

# **CITY OF DAVENPORT**



## **2006 CITIZEN SURVEY**



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The 2006 City of Davenport Citizen Survey is a four-page, 260-item questionnaire designed to measure citizens' attitude regarding the quality of life and quality of service in Davenport. Respondents were asked to rate the city in general, as well as a number of specific city services. The survey is conducted as the first part of the Citizen-Based Budgeting Process for the FY 2008 budget. The results of this survey will assist the City staff develop the city budget for Council approval. The Citizen Survey was previously administered in 2000, 2002, and 2004. The current questionnaire contains all of the questions from the previous survey, but this year's survey includes more in depth questions regarding some of the City's services. In addition to the new questions, this year's Survey includes both a 'Satisfaction' and 'Priority' columns, in order to determine which services have higher priority according to the citizens. Also, the rating scale has been changed.

<b>2000-02- 04</b>	Very Bad	Bad	Neither Good nor Bad	Good	Very Good
Don't Know					
0	1	2	3	4	5
<b>2006</b>	Poor		Fair	Good	Very Good
Don't Know					
0	1		2	3	4

The response 'Neither Good nor Bad' was omitted this year. Research indicates that the new scale forces respondents to choose a positive or negative opinion. Since the rating scale has been changed, it is not possible to accurately compare the data from 2006 to the previous surveys. Therefore, only data one can compare will be presented. Reports from prior surveys are available for review at the Davenport Public Library.

### **The Survey**

Citizens were sent a cover letter and survey, a postage-paid return envelope, and a postage-paid response card. The response cards, which were returned separately, indicated that the recipient had completed the questionnaire. This was utilized to determine who had completed the survey (for subsequent mailings) while maintaining the anonymity of the respondent. The initial mailing was sent June 12, 2006. Recipients who did not return the response cards were sent a second questionnaire about two weeks later. Approximately 45 of the original 1000 questionnaires were returned as "undeliverable."

Of the 955 questionnaires delivered, 344 were completed and returned, yielding a response rate of 36.0 percent. This response rate is significantly lower than the response rate of 2004, which was 56.7 percent. There may be many reasons for this decrease in responses, but the most likely contributing factor is the increase of length and complexity of the survey. Even though the response rate decreased, it is still in the normal range for municipal surveys and the results reported here fairly reflect the opinions of the general public. While the survey methodology used random selection to determine the survey recipients and provide a representative sample of the population the *opportunity* to respond, individuals who *choose* to respond to a survey tend to be self-selecting.

Table 1 indicates how respondents in the current survey compare to respondents in the 2000 Census.

**Table 1: Summary Profile of Respondents**

		<b><u>2006</u></b>	<b><u>2000 Census</u></b>
<b>Home owner</b>	Own	90.35	65.20
	Rent	7.89	34.80
<b>Median Yrs. Resided</b>		34	11
	Middle 50%	15 to 50	-
	Middle 75%	10 to 54	-
<b>Education</b>		Percent	
	< High School	4.50	16.6
	High School/GED	26.43	31.6
	Some College	32.43	30.2
	Bachelors	19.22	14.4
	Masters or higher	17.42	7.1
<b>Age</b>		Percent	
	18-24	1.19	10.7
	25-44	22.0	30.1
	45-64	44.81	20.9
	65+	32.05	12.1
<b>Gender</b>		Percent	Percent
	Male	55.56	48.60
	Female	44.44	51.40
<b>Ethnicity</b>		Percent	Percent***
	African American	1.82	9.20
	Asian/Pacific Islander	2.73	2
	Caucasian/White	90.9	81.3
	Hispanic	1.21	5.4
	Native American	2.73	.4
	Other	0.61	2.3

\*\*\*Census Ethnicity will not equal 100% because individuals may indicate more than one race.

There are a number of disparities between the general population and the survey respondents. The first disparity is in the percentage of homeowners. While homeowners represent 65.2 percent of the general population, they constitute 90.35 percent of the sample. This is 25.15 percentage points higher than is reported in the 2000 Census.

The second disparity is the age of the respondents compared with that of the general population. While the Census reported that individuals over the age of 65 represent 12.2

percent of the general population, they represent 32.05 percent of the respondents in the current survey.

The data indicates that Caucasian/White are also over-represented in the sample, constitute nearly 91 percent of the respondents, but only 81.3 percent of the population in Davenport. Participation from members of the African American ethnic group was 1.82, but they make up 9.2 percent of the general population. An effort must be made in future surveys to address this disparity in the number of responses from the minority population in Davenport.

Long-time residents and the college educated are over-represented in this sample, as well. Nearly 68 percent of respondents have lived in Davenport for more than 20 years and the median years resided in the city have increased over previous surveys. Also, 69 percent of the respondents have some level of college education. The disparity of the population and the sample is important insofar as citizen's attitudes are expected to vary across demographic groups. For example, homeowners may feel differently about neighborhood maintenance than renters, or the elderly may have more concerns about personal safety than younger residents.

It should not be assumed that the over-representation of certain groups is arbitrary or unexpected. Research indicates that in general members of the particular demographic represented in the sample have a higher perceived level of influence in municipal government. These are the same individuals who are likely to vote in local elections and participate in other political activities, making their input particularly valuable to city leaders. It is not surprising, then, that these individuals also chose to participate in this survey.

### **Results of the Survey**

The survey asked citizens to rate the overall quality of services and the overall quality of life in Davenport. These questions are important for two major reasons. First, they provide a general impression of how well the City is providing for its citizens. This general impression also tends to carry over to responses of more specific questions. Second, these questions tend to yield more reliable measures of citizen's attitudes. Citizens vary in their awareness, utilization, and understanding of specific services. They are likely to rely on their general impressions where personal knowledge is limited.

## Quality of Services

The mean of the response to the question on quality of services was 2.64. Of the 328 citizens who responded to this question, 63.44 percent rated the quality of service in Davenport as Good or Very Good, 30.8 percent said Fair and only 4.27 percent (14 respondents) rated quality of service as Very Bad.

**Table 2: Quality of Services Provided by the City**

		<b>2006</b>				
<b>By Zip Code</b>	04 West	2.68				
	06 Northwest	2.69				
	03 Central/East	2.63				
	07 Northeast	2.71				
	02 Southwest	2.41				
<b>By Education</b>						
	> High School	3.09				
	HS. Grad/GED	2.66				
	Some College	2.62				
	Bachelors	2.70				
	Masters +	2.60				
			<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Very Good</b>
<b>Overall</b>		2.64	14	101	194	14

All regions, with the exception of the Southwest region, received a 'Good' or 'Very Good' rating from at least 63 percent of respondents and 'Poor' from less than 5 percent of respondents. Of the 42 respondents in the Northeast region, none of them gave rated the services as 'Poor.' The Southwest region had an especially small sampling of respondents; therefore the percentages differ from the rest of the regions. Of the 22 respondents, 50 percents scored the services as 'Good' or 'Very Good' and only 3 respondents gave them a 'Poor' rating.

Looking at the responses by educational attainment, those with less than a high school degree gave the highest average rating for City services, while those with a Masters degree or higher provided the lowest rating. It is important to note that the raw data reveals only one respondent in the latter group rated the services as 'Poor' while 58 percent of the respondents from this group rated the services as 'Good' or 'Very Good.'

**Table 3: Customer Service**

<b>Customer Service</b>	<b>Mean</b>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Very Good</b>
City employees' knowledge of their job	2.68	12	60	105	20
City employees conduct city business in an ethical manner	2.66	16	56	99	22
City employees' courtesy	2.60	25	64	110	24
City employees' accessibility	2.60	20	65	108	15
Quality of City's website	2.55	12	47	64	11
Accessibility of court services	2.46	14	50	64	6
Government services are provided efficiently	2.39	26	80	81	11
Staff	2.37	22	72	76	5
Quality of court services	2.30	28	42	51	8
Availability of information about City services, ordinances, decisions, etc.	2.34	42	89	90	16
Quality of appointed/elected boards and commissions	2.15	46	83	59	8
Communication to the citizens	2.11	66	102	80	7
Effectiveness of elected council	1.90	81	106	48	4
Public's involvement in decision making	1.76	104	94	38	4

The table above indicates that citizens think very highly of city employees in terms of their competency, courtesy and accessibility. The ratings are somewhat mixed for the City Council and appointed boards and commissions. There is also strong sense that the public does not feel included in the decision-making process.

### **Quality of Life**

The mean for 2006 for the question about the quality of life was 2.76. Of the 83 respondents from that West segment, only 6 percent rated the quality of life as 'Poor.'

**Table 4: Quality of Life in Davenport**

		<b><u>2006*</u></b>				
<b>By Zip Code</b>	04 West	2.72				
	06 Northwest	2.80				
	03 Central/East	2.80				
	07 Northeast	2.90				
	02 Southwest	2.55				
<b>By Education</b>						
	> High School	3.08				
	HS. Grad/GED	2.79				
	Some College	2.71				
	Bachelors	2.86				
	Masters +	2.74	<b>Poor</b>	<b>Fair</b>	<b>Fair</b>	<b>Very Good</b>
<b>Overall</b>		2.76	13	83	188	34



In addition to the single question, 'Quality of Life' was addressed with more specific questions in the 2006 survey.

**Table 5: Quality of City Life**

	<b>Mean</b>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Very Good</b>
The living conditions of your neighborhood	3.10	9	55	160	106
Place to raise a family	2.92	13	63	178	65
Place to live and play	2.89	8	74	175	58
Place to work	2.76	22	73	173	43
Pedestrian-friendly areas	2.56	14	119	141	18
Overall image of the City of Davenport	2.55	22	123	153	22
Quality of animal control	2.55	30	81	124	24
Neighborhood planning/zoning	2.43	33	89	104	17
Value received from tax dollars	2.24	37	106	114	13
The vitality of downtown area	2.08	66	148	75	7

About 80 percent of respondents gave 'living conditions' of their neighborhood a rating of 'Good' or 'Very Good,' while only 27 percent rated 'the vitality of downtown' as 'Good' or 'Very Good.'

## **Individual Services**

The results for individual services are reported in Table 6. The overall mean for the listed services was 2.69.

**Table 6: Quality Ratings of City Services**

<b>Service</b>	<b>2006</b>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Very Good</b>
Davenport Public Libraries	3.21	2	27	159	88
City Golf Courses	3.09	3	23	88	43
Garbage/recycling collection	3.00	15	48	177	78
Parks facilities and grounds	2.99	5	64	161	72
Davenport Museum of Art	2.93	7	47	101	46
RiverCenter/Adler Theatre	2.88	14	45	135	45
City Swimming Pools	2.82	5	49	72	31
Channel 9/18	2.70	11	50	99	19
Citibus transit service	2.69	11	41	59	22
Snow removal on major streets	2.68	24	94	162	40
Ease of travel by car	2.68	28	92	154	45
Youth recreation programs	2.61	13	55	63	22
Tree maintenance	2.61	17	76	117	21
Civil rights enforcement	2.58	11	56	66	16
Adult recreation	2.52	14	52	62	13
Street sweeping	2.48	38	107	119	30
Sewer backup response time	2.37	15	32	46	2
Business development and retention	2.17	54	101	82	7
Street conditions/ road surfaces	2.01	80	170	70	6

Davenport Public Libraries, Garbage/recycling collection, and Park facilities and grounds maintained their positions as the top-rated services provided by the city since 2000. The raw data shows that less than five percent of the 318 respondents scored 'Garbage/recycling collection' as 'Poor.' Almost 99 percent of respondents to the 'Parks facilities and grounds' question scored the service as 'Fair' or better. 'Business development and retention' and 'Street conditions/road surfaces' remained at the bottom of the list. Nearly a quarter of the respondents scored the 'Street conditions' as 'Poor' and 22.13 percent scored 'Business development and retention' as 'Poor.'

In addition to this general listing question, several of the services were also included in more detail questions in the 2006 survey. These services include: Davenport Public Libraries, Solid Waste Services, and Parks and Recreation. See Appendix B-D for more information regarding these questions.

## **Fire Department and EMS**

This is a new section of the 2006 survey. Two questions asked if the respondent has had contact with EMS and Fire Department in the last 12 months, and if they had, please rate their overall satisfaction, quality and timeliness of the service.

