	39	3.1 %
None chosen	71	5.6 %
Total	1273	100.0 %

Q12. Which THREE of the services listed in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q12. 2nd choice	Number	Percent
Condition of major City streets (e.g. potholes, cleanliness)	165	13.0 %
Condition of streets in your neighborhood (e.g. potholes)	376	29.5 %
Snow removal on major streets	109	8.6 %
Snow removal in your neighborhood	113	8.9 %
Traffic flow on major City streets	156	12.3 %
Timing of traffic signals on City streets	74	5.8 %
Storm drain system operation	85	6.7 %
Flood control & protection efforts	56	4.4 %
City's sanitary sewer system	44	3.5 %
None chosen	95	7.5 %
Total	1273	100.0 %

Q12. Which THREE of the services listed in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q12. 3rd choice	Number	Percent
Condition of major City streets (e.g. potholes, cleanliness)	99	7.8 %
Condition of streets in your neighborhood (e.g. potholes)	83	6.5 %
Snow removal on major streets	108	8.5 %
Snow removal in your neighborhood	128	10.1 %
Traffic flow on major City streets	187	14.7 %
Timing of traffic signals on City streets	140	11.0 %
Storm drain system operation	148	11.6 %
Flood control & protection efforts	98	7.7 %
City's sanitary sewer system	107	8.4 %
None chosen	175	13.7 %
Total	1273	100.0 %

SUM OF TOP 3 CHOICES

Q12. Which THREE of the services listed in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 3)

Q12. Sum of top 3 choices	Number	Percent
Condition of major City streets (e.g. potholes, cleanliness)	955	75.0 %
Condition of streets in your neighborhood (e.g. potholes)	671	52.7 %
Snow removal on major streets	248	19.5 %
Snow removal in your neighborhood	274	21.5 %
Traffic flow on major City streets	426	33.5 %
Timing of traffic signals on City streets	248	19.5 %
Storm drain system operation	286	22.5 %
Flood control & protection efforts	180	14.1 %
City's sanitary sewer system	190	14.9 %
None chosen	71	5.6 %
Total	3549	

Q13. Solid Waste. Please rate the City's performance in the following areas.

(N=1273)

	Very good	Good	Fair	Poor	Don't know
Q13-1. Residential garbage collection services	51.6%	36.0%	7.3%	1.3%	3.8%
Q13-2. All-In Recycling collection services	56.2%	30.7%	6.4%	1.9%	4.8%
Q13-3. Yard waste collection services	39.4%	33.6%	11.9%	3.5%	11.5%
Q13-4. Bulky waste collection services	43.0%	32.6%	9.9%	4.1%	10.4%

WITHOUT "DON'T KNOW"
Q13. Solid Waste. Please rate the City's performance in the following areas. (without "don't know")

(N=1273)

	Very good	Good	Fair	Poor
Q13-1. Residential garbage collection services	53.7%	37.4%	7.6%	1.3%
Q13-2. All-In Recycling collection services	59.1%	32.3%	6.7%	2.0%
Q13-3. Yard waste collection services	44.6%	38.0%	13.4%	4.0%
Q13-4. Bulky waste collection services	48.0%	36.4%	11.0%	4.6%

Q14. Which TWO of the services listed in Question 13 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q14. Top choice	Number	Percent
Residential garbage collection services	353	27.7 %
All-In Recycling collection services	238	18.7 %
Yard waste collection services	202	15.9 %
Bulky waste collection services	159	12.5 %
None chosen	321	25.2 %
Total	1273	100.0 %

Q14. Which TWO of the services listed in Question 13 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q14. 2nd choice	Number	Percent
Residential garbage collection services	132	10.4 %
All-In Recycling collection services	299	23.5 %
Yard waste collection services	184	14.5 %
Bulky waste collection services	259	20.3 %
None chosen	399	31.3 %
Total	1273	100.0 %

SUM OF TOP 2 CHOICES
Q14. Which TWO of the services listed in Question 13 do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 2)

Q14. Sum of top 2 choices	Number	Percent
Residential garbage collection services	485	38.1 %
All-In Recycling collection services	537	42.2 %
Yard waste collection services	386	30.3 %
Bulky waste collection services	418	32.8 %
None chosen	321	25.2 %
Total	2147	

Q15. Parks and Recreation Services. Please rate the City's performance in the following areas.

(N=1273)

	Very good	Good	Fair	Poor	Don't know
Q15-1. Overall quality of City parks	15.9%	51.1%	18.1%	2.4%	12.4%
Q15-2. Overall appearance of parks & park facilities (cleanliness of open spaces, restrooms, shelters/lodges, landscaping, etc.)	15.2%	44.9%	22.7%	5.1%	12.2%
Q15-3. Number, location, & accessibility of City parks	18.9%	45.7%	19.4%	2.7%	13.3%
Q15-4. Quality of outdoor athletic facilities (e. g. soccer & baseball fields, tennis courts)	13.1%	39.3%	17.4%	4.2%	26.0%
Q15-5. Quality of walking & biking trails in City of Davenport	19.0%	43.0%	17.0%	4.2%	16.9%
Q15-6. Quality of swimming facilities & programs	8.2%	25.5%	15.2%	5.8%	45.3%
Q15-7. Hours of operation at City pools	6.7%	22.4%	16.5%	5.0%	49.4%
Q15-8. Overall quality of public gardens (Vander Veer, Duck Creek)	31.1%	42.4%	9.3%	0.7%	16.4%
Q15-9. Quality & variety of recreational programs/events offered by City	12.2%	32.8%	17.0%	4.2%	33.8%
Q15-10. Convenience & ease of registration for recreation programs/events	9.6%	25.8%	13.6%	3.7%	47.3%
Q15-11. Quality of instructors for City recreation programs	6.8%	20.7%	10.1%	2.9%	59.4%
Q15-12. Location of recreation programs/ events	8.4%	24.7%	14.7%	3.4%	48.8%
Q15-13. Overall quality of City golf courses	10.4%	27.0%	7.6%	2.0%	53.0%

