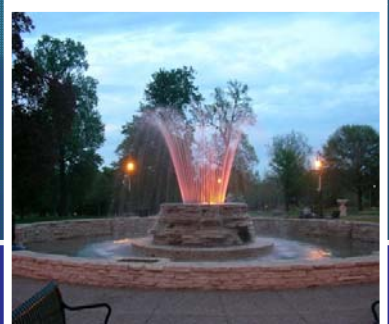


City of Davenport 2008 Community Survey

Final Report

Submitted to

The City of Davenport, Iowa



725 W. Frontier Circle

Olathe, KS 66061

(913) 829- 1215

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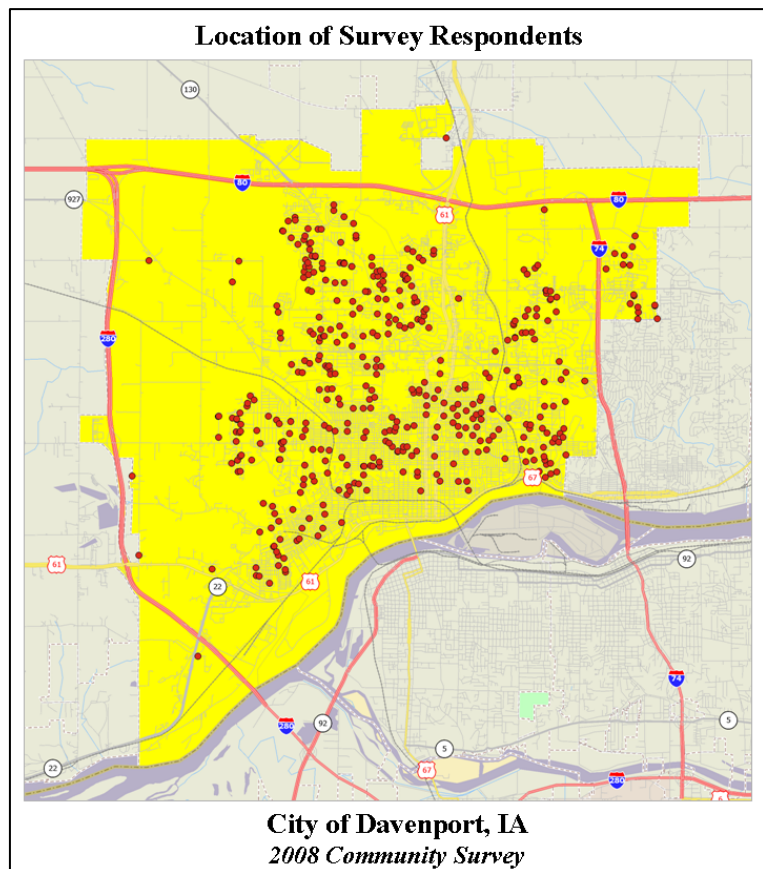
2008 DirectionFinder® Survey

Executive Summary

Purpose and Methodology

ETC Institute administered a survey to residents of the City of Davenport during the winter of 2008. The purpose of the survey was to assess satisfaction with the quality of city services and to gather input about priorities for the community.

A seven-page survey was mailed to a random sample of 1,200 households in the City of Davenport. Approximately seven days after the surveys were mailed; residents who received the survey were contacted by phone. Those who indicated that they had not returned the survey were given the option of completing it by phone. Of the households that received a survey, 224 completed the survey by phone, and 212 returned it by mail for a total of 436 completed surveys. The results for the random sample of 436 households have a 95% level of confidence with a precision of at least $\pm 4.8\%$. 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 physical distribution of survey respondents based on the location of their home.



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 report contains:

- a summary of the methodology for administering the survey and major findings
- charts showing the overall results for most questions on the survey
- trend data from 2006 survey
- GIS maps that show the results of selected questions as maps of the city
- importance-satisfaction analysis
- tables that show the results for each question on the survey
- a copy of the survey instrument.

Major Findings

- **Rating of Major Categories of City Services** Ninety-eight percent (98%) of the residents surveyed *who had an opinion* indicated that they were satisfied (ratings of 4 or 3 on a 4-point scale) with the overall quality of fire and paramedic services; 90% were satisfied with the overall quality of library services and 82% were satisfied with the overall quality of garbage/recycling collection. Residents were least satisfied with the overall quality of City streets and infrastructure.

The major categories of City services that respondents thought should be the City's top priorities for improvement were:

- Overall quality of City streets and infrastructure
 - Overall efforts to attract and retain businesses
- **Level of Agreement with Various Statements About Perceptions of Safety** Ninety-six percent (96%) of the residents surveyed *who had an opinion* agreed with the statement (ratings of 4 or 3 on a 4-point scale) “I feel safe in my neighborhood during the day”; 95% agreed with the statement “I feel safe in commercial/retail areas during day” and 88% agreed with the statement “I feel safe in city facilities”.
- **Rating of Performances with Police Services** Eighty-three percent (83%) of the residents surveyed *who had an opinion* indicated that they were satisfied (ratings of 4 or 3 on a 4-point scale) with the responsiveness to emergency calls for service; 62% were satisfied with traffic enforcement and 58% were satisfied with the responsiveness to investigations of criminal offenses and responsiveness to non-emergency calls for service. Residents were least satisfied with the visibility of police in their neighborhood.

The Police services that respondents thought should receive the most emphasis from City officials over the next two years were:

- Efforts to prevent crime
- Visibility of police in their neighborhood

- **Rating of Performances with Fire Services** Ninety-five percent (95%) of the residents surveyed *who had an opinion* indicated that they were satisfied (ratings of 4 or 3 on a 4-point scale) with the responsiveness to emergency/medical calls; 88% were satisfied with fire safety education programs and 85% were satisfied with the Fire prevention efforts.

The Fire services that respondents thought should receive the most emphasis from City officials over the next two years were:

- Responsiveness to emergency/medical calls
- Fire prevention efforts

- **Rating of Performances with Streets and Infrastructure** Seventy-six percent (76%) of the residents surveyed *who had an opinion* indicated that they were satisfied (ratings of 4 or 3 on a 4-point scale) with the snow removal on major streets; 61% were satisfied with the traffic flow on major city streets and 59% were satisfied with tree trimming and urban forestry. Residents were least satisfied with the condition of major city streets.

The Streets and Infrastructure services that respondents thought should be the City's top priorities for improvement were:

- Condition of major city streets
- Condition of streets in your neighborhood

- **Rating of Performances with Parks and Recreation Services** Ninety-five percent (95%) of the residents surveyed *who had an opinion* indicated that they were satisfied (ratings of 4 or 3 on a 4-point scale) with the quality of public gardens; 94% were satisfied with overall quality of city golf courses and 89% were satisfied with the quality of gardening/nature programs. Residents were least satisfied with the hours of operation of city pools.

The Parks and Recreation services that respondents thought should receive the most emphasis from City officials over the next two years were:

- Overall appearance of parks and park facilities
- Overall quality of city parks

- **Rating of Performances with Libraries** Eighty-nine percent (89%) of the residents surveyed *who had an opinion* gave the quality of children/youth programs at City libraries in Davenport a rating of either “very good” or “good”; 12% gave a rating of “fair” and no one gave a rating of “poor” (*total percentage does not equal 100 due to rounding*).

➤ **Community Issues that Respondents Think Should be the City's Top Priorities were:**

- Retaining/attracting jobs
- Public safety
- Infrastructure maintenance

Trends

Among the 33 areas that were assessed in both 2006 and 2008, satisfaction levels increased in 23 areas. Satisfaction stayed the same in 5 areas, and decreased in 5 areas. Changes that were statistically significant are listed below. A complete list of trends is provided in Section 2 of this report.

Significant Increases in Satisfaction (increases of 0.3 or greater)

- 1) I feel safe in downtown Davenport during the day (+0.6).
- 2) I feel safe in my neighborhood during the day (+0.4).
- 3) Residential garbage collection services (+0.4).
- 4) Recycling collection services (+0.4).
- 5) Yard waste collection services (+0.4).
- 6) Overall quality of customer service provided by City employees (+0.3).
- 7) Availability of information about City services, ordinances, decisions, etc. (+0.3).
- 8) Condition of streets in your neighborhood (+0.3).
- 9) I feel safe in my neighborhood after dark (+0.3).
- 10) Quality of children/youth programs (+0.3).
- 11) Quality of outdoor athletic facilities (+0.3).
- 12) Bulky waste collection services (+0.3).

Significant Decreases in Satisfaction (decreases of -0.3 or greater)

- 1) Responsiveness to emergency calls for service (-0.4).
- 2) Overall quality of police services (-0.6).

Other Findings.

- Forty-four percent (44%) of the residents surveyed *who had an opinion* indicated that they had called, emailed or visited the city with a question, problem or comment during the past year. Of those who had contacted the city, 89% thought city employees were friendly and polite (ratings of 4 or 3 on a 4-point scale), and 83% indicated that city employees gave accurate and comprehensive information.
- Eighty-two percent (82%) of the residents surveyed indicated that they thought Davenport was either a “very good” or “good” place to live; 16% gave a “fair” rating and only 1% gave a “poor” rating (*total percentage does not equal 100 due to rounding*). ▮

Section 1:

Charts and Graphs

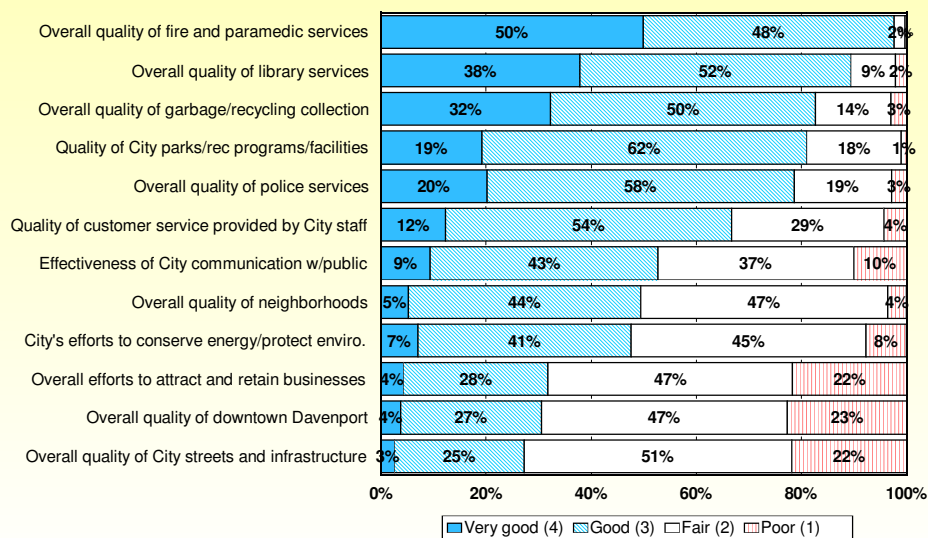
City of Davenport

2008 Community Survey

Results

Ratings of Performance with Major Categories of City Services

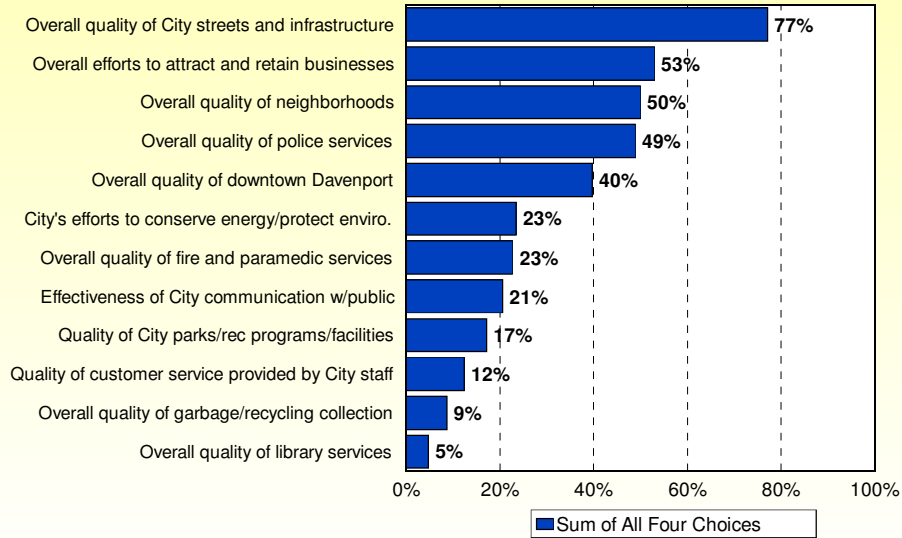
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (2008)

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

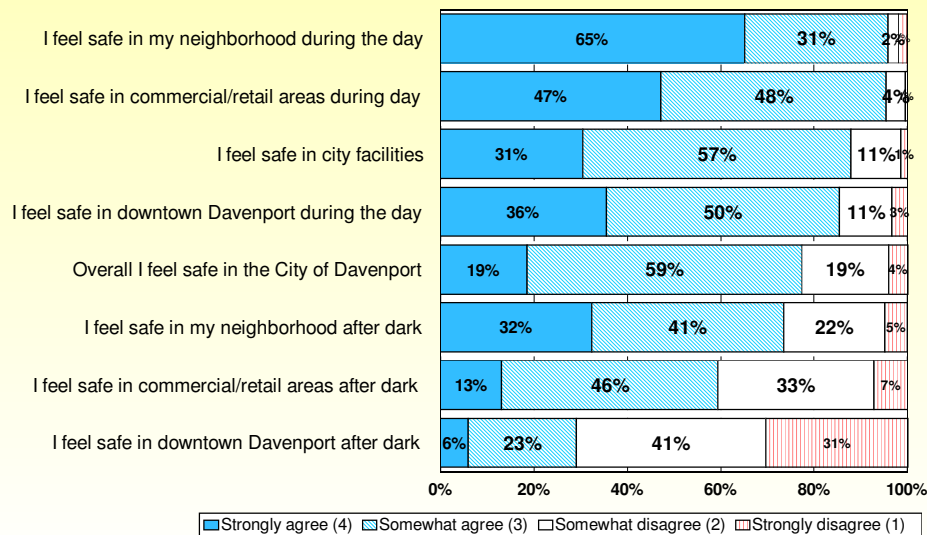
by percentage of respondents who selected the item as one of their top four choices



Source: ETC Institute (2008)

Levels of Agreement with Various Statements About Perceptions of Safety

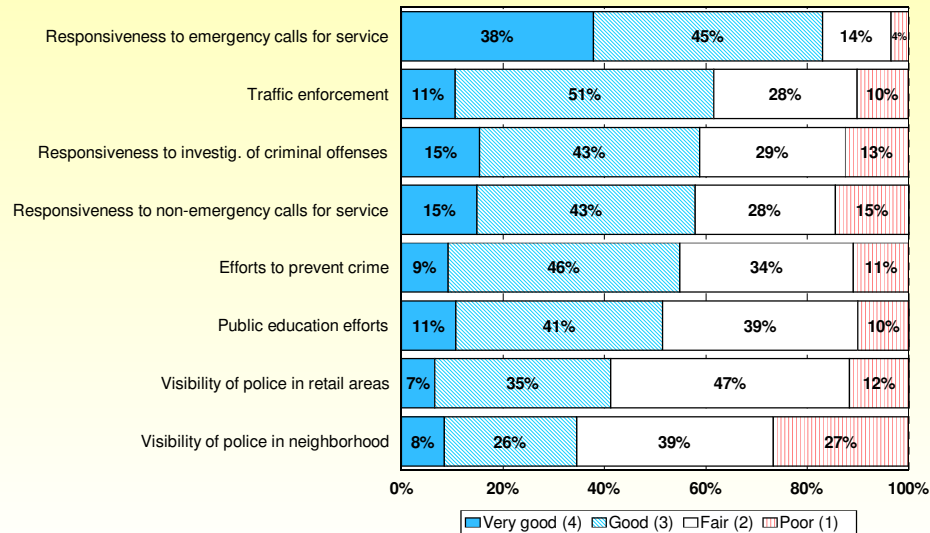
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (2008)

Ratings of Performance with Police Services

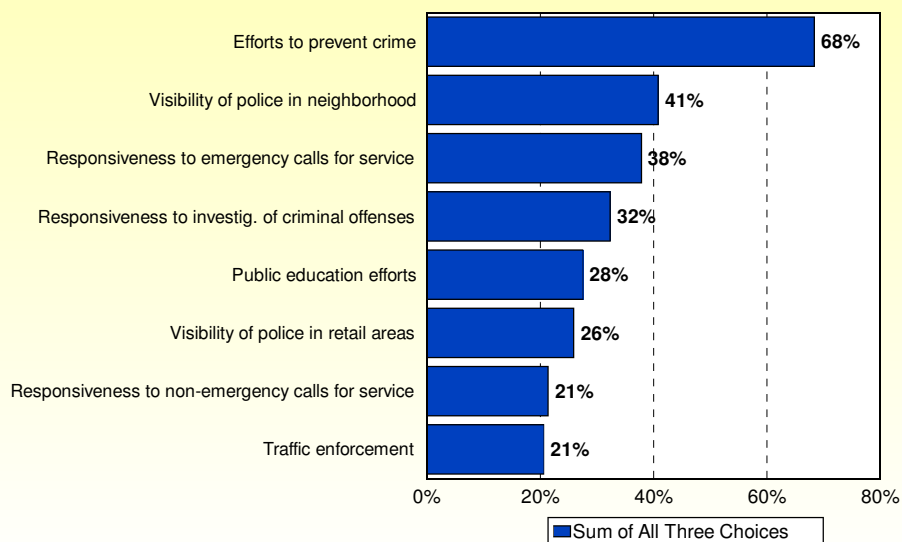
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



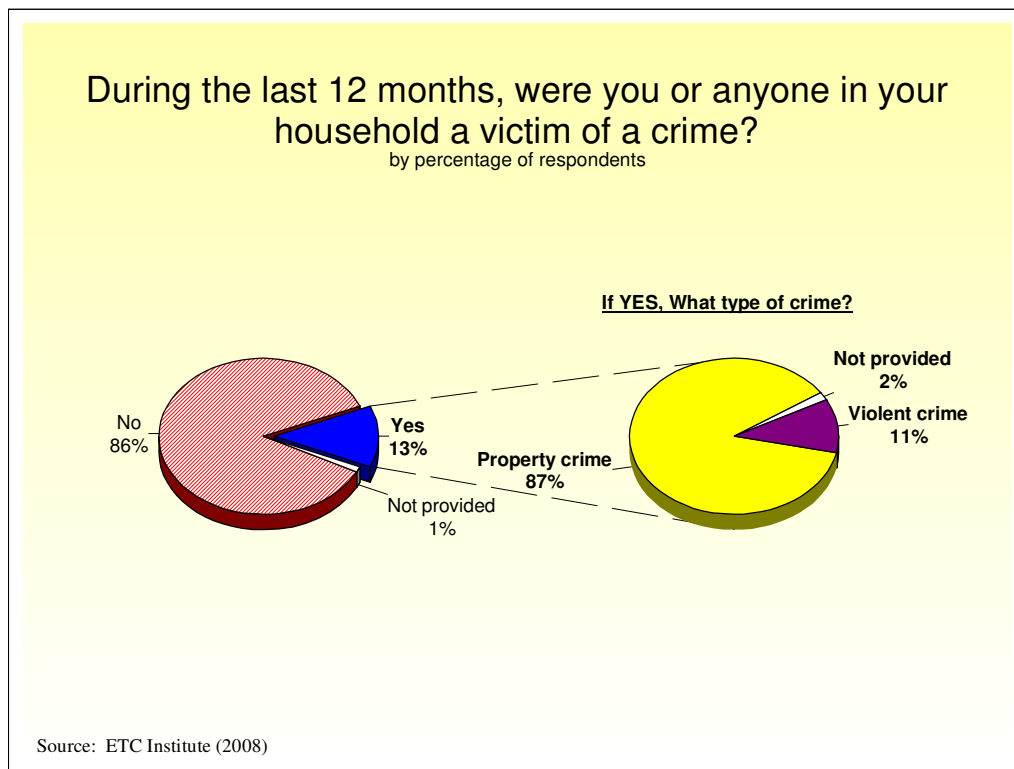
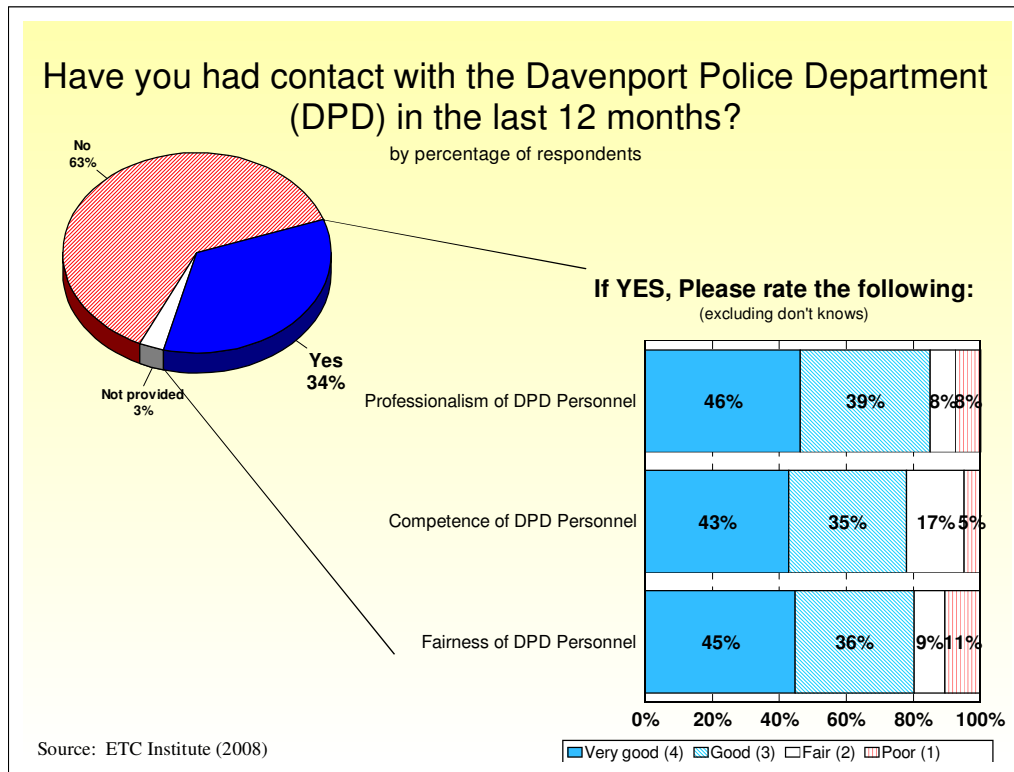
Source: ETC Institute (2008)

