



City of Davenport 2010 Community Survey

Final Report

Submitted to

The City of Davenport, Iowa

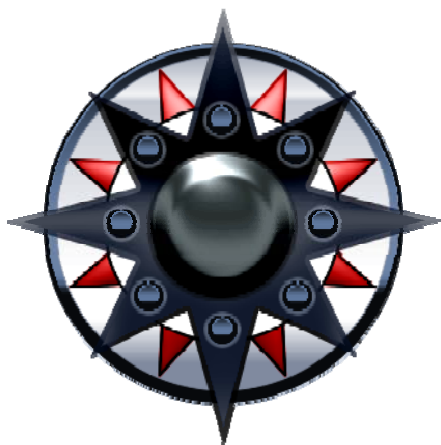


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Contents

Executive Summary	i
Section 1: Charts and Graphs	1
Section 2: Analysis of Trends from 2008 to 2010	23
Section 3: Importance-Satisfaction Analysis	36
Importance-Satisfaction Matrix Analysis	47
Section 4: Tabular Data	56
Section 5: Survey Instrument	105



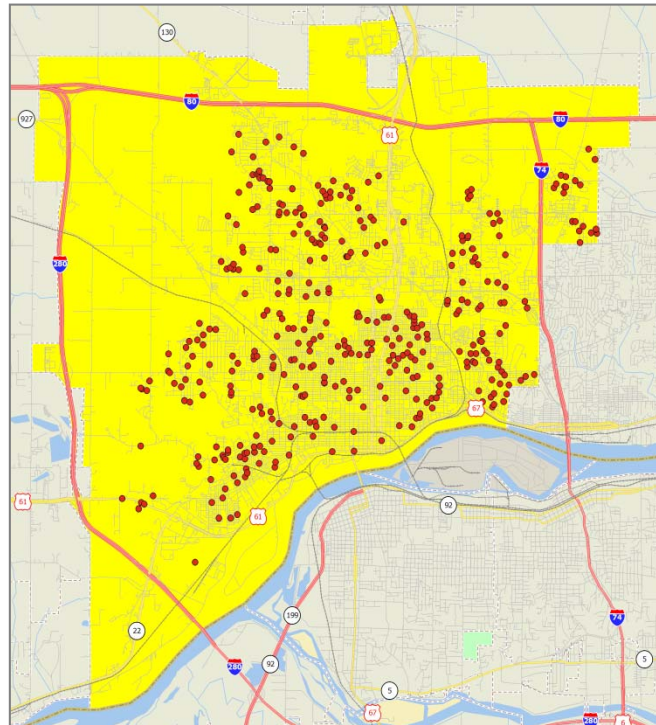
City of Davenport 2010 Community Survey

Executive Summary Report

Overview and Methodology

During the summer of 2010, ETC Institute administered a community survey for the City of Davenport, Iowa. The purpose of the survey was to assess citizen satisfaction with the delivery of major City services to gather input about priorities for the community. The City of Davenport has administered the community survey biennially since 2000.

The 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. A total of 410 households completed the survey. The results for the random sample of 410 households have a 95% level of confidence with a precision of at least $\pm 4.8\%$. There were no statistically significant differences in the results of the survey based on the method of administration (phone vs. mail).



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

This summary report contains:

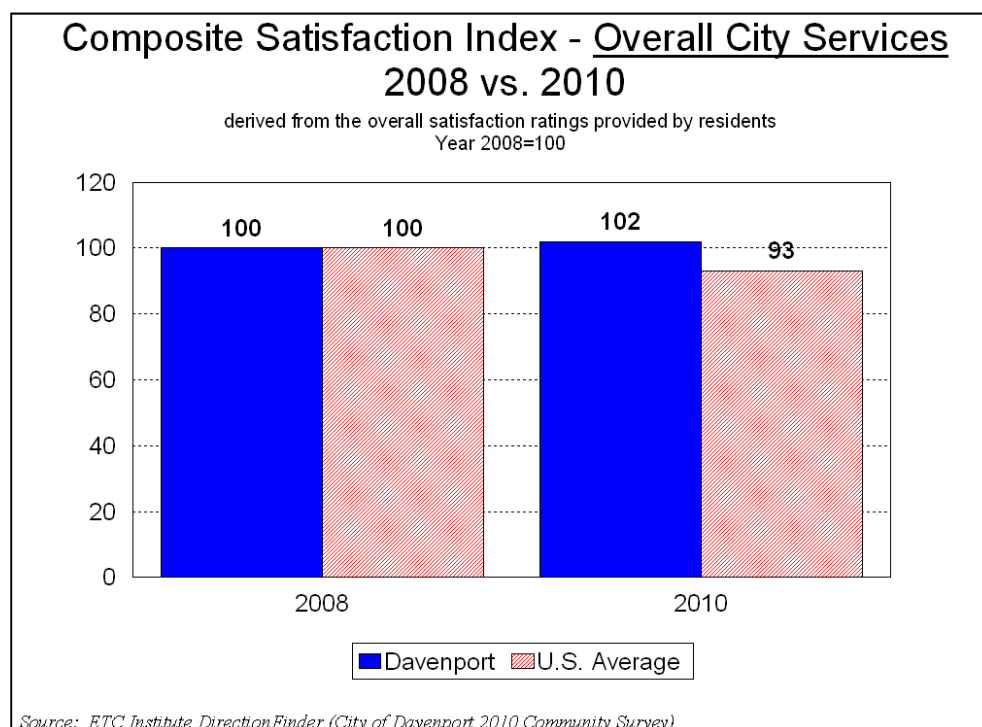
- a summary of trends from 2008 to 2010 and all major findings
- charts showing the overall results for each question on the survey
- a complete analysis of trends from 2008 to 2010
- importance-satisfaction analysis
- tabular data for all questions on the survey
- a copy of the survey instrument.

Benchmarking data that shows how the results from the City of Davenport compare to other communities across the United States and to communities in the North Central region of the United States are provided in Appendix A of this report; GIS maps that show the results of selected questions are provided in Appendix B.

Trends

Composite Satisfaction Index. The Composite Satisfaction Index for the City of Davenport increased significantly from 100 in 2008 to 102 in 2010. The Composite Satisfaction Index is derived from the mean rating given for all the categories of city services that are assessed on the survey. The index is calculated by dividing the mean rating for the current year by the mean rating for the base-year (year 2008) and then multiplying the result by 100.

The chart below shows how the Composite Satisfaction Index for the City of Davenport and the Index for the U.S. average have changed since 2008. While the results for Davenport improved, the U.S. average declined by 7 points.



The results for the City of Davenport improved in 19 of the 101 areas that were assessed in 2008 and 2010; there were significant decreases in 4 areas. Some of the notable improvements included: agreement that residents felt safe in downtown Davenport after dark (+14%), ratings of flood control and protection efforts (+12%), agreement that residents felt safe in commercial and retail areas after dark (+11%), ratings of Davenport as a City that is moving in the right direction (+11%), positive ratings of the City's overall efforts to attract and retain businesses (+10%), ratings of the overall quality of downtown Davenport (+10%), ratings of the City's storm drain system operations and ratings of snow removal in neighborhoods (+10%). A detailed analysis of trends from 2008 to 2010 is provided in Section 2 of this report.

Major Findings

- **Rating of the City's Overall Performance.** The overall aspects of the City that residents rated highest, based upon a combination of "very good" and "good" responses among residents *who had an opinion*, were: ratings of the City as a place to live (82%), ratings of the City as a place to raise children (77%), ratings of the overall quality of services provided by the City (72%) and ratings of the City as a place to work (72%).
- **Community Priorities.** The community issues that residents felt should be the City's top priorities were:
 - 1) Retaining and attracting jobs
 - 2) Public safety
 - 3) Infrastructure maintenance
- **Rating of Major Categories of City Services.** The major categories of City services that residents rated highest, based upon a combination of "very good" and "good" responses among residents *who had an opinion*, were: the overall quality of fire and paramedic services (96%), the overall quality of library services (92%), the overall quality of parks and recreation programs/facilities (83%) and the quality of garbage and recycling collection (81%). Resident rated the overall quality of City streets and infrastructure lowest (23%).
 - The major categories of City services that respondents thought should be the City's top priorities for improvement were:
 - 1) Quality of streets and infrastructure
 - 2) Efforts to attract and retain businesses
 - 3) Quality of neighborhoods
 - 4) Quality of police services

- **Perceptions of Safety.** The perception of safety statements that residents most agreed with, based upon a combination of “strongly agree” and “somewhat agree” responses among residents *who had an opinion*, were: I feel safe in commercial and retail areas during the day (97%), I feel safe in my neighborhood during the day (97%), I feel safe in downtown Davenport during the day (89%) and I feel safe in City facilities (89%). Residents felt least safe in downtown Davenport after dark (43%).
- **Rating of Police Services.** The police services that residents rated highest, based upon a combination of “very good” and “good” responses among residents *who had an opinion*, were: the responsiveness to emergency calls for service (80%), traffic enforcement (62%) and City efforts to prevent crime (60%). Resident rated the visibility of police in neighborhoods lowest (40%).
 - The police services that residents thought should be the City’s top priorities for improvement were:
 - 1) Efforts to prevent crime
 - 2) Visibility of police in neighborhoods
 - 3) Responsiveness to emergency calls for service
- **Rating of Fire Services.** Residents were generally satisfied with fire services. The fire service that residents rated highest, based upon a combination of “very good” and “good” responses among residents *who had an opinion*, was: the responsiveness to emergency/medical calls for service (93%).
 - The fire services that residents thought should be the City’s top priorities for improvement were:
 - 1) Responsiveness to emergency/medical calls for service
 - 2) Fire prevention efforts
- **Rating of Streets and Infrastructure.** The street and infrastructure services that residents rated highest, based upon a combination of “very good” and “good” responses among residents *who had an opinion*, were: snow removal on major City streets (74%), traffic flow on major City streets (59%), tree trimming and urban forestry (57%) and the City’s sanitary sewer system (56%). Resident rated the condition of major City streets lowest (23%).
 - The street and infrastructure services that residents thought should be the City’s top priorities for improvement were:
 - 1) Condition of major City streets
 - 2) Condition of major neighborhood streets
 - 3) Storm drain system operation

- **Rating of Solid Waste Services.** Residents were generally satisfied with the City's solid waste services. The solid waste service that residents rated highest, based upon a combination of "very good" and "good" responses among residents *who had an opinion*, was: residential garbage collection services (94%).
 - The solid waste services that residents thought should be the City's top priorities for improvement were:
 - 1) Recycling collection
 - 2) Yard waste collection
- **Rating of Parks and Recreation Services.** The parks and recreation services that residents rated highest, based upon a combination of "very good" and "good" responses among residents *who had an opinion*, were: quality of public gardens (89%), the quality of City parks (89%), the quality of gardening and nature programs (89%), the accessibility of City parks and facilities (88%) and the quality of walking and biking trails in the City (87%). Resident rated the hours of operation of City pools lowest (62%).
 - The parks and recreation services that respondents thought should be the City's top priorities for improvement were:
 - 1) Appearance of parks and park facilities
 - 2) Quality of City parks
 - 3) Quality of walking and biking trails in the City
 - 4) Quality of outdoor athletic fields
- **Ratings of the Performance of City Libraries.** The library services that residents rated highest, based upon a combination of "very good" and "good" responses among residents *who had an opinion*, were: the availability of materials needed at City libraries (93%) and the quality of children and youth programs (92%).
 - The library services that residents thought should be the City's top priorities for improvement were:
 - 1) Hours of library operation
 - 2) Availability of library materials needed
- **City Communication.** The communication services that residents rated highest, based upon a combination of "very good" and "good" responses among residents *who had an opinion*, were: the quality of the quarterly newsletter in sewer bills (71%) and the quality of the City's website (67%).
 - The communication services that residents thought should be the City's top priorities for improvement were:
 - 1) Availability of information about City services
 - 2) Level of public involvement in decision making

- The two major ways that residents received news and information about City programs, services and events were: local newspapers (71%) and television news (67%).
- Residents were given a list of slogans and phrases that have been used to describe the City of Davenport. The slogan that resident had seen or heard most to describe the City during the past year was “Davenport is the place to be” (35%).
- **Perceptions of Neighborhoods.** The statements related to perceptions of neighborhoods that residents most agreed with, based upon a combination of “strongly agree” and “somewhat agree” responses among residents *who had an opinion*, were: I am satisfied with the condition of my neighborhood (81%) and I am satisfied with the appearance of private property in my neighborhood (77%).
- **Perceptions of Customer Service.** The statements related to City customer service that residents most agreed with, based upon a combination of “strongly agree” and “somewhat agree” responses among residents *who had an opinion*, were: the City employee was friendly and polite (89%) and the City employee was knowledgeable and competent (84%).

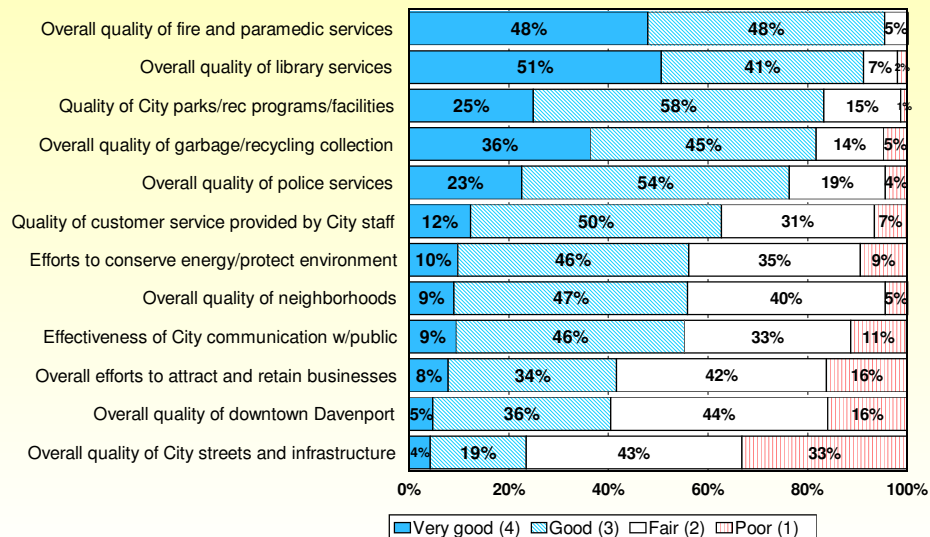
Section 1:

Charts and Graphs

City of Davenport 2010 Community Survey Results

Ratings of Performance with Major Categories of City Services

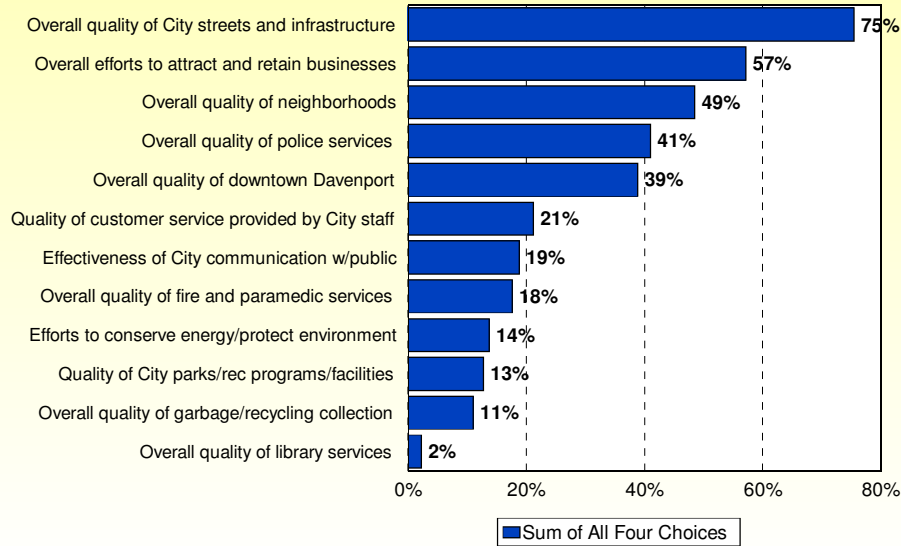
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (2010)

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

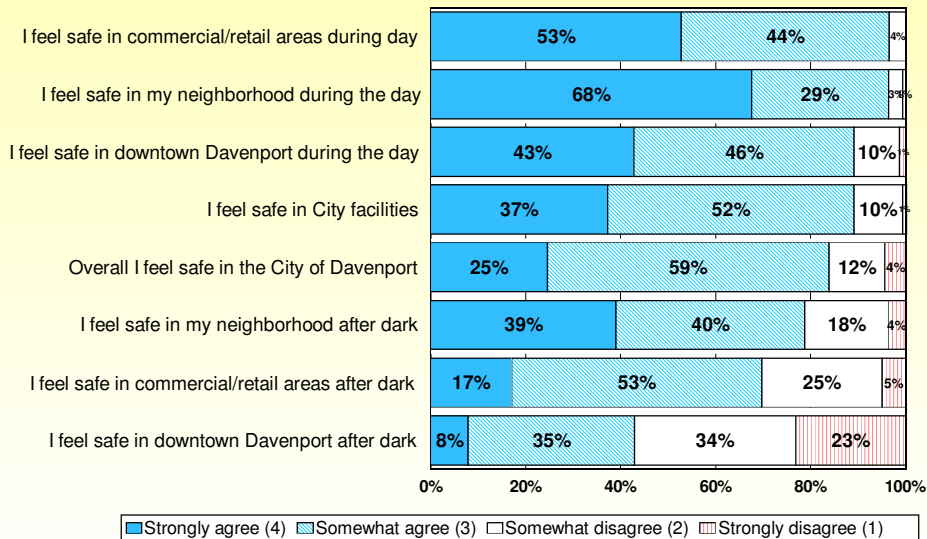
by percentage of respondents who selected the item as one of their top four choices



Source: ETC Institute (2010)

Levels of Agreement with Various Statements About Perceptions of Safety

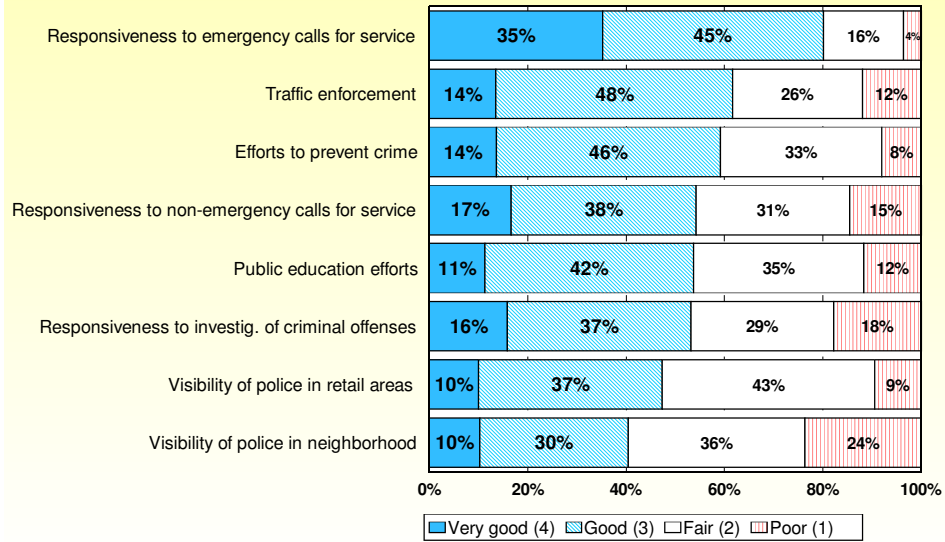
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (2010)

Ratings of Performance with Police Services

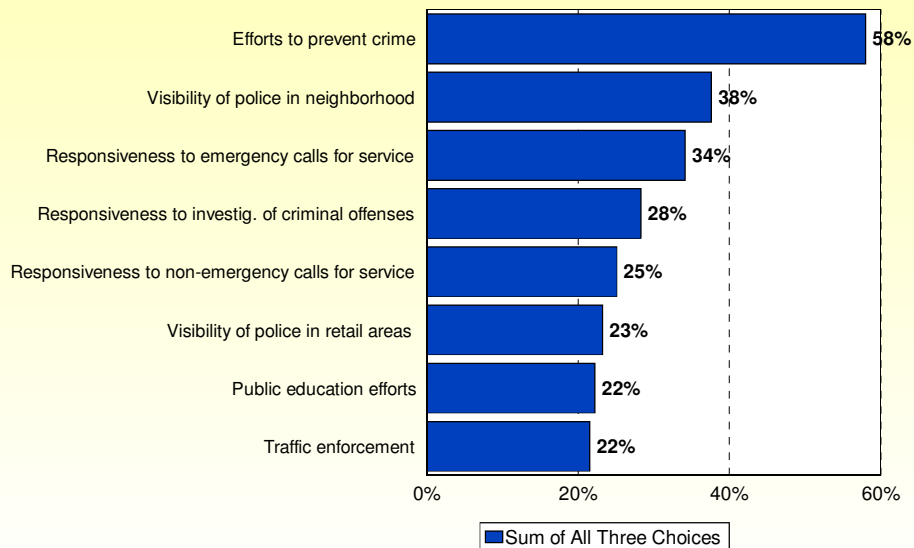
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



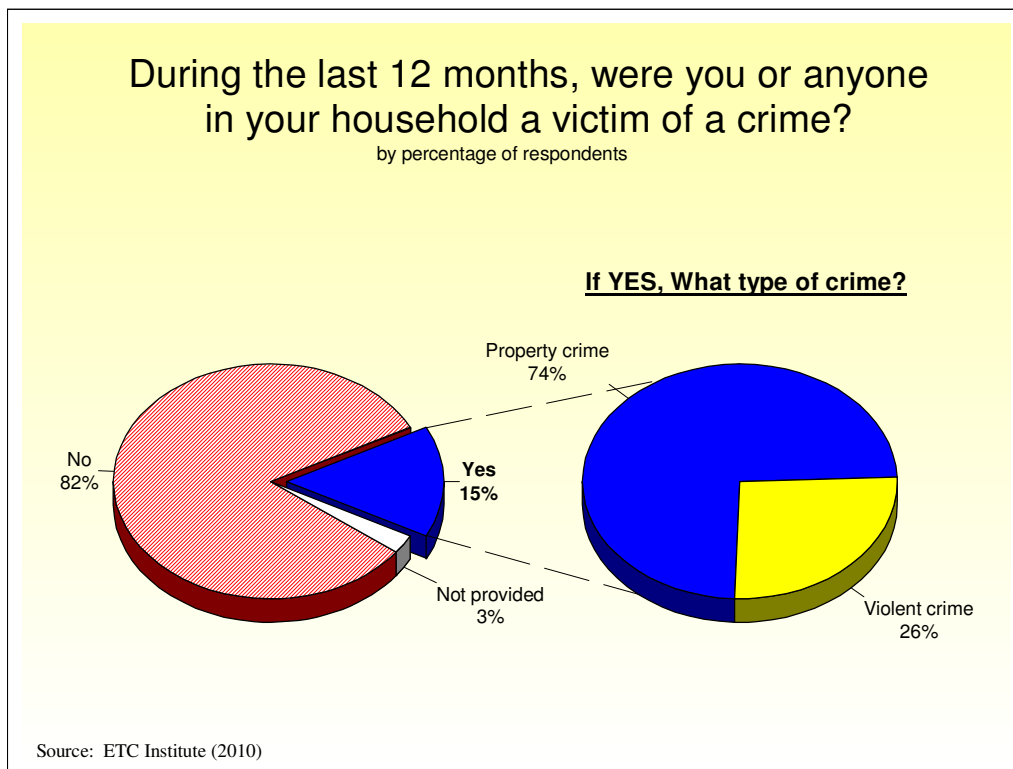
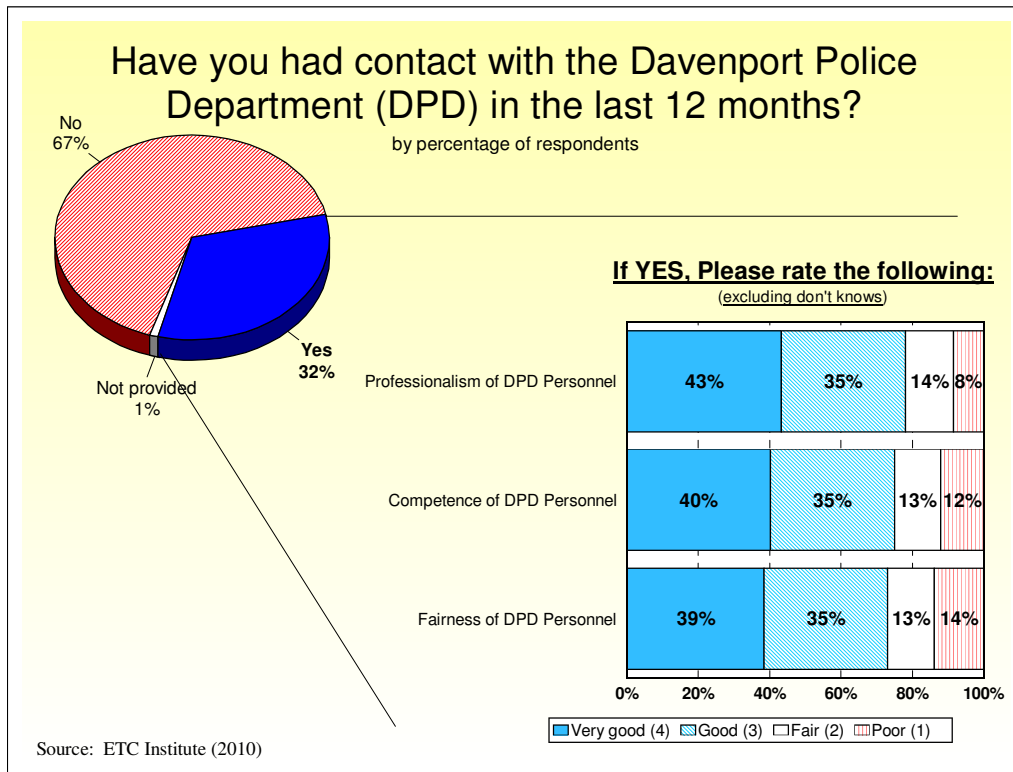
Source: ETC Institute (2010)

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



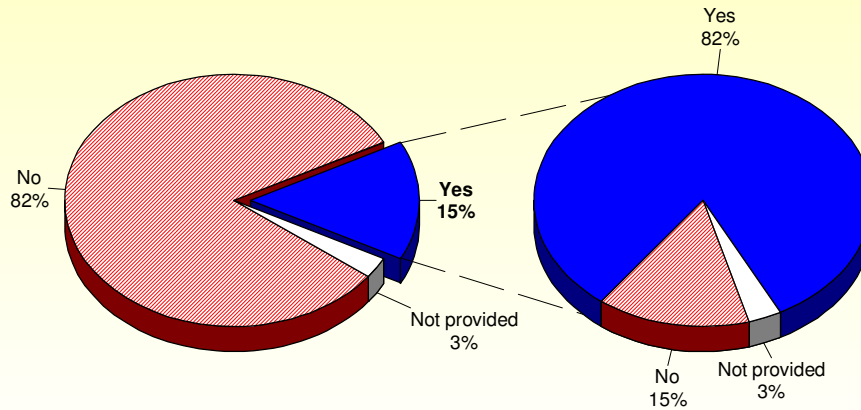
Source: ETC Institute (2010)



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

by percentage of respondents

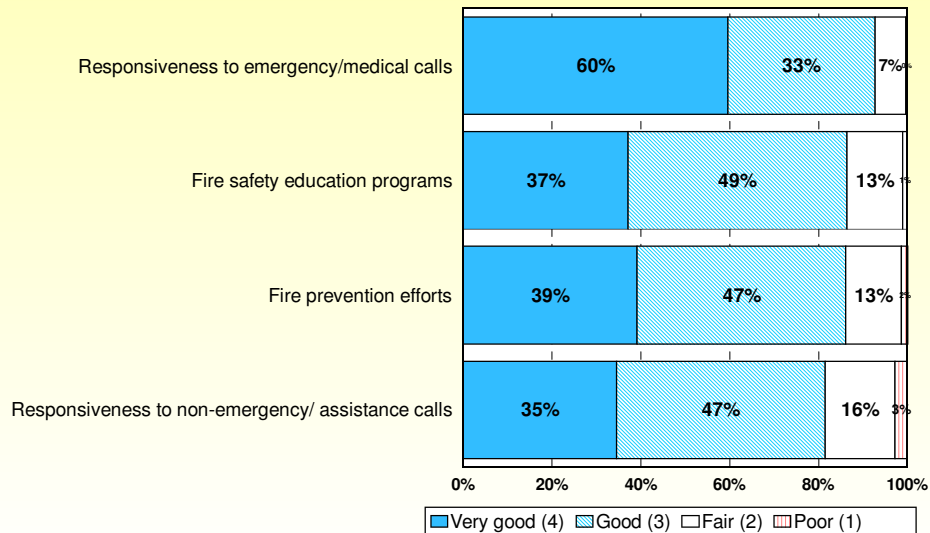
If YES, Did you report the crime to the police?