WITHOUT "DON'T KNOW"
Q15. Parks and Recreation Services. Please rate the City's performance in the following areas. (without "don't know")

(N=1273)

	Very good	Good	Fair	Poor
Q15-1. Overall quality of City parks	18.2%	58.3%	20.7%	2.8%
Q15-2. Overall appearance of parks & park facilities (cleanliness of open spaces, restrooms, shelters/lodges, landscaping, etc.)	17.3%	51.1%	25.8%	5.8%
Q15-3. Number, location, & accessibility of City parks	21.7%	52.7%	22.4%	3.2%
Q15-4. Quality of outdoor athletic facilities (e. g. soccer & baseball fields, tennis courts)	17.7%	53.1%	23.5%	5.7%
Q15-5. Quality of walking & biking trails in City of Davenport	22.9%	51.7%	20.4%	5.0%
Q15-6. Quality of swimming facilities & programs	15.1%	46.6%	27.7%	10.6%
Q15-7. Hours of operation at City pools	13.2%	44.3%	32.6%	9.9%
Q15-8. Overall quality of public gardens (Vander Veer, Duck Creek)	37.2%	50.8%	11.2%	0.8%
Q15-9. Quality & variety of recreational programs/events offered by City	18.4%	49.6%	25.6%	6.4%
Q15-10. Convenience & ease of registration for recreation programs/events	18.2%	49.0%	25.8%	7.0%
Q15-11. Quality of instructors for City recreation programs	16.8%	51.1%	25.0%	7.2%
Q15-12. Location of recreation programs/ events	16.4%	48.3%	28.7%	6.6%
Q15-13. Overall quality of City golf courses	22.1%	57.5%	16.2%	4.2%

Q16. Which FOUR of the services listed in Question 15 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q16. Top choice	Number	Percent
Overall quality of City parks	294	23.1 %
Overall appearance of parks & park facilities (cleanliness of open spaces, restrooms, shelters/lodges, landscaping, etc.)	221	17.4 %
Number, location, & accessibility of City parks	64	5.0 %
Quality of outdoor athletic facilities (e.g. soccer & baseball fields, tennis courts)	38	3.0 %
Quality of walking & biking trails in City of Davenport	145	11.4 %
Quality of swimming facilities & programs	33	2.6 %
Hours of operation at City pools	22	1.7 %
Overall quality of public gardens (Vander Veer, Duck Creek)	13	1.0 %
Quality & variety of recreational programs/events offered by City	50	3.9 %
Convenience & ease of registration for recreation programs/ events	27	2.1 %
Quality of instructors for City recreation programs	11	0.9 %
Location of recreation programs/events	15	1.2 %
Overall quality of City golf courses	38	3.0 %
None chosen	302	23.7 %
Total	1273	100.0 %

Q16. Which FOUR of the services listed in Question 15 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q16. 2nd choice	Number	Percent
Overall quality of City parks	124	9.7 %
Overall appearance of parks & park facilities (cleanliness of open spaces, restrooms, shelters/lodges, landscaping, etc.)	219	17.2 %
Number, location, & accessibility of City parks	78	6.1 %
Quality of outdoor athletic facilities (e.g. soccer & baseball fields, tennis courts)	55	4.3 %
Quality of walking & biking trails in City of Davenport	149	11.7 %
Quality of swimming facilities & programs	40	3.1 %
Hours of operation at City pools	40	3.1 %
Overall quality of public gardens (Vander Veer, Duck Creek)	30	2.4 %
Quality & variety of recreational programs/events offered by City	80	6.3 %
Convenience & ease of registration for recreation programs/ events	25	2.0 %
Quality of instructors for City recreation programs	22	1.7 %
Location of recreation programs/events	19	1.5 %
Overall quality of City golf courses	26	2.0 %
None chosen	366	28.8 %
Total	1273	100.0 %

Q16. Which FOUR of the services listed in Question 15 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q16. 3rd choice	Number	Percent
Overall quality of City parks	64	5.0 %
Overall appearance of parks & park facilities (cleanliness of open spaces, restrooms, shelters/lodges, landscaping, etc.)	96	7.5 %
Number, location, & accessibility of City parks	99	7.8 %
Quality of outdoor athletic facilities (e.g. soccer & baseball fields, tennis courts)	80	6.3 %
Quality of walking & biking trails in City of Davenport	117	9.2 %
Quality of swimming facilities & programs	41	3.2 %
Hours of operation at City pools	29	2.3 %
Overall quality of public gardens (Vander Veer, Duck Creek)	60	4.7 %
Quality & variety of recreational programs/events offered by City	101	7.9 %
Convenience & ease of registration for recreation programs/ events	40	3.1 %
Quality of instructors for City recreation programs	34	2.7 %
Location of recreation programs/events	50	3.9 %
Overall quality of City golf courses	33	2.6 %
None chosen	429	33.7 %
Total	1273	100.0 %