**Table 7: Quality of EMS Service**

	<b><u>Mean</u></b>	<b><u>Poor</u></b>	<b><u>Fair</u></b>	<b><u>Good</u></b>	<b><u>Very Good</u></b>
Overall satisfaction	3.6	1	2	5	19
Quality	3.6	0	3	4	20
Timeliness	3.6	1	2	5	19

**Table 8: Quality of Fire Department**

	<b><u>Mean</u></b>	<b><u>Poor</u></b>	<b><u>Fair</u></b>	<b><u>Good</u></b>	<b><u>Very Good</u></b>
Overall satisfaction	3.5	1	3	5	18
Quality	3.6	0	2	6	18
Timeliness	3.5	0	3	6	16

It is important to note that the scores for 2006 only reflect the opinions of those who have indeed used these services in the past 12 months.

## **Police**

The Police question was also change on the 2006 survey to match the questions about the Fire Department and EMS services. This year the questions focused on the overall satisfaction, quality, and timeliness of the DPD.

**Table 9: Quality of Police Department**

	<b><u>Mean</u></b>	<b><u>Poor</u></b>	<b><u>Fair</u></b>	<b><u>Good</u></b>	<b><u>Very Good</u></b>
Overall satisfaction	2.8	13	19	35	13
Quality	2.8	11	18	38	11
Timeliness	2.7	18	13	36	18

It is important to note that the scores for 2006 only reflect the opinions of those who have used these services in the past 12 months.

The 2006 survey also included the question that has been on previous surveys. Respondents were asked if they agreed that police “are generally helpful, cooperative and sensitive to the publics concerns” (helpful). They were also asked if the police “are generally fair in dealing with the public” (fair). For both of the questions, nearly 90 percent of respondents indicated that they ‘Agree’ or ‘Strongly Agree’ with the statements, which is the same as 2004.

**Table 10: Helpfulness and Fairness of Police\***

<b>2006</b>					
	Mean	Strongly Agree	Agree	Disagree	Strongly Disagree
Helpful	1.96	19.08	69.90	8.40	3.43
Fair	1.85	16.86	71.76	8.63	2.75

<b>2004</b>					
	Mean	Strongly Agree	Agree	Disagree	Strongly Disagree
Helpful	1.98	17.84	69.83	8.92	3.42
Fair	2.00	15.21	71.86	10.84	2.09

\*This indicator uses a 4-point scale, with 1= Strongly Agree and 4= Strongly Disagree, which translates to the **LOWER the BETTER**.

Due to a change in the format of the survey, we can no longer examine the correlation between how well one rates police services and how safe that individual feels walking alone in their neighborhood. The 2006 survey asks how safe respondents feel walking alone downtown and in their neighborhood both during the day and the night.

**Table 11: Perceived Safety of Walking**

	<b>Daytime</b>		<b>Nighttime</b>	
	<b>Downtown</b>	<b>Neighborhood</b>	<b>Downtown</b>	<b>Neighborhood</b>
Mean	2.58	3.19	1.8	2.65
Very Safe/Safe	60.92	88.10	20.13	61.61
Very Unsafe/Unsafe	39.08	11.90	79.87	38.39

The area that was perceived as most safe was 'Northeast,' where almost 91 percent of respondents feel 'Safe' or 'Very Safe' walking in their neighborhood during the day and 86 percents feel 'Safe' or 'Very Safe' at night.

**Table 12: Perceived Safety in Neighborhoods by Zip Code**

	<b>Daytime</b>	<b>Nighttime</b>
<b>Northeast</b>	3.5	3.1
<b>Central/East</b>	3.2	2.5
<b>Northwest</b>	3.2	2.8
<b>West</b>	3.1	2.4
<b>Southwest</b>	2.9	2.4

## **Environmental Code Inspections and Drainage**

Table 13 shows the responses for Environmental Code Enforcement. Residents were asked to rate the overall quality of enforcement of environmental codes including tall weeds and junked vehicles. The overall score for this service is average compared with other services. Those who reside in the Northeast part of the City rated this service better than other parts of Davenport.

**Table 13: Environmental Code Enforcement by Zip Code**

<b>Region</b>	<b>2006 Mean</b>				
Southwest	2.24				
West	2.24				
Northwest	2.19				
Central/East	2.16				
Northeast	2.36	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Very Good</b>
City	2.19	61	92	92	13

Table 14 shows the responses for Storm Water Drainage by zip code and for the City as a whole. Residents were asked to rate the storm water drainage in their area. Those who reside in the Northeast part of the City rated this service better than other parts of Davenport.

**Table 14: Storm Water Drainage by Zip Code**

<b>Region</b>	<b>2006 Mean</b>				
West	2.69				
Northwest	2.72				
Central/East	2.65				
Northeast	3.17				
Southwest	2.75	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Very Good</b>
City	2.74	36	57	159	50

### **Revenue Increase**

Once again, the 2006 questionnaire asked respondents if they support increasing revenue to maintain services, or cutting services and if so, which services. Unlike 2004 and 2002, less than half of the respondents indicated that they would support a tax increase in order to maintain current services. Among homeowners, 54.73 percent disapproved of raising revenue, compared to 46.32 percent in 2004. Among renters, there was a huge shift in support. In 2002, 47.37 percent of renters supported an increase in revenue, 54.90 percent in 2004, and only 34.78 percent in 2006.

**Table 15: Support for Revenue Increase by Home Ownership**

2006			2004			2002		
	No Revenue Increase	Increase Revenue		No Revenue Increase	Increase Revenue		No Revenue Increase	Increase Revenue
<b>Own Home</b>	54.73	45.37	<b>Own Home</b>	46.32	58.68	<b>Own Home</b>	46.52	53.48
<b>Rent Home</b>	65.22	34.78	<b>Rent Home</b>	45.10	54.90	<b>Rent Home</b>	52.63	47.37

Citizens' perception of Quality of Life and Quality of Services also correlates with willingness to support a revenue increase. Of the respondents who rated the 'Quality of Services' as 'Good' or 'Very Good,' 61.71 percents believe revenue should be increased. Conversely, of the respondents who rated the 'Quality of Services' as 'Poor,' 81.82 percent feel than revenue should not be increased.

Similar, results were also found pertaining to 'Quality of Life.' Of the respondents who rated the 'Quality of Life' as 'Good' or 'Very Good,' 64.32 percents believe revenue should be increased. Conversely, of the respondents who rated the 'Quality of Life' as 'Poor,' 90.91 percent feel than revenue should not be increased.

If a respondent chose 'Do not increase revenues,' they were asked to write in services that could be reduce or eliminated to save money. The following table summarizes the comments and a full listing of comments can be found in Appendix E of this report.

**Table 16: Summary of Comments- Services to Eliminate**

<b>Category</b>	<b># of Comments</b>
Recent Projects	17
General Spending	16
City Employee Wages	14
Recreation	8
City Employees	7
Museum of Art	7
Taxes and Fees	7
Development	6
Garbage/Recycling/Yard Waste	5
City Council	4

### **Priority**

In addition to asking the participants to rate their satisfaction with the services the city provides, we also asked them to rank the priority of each of the services. Our intention with this addition is to find out not only what services need improving, but which services are most important to our citizens. The priority scale was a 1 to 4 scale: 1= 'Very Low' and 4= 'Very High.' It is important to note that the Davenport Police Department, Davenport Fire Department, and Emergency Medical Services provided by the Fire Department are not included in this list of services, but are a separate question.

**Table 17: Priority Ranking of City Services (excluding Police and Fire)**

<b>Service</b>	<b>Mean</b>
Snow removal on major streets	3.44
Garbage/recycling collection	3.34
Street conditions/road surfaces	3.32
Business development and retention	3.27
Ease of travel by car	3.24
Parks facilities and grounds	3.05
Drainage of storm water in your area	3.05
Sewer backup response time	3.04
City's enforcement of environmental code inspections	2.95
Davenport public libraries	2.85
Youth recreation programs	2.79
Civil rights enforcement	2.79
Street sweeping	2.52
Tree maintenance	2.44
RiverCenter/Adler Theatre	2.39
Citibus transit service	2.37
City swimming pools	2.34
Adult recreation programs	2.31
Davenport Museum of Art	2.19
Channel 9/18	2.04
City golf courses	2.01

Snow removal, garbage and recycling collection and street conditions rank as the three top priorities according to respondents. In the satisfaction portion of this report, the respondents gave garbage and recycling collection an average score of 3.0, snow removal an average score of 2.68, and street conditions an average score of 2.01.

**Table 18: Priority of Police, Fire and EMS**

	<b>Overall Satisfaction</b>	<b>Quality</b>	<b>Timeliness</b>
<b>Police Department</b>	3.6	3.6	3.6
<b>Fire Department</b>	3.5	3.6	3.6
<b>EMS Services</b>	3.8	3.8	3.8

Another new addition to the 2006 survey was question 17 which asked participants to prioritize ten listed services with 1 being the lowest priority and 10 being the highest, which means the higher the average score, the more important the service. As you can see, police, fire, and EMS services rank the highest among the listed services while libraries, environmental protection and economic development efforts rank lower. It is important to note that all the services have a rating of 5 or higher and the overall spread is only 2.3 from the highest to the lowest priority. Readers can conclude that respondents find all City services desirable and necessary.

**Table 19: Priority of Services**

<b>Service</b>	<b>Priority Average</b>
Police	7.6
Fire services	7.4
EMS services	7.0
Good streets and sidewalks	6.3
Traffic flow and light timing	6.0
Parks	5.7
Affordable housing	5.6
Economic development efforts	5.6
Environmental protection	5.4
Libraries	5.3

In addition to the ten listed services, an eleventh space was left open for write-in services. Listed in the table below is a summary of all the services that were mentioned.

**Table 20: Summary of Comments- Services**

Tourism and Appeal	4	Traffic	2
Police, Safety, and Crime	4	Recreation	1
Spending and Taxes	4	Business	1
Garbage	3	Storm Water	1
Schools	3	Downtown	1
Streets and Sidewalks	3	Library	1
Snow Removal	2	Animal Control	1
City Council	2	Transit	1



### **Open-ended Comments**

As on past surveys, the 2006 survey asks the participants to list any additional comments on the quality of services they receive from the City of Davenport. It is important to note that these comments tend to represent a few people with many comments, rather than many people with a few comments. Table 22 presents the categories of the comments. 'General Complaints' and 'General Compliments' contain all comments that did not come under any other category.

**Table 21: Summary of Comments-Additional**

General Complaints	24
Budget and Spending	21
City Council	17
General Complements	15
Taxes and Fees	13
Police, Fire, and EMS	10
Cameras	9
Economic Development	9
Recycling, Garbage, and Yard Waste	9
Streets	8
Traffic	8
City Employees	6
Snow Removal	4
Sewer and Storm Water	2

The major of comments under the 'Budget and Spending' category contained pleas to "do not spend money you do not have" and "live within the budget." Many of the comments also referenced recent projects including the Skybridge, Figge Museum of Art, and the new City of Davenport welcome signs. Many of the comments under the 'City Council' category reference "lack of leadership" and "fighting and bickering" within the Council. Citizens commented they would like to see the Council focus their energy on listening to them and working towards improvements to the city.

Unlike the 2004 survey, the 2006 questionnaire asked for participants to list up to five issues that they thought the City of Davenport needs to address. The following table is a list of all mentioned issues and how many times they were mentioned.

**Table 22: Summary of Comments- Issues**

Police	60	Animal Control	7
Jobs and Businesses	52	Environmental Protection	7
Crime/Drugs/Gangs	50	Poor/Homeless	7
Budget/Spending	44	Recycling	7
Development	40	Children's Recreation	6
Council	38	Transit	6
Taxes	36	53rd St.	5
Traffic	34	Leaf Pick up	5
Downtown	32	Management	5
Street Repair	31	Rental Inspections	5
Tourism/City Appeal	28	Street Cleaning	5
Streets	27	EMS	4
Safety	23	Flood Prevention	4
Traffic Cameras	20	Library	4
Affordable housing/Cost of Living	18	Waste	4
Fire	18	Landlords	3
Snow Removal	17	Littering	3
Elderly	15	NW Blvd.	3
Employees	13	Recreation	3
Schools	13	Golf	2
Sidewalks/Bike Paths	11	Medical Care	2
Neighborhoods	10	Prairie Heights	2
Parking	10	Burn Ban	1
Parks	10	Boat Marina	1
Garbage	9	Deer	1
West End	9	Duck Creek	1
General Services	8	Equestrian Park	1
Sewer	8	Gas Prices	1
Storm Water fee	8	Teacher Wages	1

## **Conclusions**

With the changes in the format of the survey, it is difficult to draw comparison with the results from this survey and the results from the surveys in the past. However, the changes made to the survey allow the gathering of more accurate and specific data. This format will continue to be used for the immediate future to allow comparison of data from 2006 to the results of future surveys.