Source: ETC Institute (2010)

Ratings of Performance with Fire Services

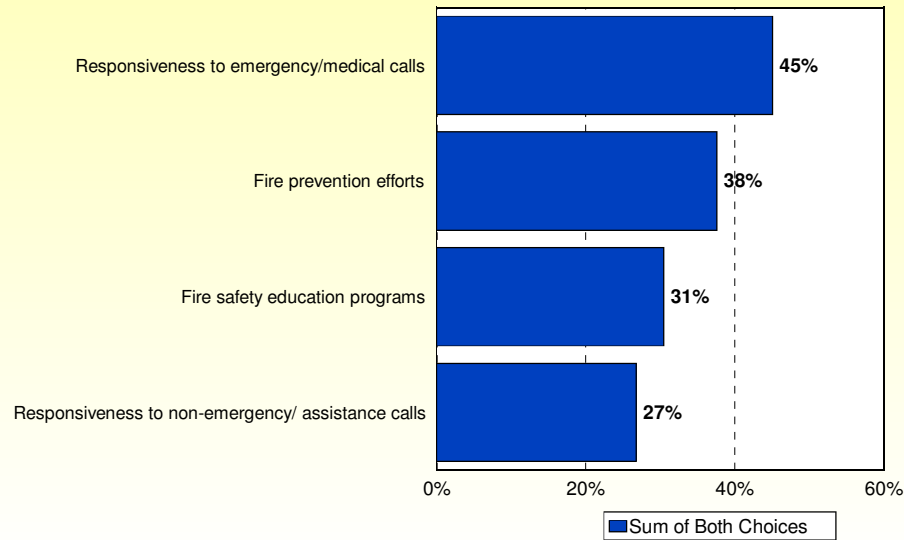
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (2010)

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

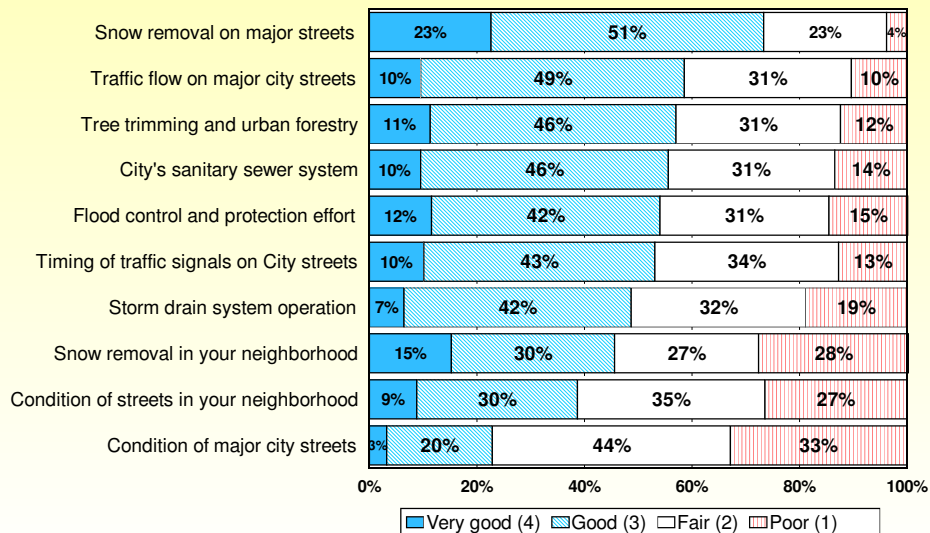
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2010)

Ratings of Performance with Streets and Infrastructure

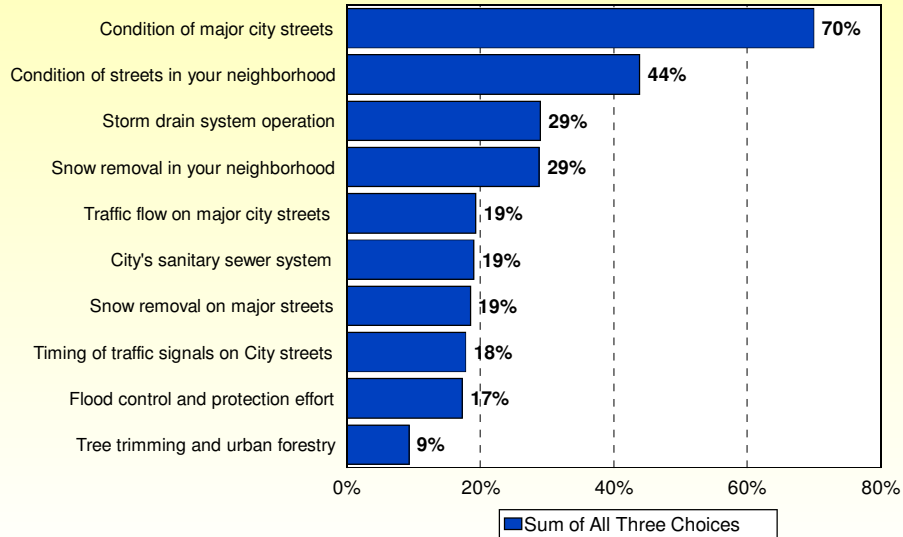
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (2010)

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

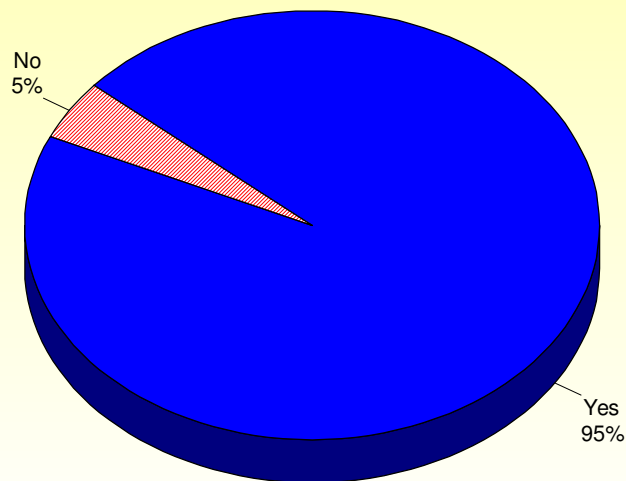
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2010)

Does the City of Davenport collect garbage at your residence?

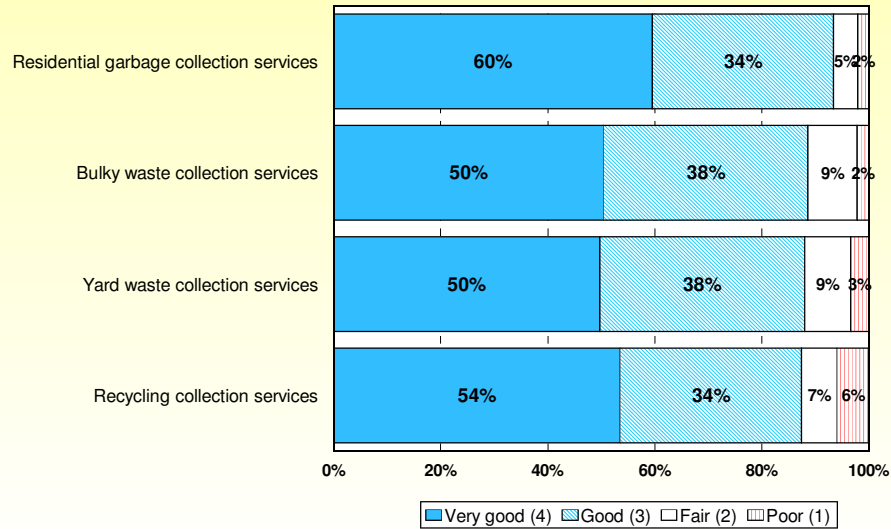
by percentage of respondents



Source: ETC Institute (2010)

Ratings of Performance with Solid Waste Services

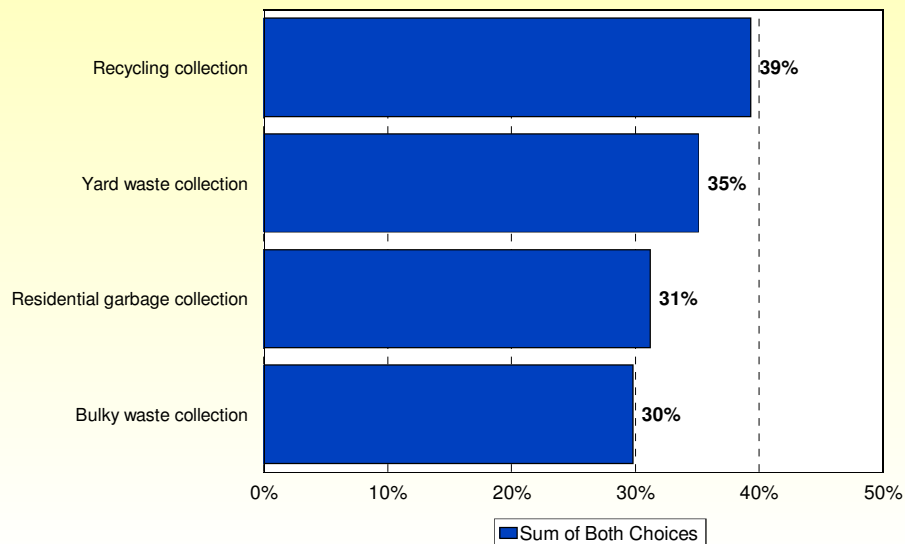
by percentage of respondents who have their garbage collected by the City at their residence (excluding don't knows)



Source: ETC Institute (2010)

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

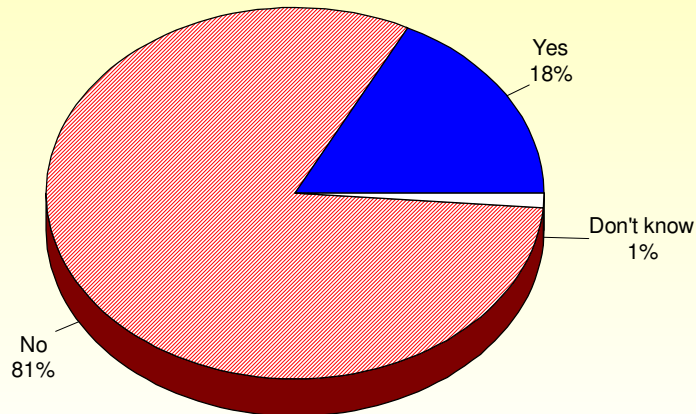
by percentage of respondents who have their garbage collected by the City and selected the item as one of their top two choices



Source: ETC Institute (2010)

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?

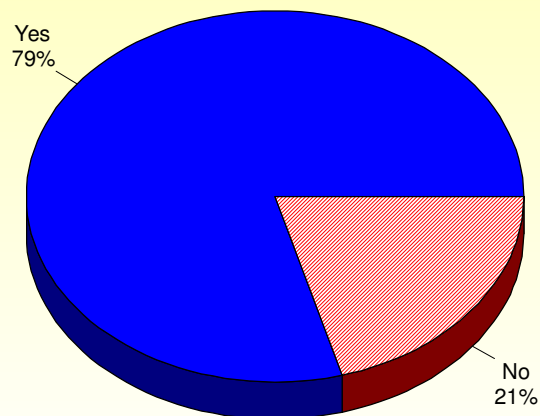
by percentage of respondents



Source: ETC Institute (2010)

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?

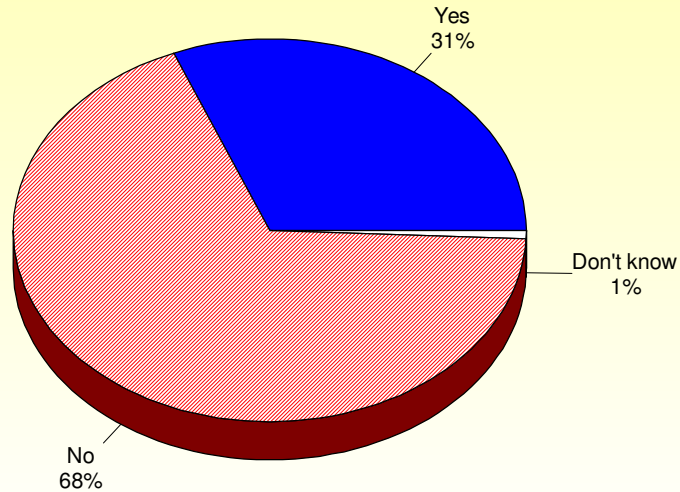
by percentage of respondents



Source: ETC Institute (2010)

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

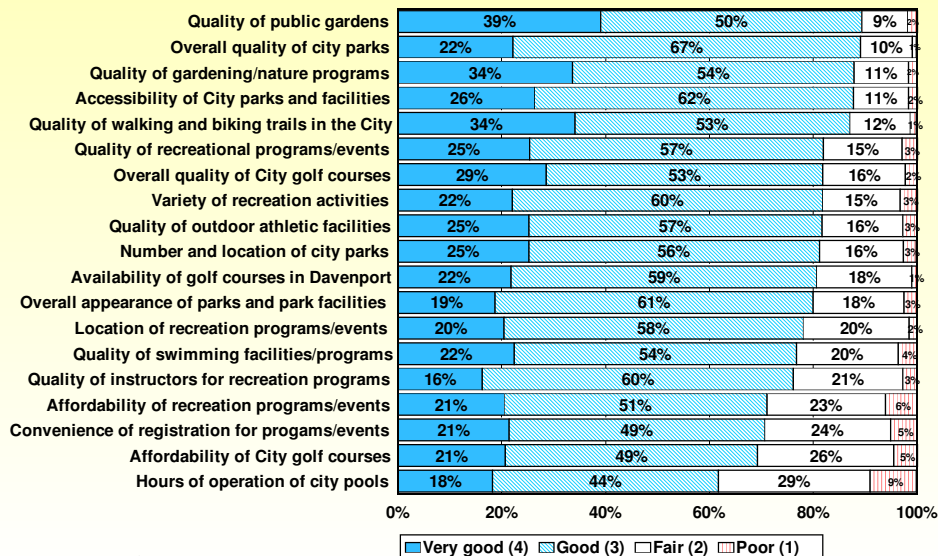
by percentage of respondents



Source: ETC Institute (2010)

Ratings of Performance with Parks and Recreation Services

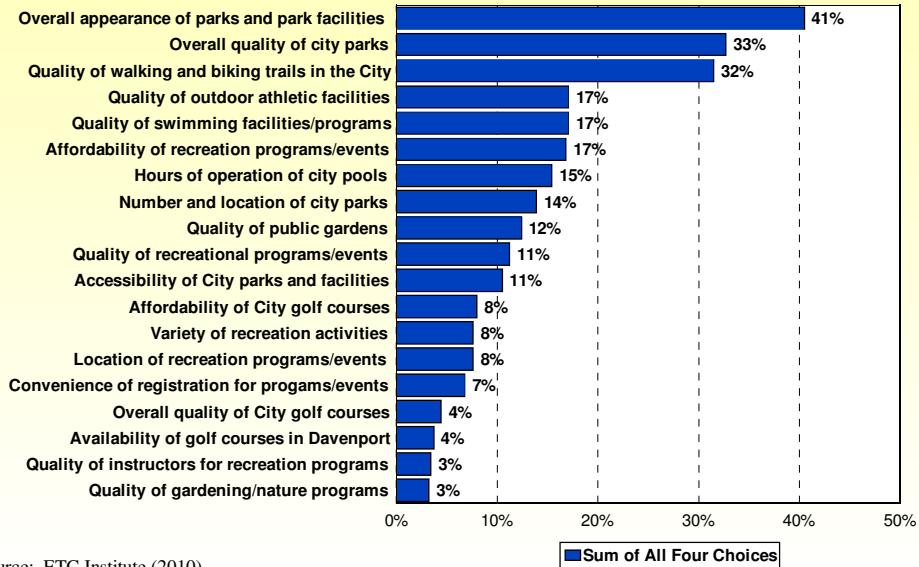
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (2010)

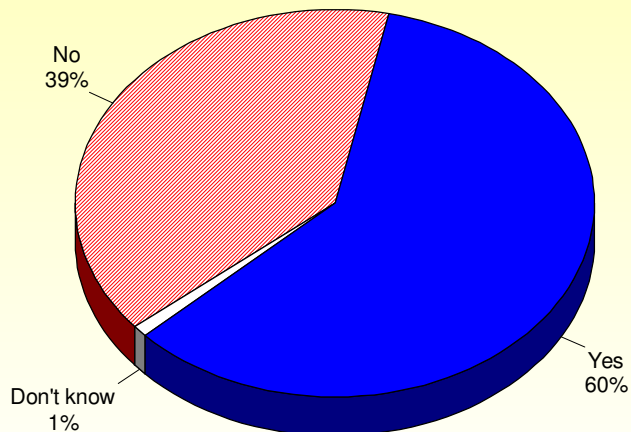
Parks and Recreation Services That Should Receive the Most Emphasis Over the Next Two Years

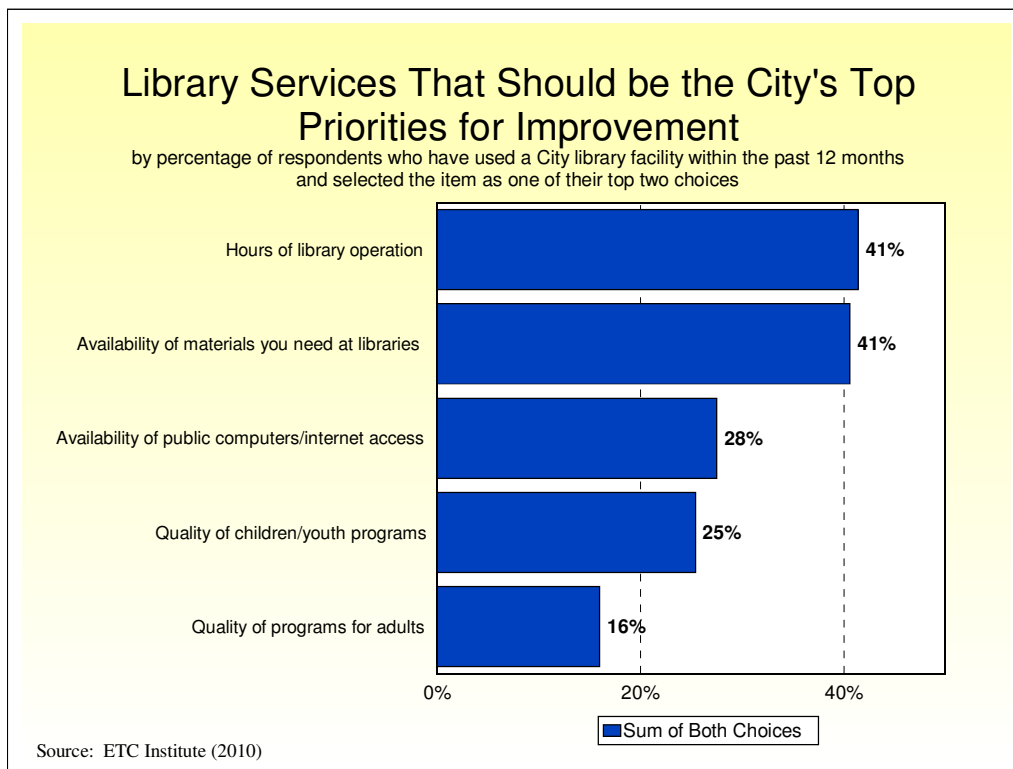
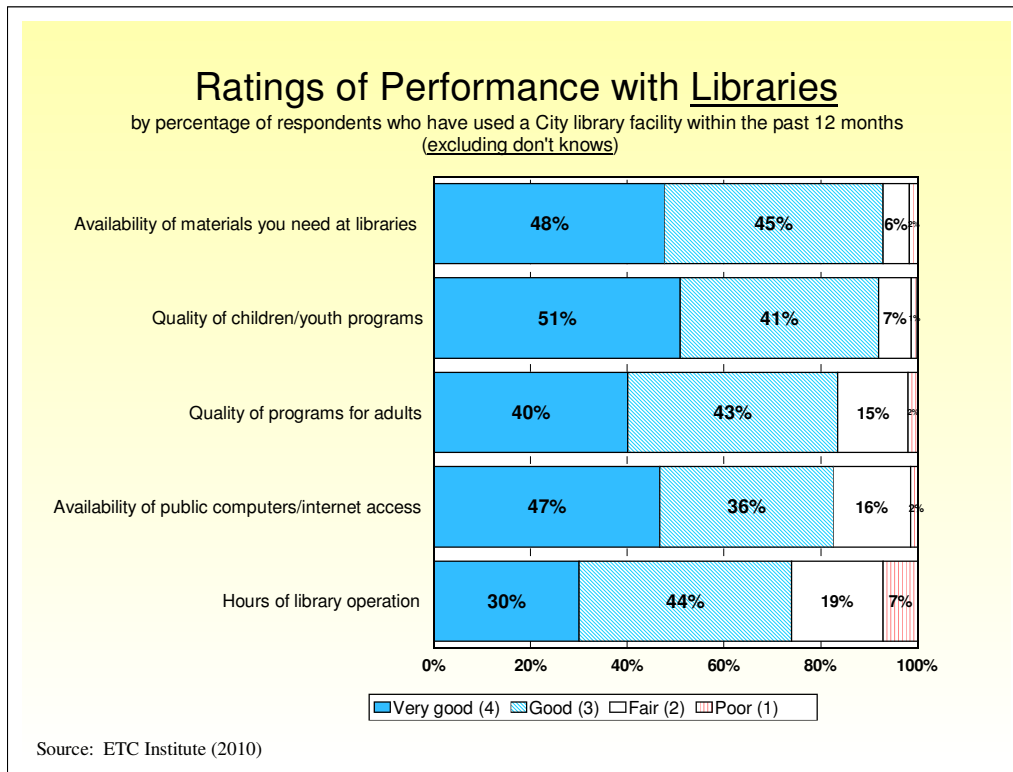
by percentage of respondents who selected the item as one of their top four choices