Q16. Which FOUR of the services listed in Question 15 do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q16. 4th choice	Number	Percent
Overall quality of City parks	65	5.1 %
Overall appearance of parks & park facilities (cleanliness of open spaces, restrooms, shelters/lodges, landscaping, etc.)	77	6.0 %
Number, location, & accessibility of City parks	60	4.7 %
Quality of outdoor athletic facilities (e.g. soccer & baseball fields, tennis courts)	67	5.3 %
Quality of walking & biking trails in City of Davenport	88	6.9 %
Quality of swimming facilities & programs	44	3.5 %
Hours of operation at City pools	30	2.4 %
Overall quality of public gardens (Vander Veer, Duck Creek)	70	5.5 %
Quality & variety of recreational programs/events offered by City	66	5.2 %
Convenience & ease of registration for recreation programs/ events	45	3.5 %
Quality of instructors for City recreation programs	37	2.9 %
Location of recreation programs/events	68	5.3 %
Overall quality of City golf courses	51	4.0 %
None chosen	505	39.7 %
Total	1273	100.0 %

SUM OF TOP 4 CHOICES
Q16. Which FOUR of the services listed in Question 15 do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 4)

Q16. Sum of top 4 choices	Number	Percent
Overall quality of City parks	547	43.0 %
Overall appearance of parks & park facilities (cleanliness of open spaces, restrooms, shelters/lodges, landscaping, etc.)	613	48.2 %
Number, location, & accessibility of City parks	301	23.6 %
Quality of outdoor athletic facilities (e.g. soccer & baseball fields, tennis courts)	240	18.9 %
Quality of walking & biking trails in City of Davenport	499	39.2 %
Quality of swimming facilities & programs	158	12.4 %
Hours of operation at City pools	121	9.5 %
Overall quality of public gardens (Vander Veer, Duck Creek)	173	13.6 %
Quality & variety of recreational programs/events offered by City	297	23.3 %
Convenience & ease of registration for recreation programs/ events	137	10.8 %
Quality of instructors for City recreation programs	104	8.2 %
Location of recreation programs/events	152	11.9 %
Overall quality of City golf courses	148	11.6 %
None chosen	302	23.7 %
Total	3792	

Q17. Have you or other members of your household participated in any Parks and Recreation programs (e.g. fitness class, summer camp, junior theater, crafts, therapeutic programs, tumbling class) offered by the City of Davenport or visited a City park or outdoor recreational facility during the past 12 months?

Q17. Have you participated in any City Parks & Recreation programs or visited a City park or outdoor recreational facility during past 12 months	Number	Percent
Yes	393	30.9 %
No	880	69.1 %
Total	1273	100.0 %

Q18. Libraries. Have you used a Davenport library facility within the past 12 months?

Q18. Have you used a Davenport library facility within past 12 months	Number	Percent
Yes	726	57.0 %
No	547	43.0 %
Total	1273	100.0 %

Q18a. Please rate the City's performance in the following areas.

(N=726)

	Very good	Good	Fair	Poor	Don't know
Q18a-1. Availability & quality of materials you need at libraries	49.7%	41.5%	6.6%	0.7%	1.5%
Q18a-2. Quality of children/youth programs	26.9%	26.4%	5.8%	1.5%	39.4%
Q18a-3. Quality of programs for adults	22.0%	30.7%	11.3%	3.2%	32.8%
Q18a-4. Availability of public computers & internet access at libraries	38.0%	33.1%	7.4%	1.5%	20.0%
Q18a-5. Hours of library operation	31.4%	47.1%	15.0%	3.4%	3.0%

WITHOUT "DON'T KNOW"
Q18a. Please rate the City's performance in the following areas. (without "don't know")

(N=726)

	Very good	Good	Fair	Poor
Q18a-1. Availability & quality of materials you need at libraries	50.5%	42.1%	6.7%	0.7%
Q18a-2. Quality of children/youth programs	44.3%	43.6%	9.5%	2.5%
Q18a-3. Quality of programs for adults	32.8%	45.7%	16.8%	4.7%
Q18a-4. Availability of public computers & internet access at libraries	47.5%	41.3%	9.3%	1.9%
Q18a-5. Hours of library operation	32.4%	48.6%	15.5%	3.6%

Q18b. Which TWO of the services listed above do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q18b. Top choice	Number	Percent
Availability & quality of materials you need at libraries	190	26.2 %
Quality of children/youth programs	149	20.5 %
Quality of programs for adults	58	8.0 %
Availability of public computers & internet access at libraries	47	6.5 %
Hours of library operation	125	17.2 %
None chosen	157	21.6 %
Total	726	100.0 %

Q18b. Which TWO of the services listed above do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q18b. 2nd choice	Number	Percent
Availability & quality of materials you need at libraries	117	16.1 %
Quality of children/youth programs	120	16.5 %
Quality of programs for adults	119	16.4 %
Availability of public computers & internet access at libraries	68	9.4 %
Hours of library operation	100	13.8 %
None chosen	202	27.8 %
Total	726	100.0 %

SUM OF TOP 2 CHOICES
Q18b. Which TWO of the services listed above do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 2)

Q18b. Sum of top 2 choices	Number	Percent
Availability & quality of materials you need at libraries	307	42.3 %
Quality of children/youth programs	269	37.1 %
Quality of programs for adults	177	24.4 %
Availability of public computers & internet access at libraries	115	15.8 %
Hours of library operation	225	31.0 %
None chosen	157	21.6 %
Total	1250	

Q19. Citizen Engagement. Where do you currently get news and information about City programs, services, and events?

