

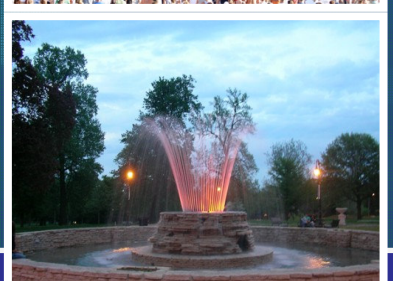


City of Davenport 2012 Community Survey

Final Report

Submitted to

The City of Davenport, Iowa

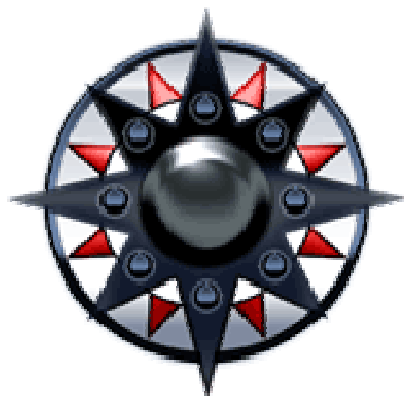


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September 2012



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City of Davenport

2012 Community Survey

Executive Summary Report

Overview and Methodology

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

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 411 households completed the survey. The results for the random sample of 411 households have a 95% level of confidence with a precision of at least +/- 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.”

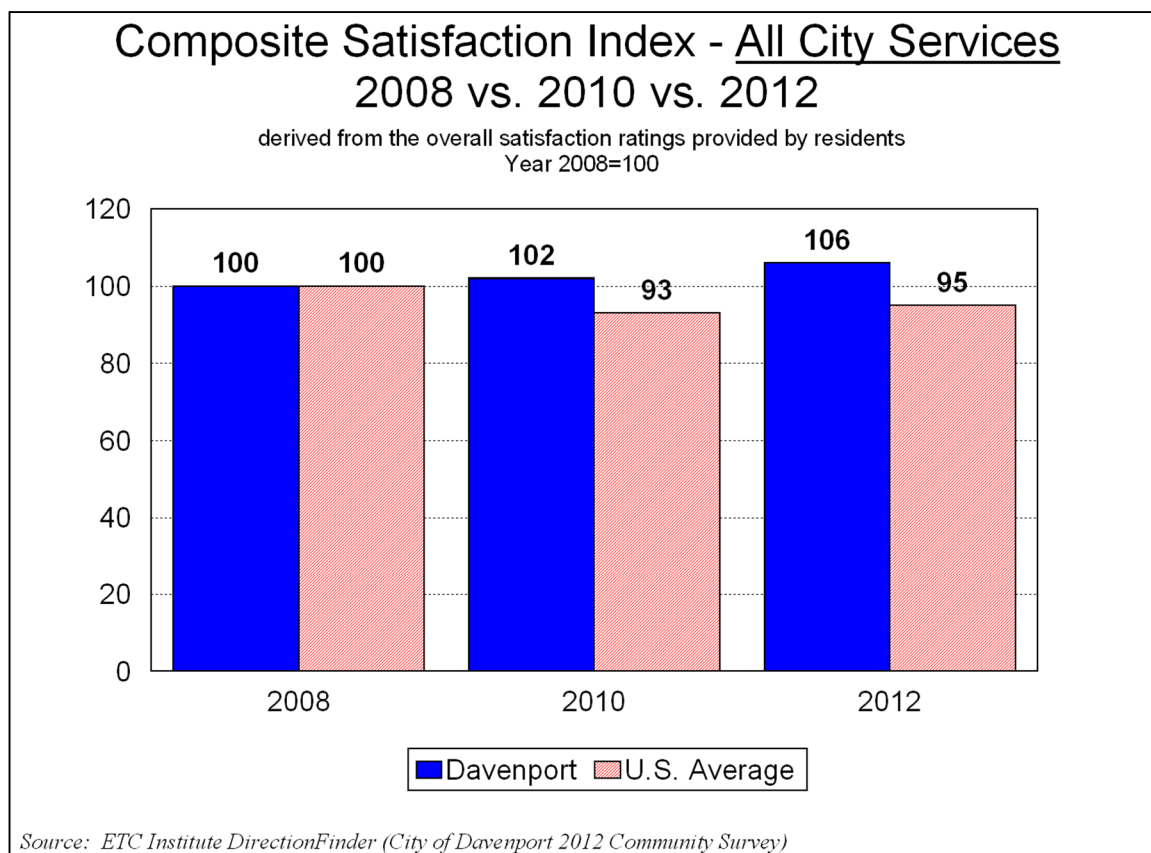
This summary report contains:

- charts showing the overall results for each question on the survey
- a summary of the significant changes from 2010 to 2012
- a complete set of charts showing trends from 2008 to 2012
- 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 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. To assess the change in overall satisfaction from previous years, ETC Institute developed a Composite Satisfaction Index for the City. The Composite Satisfaction Index is derived from the mean rating given for all city services that were assessed in 2008, 2010 and 2012; the index is calculated by dividing the mean rating from the current year by the mean rating from 2008 and then multiplying the result by 100. The chart below shows the Composite Satisfaction Index for 2008, 2010 and 2012 for the City of Davenport and all U.S. cities. While the Composite Satisfaction Indices for all U.S. cities improved 2 points from 2010, the index ratings have still not rebounded to the base year index rating of 100. In comparison, the Composite Satisfaction Index for the City of Davenport improved 4 points from 2010 and 6 points from 2008. City leaders in Davenport are to be commended for their efforts to sustain high levels of service.



The results for the City of Davenport improved in 75 of the 101 areas that were assessed from 2010; there were significant decreases in 32 areas from 2010. Some of the notable improvements included: responsiveness to investigations of criminal offenses (+12%), hours of operation of City pools (+11%), ratings of the overall quality of life in the City (11%) and flood control/protection efforts (+10%). A detailed analysis of trends from 2010 to 2012 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 (85%), ratings of the City as a place to raise children (81%), ratings of the City as a place to work (81%) and ratings of the overall quality of life in the City (79%).

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

- 1) Retaining and attracting jobs (70%)
- 2) Public safety (48%)
- 3) Infrastructure maintenance (44%)

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 (97%), the overall quality of library services (92%), the quality of garbage and recycling collection (89%) and the overall quality of parks and recreation programs/facilities (84%). Resident rated the overall quality of City streets and infrastructure lowest (28%).

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

- 1) Quality of streets and infrastructure (70%)
- 2) Overall efforts to attract and retain businesses (52%)
- 3) Quality of neighborhoods (51%)
- 4) Quality of police services (42%)

Perceptions of Safety. The perception of safety statements that residents most agreed with, based upon a combination of “strongly agree” and “somewhat agree” responses among residents *who had an opinion*, were: I feel safe in my neighborhood during the day (97%), I feel safe in commercial and retail areas during the day (96%), I feel safe in downtown Davenport during the day (91%) and I feel safe in City facilities (91%). 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 (83%), responsiveness to investigations of criminal offenses (65%), efforts to prevent crime (64%) and traffic enforcement (63%). Resident rated the visibility of police in neighborhoods lowest (44%).

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

- 1) Efforts to prevent crime (59%)
- 2) Responsiveness to emergency calls for service (36%)
- 3) Visibility of police in neighborhoods (34%)

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 (94%).

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

- 1) Responsiveness to emergency/medical calls for service (50%)
- 2) Fire prevention efforts (38%)

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 (75%), flood control/protection efforts (64%) and the City’s sanitary sewer system (60%). Resident rated the condition of major City streets lowest (31%).

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

- 1) Condition of major City streets (66%)
- 2) Condition of neighborhood streets (36%)
- 3) Snow removal on neighborhood streets (30%)

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 (95%).