Perhaps the most obvious change from this survey is the difference in support of increasing revenue. In 2006, less than half of respondents indicated they would support a additional revenues in order to maintain current services, while in 2004, over 54 percent answered similarly. There was a significant swing of support for a new revenues; 54.90 in 2004 to 34.78 in 2006. This is most likely a reaction to the additions of the garbage fee, clean water fee, and property tax increase in the past three years.

As with previous surveys, this sample does not appear to represent the general population, even though the random sample was weighted to include at least 30 percent from minority group. This may be due to a decrease in response rate. While this sample does tend to represent the segment of the population that is likely to be involved with and feel empowered in municipal affairs, it may not represent individuals who may be under-served, disenfranchised, or have low perceived efficacy. Additional efforts must be made in future surveys to increase the response rate among minority populations as well as younger residents and more "newcomers".



City of Davenport  
Edwin G. Winborn, Mayor

Dear Davenport Resident:

About two weeks ago, you should have received a survey regarding the City of Davenport. This survey is the first step in the City's Citizen-Based Budgeting program or CBB. Once the surveys have been collected and the answers tabulated, City representatives will be conducting community forums in the late summer and early fall throughout Davenport to share the results with you and your neighbors. We hope to use this opportunity to discuss the issues identified in the survey and gather more information for the budget.

In order for us to have the most accurate information, it is vital that we have as many responses as possible. If you have returned the survey already, we thank you for your time and apologize for troubling you with this reminder. If you have not gotten to it yet, please spend the few minutes needed to answer all the questions and return the form in the enclosed postage paid envelope. You may discard the first questionnaire.

If you have any questions about this survey, please contact Erin Walls at 326-7750.

Again, thank you for helping to make Davenport the best community it can be and participating in your City government.

Sincerely,

Ed Winborn, Mayor



## City of Davenport

Edwin G. Winborn, Mayor

Dear Davenport Resident:

You have been selected to participate in the City of Davenport's Citizen-Based Budgeting initiative. We want to know what you think about your city government. Answers to the attached questionnaire will help the City evaluate programs and identify significant issues as we begin the process of creating next year's budget. Please participate! You should find the questions interesting. We will find your answers useful.

This survey is the first step in the process. Once the surveys have been collected and the answers tabulated, City representatives will be conducting community forums throughout Davenport in May and June to share the results with you and your neighbors. We hope to use this opportunity to discuss the issues identified in the survey and gather more information for the budget.

The input gathered from the community forums will be used to identify the most important issues for discussion by the City Council and a series of budget workshops will be scheduled. The discussions held during the workshops will be used as the basis for developing the FY 2007 and FY 2008 budgets.

Your household has been selected at random to participate in our survey. However, to reflect accurately the views of all people living in Davenport, we must also have a representative sample of individuals. To get a representative sample, we hope we have devised a simple way for you to choose the adult who should complete the questionnaire. Please select the adult in your household who most recently had his or her birthday. Please understand that the year of birth plays no role in the choice.

Please spend the few minutes needed to answer all the questions and return the form in the enclosed postage paid envelope or hand deliver your response to City Hall. Be assured that all your answers will be confidential. Please also return the enclosed post card separately. We will not know which returned survey is yours, but we will know you returned one. That will save us from sending you a follow up survey and save money.

**Your answers are important – especially because you are in one of the few households being asked to report your opinions about various city services.** If you have any questions about this survey, please contact Erin Walls at 326-7750.

Let us work together to make Davenport the best community it can be. Thank you.

Ed Winborn, Mayor



**City of Davenport  
2006 Citizen Survey**

**Vision Statement:**

*We are dedicated to:*

*Enhancing the quality of life in our community*

*Providing the best possible services through open communication and mutual support*

*Becoming a team of diverse and highly skilled employees who recognize each other as the City's most valuable asset*

*Our ultimate goal is Customer Satisfaction*

You have been selected to complete the survey about the services that the City of Davenport provides. Please complete this survey if you are 18 or older who had the most recent birthday in the household. Your input is very important to the services that we provide and will be kept confidential. If there are any questions, please contact the Finance Department at (563) 326-7750. Please return your completed survey in the enclosed envelope by Tuesday, June 20, 2006.

1. Please rank the following services	<u>SATISFACTION</u>					<u>PRIORITY</u>				
	<u>Don't Know</u>	<u>Poor</u>	<u>Fair</u>	<u>Good</u>	<u>Very Good</u>	<u>Don't Know</u>	<u>Very Low</u>	<u>Low</u>	<u>High</u>	<u>Very High</u>
a. Davenport public libraries	0	1	2	3	4	0	1	2	3	4
b. Garbage / recycling collection	0	1	2	3	4	0	1	2	3	4
c. City golf courses	0	1	2	3	4	0	1	2	3	4
d. Sewer backup response time	0	1	2	3	4	0	1	2	3	4
e. City swimming pools	0	1	2	3	4	0	1	2	3	4
f. Citibus transit service	0	1	2	3	4	0	1	2	3	4
g. Channel 9 / 18	0	1	2	3	4	0	1	2	3	4
h. Davenport Museum of Art	0	1	2	3	4	0	1	2	3	4
i. RiverCenter/Adler Theatre	0	1	2	3	4	0	1	2	3	4
j. Adult recreation programs	0	1	2	3	4	0	1	2	3	4
k. Youth recreation programs	0	1	2	3	4	0	1	2	3	4
l. Parks facilities and grounds	0	1	2	3	4	0	1	2	3	4
m. Civil rights enforcement	0	1	2	3	4	0	1	2	3	4
n. Snow removal on major streets	0	1	2	3	4	0	1	2	3	4
o. Ease of travel by car	0	1	2	3	4	0	1	2	3	4
p. Tree maintenance	0	1	2	3	4	0	1	2	3	4
q. Street conditions / road surfaces	0	1	2	3	4	0	1	2	3	4
r. Business development and retention	0	1	2	3	4	0	1	2	3	4
s. Street sweeping	0	1	2	3	4	0	1	2	3	4
t. Overall quality of services that are provided by the City of Davenport	0	1	2	3	4	0	1	2	3	4
u. Overall quality of City life	0	1	2	3	4	0	1	2	3	4
v. Drainage of storm water in your area	0	1	2	3	4	0	1	2	3	4
w. City's enforcement of environmental code inspections (tall weeds, junked cars)?	0	1	2	3	4	0	1	2	3	4
2. Have you had contact with EMS in the last 12 months? <input type="checkbox"/> Yes <input type="checkbox"/> No										
IF YES...										
a. Overall satisfaction with EMS service	0	1	2	3	4	0	1	2	3	4
b. Quality of EMS service	0	1	2	3	4	0	1	2	3	4
c. Timeliness of EMS service	0	1	2	3	4	0	1	2	3	4
3. Have you had contact with Davenport Fire Department (DFD) in last 12 months? <input type="checkbox"/> Yes <input type="checkbox"/> No										
IF YES...										
a. Overall satisfaction with DFD service	0	1	2	3	4	0	1	2	3	4
b. Quality of DFD service	0	1	2	3	4	0	1	2	3	4
c. Timeliness of DFD service	0	1	2	3	4	0	1	2	3	4
4. Have you had contact with the Davenport Police Department (DPD) in last 12 months? <input type="checkbox"/> Yes <input type="checkbox"/> No										
IF YES...										
a. Overall satisfaction with DPD	0	1	2	3	4	0	1	2	3	4
b. Quality of DPD service	0	1	2	3	4	0	1	2	3	4
c. Timeliness of DPD service	0	1	2	3	4	0	1	2	3	4
5. During the last 12 months, were you or anyone in your household a victim of a crime? <input type="checkbox"/> Yes <input type="checkbox"/> No										
IF YES...Did you report the crime to the police? <input type="checkbox"/> Yes <input type="checkbox"/> No										
6. Safety Within the City of Davenport										
	<u>DAYTIME</u>				<u>NIGHTTIME</u>					
	<u>Strongly Disagree</u>	<u>Disagree</u>	<u>Agree</u>	<u>Strongly Agree</u>	<u>Strongly Disagree</u>	<u>Disagree</u>	<u>Agree</u>	<u>Strongly Agree</u>		
a. I feel safe walking alone in my area	1	2	3	4	1	2	3	4		
b. I feel safe walking alone downtown	1	2	3	4	1	2	3	4		

**City of Davenport  
2006 Citizen Survey**

7. The City, with increasing costs, may not be able to maintain the level of service without additional revenues. Which direction do you prefer the City to take?

- ☐ Increase revenue to maintain services  
☐ Do not increase revenues, rather reduce or eliminate services, including \_\_\_\_\_

	<u>Don't Know</u>	<u>Strongly Disagree</u>	<u>Disagree</u>	<u>Agree</u>	<u>Strongly Agree</u>
8. <b>Davenport Police Department (DPD) personnel</b>					
a. The members of the DPD are generally helpful, cooperative, and sensitive to the public's concern	0	1	2	3	4
b. The members of the DPD are generally fair in dealing with the public	0	1	2	3	4

	<u>SATISFACTION</u>					<u>PRIORITY</u>				
	<u>Don't Know</u>	<u>Poor</u>	<u>Fair</u>	<u>Good</u>	<u>Very Good</u>	<u>Don't Know</u>	<u>Very Low</u>	<u>Low</u>	<u>High</u>	<u>Very High</u>
9. <b>Parks and Recreation</b>										
a. Overall satisfaction with Parks and Rec.	0	1	2	3	4	0	1	2	3	4
b. Youth recreational programs	0	1	2	3	4	0	1	2	3	4
c. Youth summer programs	0	1	2	3	4	0	1	2	3	4
d. Adult recreational programs	0	1	2	3	4	0	1	2	3	4
e. Senior activities and programs	0	1	2	3	4	0	1	2	3	4
f. Swimming programs	0	1	2	3	4	0	1	2	3	4
g. Sports leagues	0	1	2	3	4	0	1	2	3	4
h. Cultural arts programs	0	1	2	3	4	0	1	2	3	4
i. Recreation centers	0	1	2	3	4	0	1	2	3	4
j. Aquatic facilities (pools, etc.)	0	1	2	3	4	0	1	2	3	4
k. Athletic facilities (gyms, tennis courts, etc.)	0	1	2	3	4	0	1	2	3	4
l. Availability and accessibility of parks	0	1	2	3	4	0	1	2	3	4
m. Appearance of parks and facilities	0	1	2	3	4	0	1	2	3	4
n. Quality of parks and programs offered	0	1	2	3	4	0	1	2	3	4
o. Safety within the parks and facilities	0	1	2	3	4	0	1	2	3	4
p. Range of parks and recreation activities	0	1	2	3	4	0	1	2	3	4
q. Accessibility of parks and facilities	0	1	2	3	4	0	1	2	3	4
r. Have you used a parks facility or program within the past 12 months?	<input type="checkbox"/> Yes <input type="checkbox"/> No									

	<u>Don't Know</u>	<u>Poor</u>	<u>Fair</u>	<u>Good</u>	<u>Very Good</u>	<u>Don't Know</u>	<u>Very Low</u>	<u>Low</u>	<u>High</u>	<u>Very High</u>
10. <b>Davenport Public Library</b>										
a. Availability of materials at libraries	0	1	2	3	4	0	1	2	3	4
b. Youth programs offered	0	1	2	3	4	0	1	2	3	4
c. Availability of Internet access at libraries	0	1	2	3	4	0	1	2	3	4
d. Overall rating of library services	0	1	2	3	4	0	1	2	3	4
e. Safety at library facilities	0	1	2	3	4	0	1	2	3	4
f. Have you used a Davenport library facility within the past 12 months?	<input type="checkbox"/> Yes <input type="checkbox"/> No									

	<u>Don't Know</u>	<u>Poor</u>	<u>Fair</u>	<u>Good</u>	<u>Very Good</u>	<u>Don't Know</u>	<u>Very Low</u>	<u>Low</u>	<u>High</u>	<u>Very High</u>
11. <b>Solid Waste Services</b>										
a. Residential garbage collection services	0	1	2	3	4	0	1	2	3	4
b. Recycling collection services	0	1	2	3	4	0	1	2	3	4
c. Yard waste collection services	0	1	2	3	4	0	1	2	3	4
d. Bulky waste collection services	0	1	2	3	4	0	1	2	3	4
e. Does the City of Davenport collect garbage at your residence?	<input type="checkbox"/> Yes <input type="checkbox"/> No									