Q19. Where do you currently get news & information about City programs, services, & events	Number	Percent
City of Davenport website	420	33.0 %
City of Davenport social media (Facebook, Twitter, NextDoor, YouTube)	371	29.1 %
City of Davenport Cable TV channels	192	15.1 %
City of Davenport sewer bill newsletter	486	38.2 %
Televised City Council & other meetings	78	6.1 %
Local radio news stations/websites	614	48.2 %
Telephone call/visit to City facility	88	6.9 %
Attending public meetings	70	5.5 %
City of Davenport emails & text messages	122	9.6 %
City of Davenport robo calls	93	7.3 %
Local newspapers & websites	688	54.0 %
Other local TV news channels/websites	564	44.3 %
Other	59	4.6 %
Total	3845	

Q19-13. Other

Q19-13. Other	Number	Percent
Word of mouth	16	27.1 %
Friends	4	6.8 %
Library	4	6.8 %
Facebook	3	5.1 %
Parks & Rec program guide	3	5.1 %
Google news	2	3.4 %
Internet	2	3.4 %
School	2	3.4 %
Facebook/Google/LinkedIn(Chamber of Comerce site)	1	1.7 %
Cell phone feeds	1	1.7 %
Bring back Davenport Today	1	1.7 %
Friends & family	1	1.7 %
Facebook group	1	1.7 %
Alderperson	1	1.7 %
Friends who participate in programs	1	1.7 %
School, YMCA	1	1.7 %
Channel 6 KWQC	1	1.7 %
Alderman Tom Matson, neighborhood meeting	1	1.7 %
No broadbast on dish	1	1.7 %
Facebook yard sale sites	1	1.7 %
INTERNET NEWS SITES	1	1.7 %
Flyers in the mail	1	1.7 %
Riversedge and Davenport Junior Theatre	1	1.7 %
Email	1	1.7 %
Nextdoor website	1	1.7 %
Family & friends	1	1.7 %
RIVER CITY READER	1	1.7 %
Peer Facebook post	1	1.7 %
Newspaper	1	1.7 %
Park board and magazine	1	1.7 %
WARD MEETINGS	1	1.7 %
Total	59	100.0 %

Q20. Customer Experience. Have you called, emailed, or visited the City with a question, problem, or comment during the past year?

Q20. Have you called, emailed, or visited City with a question, problem, or comment during past year	Number	Percent
Yes	519	40.8 %
No	735	57.7 %
Not provided	19	1.5 %
Total	1273	100.0 %

WITHOUT "NOT PROVIDED"

Q20. Customer Experience. Have you called, emailed, or visited the City with a question, problem, or comment during the past year?

Q20. Have you called, emailed, or visited City with a question, problem, or comment during past year	Number	Percent
Yes	519	41.4 %
No	735	58.6 %
Total	1254	100.0 %

Q20a. Which department did you contact most recently?

Q20a. Which department did you contact most recently	Number	Percent
City Administration/City Clerk's Office	60	11.6 %
Mayor	12	2.3 %
City Council	23	4.4 %
Public Works	245	47.2 %
Legal Department	2	0.4 %
Finance/Bill Payment	29	5.6 %
Human Resources	6	1.2 %
Planning & Economic Development	18	3.5 %
Parks & Recreation	21	4.0 %
Library	27	5.2 %
Police	41	7.9 %
Fire	7	1.3 %
Civil Rights Department	1	0.2 %
Other	25	4.8 %
Not provided	2	0.4 %
Total	519	100.0 %

WITHOUT "NOT PROVIDED"

Q20a. Which department did you contact most recently? (without "not provided")

Q20a. Which department did you contact most recently	Number	Percent
City Administration/City Clerk's Office	60	11.6 %
Mayor	12	2.3 %
City Council	23	4.4 %
Public Works	245	47.4 %
Legal Department	2	0.4 %
Finance/Bill Payment	29	5.6 %
Human Resources	6	1.2 %
Planning & Economic Development	18	3.5 %
Parks & Recreation	21	4.1 %
Library	27	5.2 %
Police	41	7.9 %
Fire	7	1.4 %
Civil Rights Department	1	0.2 %
Other	25	4.8 %
Total	517	100.0 %

Q20a-14. Other

Q20a-14. Other	Number	Percent
Parking	1	4.5 %
Traffic light and abandoned vehicle issues	1	4.5 %
Parking Enforcement	1	4.5 %
File complaint about our landlord	1	4.5 %
VA	1	4.5 %
OBTAIN CONCEAL TO CARRY	1	4.5 %
City codes regarding neighbors water run off	1	4.5 %
City Hall	1	4.5 %
SCHOOL ADMINSTRATOR WHO DIDN'T SPEAK WITH ME	1	4.5 %
WEBSITE	1	4.5 %
Permits	1	4.5 %
Abandoned cars and overgrown lawns	1	4.5 %
Parking/streets	1	4.5 %
Alley potholes and street curbs	1	4.5 %
HOUSING/NEIGHBORHOOD	1	4.5 %
CALL ABOUT CITY SIDEWALK REPAIR	1	4.5 %
6TH WARD ALDERMAN	1	4.5 %
Forestry	1	4.5 %
CITY INSPECTOR STREET	1	4.5 %
Health dept	1	4.5 %
YARD WASTE	1	4.5 %
Called to complain about neighbor not mowing their lawn	1	4.5 %
Total	22	100.0 %

Q20b. Please rate your level of agreement with the following statements about your customer experience with the department you contacted most recently.

(N=519)

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Don't know
Q20b-1. City employee was friendly & polite	55.5%	28.5%	5.2%	6.4%	4.4%
Q20b-2. City employee responded promptly & dealt with my issue or directed me to appropriate person/ department	49.5%	24.5%	8.7%	13.3%	4.0%
Q20b-3. City employee was knowledgeable & competent & provided accurate information	51.3%	23.9%	7.7%	11.4%	5.8%

WITHOUT "DON'T KNOW"
Q20b. Please rate your level of agreement with the following statements about your customer experience with the department you contacted most recently. (without "don't know")

(N=519)

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree
Q20b-1. City employee was friendly & polite	58.1%	29.8%	5.4%	6.7%
Q20b-2. City employee responded promptly & dealt with my issue or directed me to appropriate person/department	51.6%	25.5%	9.0%	13.9%
Q20b-3. City employee was knowledgeable & competent & provided accurate information	54.4%	25.4%	8.2%	12.1%

Q21. Please rate the City's performance in the following areas.