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

- 1) Recycling collection services (40%)
- 2) Yard waste collection services (34%)

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 (92%), the quality of City golf courses (90%), the quality of City parks (89%), the accessibility of City parks and facilities (89%), the quality of gardening and nature programs (89%) and the quality of walking and biking trails in the City (88%).

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

- 1) Appearance of parks and park facilities (38%)
- 2) Quality of walking and biking trails in the City (32%)
- 3) Quality of City parks (31%)
- 4) Quality of outdoor athletic fields (18%)

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 (90%) and the availability of public computers and internet access (90%).

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

- 1) Hours of library operation (43%)
- 2) Availability of library materials needed (43%)

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 (76%) and the quality of the City's website/portal (65%).

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

- 1) Availability of information about City services (51%)
- 2) Level of public involvement in decision making (49%)

The two major ways that residents received news and information about City programs, services and events were: local newspapers/websites (79%) and television news/websites (71%).

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 (79%).

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 who helped me was friendly and polite (87%) and the City employee who helped me responded promptly and dealt with my issue or directed me to the appropriate person/department (80%).

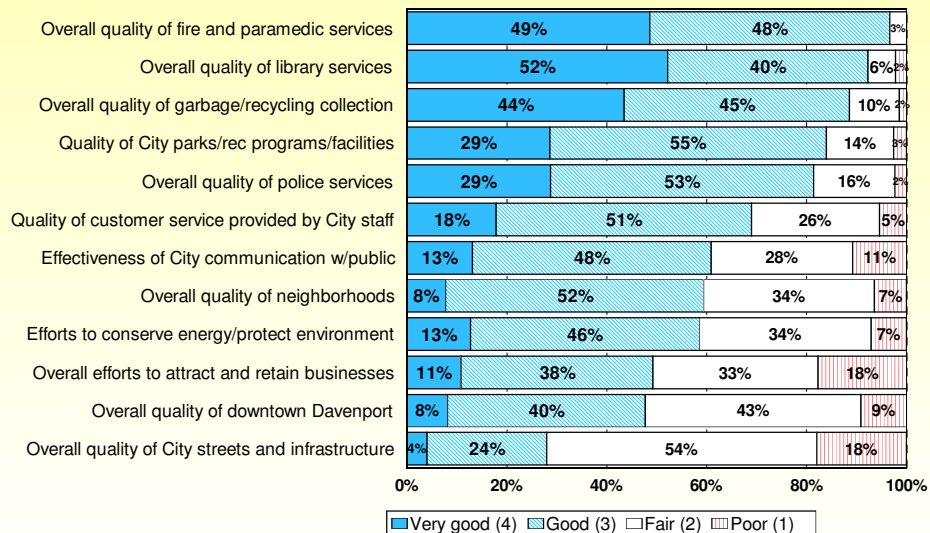
Section 1:

Charts and Graphs

City of Davenport 2012 Community Survey Results

Ratings of Performance with Major Categories of City Services

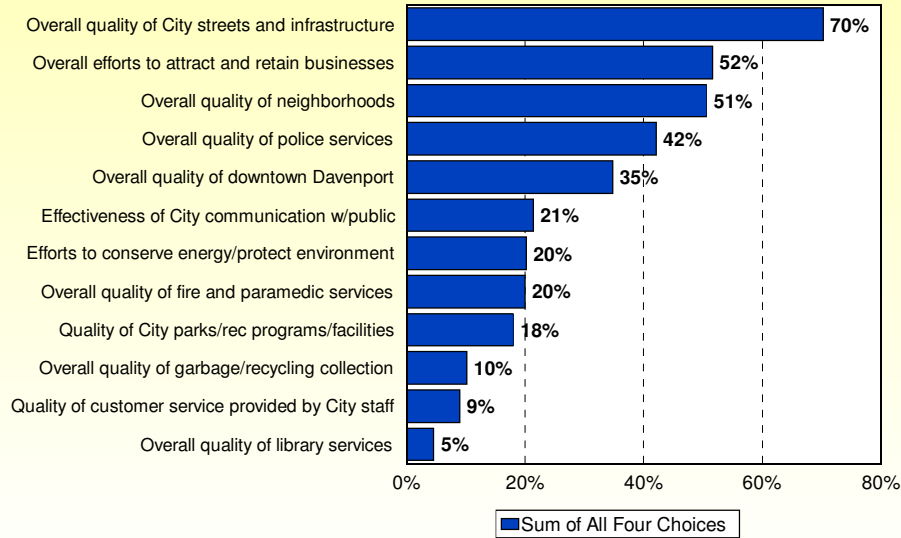
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (2012)