	<u>Don't Know</u>	<u>Poor</u>	<u>Fair</u>	<u>Good</u>	<u>Very Good</u>	<u>Don't Know</u>	<u>Very Low</u>	<u>Low</u>	<u>High</u>	<u>Very High</u>
12. <b>Quality of city life</b>										
a. The living conditions of your neighborhood	0	1	2	3	4	0	1	2	3	4
b. The vitality of downtown area	0	1	2	3	4	0	1	2	3	4
c. Pedestrian-friendly areas	0	1	2	3	4	0	1	2	3	4
d. Place to raise a family	0	1	2	3	4	0	1	2	3	4
e. Place to work	0	1	2	3	4	0	1	2	3	4
f. Place to live and play	0	1	2	3	4	0	1	2	3	4
g. Neighborhood planning/zoning	0	1	2	3	4	0	1	2	3	4
h. Overall image of the City of Davenport	0	1	2	3	4	0	1	2	3	4
i. Overall quality of life	0	1	2	3	4	0	1	2	3	4
j. Value received from tax dollars	0	1	2	3	4	0	1	2	3	4
k. Quality of animal control	0	1	2	3	4	0	1	2	3	4

**City of Davenport  
2006 Citizen Survey  
SATISFACTION**

	<u>Don't Know</u>	<u>Poor</u>	<u>Fair</u>	<u>Good</u>	<u>Very Good</u>	<u>Don't Know</u>	<u>Very Low</u>	<u>Low</u>	<u>High</u>	<u>Very High</u>
<b>13. City Streets and Infrastructure</b>										
a. Street sweeping service	0	1	2	3	4	0	1	2	3	4
b. Wastewater utility response time	0	1	2	3	4	0	1	2	3	4
c. Tree trimming and urban forestry	0	1	2	3	4	0	1	2	3	4
d. Storm drain system operation	0	1	2	3	4	0	1	2	3	4
e. Flood control efforts	0	1	2	3	4	0	1	2	3	4
f. Timing of traffic signals on city streets	0	1	2	3	4	0	1	2	3	4
g. Traffic flow on major city streets	0	1	2	3	4	0	1	2	3	4
h. Maintenance and repair of city streets	0	1	2	3	4	0	1	2	3	4
i. Overall city street conditions (potholes, etc.)	0	1	2	3	4	0	1	2	3	4

	<u>Don't Know</u>	<u>Poor</u>	<u>Fair</u>	<u>Good</u>	<u>Very Good</u>	<u>Don't Know</u>	<u>Very Low</u>	<u>Low</u>	<u>High</u>	<u>Very High</u>
<b>14. City Codes and Permits</b>										
Building permit services for new										
a. construction and remodeling	0	1	2	3	4	0	1	2	3	4
b. Review services for land development	0	1	2	3	4	0	1	2	3	4
c. Review services for residential plans	0	1	2	3	4	0	1	2	3	4
d. Review services for commercial plans	0	1	2	3	4	0	1	2	3	4
e. Review services for zoning changes	0	1	2	3	4	0	1	2	3	4
f. Inspection of newly-constructed buildings	0	1	2	3	4	0	1	2	3	4
g. Zoning code/regulation enforcement	0	1	2	3	4	0	1	2	3	4
h. Substandard building code enforcement	0	1	2	3	4	0	1	2	3	4
i. In the past year, have you had contact with the City for permits or plan reviews?	0	1	2	3	4	0	1	2	3	4
j. In the past year, have you had contact with the City for inspections?	0	1	2	3	4	0	1	2	3	4
k. In the past year, have you had contact with the City for code enforcement?	0	1	2	3	4	0	1	2	3	4

	<u>Don't Know</u>	<u>Poor</u>	<u>Fair</u>	<u>Good</u>	<u>Very Good</u>	<u>Don't Know</u>	<u>Very Low</u>	<u>Low</u>	<u>High</u>	<u>Very High</u>
<b>15. City Affordability</b>										
a. Availability of affordable housing for low/moderate income families	0	1	2	3	4	0	1	2	3	4
Low interest housing loans/grants for										
b. low/moderate income families	0	1	2	3	4	0	1	2	3	4
c. The amount you pay for city sewer services	0	1	2	3	4	0	1	2	3	4
d. The amount you pay for garbage and recycling collection services	0	1	2	3	4	0	1	2	3	4
e. The City's economic development efforts	0	1	2	3	4	0	1	2	3	4

	<u>Don't Know</u>	<u>Poor</u>	<u>Fair</u>	<u>Good</u>	<u>Very Good</u>	<u>Don't Know</u>	<u>Very Low</u>	<u>Low</u>	<u>High</u>	<u>Very High</u>
<b>16. Customer Service</b>										
Quality of municipal court services (traffic ticket or fine collection, etc.)	0	1	2	3	4	0	1	2	3	4
b. Accessibility of municipal court services	0	1	2	3	4	0	1	2	3	4
c. City employees' courtesy	0	1	2	3	4	0	1	2	3	4
d. City employees' accessibility	0	1	2	3	4	0	1	2	3	4
e. City employees' knowledge of their job	0	1	2	3	4	0	1	2	3	4
f. City employees conduct city business in an ethical manner	0	1	2	3	4	0	1	2	3	4
g. Government services are provided efficiently	0	1	2	3	4	0	1	2	3	4
h. Quality of appointed/elected boards and commissions	0	1	2	3	4	0	1	2	3	4
i. Effectiveness of elected council	0	1	2	3	4	0	1	2	3	4
j. staff	0	1	2	3	4	0	1	2	3	4
k. Communication of the City to the citizens	0	1	2	3	4	0	1	2	3	4
l. Availability of information about City services, ordinances, decisions, etc.	0	1	2	3	4	0	1	2	3	4
m. Quality of City's website (www.cityofdavenportiowa.com)	0	1	2	3	4	0	1	2	3	4
n. Public's involvement in decision making	0	1	2	3	4	0	1	2	3	4



**City of Davenport  
2006 Citizen Survey**

**17. Please prioritize the 10 services below with 1 being the lowest priority and 10 is your highest**

	<u>Priority</u>
a. Affordable housing	
b. EMS services	
c. Economic development efforts	
d. Environmental protection	
e. Fire services	
f. Libraries	
g. Parks	
h. Police	
i. Traffic flow and light timing	
j. Good streets and sidewalks	
k. Other (please specify) _____	

**18. Please list up to five issues that you think the City of Davenport needs to address (*1st is top issue*)**

	<u>Issue</u>
	<b>1</b>
	<b>2</b>
	<b>3</b>
	<b>4</b>
	<b>5</b>

**19. Provide some information about yourself. This helps us to determine any patterns in the survey. Information provided will be kept anonymous.**

**a. How many years have you lived in Davenport?**  
\_\_\_\_\_ years

**b. What is your current zip code?**

- ☐ 52801      ☐ 52805  
☐ 52802      ☐ 52806  
☐ 52803      ☐ 52807  
☐ 52804

**c. What is your race or ethnic group?**

- ☐ African/American  
☐ Asian/Pacific Islander  
☐ Caucasian/White  
☐ Eskimo  
☐ Hispanic  
☐ Native American  
☐ Other

**e. Do you own or rent your home?**

- ☐ Own  
☐ Rent

**f. In what kind of home do you live?**

- ☐ Apartment/Condominium  
☐ Single family house  
☐ Trailer or Mobile Home  
☐ Townhouse  
☐ Other

**g. What is your age?**

- ☐ 18 - 24 years  
☐ 25 - 44 years  
☐ 45 - 64 years  
☐ 65 or over

**d. What is your sex?**

- ☐ Male  
☐ Female

**h. What is your highest level of education?**

- ☐ Less than high school  
☐ High school graduate or GED  
☐ Some college, less than a Bachelor degree  
☐ Bachelor degree  
☐ Master degree or higher

**i. What was your total household income in 2005?**

- ☐ Less than \$25,000  
☐ \$25,000 - \$49,999  
☐ \$50,000 - \$99,999  
☐ \$100,000 - \$199,999  
☐ \$200,000 or more

**j. How many adults and children currently live at your home, including yourself?**

- a. Adults (18 and over) \_\_\_\_\_  
 b. Children (17 and under) \_\_\_\_\_

**20. List any additional comments on the quality of services you receive from the City of Davenport:**

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## APPENDIX B

### **Davenport Public Libraries**

In addition to the general listing questions regarding services provided by the City of Davenport, the 2006 survey includes a six part question concerning the Davenport Public Libraries. The tables below summarize the data.

**Table 1: Satisfaction of Davenport Public Libraries**

	Mean	Poor	Fair	Good	Very Good
Availability of materials	3.14	2	28	126	62
Youth programs offered	2.99	1	24	60	25
Availability of Internet access	3.14	0	19	91	40
Overall rating of services	3.18	2	19	137	62
Safety at library facilities	3.28	3	15	111	78

The satisfaction scores for the Davenport library services are fairly high, averaging 3.15 among all five categories. There is a slight discrepancy between the average given in the general listing question and the more specific question, but that can be expected when averaging five distinct questions into one score.

Of the 341 participants that responded to this survey, 167 responded that they had used a Davenport Library facility or program in the past 12 months and also gave at least one score for the satisfaction questions. The table below illustrates the averages of these respondents.

**Table 2: Satisfaction of Library Users**

	Mean
Availability of materials	3.11
Youth programs offered	2.98
Availability of Internet access	3.10
Overall rating of services	3.18
Safety at library facilities	3.27

As you can see, there is a very slight difference between the satisfaction of those who frequent the library and the general public.

**Table 3: Priority of Davenport Public Libraries**

	Mean	1	2	3	4
Availability of materials	3.06	13	26	111	64
Youth programs offered	2.86	19	27	97	39
Availability of Internet access	2.73	22	41	95	33
Overall rating of services	3.08	8	24	122	58
Safety at library facilities	3.18	9	20	106	75

The priority scores for the Davenport library services are somewhat high, averaging 2.98 among all five categories. This score is slightly higher than the priority average given in the general listing question, but again, discrepancy are expected when dealing with averaging separate categories.

Of the 341 participants that responded to this survey, 131 responded that they had used a Davenport Library facility or program in the past 12 months and also gave at least one score for the priority questions. The table below illustrates the averages of these respondents.

**Table 4: Priority of Library Users**

	Mean
Availability of materials	3.14
Youth programs offered	2.92
Availability of Internet access	2.72
Overall rating of services	3.21
Safety at library facilities	3.32

There is a difference between the priorities of those who frequent the library and the general public. We could assume by this data that those who actually use the library are very specific about their expectations.

## APPENDIX C

### Parks and Recreation

In addition to the general listing questions regarding services provided by the City of Davenport, the 2006 survey includes an 18-part question concerning the Davenport Parks and Recreation. The tables below summarize the data.

**Table 1: Parks and Facilities Responses of General Public**

	Mean	
	Satisfaction	Priority
Appearance of parks and facilities	3.03	3.00
Availability and accessibility of parks	3.02	2.93
Overall satisfaction with Parks and Rec.	2.98	2.92
Accessibility of parks and facilities	2.96	2.93
Quality of parks and programs offered	2.80	2.85
Sports leagues	2.80	2.42
Range of parks and recreation activities	2.75	2.76
Aquatic facilities	2.75	2.54
Athletic facilities	2.69	2.58
Cultural arts programs	2.69	2.44
Youth recreational programs	2.68	2.75
Swimming programs	2.67	2.51
Senior activities and programs	2.65	2.59
Youth summer programs	2.64	2.70
Recreation centers	2.62	2.50
Adult recreational programs	2.59	2.41
Safety within the parks and facilities	2.58	3.18

‘Safety within the parks and facilities’ rank the highest in priority, but the lowest in satisfaction, while ‘Appearance of parks and facilities’ ranks high in both satisfaction and priority.

Of the 341 respondents, 203 disclosed that they had used a parks facility or program within that past 12 months. The table below illustrates the averages of these responses.

**Table 2: Parks and Recreation Responses of Facility Users**

	Mean	
	Satisfaction	Priority
Appearance of parks and facilities	3.03	3.05
Accessibility of parks and facilities	3.02	3.03
Availability and accessibility of parks	3.02	2.98
Overall satisfaction with Parks and Rec.	2.98	3.04
Sports leagues	2.82	2.45
Quality of parks and programs offered	2.80	2.93
Aquatic facilities	2.76	2.56
Range of parks and recreational activities	2.73	2.85
Cultural arts programs	2.68	2.46
Athletic facilities	2.67	2.64
Safety within parks and facilities	2.62	3.26
Youth recreational programs	2.62	2.81
Senior activities and programs	2.62	2.59
Recreation centers	2.62	2.54
Swimming programs	2.60	2.51
Adult recreational programs	2.57	2.47
Youth summer programs	2.56	2.75

‘Safety within parks and facilities’ continues to rank the highest in priority, with a score .08 higher than the score of the general public. But ‘Safety’ ranks higher in satisfaction with those who use the facilities. ‘Appearance of parks and facilities’ still ranks high in both priority and satisfaction.