(N=1273)

	Very good	Good	Fair	Poor	Don't know
Q21-1. As a place to live	17.5%	48.0%	25.2%	8.1%	1.2%
Q21-2. As a place to raise children	14.8%	38.5%	27.8%	13.0%	5.9%
Q21-3. As a place to work	16.3%	51.5%	21.2%	6.0%	5.0%
Q21-4. As a place to retire	11.0%	30.4%	30.9%	18.1%	9.6%
Q21-5. As a place to visit	13.3%	41.6%	29.6%	11.5%	4.0%
Q21-6. As a welcoming & inclusive community for all people	14.2%	40.5%	28.8%	10.4%	6.1%
Q21-7. Overall image of City	8.9%	40.6%	36.9%	11.6%	2.0%
Q21-8. Overall quality of services that are provided by City	11.2%	49.9%	28.3%	7.4%	3.2%
Q21-9. Overall value that you receive for your City tax & fees	7.4%	33.1%	33.9%	21.1%	4.6%

WITHOUT "DON'T KNOW"
Q21. Please rate the City's performance in the following areas. (without "don't know")

(N=1273)

	Very good	Good	Fair	Poor
Q21-1. As a place to live	17.7%	48.6%	25.5%	8.2%
Q21-2. As a place to raise children	15.8%	40.9%	29.5%	13.8%
Q21-3. As a place to work	17.1%	54.2%	22.3%	6.4%
Q21-4. As a place to retire	12.2%	33.6%	34.1%	20.1%
Q21-5. As a place to visit	13.8%	43.4%	30.9%	11.9%
Q21-6. As a welcoming & inclusive community for all people	15.1%	43.1%	30.7%	11.0%
Q21-7. Overall image of City	9.1%	41.4%	37.7%	11.9%
Q21-8. Overall quality of services that are provided by City	11.6%	51.5%	29.2%	7.6%
Q21-9. Overall value that you receive for your City tax & fees	7.7%	34.7%	35.6%	22.1%

Q22. Which THREE of the following community issues do you think should be the City's TOP PRIORITIES?

Q22. What community issues should be City's top priorities	Number	Percent
Retaining/attracting jobs	596	46.8 %
Environmental stewardship	145	11.4 %
Public safety	935	73.4 %
Neighborhood investment	502	39.4 %
Recreation/leisure activities	119	9.3 %
Education equity	339	26.6 %
City infrastructure	667	52.4 %
City customer experience	68	5.3 %
Riverfront amenities	205	16.1 %
Other	38	3.0 %
Total	3614	

Q22-10. Other

Q22-10. Other	Number	Percent
Street repair	2	5.7 %
Stop making decisions on business locations that will make traffic even worse	1	2.9 %
Maintain street surfaces	1	2.9 %
Reduce taxes	1	2.9 %
LGBTQ community and rights	1	2.9 %
Education	1	2.9 %
Less talk more action on the riverfront	1	2.9 %
Too many panhandlers all over downtown	1	2.9 %
Credit island needs lights and road work	1	2.9 %
STOP CAR THEFTS IN NICE NEIGHBORHOODS	1	2.9 %
Motocross park for kids and adults to keep them from riding ilegally on the streets	1	2.9 %
DECREASE CRIME	1	2.9 %
Affordable apartments	1	2.9 %
STORM WATER SEWERS	1	2.9 %
Stop crime	1	2.9 %
GANG ACTIVITIES	1	2.9 %
Reduce crime and punish criminals more	1	2.9 %
Compliance with state firearms laws prohibiting local ordinances	1	2.9 %
Better schools	1	2.9 %
STREETS	1	2.9 %
Stop racial profiling	1	2.9 %
Improve citizen engagement, participation and communication	1	2.9 %
Taking down condemned homes	1	2.9 %
Detention center policy	1	2.9 %
Snow removal	1	2.9 %
CLEAN UP OUR FILTHY CITY	1	2.9 %
THE CITY FROM FLOODING	1	2.9 %
TRAFFIC ENFORCEMENT	1	2.9 %
Caring for roads/parks	1	2.9 %
FOLLOW UP ON POLICE RESPONSE	1	2.9 %
Noise and air from cars, trucks, motor bikes, factories, fireworks, trains	1	2.9 %
LOWER HIGH PROPERTY TAX	1	2.9 %
Streets and sidewalks	1	2.9 %
Street and alley repair	1	2.9 %
Total	35	100.0 %

Q23. How many years have you lived in Davenport?

Q23. How many years have you lived in Davenport	Number	Percent
0-5	160	12.6 %
6-10	99	7.8 %
11-15	85	6.7 %
16-20	82	6.4 %
21-30	188	14.8 %
31+	621	48.8 %
Not provided	38	3.0 %
Total	1273	100.0 %

WITHOUT "NOT PROVIDED"
Q23. How many years have you lived in Davenport? (without "not provided")

Q23. How many years have you lived in Davenport	Number	Percent
0-5	160	13.0 %
6-10	99	8.0 %
11-15	85	6.9 %
16-20	82	6.6 %
21-30	188	15.2 %
31+	621	50.3 %
Total	1235	100.0 %

Q24. Including yourself, how many persons in your household are...

	Mean	Sum
number	2.5	3139
Under age 10	0.3	362
Ages 10-19	0.3	364
Ages 20-39	0.6	754
Ages 40-59	0.7	848
Ages 60-69	0.4	498
Ages 70+	0.2	313

Q25. What is your gender?