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

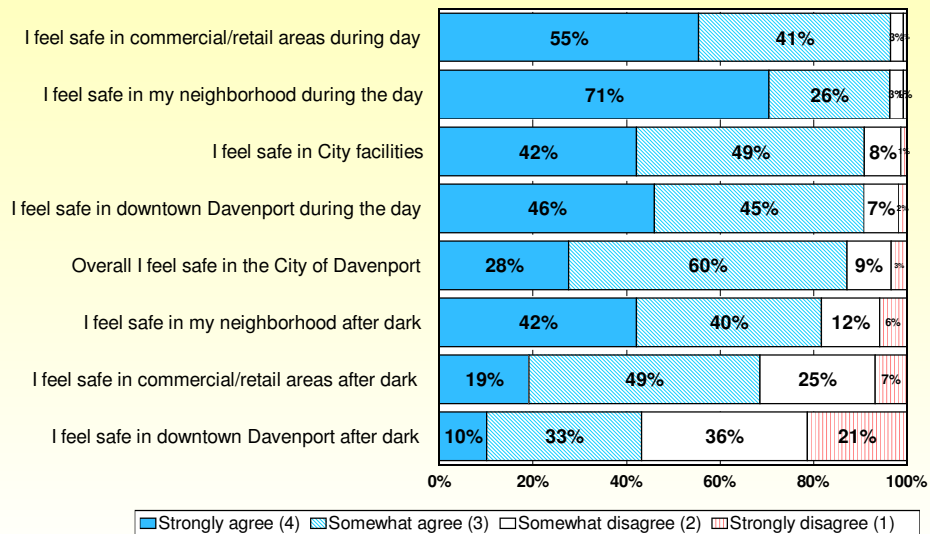
by percentage of respondents who selected the item as one of their top four choices



Source: ETC Institute (2012)

Levels of Agreement with Various Statements About Perceptions of Safety

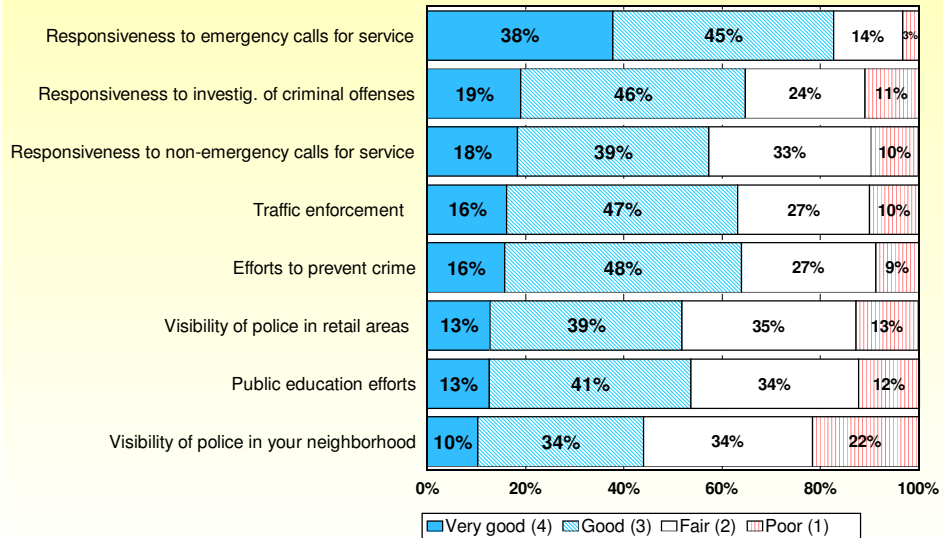
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (2012)