## APPENDIX D

### **Solid Waste Services**

In addition to the general listing questions regarding services provided by the City of Davenport, the 2006 survey includes a five part question concerning Davenport's Solid Waste Services. The tables below summarize the data.

**Table 1: Satisfaction of Solid Waste Services**

	<b>Mean</b>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Very Good</b>
Residential garbage collection services	3.03	12	41	182	75
Recycling collection services	3.00	18	37	178	73
Yard waste collection services	2.88	21	52	161	69
Bulky waste collection services	2.99	16	37	165	66

The satisfaction ratings for Solid Waste Services are somewhat high, with an overall average of 2.98. Respondents are the least satisfied with the yard waste collection services, with almost 7 percent of the respondents giving it a 'Poor' rating.

Of the 341 citizen who responded to this question, only 291 responded that the City of Davenport does collect garbage at their residence and gave a score for at least one of the satisfaction questions. The table below summarizes their responses.

**Table 2: Satisfaction of Service Users**

	<b>Mean</b>
Residential garbage collection services	3.06
Recycling collection services	3.01
Yard waste collection services	2.90
Bulky waste collection services	3.00

As you can see, citizens who use the city's solid waste services rate the services higher than the general public, with an overall average of 2.99. Yard waste collection services remained the lowest scored service.

**Table 3: Priority of Solid Waste Services**

	<b>Mean</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
Residential garbage collection services	3.35	4	8	143	109
Recycling collection services	3.24	10	21	126	105
Yard waste collection services	3.18	12	15	143	86
Bulky waste collection services	3.24	7	14	144	88

The priority ratings of these services are fairly high, with an overall average of 3.25. Along with having the lowest satisfaction rating, 'Yard waste collection services' also had the lowest priority rating.

Of 341 citizens who responded to this question, only 241 responded that the City of Davenport does collect garbage at their residence and gave a score for at least one of the priority questions. The table below illustrates these results.

**Table 4: Priority of Service Users**

	<b>Mean</b>
Residential garbage collection services	3.38
Recycling collection services	3.26
Yard waste collection services	3.20
Bulky waste collection services	3.26

As with the satisfaction results, citizens who use the city's solid waste services give the services a higher priority than the general public. Also, 'Yard waste collection services' ranks the lowest in priority among users.

## APPENDIX E

### Reduce or Eliminate Services Comments

#### Question 7

***Do not increase revenues, rather reduce or eliminate services, including...***

#### Employee Salaries / Productivity

##### *City Council:*

- Political positions on councils, too much Govt., too many people
- City council salaries
- City council wages
- City council- esp. Alderman Howard, Lynn, Ambrose, Van Fossen

##### *Wages and Benefits:*

- Reduce high salaries
- Put a freeze on mayor, city council, and administrative salaries
- Police benefits package
- Paying firemen 24 on 24 off they sleep at work and don't pay for this
- Pay raises and health insurance
- Reduce raises of city employees and maintain city services
- Overhead (administrative salaries)
- Make city employees, such as pay for health insurance
- Have all employees and fire, police pay increasing share of medical- reduce city managers salary
- Full insurance for employees- they should pay part
- 100% health insurance/20% cut administrative jobs
- I make it on \$40,000; maybe people are overpaid
- Waste in government/ reduce middle management
- Bring employee wages inline with the rest of the taxpayers

##### *Other:*

- Police, Craig Malin
- Unnecessary departments with the city
- Do not reduce the police force, rather office workers that are not needed
- Look into the productivity of city workers. Street repair men especially- they don't seem to be supervised
- City manager
- Less fire and police. With cameras we shouldn't need as many
- City Administration

#### Taxes / Fees

- Water runoff tax
- Not from property taxes
- Drop fees for services such as sewer and water for those in city limits who have wells and no sewers
- Other than raising taxes- there are other ways
- Increase users fees not taxes
- City sales tax
- Rain storm water tax



### General Spending

- Cultural/arts/development. Let's get finances in order before we spend more money. Let's hire competent legal aid. Don't spend money we don't have.
- Spending too much money foolishly.
- Premium sharing for health insurance
- Stop giving money to Davenport One
- Do not spend \$60,000 on a special vote
- Overhead
- Non-essentials
- Government waste
- Traffic cameras
- I think the money is there and should be distributed in a better fashion (budgeting managing)
- Before increasing spending- take a look at how the money is being spent. Can you eliminate foolish spending?
- Live within a budget. Use common sense.
- Being responsible fiscally.
- All automation of so many city vehicles on the road
- Everything but the essentials
- Do not reduce or eliminate services- quit spending on fluff and listen to common man

### Recreation

- Recreational: golf courses
- Environmental protection; parks
- Only a few people use golf course, swimming pool and theater
- Parks and recreation
- Golf course maintenance
- Golf/adult recreation/some parks
- Golf
- Entertainment/tourist attractions

### Development

- Money-losing development
- Look at priority, re-bid all contracts, weak competitive pricing on all purchasing
- City of Davenport development land business and buy land to hold for profit
- Building things we don't really need
- Encourage new business

### Museum of Art

- Art museum (5)
- Art Museum, fancy sculptures from out of town, city employees that waste time and drink on the job.
- Figge art center and music experience

### Street Sweeping

- Street sweeping
- Street sweeping only after events and when needed in the Fall

### Garbage / Recycling/ Yard Waste

- Eliminate recycling and garbage pickup. Make it one pick up like most cities do through the country. Allow burning of yard waster on certain days.
- New garbage cans
- Recycling collections
- Recycling
- Garbage pickup

### Recent Projects

#### *Skybridge:*

- Your beautification expenses which are totally ridiculous. (Skybridge, Davenport signs, and fountain off Centennial Bridge.
- Skybridge
- Skywalks
- Projects like "Skybridge to nowhere." Don't take on big debt.
- Money spent on unneeded projects- ex, Skybridge & Davenport Welcome signs
- Not spending on things we don't need like Skybridge, high price jail
- Funding for private development, i.e. Skybridge

#### *Other:*

- Prairie Heights
- RiverCenter/Figge, etc.
- Libraries, new jail
- RiverCenter
- Adler and RiverCenter
- Quit wasteful spending on projects that the city doesn't need. Really need to go into that. Very poor leadership

### Downtown

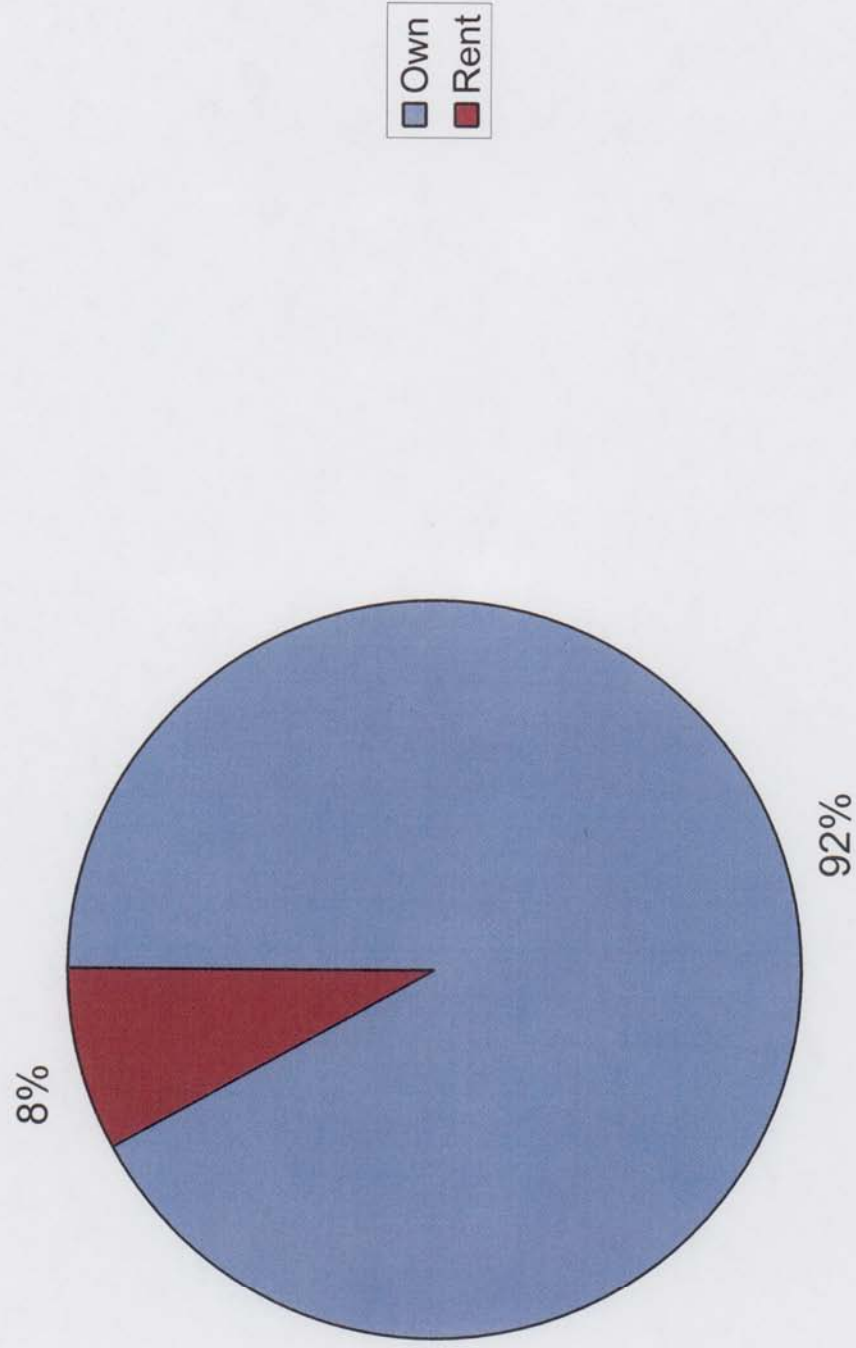
- Downtown- there are still crackheads, prostitutes, and bums. Quit putting money into making it nice.