Q25. Your gender	Number	Percent
Male	614	48.2 %
Female	655	51.5 %
Not provided	4	0.3 %
Total	1273	100.0 %

WITHOUT "NOT PROVIDED"
Q25. What is your gender? (without "not provided")

Q25. Your gender	Number	Percent
Male	614	48.4 %
Female	655	51.6 %
Total	1269	100.0 %

Q26. What is your age?

Q26. Your age	Number	Percent
18-34	209	16.4 %
35-44	196	15.4 %
45-54	200	15.7 %
55-64	299	23.5 %
65+	336	26.4 %
Not provided	33	2.6 %
Total	1273	100.0 %

WITHOUT "NOT PROVIDED"
Q26. What is your age? (without "not provided")

Q26. Your age	Number	Percent
18-34	209	16.9 %
35-44	196	15.8 %
45-54	200	16.1 %
55-64	299	24.1 %
65+	336	27.1 %
Total	1240	100.0 %

Q27. Do you own or rent your home?

Q27. Do you own or rent your home	Number	Percent
Own	994	78.1 %
Rent	266	20.9 %
Not provided	13	1.0 %
Total	1273	100.0 %

WITHOUT "NOT PROVIDED"
Q27. Do you own or rent your home? (without "not provided")

Q27. Do you own or rent your home	Number	Percent
Own	994	78.9 %
Rent	266	21.1 %
Total	1260	100.0 %

Q28. Which of the following best describe your race/ethnicity?

Q28. Your race/ethnicity	Number	Percent
African American	140	11.0 %
Asian/Pacific Islander	23	1.8 %
Caucasian/White	1023	80.4 %
Hispanic	100	7.9 %
Native American	18	1.4 %
Other	15	1.2 %
Total	1319	

Q28-6. Other

Q28-6. Other	Number	Percent
Mixed	4	66.7 %
French	1	16.7 %
Asian/Indian	1	16.7 %
Total	6	100.0 %

Q29. What was your total annual household income in 2017?

Q29. Your total annual household income in 2017	Number	Percent
Less than $25K	138	10.8 %
$25K-$49,999	255	20.0 %
$50K-$74,999	243	19.1 %
$75K-$99,999	198	15.6 %
$100K-$149,999	203	15.9 %
$150K+	116	9.1 %
Not provided	120	9.4 %
Total	1273	100.0 %

WITHOUT "NOT PROVIDED"
Q29. What was your total annual household income in 2017? (without "not provided")

Q29. Your total annual household income in 2017	Number	Percent
Less than $25K	138	12.0 %
$25K-$49,999	255	22.1 %
$50K-$74,999	243	21.1 %
$75K-$99,999	198	17.2 %
$100K-$149,999	203	17.6 %
$150K+	116	10.1 %
Total	1153	100.0 %

Section 6
Survey Instrument

CITY OF DAVENPORT
FRANK J KLIPSCH, MAYOR
226 W. Fourth Street • Davenport, IA 52801
(563) 327-7701
fklipsch@ci.davenport.ia.us
www.cityofdavenportiowa.com

2018 Davenport Community Survey

Dear Fellow Davenport Resident,

On behalf of the City of Davenport, thank you for your on-going involvement in our community. This letter is a request for your assistance in building an even better Davenport. Your input on the enclosed survey is extremely important. Over the next few months, we will be making decisions that affect a wide range of City services, including public safety, parks and recreation, streets and infrastructure maintenance, and others. To make sure that the City's priorities are aligned with the needs of our residents, we need to know what you think.

We realize the survey takes time to complete, but every question is important. The time you invest in the survey will influence many of the decisions that will be made about the City's future. Your responses will also allow City leadership and staff to identify and address many of the opportunities and challenges facing the community. Please return your completed survey sometime during the next week in the enclosed postage-paid envelope, or visit *DavenportSurvey.org* to complete it online. Your responses will remain confidential.

Please call Meghan Murray at (563) 326-7772 and/or Scott J. VanDeWoestyne at (563) 326-6188 with any questions. City staff will be pleased to answer them. Thank you again for taking the time to help make our wonderful City of Davenport an even better place for all our citizens!

Sincerely,

Frank Klipsch
Mayor

2018 City of Davenport Community Survey

Thank you for taking time to complete this important survey. Your input will be used to help improve the quality of City services and set priorities for the community. If you have any questions, please call Meghan Murray, at (563) 326-7772 and/or Scott J. VanDeWoestyne at (563) 326-6188. When you are finished, please return your completed survey in the enclosed postage-paid envelope, or visit *DavenportSurvey.org* to complete it online. Your responses will remain confidential.

1. **Major Categories of City Services. Please rate the City's overall performance in each of the following areas by circling the corresponding number below.**

		Very Good	Good	Fair	Poor	Don't Know
01.	Overall quality of police services	4	3	2	1	9
02.	Overall quality of fire and paramedic services	4	3	2	1	9
03.	Overall quality of City streets	4	3	2	1	9
04.	Overall quality of City sewer system	4	3	2	1	9
05.	Overall quality of garbage and recycling collection services	4	3	2	1	9
06.	Overall quality of City parks, recreation programs and facilities	4	3	2	1	9
07.	Overall quality of neighborhoods	4	3	2	1	9
08.	Overall quality of library services	4	3	2	1	9
09.	Overall effectiveness of City's engagement with the public	4	3	2	1	9
10.	Overall quality of customer experience in City interactions	4	3	2	1	9
11.	City's efforts to attract and hire a diverse workforce	4	3	2	1	9
12.	City's efforts to attract and retain businesses	4	3	2	1	9
13.	Overall quality of Davenport's riverfront amenities	4	3	2	1	9