Ratings of Performance with Police Services

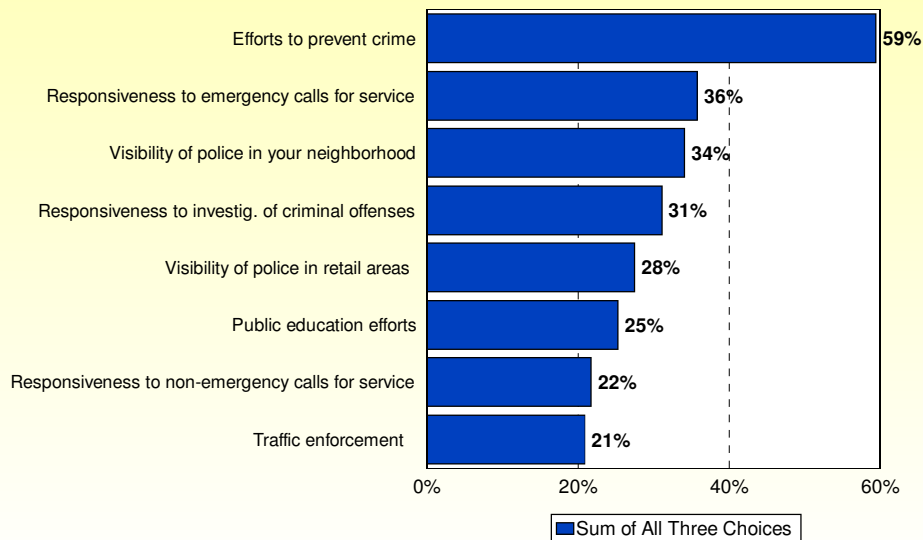
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



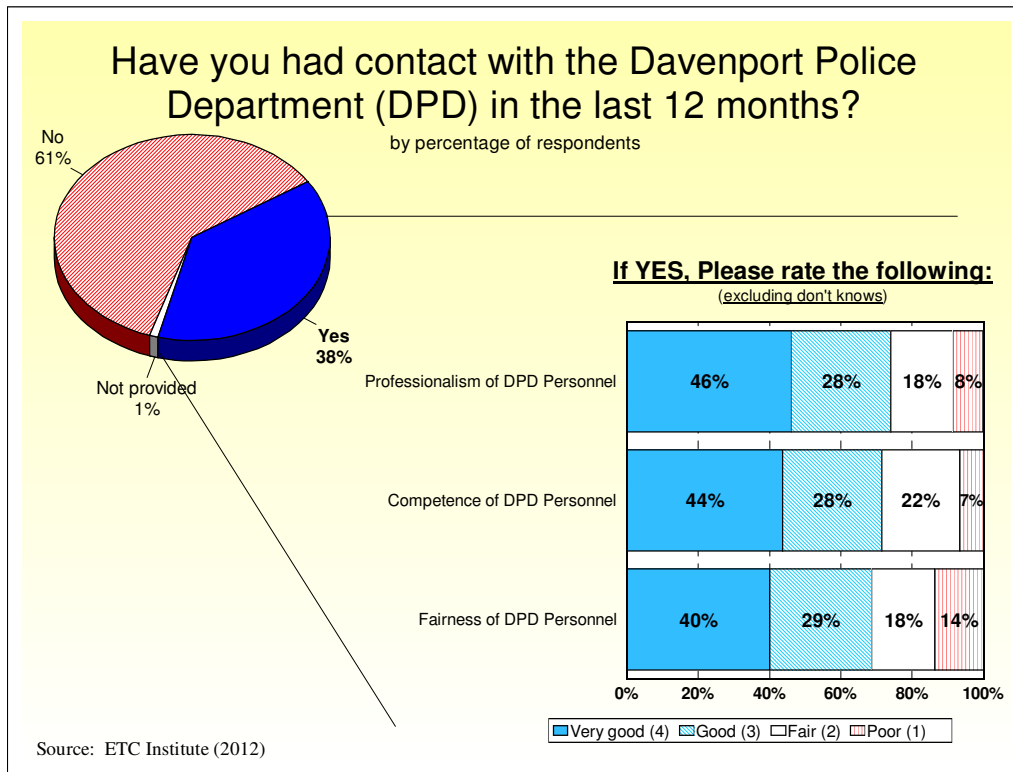
Source: ETC Institute (2012)