**Question 17 'Write In' Services**

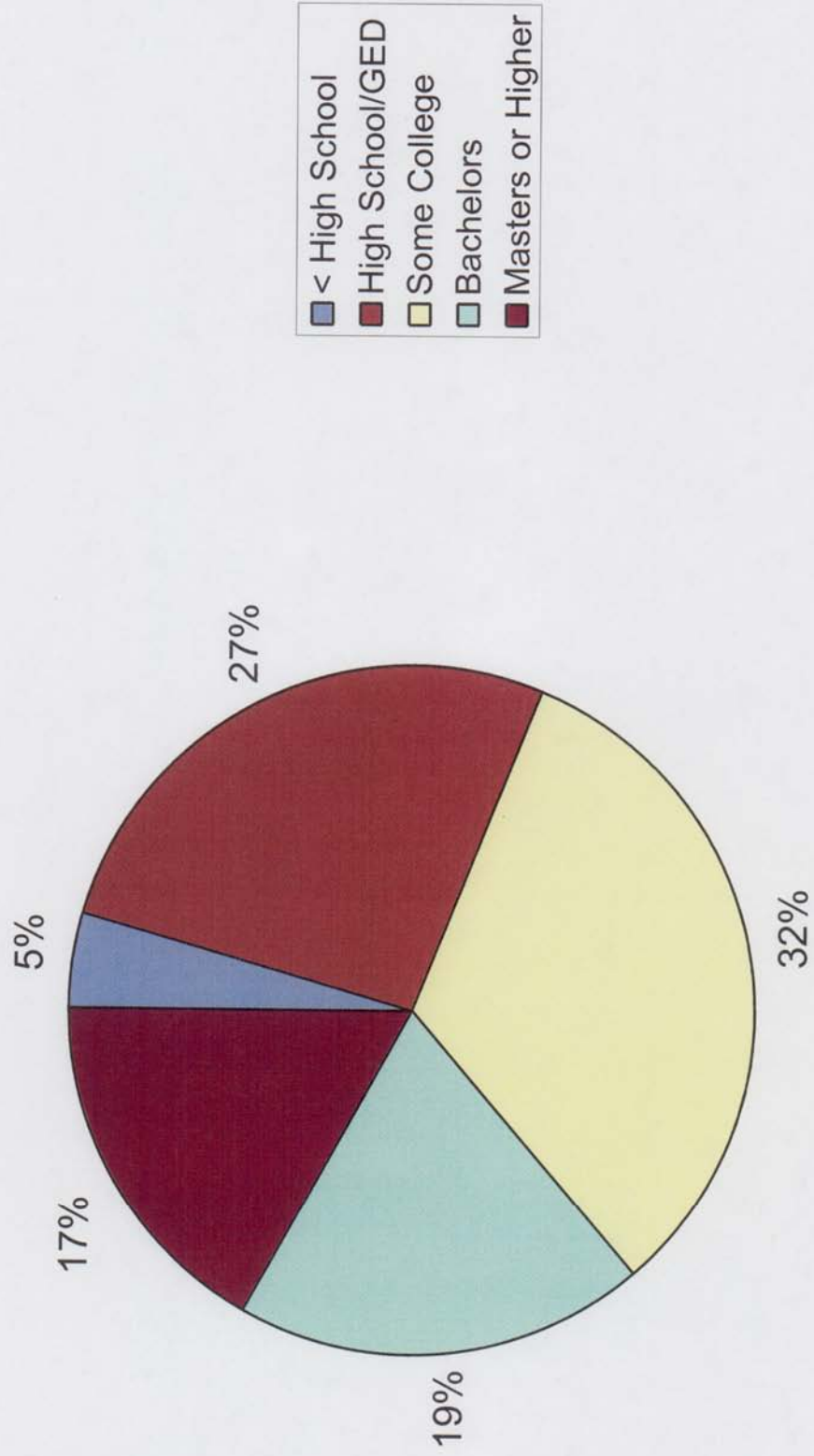
*Services that need priority:*

- Recreational facilities for adults
- Small business
- Storm water system
- Attractiveness of City of Davenport
- Regenerate downtown
- Need an East side library
- Making people trim trees out of neighbors' yards when they are hanging
- Condition of Sidewalks
- Trying hard to cut property taxes
- Garbage pickup
- Clean up town- dirty looking
- Police follow up on burglary, car vandalism in low income neighborhoods
- Schools
- Lowering crime
- Snow removal
- Safety of city
- Common sense spending
- Animal control
- Education
- Garbage/recycling
- Keeping our cities allies clean and pot hole free
- Get rid of the crooked mayor and council
- Availability of all services – resource directory
- Crime
- Quit reasoning these expense feasibility studies and fix what you already have
- Amusement park
- Alleys
- Schools-open enrollment
- Garbage removal/snow removal
- Get rid of red light tickets and speed by cameras
- Getting more for you tax dollar
- Walk signals need to last a little longer
- Four year terms
- Transportation (Citi-bus all 3 shifts [jobs] 7 days a week [church])