2. **Which FOUR of the services listed above do you think should be the City's TOP PRIORITIES for improvement?** *[Write in your answers below using the numbers from the list in Question 1.]*

1st: ____   2nd: ____   3rd: ____   4th: ____

Well-Protected Community

3. **Please rate your level of agreement with the following statements.**

		Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Don't Know
1.	Overall, I feel safe in the City of Davenport	4	3	2	1	9
2.	I feel safe in my neighborhood	4	3	2	1	9
3.	I feel safe in downtown Davenport	4	3	2	1	9
4.	I feel safe in City facilities (parks, libraries, bldgs.)	4	3	2	1	9

4. **Police Services. Please rate the City's performance in the following areas.**

	Very Good	Good	Fair	Poor	Don't Know
1. Responsiveness to emergency calls for service	4	3	2	1	9
2. Responsiveness to non-emergency/assistance calls for service	4	3	2	1	9
3. Responsiveness to investigations of criminal offenses	4	3	2	1	9
4. Efforts to prevent crime	4	3	2	1	9
5. Visibility of police in retail areas	4	3	2	1	9
6. Visibility of police in your neighborhood	4	3	2	1	9
7. Traffic enforcement	4	3	2	1	9
8. Public education efforts	4	3	2	1	9

5. **Which THREE of the services listed above do you think should receive the MOST EMPHASIS from City leaders over the next two years?** *[Write in your answers below using the numbers from the list in Question 4.]*

1st: ____   2nd: ____   3rd: ____

6. **Have you had contact with the Davenport Police Department (DPD) in the last 12 months?**

____(1) Yes *[Answer Q6a.]*   ____(2) No *[Skip to Q7.]*

    6a. **Please rate the following aspects of the Davenport Police Department.**

	Very Good	Good	Fair	Poor	Don't Know
1. Professionalism of DPD personnel	4	3	2	1	9
2. Competence of DPD personnel	4	3	2	1	9
3. Fairness of DPD personnel	4	3	2	1	9

7. **During the last 12 months, were you or anyone in your household a victim of a crime?**

____(1) Yes *[Answer Q7a-b.]*   ____(2) No *[Skip to Q8.]*

    7a. **What type of crime?**

____(1) Property crime (e.g. burglary, theft)   ____(2) Violent crime (e.g. assault, robbery)

    7b. **Did you report the crime to the police?**   ____(1) Yes   ____(2) No

8. **Fire Services. Please rate the City's performance in the following areas.**

	Very Good	Good	Fair	Poor	Don't Know
1. Responsiveness to emergency calls for service, including medical emergencies	4	3	2	1	9
2. Responsiveness to non-emergency/assistance calls for service	4	3	2	1	9
3. Fire prevention efforts	4	3	2	1	9
4. Fire safety education programs (e.g. smoke house, school programs)	4	3	2	1	9

9. **Which TWO of the services listed above do you think should receive the MOST EMPHASIS from City leaders over the next two years?** *[Write in your answers below using the numbers from the list in Question 8.]*

1st: ____   2nd: ____

10. **Have you had contact with the Davenport Fire Department (DFD) in the last 12 months?**

____(1) Yes *[Answer Q10a.]*   ____(2) No *[Skip to Q11.]*

10a. **Please rate the following aspects of the Davenport Fire Department.**

	Very Good	Good	Fair	Poor	Don't Know
1. Professionalism of DFD personnel	4	3	2	1	9
2. Competence of DFD personnel	4	3	2	1	9

Sustainable Infrastructure

11. **Please rate the City's performance in the following areas concerning City Streets and Infrastructure Services.**

	Very Good	Good	Fair	Poor	Don't Know
1. Condition of major City streets (e.g. potholes, cleanliness)	4	3	2	1	9
2. Condition of streets in your neighborhood (e.g. potholes)	4	3	2	1	9
3. Snow removal on major streets	4	3	2	1	9
4. Snow removal in your neighborhood	4	3	2	1	9
5. Traffic flow on major City streets	4	3	2	1	9
6. Timing of traffic signals on City streets	4	3	2	1	9
7. Storm drain system operation	4	3	2	1	9
8. Flood control and protection efforts	4	3	2	1	9
9. City's sanitary sewer system	4	3	2	1	9

12. **Which THREE of the services listed above do you think should receive the MOST EMPHASIS from City leaders over the next two years?** *[Write in your answers below using the numbers from the list in Question 11.]*

1st: ____   2nd: ____   3rd: ____

13. **Solid Waste.** **Please rate the City's performance in the following areas.**

	Very Good	Good	Fair	Poor	Don't Know
1. Residential garbage collection services	4	3	2	1	9
2. All-In Recycling collection services	4	3	2	1	9
3. Yard waste collection services	4	3	2	1	9
4. Bulky waste collection services	4	3	2	1	9

14. **Which TWO of the services listed above do you think should receive the MOST EMPHASIS from City leaders over the next two years?** *[Write in your answers below using the numbers from the list in Question 13.]*

1st: ____   2nd: ____

15. <u>Parks and Recreation Services.</u> **Please rate the City's performance in the following areas. If you have not had contact with the facility/program/service or do not have an opinion, circle "Don't Know."**

		Very Good	Good	Fair	Poor	Don't Know
01.	Overall quality of City parks	4	3	2	1	9
02.	Overall appearance of parks and park facilities (cleanliness of open spaces, restrooms, shelters/lodges, landscaping, etc.)	4	3	2	1	9
03.	Number, location, and accessibility of City parks	4	3	2	1	9
04.	Quality of outdoor athletic facilities (e.g. soccer and baseball fields, tennis courts)	4	3	2	1	9
05.	Quality of walking and biking trails in the City of Davenport	4	3	2	1	9
06.	Quality of swimming facilities and programs	4	3	2	1	9
07.	Hours of operation at City pools	4	3	2	1	9
08.	Overall quality of public gardens (Vander Veer, Duck Creek)	4	3	2	1	9
09.	Quality and variety of recreational programs/events offered by the City	4	3	2	1	9
10.	Convenience and ease of registration for recreation programs/events	4	3	2	1	9
11.	Quality of instructors for City recreation programs	4	3	2	1	9
12.	Location of recreation programs/events	4	3	2	1	9
13.	Overall quality of City golf courses	4	3	2	1	9