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

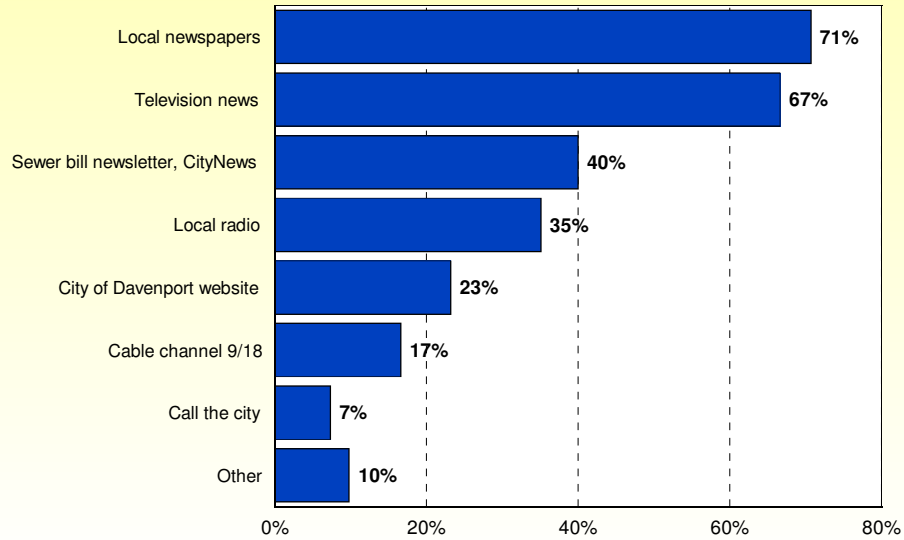
by percentage of respondents





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

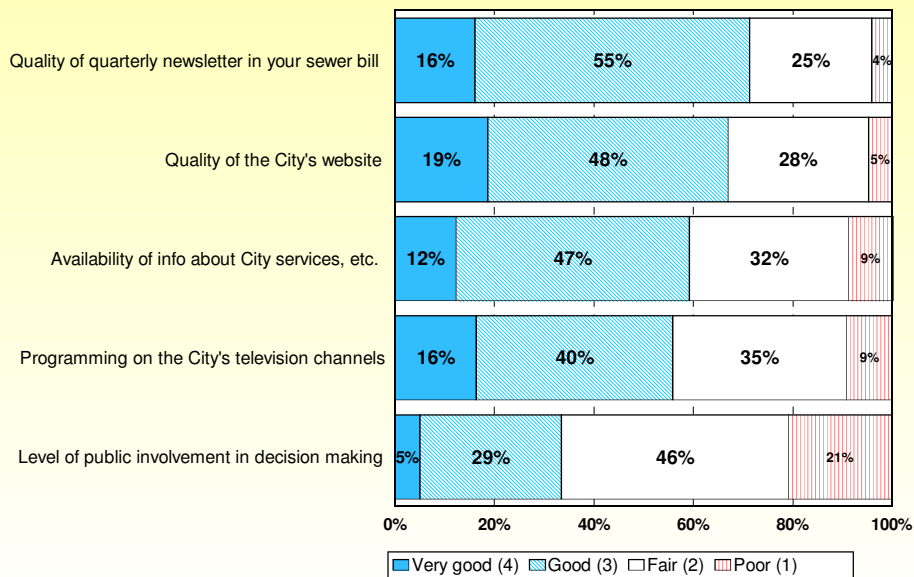
by percentage of respondents (multiple answers allowed)



Source: ETC Institute (2010)

Ratings of Performance with City Communication

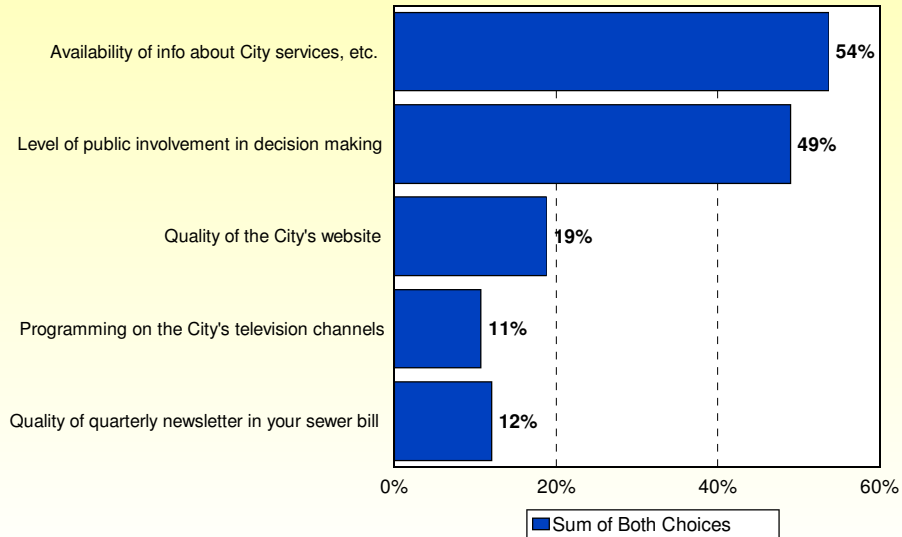
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2010)

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

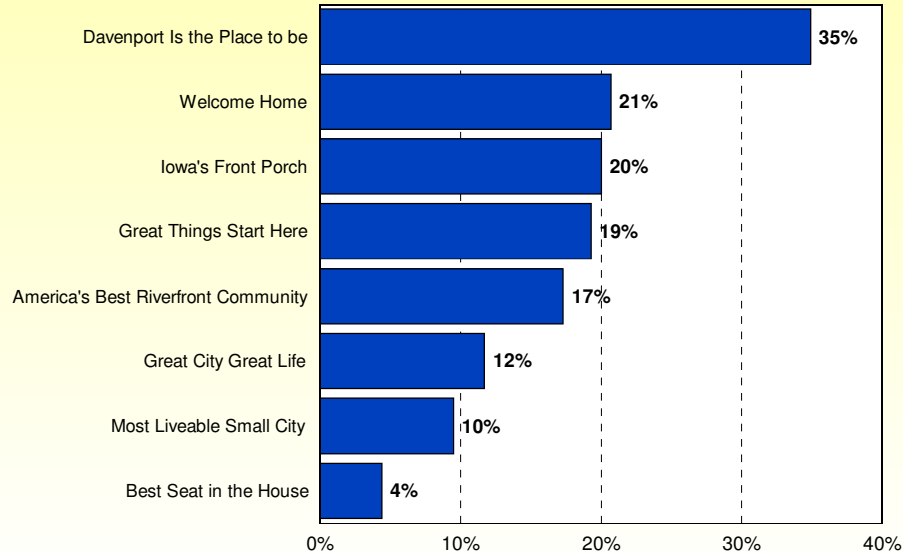
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2010)

Slogans or Phrases Residents Have Seen or Heard During the Past Year to Describe the City of Davenport

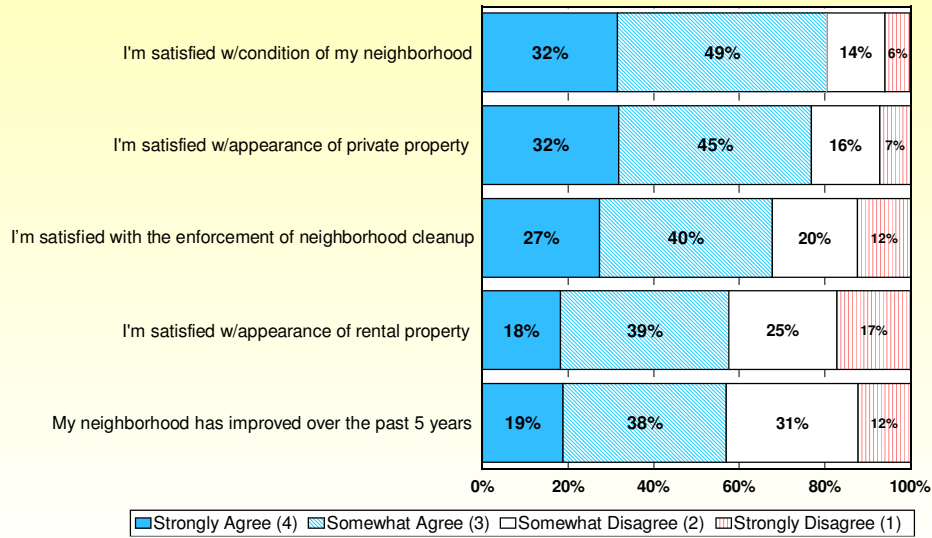
by percentage of respondents (multiple selections allowed)



Source: ETC Institute (2010)

Levels of Agreement with Various Statements About Respondents' Neighborhoods

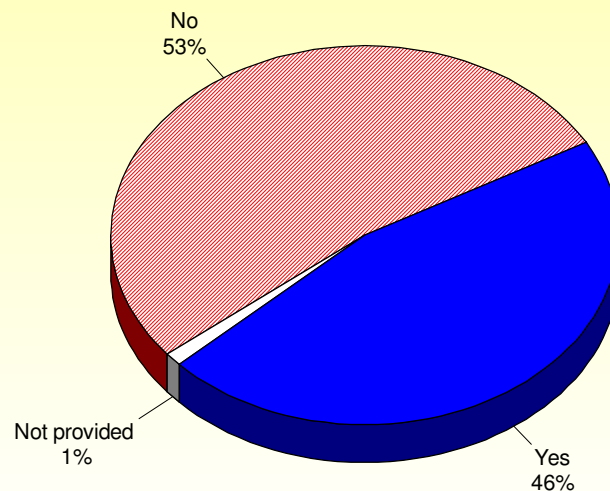
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2010)

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

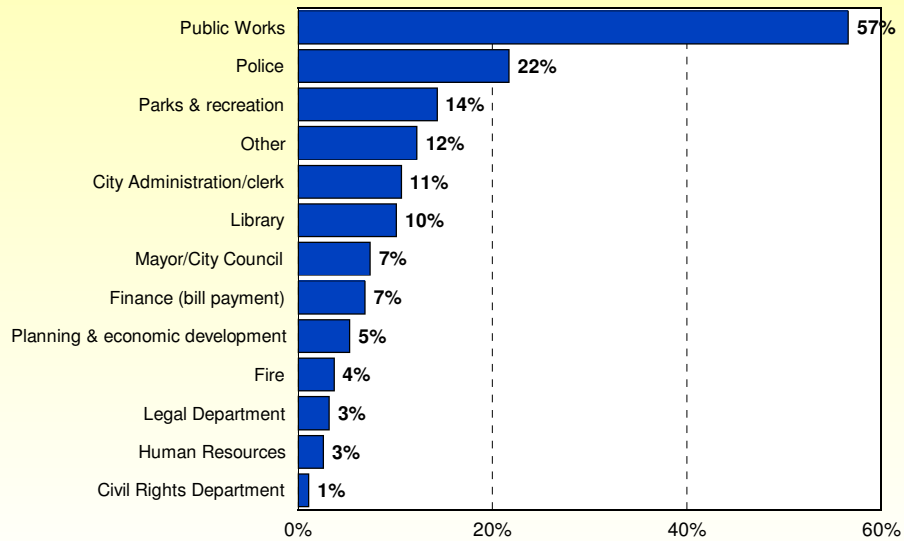
by percentage of respondents



Source: ETC Institute (2010)

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)

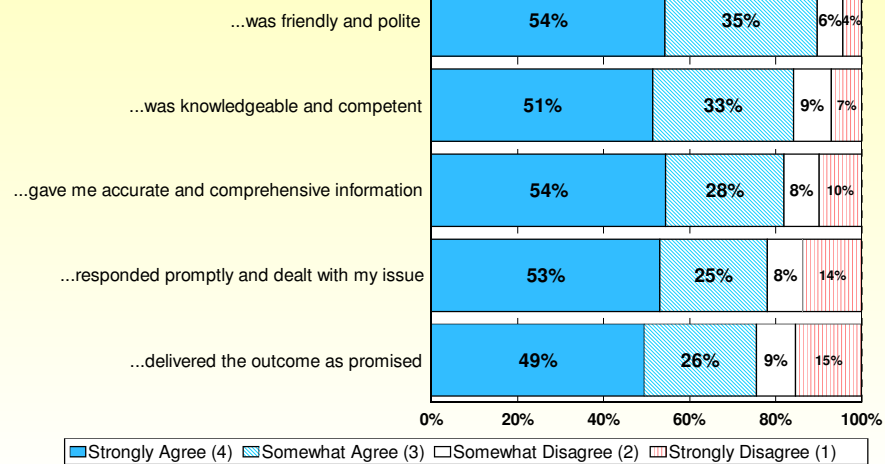


Source: ETC Institute (2010)

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

by percentage of respondents (excluding don't knows)

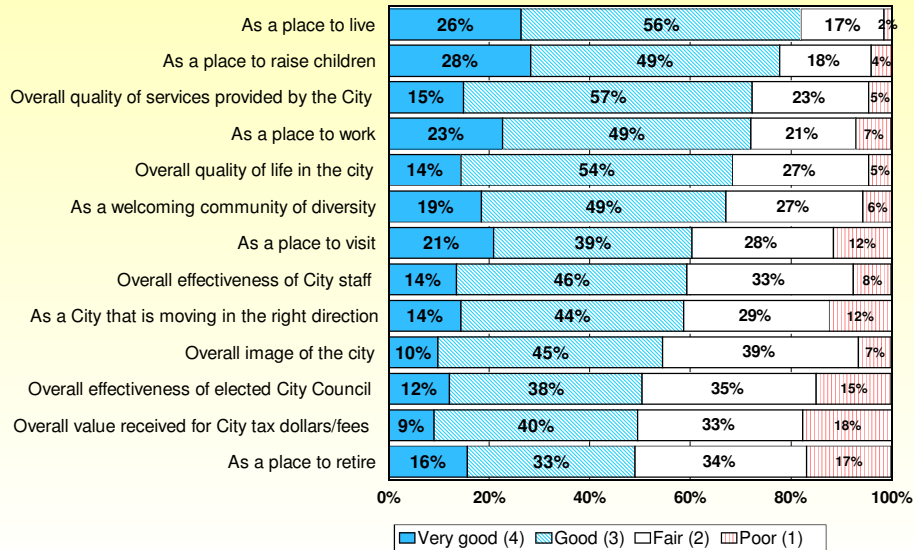
The City employee who helped me...



Source: ETC Institute (2010)

Ratings of Performance with Overall Aspects of the City

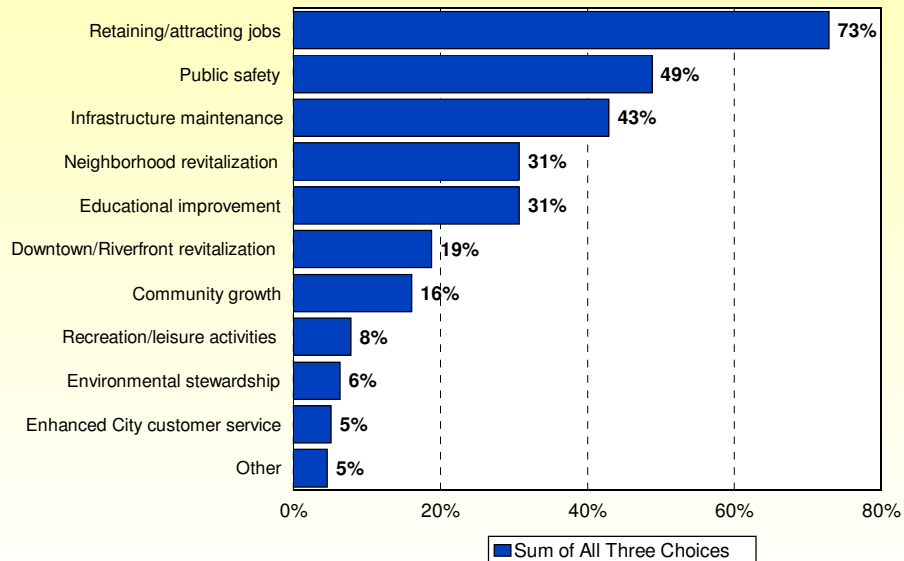
by percentage of respondents (excluding don't knows)



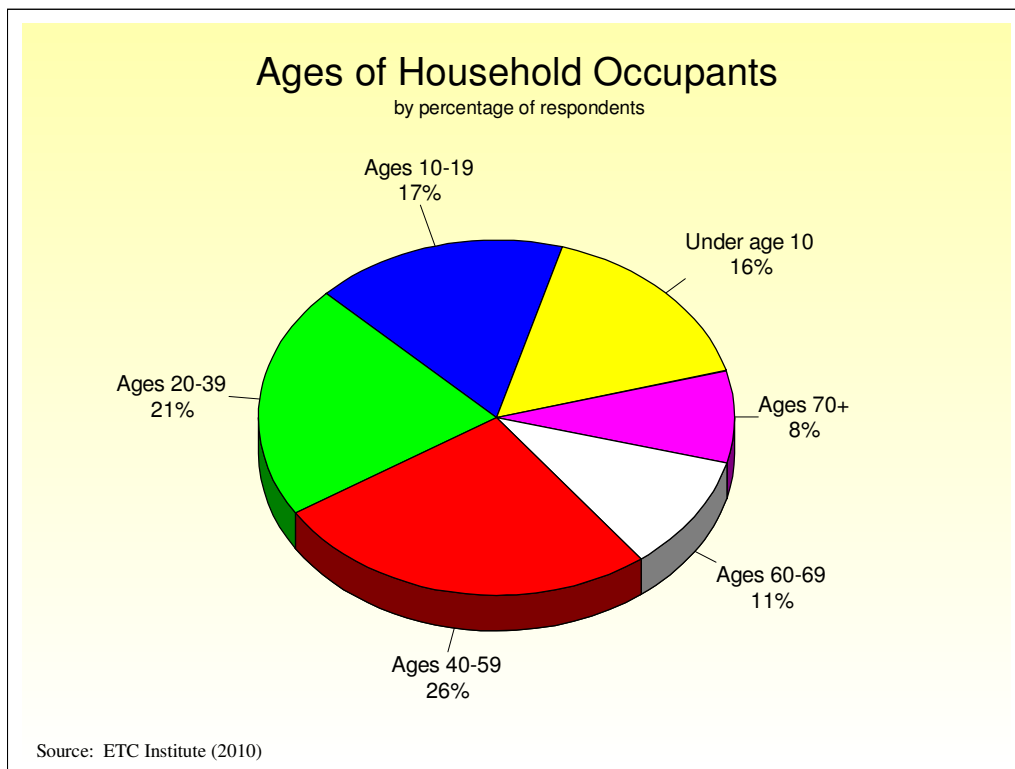
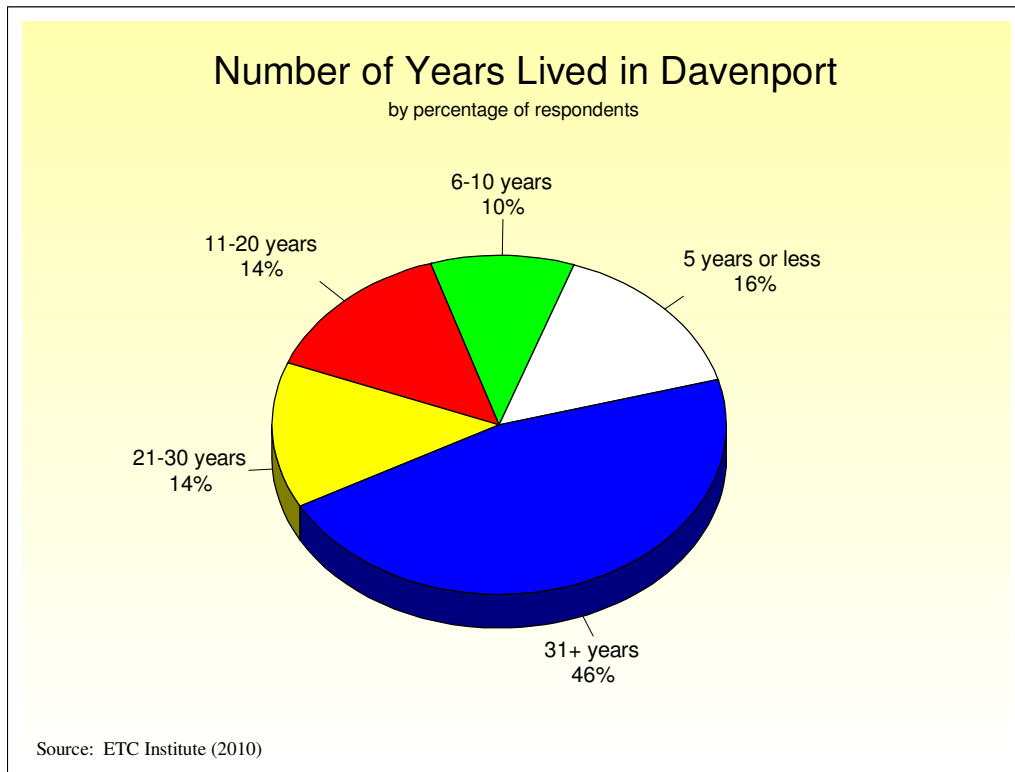
Source: ETC Institute (2010)

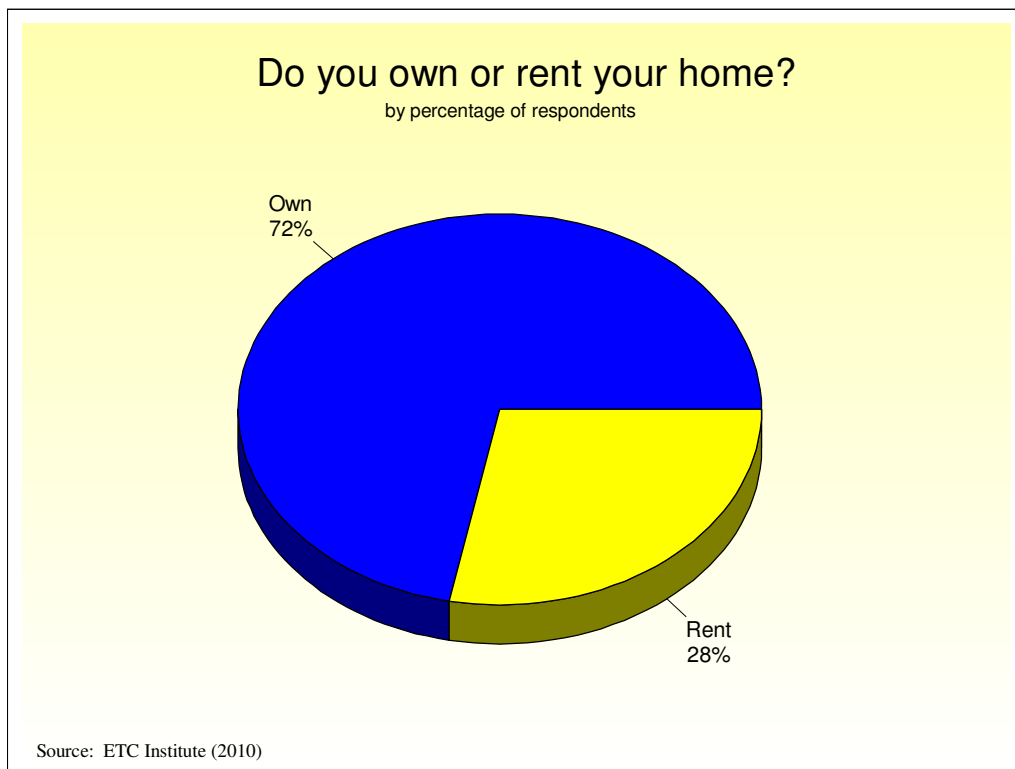
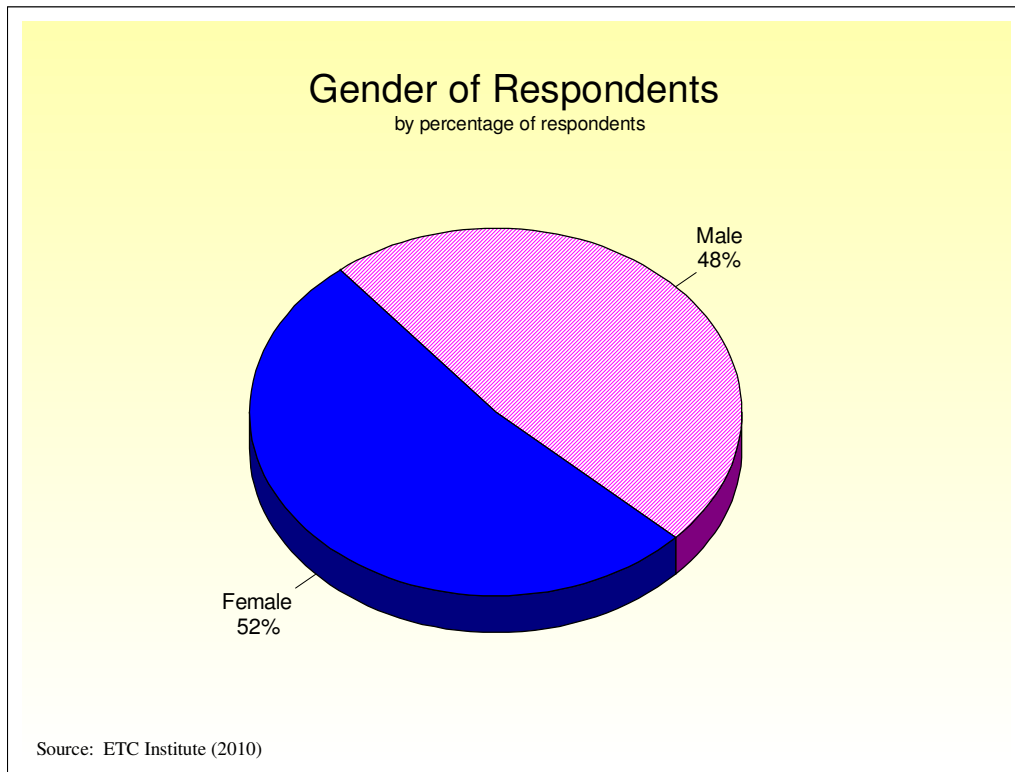
Community Issues Residents Felt Should Be the City's Top Priorities

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



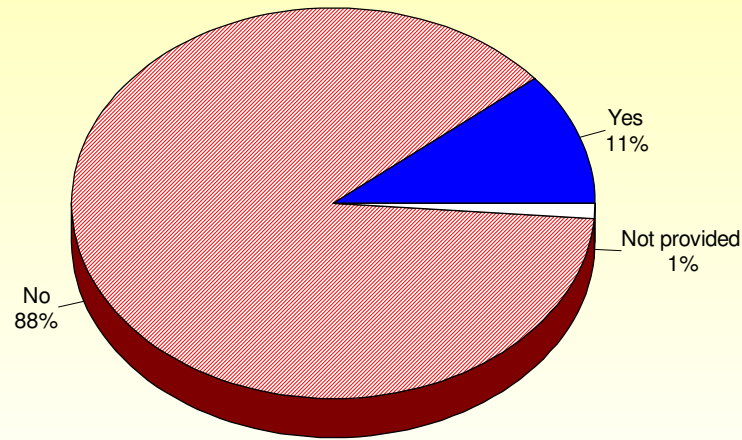
Source: ETC Institute (2010)





Did anyone in your home lose a job during the past year because of the recession?