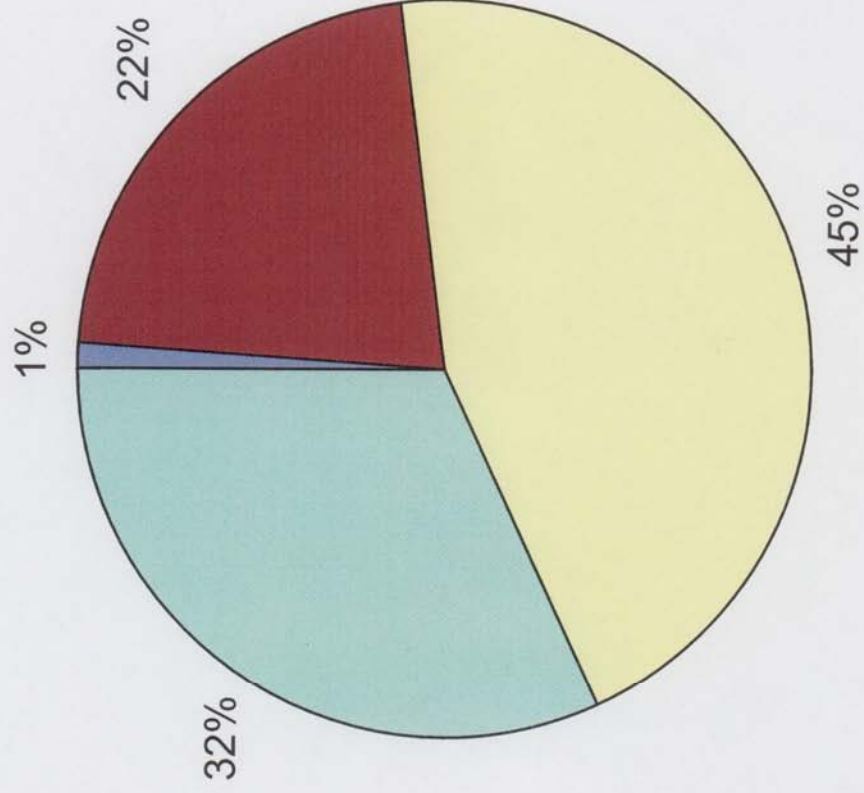
## Residence of Respondents



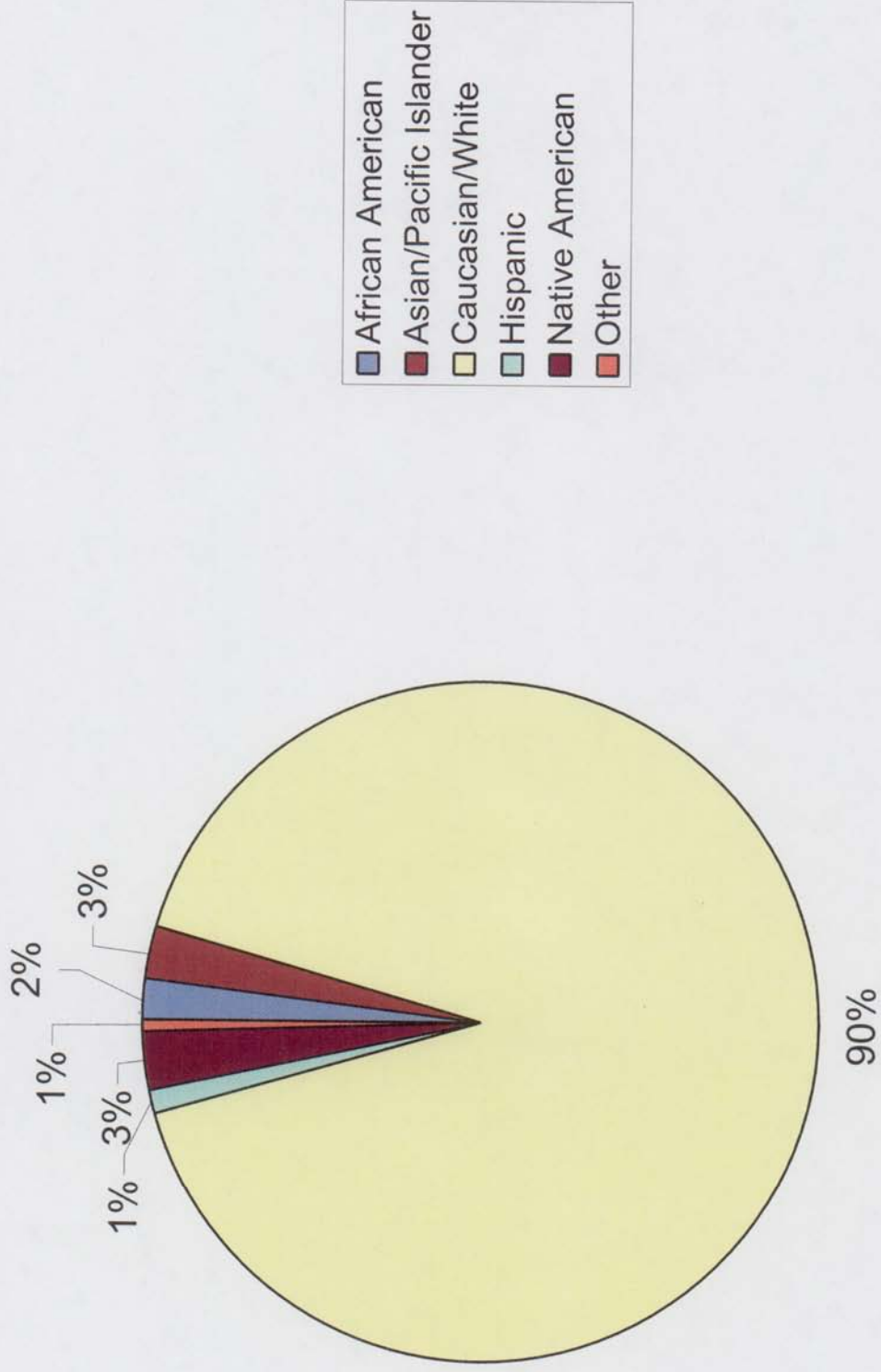
## Education of Respondents



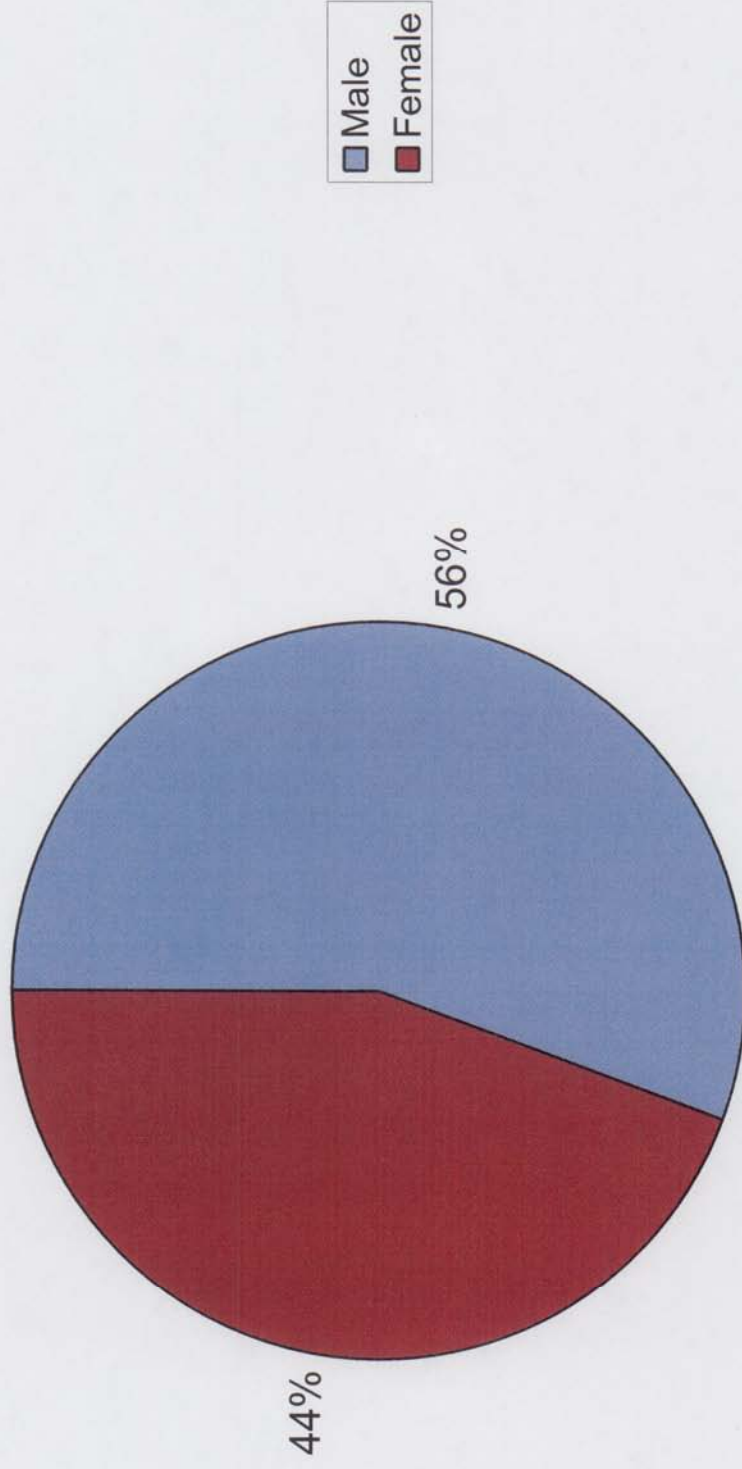
## Age of Respondents



## Ethnicity of Respondents

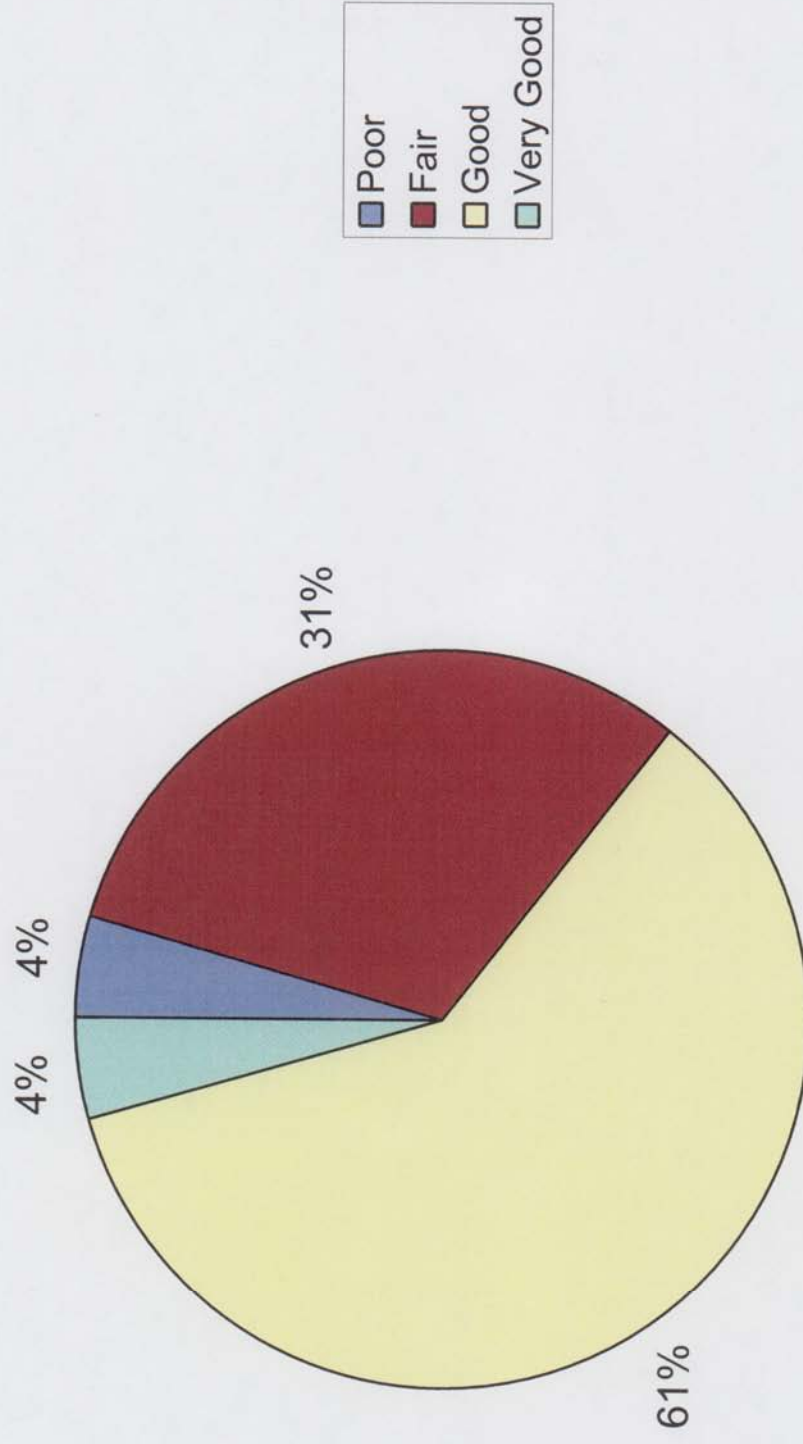


## Gender of Respondents

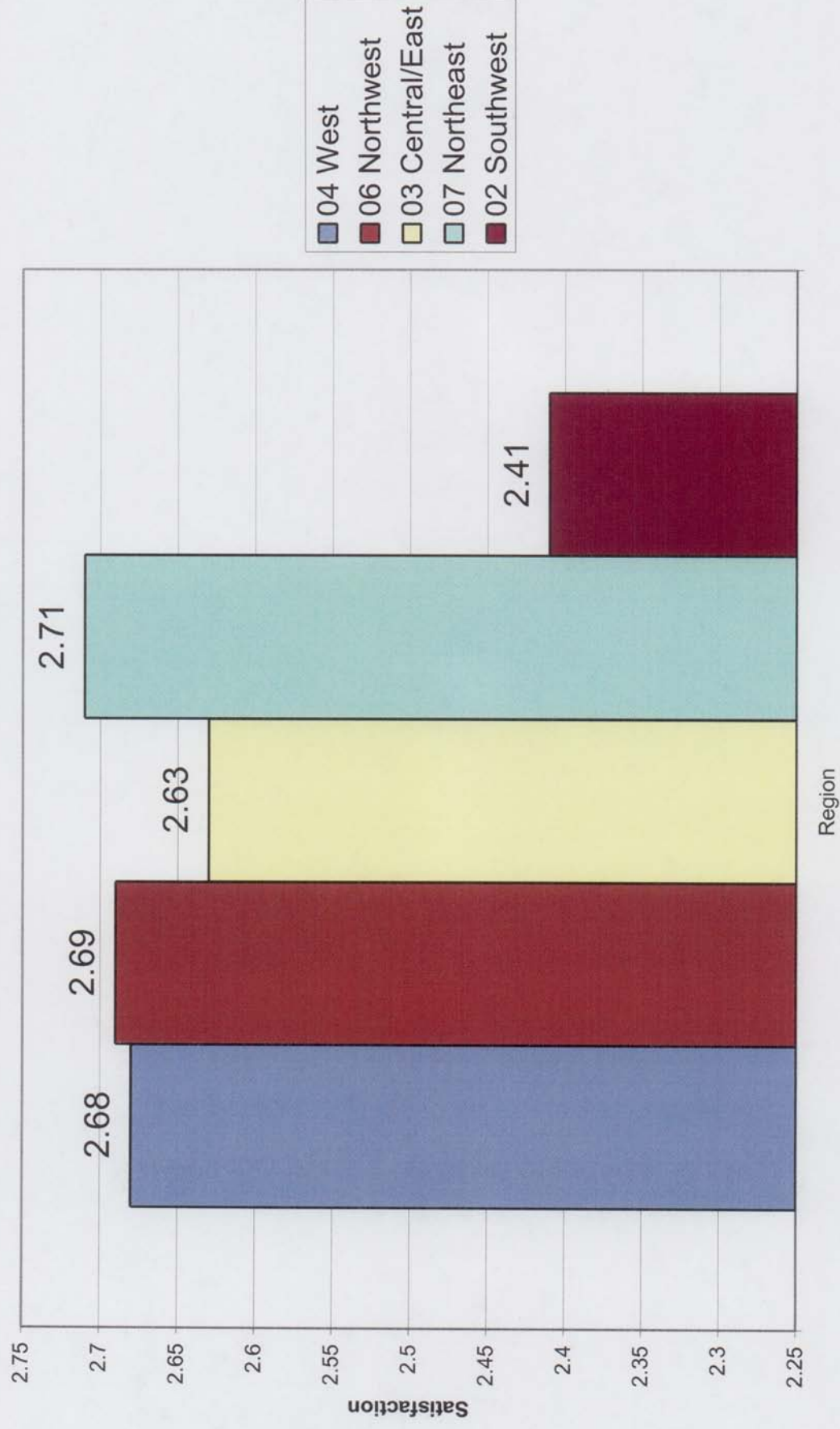




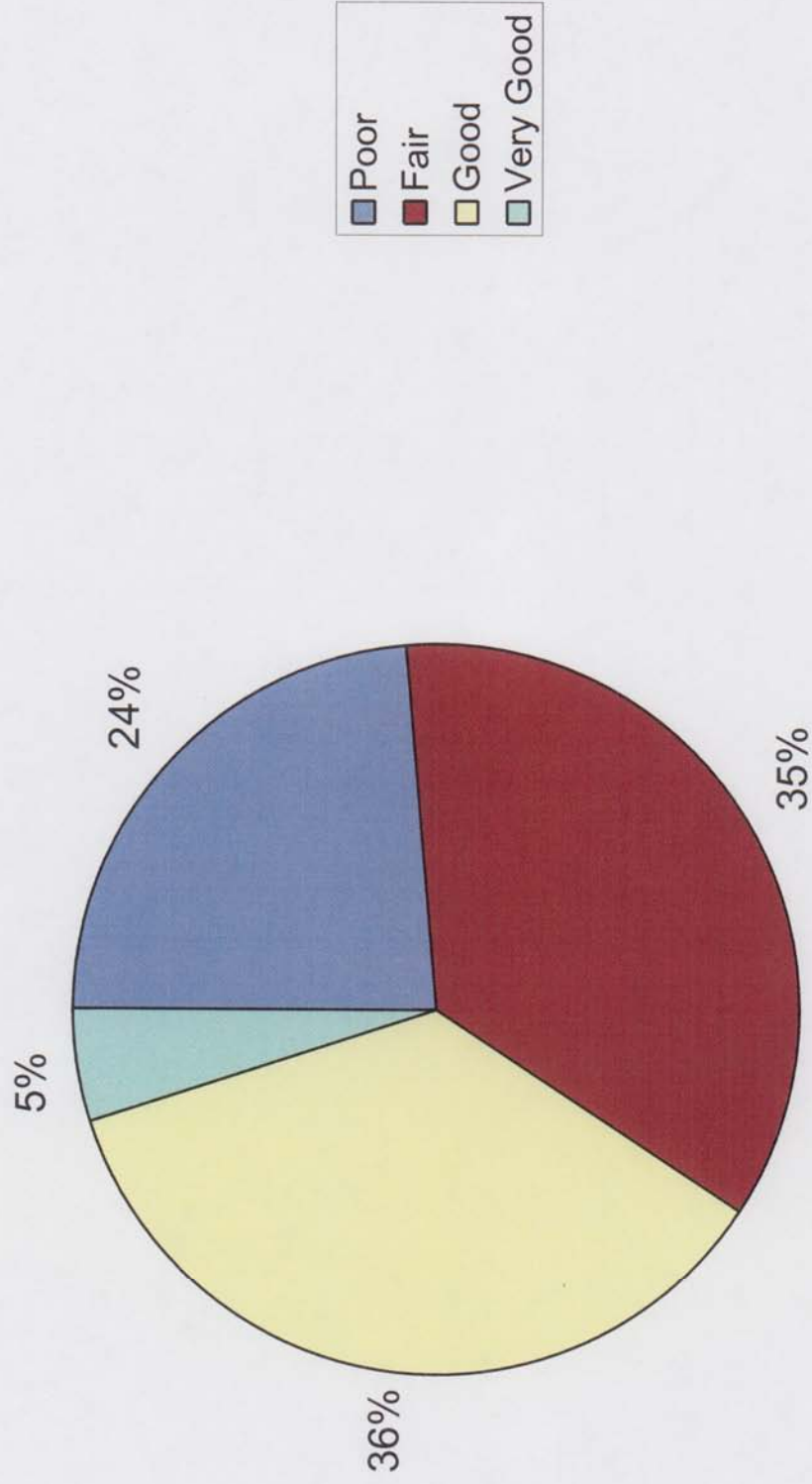
## Quality of Services



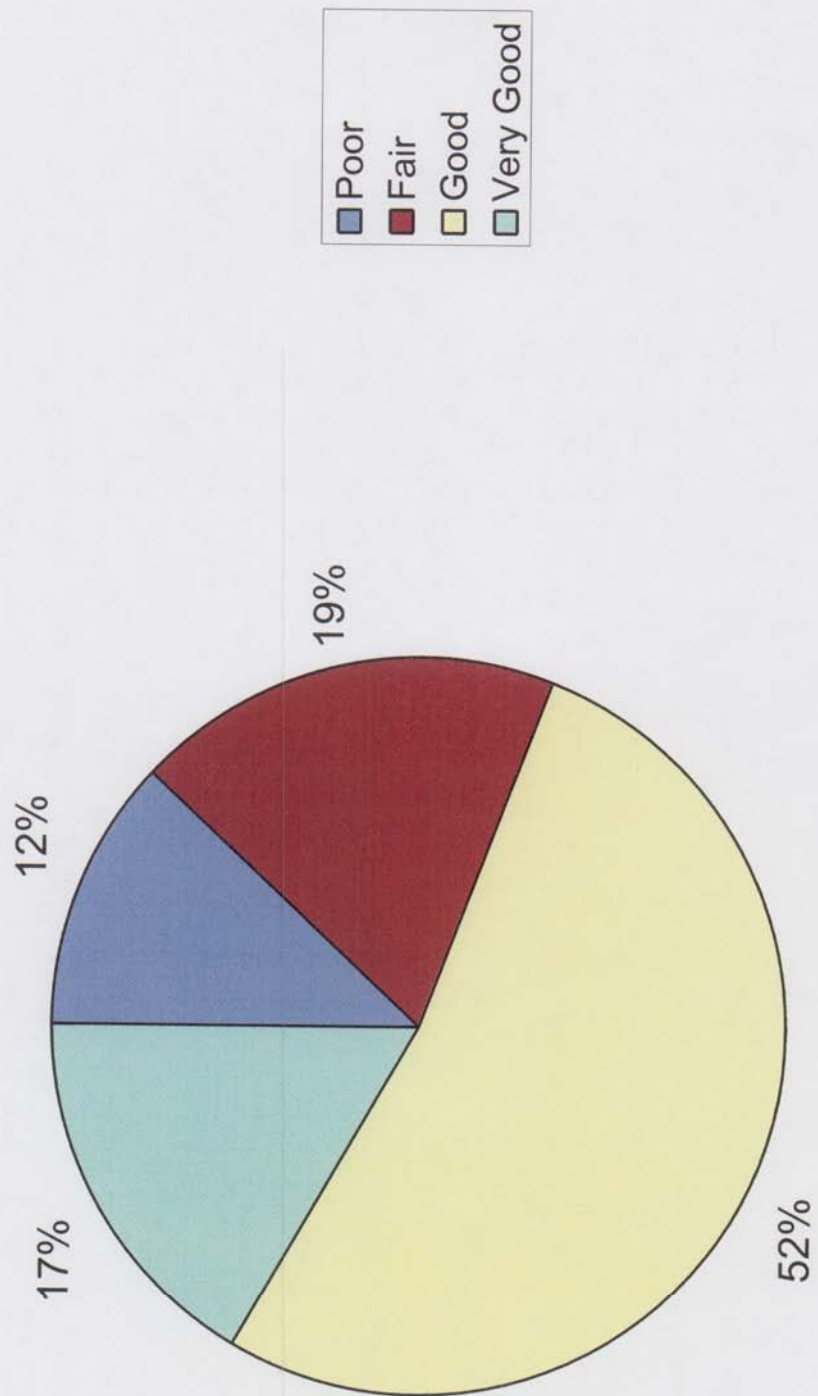