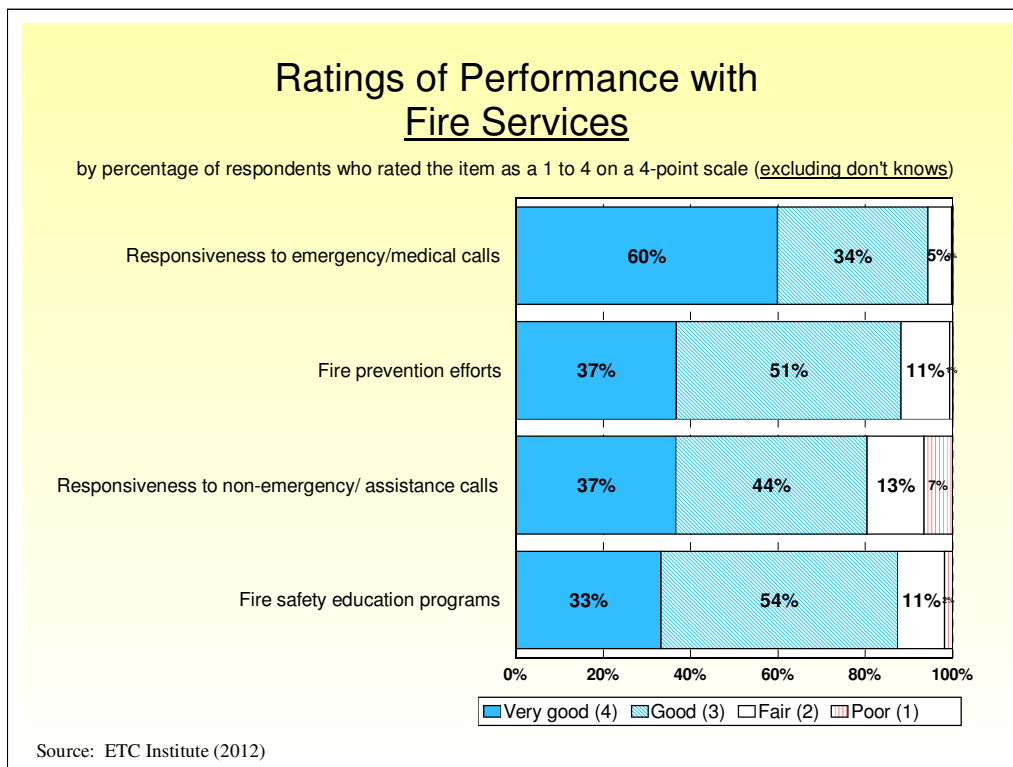
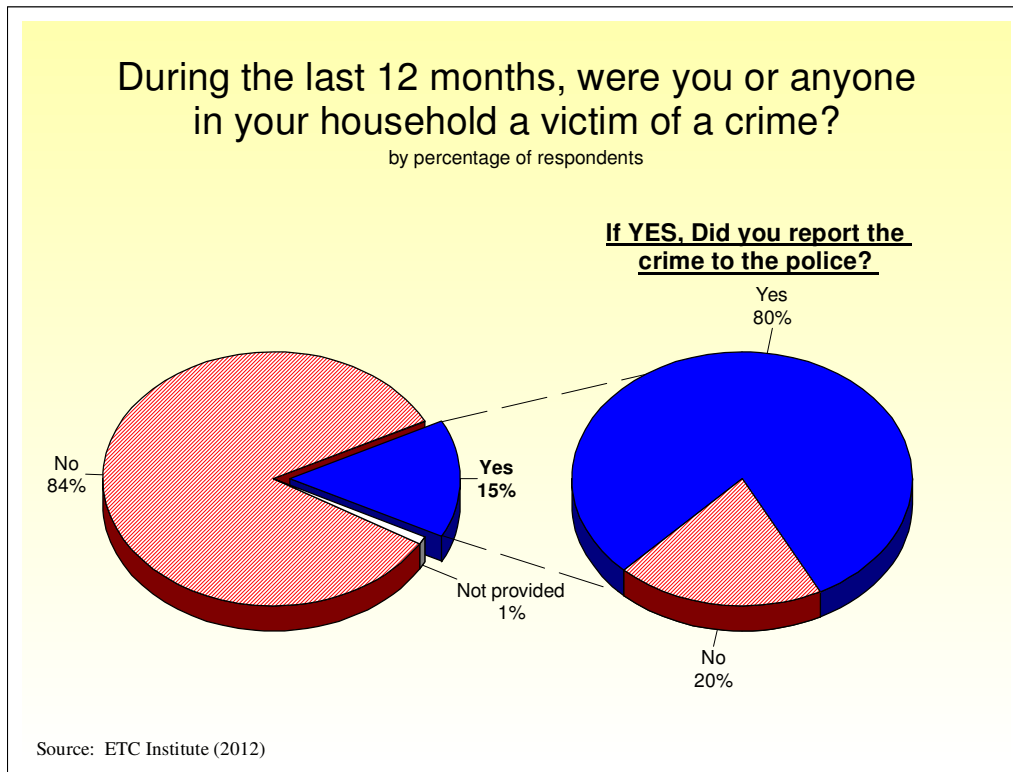
Police Services That Should Receive the Most Emphasis Over the Next Two Years