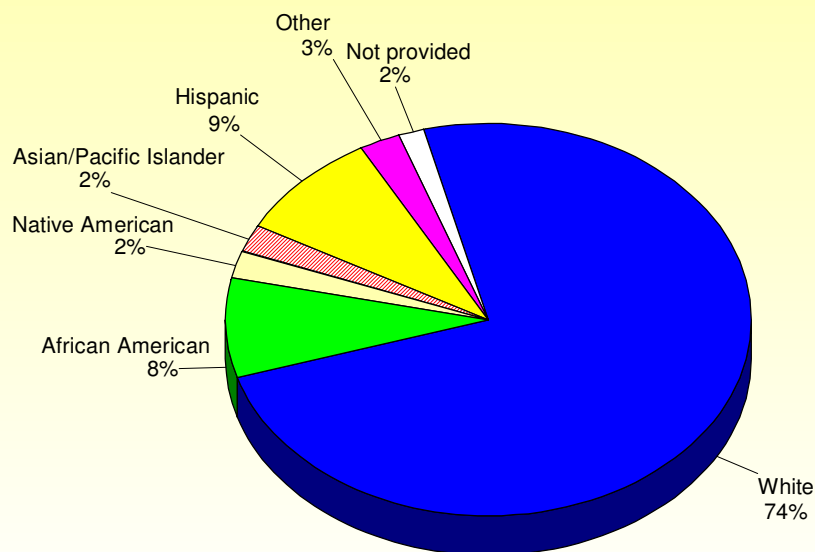
by percentage of respondents



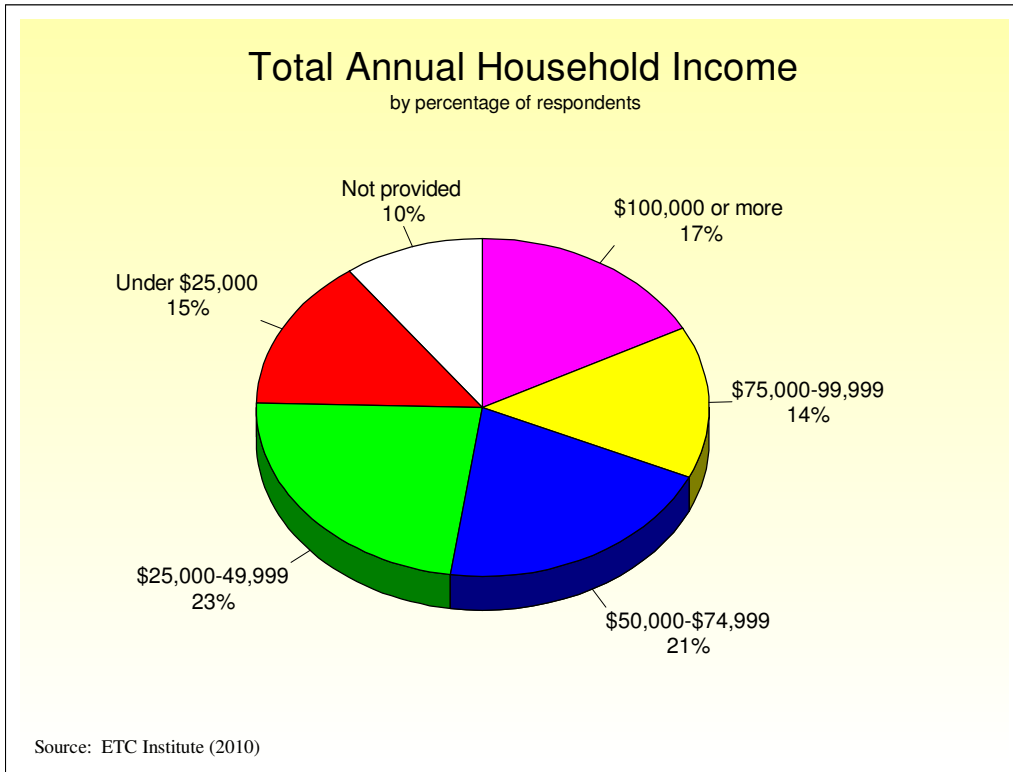
Source: ETC Institute (2010)

Race/Ethnic Group

by percentage of respondents



Source: ETC Institute (2010)



Section 2:
Analysis of Trends
from 2008 to 2010

City of Davenport Community Survey

Analysis of Trends from 2008 to 2010

Overview

In 2006, 2008 and 2010 the City of Davenport conducted community surveys to assess satisfaction with the delivery of City services. The charts on the following pages show how the results of the City's 2010 survey compare to the results of the City's 2008 survey. Given the sample size of both surveys, changes of 5.0% or more from 2008 to 2010 were statistically significant.

There were significant increases in 19 of the 101 areas that were assessed in 2008 and 2010; there were 4 significant decreases in the areas assessed in 2008 and 2010. The significant changes are described below and on the following pages.

Significant Changes

- **Overall Ratings of the City's Performance.** There were significant increases in positive ratings, ratings of "very good" and "good," in three of the thirteen overall performance items that were assessed in 2008 and 2010:
 - Ratings of Davenport as a City that is moving in the right direction increased 11% from 47% in 2008 to 58% in 2010.
 - Ratings of the overall image of Davenport increased 8% from 47% in 2008 to 55% in 2010.
 - Ratings of the overall effectiveness of elected City officials increased 6% from 44% in 2008 to 50% in 2010.

There were no significant decreases in positive ratings in any of the overall performance items that were rated in 2008 and 2010.

- **Ratings of the Major Categories of City Services.** Among the twelve major categories of City services that were assessed in 2008 and 2010, there were significant increases in positive ratings, ratings of "very good" and "good," in four areas:
 - Ratings of the City's overall efforts to attract and retain businesses increased 10% from 32% in 2008 to 42% in 2010.

- Ratings of the overall quality of downtown Davenport increased 10% from 31% in 2008 to 41% in 2010.
- Ratings of the City's efforts to conserve energy and protect the environment increased 10% from 48% in 2008 to 56% in 2010.
- Ratings of the overall quality of neighborhoods increased 7% from 49% in 2008 to 56% in 2010.

There were no significant decreases in positive ratings in any of the major categories of City services that were rated in 2008 and 2010.

- **Perceptions of Safety in Davenport.** Among the eight statements related to perceptions of safety assessed in 2008 and 2010, there were significant increases in agreement, a combination of “strongly agree” and “somewhat agree” responses, in four areas:
 - Agreement that residents felt safe in downtown Davenport after dark increased 14% from 29% in 2008 to 43% in 2010.
 - Agreement that residents felt safe in commercial and retail areas in Davenport increases 11% from 59% in 2008 to 70% in 2010.
 - Agreement that residents felt safe in their neighborhood after dark increased 6% from 73% in 2008 to 79% in 2010.
 - Agreement that residents felt safe in Davenport increased 6% from 78% in 2008 to 84% in 2010.

There were no significant decreases in agreement levels in any of the safety statements assessed in 2008 and 2010.

- **Ratings of Police Services.** There was a significant increase in positive ratings, ratings of “very good” and “good,” for the visibility of police in neighborhoods (increase of 6% from 34% in 2008 to 40% in 2010).

There were significant decreases in positive ratings in two of the police services assessed 2008 and 2010.

- Ratings of the professionalism of the Davenport Police Department personnel decreased 7% from 85% in 2008 to 78% in 2010.
- Ratings of the fairness of Davenport Police Department personnel decreased 7% from 81% in 2008 to 74% in 2010.

- **Ratings of Streets and Infrastructure.** Among the ten streets and infrastructure services that were assessed in 2008 and 2010, there were significant increases in positive ratings, ratings of “very good” and “good,” in four areas:



- Ratings of flood control and protection efforts increased 12% from 42% in 2008 to 54% in 2010.
- Ratings of storm drain system operations increased 10% from 39% in 2008 to 49% in 2010.
- Ratings of snow removal in neighborhoods increased 10% from 35% in 2008 to 45% in 2010.
- Ratings of the City's sanitary sewer system increased 6% from 50% in 2008 to 56% in 2010.

There were no significant decreases in positive ratings in any of the streets and infrastructure services that were rated in 2008 and 2010.

- **Ratings of Parks and Recreation.** Among the nineteen parks and recreation services that were assessed in 2008 and 2010, there were significant increases in positive ratings, ratings of “very good” and “good,” in two areas:
 - Ratings of the variety of recreation activities increased 8% from 74% in 2008 to 82% in 2010.
 - Ratings of the affordability of recreation programs and events increased 7% from 65% in 2008 to 72% in 2010.

There were significant decreases in positive ratings in two of the parks and recreation services that were assessed in 2008 and 2010:

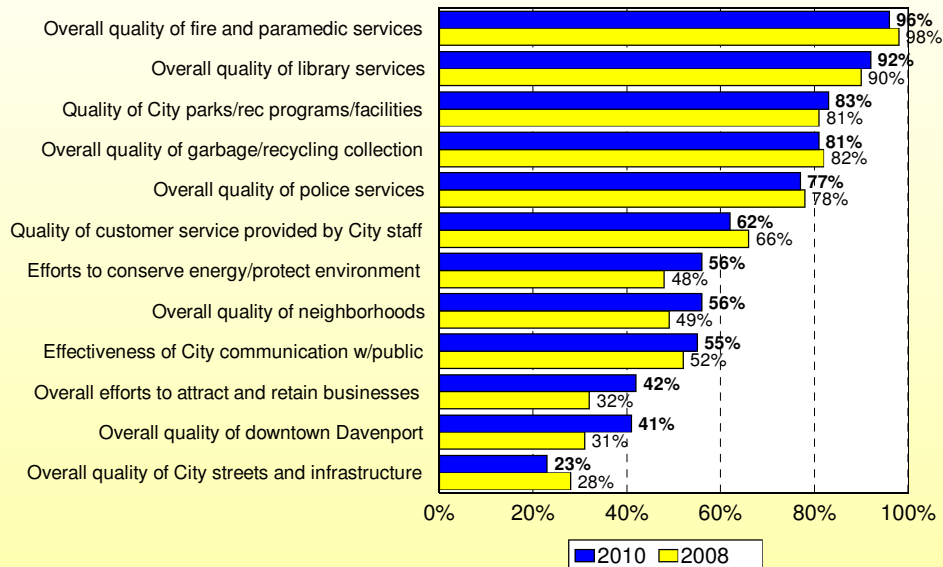
- Ratings of the overall quality of City golf courses decreased 12% from 94% in 2008 to 82% in 2010.
- Ratings of the quality of public gardens decreased 6% from 95% in 2008 to 89% in 2010.

- **Ratings of Communication.** There was a significant increase in the positive ratings, ratings of “very good” and “good,” for the level of public involvement in the decision making (increase of 8% from 26% in 2008 to 34% in 2010.)

There were no significant decreases in positive ratings for any of the communication services that were assessed in 2008 and 2010.

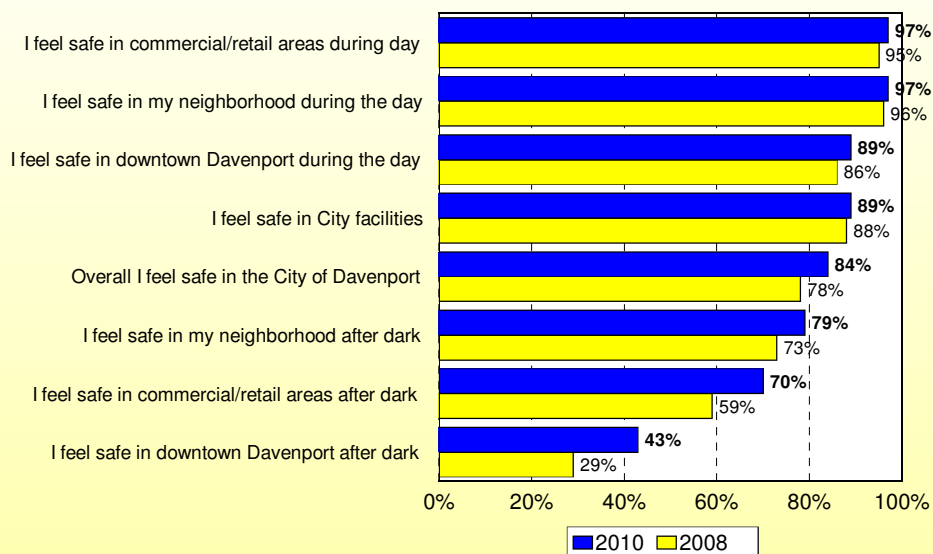
Trends: Ratings of Performance with Major Categories of City Services (2010 vs. 2008)

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



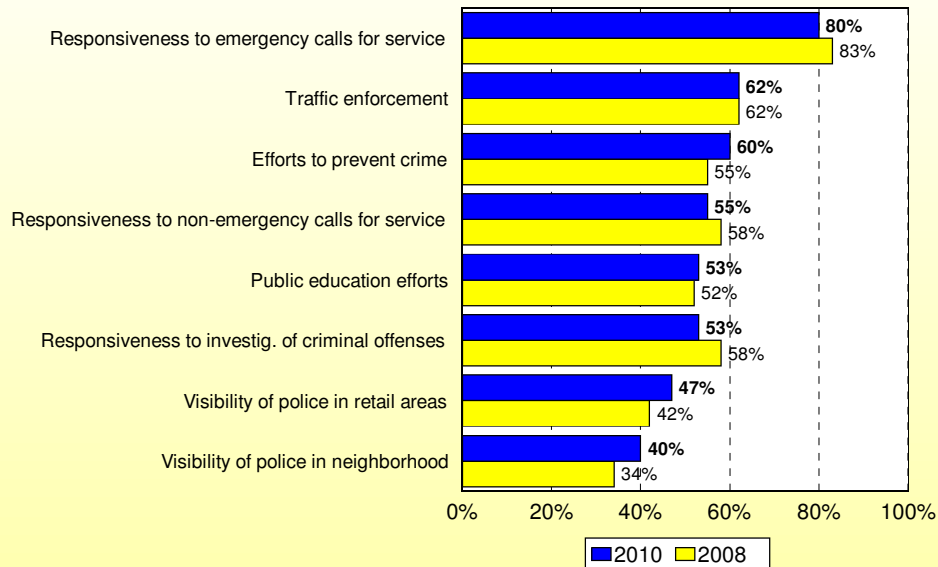
Trends: Levels of Agreement with Various Statements About Perceptions of Safety (2010 vs. 2008)

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



Trends: Ratings of Performance with Police Services (2010 vs. 2008)

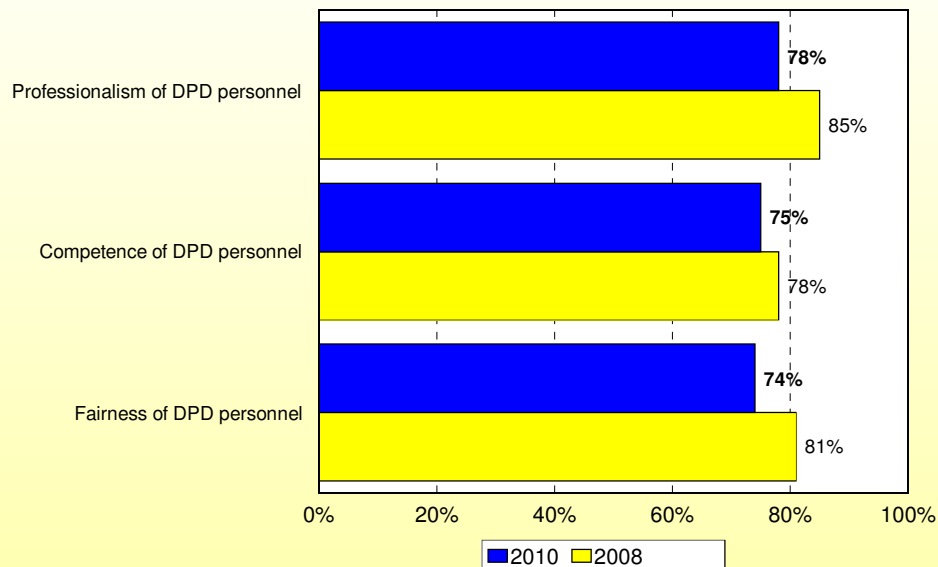
by percentage of respondents who rated the item as a 3 or 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (City of Davenport 2010 Community Survey)

Trends: Ratings of the Contact With the Davenport Police Department - DPD (2010 vs. 2008)

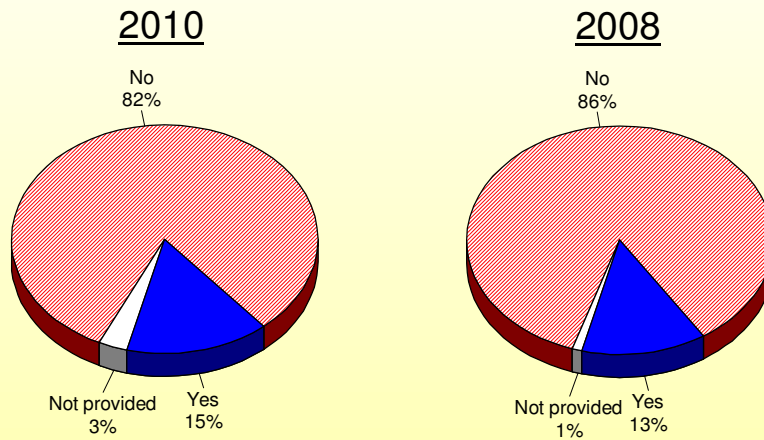
by percentage of respondents who rated the item as a 3 or 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (City of Davenport 2010 Community Survey)

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

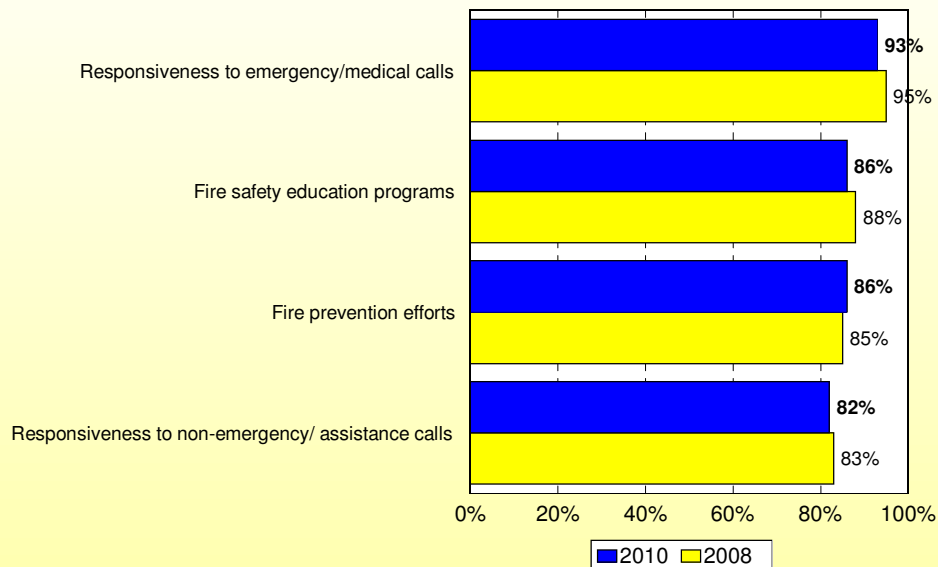
by percentage of respondents



Source: ETC Institute (City of Davenport 2010 Community Survey)

Trends: Ratings of Performance with Fire Services (2010 vs. 2008)

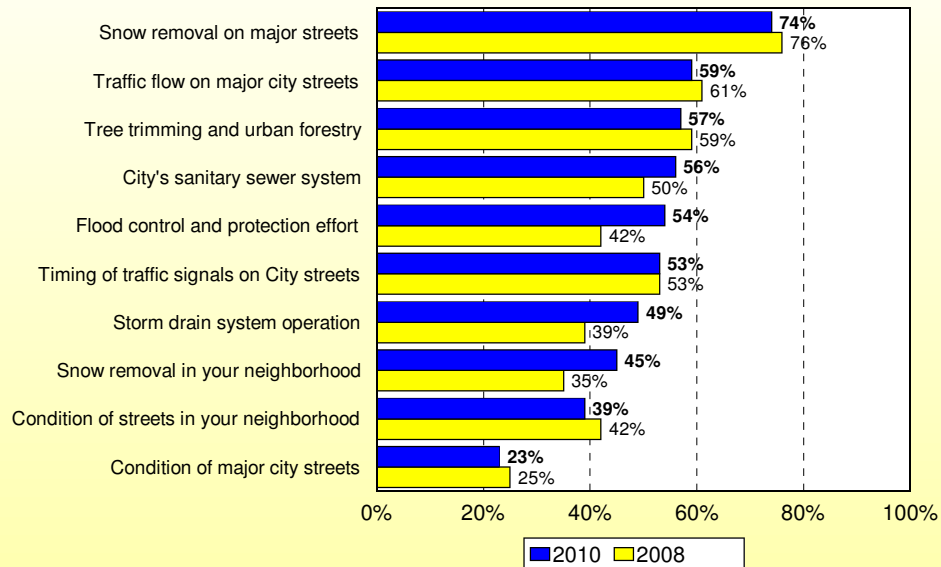
by percentage of respondents who rated the item as a 3 or 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (City of Davenport 2010 Community Survey)

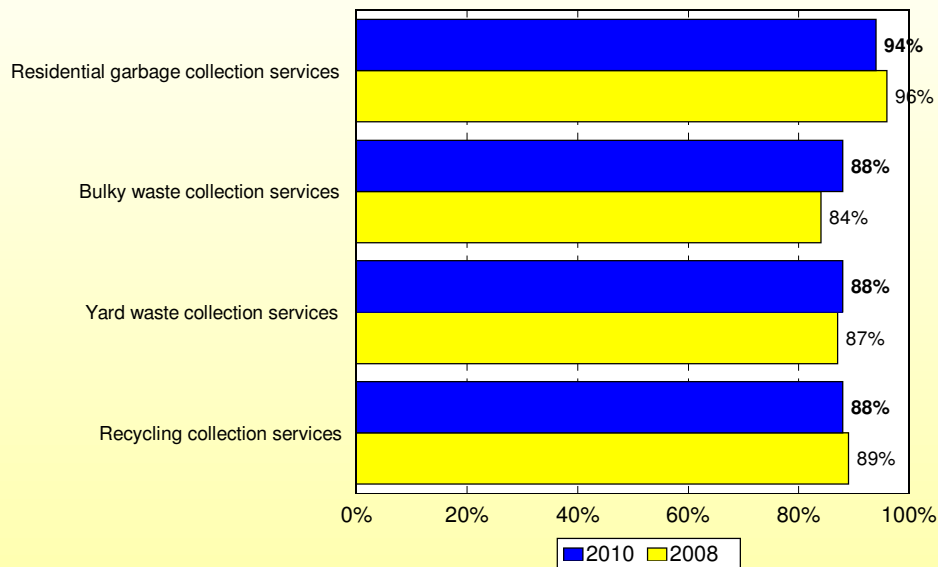
Trends: Ratings of Performance with Streets and Infrastructure (2010 vs. 2008)

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



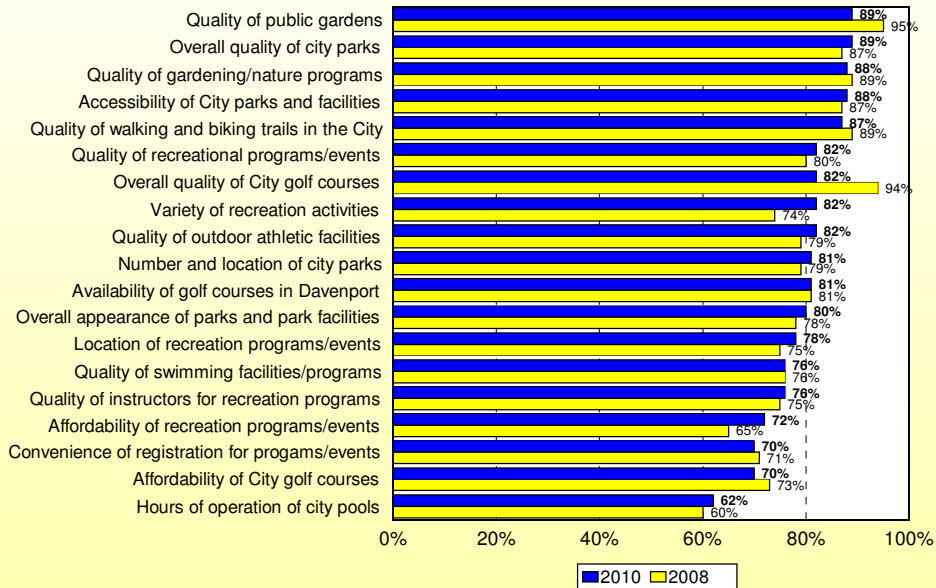
Trends: Ratings of Performance with Solid Waste Services (2010 vs. 2008)

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



Trends: Ratings of Performance with Parks and Recreation (2010 vs. 2008)

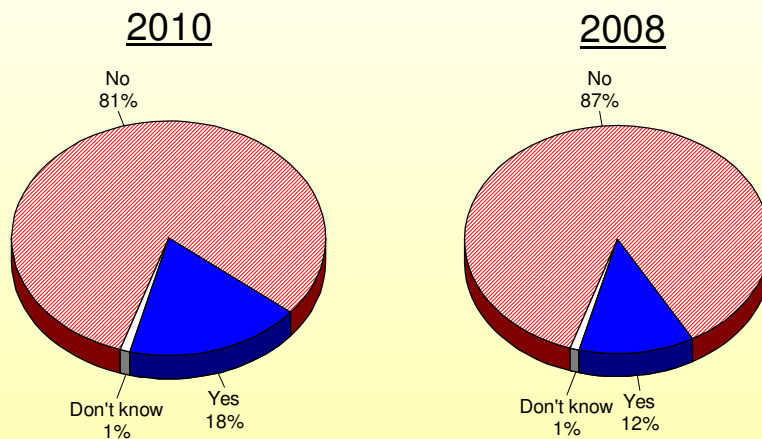
by percentage of respondents who rated the item as a 3 or 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (City of Davenport 2010 Community Survey)