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

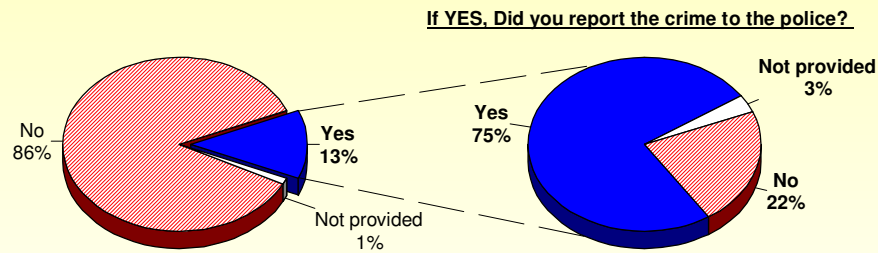


Source: ETC Institute (2008)



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

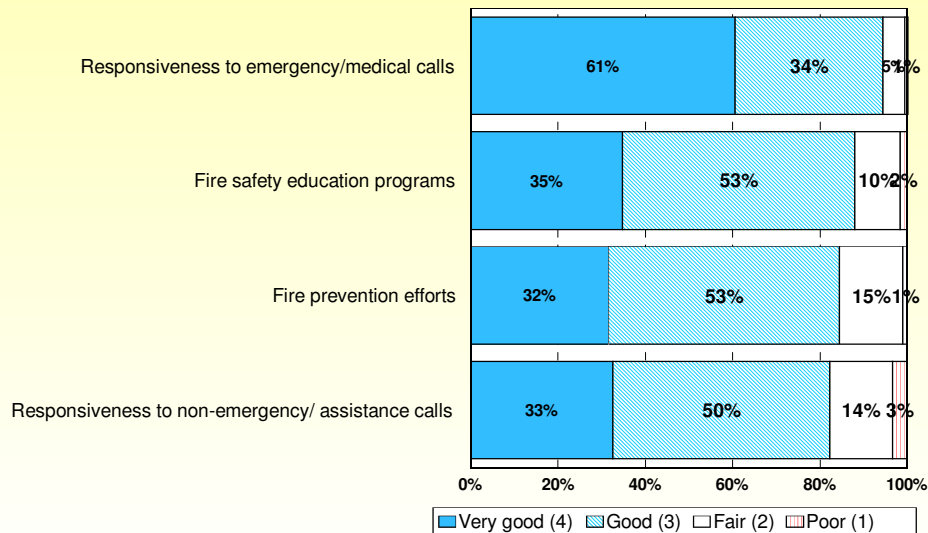
by percentage of respondents



Source: ETC Institute (2008)

Ratings of Performance with Fire Services

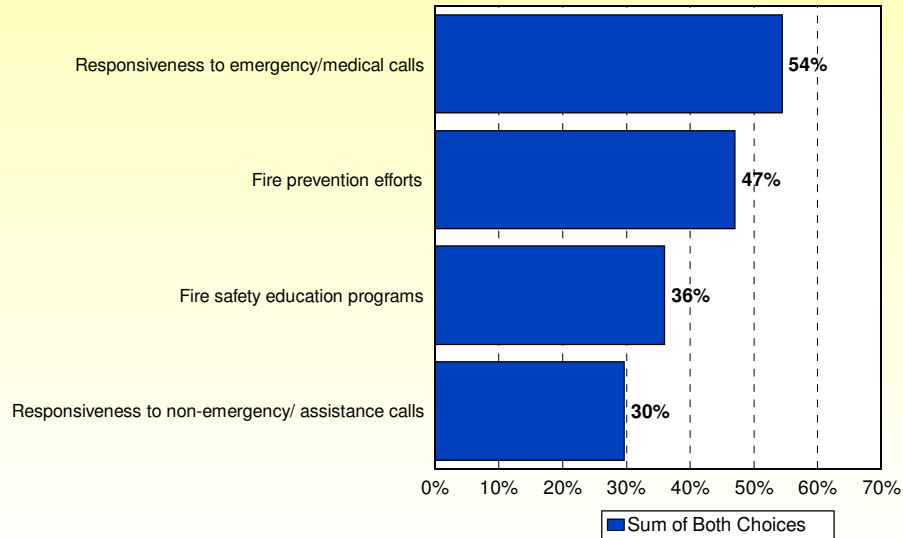
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (2008)

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

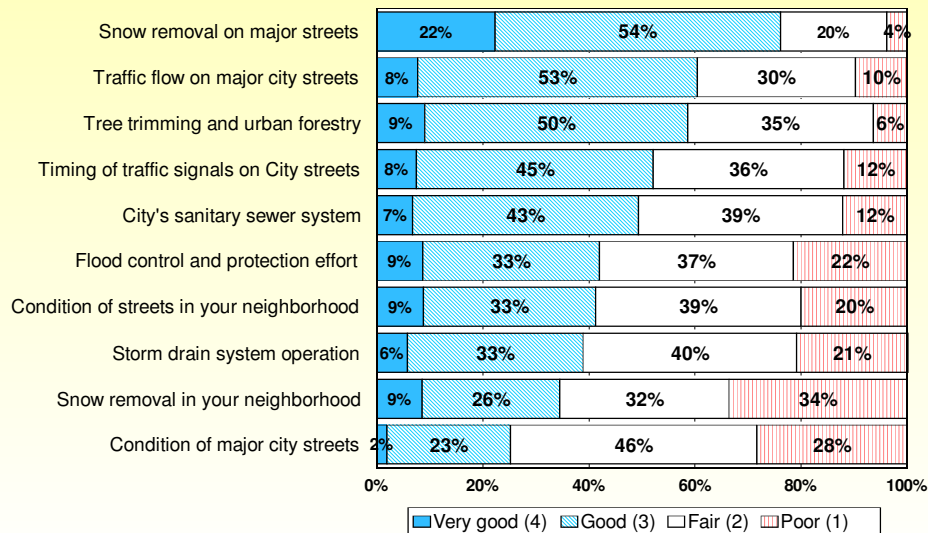
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2008)

Ratings of Performance with Streets and Infrastructure

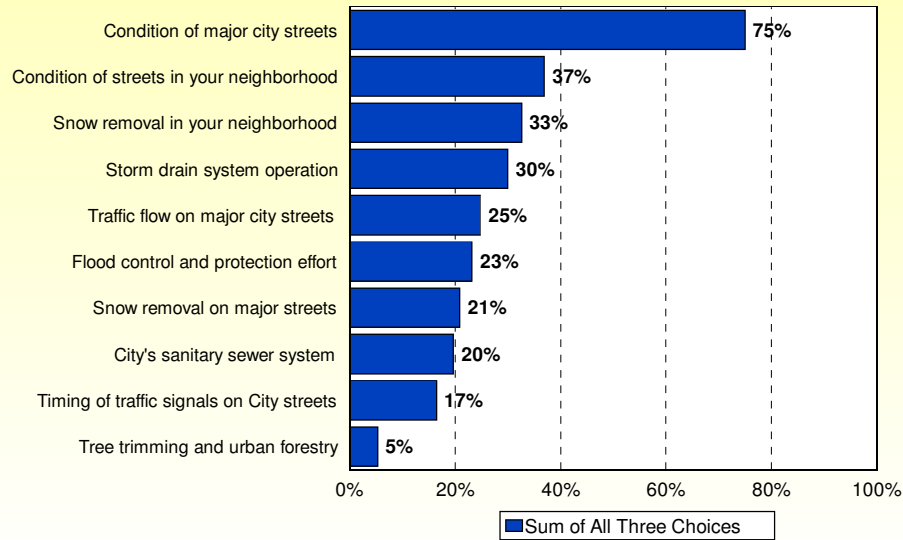
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (2008)

Street and Infrastructure Services That Should be the City's Top Priorities for Improvement

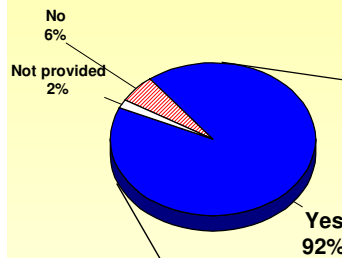
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2008)

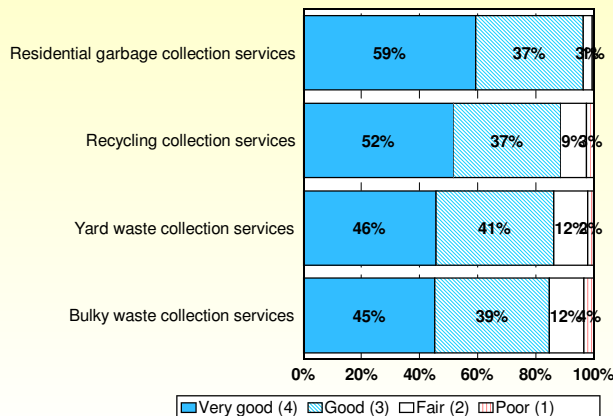
Does the City of Davenport collect garbage at your residence?

by percentage of respondents



If YES, Please rate the following:

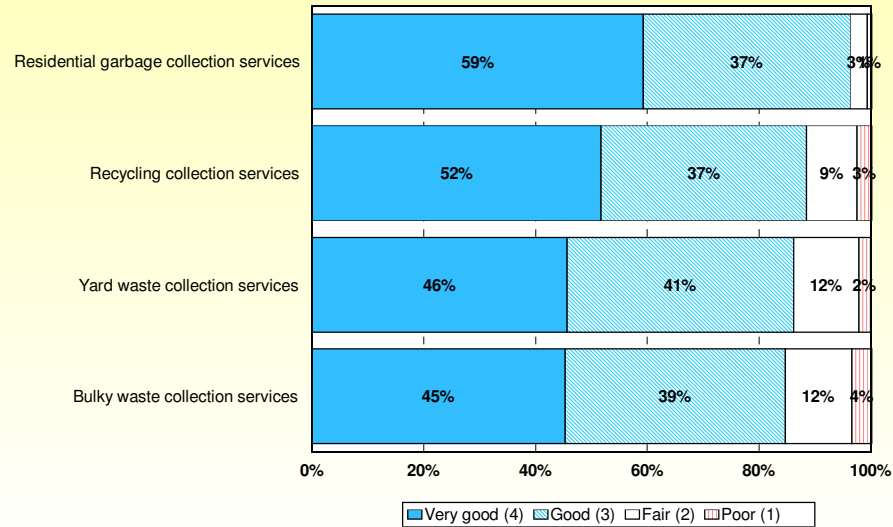
(excluding don't knows)



Source: ETC Institute (2008)

Ratings of Performance with Solid Waste Services

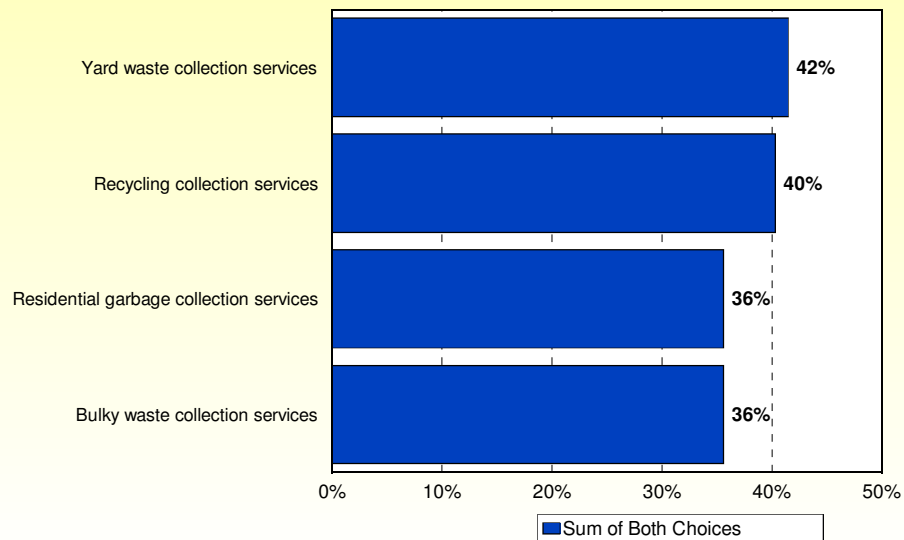
by percentage of respondents who have their garbage collected by the City (excluding don't knows)



Source: ETC Institute (2008)

Solid Waste Services That Should be the City's Top Priorities for Improvement

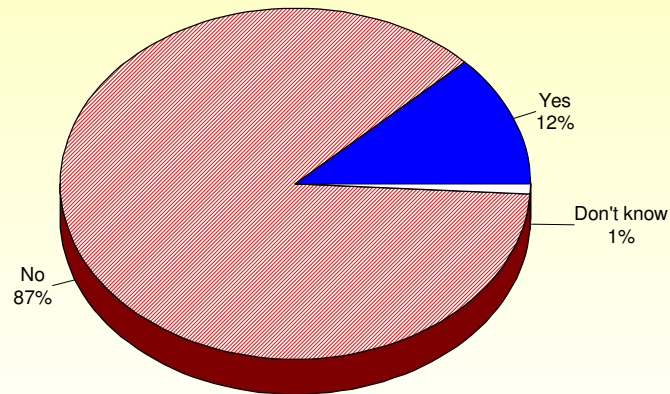
by percentage of respondents who have their garbage collected by the City
and selected the item as one of their top two choices



Source: ETC Institute (2008)

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?

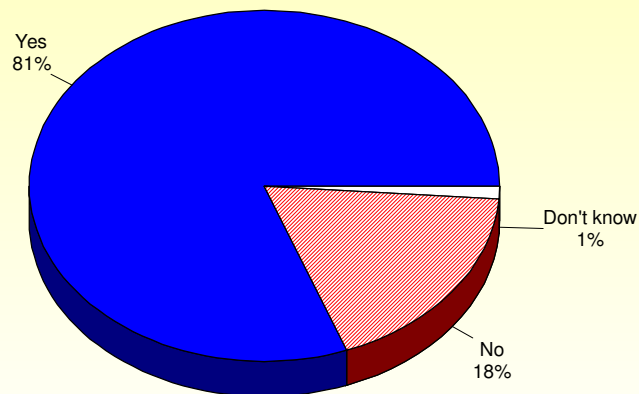
by percentage of respondents



Source: ETC Institute (2008)

Have you or other members of your household visited a City park or outdoor recreational facility (not including City Golf Courses) during the past 12 months?

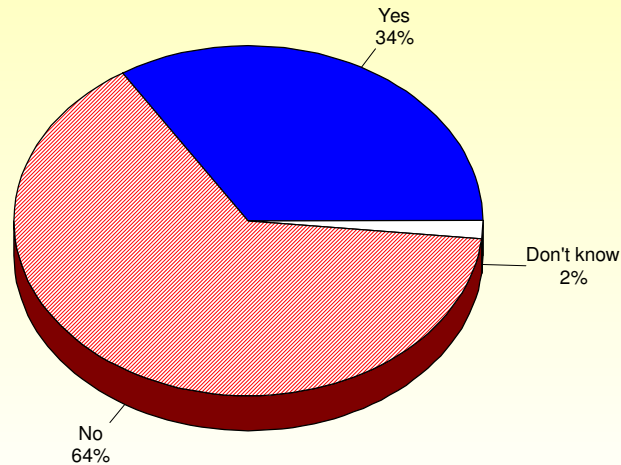
by percentage of respondents



Source: ETC Institute (2008)

Have you or other members of your household visited a City golf course during the past 12 months?

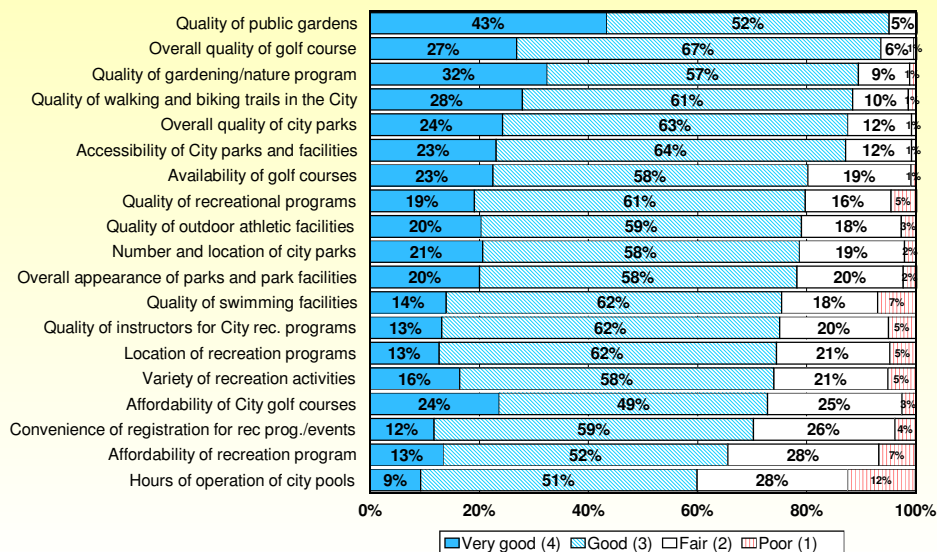
by percentage of respondents



Source: ETC Institute (2008)

Ratings of Performance with Parks and Recreation Services

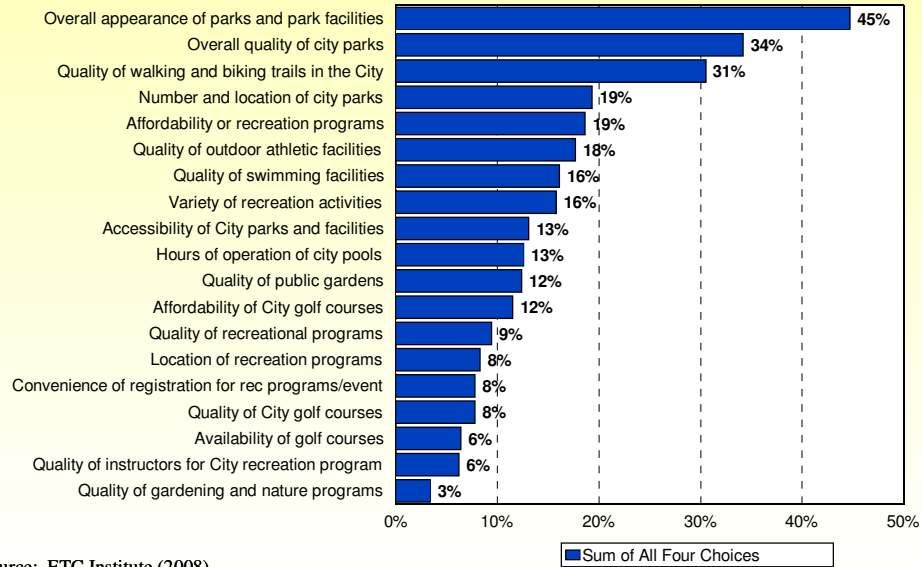
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (2008)

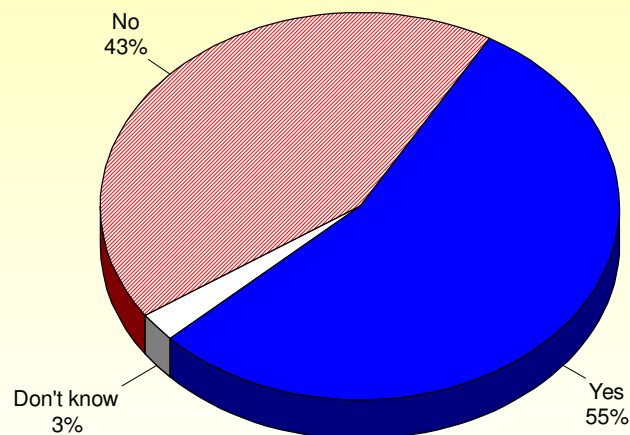
Parks and Recreation Services That Should Receive the Most Emphasis Over the Next Two Years