16. **Which FOUR of the services listed above do you think should receive the MOST EMPHASIS from City leaders over the next two years?** *[Write in your answers below using the numbers from the list in Question 15.]*

1st: ____   2nd: ____   3rd: ____   4th: ____

17. **Have you or other members of your household participated in any Parks and Recreation programs (e.g. fitness class, summer camp, junior theater, crafts, therapeutic programs, tumbling class) offered by the City of Davenport or visited a City park or outdoor recreational facility during the past 12 months?**

____(1) Yes   ____(2) No

18. <u>Libraries.</u> **Have you used a Davenport library facility within the past 12 months?**

____(1) Yes *[Answer Q18a-b.]*   ____(2) No *[Skip to Q19.]*

18a. **Please rate the City's performance in the following areas.**

		Very Good	Good	Fair	Poor	Don't Know
1.	Availability and quality of materials you need at libraries	4	3	2	1	9
2.	Quality of children/youth programs	4	3	2	1	9
3.	Quality of programs for adults	4	3	2	1	9
4.	Availability of public computers and internet access at libraries	4	3	2	1	9
5.	Hours of library operation	4	3	2	1	9

18b. **Which TWO of the services listed above do you think should receive the MOST EMPHASIS from City leaders over the next two years?** *[Write in your answers below using the numbers from the list in Question 18a.]*

1st: ____   2nd: ____

19. **Citizen Engagement. Where do you currently get news and information about City programs, services, and events?** *[Check all that apply.]*

____(01) City of Davenport website
____(02) City of Davenport social media (Facebook, Twitter, NextDoor, YouTube)
____(03) City of Davenport Cable TV channels
____(04) City of Davenport sewer bill Newsletter
____(05) Televised City Council and other meetings
____(06) Local radio news stations/websites

____(07) Telephone call/visit to City facility
____(08) Attending public meetings
____(09) City of Davenport emails and text messages
____(10) City of Davenport robo calls
____(11) Local newspapers and websites
____(12) Other local TV news channels/websites
____(13) Other: _____

20. **Customer Experience. Have you called, emailed, or visited the City with a question, problem, or comment during the past year?**

____(1) Yes *[Answer Q20a-b.]*   ____(2) No *[Skip to Q21.]*

20a. **Which department did you contact most recently?**

____(01) City Administration/City Clerk's Office
____(02) Mayor
____(03) City Council
____(04) Public Works
____(05) Legal Department
____(06) Finance/Bill Payment
____(07) Human Resources

____(08) Planning and Economic Development
____(09) Parks and Recreation
____(10) Library
____(11) Police
____(12) Fire
____(13) Civil Rights Department
____(14) Other: _____

20b. **Please rate your level of agreement with the following statements about your customer experience with the department you contacted most recently.**

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Don't Know
1. The City employee was friendly and polite	4	3	2	1	9
2. The City employee responded promptly and dealt with my issue or directed me to the appropriate person/department	4	3	2	1	9
3. The City employee was knowledgeable and competent and provided accurate information	4	3	2	1	9

Overall Ratings

21. **Please rate the City's performance in the following areas.**

	Very Good	Good	Fair	Poor	Don't Know
1. As a place to live	4	3	2	1	9
2. As a place to raise children	4	3	2	1	9
3. As a place to work	4	3	2	1	9
4. As a place to retire	4	3	2	1	9
5. As a place to visit	4	3	2	1	9
6. As a welcoming and inclusive community for all people	4	3	2	1	9
7. Overall image of the City	4	3	2	1	9
8. Overall quality of services that are provided by the City	4	3	2	1	9
9. Overall value that you receive for your City tax dollars and fees	4	3	2	1	9

22. **Which THREE of the following community issues do you think should be the City's TOP PRIORITIES?**

____(01) Retaining/Attracting jobs   ____(05) Recreation/Leisure activities   ____(09) Riverfront amenities
____(02) Environmental stewardship   ____(06) Education equity   ____(10) Other: _____
____(03) Public safety   ____(07) City infrastructure
____(04) Neighborhood investment   ____(08) City customer experience

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Demographics

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23. **How many years have you lived in Davenport?** _____ years

24. **Including yourself, how many persons in your household are...**

Under age 10: ____   Ages 20-39: ____   Ages 60-69: ____
Ages 10-19:   ____   Ages 40-59: ____   Ages 70+:   ____

25. **What is your gender?** ____(1) Male   ____(2) Female

26. **What is your age?** _____ years

27. **Do you own or rent your home?** ____(1) Own   ____(2) Rent

28. **Which of the following best describe your race/ethnicity?** *[Check all that apply.]*

____(1) African American   ____(3) Caucasian/White   ____(5) Native American
____(2) Asian/Pacific Islander   ____(4) Hispanic   ____(6) Other: _____

29. **What was your total annual household income in 2017?**

____(1) Less than $25,000   ____(3) $50,000 - $74,999   ____(5) $100,000 - $149,999
____(2) $25,000 - $49,999   ____(4) $75,000 - $99,999   ____(6) $150,000 or more

This concludes the survey. Thank you for your time!
Please return your completed survey in the enclosed postage-paid envelope addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

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