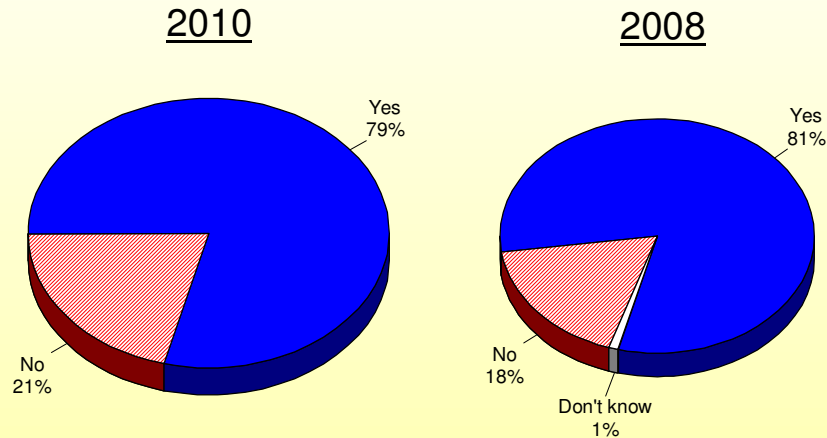
Trends: Have you or other members of your household participated in any Parks & Recreation programs offered by the City of Davenport during the past 12 months?

by percentage of respondents



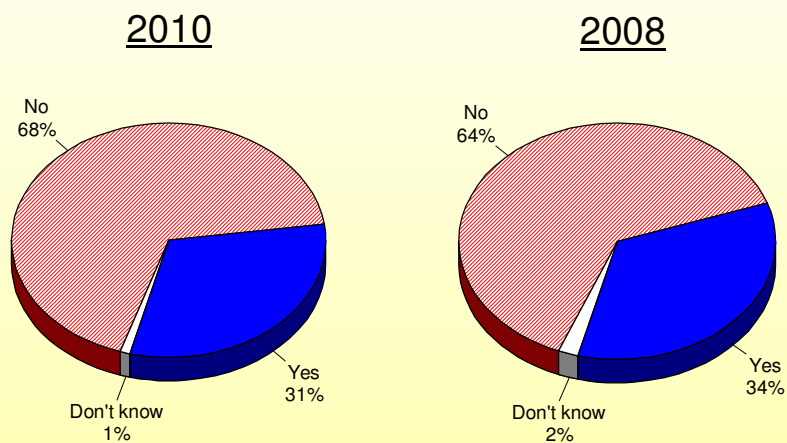
Source: ETC Institute (City of Davenport 2010 Community Survey)

Trends: 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 (City of Davenport 2010 Community Survey)

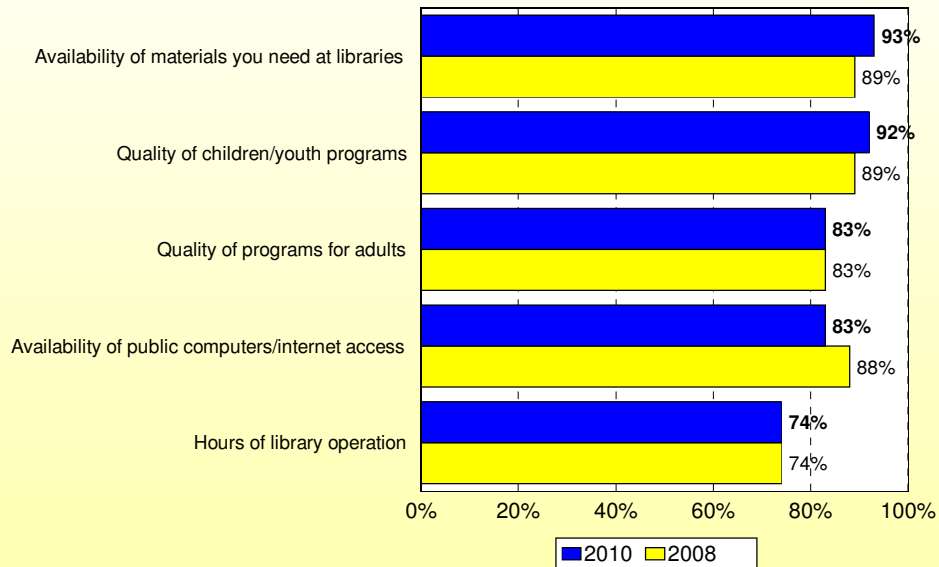
Trends: Have you or other members of your household visited a City golf course during the past 12 months?
by percentage of respondents



Source: ETC Institute (City of Davenport 2010 Community Survey)

Trends: Ratings of Performance with Libraries (2010 vs. 2008)

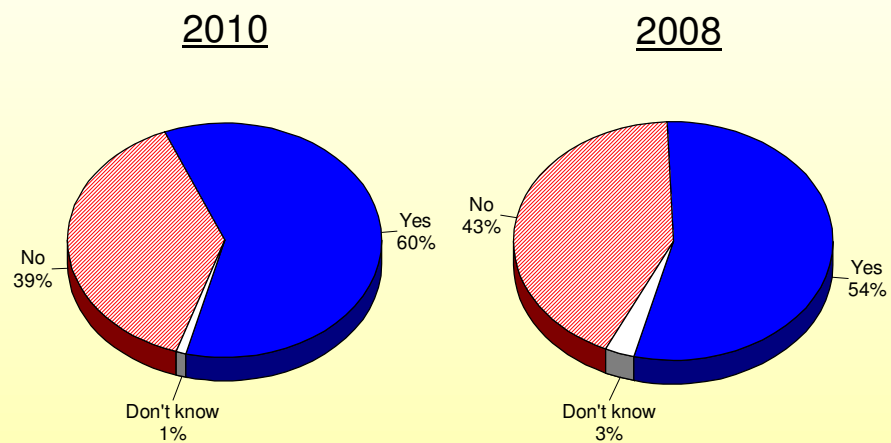
by percentage of respondents who rated the item as a 3 or 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (City of Davenport 2010 Community Survey)

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

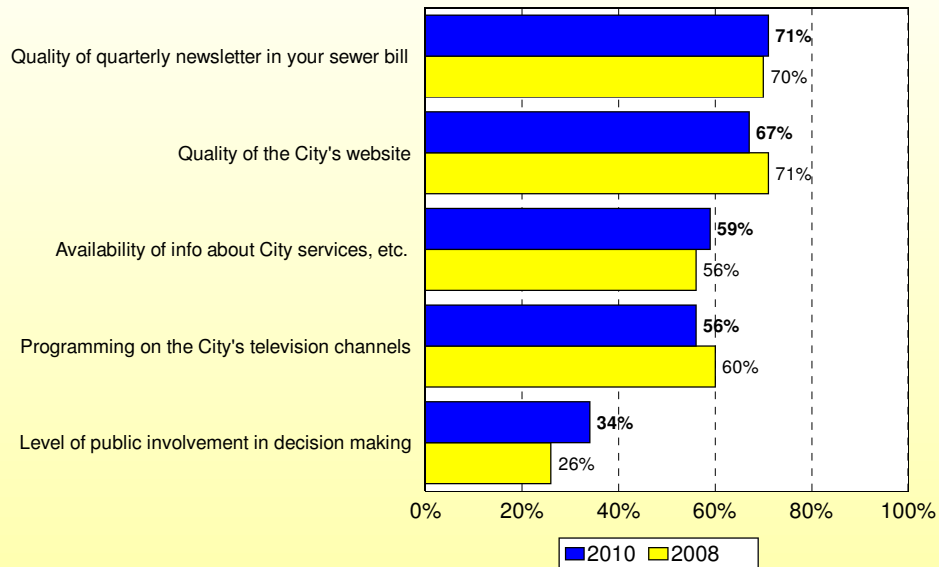
by percentage of respondents



Source: ETC Institute (City of Davenport 2010 Community Survey)

Trends: Ratings of Performance with City Communication (2010 vs. 2008)

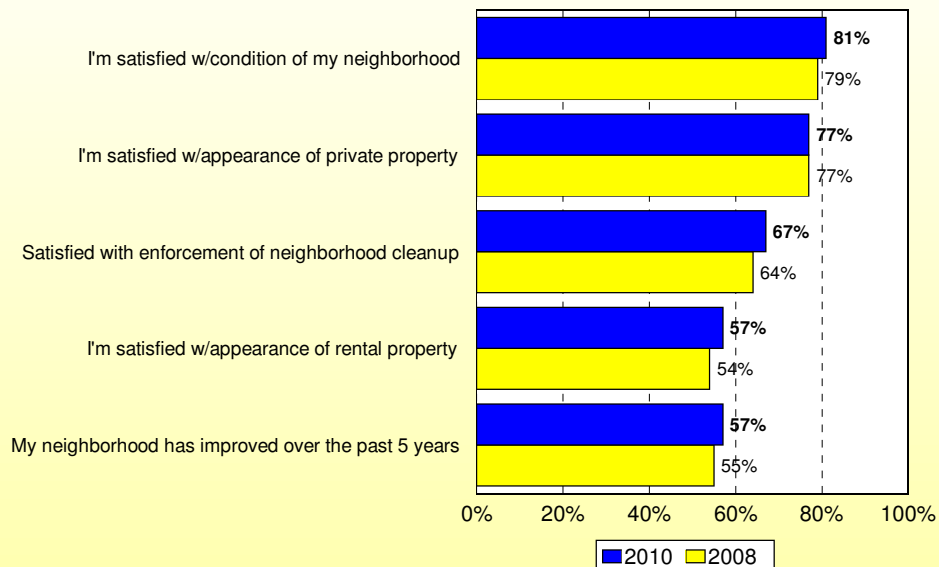
by percentage of respondents who rated the item as a 3 or 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (City of Davenport 2010 Community Survey)

Trends: Levels of Agreement with Various Statements About Respondents' Neighborhoods (2010 vs. 2008)

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

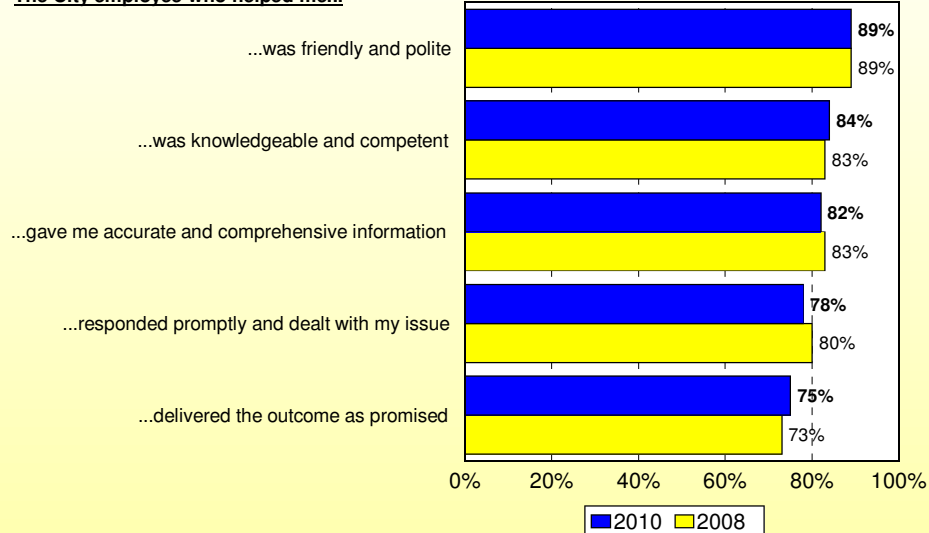


Source: ETC Institute (City of Davenport 2010 Community Survey)

Trends: Level of Agreement with Various Statements About City Customer Service (2010 vs. 2008)

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

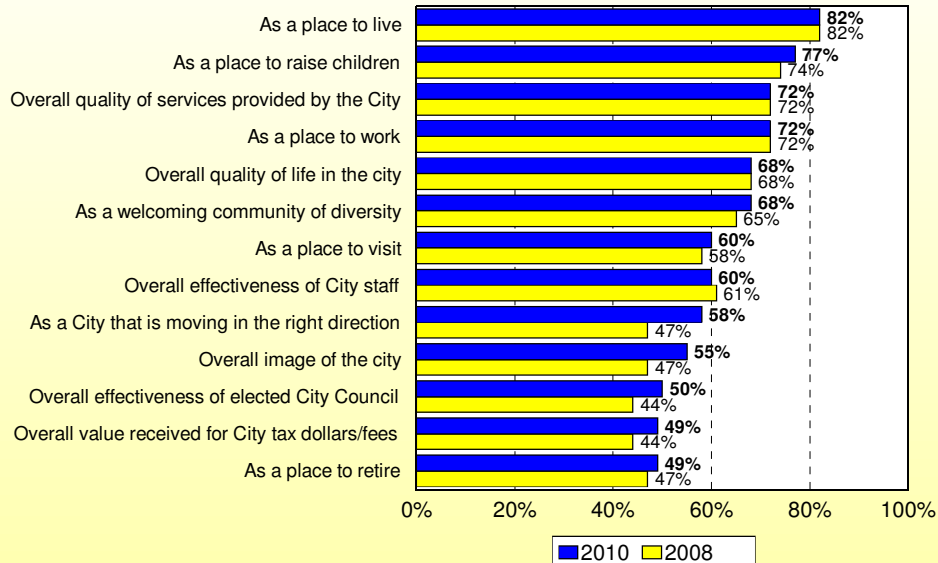
The City employee who helped me...



Source: ETC Institute (City of Davenport 2010 Community Survey)

Trends: Ratings of Performance with Overall Aspects of the City (2010 vs. 2008)

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



Source: ETC Institute (City of Davenport 2010 Community Survey)

Section 3:
**Importance-Satisfaction
Analysis & Matrix 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 library services they thought should receive the most emphasis over the next two years. Forty-one percent (41%) selected "hours of operation" as one of the most important library service issues to emphasize over the next two years.

With regard to satisfaction, 74% of the residents surveyed rated their overall satisfaction with "the hours of operation" 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 "hours of operation" was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 41% was multiplied by 26% (1-0.74). This calculation yielded an I-S rating of 0.1066, which ranked first out of five library services.



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

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

- if 100% of the respondents were positively satisfied with the delivery of the service
- if none (0%) of the respondents selected the service as one of the most important areas for the City to emphasize over the next two years.

Interpreting the Ratings

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

- Definitely Increase Emphasis ($IS \geq 0.20$)
- 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	75%	1	23%	12	0.5775	1
Overall efforts to attract and retain businesses	57%	2	42%	10	0.3306	2
Overall quality of downtown Davenport	39%	5	41%	11	0.2301	3
Overall quality of neighborhoods	49%	3	56%	8	0.2156	4
<u>High Priority (IS .10-.20)</u>						
NONE						
<u>Medium Priority (IS < .10)</u>						
Overall quality of police services	41%	4	77%	5	0.0943	5
Effectiveness of City communication w/public	19%	7	55%	9	0.0855	6
Quality of customer service provided by City staff	21%	6	62%	6	0.0798	7
Efforts to conserve energy/protect environment	14%	9	56%	7	0.0616	8
Quality of City parks/rec programs/facilities	13%	10	83%	3	0.0221	9
Overall quality of garbage/recycling collection	11%	11	81%	4	0.0209	10
Overall quality of fire and paramedic services	18%	8	96%	1	0.0072	11
Overall quality of library services	2%	12	92%	2	0.0016	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	58%	1	60%	3	0.2320	1
Visibility of police in neighborhoods	38%	2	40%	8	0.2280	2
<u>High Priority (IS .10-.20)</u>						
Responsiveness to investigations of criminal offenses	28%	4	53%	6	0.1316	3
Visibility of police in retail areas	23%	6	47%	7	0.1219	4
Responsiveness to non-emergency calls for service	25%	5	55%	4	0.1125	5
Public education efforts	22%	7	53%	5	0.1034	6
<u>Medium Priority (IS <.10)</u>						
Traffic enforcement	22%	8	62%	2	0.0836	7
Responsiveness to emergency calls for service	34%	3	80%	1	0.0680	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>						
Responsiveness to emergency/medical calls	45%	1	93%	1	0.0315	1
Fire prevention efforts	38%	2	86%	3	0.0532	2
Fire safety education programs	31%	3	86%	2	0.0434	3
Responsiveness to non-emergency/ assistance calls	27%	4	82%	4	0.0486	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	70%	1	23%	10	0.5390	1
Condition of streets in your neighborhood	44%	2	39%	9	0.2684	2
<u>High Priority (IS .10-.20)</u>						
Snow removal in your neighborhood	29%	4	45%	8	0.1595	3
Storm drain system operation	29%	3	49%	7	0.1479	4
<u>Medium Priority (IS <.10)</u>						
Timing of traffic signals on City streets	18%	8	53%	6	0.0846	5
City's sanitary sewer system	19%	6	56%	4	0.0836	6
Flood control and protection effort	17%	9	54%	5	0.0782	7
Traffic flow on major city streets	19%	5	59%	2	0.0779	8
Snow removal on major streets	19%	7	74%	1	0.0494	9
Tree trimming and urban forestry	9%	10	57%	3	0.0387	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>						
Recycling collection	39%	1	88%	4	0.0468	1
Yard waste collection	35%	2	88%	3	0.0420	2
Bulky waste collection	30%	4	88%	2	0.0360	3
Residential garbage collection	31%	3	94%	1	0.0186	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.

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	41%	1	80%	12	0.0820	1
Hours of operation of city pools	15%	7	62%	19	0.0570	2
Affordability of recreation programs/events	17%	6	72%	16	0.0476	3
Quality of walking and biking trails in the City	32%	3	87%	5	0.0416	4
Quality of swimming facilities/programs	17%	5	76%	14	0.0408	5
Overall quality of city parks	33%	2	89%	2	0.0363	6
Quality of outdoor athletic facilities	17%	4	82%	9	0.0306	7
Number and location of city parks	14%	8	81%	10	0.0266	8
Affordability of City golf courses	8%	12	70%	18	0.0240	9
Convenience of registration for programs/events	7%	15	70%	17	0.0210	10
Quality of recreational programs/events	11%	10	82%	6	0.0198	11
Location of recreation programs/events	8%	14	78%	13	0.0176	12
Variety of recreation activities	8%	13	82%	8	0.0144	13
Accessibility of City parks and facilities	11%	11	88%	4	0.0132	14
Quality of public gardens	12%	9	89%	1	0.0132	15
Availability of golf courses in Davenport	4%	17	81%	11	0.0076	16
Overall quality of City golf courses	4%	16	82%	7	0.0072	17
Quality of instructors for recreation programs	3%	18	76%	15	0.0072	18
Quality of gardening/nature programs	3%	19	88%	3	0.0036	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 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	41%	1	74%	5	0.1066	1
<u>Medium Priority (IS <.10)</u>						
Availability of public computers/internet access	28%	3	83%	4	0.0476	2
Availability of materials you need at libraries	41%	2	93%	1	0.0287	3
Quality of programs for adults	16%	5	83%	3	0.0272	4
Quality of children/youth programs	25%	4	92%	2	0.0200	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	49%	2	34%	5	0.3234	1
Availability of info about City services, etc.	54%	1	59%	3	0.2214	2
<u>High Priority (IS .10-.20)</u>						
NONE						
<u>Medium Priority (IS <.10)</u>						
Quality of the City's website	19%	3	67%	2	0.0627	3
Programming on the City's television channels	11%	4	56%	4	0.0484	4
Quality of quarterly newsletter in your sewer bill	12%	5	71%	1	0.0348	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.

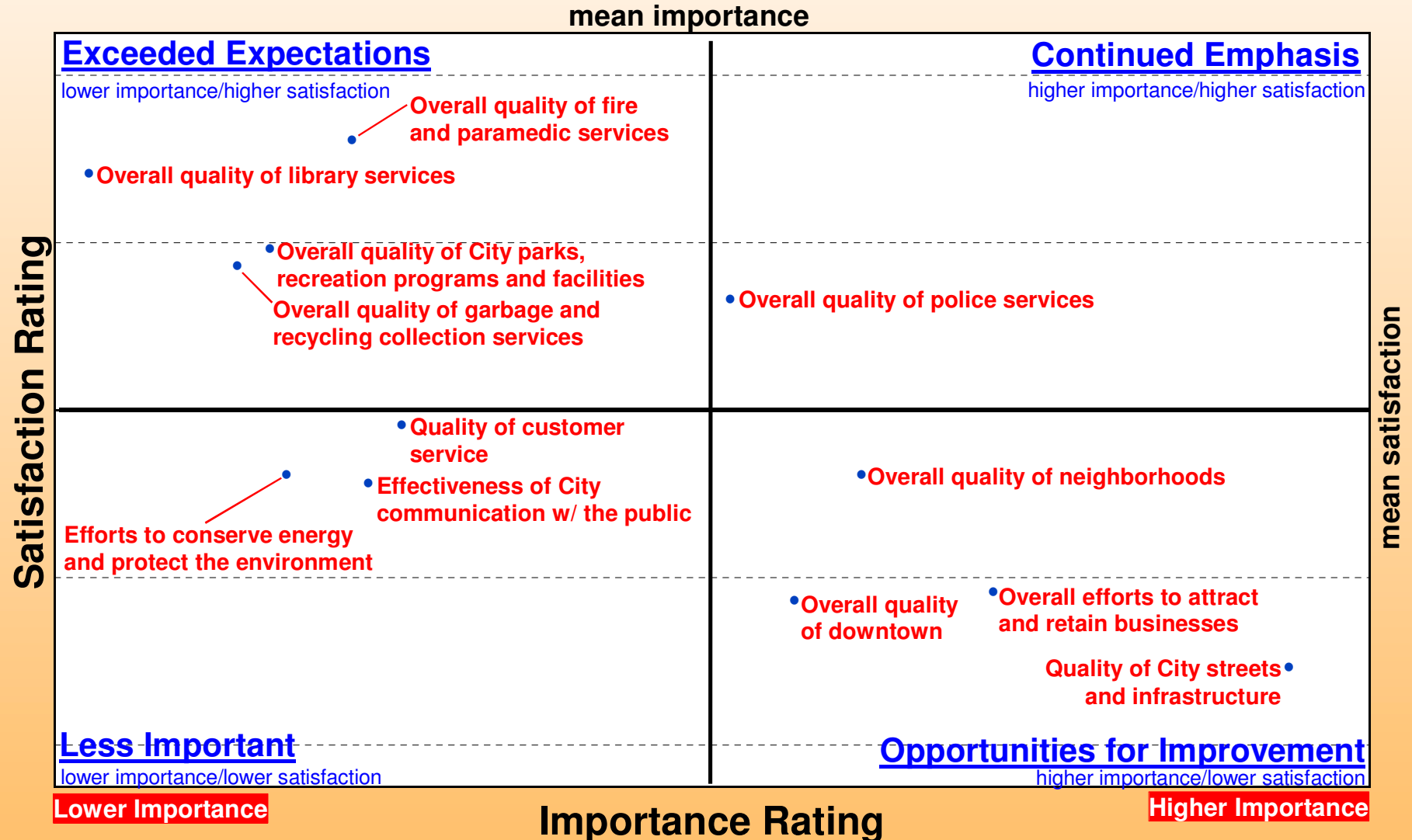
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on 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 2010 Davenport Community Survey are provided on the following pages.