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



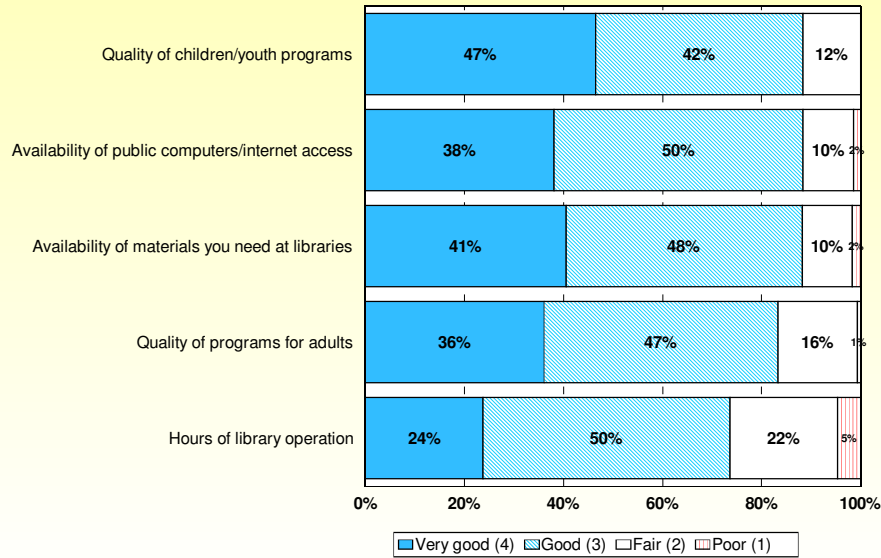
Have you used a Davenport library facility within the past 12 months?

by percentage of respondents



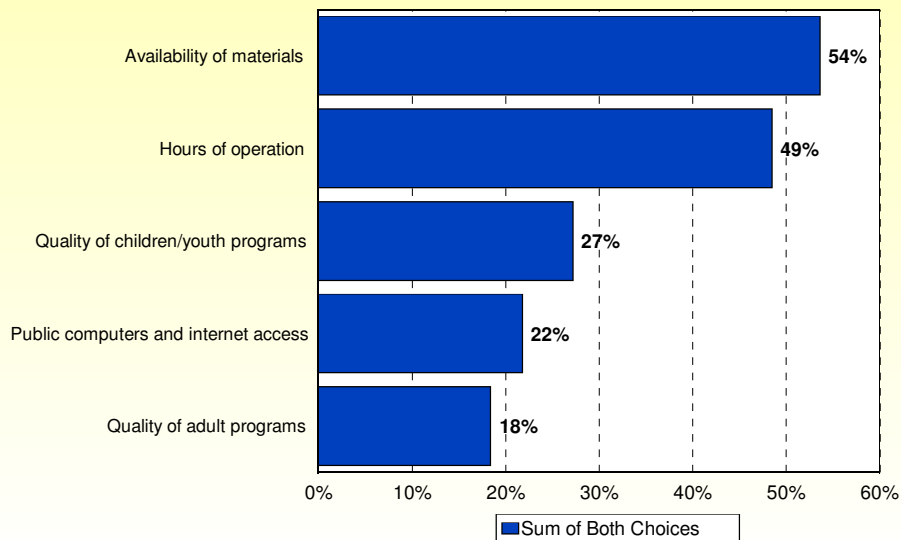
Ratings of Performance with Libraries

by percentage of respondents who have used a City library facility within the past 12 months
(excluding don't knows)



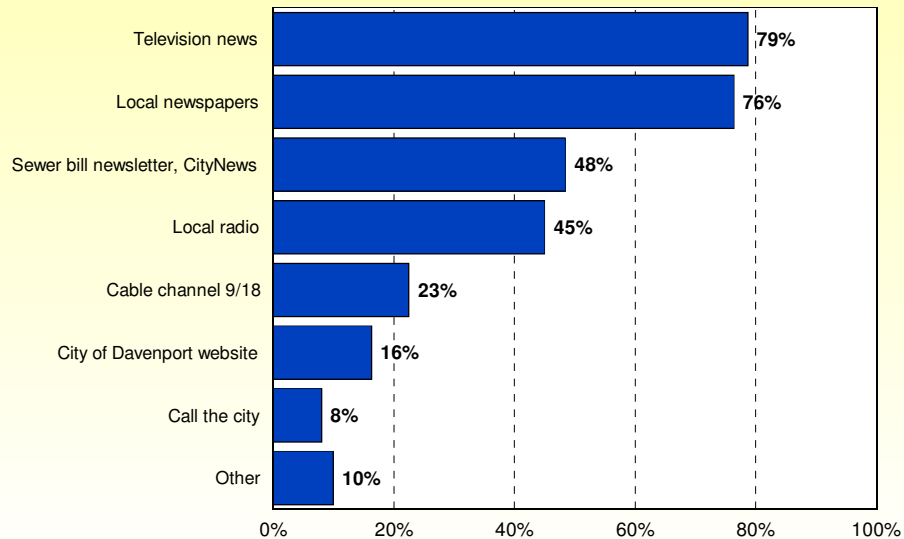
Library Services That Should be the City's Top Priorities for Improvement

by percentage of respondents who have used a City library facility within the past 12 months
and selected the item as one of their top two choices



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

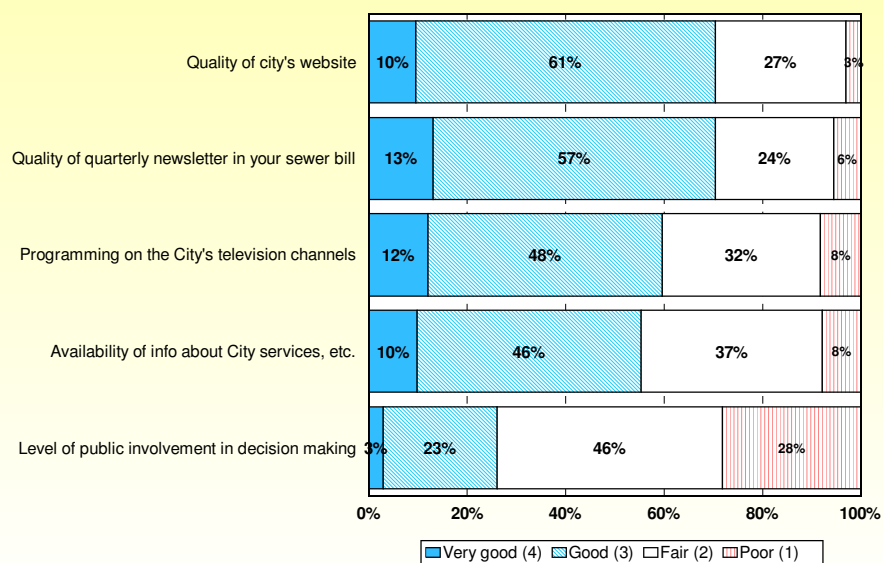
by percentage of respondents (multiple answers allowed)



Source: ETC Institute (2008)

Ratings of Performance with City Communication

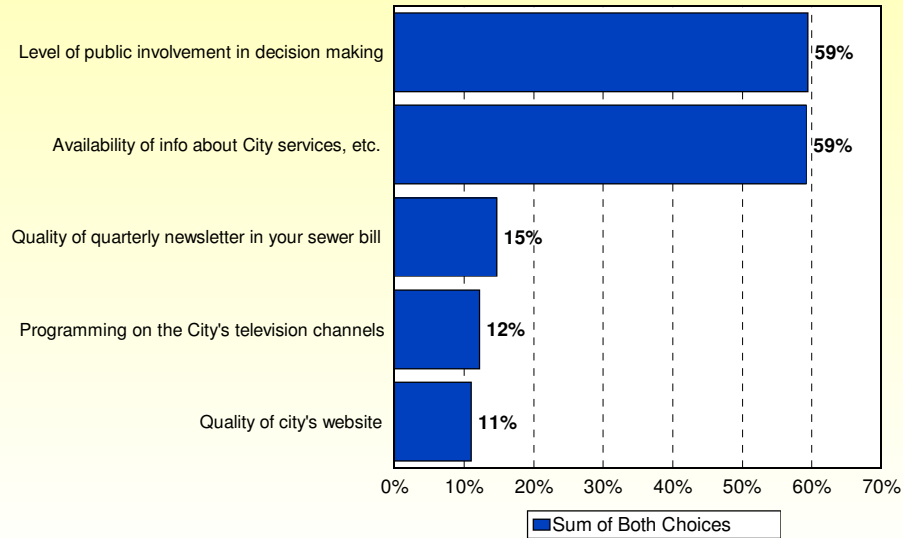
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2008)

City Communication Issues That Should Receive the Most Emphasis Over the Next Two Years

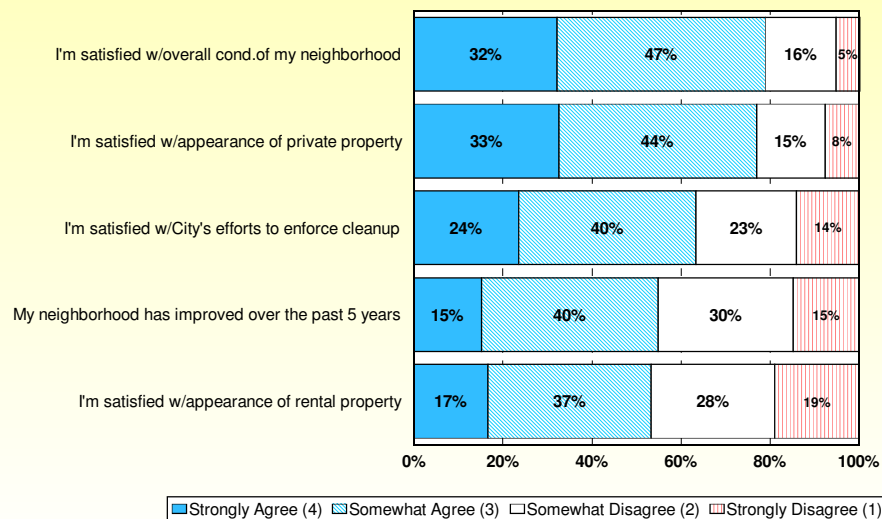
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2008)

Levels of Agreement with Various Statements About Respondents' Neighborhoods

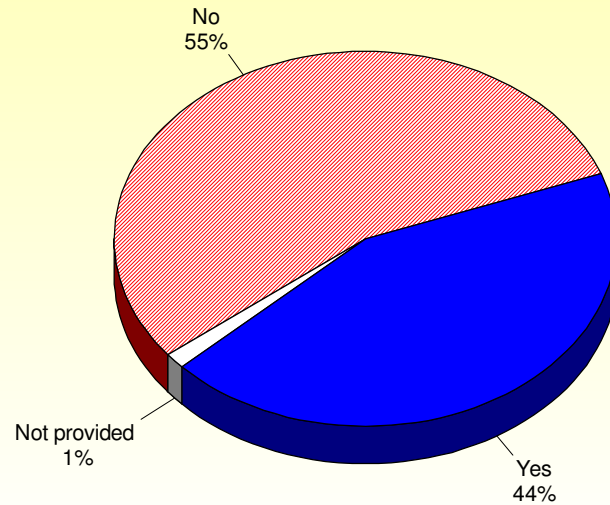
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2008)

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

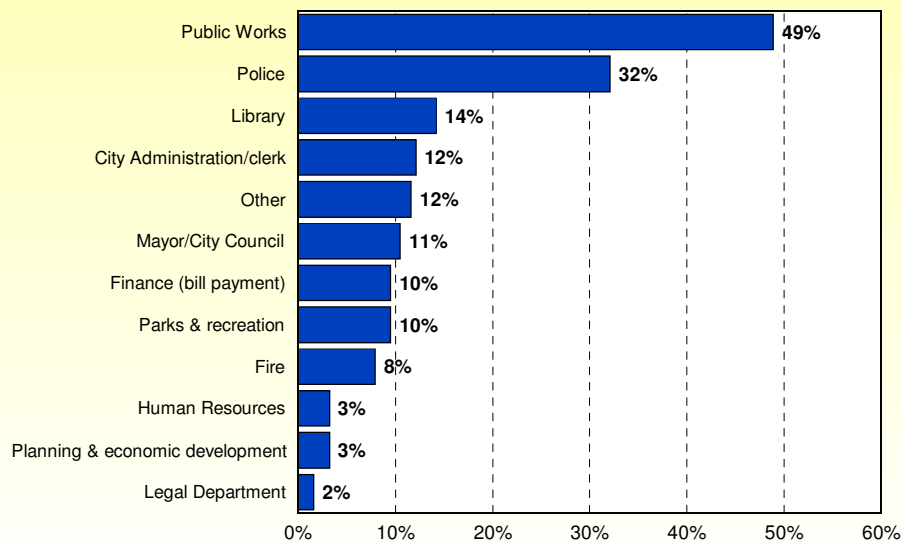
by percentage of respondents



Source: ETC Institute (2008)

Which department did you contact most recently?

by percentage of respondents who have called, emailed or visited the City with a question, problem or comment in the past 12 months (multiple answers allowed)

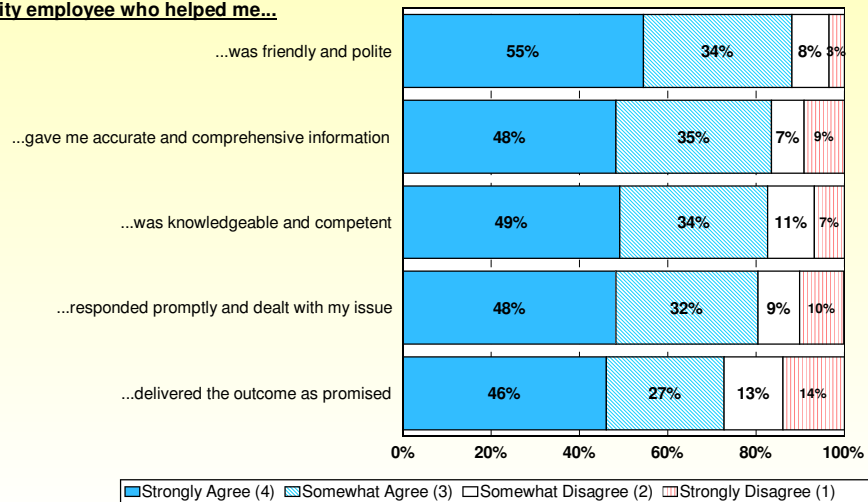


Source: ETC Institute (2008)

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

by percentage of respondents (excluding don't knows)

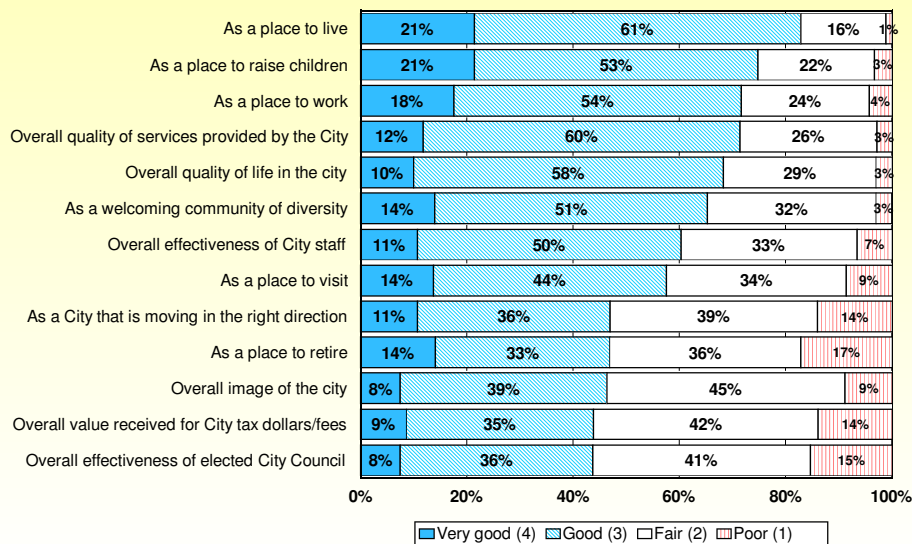
The City employee who helped me...



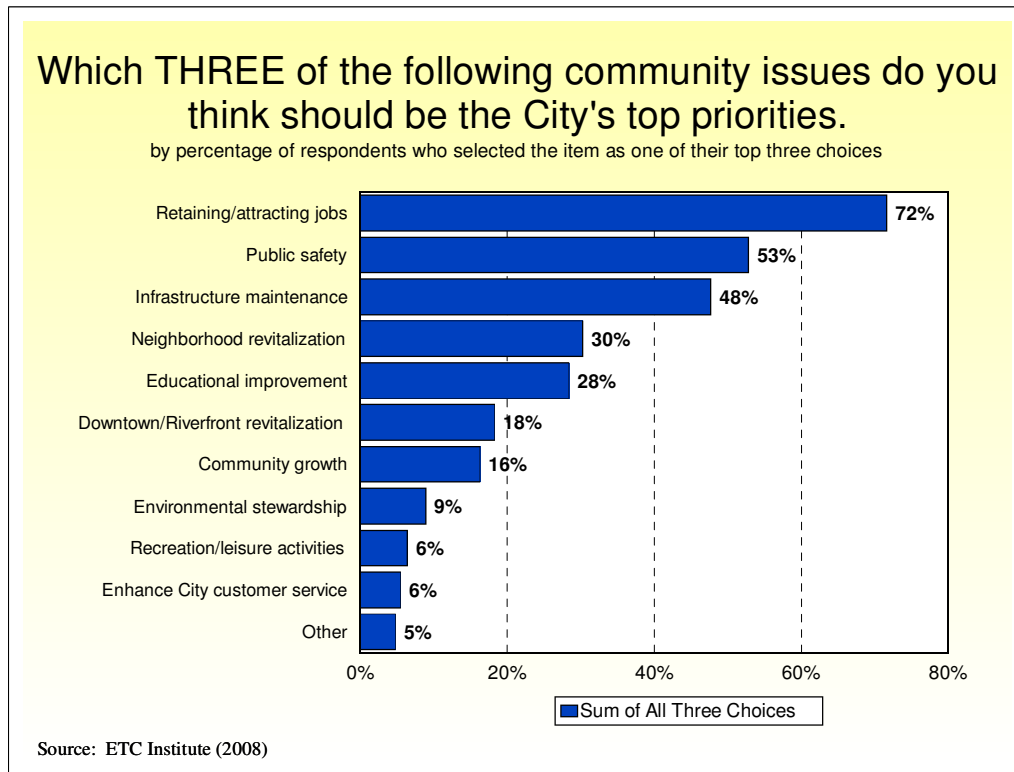
Source: ETC Institute (2008)

Ratings of Performance with Overall Aspects of the City

by percentage of respondents (excluding don't knows)



Source: ETC Institute (2008)



Section 2:

Trend Analysis

Trend Analysis - Change in Mean Satisfaction from 2006 to 2008

	2006	2008	Change in Mean
SIGNIFICANT IMPROVEMENTS			
I feel safe in downtown Davenport during the day	2.6	3.2	0.6
I feel safe in my neighborhood during the day	3.2	3.6	0.4
Residential garbage collection services	3.1	3.5	0.4
Recycling collection services	3.0	3.4	0.4
Yard waste collection services	2.9	3.3	0.4
Overall quality of customer service provided by City employees	2.4	2.7	0.3
Availability of information about City services, ordinances, decisions, etc.	2.3	2.6	0.3
Condition of streets in your neighborhood	2.0	2.3	0.3
I feel safe in my neighborhood after dark	2.7	3.0	0.3
Quality of children/youth programs	3.0	3.3	0.3
Quality of outdoor athletic facilities	2.7	3.0	0.3
Bulky waste collection services	3.0	3.3	0.3
NO SIGNIFICANT CHANGE			
Level of public involvement in decision making	1.8	2.0	0.2
I feel safe in downtown Davenport after dark	1.8	2.0	0.2
Quality of city's website	2.6	2.8	0.2
Snow removal on major streets	2.7	2.9	0.2
Availability of materials you need at libraries	3.1	3.3	0.2
Overall quality of golf course	3.1	3.2	0.1
Garbage/recycling collection	3.0	3.1	0.1
Availability of public computers and internet access at libraries	3.1	3.2	0.1
Accessibility of City parks and facilities	3.0	3.1	0.1
Quality of recreational programs	2.8	2.9	0.1
Overall quality of library services	3.2	3.3	0.1
Overall quality of City parks, recreation programs and facilities	3.0	3.0	0.0
Quality of swimming facilities	2.8	2.8	0.0
Tree trimming and urban forestry	2.6	2.6	0.0
Overall appearance of parks and park facilities	3.0	3.0	0.0
Overall quality of City parks, recreation programs and facilities	3.0	3.0	0.0
Quality of programming on the City's television channel 9/18	2.7	2.6	-0.1
Overall efforts to attract and retain businesses	2.2	2.1	-0.1
Overall quality of fire and paramedic services	3.6	3.5	-0.1
SIGNIFICANT DECREASES			
Responsiveness to emergency calls for service	3.6	3.2	-0.4
Overall quality of police services	3.6	3.0	-0.6

Section 3:

Importance-Satisfaction Analysis

Importance-Satisfaction Analysis

Davenport, Iowa

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 highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

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. $[IS = \text{Importance} \times (1 - \text{Satisfaction})]$.

Example of the Calculation. Respondents were asked to identify Fire services they thought should receive the most emphasis over the next two years. Forty-seven percent (47%) selected "Fire prevention efforts" as one of the most important Fire service issues to emphasize over the next two years.

With regard to satisfaction, 85% of the residents surveyed rated their overall satisfaction with "Fire prevention efforts" 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 "Fire prevention efforts" was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 47% was multiplied by 15% (1-0.85). This calculation yielded an I-S rating of 0.0705, which ranked first out of four Fire Services.