## Quality of Services by Region



## Environmental Code Inspections

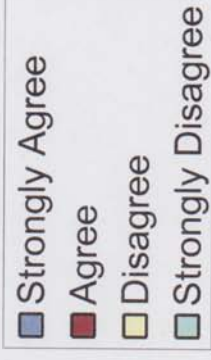
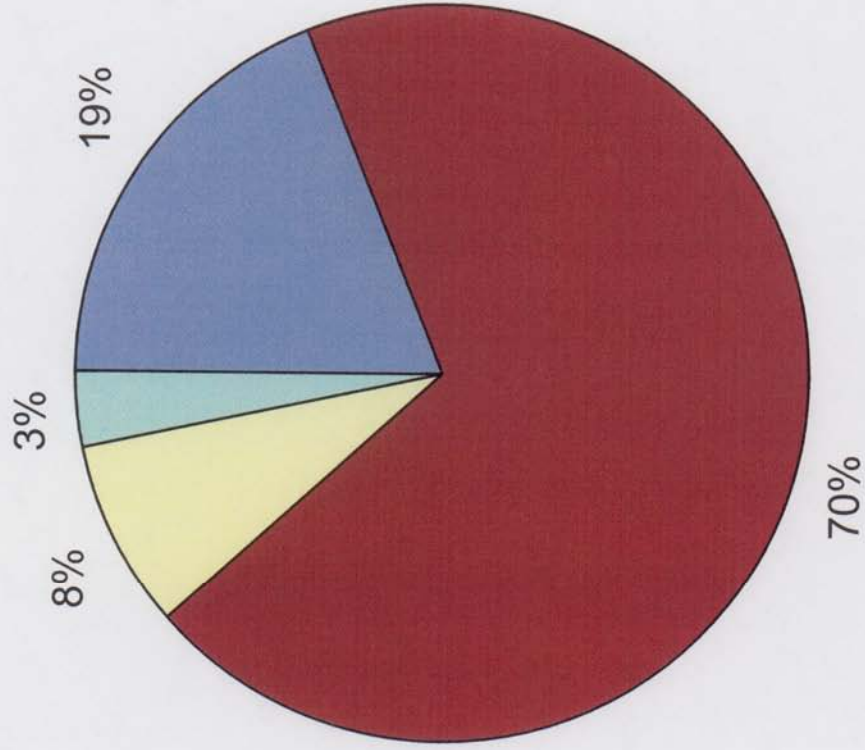


## Drainage of Storm Water



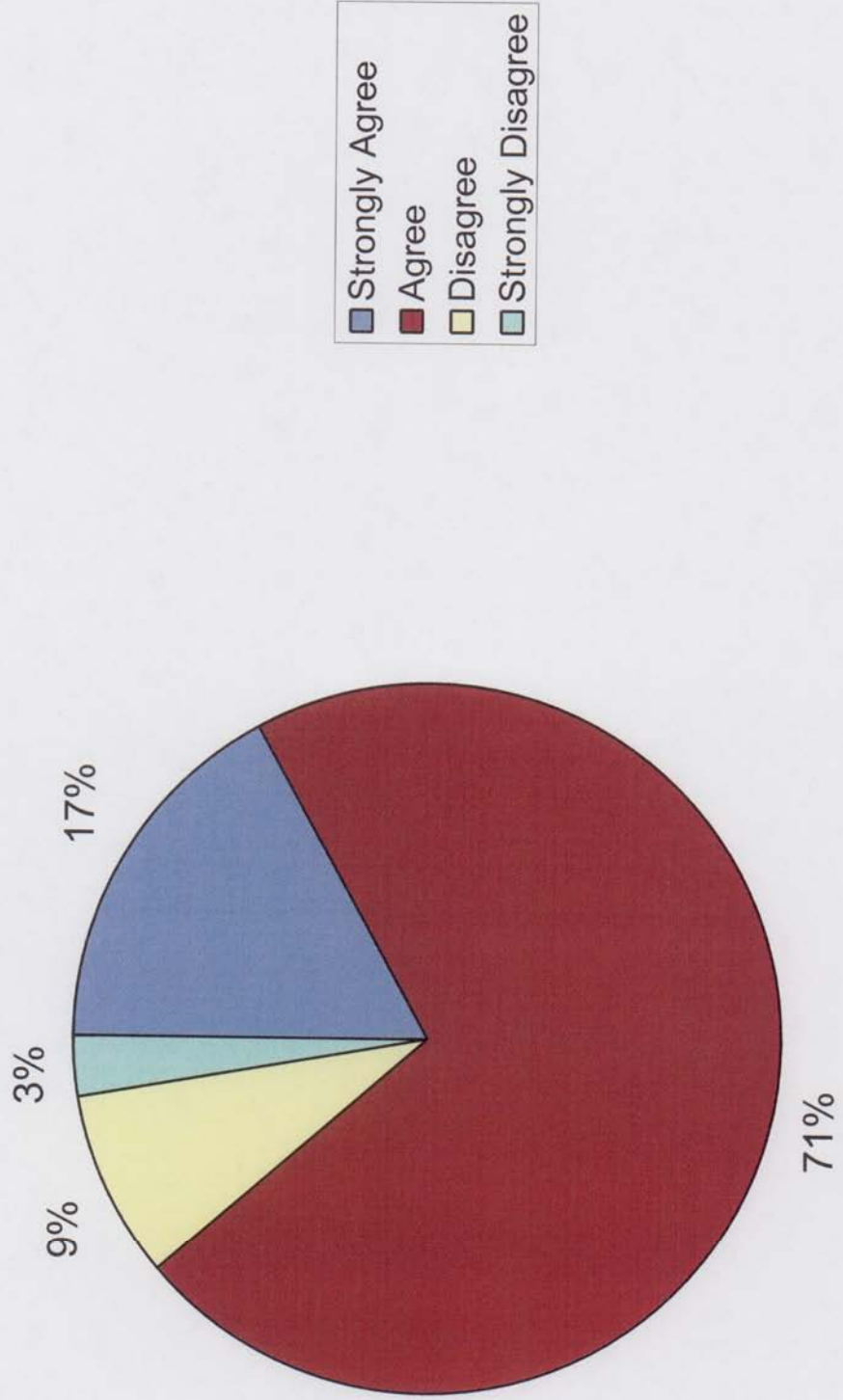
## Helpfulness of Police

The members of the DPD are generally helpful, cooperative, and sensitive to the public's concern



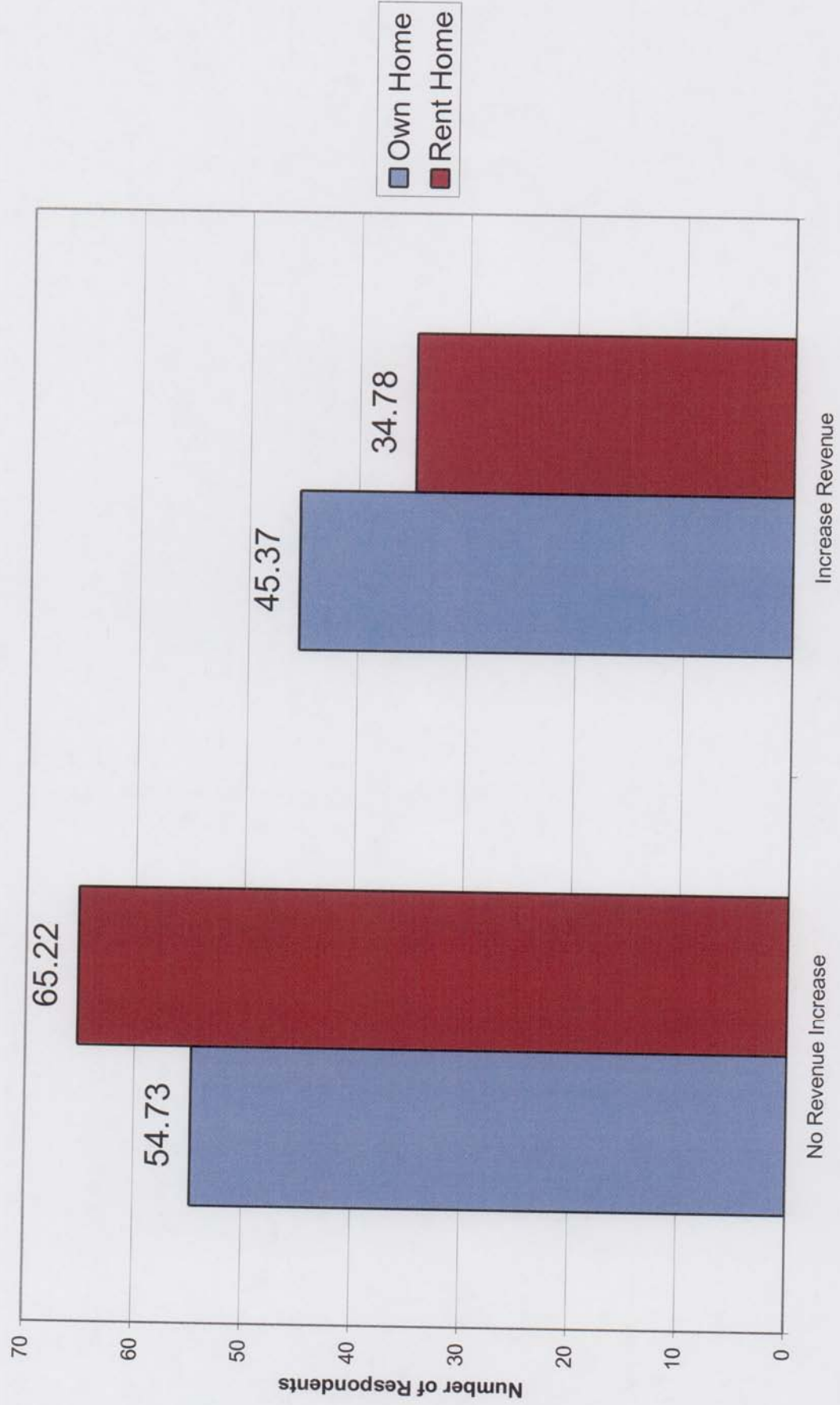
## Fairness of Police

The members of the DPD are generally fair in dealing with the public.





## Revenue Increase



## Quality of Life