2010 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)



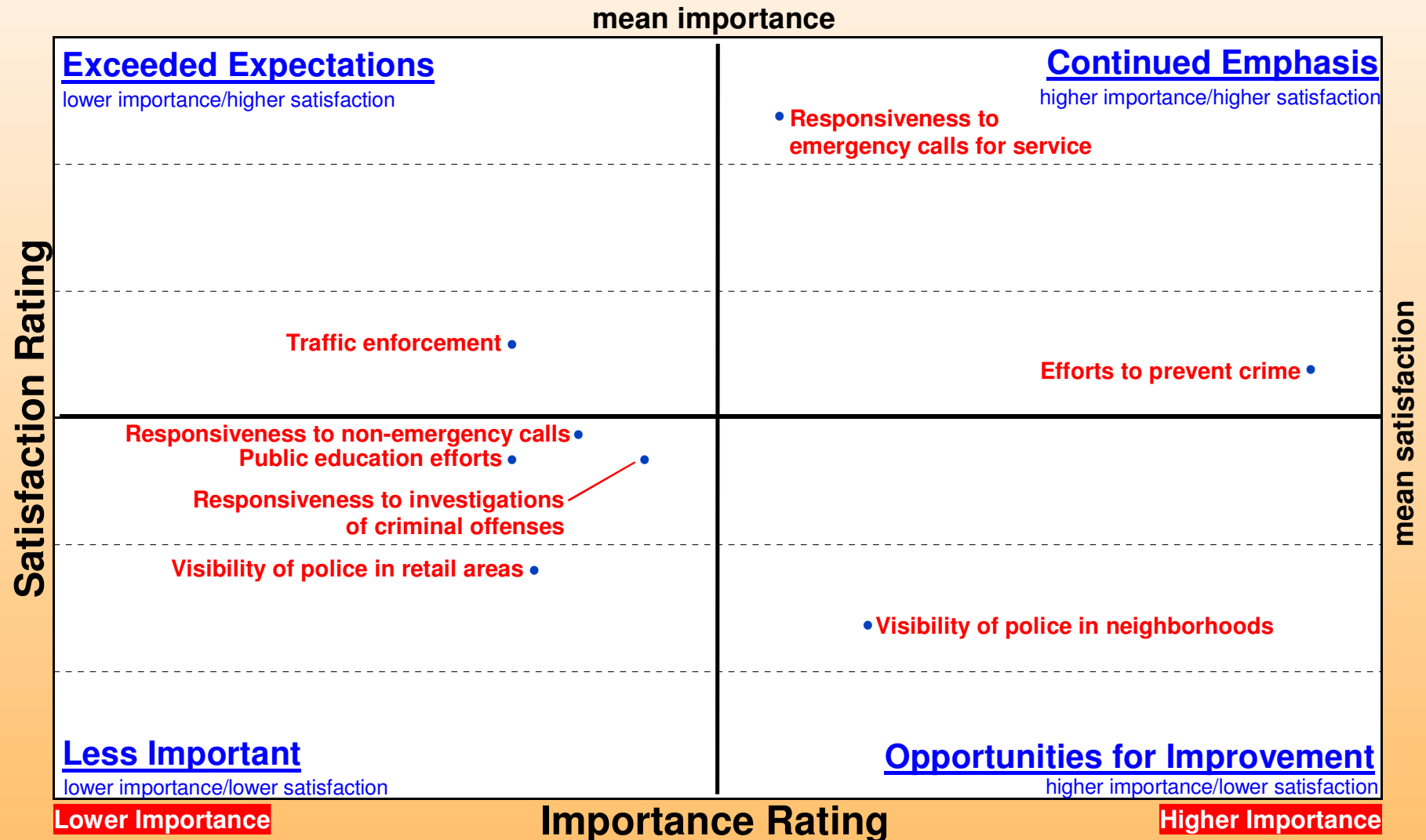
Source: ETC Institute (2010)

ETC Institute (2010)

2010 City of Davenport DirectionFinder Importance-Satisfaction Assessment Matrix

-Police Services-

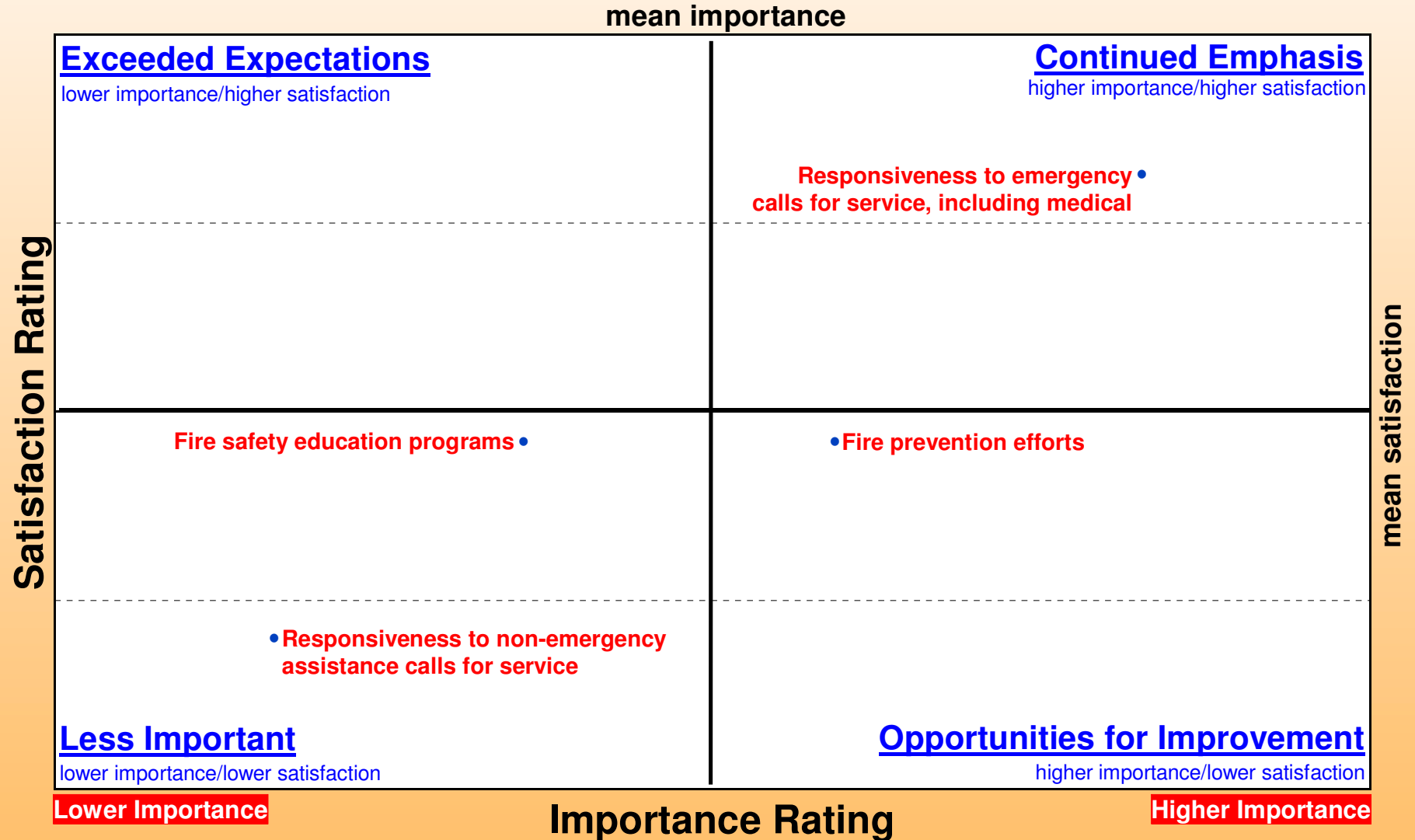
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2010 City of Davenport DirectionFinder Importance-Satisfaction Assessment Matrix

-Fire Services-

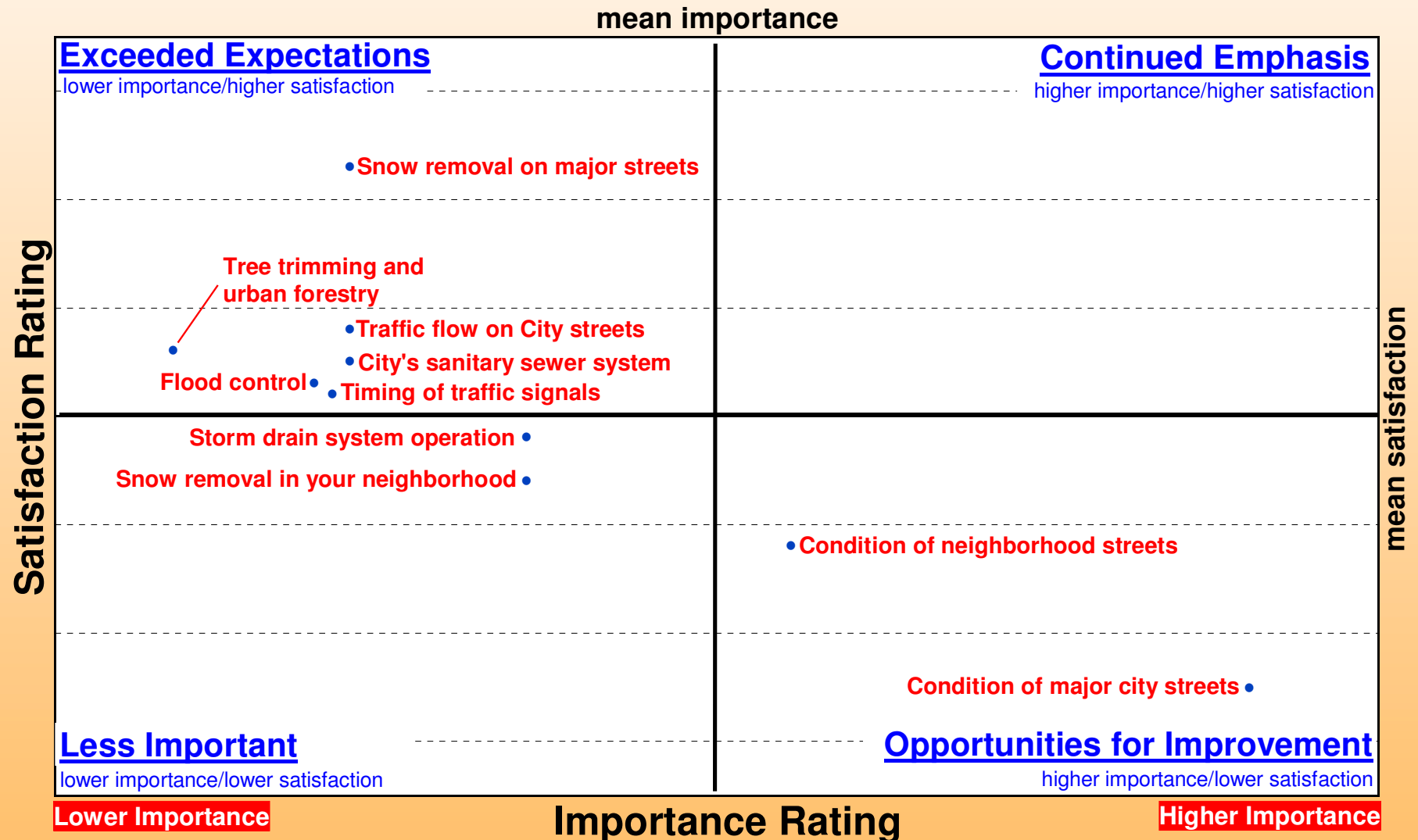
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2010 City of Davenport DirectionFinder Importance-Satisfaction Assessment Matrix

-Streets and Infrastructure-

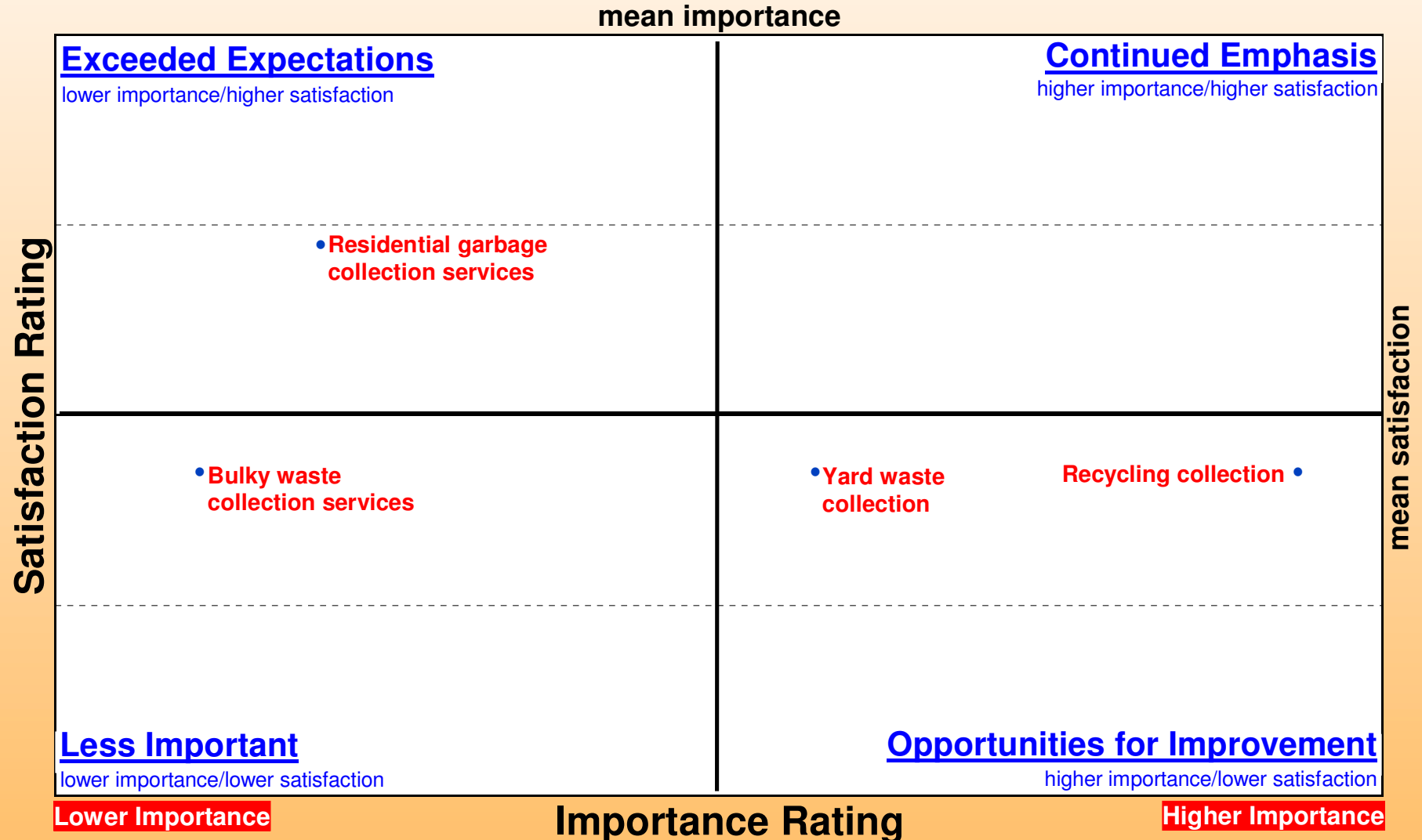
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2010 City of Davenport DirectionFinder Importance-Satisfaction Assessment Matrix

-Solid Waste Services-

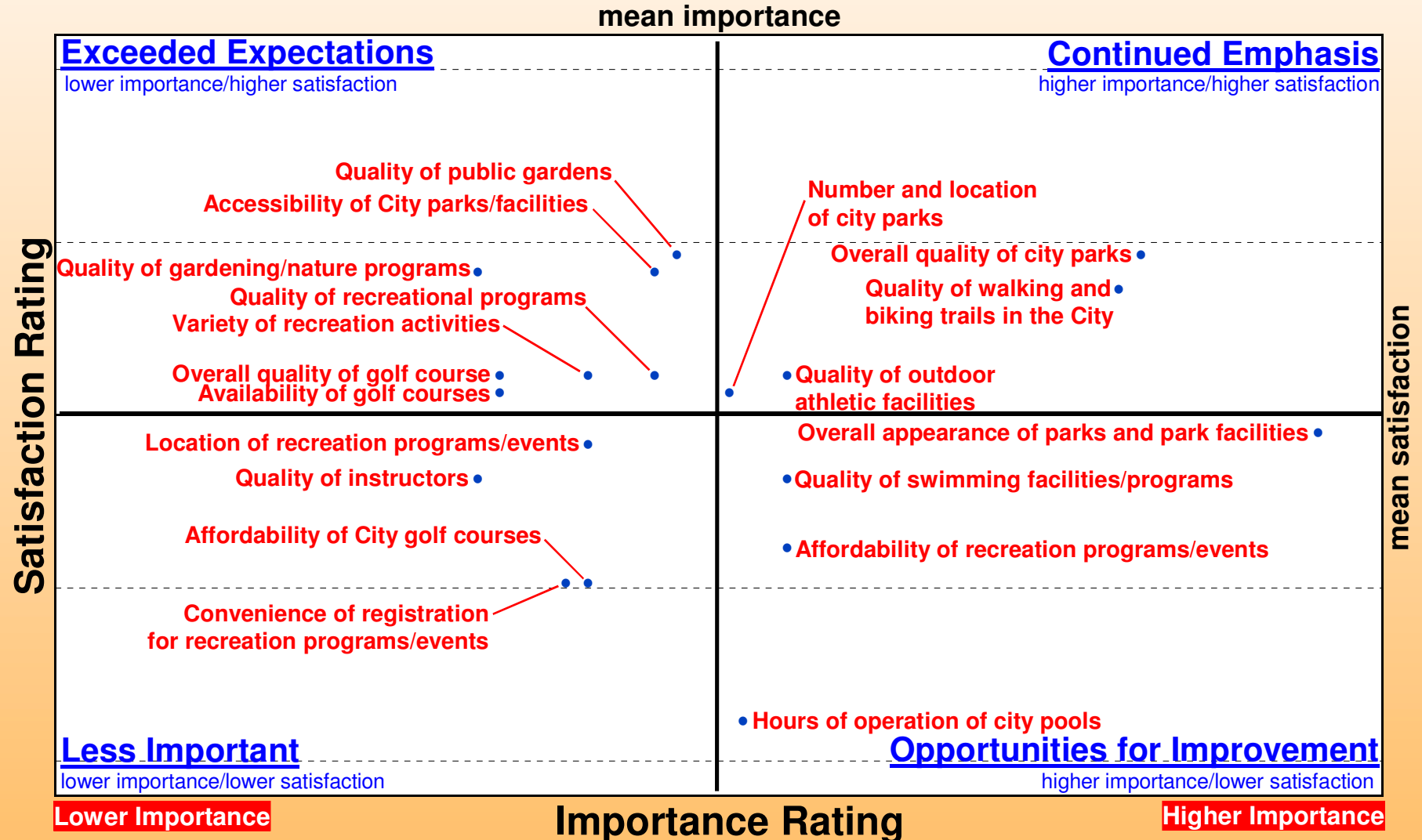
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2010 City of Davenport DirectionFinder Importance-Satisfaction Assessment Matrix

-Parks and Recreation-

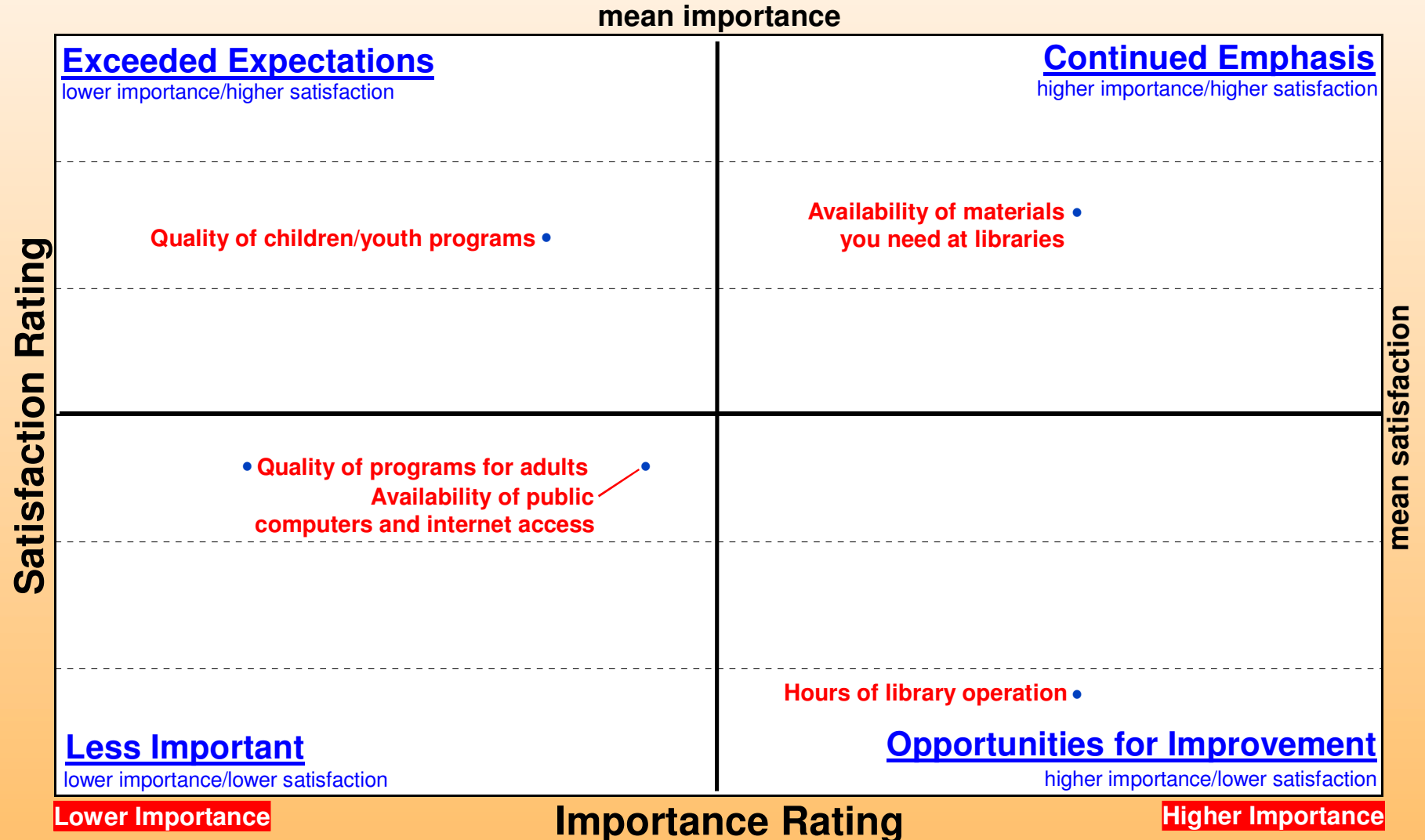
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2010 City of Davenport DirectionFinder Importance-Satisfaction Assessment Matrix

-Library-

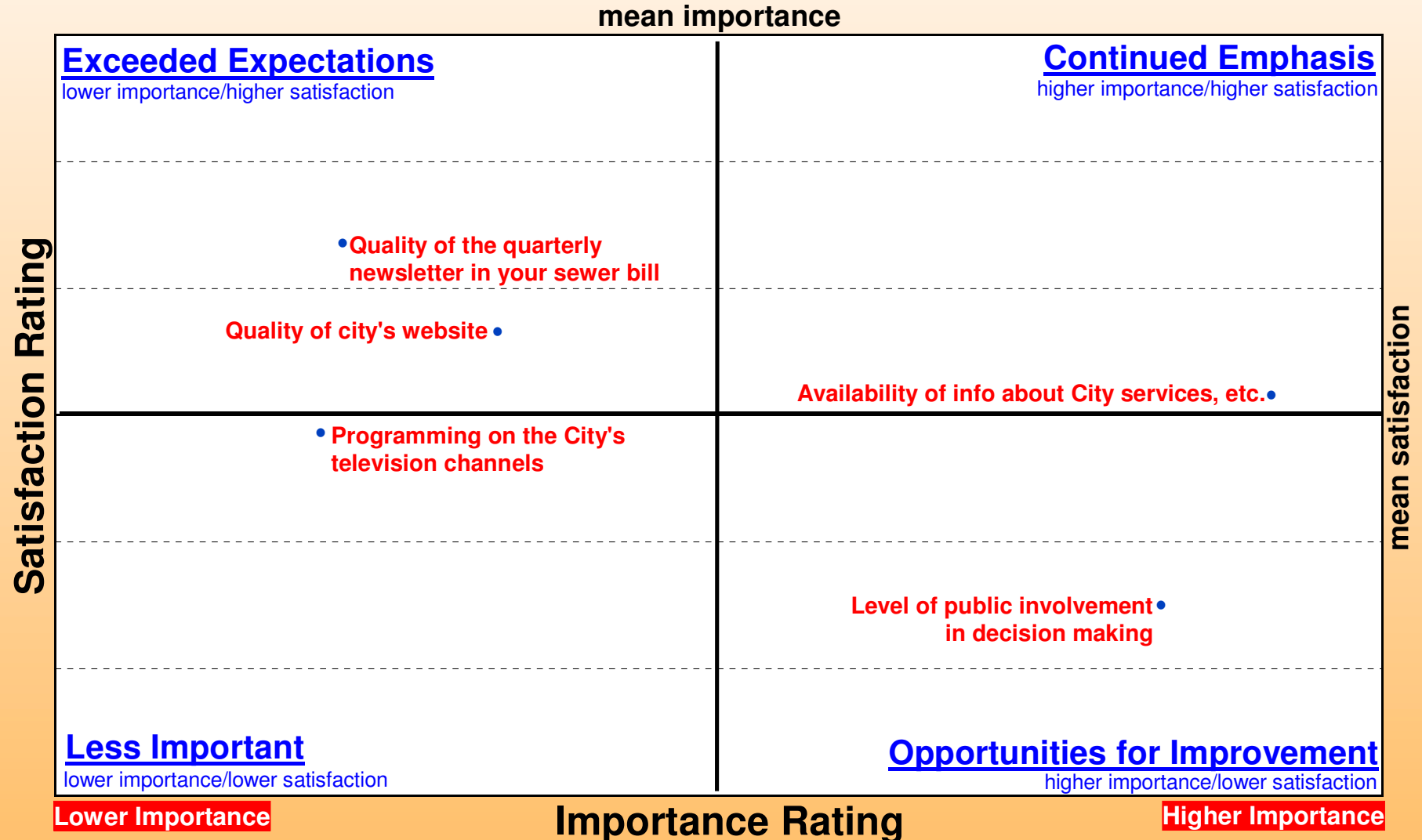
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2010 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 (2010)

ETC Institute (2010)

Section 4:

Tabular Data

Q1. Please rate the City's overall performance in each of the following areas:

(N=410)

	Very Good	Good	Fair	Poor	Don't Know
Q1a. Quality of police services	20.2%	48.0%	17.3%	3.9%	10.5%
Q1b. Quality of fire & paramedic services	41.0%	40.7%	3.9%	0.0%	14.4%
Q1c. Quality of City streets & infrastructure	4.1%	19.0%	42.7%	32.7%	1.5%
Q1d. Quality of garbage & recycling collection	35.9%	44.6%	13.4%	4.6%	1.5%
Q1e. Quality of City parks, recreation programs & facilities	23.2%	54.4%	14.4%	1.2%	6.8%
Q1f. Quality of neighborhoods	8.8%	45.9%	38.8%	4.4%	2.2%
Q1g. Quality of library services	44.4%	35.6%	6.1%	1.7%	12.2%
Q1h. Effectiveness of City communication with the public	9.0%	43.9%	32.0%	10.7%	4.4%
Q1i. Quality of customer service provided by City employees	10.5%	42.9%	26.1%	5.6%	14.9%
Q1j. City's efforts to attract & retain businesses	6.8%	29.5%	36.8%	14.1%	12.7%
Q1k. Quality of downtown Davenport	4.6%	34.9%	42.7%	15.6%	2.2%
Q1l. City's efforts to conserve energy & protect environment	7.8%	37.3%	27.8%	7.6%	19.5%

EXCLUDING DON'T KNOW**Q1. Please rate the City's overall performance in each of the following areas: (without "don't know")**

(N=410)

	Very Good	Good	Fair	Poor
Q1a. Quality of police services	22.6%	53.7%	19.3%	4.4%
Q1b. Quality of fire & paramedic services	47.9%	47.6%	4.6%	0.0%
Q1c. Quality of City streets & infrastructure	4.2%	19.3%	43.3%	33.2%
Q1d. Quality of garbage & recycling collection	36.4%	45.3%	13.6%	4.7%
Q1e. Quality of City parks, recreation programs & facilities	24.9%	58.4%	15.4%	1.3%
Q1f. Quality of neighborhoods	9.0%	46.9%	39.7%	4.5%
Q1g. Quality of library services	50.6%	40.6%	6.9%	1.9%
Q1h. Effectiveness of City communication with the public	9.4%	45.9%	33.4%	11.2%
Q1i. Quality of customer service provided by City employees	12.3%	50.4%	30.7%	6.6%
Q1j. City's efforts to attract & retain businesses	7.8%	33.8%	42.2%	16.2%
Q1k. Quality of downtown Davenport	4.7%	35.7%	43.6%	16.0%
Q1l. City's efforts to conserve energy & protect environment	9.7%	46.4%	34.5%	9.4%

Q2. Which FOUR of the services listed above do you think should be the City's top priorities for improvement?