The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three 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 three 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 ($IS \geq 0.20$)
- Increase Current Emphasis ($0.10 \leq IS < 0.20$)
- Maintain Current Emphasis ($IS < 0.10$)

The results for Davenport are provided on the following page.

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
<u>Very High Priority (IS > .20)</u>						
Overall quality of City streets and infrastructure	77%	1	27%	12	0.5605	1
Overall efforts to attract and retain businesses	53%	2	32%	10	0.3615	2
Overall quality of downtown Davenport	40%	5	31%	11	0.2759	3
Overall quality of neighborhoods	50%	3	49%	8	0.2530	4
<u>High Priority (IS .10-.20)</u>						
City's efforts to conserve energy and protect the environment	23%	6	48%	9	0.1226	5
Overall quality of police services	49%	4	79%	5	0.1046	6
<u>Medium Priority (IS < .10)</u>						
Overall effectiveness of City communication with the public	21%	8	53%	7	0.0974	7
Overall quality of customer service provided by City employees	12%	10	67%	6	0.0413	8
Overall quality of City parks, recreation programs and facilities	17%	9	81%	4	0.0327	9
Overall quality of garbage and recycling collection services	9%	11	83%	3	0.0151	10
Overall quality of fire and paramedic services	23%	7	98%	1	0.0054	11
Overall quality of library services	5%	12	89%	2	0.0051	12

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 "3" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 4 with "4" being very good and "1" being poor.

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
<u>Very High Priority (IS > .20)</u>						
Efforts to prevent crime	68%	1	55%	5	0.3060	1
Visibility of police in neighborhood	41%	2	35%	8	0.2665	2
<u>High Priority (IS .10-.20)</u>						
Visibility of police in retail areas	26%	6	41%	7	0.1534	3
Public education efforts	28%	5	52%	6	0.1344	4
Responsiveness to investigations of criminal offenses	32%	4	59%	3	0.1312	5
<u>Medium Priority (IS < .10)</u>						
Responsiveness to non-emergency/assistance calls for service	21%	7	58%	4	0.0895	6
Traffic enforcement	21%	8	62%	2	0.0798	7
Responsiveness to emergency calls for service	38%	3	83%	1	0.0646	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 receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "3" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 4 with "4" being very good and "1" being poor.

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
<u>Very High Priority (IS > .20)</u>						
NONE						
<u>High Priority (IS .10-.20)</u>						
NONE						
<u>Medium Priority (IS <.10)</u>						
Fire prevention efforts	47%	2	85%	3	0.0705	1
Responsiveness to non-emergency/ assistance calls for service	30%	4	82%	4	0.0540	2
Fire safety education programs	36%	3	88%	2	0.0432	3
Responsiveness to emergency calls for service, including medical emergencies	54%	1	94%	1	0.0324	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 receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "3" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 4 with "4" being very good and "1" being poor.

Importance-Satisfaction Rating

City of Davenport

Streets and Infrastructure

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS > .20)</u>						
Condition of major city streets	75%	1	25%	10	0.5625	1
Condition of streets in your neighborhood	37%	2	41%	7	0.2183	2
Snow removal in your neighborhood	33%	3	35%	9	0.2145	3
<u>High Priority (IS .10-.20)</u>						
Storm drain system operation	30%	4	39%	8	0.1830	4
Flood control and protection effort	23%	6	42%	6	0.1334	5
City's sanitary sewer system	20%	8	49%	5	0.1020	6
Traffic flow on major city streets	25%	5	60%	2	0.1000	7
<u>Medium Priority (IS <.10)</u>						
Timing of traffic signals on City streets	17%	9	52%	4	0.0816	8
Snow removal on major streets	21%	7	76%	1	0.0504	9
Tree trimming and urban forestry	5%	10	59%	3	0.0205	10

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 "3" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 4 with "4" being very good and "1" being poor.

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
<u>Very High Priority (IS > .20)</u>						
NONE						
<u>High Priority (IS .10-.20)</u>						
NONE						
<u>Medium Priority (IS <.10)</u>						
Yard waste collection services	42%	1	86%	3	0.0588	1
Bulky waste collection services	36%	3	85%	4	0.0540	2
Recycling collection services	40%	2	89%	2	0.0440	3
Residential garbage collection services	36%	4	96%	1	0.0144	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 who have there 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 "3" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 4 with "4" being very good and "1" being poor.

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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
<u>Very High Priority (IS > .20)</u>						
NONE						
<u>High Priority (IS .10-.20)</u>						
NONE						
<u>Medium Priority (IS <.10)</u>						
Overall appearance of parks and park facilities	45%	1	78%	11	0.0990	1
Affordability of recreation program	19%	5	66%	18	0.0646	2
Hours of operation of city pools	13%	10	60%	19	0.0520	3
Variety of recreation activities	16%	8	74%	14	0.0416	4
Overall quality of city parks	34%	2	88%	4	0.0408	5
Quality of swimming facilities	16%	7	75%	12	0.0400	6
Number and location of city parks	19%	4	79%	9	0.0399	7
Quality of outdoor athletic facilities	18%	6	79%	10	0.0378	8
Quality of walking and biking trails in the City	31%	3	88%	5	0.0372	9
Affordability of City golf courses	12%	12	73%	16	0.0324	10
Convenience of registration for rec programs/events	8%	14	70%	17	0.0240	11
Location of recreation programs	8%	15	74%	15	0.0208	12
Quality of recreational programs	9%	13	80%	7	0.0180	13
Accessibility of City parks and facilities	13%	9	87%	6	0.0169	14
Quality of instructors for City recreation programs	6%	17	75%	13	0.0150	15
Availability of golf courses	6%	18	80%	8	0.0120	16
Quality of public gardens	12%	11	95%	1	0.0060	17
Overall quality of golf course	8%	16	94%	2	0.0048	18
Quality of gardening/nature program	3%	19	89%	3	0.0033	19

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 receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "3" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 4 with "4" being very good and "1" being poor.

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
<u>Very High Priority (IS > .20)</u>						
NONE						
<u>High Priority (IS .10-.20)</u>						
Hours of library operation	49%	2	74%	5	0.1274	1
<u>Medium Priority (IS <.10)</u>						
Availability of materials you need at libraries	54%	1	88%	3	0.0648	2
Quality of children/youth programs	27%	3	88%	2	0.0324	3
Quality of programs for adults	18%	5	83%	4	0.0306	4
Availability of public computers and internet access	22%	4	88%	1	0.0264	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 "3" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 4 with "4" being very good and "1" being poor.

Importance-Satisfaction Rating

City of Davenport

Communication Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS > .20)</u>						
Level of public involvement in decision making	59%	1	26%	5	0.4366	1
Availability of info about City services, etc.	59%	2	55%	4	0.2655	2
<u>High Priority (IS .10-.20)</u>						
NONE						
<u>Medium Priority (IS <.10)</u>						
Programming on the City's television channels	12%	4	60%	3	0.0480	3
Quality of the quarterly newsletter in your sewer bill	15%	3	70%	1	0.0450	4
Quality of city's website	11%	5	70%	2	0.0330	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 "3" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 4 with "4" being very good and "1" being poor.

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.

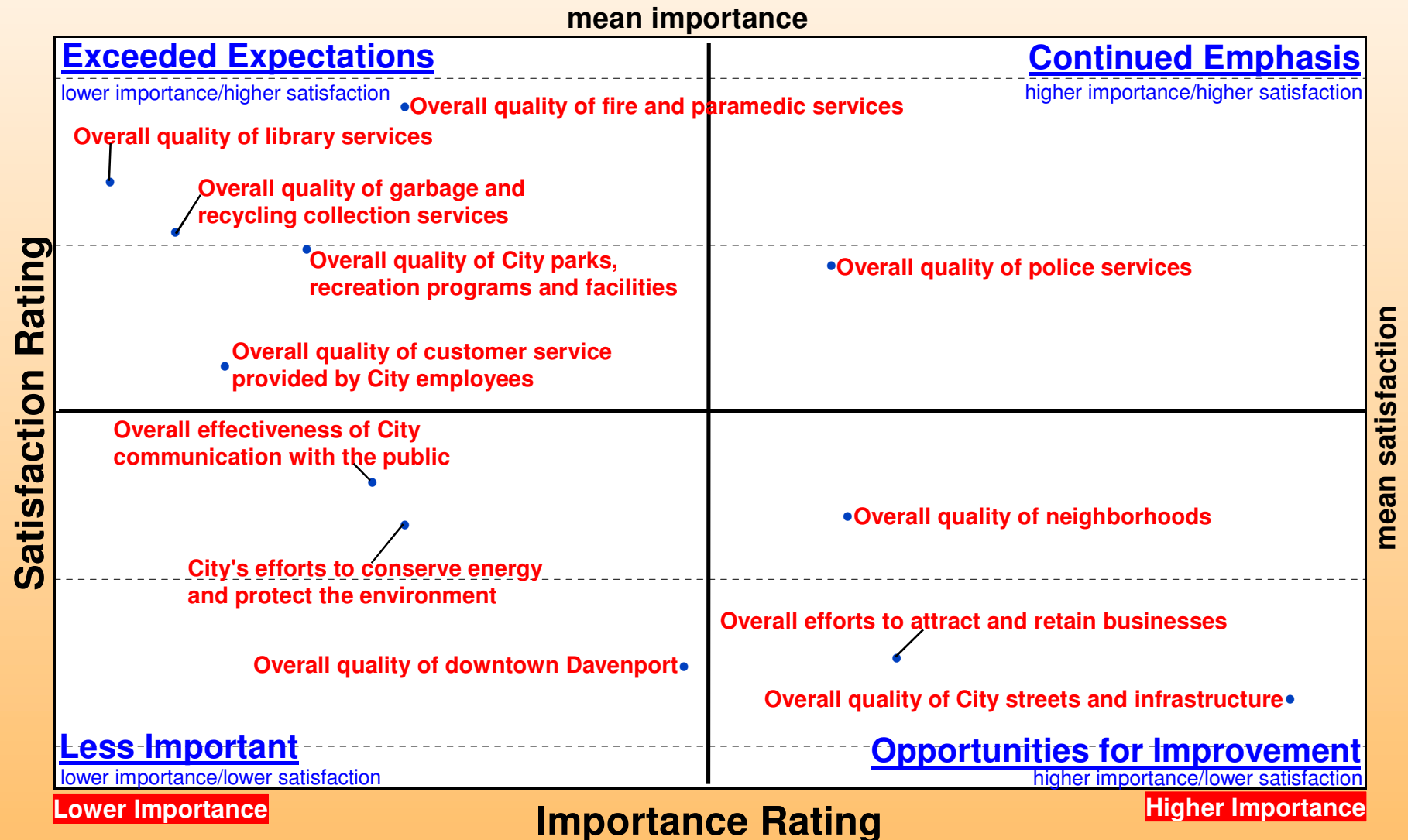
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on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

2008 City of Davenport DirectionFinder Importance-Satisfaction Assessment Matrix

-City Services-

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

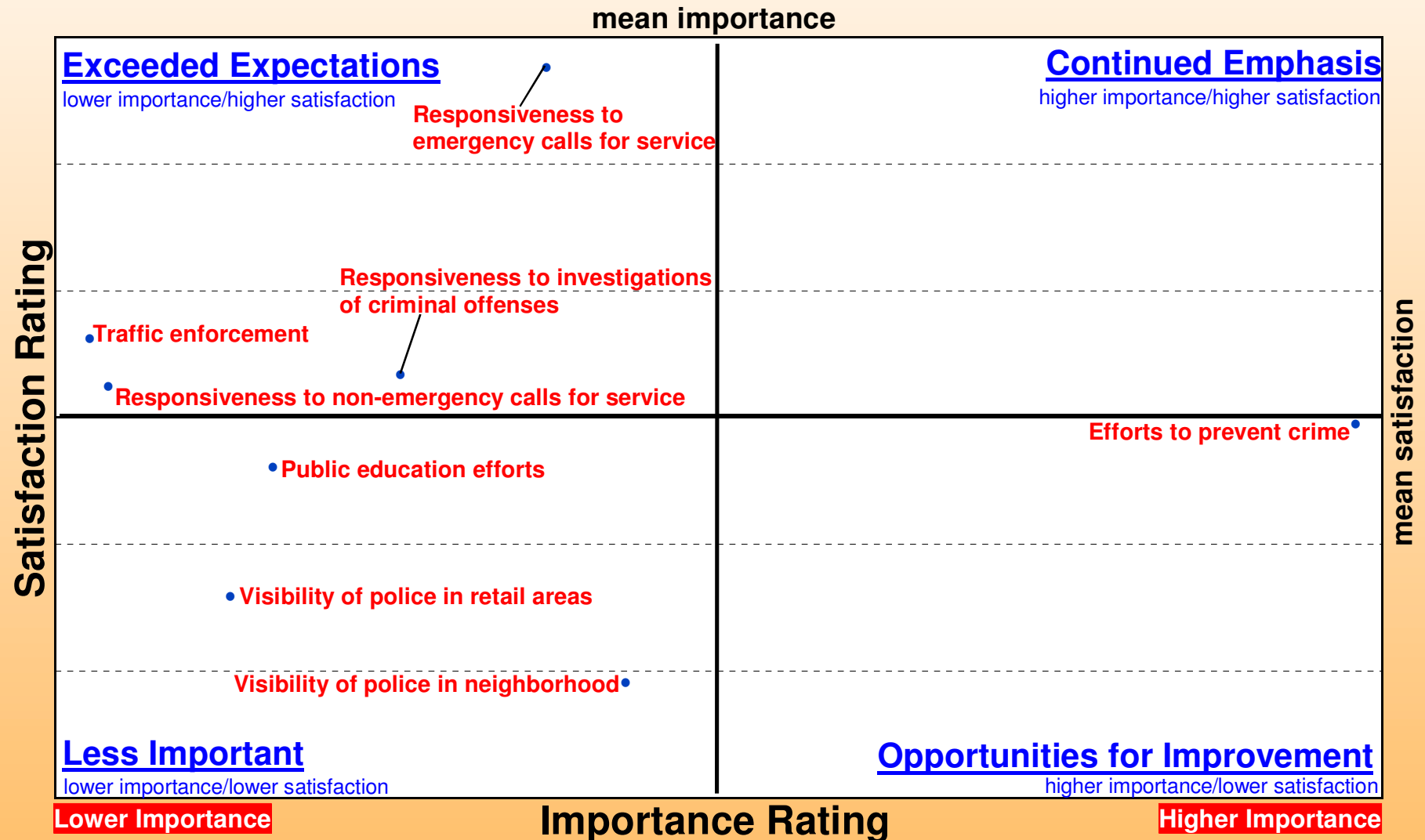


Source: ETC Institute (2008)

2008 City of Davenport 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)

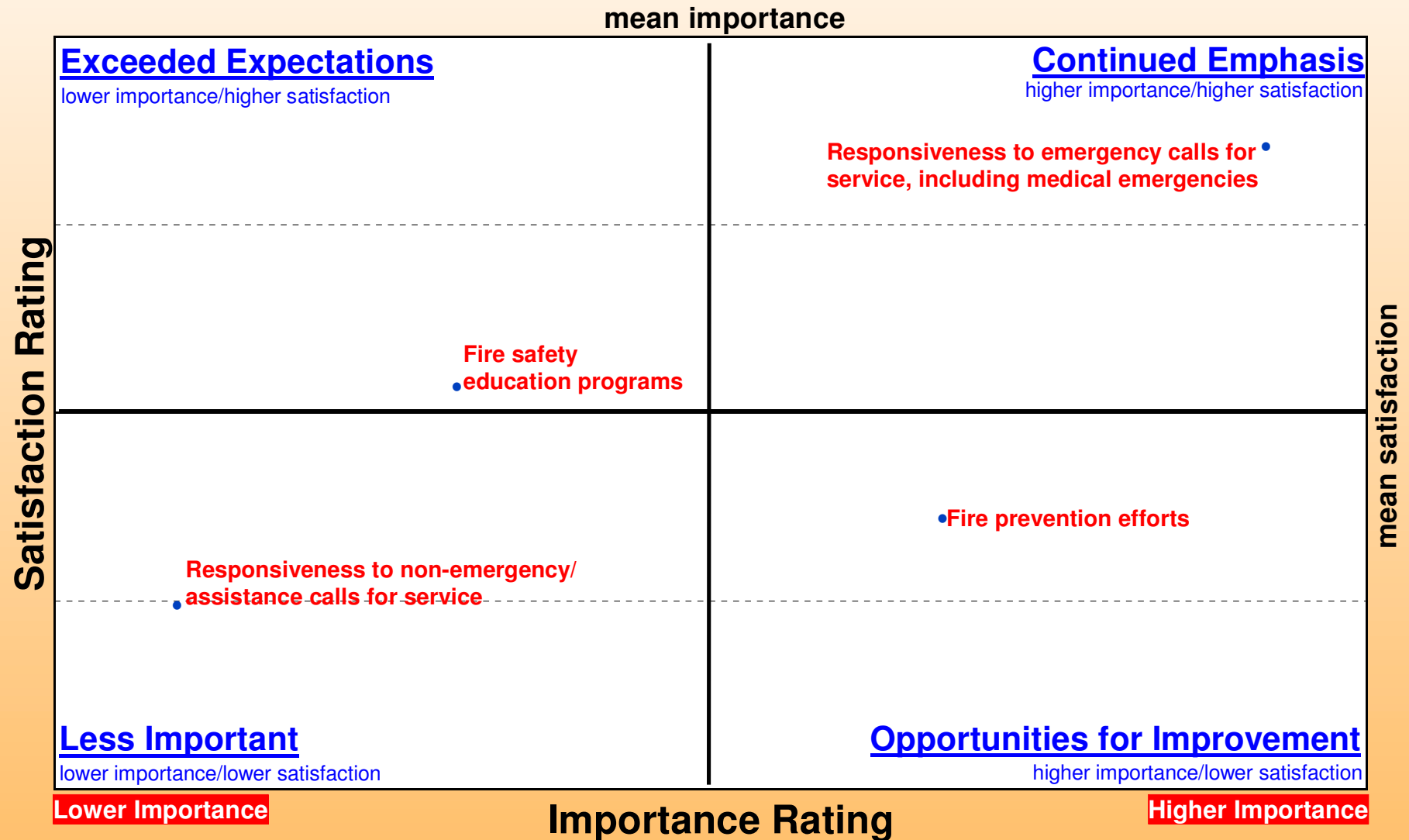


Source: ETC Institute (2008)

2008 City of Davenport 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)

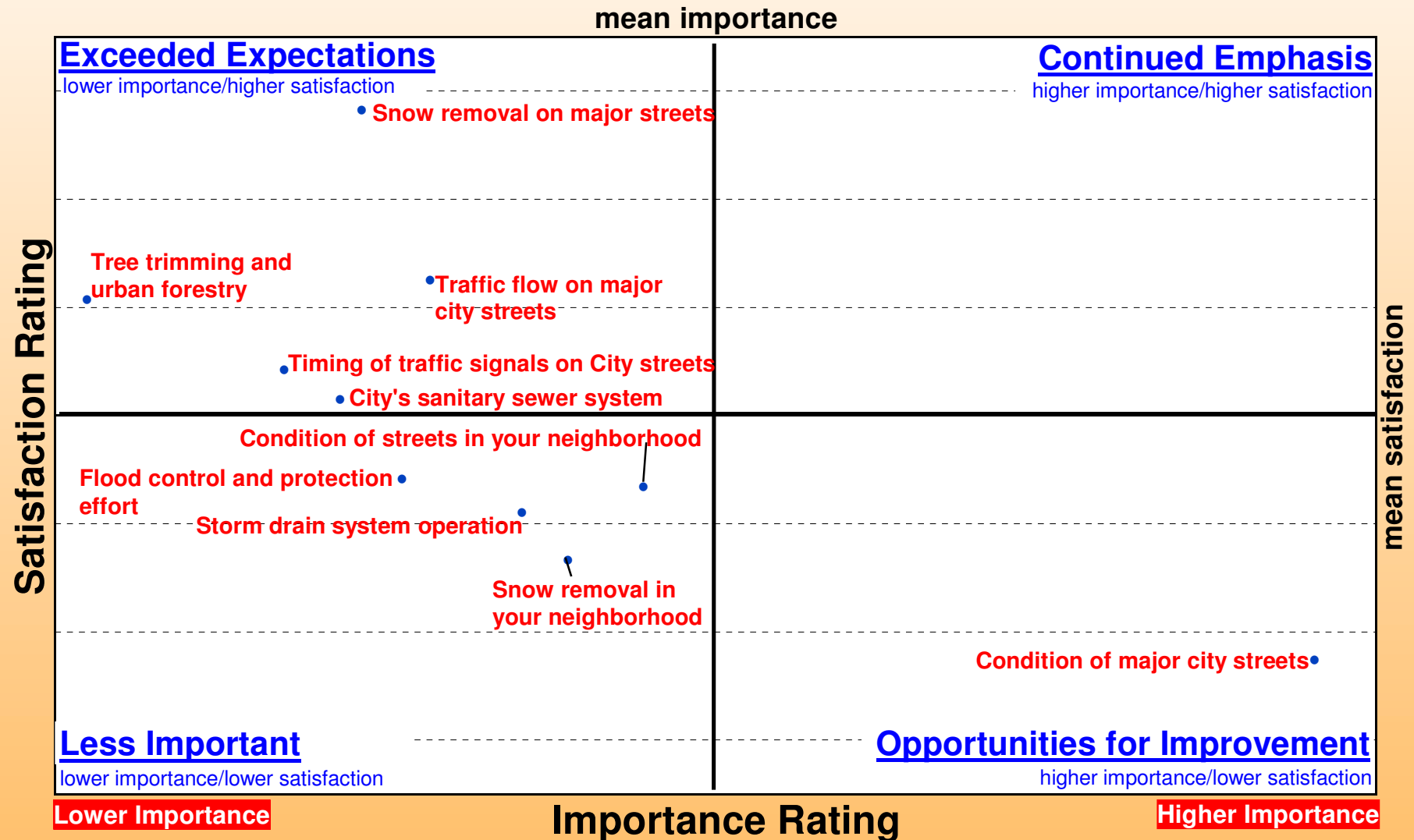


Source: ETC Institute (2008)

2008 City of Davenport DirectionFinder Importance-Satisfaction Assessment Matrix

-Streets and Infrastructure-

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

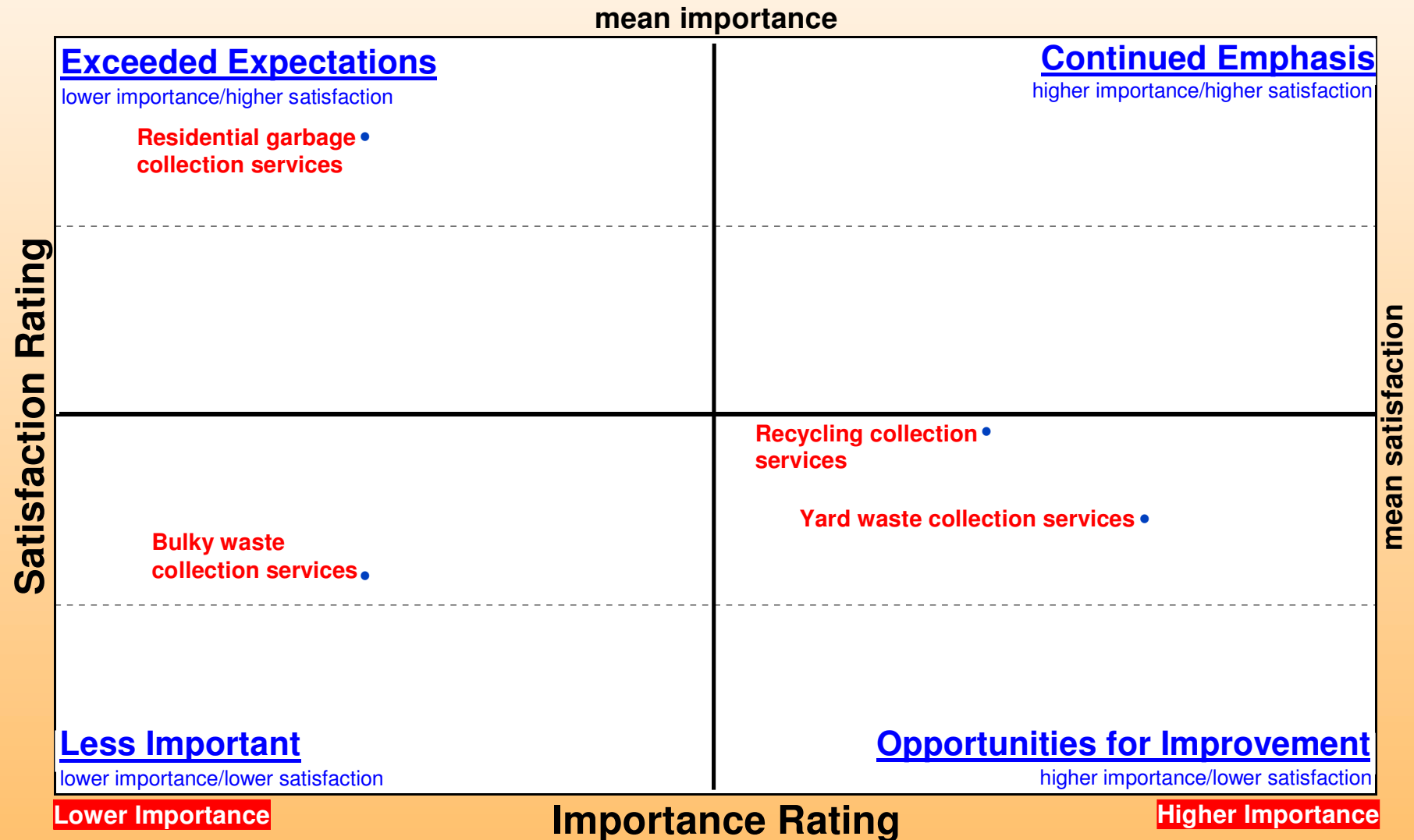


Source: ETC Institute (2008)

2008 City of Davenport DirectionFinder Importance-Satisfaction Assessment Matrix

-Solid Waste Services-

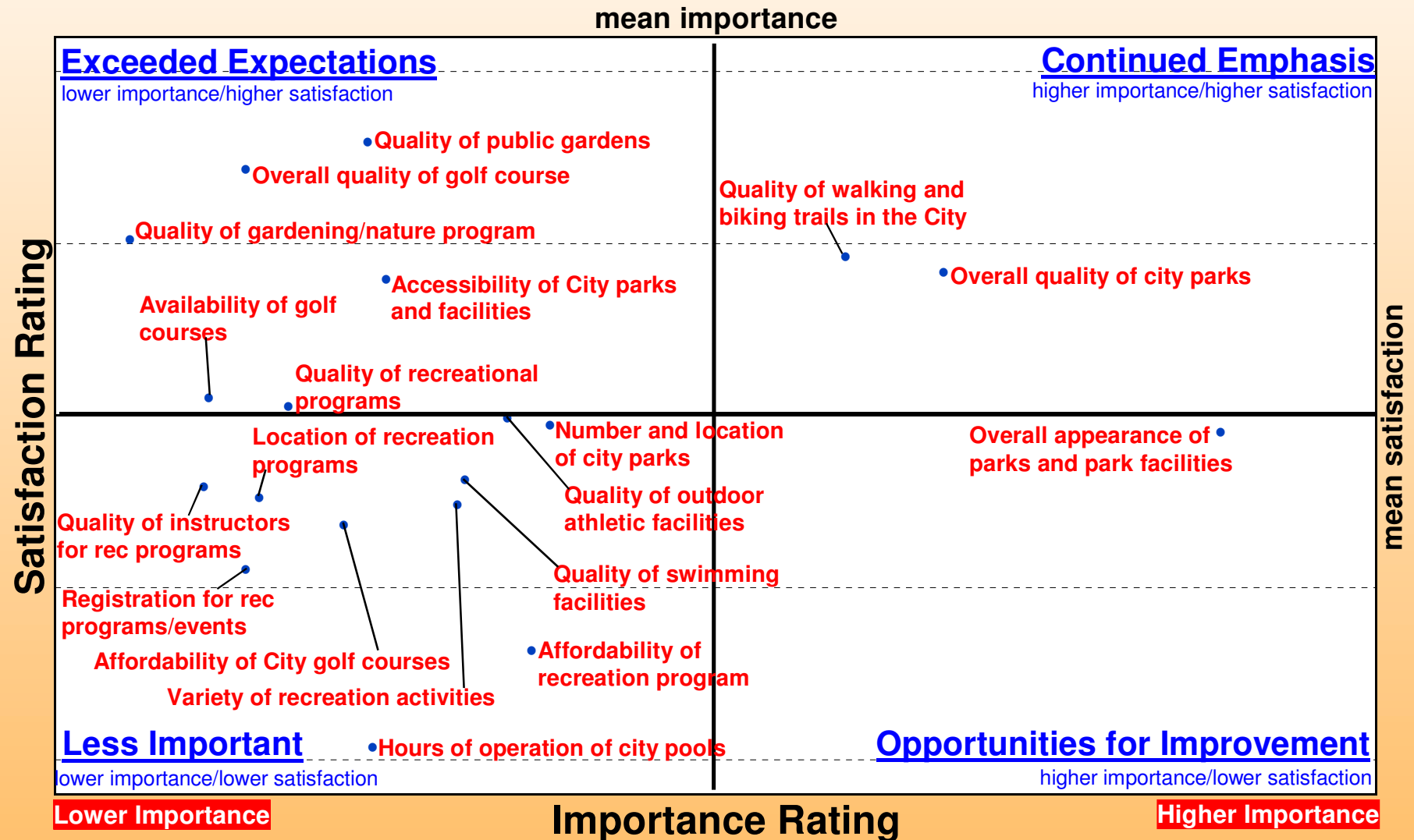
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2008)

2008 City of Davenport 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)

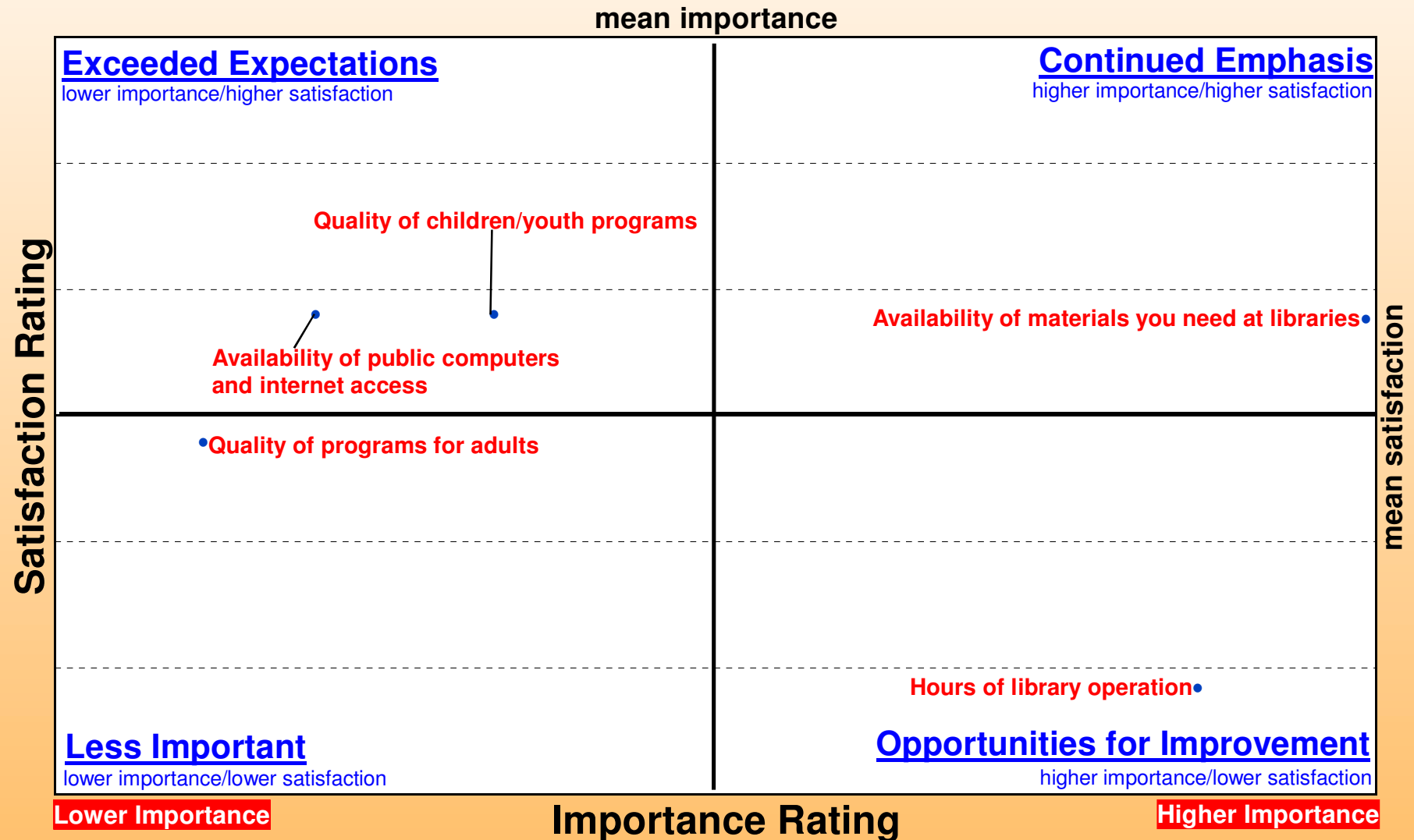


Source: ETC Institute (2008)

2008 City of Davenport DirectionFinder Importance-Satisfaction Assessment Matrix

-Library-

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

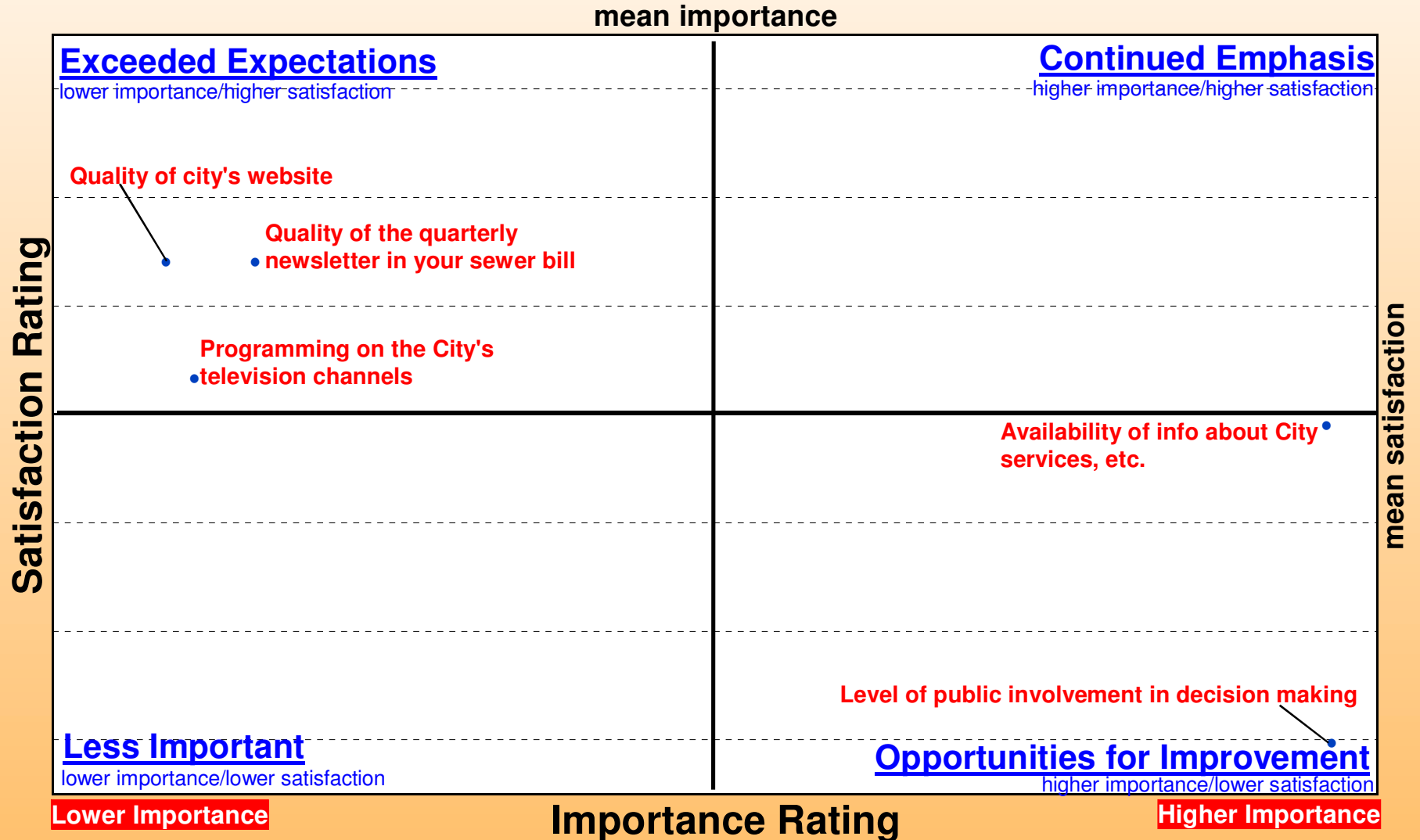


Source: ETC Institute (2008)

2008 City of Davenport DirectionFinder Importance-Satisfaction Assessment Matrix

-Communication-

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



Source: ETC Institute (2008)

Section 4:

Tabular Data



Q1. Please rate the City's overall performance in each of the following areas by circling the corresponding number below.

(N=436)

	Very good 4	Good 3	Fair 2	Poor 1	Don't know 9
Q1a Overall quality of police services	18.8%	54.4%	17.2%	2.8%	6.9%
Q1b Overall quality of fire and paramedic services	42.9%	41.1%	1.8%	0.2%	14.0%
Q1c Overall quality of City streets and infrastructure	2.5%	24.3%	50.0%	21.6%	1.6%
Q1d Overall quality of garbage and recycling collection services	31.7%	49.3%	14.0%	3.0%	2.1%
Q1e Overall quality of City parks, recreation programs and facilities	18.3%	58.9%	17.2%	0.9%	4.6%
Q1f Overall quality of neighborhoods	5.0%	42.9%	45.6%	3.4%	3.0%
Q1g Overall quality of library services	33.5%	45.6%	7.6%	1.8%	11.5%
Q1h Overall effectiveness of City communication with the public	8.7%	40.4%	34.6%	9.4%	6.9%
Q1i Overall quality of customer service provided by City employees	10.3%	45.6%	24.3%	3.7%	16.1%
Q1j Overall efforts to attract and retain businesses	3.7%	23.6%	39.9%	18.6%	14.2%
Q1k Overall quality of downtown Davenport	3.7%	25.7%	45.0%	21.8%	3.9%
Q1l City's efforts to conserve energy and protect the environment	5.5%	31.9%	35.1%	6.0%	21.6%

Excluding Don't Knows

Q1. Please rate the City's overall performance in each of the following areas by circling the corresponding number below. (excluding don't knows)

(N=436)

	Very good 4	Good 3	Fair 2	Poor 1
Q1a Overall quality of police services	20.2%	58.4%	18.5%	3.0%
Q1b Overall quality of fire and paramedic services	49.9%	47.7%	2.1%	0.3%
Q1c Overall quality of City streets and infrastructure	2.6%	24.7%	50.8%	21.9%
Q1d Overall quality of garbage and recycling collection services	32.3%	50.4%	14.3%	3.0%
Q1e Overall quality of City parks, recreation programs and facilities	19.2%	61.8%	18.0%	1.0%
Q1f Overall quality of neighborhoods	5.2%	44.2%	47.0%	3.5%
Q1g Overall quality of library services	37.8%	51.6%	8.5%	2.1%
Q1h Overall effectiveness of City communication with the public	9.4%	43.3%	37.2%	10.1%
Q1i Overall quality of customer service provided by City employees	12.3%	54.4%	29.0%	4.4%
Q1j Overall efforts to attract and retain businesses	4.3%	27.5%	46.5%	21.7%
Q1k Overall quality of downtown Davenport	3.8%	26.7%	46.8%	22.7%
Q1l City's efforts to conserve energy and protect the environment	7.0%	40.6%	44.7%	7.6%

First Choice

Q2. Which FOUR of the services listed above do you think should be the City's top priorities for improvement? (list your top 4 choices below using the letters from the list in Question 1)

Q2 First Choice	Number	Percent
A=Police services	126	28.9 %
B=Fire and paramedics	8	1.8 %
C=City streets & infrastructure	164	37.6 %
D=Garbage and recycling	1	0.2 %
E=City parks. recreation programs & facilities	3	0.7 %
F=Neighborhoods	25	5.7 %
G=Library services	4	0.9 %
H=City communication	7	1.6 %
I=Customer Service	3	0.7 %
J=Attract & retain business	43	9.9 %
K=Downtown Davenport	22	5.0 %
L=Conserve energy	17	3.9 %
Z=None chosen	13	3.0 %
Total	436	100.0 %

Second Choice

Q2. Which FOUR of the services listed above do you think should be the City's top priorities for improvement? (list your top 4 choices below using the letters from the list in Question 1)

Q2 2nd Choice	Number	Percent
A=Police services	39	8.9 %
B=Fire and paramedics	54	12.4 %
C=City streets & infrastructure	76	17.4 %
D=Garbage and recycling	10	2.3 %
E=City parks. recreation programs & facilities	14	3.2 %
F=Neighborhoods	65	14.9 %
G=Library services	6	1.4 %
H=City communication	21	4.8 %
I=Customer Service	11	2.5 %
J=Attract & retain business	73	16.7 %
K=Downtown Davenport	31	7.1 %
L=Conserve energy	22	5.0 %
Z=None chosen	14	3.2 %
Total	436	100.0 %

**Third Choice**

Q2. Which FOUR of the services listed above do you think should be the City's top priorities for improvement? (list your top 4 choices below using the letters from the list in Question 1)

<u>Q2 3rd priority</u>	<u>Number</u>	<u>Percent</u>
A=Police services	23	5.3 %
B=Fire and paramedics	21	4.8 %
C=City streets & infrastructure	64	14.7 %
D=Garbage and recycling	10	2.3 %
E=City parks, recreation programs & facilities	28	6.4 %
F=Neighborhoods	65	14.9 %
G=Library services	8	1.8 %
H=City communication	29	6.7 %
I=Customer Service	15	3.4 %
J=Attract & retain business	81	18.6 %
K=Downtown Davenport	49	11.2 %
L=Conserve energy	19	4.4 %
Z=None chosen	24	5.5 %
Total	436	100.0 %

Fourth Choice

Q2. Which FOUR of the services listed above do you think should be the City's top priorities for improvement? (list your top 4 choices below using the letters from the list in Question 1)

<u>Q2 4th priority</u>	<u>Number</u>	<u>Percent</u>
A=Police services	25	5.7 %
B=Fire and paramedics	16	3.7 %
C=City streets & infrastructure	32	7.3 %
D=Garbage and recycling	17	3.9 %
E=City parks, recreation programs & facilities	30	6.9 %
F=Neighborhoods	63	14.4 %
G=Library services	3	0.7 %
H=City communication	33	7.6 %
I=Customer Service	25	5.7 %
J=Attract & retain business	34	7.8 %
K=Downtown Davenport	71	16.3 %
L=Conserve energy	44	10.1 %
Z=None chosen	43	9.9 %
Total	436	100.0 %

**Sum of All Choices****Q2. Which FOUR of the services listed above do you think should be the City's top priorities for improvement? (top 4)**

<u>Q2 Sum of all choices</u>	<u>Number</u>	<u>Percent</u>
A=Police services	213	48.9 %
B=Fire and paramedics	99	22.7 %
C=City streets & infrastructure	336	77.1 %
D=Garbage and recycling	38	8.7 %
E=City parks, recreation programs & facilities	75	17.2 %
F=Neighborhoods	218	50.0 %
G=Library services	21	4.8 %
H=City communication	90	20.6 %
I=Customer Service	54	12.4 %
J=Attract & retain business	231	53.0 %
K=Downtown Davenport	173	39.7 %
L=Conserve energy	102	23.4 %
Z=None chosen	13	3.0 %
Total	1663	



Q3.Using a scale of 1 to 4 where 4 means "strongly agree" and 1 means "strongly disagree" please rate your level of agreement with the following statements.