Q2. 1st choice	Number	Percent
Police	75	18.3 %
Fire & paramedic	9	2.2 %
City streets & infrastructure	165	40.2 %
Garbage & recycling collection	6	1.5 %
City parks, recreation programs & facilities	4	1.0 %
Neighborhoods	26	6.3 %
Library	2	0.5 %
City communication with public	10	2.4 %
Customer service by City employees	10	2.4 %
City's efforts to attract & retain businesses	56	13.7 %
Downtown Davenport	17	4.1 %
City's efforts to conserve energy/protect environment	7	1.7 %
None Chosen	23	5.6 %
Total	410	100.0 %

Q2. Which FOUR of the services listed above do you think should be the City's top priorities for improvement?

Q2. 2nd choice	Number	Percent
Police	33	8.0 %
Fire & paramedic	30	7.3 %
City streets & infrastructure	66	16.1 %
Garbage & recycling collection	13	3.2 %
City parks, recreation programs & facilities	12	2.9 %
Neighborhoods	74	18.0 %
Library	2	0.5 %
City communication with public	20	4.9 %
Customer service by City employees	14	3.4 %
City's efforts to attract & retain businesses	62	15.1 %
Downtown Davenport	40	9.8 %
City's efforts to conserve energy/protect environment	11	2.7 %
None Chosen	33	8.0 %
Total	410	100.0 %

Q2. Which FOUR of the services listed above do you think should be the City's top priorities for improvement?

Q2. 3rd choice	Number	Percent
Police	33	8.0 %
Fire & paramedic	16	3.9 %
City streets & infrastructure	51	12.4 %
Garbage & recycling collection	9	2.2 %
City parks, recreation programs & facilities	18	4.4 %
Neighborhoods	56	13.7 %
Library	2	0.5 %
City communication with public	29	7.1 %
Customer service by City employees	21	5.1 %
City's efforts to attract & retain businesses	60	14.6 %
Downtown Davenport	54	13.2 %
City's efforts to conserve energy/protect environment	12	2.9 %
None Chosen	49	11.9 %
Total	410	100.0 %

Q2. Which FOUR of the services listed above do you think should be the City's top priorities for improvement?

Q2. 4th choice	Number	Percent
Police	27	6.6 %
Fire & paramedic	17	4.1 %
City streets & infrastructure	27	6.6 %
Garbage & recycling collection	17	4.1 %
City parks, recreation programs & facilities	18	4.4 %
Neighborhoods	43	10.5 %
Library	3	0.7 %
City communication with public	18	4.4 %
Customer service by City employees	42	10.2 %
City's efforts to attract & retain businesses	56	13.7 %
Downtown Davenport	48	11.7 %
City's efforts to conserve energy/protect environment	26	6.3 %
None Chosen	68	16.6 %
Total	410	100.0 %

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

Q2. Sum of top four choices	Number	Percent
Police	168	41.0 %
Fire & paramedic	72	17.6 %
City streets & infrastructure	309	75.4 %
Garbage & recycling collection	45	11.0 %
City parks, recreation programs & facilities	52	12.7 %
Neighborhoods	199	48.5 %
Library	9	2.2 %
City communication with public	77	18.8 %
Customer service by City employees	87	21.2 %
City's efforts to attract & retain businesses	234	57.1 %
Downtown Davenport	159	38.8 %
City's efforts to conserve energy/protect environment	56	13.7 %
None Chosen	24	5.8 %
Total	1491	

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=410)

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Don't Know
Q3a. I feel safe in the City of Davenport	24.4%	58.8%	11.7%	4.4%	0.7%
Q3b. I feel safe in my neighborhood during the day	67.3%	28.8%	2.9%	0.7%	0.2%
Q3c. I feel safe in my neighborhood after dark	38.8%	39.5%	17.6%	3.7%	0.5%
Q3d. I feel safe in downtown Davenport during the day	41.2%	44.6%	9.3%	1.2%	3.7%
Q3e. I feel safe in downtown Davenport after dark	7.3%	32.4%	31.5%	21.5%	7.3%
Q3f. I feel safe in City facilities	35.6%	49.8%	9.8%	0.7%	4.1%
Q3g. I feel safe in Davenport commercial & retail areas during the day	51.7%	42.9%	3.4%	0.0%	2.0%
Q3h. I feel safe in Davenport commercial & retail areas after dark	16.3%	50.2%	24.1%	4.9%	4.4%

EXCLUDING DON'T KNOW

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: (without "don't know")

(N=410)

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree
Q3a. I feel safe in the City of Davenport	24.6%	59.2%	11.8%	4.4%
Q3b. I feel safe in my neighborhood during the day	67.5%	28.9%	2.9%	0.7%
Q3c. I feel safe in my neighborhood after dark	39.0%	39.7%	17.6%	3.7%
Q3d. I feel safe in downtown Davenport during the day	42.8%	46.3%	9.6%	1.3%
Q3e. I feel safe in downtown Davenport after dark	7.9%	35.0%	33.9%	23.2%
Q3f. I feel safe in City facilities	37.2%	51.9%	10.2%	0.8%
Q3g. I feel safe in Davenport commercial & retail areas during the day	52.7%	43.8%	3.5%	0.0%
Q3h. I feel safe in Davenport commercial & retail areas after dark	17.1%	52.6%	25.3%	5.1%

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

(N=410)

	Very Good	Good	Fair	Poor	Don't Know
Q4a. Responsiveness to emergency calls for service	25.9%	32.9%	12.0%	2.7%	26.6%
Q4b. Responsiveness to non-emergency/assistance calls for service	12.4%	28.3%	23.4%	11.0%	24.9%
Q4c. Responsiveness to investigations of criminal offenses	9.8%	22.9%	17.8%	11.0%	38.5%
Q4d. Efforts to prevent crime	11.2%	37.6%	27.1%	6.6%	17.6%
Q4e. Visibility of police in retail areas	8.8%	32.9%	38.0%	8.3%	12.0%
Q4f. Visibility of police in your neighborhood	9.5%	28.0%	33.4%	22.0%	7.1%
Q4g. Traffic enforcement	12.7%	45.4%	24.9%	11.2%	5.9%
Q4h. Public education efforts	8.5%	32.2%	26.3%	8.8%	24.1%

EXCLUDING DON'T KNOW**Q4. Please rate the City's performance in the following areas: (without "don't know")**

(N=410)

	Very Good	Good	Fair	Poor
Q4a. Responsiveness to emergency calls for service	35.2%	44.9%	16.3%	3.7%
Q4b. Responsiveness to non-emergency/assistance calls for service	16.6%	37.7%	31.2%	14.6%
Q4c. Responsiveness to investigations of criminal offenses	15.9%	37.3%	29.0%	17.9%
Q4d. Efforts to prevent crime	13.6%	45.6%	32.8%	8.0%
Q4e. Visibility of police in retail areas	10.0%	37.4%	43.2%	9.4%
Q4f. Visibility of police in your neighborhood	10.2%	30.2%	36.0%	23.6%
Q4g. Traffic enforcement	13.5%	48.2%	26.4%	11.9%
Q4h. Public education efforts	11.3%	42.4%	34.7%	11.6%

Q5. Which THREE of the services listed above do you think should receive the most emphasis from City leaders over the next two years?

<u>Q5. 1st choice</u>	<u>Number</u>	<u>Percent</u>
Responsiveness to emergency calls	75	18.3 %
Responsiveness to non-emergency/assistance calls	25	6.1 %
Responsiveness to investigations of criminal offenses	35	8.5 %
Efforts to prevent crime	110	26.8 %
Visibility of police in retail areas	21	5.1 %
Visibility of police in neighborhood	42	10.2 %
Traffic enforcement	28	6.8 %
Public education efforts	26	6.3 %
<u>None Chosen</u>	<u>48</u>	<u>11.7 %</u>
Total	410	100.0 %

Q5. Which THREE of the services listed above do you think should receive the most emphasis from City leaders over the next two years?

<u>Q5. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Responsiveness to emergency calls	32	7.8 %
Responsiveness to non-emergency/assistance calls	50	12.2 %
Responsiveness to investigations of criminal offenses	37	9.0 %
Efforts to prevent crime	81	19.8 %
Visibility of police in retail areas	39	9.5 %
Visibility of police in neighborhood	53	12.9 %
Traffic enforcement	29	7.1 %
Public education efforts	24	5.9 %
<u>None Chosen</u>	<u>65</u>	<u>15.9 %</u>
Total	410	100.0 %

Q5. Which THREE of the services listed above do you think should receive the most emphasis from City leaders over the next two years?

<u>Q5. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Responsiveness to emergency calls	33	8.0 %
Responsiveness to non-emergency/assistance calls	28	6.8 %
Responsiveness to investigations of criminal offenses	44	10.7 %
Efforts to prevent crime	47	11.5 %
Visibility of police in retail areas	35	8.5 %
Visibility of police in neighborhood	59	14.4 %
Traffic enforcement	31	7.6 %
Public education efforts	41	10.0 %
<u>None Chosen</u>	<u>92</u>	<u>22.4 %</u>
Total	410	100.0 %

Q5. Which THREE of the services listed above do you think should receive the most emphasis from City leaders over the next two years? (top 3)

<u>Q5. Sum of top three choices</u>	<u>Number</u>	<u>Percent</u>
Responsiveness to emergency calls	140	34.1 %
Responsiveness to non-emergency/assistance calls	103	25.1 %
Responsiveness to investigations of criminal offenses	116	28.3 %
Efforts to prevent crime	238	58.0 %
Visibility of police in retail areas	95	23.2 %
Visibility of police in neighborhood	154	37.6 %
Traffic enforcement	88	21.5 %
Public education efforts	91	22.2 %
<u>None Chosen</u>	<u>48</u>	<u>11.7 %</u>
Total	1073	

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		
	Number	Percent
Yes	133	32.4 %
No	273	66.6 %
Not provided	4	1.0 %
Total	410	100.0 %

Q6a-c. If YES, please rate the following:

(N=133)

	Very Good	Good	Fair	Poor	Don't Know
Q6a. Professionalism of personnel	42.9%	34.6%	13.5%	8.3%	0.8%
Q6b. Competence of personnel	39.8%	34.6%	12.8%	12.0%	0.8%
Q6c. Fairness of personnel	37.6%	33.8%	12.8%	13.5%	2.3%

EXCLUDING DON'T KNOW**Q6a-c. If YES, please rate the following: (without "don't knows")**

(N=133)

	Very Good	Good	Fair	Poor
Q6a. Professionalism of personnel	43.2%	34.8%	13.6%	8.3%
Q6b. Competence of personnel	40.2%	34.8%	12.9%	12.1%
Q6c. Fairness of personnel	38.5%	34.6%	13.1%	13.8%

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

<u>Q7. Were you a victim of a crime</u>	<u>Number</u>	<u>Percent</u>
Yes	62	15.1 %
No	337	82.2 %
No response	11	2.7 %
Total	410	100.0 %

Q7a. If YES, what types of crime?

<u>Q7a. What type of crime</u>	<u>Number</u>	<u>Percent</u>
Property crime	51	82.3 %
Violent crime	18	29.0 %
Not provided	1	1.6 %
Total	70	

Q7b. If YES, did you report the crime to the police?

<u>Q7b. Did you report the crime</u>	<u>Number</u>	<u>Percent</u>
Yes	51	82.3 %
No	9	14.5 %
No response	2	3.2 %
Total	62	100.0 %

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

(N=410)

	Very Good	Good	Fair	Poor	Don't Know
Q8a. Responsiveness to emergency calls	40.0%	22.2%	4.6%	0.2%	32.9%
Q8b. Responsiveness to non-emergency/assistance calls	21.0%	28.5%	9.5%	1.7%	39.3%
Q8c. Fire prevention efforts	26.1%	31.2%	8.3%	1.0%	33.4%
Q8d. Fire safety education programs	25.4%	33.7%	8.5%	0.7%	31.7%

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

(N=410)

	Very Good	Good	Fair	Poor
Q8a. Responsiveness to emergency calls	59.6%	33.1%	6.9%	0.4%
Q8b. Responsiveness to non-emergency/assistance calls	34.5%	47.0%	15.7%	2.8%
Q8c. Fire prevention efforts	39.2%	46.9%	12.5%	1.5%
Q8d. Fire safety education programs	37.1%	49.3%	12.5%	1.1%

Q9. Which TWO of the services listed above do you think should receive the most emphasis from City leaders over the next two years?

<u>Q9. 1st choice</u>	<u>Number</u>	<u>Percent</u>
Responsiveness to emergency calls	160	39.0 %
Responsiveness to Non-emergency/assistance calls	31	7.6 %
Fire prevention efforts	57	13.9 %
Fire safety education programs	48	11.7 %
<u>None Chosen</u>	<u>114</u>	<u>27.8 %</u>
Total	410	100.0 %

Q9. Which TWO of the services listed above do you think should receive the most emphasis from City leaders over the next two years?

<u>Q9. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Responsiveness to emergency calls	25	6.1 %
Responsiveness to Non-emergency/assistance calls	79	19.3 %
Fire prevention efforts	97	23.7 %
Fire safety education programs	77	18.8 %
<u>None Chosen</u>	<u>132</u>	<u>32.2 %</u>
Total	410	100.0 %

Q9. Which TWO of the services listed above do you think should receive the most emphasis from City leaders over the next two years? (Top 2)

<u>Q9. Sum of top two choices</u>	<u>Number</u>	<u>Percent</u>
Responsiveness to emergency calls	185	45.1 %
Responsiveness to Non-emergency/assistance calls	110	26.8 %
Fire prevention efforts	154	37.6 %
Fire safety education programs	125	30.5 %
<u>None Chosen</u>	<u>114</u>	<u>27.8 %</u>
Total	688	

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

(N=410)

	Very Good	Good	Fair	Poor	Don't Know
Q10a. Condition of major City streets	3.2%	19.5%	43.9%	32.7%	0.7%
Q10b. Condition of streets in your neighborhood	8.8%	29.8%	34.6%	26.3%	0.5%
Q10c. Snow removal on major streets	22.2%	49.8%	22.4%	3.7%	2.0%
Q10d. Snow removal in your neighborhood	14.9%	29.5%	26.1%	27.1%	2.4%
Q10e. Traffic flow on major City streets	9.5%	48.5%	30.7%	10.2%	1.0%
Q10f. Timing of traffic signals on City streets	10.0%	42.4%	33.7%	12.7%	1.2%
Q10g. Storm drain system operation	5.9%	38.0%	29.3%	17.1%	9.8%
Q10h. Flood control & protection efforts	10.0%	36.6%	27.1%	12.7%	13.7%
Q10i. City's sanitary sewer system	8.0%	39.3%	26.3%	11.5%	14.9%
Q10j. Tree trimming & urban forestry	9.5%	38.5%	25.9%	10.5%	15.6%

EXCLUDING DON'T KNOW**Q10. Please rate the City's performance in the following areas: (without "don't know")**

(N=410)

	Very Good	Good	Fair	Poor
Q10a. Condition of major City streets	3.2%	19.7%	44.2%	32.9%
Q10b. Condition of streets in your neighborhood	8.8%	29.9%	34.8%	26.5%
Q10c. Snow removal on major streets	22.6%	50.7%	22.9%	3.7%
Q10d. Snow removal in your neighborhood	15.3%	30.3%	26.8%	27.8%
Q10e. Traffic flow on major City streets	9.6%	49.0%	31.0%	10.3%
Q10f. Timing of traffic signals on City streets	10.1%	43.0%	34.1%	12.8%
Q10g. Storm drain system operation	6.5%	42.2%	32.4%	18.9%
Q10h. Flood control & protection efforts	11.6%	42.4%	31.4%	14.7%
Q10i. City's sanitary sewer system	9.5%	46.1%	30.9%	13.5%
Q10j. Tree trimming & urban forestry	11.3%	45.7%	30.6%	12.4%

Q11. Which THREE of the street and infrastructure services listed above do you think should be the City's top priorities for improvement?

<u>Q11. 1st choice</u>	<u>Number</u>	<u>Percent</u>
Condition of major city streets	193	47.1 %
Condition of neighborhood streets	61	14.9 %
Snow removal on major streets	11	2.7 %
Snow removal in neighborhood	32	7.8 %
Traffic flow on major streets	9	2.2 %
Timing of traffic signals	10	2.4 %
Storm drain system operation	21	5.1 %
Flood control & protection	17	4.1 %
Sanitary sewer system	27	6.6 %
Tree trimming & urban forestry	7	1.7 %
<u>None Chosen</u>	<u>22</u>	<u>5.4 %</u>
Total	410	100.0 %

Q11. Which THREE of the street and infrastructure services listed above do you think should be the City's top priorities for improvement?

<u>Q11. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Condition of major city streets	58	14.1 %
Condition of neighborhood streets	90	22.0 %
Snow removal on major streets	32	7.8 %
Snow removal in neighborhood	37	9.0 %
Traffic flow on major streets	36	8.8 %
Timing of traffic signals	18	4.4 %
Storm drain system operation	57	13.9 %
Flood control & protection	21	5.1 %
Sanitary sewer system	20	4.9 %
Tree trimming & urban forestry	8	2.0 %
<u>None Chosen</u>	<u>33</u>	<u>8.0 %</u>
Total	410	100.0 %

Q11. Which THREE of the street and infrastructure services listed above do you think should be the City's top priorities for improvement?

<u>Q11. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Condition of major city streets	36	8.8 %
Condition of neighborhood streets	29	7.1 %
Snow removal on major streets	33	8.0 %
Snow removal in neighborhood	49	12.0 %
Traffic flow on major streets	34	8.3 %
Timing of traffic signals	45	11.0 %
Storm drain system operation	41	10.0 %
Flood control & protection	33	8.0 %
Sanitary sewer system	31	7.6 %
Tree trimming & urban forestry	23	5.6 %
<u>None Chosen</u>	<u>56</u>	<u>13.7 %</u>
Total	410	100.0 %

Q11. Which THREE of the street and infrastructure services listed above do you think should be the City's top priorities for improvement? (top 3)

<u>Q11. Sum of top three choices</u>	<u>Number</u>	<u>Percent</u>
Condition of major city streets	287	70.0 %
Condition of neighborhood streets	180	43.9 %
Snow removal on major streets	76	18.5 %
Snow removal in neighborhood	118	28.8 %
Traffic flow on major streets	79	19.3 %
Timing of traffic signals	73	17.8 %
Storm drain system operation	119	29.0 %
Flood control & protection	71	17.3 %
Sanitary sewer system	78	19.0 %
Tree trimming & urban forestry	38	9.3 %
<u>None Chosen</u>	<u>22</u>	<u>5.4 %</u>
Total	1141	

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

Q12. Does the City collect garbage at your residence	Number	Percent
Yes	391	95.4 %
No	19	4.6 %
Total	410	100.0 %

Q12a-d. If YES, please rate the City's performance in the following areas:

(N=391)

	Very Good	Good	Fair	Poor	Don't Know
Q12a. Residential garbage collection	59.3%	33.8%	4.6%	2.0%	0.3%
Q12b. Recycling collection	52.2%	33.0%	6.4%	5.9%	2.6%
Q12c. Yard waste collection	45.8%	35.3%	7.9%	3.1%	7.9%
Q12d. Bulky waste collection	46.3%	35.0%	8.4%	2.0%	8.2%

EXCLUDING DON'T KNOW**Q12a-d. If YES, please rate the City's performance in the following areas: (without "don't know")**

(N=391)

	Very Good	Good	Fair	Poor
Q12a. Residential garbage collection	59.5%	33.8%	4.6%	2.1%
Q12b. Recycling collection	53.5%	33.9%	6.6%	6.0%
Q12c. Yard waste collection	49.7%	38.3%	8.6%	3.3%
Q12d. Bulky waste collection	50.4%	38.2%	9.2%	2.2%

Q12e. If YES, which TWO of the solid waste services listed above do you think should be the City's top priorities for improvement?

Q12e. 1st choice	Number	Percent
Residential garbage collection	102	24.9 %
Recycling collection	93	22.7 %
Yard waste collection	60	14.6 %
Bulky waste collection	35	8.5 %
None Chosen	120	29.3 %
Total	410	100.0 %

Q12e. If YES, which TWO of the solid waste services listed above do you think should be the City's top priorities for improvement?

Q12e. 2nd choice	Number	Percent
Residential garbage collection	26	6.3 %
Recycling collection	68	16.6 %
Yard waste collection	84	20.5 %
Bulky waste collection	87	21.2 %
None Chosen	145	35.4 %
Total	410	100.0 %

Q12e. If YES, which TWO of the solid waste services listed above do you think should be the City's top priorities for improvement? (top 2)

Q12e. Sum of top two choices	Number	Percent
Residential garbage collection	128	31.2 %
Recycling collection	161	39.3 %
Yard waste collection	144	35.1 %
Bulky waste collection	122	29.8 %
None Chosen	120	29.3 %
Total	675	

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?

Q13. Have you participated in any programs offered by the City	Number	Percent
Yes	72	17.6 %
No	333	81.2 %
Don't Know	5	1.2 %
Total	410	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?

Q14. Have you visited a City park or outdoor recreational facility	Number	Percent
Yes	324	79.0 %
No	85	20.7 %
Don't Know	1	0.2 %
Total	410	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. Have you visited a City golf course	Number	Percent
Yes	127	31.0 %
No	280	68.3 %
Don't Know	3	0.7 %
Total	410	100.0 %

Q16. Please rate the City's performance in the following areas:

(N=410)

	Very Good	Good	Fair	Poor	Don't Know
Q16a. Quality of City parks	19.5%	58.8%	8.8%	0.7%	12.2%
Q16b. Appearance of parks & park facilities	16.3%	53.7%	15.4%	2.2%	12.4%
Q16c. Number & location of City parks	22.0%	48.8%	14.1%	2.2%	12.9%
Q16d. Accessibility of City parks & facilities	22.9%	53.7%	9.3%	1.5%	12.7%
Q16e. Quality of outdoor athletic facilities	18.5%	41.5%	11.5%	2.0%	26.6%
Q16f. Quality of walking & biking trails	27.3%	42.4%	9.3%	1.0%	20.0%
Q16g. Quality of swimming facilities & programs	13.7%	33.3%	12.0%	2.2%	38.9%
Q16h. Hours of operation of City pools	10.5%	25.1%	16.8%	5.1%	42.4%
Q16i. Quality of public gardens	30.5%	39.3%	6.8%	1.5%	22.0%
Q16j. Quality of gardening/ nature programs	20.2%	32.7%	6.3%	1.0%	39.8%
Q16k. Quality of recreational programs/events	15.1%	33.7%	9.0%	1.7%	40.5%
Q16l. Variety of recreation activities	13.2%	35.9%	9.0%	2.0%	40.0%
Q16m. Affordability of recreation programs/events	12.4%	30.7%	13.9%	3.7%	39.3%
Q16n. Convenience of registration for recreation programs/events	11.2%	25.9%	12.7%	2.7%	47.6%
Q16o. Quality of instructors for City recreation programs	7.3%	27.1%	9.5%	1.2%	54.9%
Q16p. Location of recreation programs/events	10.0%	28.3%	10.0%	0.7%	51.0%
Q16q. Overall quality of City golf courses	12.7%	23.7%	7.1%	1.0%	55.6%
Q16r. Affordability of City golf courses	9.0%	21.2%	11.5%	2.0%	56.3%
Q16s. Availability of golf courses in Davenport	10.5%	28.3%	8.8%	0.5%	52.0%

EXCLUDING DON'T KNOW**Q16. Please rate the City's performance in the following areas: (without "don't know")**

(N=410)

	Very Good	Good	Fair	Poor
Q16a. Quality of City parks	22.2%	66.9%	10.0%	0.8%
Q16b. Appearance of parks & park facilities	18.7%	61.3%	17.5%	2.5%
Q16c. Number & location of City parks	25.2%	56.0%	16.2%	2.5%
Q16d. Accessibility of City parks & facilities	26.3%	61.5%	10.6%	1.7%
Q16e. Quality of outdoor athletic facilities	25.2%	56.5%	15.6%	2.7%
Q16f. Quality of walking & biking trails	34.1%	53.0%	11.6%	1.2%
Q16g. Quality of swimming facilities & programs	22.4%	54.4%	19.6%	3.6%
Q16h. Hours of operation of City pools	18.2%	43.6%	29.2%	8.9%
Q16i. Quality of public gardens	39.1%	50.3%	8.8%	1.9%
Q16j. Quality of gardening/nature programs	33.6%	54.3%	10.5%	1.6%
Q16k. Quality of recreational programs/ events	25.4%	56.6%	15.2%	2.9%
Q16l. Variety of recreation activities	22.0%	59.8%	15.0%	3.3%
Q16m. Affordability of recreation programs/ events	20.5%	50.6%	22.9%	6.0%
Q16n. Convenience of registration for recreation programs/events	21.4%	49.3%	24.2%	5.1%
Q16o. Quality of instructors for City recreation programs	16.2%	60.0%	21.1%	2.7%
Q16p. Location of recreation programs/ events	20.4%	57.7%	20.4%	1.5%
Q16q. Overall quality of City golf courses	28.6%	53.3%	15.9%	2.2%
Q16r. Affordability of City golf courses	20.7%	48.6%	26.3%	4.5%
Q16s. Availability of golf courses in Davenport	21.8%	58.9%	18.3%	1.0%

Q17. Which FOUR of the items listed above do you think should receive the most emphasis from City leaders over the next two years?