(N=436)

	Strongly agree 4	Somewhat agree 3	Somewhat disagree 2	Strongly disagree 1	Don't know 9
Q3a Overall I feel safe in the City of Davenport	18.3%	58.5%	18.3%	4.1%	0.7%
Q3b I feel safe in my neighborhood during the day	65.1%	30.7%	2.3%	1.8%	0.0%
Q3c I feel safe in my neighborhood after dark	32.3%	41.1%	21.6%	4.8%	0.2%
Q3d I feel safe in downtown Davenport during the day	34.6%	48.6%	11.0%	3.2%	2.5%
Q3e I feel safe in downtown Davenport after dark	5.5%	21.8%	38.1%	28.7%	6.0%
Q3f I feel safe in city facilities	29.4%	55.3%	10.3%	1.4%	3.7%
Q3g I feel safe in Davenport commercial and retail areas during the day	47.0%	47.9%	4.1%	0.5%	0.5%
Q3h I feel safe in Davenport commercial and retail areas after dark	12.6%	44.5%	32.1%	6.9%	3.9%

Excluding Don't Knows

Q3. Using a scale of 1 to 4 where 4 means "strongly agree" and 1 means "strongly disagree" please rate your level of agreement with the following statements. (excluding don't knows)

(N=436)

	Strongly agree 4	Somewhat agree 3	Somewhat disagree 2	Strongly disagree 1
Q3a Overall I feel safe in the City of Davenport	18.5%	58.9%	18.5%	4.2%
Q3b I feel safe in my neighborhood during the day	65.1%	30.7%	2.3%	1.8%
Q3c I feel safe in my neighborhood after dark	32.4%	41.1%	21.6%	4.8%
Q3d I feel safe in downtown Davenport during the day	35.5%	49.9%	11.3%	3.3%
Q3e I feel safe in downtown Davenport after dark	5.9%	23.2%	40.5%	30.5%
Q3f I feel safe in city facilities	30.5%	57.4%	10.7%	1.4%
Q3g I feel safe in Davenport commercial and retail areas during the day	47.2%	48.2%	4.1%	0.5%
Q3h I feel safe in Davenport commercial and retail areas after dark	13.1%	46.3%	33.4%	7.2%

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

(N=436)

	Very good 4	Good 3	Fair 2	Poor 1	Don't know 9
Q4a Responsiveness to emergency calls for service	27.1%	32.3%	9.6%	2.5%	28.4%
Q4b Responsiveness to non-emergency/ assistance calls for service	11.0%	31.9%	20.4%	10.8%	25.9%
Q4c Responsiveness to investigations of criminal offenses	9.9%	27.8%	18.3%	8.0%	36.0%
Q4d Efforts to prevent crime	7.8%	38.5%	28.9%	9.2%	15.6%
Q4e Visibility of police in retail areas	6.0%	31.9%	43.1%	10.8%	8.3%
Q4f Visibility of police in neighborhood	8.0%	25.0%	37.2%	25.5%	4.4%
Q4g Traffic enforcement	9.9%	47.2%	26.1%	9.4%	7.3%
Q4h Public education efforts	8.3%	31.7%	29.8%	7.8%	22.5%

**Excluding Don't Knows****Q4. Please rate the City's performance in the following areas. (excluding don't knows)**

(N=436)

	Very good 4	Good 3	Fair 2	Poor 1
Q4a Responsiveness to emergency calls for service	37.8%	45.2%	13.5%	3.5%
Q4b Responsiveness to non-emergency/ assistance calls for service	14.9%	43.0%	27.6%	14.6%
Q4c Responsiveness to investigations of criminal offenses	15.4%	43.4%	28.7%	12.5%
Q4d Efforts to prevent crime	9.2%	45.7%	34.2%	10.9%
Q4e Visibility of police in retail areas	6.5%	34.8%	47.0%	11.8%
Q4f Visibility of police in neighborhood	8.4%	26.1%	38.8%	26.6%
Q4g Traffic enforcement	10.6%	51.0%	28.2%	10.1%
Q4h Public education efforts	10.7%	40.8%	38.5%	10.1%

First Choice

Q5. 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 the letters below using the letters from the list in Question 4 above.]

Q5 First Choice	Number	Percent
A=Emergency calls	84	19.3 %
B=Non emergency/assistance calls	20	4.6 %
C=Investigations of criminal offenses	30	6.9 %
D=Efforts to prevent crime	170	39.0 %
E=Visibility of police in retail areas	25	5.7 %
F=Visibility of police in neighborhood	42	9.6 %
G=Traffic enforcement	20	4.6 %
H=Public education efforts	26	6.0 %
Z=None chosen	19	4.4 %
Total	436	100.0 %

Second Choice

Q5. 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 the letters below using the letters from the list in Question 4 above.]

Q5 2nd Choice	Number	Percent
A=Emergency calls	40	9.9 %
B=Non emergency/assistance calls	41	10.1 %
C=Investigations of criminal offenses	66	16.3 %
D=Efforts to prevent crime	74	18.3 %
E=Visibility of police in retail areas	54	13.3 %
F=Visibility of police in neighborhood	69	17.0 %
G=Traffic enforcement	33	8.1 %
H=Public education efforts	28	6.9 %
Total	405	100.0 %

**Third Choice**

Q5. 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 the letters below using the letters from the list in Question 4 above.]

Q5 3rd Choice	Number	Percent
A=Emergency calls	41	10.9 %
B=Non emergency/assistance calls	32	8.5 %
C=Investigations of criminal offenses	45	12.0 %
D=Efforts to prevent crime	54	14.4 %
E=Visibility of police in retail areas	34	9.0 %
F=Visibility of police in neighborhood	67	17.8 %
G=Traffic enforcement	37	9.8 %
H=Public education efforts	66	17.6 %
Total	376	100.0 %

Sum of All Choices

Q5. 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 the letters below using the letters from the list in Question 4 above.]

Q5 Sum of all choices	Number	Percent
A=Emergency calls	165	37.8 %
B=Non emergency/assistance calls	93	21.3 %
C=Investigations of criminal offenses	141	32.3 %
D=Efforts to prevent crime	298	68.3 %
E=Visibility of police in retail areas	113	25.9 %
F=Visibility of police in neighborhood	178	40.8 %
G=Traffic enforcement	90	20.6 %
H=Public education efforts	120	27.5 %
Z=None chosen	19	4.4 %
Total	1217	

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

Q6 Have you had contact with the Davenport Police Department (DPD) in the last 12 months?	Number	Percent
1=Yes	149	34.2 %
2=No	274	62.8 %
9=Don't know	13	3.0 %
Total	436	100.0 %

Q6a.If YES to #6, please rate the following

(N=149)

	Very good 4	Good 3	Fair 2	Poor 1	Don't know 9
Q6a Professionalism of DPD Personnel	45.6%	38.3%	7.4%	7.4%	1.3%
Q6b Competence of DPD Personnel	41.6%	34.2%	16.8%	4.7%	2.7%
Q6c Fairness of DPD Personnel	42.3%	33.6%	8.7%	10.1%	5.4%

Excluding Don't Knows

Q6a. If YES to #6, please rate the following

(N=149)

	Very good 4	Good 3	Fair 2	Poor 1
Q6a Professionalism of DPD Personnel	46.3%	38.8%	7.5%	7.5%
Q6b Competence of DPD Personnel	42.8%	35.2%	17.2%	4.8%
Q6c Fairness of DPD Personnel	44.7%	35.5%	9.2%	10.6%

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

Q7 During last 12 months, was anyone in your household a victim of a crime?

	Number	Percent
1=Yes	55	12.6 %
2=No	376	86.2 %
9=Not provided	5	1.1 %
Total	436	100.0 %

Q7a.[If Yes to #7] What type of crime?

Q7a [if yes to 7] What type of crime?	Number	Percent
1=Property crime	48	87.3 %
2=Violent crime	6	10.9 %
9=Not provided	1	1.8 %
Total	55	100.0 %

Q7b.[If Yes to #7] Did you report the crime to the police?

Q7b If Yes to 7a did you report crime	Number	Percent
1=Yes	41	74.5 %
2=No	12	21.8 %
9=Not provided	2	3.6 %
Total	55	100.0 %

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

(N=436)

	Very good 4	Good 3	Fair 2	Poor 1	Don't know 9
Q8a Responsiveness to emergency calls for service, including medical emergencies	42.0%	23.4%	3.4%	0.5%	30.7%
Q8b Responsiveness to non-emergency/ assistance calls for service	19.7%	30.0%	8.7%	2.1%	39.4%
Q8c Fire prevention efforts	22.5%	37.6%	10.3%	0.7%	28.9%
Q8d Fire safety education programs	25.2%	38.5%	7.6%	1.1%	27.5%

Excluding Don't Knows

Q8. Please rate the City's performance in the following areas. (excluding don't knows)

(N=436)

	Very good 4	Good 3	Fair 2	Poor 1
Q8a Responsiveness to emergency calls for service, including medical emergencies	60.6%	33.8%	5.0%	0.7%
Q8b Responsiveness to non-emergency/ assistance calls for service	32.6%	49.6%	14.4%	3.4%
Q8c Fire prevention efforts	31.6%	52.9%	14.5%	1.0%
Q8d Fire safety education programs	34.8%	53.2%	10.4%	1.6%

First Choice

Q9. 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 the letters below using the letters from the list in Question 8 above.]

Q9 First Choice	Number	Percent
A=Emergency-medical	208	47.7 %
B=Non emergency	41	9.4 %
C=Fire prevention	73	16.7 %
D=Fire safety	49	11.2 %
Z=None chosen	65	14.9 %
Total	436	100.0 %

Second Choice

Q9. 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 the letters below using the letters from the list in Question 8 above.]

Q9 2nd Choice	Number	Percent
A=Emergency-medical	29	8.1 %
B=Non emergency	88	24.6 %
C=Fire prevention	132	37.0 %
D=Fire safety	108	30.3 %
Total	357	100.0 %

Excluding Don't Knows

Q9. 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 the letters below using the letters from the list in Question 8 above.]

Q9 Sum of both choices	Number	Percent
A=Emergency-medical	237	54.4 %
B=Non emergency	129	29.6 %
C=Fire prevention	205	47.0 %
D=Fire safety	157	36.0 %
Z=None chosen	65	14.9 %
Total	793	

**Q10. Please rate the City's performance in the following areas.**

(N=436)

	Very good 4	Good 3	Fair 2	Poor 1	Don't know 9
Q10a Condition of major city streets	1.8%	22.9%	45.6%	28.0%	1.6%
Q10b Condition of streets in your neighborhood	8.7%	32.1%	38.3%	19.7%	1.1%
Q10c Snow removal on major streets	22.0%	53.2%	19.7%	3.9%	1.1%
Q10d Snow removal in your neighborhood	8.5%	25.7%	31.7%	33.3%	0.9%
Q10e Traffic flow on major city streets	7.6%	51.8%	29.4%	9.6%	1.6%
Q10f Timing of traffic signals on City streets	7.3%	43.6%	35.1%	11.7%	2.3%
Q10g Storm drain system operation	5.0%	28.9%	35.1%	18.3%	12.6%
Q10h Flood control and protection effort	7.6%	29.1%	31.9%	18.8%	12.6%
Q10i City's sanitary sewer system	5.5%	34.4%	31.2%	9.9%	19.0%
Q10j Tree trimming and urban forestry	6.9%	37.4%	26.4%	4.8%	24.5%

**Excluding Don't Knows****Q10. Please rate the City's performance in the following areas. (excluding don't knows)**

(N=436)

	Very good 4	Good 3	Fair 2	Poor 1
Q10a Condition of major city streets	1.9%	23.3%	46.4%	28.4%
Q10b Condition of streets in your neighborhood	8.8%	32.5%	38.7%	20.0%
Q10c Snow removal on major streets	22.3%	53.8%	20.0%	3.9%
Q10d Snow removal in your neighborhood	8.6%	25.9%	31.9%	33.6%
Q10e Traffic flow on major city streets	7.7%	52.7%	29.8%	9.8%
Q10f Timing of traffic signals on City streets	7.5%	44.6%	35.9%	12.0%
Q10g Storm drain system operation	5.8%	33.1%	40.2%	21.0%
Q10h Flood control and protection effort	8.7%	33.3%	36.5%	21.5%
Q10i City's sanitary sewer system	6.8%	42.5%	38.5%	12.2%
Q10j Tree trimming and urban forestry	9.1%	49.5%	35.0%	6.4%

**First Choice**

Q11.Which THREE of the street and infrastructure services listed above do you think should be the City's top priorities for improvement? (list your top 3 choices below using the letters from the list in Question 10)

Q11 First Choice	Number	Percent
A=City streets	221	50.7 %
B=Streets in neighborhood	41	9.4 %
C=Snow removal	16	3.7 %
D=Snow removal in neighborhood	45	10.3 %
E=Traffic flow	24	5.5 %
F=Timing of traffic signals	8	1.8 %
G=Snow drain system	24	5.5 %
H=Flood control	17	3.9 %
I=Sanitary sewer system	21	4.8 %
J=Tree trimming	5	1.1 %
Z=None chosen	14	3.2 %
Total	436	100.0 %

Second Choice

Q11.Which THREE of the street and infrastructure services listed above do you think should be the City's top priorities for improvement? (list your top 3 choices below using the letters from the list in Question 10)

Q11 2nd Choice	Number	Percent
A=City streets	63	15.0 %
B=Streets in neighborhood	71	16.9 %
C=Snow removal	44	10.5 %
D=Snow removal in neighborhood	54	12.9 %
E=Traffic flow	44	10.5 %
F=Timing of traffic signals	30	7.1 %
G=Snow drain system	55	13.1 %
H=Flood control	32	7.6 %
I=Sanitary sewer system	21	5.0 %
J=Tree trimming	6	1.4 %
Total	420	100.0 %

**Third Choice**

Q11.Which THREE of the street and infrastructure services listed above do you think should be the City's top priorities for improvement? (list your top 3 choices below using the letters from the list in Question 10)

Q11 3rd priority	Number	Percent
A=City streets	43	10.8 %
B=Streets in neighborhood	49	12.3 %
C=Snow removal	31	7.8 %
D=Snow removal in neighborhood	43	10.8 %
E=Traffic flow	40	10.0 %
F=Timing of traffic signals	34	8.5 %
G=Snow drain system	52	13.0 %
H=Flood control	52	13.0 %
I=Sanitary sewer system	44	11.0 %
J=Tree trimming	12	3.0 %
Total	400	100.0 %

Sum of All Choices

Q11.Which THREE of the street and infrastructure services listed above do you think should be the City's top priorities for improvement? (list your top 3 choices below using the letters from the list in Question 10)

Q11 Top priority	Number	Percent
A=City streets	327	75.0 %
B=Streets in neighborhood	161	36.9 %
C=Snow removal	91	20.9 %
D=Snow removal in neighborhood	142	32.6 %
E=Traffic flow	108	24.8 %
F=Timing of traffic signals	72	16.5 %
G=Snow drain system	131	30.0 %
H=Flood control	101	23.2 %
I=Sanitary sewer system	86	19.7 %
J=Tree trimming	23	5.3 %
Z=None chosen	14	3.2 %
Total	1256	

Q12.Does the City of Davenport collect garbage at your residence?

Q12 Does the City of Davenport collect garbage at your residence?

	Number	Percent
1=Yes	402	92.2 %
2=No	26	6.0 %
9=Not provided	8	1.8 %
Total	436	100.0 %

Q12a.IF YES to #12: Please rate the City's performance in the following areas.

(N=402)

	Very good 4	Good 3	Fair 2	Poor 1	Don't know 9
Q12a Residential garbage collection services	59.0%	36.8%	3.0%	0.7%	0.5%
Q12b Recycling collection services	50.0%	35.6%	8.7%	2.5%	3.2%
Q12c Yard waste collection services	43.0%	38.3%	10.9%	2.0%	5.7%
Q12d Bulky waste collection services	41.8%	36.3%	10.9%	3.2%	7.7%

Excluding Don't Knows

Q12a.IF YES to #12: Please rate the City's performance in the following areas.

(N=402)

	Very good 4	Good 3	Fair 2	Poor 1
Q12a Residential garbage collection services	59.3%	37.0%	3.0%	0.8%
Q12b Recycling collection services	51.7%	36.8%	9.0%	2.6%
Q12c Yard waste collection services	45.6%	40.6%	11.6%	2.1%
Q12d Bulky waste collection services	45.3%	39.4%	11.9%	3.5%

**First Choice**

Q12e. IF YES to #12: Which TWO of the solid waste services listed above do you think should be the City's top priorities for improvement? (list your top 2 choices below using the letters from the list in Questions 12a-d)

Q12e First Choice	Number	Percent
A=Residential	122	30.3 %
B=Recycling	77	19.2 %
C=Yard waste	77	19.2 %
D=Bulky waste	46	11.4 %
Z=None chosen	80	19.9 %
Total	402	100.0 %

Second Choice

Q12e. IF YES to #12: Which TWO of the solid waste services listed above do you think should be the City's top priorities for improvement? (list your top 2 choices below using the letters from the list in Questions 12a-d)

Q12e Second Choice	Number	Percent
A=Residential	21	7.2 %
B=Recycling	85	29.0 %
C=Yard waste	90	30.7 %
D=Bulky waste	97	33.1 %
Total	293	100.0 %

Sum of Both Choices

Q12e. IF YES to #12: Which TWO of the solid waste services listed above do you think should be the City's top priorities for improvement? (list your top 2 choices below using the letters from the list in Questions 12a-d)

Q12e Sum of both choices	Number	Percent
A=Residential	143	35.6 %
B=Recycling	162	40.3 %
C=Yard waste	167	41.5 %
D=Bulky waste	143	35.6 %
Z=None chosen	80	19.9 %
Total	695	

Q13. 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? (i.e. a fitness class, summer camp, junior theater, crafts, therapeutic programs, tumbling class, etc.)

Q13 Has anyone in your household participated in any Parks & Recreation programs offered by the City of Davenport during the past 12 months?

	Number	Percent
1=Yes	53	12.2 %
2=No	379	86.9 %
9=Don't know	4	0.9 %
Total	436	100.0 %

Q14. Have you or other members of your household visited a City park or outdoor recreational facility (not including City Golf Courses) during the past 12 months? (i.e. athletic fields, swimming pools, biking/walking trails, VanderVeer Park Conservatory, etc.)

Q14 Has anyone in your household visited a City park or outdoor recreational facility (not including City Golf Courses) during the past 12 months?

	Number	Percent
1=Yes	351	80.5 %
2=No	80	18.3 %
9=Don't know	5	1.1 %
Total	436	100.0 %

Q15. Have you or other members of your household visited a City golf course (Emeis, Duck Creek, Red Hawk) during the past 12 months?

Q15 Has anyone in your household visited a City golf course (Emeis, Duck Creek, Red Hawk) during the past 12 months?

	Number	Percent
1=Yes	148	33.9 %
2=No	281	64.4 %
9=Don't know	7	1.6 %
Total	436	100.0 %

Q16. 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."

(N=436)

	Very good 4	Good 3	Fair 2	Poor 1	Don't know 9
Q16a Overall quality of city parks	21.3%	55.7%	10.3%	0.7%	11.9%
Q16b Overall appearance of parks and park facilities (cleanliness of open spaces, restrooms, shelters/lodges, landscaping, etc.)	17.4%	50.7%	17.0%	2.1%	12.8%
Q16c Number and location of city parks	18.1%	50.9%	17.0%	1.8%	12.2%
Q16d Accessibility of City parks and facilities	20.6%	57.1%	10.8%	0.7%	10.8%
Q16e Quality of outdoor athletic facilities (i.e. soccer and baseball fields, tennis courts, etc.)	14.0%	40.4%	12.6%	1.8%	31.2%
Q16f Quality of walking and biking trails in the City of Davenport	23.2%	50.2%	8.5%	1.1%	17.0%
Q16g Quality of swimming facilities	7.8%	34.4%	9.9%	3.9%	44.0%
Q16h Hours of operation of city pools	4.6%	25.2%	13.8%	6.2%	50.2%
Q16i Quality of public gardens	36.0%	43.1%	4.1%	0.0%	16.7%
Q16j Quality of gardening/nature program	19.0%	33.5%	5.5%	0.7%	41.3%
Q16k Quality of recreational programs	10.3%	32.8%	8.5%	2.5%	45.9%
Q16l Variety of recreation activities	9.4%	33.0%	11.9%	3.0%	42.7%
Q16m Affordability of recreation program	7.3%	28.4%	15.1%	3.7%	45.4%
Q16n Convenience of registration for recreation programs/events	5.5%	27.5%	12.2%	1.8%	53.0%



Q16. CONTINUED 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 4	Good 3	Fair 2	Poor 1	Don't know 9
Q16o Quality of instructors for City recreation programs	4.8%	22.7%	7.3%	1.8%	63.3%
Q16p Location of recreation programs	6.0%	29.4%	9.9%	2.3%	52.5%
Q16q Overall quality of golf course	12.2%	30.3%	2.8%	0.2%	54.6%
Q16q Affordability of City golf courses (green fees, cart rental, driving range)	10.6%	22.0%	11.0%	1.1%	55.3%
Q16s Availability of golf courses	11.5%	29.4%	9.6%	0.5%	49.1%

Excluding Don't Knows

Q16. 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." (excluding don't knows)

(N=436)

	Very good 4	Good 3	Fair 2	Poor 1
Q16a Overall quality of city parks	24.2%	63.3%	11.7%	0.8%
Q16b Overall appearance of parks and park facilities (cleanliness of open spaces, restrooms, shelters/lodges, landscaping, etc.)	20.0%	58.2%	19.5%	2.4%
Q16c Number and location of city parks	20.6%	58.0%	19.3%	2.1%
Q16d Accessibility of City parks and facilities	23.1%	64.0%	12.1%	0.8%
Q16e Quality of outdoor athletic facilities (i.e. soccer and baseball fields, tennis courts, etc.)	20.3%	58.7%	18.3%	2.7%
Q16f Quality of walking and biking trails in the City of Davenport	27.9%	60.5%	10.2%	1.4%
Q16g Quality of swimming facilities	13.9%	61.5%	17.6%	7.0%
Q16h Hours of operation of city pools	9.2%	50.7%	27.6%	12.4%
Q16i Quality of public gardens	43.3%	51.8%	5.0%	0.0%
Q16j Quality of gardening/nature program	32.4%	57.0%	9.4%	1.2%
Q16k Quality of recreational programs	19.1%	60.6%	15.7%	4.7%
Q16l Variety of recreation activities	16.4%	57.6%	20.8%	5.2%
Q16m Affordability of recreation program	13.4%	52.1%	27.7%	6.7%
Q16n Convenience of registration for recreation programs/events	11.7%	58.5%	25.9%	3.9%
Q16o Quality of instructors for City recreation programs	13.1%	61.9%	20.0%	5.0%

**Excluding Don't Knows**

Q16. CONTINUED 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." (excluding don't knows)

	Very good 4	Good 3	Fair 2	Poor 1
Q16p Location of recreation programs	12.6%	61.8%	20.8%	4.8%
Q16q Overall quality of golf course	26.8%	66.7%	6.1%	0.5%
Q16q Affordability of City golf courses (green fees, cart rental, driving range)	23.6%	49.2%	24.6%	2.6%
Q16s Availability of golf courses	22.5%	57.7%	18.9%	0.9%

**First Choice**

Q17. Which FOUR of the items listed above do you think should receive the most emphasis from City leaders over the next two years? [Write in the letters below using the letters from the list in Question 16 above.]

Q17 First Choice	Number	Percent
A=Quality of city parks	75	17.2 %
B=Appearance parks	79	18.1 %
C=Number and location of parks	25	5.7 %
D=Accessibility or parks and facilities	7	1.6 %
E=Outdoor athletic facilities	14	3.2 %
F=Walking/biking trails	46	10.6 %
G=Swimming facilities and programs	17	3.9 %
H=Hours of operation of city pools	14	3.2 %
I=Quality of public gardens	7	1.6 %
K=Quality of recreational programs	7	1.6 %
L=Variety of recreation activities	7	1.6 %
M=Affordability or recreation programs	21	4.8 %
N=Convenience or registration	4	0.9 %
O=Quality of instructors for programs	2	0.5 %
P=Location of recreation programs	6	1.4 %
Q=Quality of city golf courses	4	0.9 %
R=Affordability of golf courses	12	2.8 %
S=Availability of golf courses	6	1.4 %
Z=None chosen	83	19.0 %
Total	436	100.0 %

**Second Choice**

Q17. Which FOUR of the items listed above do you think should receive the most emphasis from City leaders over the next two years? [Write in the letters below using the letters from the list in Question 16 above.]

Q17 2nd Choice	Number	Percent
A=Quality of city parks	30	6.9 %
B=Appearance parks	59	13.5 %
C=Number and location of parks	22	5.0 %
D=Accessibility or parks and facilities	19	4.4 %
E=Outdoor athletic facilities	25	5.7 %
F=Walking/biking trails	34	7.8 %
G=Swimming facilities and programs	19	4.4 %
H=Hours of operation of city pools	18	4.1 %
I=Quality of public gardens	10	2.3 %
J=Quality of gardening and nature programs	2	0.5 %
K=Quality of recreational programs	14	3.2 %
L=Variety of recreation activities	16	3.7 %
M=Affordability or recreation programs	19	4.4 %
N=Convenience or registration	10	2.3 %
O=Quality of instructors for programs	5	1.1 %
P=Location of recreation programs	4	0.9 %
Q=Quality of city golf courses	7	1.6 %
R=Affordability of golf courses	12	2.8 %
S=Availability of golf courses	9	2.1 %
Z=None chosen	102	23.4 %
Total	436	100.0 %

**Third Choice**

Q17. Which FOUR of the items listed above do you think should receive the most emphasis from City leaders over the next two years? [Write in the letters below using the letters from the list in Question 16 above.]

Q17 Third Choice	Number	Percent
A=Quality of city parks	20	4.6 %
B=Appearance parks	38	8.7 %
C=Number and location of parks	25	5.7 %
D=Accessibility or parks and facilities	13	3.0 %
E=Outdoor athletic facilities	19	4.4 %
F=Walking/biking trails	32	7.3 %
G=Swimming facilities and programs	20	4.6 %
H=Hours of operation of city pools	14	3.2 %
I=Quality of public gardens	16	3.7 %
J=Quality of gardening and nature programs	4	0.9 %
K=Quality of recreational programs	9	2.1 %
L=Variety of recreation activities	25	5.7 %
M=Affordability or recreation programs	22	5.0 %
N=Convenience or registration	13	3.0 %
O=Quality of instructors for programs	9	2.1 %
P=Location of recreation programs	10	2.3 %
Q=Quality of city golf courses	11	2.5 %
R=Affordability of golf courses	11	2.5 %
S=Availability of golf courses	7	1.6 %
Z=None chosen	118	27.1 %
Total	436	100.0 %

**Fourth Choice**

Q17. Which FOUR of the items listed above do you think should receive the most emphasis from City leaders over the next two years? [Write in the letters below using the letters from the list in Question 16 above.]

Q17 Fourth Choice	Number	Percent
A=Quality of city parks	24	5.5 %
B=Appearance parks	19	4.4 %
C=Number and location of parks	12	2.8 %
D=Accessibility or parks and facilities	18	4.1 %
E=Outdoor athletic facilities	19	4.4 %
F=Walking/biking trails	21	4.8 %
G=Swimming facilities and programs	14	3.2 %
H=Hours of operation of city pools	9	2.1 %
I=Quality of public gardens	21	4.8 %
J=Quality of gardening and nature programs	9	2.1 %
K=Quality of recreational programs	11	2.5 %
L=Variety of recreation activities	21	4.8 %
M=Affordability or recreation programs	19	4.4 %
N=Convenience or registration	7	1.6 %
O=Quality of instructors for programs	11	2.5 %
P=Location of recreation programs	16	3.7 %
Q=Quality of city golf courses	12	2.8 %
R=Affordability of golf courses	15	3.4 %
S=Availability of golf courses	6	1.4 %
Z=None chosen	152	34.9 %
Total	436	100.0 %

**Sum of All Choices**

Q17. Which FOUR of the items listed above do you think should receive the most emphasis from the city leaders over the next two years? [Write in the letters below using the letters from the list in Question 16 above.]

Q17 Sum of all choices	Number	Percent
A=Quality of city parks	149	34.2 %
B=Appearance parks	195	44.7 %
C=Number and location of parks	84	19.3 %
D=Accessibility or parks and facilities	57	13.1 %
E=Outdoor athletic facilities	77	17.7 %
F=Walking/biking trails	133	30.5 %
G=Swimming facilities and programs	70	16.1 %
H=Hours of operation of city pools	55	12.6 %
I=Quality of public gardens	54	12.4 %
J=Quality of gardening and nature programs	15	3.4 %
K=Quality of recreational programs	41	9.4 %
L=Variety of recreation activities	69	15.8 %
M=Affordability or recreation programs	81	18.6 %
N=Convenience or registration	34	7.8 %
O=Quality of instructors for programs	27	6.2 %
P=Location of recreation programs	36	8.3 %
Q=Quality of city golf courses	34	7.8 %
R=Affordability of golf courses	50	11.5 %
S=Availability of golf courses	28	6.4 %
Z=None chosen	83	19.0 %
Total	1372	

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

Q18 Have you used a Davenport library facility within the past 12 months?	Number	Percent
1=Yes	239	54.8 %
2=No	186	42.7 %
9=Don't know	11	2.5 %
Total	436	100.0 %

Q 18a If Yes to #18 Please rate the city's performance in the following areas

(N=239)

	Very good 4	Good 3	Fair 2	Poor 1	Don't know 9
Q18a Availability of materials you need at libraries	40.2%	47.3%	10.0%	1.7%	0.8%
Q18b Quality of children/youth programs	25.1%	22.6%	6.3%	0.0%	46.0%
Q18c Quality of programs for adults	21.8%	28.5%	9.6%	0.4%	39.7%
Q18d Availability of public computers and internet access at libraries	30.1%	39.7%	7.9%	1.3%	20.9%
Q18e Hours of library operation	23.4%	49.0%	21.3%	4.6%	1.7%

Excluding Don't Knows

Q18a If Yes to #18 Please rate the city's performance in the following areas

(N=239)

	Very good 4	Good 3	Fair 2	Poor 1
Q18a Availability of materials you need at libraries	40.5%	47.7%	10.1%	1.7%
Q18b Quality of children/youth programs	46.5%	41.9%	11.6%	0.0%
Q18c Quality of programs for adults	36.1%	47.2%	16.0%	0.7%
Q18d Availability of public computers and internet access at libraries	38.1%	50.3%	10.1%	1.6%
Q18e Hours of library operation	23.8%	49.8%	21.7%	4.7%

First Choice

Q18f.IF YES to #18:Which TWO of the library services listed above do you think should be the City's top priorities for improvement? (list your top 2 choices below using the letters from the list in Questions 18a-e)

Q18f First Choice	Number	Percent
A=Availability of materials	88	36.8 %
B=Quality of children/youth programs	34	14.2 %
C=Quality of adult programs	19	7.9 %
D=Public computers and internet access	15	6.3 %
E=Hours of operation	53	22.2 %
Z=None chosen	30	12.6 %
Total	239	100.0 %

Second Choice

Q18f.IF YES to #18:Which TWO of the library services listed above do you think should be the City's top priorities for improvement? (list your top 2 choices below using the letters from the list in Questions 18a-e)

Q18f Second Choice	Number	Percent
A=Availability of materials	40	16.7 %
B=Quality of children/youth programs	31	13.0 %
C=Quality of adult programs	25	10.5 %
D=Public computers and internet access	37	15.5 %
E=Hours of operation	63	26.4 %
Z=None chosen	43	18.0 %
Total	239	100.0 %

Sum of Both Choices

Q18f. IF YES to #18: Which TWO of the library services listed above do you think should be the City's top priorities for improvement? (list your top 2 choices below using the letters from the list in Questions 18a-e)

Q18f Sum of both choices	Number	Percent
A=Availability of materials	128	53.6 %
B=Quality of children/youth programs	65	27.2 %
C=Quality of adult programs	44	18.4 %
D=Public computers and internet access	52	21.8 %
E=Hours of operation	116	48.5 %
Z=None chosen	30	12.6 %
Total	435	



Q19. Where do you currently get news and information about City programs, services, and events? (check all that apply)

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

	Number	Percent
1=Local newspapers	333	76.4 %
2=Local radio	196	45.0 %
3=Television news	343	78.7 %
4=Cable channel 9/18	98	22.5 %
5=City of Davenport website	71	16.3 %
6=Sewer bill newsletter, CityNews	211	48.4 %
7=Call the city	35	8.0 %
8=Other	43	9.9 %
9=None chosen	9	2.1 %
Total	1339	



Q19 other

ALDERMAN
AUTOMATED CALLING ON GARBAGE
BEAUTIFICATION COMMITTEE MTG
BOOKLET SENT HOME WITH KIDS
CALLS FROM DAV. DEPARTMENTS
CHILDRENS BOOK FROM SCHOOL
CITY BROCHURE
CITY CALLS ABOUT TRASH SCHED
CITY EMPLOYEE
COMPUTER
COMPUTER
DAV. PARK AND REC BOOKLET
FLYERS FOR SCHOOL
FRIEND, SCHOOL
FRIEND WHO WORKS FOR CITY
FRIENDS
FRIENDS
FRIENDS
FRIENDS
FRIENDS & FAMILY
LANDLORD'S MONTHLY MTGS
LEADER GO MAGAZINE
LIBRARY
LIBRARY E-NEWSLETTER
NEIGHBORHOOD MEETINGS
NEVER HEARD OF ANY
NEWSLETTERS & SIGNS AT PARK
ONLINE
PARKS & REC BOOKLET & FLIERS
PARKS & REC GUIDE
PARKS AND REC BOOK
PEOPLE AND FRIENDS
PUBLIC SCHOOLS
QCTIMES.COM
REC DEPT PROGRAM
SCHOOL FLYERS
SCHOOL HANDOUTS
VISITQUADCITIES.COM
WORD OF MOUTH
WORD OF MOUTH
WORD OF MOUTH
WORD OF MOUTH
WORD OF MOUTH

Q20. Please rate the City's performance in the following areas of communication.

(N=436)

	Very good 4	Good 3	Fair 2	Poor 1	Don't know 9
Q20a Availability of information about City services, ordinances, decisions, etc.	8.3%	38.6%	31.3%	6.7%	15.2%
Q20b Quality of city's website	3.7%	23.6%	10.3%	1.1%	61.2%
Q20c Level of public involvement in decision making	2.1%	16.5%	32.8%	20.2%	28.4%
Q20d Quality of programming on the City's television channel 9/18	5.7%	22.7%	15.4%	3.9%	52.3%
Q22e Quality of the quarterly newsletter included in your sewer bill	10.3%	45.4%	19.0%	4.4%	20.9%

Excluding Don't Knows

Q20. Please rate the City's performance in the following areas of communication. (excluding don't knows)

(N=436)

	Very good 4	Good 3	Fair 2	Poor 1
Q20a Availability of information about City services, ordinances, decisions, etc.	9.8%	45.5%	36.9%	7.9%
Q20b Quality of city's website	9.5%	60.9%	26.6%	3.0%
Q20c Level of public involvement in decision making	2.9%	23.1%	45.8%	28.2%
Q20d Quality of programming on the City's television channel 9/18	12.0%	47.6%	32.2%	8.2%
Q22e Quality of the quarterly newsletter included in your sewer bill	13.0%	57.4%	24.1%	5.5%

First Choice

Q21. Which TWO aspects of City communication above do you think should receive the most emphasis from City leaders over the next TWO years? (list your top 2 choices below using the letters from the list in Question 20)

Q21 First Choice	Number	Percent
A=City services	167	38.3 %
B=City website	15	3.4 %
C=Public involvement	134	30.7 %
D=City TV Ch 9/18	16	3.7 %
E=Quarterly newsletter	23	5.3 %
Z=None chosen	81	18.6 %
Total	436	100.0 %

Second Choice

Q21. Which TWO aspects of City communication above do you think should receive the most emphasis from City leaders over the next TWO years? (list your top 2 choices below using the letters from the list in Question 20)

Q21 Second Choice	Number	Percent
A=City services	91	20.9 %
B=City website	33	7.6 %
C=Public involvement	125	28.7 %
D=City TV Ch 9/18	37	8.5 %
E=Quarterly newsletter	41	9.4 %
Z=None chosen	109	25.0 %
Total	436	100.0 %

Sum of Both Choices

Q21. Which TWO aspects of City communication above do you think should receive the most emphasis from City leaders over the next TWO years? (list your top 2 choices below using the letters from the list in Question 20)

Q21 Top priority	Number	Percent
A=City services	258	59.2 %
B=City website	48	11.0 %
C=Public involvement	259	59.4 %
D=City TV Ch 9/18	53	12.2 %
E=Quarterly newsletter	64	14.7 %
Z=None chosen	81	18.6 %
Total	763	

Q22. Using a scale of 1 to 4 where 4 means "strongly agree" and 1 means "strongly disagree" please rate your level of agreement with the following statements.

(N=436)

	Strongly disagree 1	Somewhat disagree 2	Somewhat agree 3	Strongly agree 4	Don't know 9
Q22a I am satisfied with the overall condition of my neighborhood	5.3%	15.8%	46.6%	32.1%	0.2%
Q22b I am satisfied with the appearance of private property in my neighborhood	7.6%	15.1%	43.6%	32.1%	1.6%
Q22c I am satisfied with the appearance of rental property in my neighborhood	14.7%	21.3%	28.2%	12.8%	22.9%
Q22d My neighborhood has improved over the past five years	12.6%	25.5%	33.5%	12.8%	15.6%
Q22e I am satisfied with the City's efforts to enforce cleanup of litter, debris, and junk cars in my neighborhood	11.2%	18.1%	31.9%	18.8%	20.0%

Excluding Don't Knows

Q22. Using a scale of 1 to 4 where 4 means "strongly agree" and 1 means "strongly disagree" please rate your level of agreement with the following statements. (excluding don't knows)

(N=436)

	Strongly agree 4	Somewhat agree 3	Somewhat disagree 2	Strongly disagree 1
Q22a I am satisfied with the overall condition of my neighborhood	32.2%	46.7%	15.9%	5.3%
Q22b I am satisfied with the appearance of private property in my neighborhood	32.6%	44.3%	15.4%	7.7%
Q22c I am satisfied with the appearance of rental property in my neighborhood	16.7%	36.6%	27.7%	19.0%
Q22d My neighborhood has improved over the past five years	15.2%	39.7%	30.2%	14.9%
Q22e I am satisfied with the City's efforts to enforce cleanup of litter, debris, and junk cars in my neighborhood	23.5%	39.8%	22.6%	14.0%

Q23. Have you called, emailed or visited the City with a question, problem, or comment during the past year?

Q23 Have you called, emailed or visited the city with a question, problem, or comment during the past year?

	Number	Percent
1=Yes	190	43.6 %
2=No	240	55.0 %
9=Not provided	6	1.4 %
Total	436	100.0 %

Q23a.[Only if YES to #23] Which department did you contact most recently?

Q23a (If yes to 23) Which department did you contact most recently?

	Number	Percent
01=City Administration/clerk	23	12.1 %
02=Police	61	32.1 %
03=Fire	15	7.9 %
04=Public Works	93	48.9 %
05=Legal Department	3	1.6 %
06=Finance (bill payment)	18	9.5 %
07=Human Resources	6	3.2 %
08=Planning & economic development	6	3.2 %
09=Parks & recreation	18	9.5 %
10=Library	27	14.2 %
11=Mayor/City Council	20	10.5 %
12=Other	22	11.6 %
Total	312	



Q23 other

Q23a Other

ALDERMAN
ALDERMAN
ALDERMAN
ALDERMAN
ALDERMAN HAMERLINK
CAN'T REMEMBER
CITY FORESTER
EROSION EXPERT
FORESTRY
FORESTRY
HOUSING REHABILITATION
REPORTED UNKEPT HOUSES
ROADS
STREET DEPT
STREET REPAIR
TRAFFIC
USED E-MAIL
WATER & SEWER
ZONING
ZONING COMMITTEE



Q23b-f.[Only if YES to #23] Using a scale of 1 to 4 where 4 means "strongly agree" and 1 means "strongly disagree" please rate your level of agreement with the following statements about the customer service you received from the department you selected in Q23a.

(N=190)

	Strongly disagree 1	Somewhat disagree 2	Somewhat agree 3	Strongly agree 4	Don't know 9
Q23b The City employee who helped me was friendly and polite	3.2%	7.9%	31.6%	51.1%	6.3%
Q23c The City employee who helped me responded promptly and dealt with my issue or directed me to the appropriate person/ department	9.5%	8.9%	30.5%	45.8%	5.3%
Q23d The City employee who helped me was knowledgeable and competent	6.3%	10.0%	31.6%	46.3%	5.8%
Q23e The City employee who helped me gave me accurate and comprehensive information	8.4%	6.8%	32.6%	44.7%	7.4%
Q23f The City employee who helped me delivered the outcome as promised	12.1%	11.6%	23.2%	40.0%	13.2%

Excluding Don't Knows

Q23b-f. [Only if YES to #23] Using a scale of 1 to 4 where 4 means "strongly agree" and 1 means "strongly disagree" please rate your level of agreement with the following statements about the customer service you received from the department you selected in Q23a.