Q17. 1st choice	Number	Percent
Quality of City parks	79	19.3 %
Appearance of parks & facilities	55	13.4 %
Number & location of parks	13	3.2 %
Accessibility of parks & facilities	9	2.2 %
Outdoor athletic facilities	14	3.4 %
Walking & biking trails	39	9.5 %
Swimming facilities & programs	19	4.6 %
Operation hours of pools	12	2.9 %
Public gardens	4	1.0 %
Gardening/nature programs	4	1.0 %
Recreational programs/events	11	2.7 %
Variety of recreation activities	11	2.7 %
Affordability of recreation programs/events	16	3.9 %
Convenience of registration	5	1.2 %
Quality of instructors	2	0.5 %
Location of programs/events	3	0.7 %
City golf courses	4	1.0 %
Affordability of golf courses	7	1.7 %
Availability of golf courses	2	0.5 %
None Chosen	101	24.6 %
Total	410	100.0 %

Q17. Which FOUR of the items listed above do you think should receive the most emphasis from City leaders over the next two years?

Q17. 2nd choice	Number	Percent
Quality of City parks	20	4.9 %
Appearance of parks & facilities	68	16.6 %
Number & location of parks	20	4.9 %
Accessibility of parks & facilities	14	3.4 %
Outdoor athletic facilities	21	5.1 %
Walking & biking trails	32	7.8 %
Swimming facilities & programs	14	3.4 %
Operation hours of pools	22	5.4 %
Public gardens	13	3.2 %
Gardening/nature programs	3	0.7 %
Recreational programs/events	10	2.4 %
Variety of recreation activities	3	0.7 %
Affordability of recreation programs/events	19	4.6 %
Convenience of registration	5	1.2 %
Quality of instructors	3	0.7 %
Location of programs/events	6	1.5 %
City golf courses	2	0.5 %
Affordability of golf courses	8	2.0 %
Availability of golf courses	3	0.7 %
None Chosen	124	30.2 %
Total	410	100.0 %

Q17. Which FOUR of the items listed above do you think should receive the most emphasis from City leaders over the next two years?

Q17. 3rd choice	Number	Percent
Quality of City parks	22	5.4 %
Appearance of parks & facilities	24	5.9 %
Number & location of parks	15	3.7 %
Accessibility of parks & facilities	8	2.0 %
Outdoor athletic facilities	22	5.4 %
Walking & biking trails	33	8.0 %
Swimming facilities & programs	17	4.1 %
Operation hours of pools	17	4.1 %
Public gardens	13	3.2 %
Gardening/nature programs	2	0.5 %
Recreational programs/events	15	3.7 %
Variety of recreation activities	8	2.0 %
Affordability of recreation programs/events	15	3.7 %
Convenience of registration	10	2.4 %
Quality of instructors	4	1.0 %
Location of programs/events	8	2.0 %
City golf courses	8	2.0 %
Affordability of golf courses	7	1.7 %
Availability of golf courses	6	1.5 %
None Chosen	156	38.0 %
Total	410	100.0 %

Q17. Which FOUR of the items listed above do you think should receive the most emphasis from City leaders over the next two years?

Q17. 4th choice	Number	Percent
Quality of City parks	13	3.2 %
Appearance of parks & facilities	19	4.6 %
Number & location of parks	9	2.2 %
Accessibility of parks & facilities	12	2.9 %
Outdoor athletic facilities	13	3.2 %
Walking & biking trails	25	6.1 %
Swimming facilities & programs	20	4.9 %
Operation hours of pools	12	2.9 %
Public gardens	21	5.1 %
Gardening/nature programs	4	1.0 %
Recreational programs/events	10	2.4 %
Variety of recreation activities	9	2.2 %
Affordability of recreation programs/events	19	4.6 %
Convenience of registration	8	2.0 %
Quality of instructors	5	1.2 %
Location of programs/events	14	3.4 %
City golf courses	4	1.0 %
Affordability of golf courses	11	2.7 %
Availability of golf courses	4	1.0 %
None Chosen	178	43.4 %
Total	410	100.0 %

Q17. Which FOUR of the items listed above do you think should receive the most emphasis from City leaders over the next two years? (top 4)

Q17. Sum of top four choices	Number	Percent
Quality of City parks	134	32.7 %
Appearance of parks & facilities	166	40.5 %
Number & location of parks	57	13.9 %
Accessibility of parks & facilities	43	10.5 %
Outdoor athletic facilities	70	17.1 %
Walking & biking trails	129	31.5 %
Swimming facilities & programs	70	17.1 %
Operation hours of pools	63	15.4 %
Public gardens	51	12.4 %
Gardening/nature programs	13	3.2 %
Recreational programs/events	46	11.2 %
Variety of recreation activities	31	7.6 %
Affordability of recreation programs/events	69	16.8 %
Convenience of registration	28	6.8 %
Quality of instructors	14	3.4 %
Location of programs/events	31	7.6 %
City golf courses	18	4.4 %
Affordability of golf courses	33	8.0 %
Availability of golf courses	15	3.7 %
None Chosen	102	24.9 %
Total	1183	

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

<u>Q18. Have you used a Davenport library facility</u>	<u>Number</u>	<u>Percent</u>
Yes	244	59.5 %
No	160	39.0 %
<u>Don't Know</u>	<u>6</u>	<u>1.5 %</u>
Total	410	100.0 %

Q18a-e. If YES, please rate the City's performance in the following areas:

(N=244)

	Very Good	Good	Fair	Poor	Don't Know
Q18a. Availability of materials you need	46.3%	43.9%	5.3%	1.6%	2.9%
Q18b. Quality of children/youth programs	33.6%	27.0%	4.5%	0.8%	34.0%
Q18c. Quality of programs for adults	25.0%	27.0%	9.0%	1.2%	37.7%
Q18d. Availability of public computers & internet access	37.3%	28.7%	12.7%	1.2%	20.1%
Q18e. Hours of library operation	29.1%	42.6%	18.4%	7.0%	2.9%

EXCLUDING DON'T KNOW**Q18a-e. If YES, please rate the City's performance in the following areas: (without "don't know")**

(N=244)

	Very Good	Good	Fair	Poor
Q18a. Availability of materials you need	47.7%	45.1%	5.5%	1.7%
Q18b. Quality of children/youth programs	50.9%	41.0%	6.8%	1.2%
Q18c. Quality of programs for adults	40.1%	43.4%	14.5%	2.0%
Q18d. Availability of public computers & internet access	46.7%	35.9%	15.9%	1.5%
Q18e. Hours of library operation	30.0%	43.9%	19.0%	7.2%

Q18f. If YES, which TWO of the library services listed above do you think should be the City's top priorities for improvement?

Q18f. Top choice	Number	Percent
Availability of materials	66	27.0 %
Quality of children/youth programs	29	11.9 %
Quality of programs for adults	15	6.1 %
Public computers & internet access	30	12.3 %
Hours of operation	55	22.5 %
None Chosen	49	20.1 %
Total	244	100.0 %

Q18f. If YES, which TWO of the library services listed above do you think should be the City's top priorities for improvement?

Q18f. 2nd choice	Number	Percent
Availability of materials	33	13.5 %
Quality of children/youth programs	33	13.5 %
Quality of programs for adults	24	9.8 %
Public computers & internet access	37	15.2 %
Hours of operation	46	18.9 %
None Chosen	71	29.1 %
Total	244	100.0 %

Q18f. If YES, which TWO of the library services listed above do you think should be the City's top priorities for improvement? (top 2)

Q18f. Sum of top two choices	Number	Percent
Availability of materials	99	40.6 %
Quality of children/youth programs	62	25.4 %
Quality of programs for adults	39	16.0 %
Public computers & internet access	67	27.5 %
Hours of operation	101	41.4 %
None Chosen	49	20.1 %
Total	417	

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

Q19. Where do you currently get news & information	Number	Percent
Local newspapers	290	70.7 %
Local radio	144	35.1 %
Television news	273	66.6 %
Cable Channel 9/18	68	16.6 %
City website	95	23.2 %
Sewer bill newsletter, CityNews	164	40.0 %
Call the City	30	7.3 %
Other	40	9.8 %
None Chosen	13	3.2 %
Total	1117	

Q19. Other

Q19 8th

BILL LYNN NEWSLETTER
BOOK OF EVENTS
BOOKLET
BOOKLET
CITY CALLS US
CITY WILL CALL YOU
FAMILY/FRIENDS
FLYERS
FLYERS/EVENT PUBLICATIONS
FRIENDS
HAVE SATELLITE TV
INTERNET
INTERNET
INTERNET
INTERNET
KIDS SCHOOL
LIBRARY
LIBRARY NEWSLETTER
MAILING
MOTHER
ONLINE-QTIMES.COM
OTHER EMPLOYEES
PARK & REC CATALOG
PARKS
PARKS & REC
PARKS & REC BOOK
PARKS & REC BOOKLETS
PARKS & REC BROCHURE
PARKS/REC BOOKLET/LIBRARY
SCHOOL
SCHOOL
SCHOOL/BACK PACKS
SPOUSE
THRIVE
VERBAL
WORD OF MOUTH
WORD OF MOUTH
WORD OF MOUTH
YELLOW PAGES

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

(N=410)

	Very Good	Good	Fair	Poor	Don't Know
Q20a. Information about City services, ordinances, decisions	10.5%	40.2%	27.5%	7.6%	14.2%
Q20b. Quality of the City's website	9.5%	24.7%	14.4%	2.4%	48.9%
Q20c. Level of public involvement in decision making	3.7%	20.8%	33.3%	15.2%	27.1%
Q20d. Programming on the City's television channel 9 / 18	7.8%	18.8%	16.6%	4.4%	52.3%
Q20e. Quarterly newsletter included in your sewer bill	12.5%	42.8%	19.1%	3.2%	22.5%

EXCLUDING DON'T KNOW**Q20. Please rate the City's performance in the following areas of communication: (without "don't know")**

(N=410)

	Very Good	Good	Fair	Poor
Q20a. Information about City services, ordinances, decisions	12.3%	46.9%	32.0%	8.9%
Q20b. Quality of the City's website	18.7%	48.3%	28.2%	4.8%
Q20c. Level of public involvement in decision making	5.0%	28.5%	45.6%	20.8%
Q20d. Programming on the City's television channel 9 / 18	16.4%	39.5%	34.9%	9.2%
Q20e. Quarterly newsletter included in your sewer bill	16.1%	55.2%	24.6%	4.1%

Q21. Which TWO aspects of City communication above do you think should receive the most emphasis from City leaders over the next TWO years?

<u>Q21. Top choice</u>	<u>Number</u>	<u>Percent</u>
Information about City services/ordinances/decisions	141	34.4 %
City website	39	9.5 %
Public involvement in decision making	98	23.9 %
Programming on City's television channel 9/18	18	4.4 %
Quarterly newsletter included in sewer bill	17	4.1 %
None chosen	97	23.7 %
Total	410	100.0 %

Q21. Which TWO aspects of City communication above do you think should receive the most emphasis from City leaders over the next TWO years?

<u>Q21. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Information about City services/ordinances/decisions	79	19.3 %
City website	38	9.3 %
Public involvement in decision making	103	25.1 %
Programming on City's television channel 9/18	26	6.3 %
Quarterly newsletter included in sewer bill	32	7.8 %
None chosen	132	32.2 %
Total	410	100.0 %

Q21. Which TWO aspects of City communication above do you think should receive the most emphasis from City leaders over the next TWO years? (top 2)

<u>Q21. Sum of top two choices</u>	<u>Number</u>	<u>Percent</u>
Information about City services/ordinances/decisions	220	53.7 %
City website	77	18.8 %
Public involvement in decision making	201	49.0 %
Programming on City's television channel 9/18	44	10.7 %
Quarterly newsletter included in sewer bill	49	12.0 %
None chosen	97	23.7 %
Total	688	

Q22. Which of the following slogans or phrases have you seen or heard during the past year to describe the City of Davenport?

Q22. Which slogans or phrases to describe the

<u>City of Davenport</u>	<u>Number</u>	<u>Percent</u>
Great City Great Life	48	11.7 %
Welcome Home	85	20.7 %
Most Livable Small City	39	9.5 %
Davenport Is the Place to be	143	34.9 %
Best Seat in the House	18	4.4 %
Iowa's Front Porch	82	20.0 %
America's Best Riverfront Community	71	17.3 %
Great Things Start Here	79	19.3 %
None	25	6.1 %
<u>Don't Know</u>	<u>133</u>	<u>32.4 %</u>
Total	723	

Q23. 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=410)

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Don't Know
Q23a. I am satisfied with condition of my neighborhood	31.2%	48.5%	13.4%	5.9%	1.0%
Q23b. I am satisfied with appearance of private property in my neighborhood	31.2%	43.9%	15.6%	7.1%	2.2%
Q23c. I am satisfied with appearance of rental property in my neighborhood	14.4%	31.2%	20.0%	13.7%	20.7%
Q23d. My neighborhood has improved over the past five years	16.6%	33.4%	27.1%	10.7%	12.2%
Q23e. I am satisfied with City's efforts to enforce cleanup of litter, debris, & junk cars in my neighborhood	21.5%	31.7%	15.6%	9.8%	21.5%

EXCLUDING DON'T KNOW

Q23. 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: (without "don't know")

(N=410)

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree
Q23a. I am satisfied with condition of my neighborhood	31.5%	49.0%	13.5%	5.9%
Q23b. I am satisfied with appearance of private property in my neighborhood	31.9%	44.9%	16.0%	7.2%
Q23c. I am satisfied with appearance of rental property in my neighborhood	18.2%	39.4%	25.2%	17.2%
Q23d. My neighborhood has improved over the past five years	18.9%	38.1%	30.8%	12.2%
Q23e. I am satisfied with City's efforts to enforce cleanup of litter, debris, & junk cars in my neighborhood	27.3%	40.4%	19.9%	12.4%

Q24. Have you called, emailed or visited the City with a question, problem, or comment during the past year?

Q24. Called, emailed or visited the City	Number	Percent
Yes	189	46.1 %
No	216	52.7 %
Don't Know	5	1.2 %
Total	410	100.0 %

Q24a. If YES, Which department did you contact most recently?

Q24a. Which department	Number	Percent
City Administration/Clerk	20	10.6 %
Police	41	21.7 %
Fire	7	3.7 %
Public Works	107	56.6 %
Legal Department	6	3.2 %
Finance (Bill payment)	13	6.9 %
Human Resources	5	2.6 %
Planning & Economic Development	10	5.3 %
Parks & Recreation	27	14.3 %
Library	19	10.1 %
Mayor/City Council	14	7.4 %
Civil Rights Department	2	1.1 %
Other	23	12.2 %
Total	294	

Q24a. Other

Q24 Other

ALDERMAN
ALDERMAN
ALDERMAN
ALDERMAN
ASSESSOR
ASSESSOR
ASSESSOR
BULKY ITEMS PICK UP
CITY CODES
CODE ENFORCEMENT
FORESTRY
GRABAGE
HOUSING REHAB
NOISE COMPLAINT
ONLINE ACTION CENTER
PERMITS
STREET MAINTENANCE
STREETS
STREETS
TRASH/RECYCLE
WHEN GARBAGE DAY WAS
ZONING

Q24b-f. If YES, please rate your level of agreement with the following statements about the customer service you received from the department you selected in Q24a.

(N=189)

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Don't Know
Q24b. The City employee was friendly & polite	52.9%	34.4%	5.8%	4.2%	2.6%
Q24c. The City employee responded promptly	51.3%	24.3%	7.9%	13.2%	3.2%
Q24d. The City employee was knowledgeable & competent	49.7%	31.7%	8.5%	6.9%	3.2%
Q24e. The City employee gave me accurate & comprehensive information	52.4%	26.5%	7.9%	9.5%	3.7%
Q24f. The City employee delivered the outcome as promised	46.0%	24.3%	8.5%	14.3%	6.9%

EXCLUDING DON'T KNOW

Q24b-f. If YES, please rate your level of agreement with the following statements about the customer service you received from the department you selected in Q24a. (without "don't know")

(N=189)

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree
Q24b. The City employee was friendly & polite	54.3%	35.3%	6.0%	4.3%
Q24c. The City employee responded promptly	53.0%	25.1%	8.2%	13.7%
Q24d. The City employee was knowledgeable & competent	51.4%	32.8%	8.7%	7.1%
Q24e. The City employee gave me accurate & comprehensive information	54.4%	27.5%	8.2%	9.9%
Q24f. The City employee delivered the outcome as promised	49.4%	26.1%	9.1%	15.3%

Q25. Please rate the City's performance in the following areas:

(N=410)

	Very Good	Good	Fair	Poor	Don't Know
Q25a. As a place to live	26.1%	54.9%	16.3%	1.5%	1.2%
Q25b. As a place to raise children	26.6%	46.3%	17.1%	3.9%	6.1%
Q25c. As a place to work	21.2%	46.1%	19.5%	6.6%	6.6%
Q25d. As a place to retire	14.4%	30.5%	31.2%	15.4%	8.5%
Q25e. As a place to visit	19.8%	37.3%	26.6%	11.0%	5.4%
Q25f. As a welcoming community for people of diverse backgrounds	16.6%	43.7%	24.4%	5.1%	10.2%
Q25g. As a City that is moving in right direction	13.7%	42.0%	27.3%	11.7%	5.4%
Q25h. Overall quality of life in the City	14.1%	53.2%	26.6%	4.6%	1.5%
Q25i. Overall image of the City	9.5%	43.4%	37.8%	6.3%	2.9%
Q25j. Overall quality of services provided by the City	14.1%	54.6%	22.0%	4.4%	4.9%
Q25k. Overall value that you receive for your City tax dollars & fees	8.5%	37.8%	30.7%	16.6%	6.3%
Q25l. Overall effectiveness of City staff	11.5%	38.8%	28.0%	6.3%	15.4%
Q25m. Overall effectiveness of elected City Council	10.5%	33.2%	30.0%	12.9%	13.4%

EXCLUDING DON'T KNOW**Q25. Please rate the City's performance in the following areas: (without "don't know")**

(N=410)

	Very Good	Good	Fair	Poor
Q25a. As a place to live	26.4%	55.6%	16.5%	1.5%
Q25b. As a place to raise children	28.3%	49.4%	18.2%	4.2%
Q25c. As a place to work	22.7%	49.3%	20.9%	7.0%
Q25d. As a place to retire	15.7%	33.3%	34.1%	16.8%
Q25e. As a place to visit	20.9%	39.4%	28.1%	11.6%
Q25f. As a welcoming community for people of diverse backgrounds	18.5%	48.6%	27.2%	5.7%
Q25g. As a City that is moving in right direction	14.4%	44.3%	28.9%	12.4%
Q25h. Overall quality of life in the City	14.4%	54.0%	27.0%	4.7%
Q25i. Overall image of the City	9.8%	44.7%	38.9%	6.5%
Q25j. Overall quality of services provided by the City	14.9%	57.4%	23.1%	4.6%
Q25k. Overall value that you receive for your City tax dollars & fees	9.1%	40.4%	32.8%	17.7%
Q25l. Overall effectiveness of City staff	13.5%	45.8%	33.1%	7.5%
Q25m. Overall effectiveness of elected City Council	12.1%	38.3%	34.6%	14.9%

Q26. Which THREE of the following community issues do you think should be the City's top priorities?

Q26. 1st choice	Number	Percent
None	1	0.2 %
Retaining/Attracting jobs	299	72.9 %
Community growth	15	3.7 %
Environmental stewardship	14	3.4 %
Public safety	48	11.7 %
Neighborhood revitalization	15	3.7 %
Recreation/Leisure activities	1	0.2 %
Education improvement	8	2.0 %
Other	3	0.7 %
None chosen	6	1.5 %
Total	410	100.0 %

Q26. Which THREE of the following community issues do you think should be the City's top priorities?

Q26. 2nd choice	Number	Percent
Community growth	51	12.4 %
Environmental stewardship	12	2.9 %
Public safety	135	32.9 %
Neighborhood revitalization	81	19.8 %
Recreation/Leisure activities	23	5.6 %
Education improvement	38	9.3 %
Infrastructure maintenance	44	10.7 %
Enhanced City customer service	2	0.5 %
Downtown/Riverfront revitalization	2	0.5 %
Other	5	1.2 %
None chosen	17	4.1 %
Total	410	100.0 %

Q26. Which THREE of the following community issues do you think should be the City's top priorities?

Q26. 3rd choice	Number	Percent
Public safety	17	4.1 %
Neighborhood revitalization	30	7.3 %
Recreation/Leisure activities	8	2.0 %
Education improvement	80	19.5 %
Infrastructure maintenance	132	32.2 %
Enhanced City customer service	19	4.6 %
Downtown/Riverfront revitalization	75	18.3 %
Other	11	2.7 %
None chosen	38	9.3 %
Total	410	100.0 %

Q26. Which THREE of the following community issues do you think should be the City's top priorities? (top 3)

Q26. Sum of top three choices	Number	Percent
Retaining/Attracting jobs	299	72.9 %
Community growth	66	16.1 %
Environmental stewardship	26	6.3 %
Public safety	200	48.8 %
Neighborhood revitalization	126	30.7 %
Recreation/Leisure activities	32	7.8 %
Education improvement	126	30.7 %
Infrastructure maintenance	176	42.9 %
Enhanced City customer service	21	5.1 %
Downtown/Riverfront revitalization	77	18.8 %
Other	19	4.6 %
None chosen	7	1.7 %
Total	1175	

Q26. Other

Q26 Other

AIR CONDITIONING AT RCC
ATTRACTING VACATIONERS
CITY STREETS
DEVELOP EXISTING PROPERTY
DON'T RAISE PROPERTY TAX
ELIMINATE ALCOHOL
FIX WATER DRAINAGE
GO BACK TO PRIVATE SCHOOL
LOWERING HOMEOWNERS TAXES
NEED A PARK BOARD
NEIGHBORHOOD STREETS BAD
PARKING
POOR JOB OF PROMOTING
SNOW REMOVAL ALL STREETS
STOP PATCHING POTHOLES
STREETS
STREETS
STREETS, GARBAGE COLLECT
TAKE OUT SPEED CAMERAS
TRANSPORTATION
USE LOCAL LABOR

Q27. How many years have you lived in Davenport?

<u>Q27. Years lived in Davenport</u>	<u>Number</u>	<u>Percent</u>
5 or less	64	15.6 %
6 to 10	41	10.0 %
11 to 20	59	14.4 %
21 to 30	56	13.7 %
31+	190	46.3 %
Total	410	100.0 %

Q28. How many persons in your household (counting yourself) are:

	<u>Mean</u>	<u>Sum</u>
number	2.9	1190
Under age 10	0.5	196
Ages 10-19	0.5	203
Ages 20-39	0.6	253
Ages 40-59	0.8	314
Ages 60-69	0.3	127
Ages 70+	0.2	97

Q29. What is your gender?

<u>Q29. Gender</u>	<u>Number</u>	<u>Percent</u>
Male	196	47.8 %
Female	214	52.2 %
Total	410	100.0 %

Q30. Do you own or rent your home?

<u>Q30. Own or rent your home</u>	<u>Number</u>	<u>Percent</u>
Own	296	72.2 %
Rent	114	27.8 %
Total	410	100.0 %

Q31. Did anyone in your home lose a job during the past year because of the recession?

<u>Q31. Did anyone lose a job</u>	<u>Number</u>	<u>Percent</u>
Yes	45	11.0 %
No	360	87.8 %
Not provided	5	1.2 %
Total	410	100.0 %

Q32. What is your race or ethnic group?

<u>Q32. Race or ethnic group</u>	<u>Number</u>	<u>Percent</u>
African American	40	9.8 %
Asian/Pacific Islander	10	2.4 %
Caucasian/White	325	79.3 %
Hispanic	35	8.5 %
Native American	7	1.7 %
Other	11	2.7 %
Not provided	8	2.0 %
Total	436	

Q33. What was your total annual household income in 2009?

<u>Q33. Total annual household income</u>	<u>Number</u>	<u>Percent</u>
Less than \$25k	60	14.6 %
\$25K-\$49,999	95	23.2 %
\$50K-\$74,999	84	20.5 %
\$75K-\$99,999	59	14.4 %
\$100K+	71	17.3 %
Not provided	41	10.0 %
Total	410	100.0 %

Section 5:

Survey Instrument



Bill Gluba, **MAYOR**

2010 Davenport Community Survey

Dear Fellow Davenport Resident,

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

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

Please call Assistant City Administrator Tanisha Briley at 563-888-3384 with any questions. City staff will be pleased to answer them. Thank you again for taking the time to help make Davenport a great place to live, learn, work, worship, raise a family and retire!

Sincerely

William E. Gluba





City of Davenport 2010 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.**

SAFETY		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. _____

22. Which of the following slogans or phrases have you seen or heard during the past year to describe the City of Davenport? (check all that apply)

____(1) Great City Great Life!

____(5) Best Seat in the House

____(2) Welcome Home

____(6) Iowa's Front Porch

____(3) Most Livable Small City

____(7) America's Best Riverfront Community

____(4) Davenport Is the Place to Be

____(8) Great Things Start Here

YOUR NEIGHBORHOOD

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.

NEIGHBORHOOD		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

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

____(1) Yes [answer Question 24a-f] ____ (2) No

24a. [Only if YES to #24] Which department did you contact most recently?

- | | |
|------------------------------------|--|
| ____(01) City Administration/Clerk | ____(08) Planning and Economic Development |
| ____(02) Police | ____(09) Parks and Recreation |
| ____(03) Fire | ____(10) Library |
| ____(04) Public Works | ____(11) Mayor/City Council |
| ____(05) Legal Department | ____(12) Civil Rights Department |
| ____(06) Finance (bill payment) | ____(13) Other: _____ |
| ____(07) Human Resources | |

24b-f. [Only if YES to #24] 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 Q24a.

CUSTOMER SERVICE		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

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

CITY PERFORMANCE		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

26. 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.

27. How many years have you lived in Davenport? _____ years

28. 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+	_____

29. What is your gender? ☐ (1) Male ☐ (2) Female

30. Do you own or rent your home? ☐ (1) Own ☐ (2) Rent

31. Did anyone in your home lose a job during the past year because of the recession?

☐ (1) Yes ☐ (2) No

32. 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: _____ |

33. What was your total annual household income in 2009?

- | | | |
|--|--|--|
| <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.