(N=190)

	Strongly agree 4	Somewhat agree 3	Somewhat disagree 2	Strongly disagree 1
Q23b The City employee who helped me was friendly and polite	54.5%	33.7%	8.4%	3.4%
Q23c The City employee who helped me responded promptly and dealt with my issue or directed me to the appropriate person/department	48.3%	32.2%	9.4%	10.0%
Q23d The City employee who helped me was knowledgeable and competent	49.2%	33.5%	10.6%	6.7%
Q23e The City employee who helped me gave me accurate and comprehensive information	48.3%	35.2%	7.4%	9.1%
Q23f The City employee who helped me delivered the outcome as promised	46.1%	26.7%	13.3%	13.9%

Q24. Please rate the City's performance in the following areas.

(N=436)

	Poor 1	Fair 2	Good 3	Very good 4	Don't know 9
Q24a As a place to live	1.1%	16.1%	61.2%	21.3%	0.2%
Q24b As a place to raise children	3.2%	21.1%	51.6%	20.6%	3.4%
Q24c As a place to work	4.1%	22.9%	51.4%	16.7%	4.8%
Q24d As a place to retire	15.6%	32.6%	29.8%	12.8%	9.2%
Q24e As a place to visit	8.3%	32.3%	42.0%	13.1%	4.4%
Q24f As a welcoming community for people of diverse backgrounds	2.5%	27.5%	44.5%	12.2%	13.3%
Q24g As a City that is moving in the right direction	13.3%	36.9%	34.4%	10.1%	5.3%
Q24h Overall quality of life in the city	3.0%	28.4%	57.8%	9.9%	0.9%
Q24i Overall image of the city	8.7%	44.0%	38.3%	7.3%	1.6%
Q24j Overall quality of services that are provided by the City	2.8%	25.0%	57.8%	11.5%	3.0%
Q24k Overall value that you receive for your City tax dollars and fees	13.5%	40.8%	33.9%	8.3%	3.4%
Q24l Overall effectiveness of City staff	5.5%	27.5%	41.3%	8.9%	16.7%
Q24m Overall effectiveness of elected City Council	13.1%	35.1%	31.0%	6.4%	14.4%

Q24. Please rate the City's performance in the following areas. (excluding don't knows)

(N=436)

	Very good 4	Good 3	Fair 2	Poor 1
Q24a As a place to live	21.4%	61.4%	16.1%	1.1%
Q24b As a place to raise children	21.4%	53.4%	21.9%	3.3%
Q24c As a place to work	17.6%	54.0%	24.1%	4.3%
Q24d As a place to retire	14.1%	32.8%	35.9%	17.2%
Q24e As a place to visit	13.7%	43.9%	33.8%	8.6%
Q24f As a welcoming community for people of diverse backgrounds	14.0%	51.3%	31.7%	2.9%
Q24g As a City that is moving in the right direction	10.7%	36.3%	39.0%	14.0%
Q24h Overall quality of life in the city	10.0%	58.3%	28.7%	3.0%
Q24i Overall image of the city	7.5%	38.9%	44.8%	8.9%
Q24j Overall quality of services that are provided by the City	11.8%	59.6%	25.8%	2.8%
Q24k Overall value that you receive for your City tax dollars and fees	8.6%	35.2%	42.3%	14.0%
Q24l Overall effectiveness of City staff	10.7%	49.6%	33.1%	6.6%
Q24m Overall effectiveness of elected City Council	7.5%	36.2%	41.0%	15.3%



Q25. Which THREE of the following community issues do you think should be the City's top priorities. (check up to 3 items)

Q25 Top priority	Number	Percent
01=Retaining/attracting jobs	312	71.6 %
02=Community growth	71	16.3 %
03=Environmental stewardship	39	8.9 %
04=Public safety	230	52.8 %
05=Neighborhood revitalization	132	30.3 %
06=Recreation/leisure activities	28	6.4 %
07=Educational improvement	124	28.4 %
08=Infrastructure maintenance	208	47.7 %
09=Enhance City customer service	24	5.5 %
10=Downtown/Riverfront revitalization	80	18.3 %
11=Other	21	4.8 %
99=None chosen	5	1.1 %
Total	1274	

Q25 other

Q25 Other

CREDIT ISLAND
CREDIT ISLAND
DECENT SCHOOLS
ELIMINATE URBAN SPRAWL
FIX POTHOLES
FIX SIDE STREETS
FRUGAL WITH TAX DOLLARS
GET A NEW CASINO
GET RID OF TRAFFIC CAMERA
LOWER PROPERTY TAXES
LOWER TAXES
LOWER WATER TAXES
MORE PUBLIC INFO
NO NEW PROGRAMS
PROMISE
REDUCTION OF TAXES
ROOF FOR FRMR'S MARKET
STOP RAISING PROP. TAXES
STREET MAINTENANCE EQUIPMENT

Q26. How many years have you lived in Davenport?

Q26 How many years have you lived in

Davenport?	Number	Percent
5 or less	64	14.7 %
6-10	48	11.0 %
11-20	58	13.3 %
21-30	64	14.7 %
31+	202	46.3 %
Total	436	100.0 %

Q27.How many persons in your household (counting yourself), are:

	Mean	Sum
number	2.6	1143
Q27 How many persons in your household are under age 10?	0.4	173
Q27 How many people in your household including you are between 10-19 years of age?	0.3	142
Q27 How many people in your house are between 20-39 years of age?	0.6	258
Q27 How many people in your house are between 40-59 years of age?	0.6	280
Q27 How many people in your house are between 60-69 years of age?	0.3	149
Q27 How many people in your house are 70 years of age or older?	0.3	141

Q28.What is your gender?

Q28 What is your gender	Number	Percent
1=Male	210	48.2 %
2=Female	226	51.8 %
Total	436	100.0 %

Q29. Do you own or rent your home?

Q29 Do you own or rent your home	Number	Percent
1=Own	313	71.8 %
2=Rent	123	28.2 %
Total	436	100.0 %

Q30 What is your race or ethnic group? (check all that apply)

Q30 What is your race or ethnic group	Number	Percent
1=African American	42	9.6 %
2=Asian/Pac Islander	11	2.5 %
3=Caucasian/White	350	80.3 %
4=Hispanic	26	6.0 %
5=Native American	9	2.1 %
6=Other	2	0.5 %
9=Not provided	7	1.6 %
Total	447	

Q31. What was your total annual household income in 2007?

Q31 Total household income	Number	Percent
1=Less than \$25K	60	13.8 %
2=\$25k-\$49k	102	23.4 %
3=\$50k-\$74K	105	24.1 %
4=\$75K-\$99K	67	15.4 %
5=\$100K or more	64	14.7 %
9=Not provided	38	8.7 %
Total	436	100.0 %

Section 5:

Survey Instrument



City of Davenport 2008 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 Tanisha Briley at (563) 888-3384. When you are finished, please return your completed survey in the enclosed postage-paid envelope. Your responses will remain confidential.

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

MAJOR CATEGORIES OF CITY SERVICES		PERFORMANCE				
		Very Good	Good	Fair	Poor	Don't Know
a.	Overall quality of police services	4	3	2	1	9
b.	Overall quality of fire and paramedic services	4	3	2	1	9
c.	Overall quality of City streets and infrastructure (i.e. sewer system)	4	3	2	1	9
d.	Overall quality of garbage and recycling collection services	4	3	2	1	9
e.	Overall quality of City parks, recreation programs and facilities	4	3	2	1	9
f.	Overall quality of neighborhoods	4	3	2	1	9
g.	Overall quality of library services	4	3	2	1	9
h.	Overall effectiveness of City communication with the public	4	3	2	1	9
i.	Overall quality of customer service provided by City employees	4	3	2	1	9
j.	City's efforts to attract and retain businesses	4	3	2	1	9
k.	Overall quality of downtown Davenport	4	3	2	1	9
l.	City's efforts to conserve energy and protect the environment	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? (list your top 4 choices below using the letters from the list in Question 1)**

1st: _____

2nd: _____

3rd: _____

4th: _____

PERCEPTIONS OF SAFETY

- 3. Using a scale of 1 to 4 where 4 means "strongly agree" and 1 means "strongly disagree" please rate your level of agreement with the following statements.**

Statement	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Don't Know
a. Overall, I feel safe in the City of Davenport	4	3	2	1	9
b. I feel safe in my neighborhood during the day	4	3	2	1	9
c. I feel safe in my neighborhood after dark	4	3	2	1	9
d. I feel safe in downtown Davenport during the day	4	3	2	1	9
e. I feel safe in downtown Davenport after dark	4	3	2	1	9
f. I feel safe in City facilities (parks, libraries, buildings)	4	3	2	1	9
g. I feel safe in Davenport commercial and retail areas during the day	4	3	2	1	9
h. I feel safe in Davenport commercial and retail areas after dark	4	3	2	1	9

POLICE SERVICES

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

Police Services		PERFORMANCE				
		Very <u>Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	Don't <u>Know</u>
a.	Responsiveness to emergency calls for service	4	3	2	1	9
b.	Responsiveness to non-emergency/assistance calls for service	4	3	2	1	9
c.	Responsiveness to investigations of criminal offenses	4	3	2	1	9
d.	Efforts to prevent crime	4	3	2	1	9
e.	Visibility of police in retail areas	4	3	2	1	9
f.	Visibility of police in your neighborhood	4	3	2	1	9
g.	Traffic enforcement	4	3	2	1	9
h.	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 the letters below using the letters from the list in Question 4 above.]

1st.____ 2nd.____ 3rd.____

6. Have you had contact with the Davenport Police Department (DPD) in the last 12 months? ____(1) Yes – answer 6a-c below ____ (2) No

IF YES to #6, Please rate the following:		PERFORMANCE				
		Very <u>Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	Don't <u>Know</u>
a.	Professionalism of DPD personnel	4	3	2	1	9
b.	Competence of DPD personnel	4	3	2	1	9
c.	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 7a-b below ____ (2) No

7a. [If Yes to #7] What type of crime?

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

7b. [If Yes to #7] Did you report the crime to the police? ____ (1) Yes ____ (2) No

FIRE SERVICES

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

Fire Services		PERFORMANCE				
		Very <u>Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	Don't <u>Know</u>
a.	Responsiveness to emergency calls for service, including medical emergencies	4	3	2	1	9
b.	Responsiveness to non-emergency/assistance calls for service	4	3	2	1	9
c.	Fire prevention efforts	4	3	2	1	9
d.	Fire safety education programs (i.e. smoke house, school programs, Citizen Fire Academy, etc.)	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 the letters below using the letters from the list in Question 8 above.]

1st.____ 2nd.____

STREETS AND INFRASTRUCTURE

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

City Streets and Infrastructure Services		PERFORMANCE				
		Very Good	Good	Fair	Poor	Don't Know
a.	Condition of major City streets (potholes, cleanliness, etc.)	4	3	2	1	9
b.	Condition of streets in your neighborhood (potholes, cleanliness, etc.)	4	3	2	1	9
c.	Snow removal on major streets	4	3	2	1	9
d.	Snow removal in your neighborhood	4	3	2	1	9
e.	Traffic flow on major City streets	4	3	2	1	9
f.	Timing of traffic signals on City streets	4	3	2	1	9
g.	Storm drain system operation	4	3	2	1	9
h.	Flood control and protection efforts	4	3	2	1	9
i.	City's sanitary sewer system	4	3	2	1	9
j.	Tree trimming and urban forestry	4	3	2	1	9

11. Which **THREE** of the street and infrastructure services listed above do you think should be the City's top priorities for improvement? (list your top 3 choices below using the letters from the list in Question 10)

1st. _____ 2nd. _____ 3rd. _____

SOLID WASTE

12. Does the City of Davenport collect garbage at your residence?

____(1) Yes – answer #12a-e ____ (2) No

IF YES to #12: Please rate the City's performance in the following areas.

Solid Waste Services		PERFORMANCE				
		Very Good	Good	Fair	Poor	Don't Know
a.	Residential garbage collection services	4	3	2	1	9
b.	Recycling collection services	4	3	2	1	9
c.	Yard waste collection services	4	3	2	1	9
d.	Bulky waste collection services	4	3	2	1	9

12e. **IF YES to #12: Which TWO of the solid waste services listed above do you think should be the City's top priorities for improvement?** (list your top 2 choices below using the letters from the list in Questions 12a-d)

1st. _____ 2nd. _____

PARKS AND RECREATION SERVICES

13. 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? (i.e. a fitness class, summer camp, junior theater, crafts, therapeutic programs, tumbling class, etc.)

____(1) Yes ____ (2) No

14. **Have you or other members of your household visited a City park or outdoor recreational facility (not including City Golf Courses) during the past 12 months?** (i.e. athletic fields, swimming pools, biking/walking trails, VanderVeer Park Conservatory, etc.)
 ____ (1) Yes ____ (2) No
15. **Have you or other members of your household visited a City golf course (Emeis, Duck Creek, Red Hawk) during the past 12 months?**
 ____ (1) Yes ____ (2) No
16. **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."**

Parks & Recreation Services		PERFORMANCE				
		Very Good	Good	Fair	Poor	Don't Know
a.	Overall quality of City parks	4	3	2	1	9
b.	Overall appearance of parks and park facilities (cleanliness of open spaces, restrooms, shelters/lodges, landscaping, etc.)	4	3	2	1	9
c.	Number and location of City parks	4	3	2	1	9
d.	Accessibility of City parks and facilities	4	3	2	1	9
e.	Quality of outdoor athletic facilities (i.e. soccer and baseball fields, tennis courts, etc.)	4	3	2	1	9
f.	Quality of walking and biking trails in the City of Davenport	4	3	2	1	9
g.	Quality of swimming facilities and programs	4	3	2	1	9
h.	Hours of operation of City pools	4	3	2	1	9
i.	Overall quality of public gardens (VanderVeer, Duck Creek)	4	3	2	1	9
j.	Quality of gardening/nature programs	4	3	2	1	9
k.	Quality of recreational programs/events offered by the City	4	3	2	1	9
l.	Variety of recreation activities offered by the City	4	3	2	1	9
m.	Affordability of recreation programs/events	4	3	2	1	9
n.	Convenience of registration for recreation programs/events	4	3	2	1	9
o.	Quality of instructors for City recreation programs	4	3	2	1	9
p.	Location of recreation programs/events	4	3	2	1	9
q.	Overall quality of City golf courses	4	3	2	1	9
r.	Affordability of City golf courses (greens fees, cart rental, driving range)	4	3	2	1	9
s.	Availability of golf courses in Davenport	4	3	2	1	9

17. **Which FOUR of the items listed above do you think should receive the most emphasis from City leaders over the next two years?** [Write in the letters below using the letters from the list in Question 16 above.]

1st.:_____ 2nd.:_____ 3rd.:_____ 4th.:_____

LIBRARIES

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

____(1) Yes – answer #18a-f ____ (2) No

IF YES to #18: Please rate the City's performance in the following areas.

Library Services		PERFORMANCE				
		Very Good	Good	Fair	Poor	Don't Know
a.	Availability of materials you need at libraries	4	3	2	1	9
b.	Quality of children/youth programs	4	3	2	1	9
c.	Quality of programs for adults	4	3	2	1	9
d.	Availability of public computers and internet access at libraries	4	3	2	1	9
e.	Hours of library operation	4	3	2	1	9

18f. **IF YES to #18: Which TWO of the library services listed above do you think should be the City's top priorities for improvement?** (list your top 2 choices below using the letters from the list in Questions 18a-e)

1st.: _____ 2nd.: _____

COMMUNICATION

19. Where do you currently get news and information about City programs, services, and events? (check all that apply)

____(1) Local newspapers ____ (5) City of Davenport website (www.cityofdavenportiowa.com)
 ____ (2) Local radio ____ (6) Sewer bill newsletter, CityNews
 ____ (3) Television News ____ (7) Call the City
 ____ (4) Cable channel 9/18 ____ (8) Other: _____

20. Please rate the City's performance in the following areas of communication.

Communication		PERFORMANCE				
		Very Good	Good	Fair	Poor	Don't Know
a.	Availability of information about City services, ordinances, decisions, etc.	4	3	2	1	9
b.	Quality of the City's website (www.cityofdavenportiowa.com)	4	3	2	1	9
c.	Level of public involvement in decision making	4	3	2	1	9
d.	Quality of programming on the City's television channel 9 / 18	4	3	2	1	9
e.	Quality of the quarterly newsletter included in your sewer bill	4	3	2	1	9

21. Which TWO aspects of City communication above do you think should receive the most emphasis from City leaders over the next TWO years? (list your top 2 choices below using the letters from the list in Question 20)

1st.: _____ 2nd.: _____

YOUR NEIGHBORHOOD

22. Using a scale of 1 to 4 where 4 means “strongly agree” and 1 means “strongly disagree” please rate your level of agreement with the following statements.

Statement		Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Don't Know
a.	I am satisfied with the overall condition of my neighborhood	4	3	2	1	9
b.	I am satisfied with the appearance of private property in my neighborhood	4	3	2	1	9
c.	I am satisfied with the appearance of rental property in my neighborhood	4	3	2	1	9
d.	My neighborhood has improved over the past five years	4	3	2	1	9
e.	I am satisfied with the City's efforts to enforce cleanup of litter, debris, and junk cars in my neighborhood	4	3	2	1	9

CUSTOMER SERVICE

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

____(1) Yes [answer Question 23a-f] ____ (2) No

23a. [Only if YES to #23] Which department did you contact most recently?

- | | |
|------------------------------------|--|
| ____(01) City Administration/Clerk | ____(07) Human Resources |
| ____(02) Police | ____(08) Planning and Economic Development |
| ____(03) Fire | ____(09) Parks and Recreation |
| ____(04) Public Works | ____(10) Library |
| ____(05) Legal Department | ____(11) Mayor/City Council |
| ____(06) Finance (bill payment) | ____(12) Other: _____ |

23b-f. [Only if YES to #23] Using a scale of 1 to 4 where 4 means “strongly agree” and 1 means “strongly disagree” please rate your level of agreement with the following statements about the customer service you received from the department you selected in Q23a.

Statement		Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Don't Know
b.	The City employee who helped me was friendly and polite	4	3	2	1	9
c.	The City employee who helped me responded promptly and dealt with my issue or directed me to the appropriate person/department	4	3	2	1	9
d.	The City employee who helped me was knowledgeable and competent	4	3	2	1	9
e.	The City employee who helped me gave me accurate and comprehensive information	4	3	2	1	9
f.	The City employee who helped me delivered the outcome as promised	4	3	2	1	9

OVERALL RATINGS**24. Please rate the City's performance in the following areas.**

		PERFORMANCE				
		Very Good	Good	Fair	Poor	Don't Know
a.	As a place to live	4	3	2	1	9
b.	As a place to raise children	4	3	2	1	9
c.	As a place to work	4	3	2	1	9
d.	As a place to retire	4	3	2	1	9
e.	As a place to visit	4	3	2	1	9
f.	As a welcoming community for people of diverse backgrounds	4	3	2	1	9
g.	As a City that is moving in the right direction	4	3	2	1	9
h.	Overall quality of life in the City	4	3	2	1	9
i.	Overall image of the City	4	3	2	1	9
j.	Overall quality of services that are provided by the City	4	3	2	1	9
k.	Overall value that you receive for your City tax dollars and fees	4	3	2	1	9
l.	Overall effectiveness of City staff	4	3	2	1	9
m.	Overall effectiveness of elected City Council	4	3	2	1	9

25. Which THREE of the following community issues do you think should be the City's top priorities. (check up to 3 items)

- | | |
|---|--|
| <input type="checkbox"/> (01) Retaining/Attracting Jobs | <input type="checkbox"/> (07) Education Improvement |
| <input type="checkbox"/> (02) Community Growth | <input type="checkbox"/> (08) Infrastructure Maintenance |
| <input type="checkbox"/> (03) Environmental Stewardship | <input type="checkbox"/> (09) Enhanced City Customer Service |
| <input type="checkbox"/> (04) Public Safety | <input type="checkbox"/> (10) Downtown/Riverfront Revitalization |
| <input type="checkbox"/> (05) Neighborhood Revitalization | <input type="checkbox"/> (11) Other: _____ |
| <input type="checkbox"/> (06) Recreation/Leisure Activities | |

DEMOGRAPHICS Please answer the following questions about yourself.**26. How many years have you lived in Davenport? _____ years****27. How many persons in your household (counting yourself), are:**

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

28. What is your gender? _____(1) Male _____(2) Female**29. Do you own or rent your home? _____(1) Own _____(2) Rent****30. What is your race or ethnic group? (check all that apply)**

- | | |
|---|--|
| <input type="checkbox"/> (1) African American | <input type="checkbox"/> (4) Hispanic |
| <input type="checkbox"/> (2) Asian/Pacific Islander | <input type="checkbox"/> (5) Native American |
| <input type="checkbox"/> (3) Caucasian/White | <input type="checkbox"/> (6) Other: _____ |

31. What was your total annual household income in 2007?

- | | | |
|--|--|--|
| <input type="checkbox"/> (1) less than \$25,000 | <input type="checkbox"/> (3) \$50,000 - \$74,999 | <input type="checkbox"/> (5) \$100,000 or more |
| <input type="checkbox"/> (2) \$25,000 - \$49,999 | <input type="checkbox"/> (4) \$75,000 - \$99,999 | |

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 on the sticker 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.