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



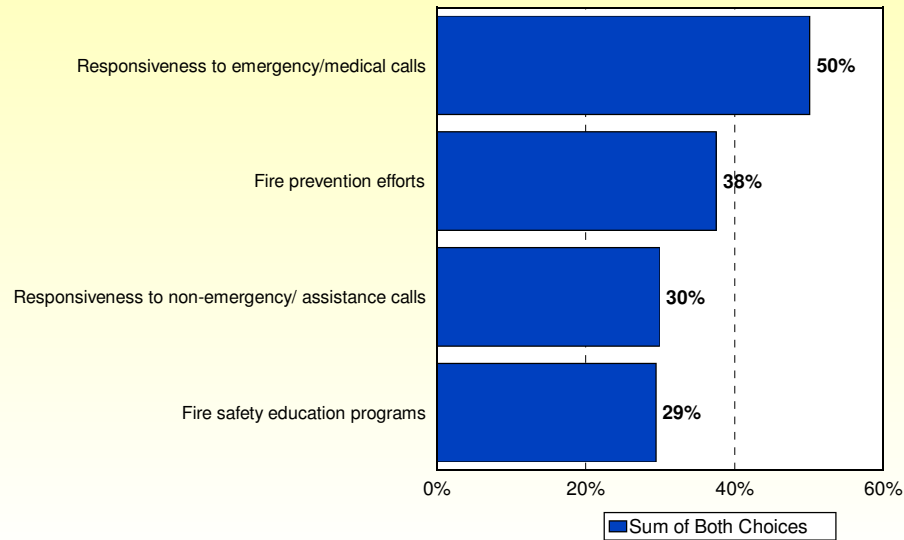
Source: ETC Institute (2012)





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

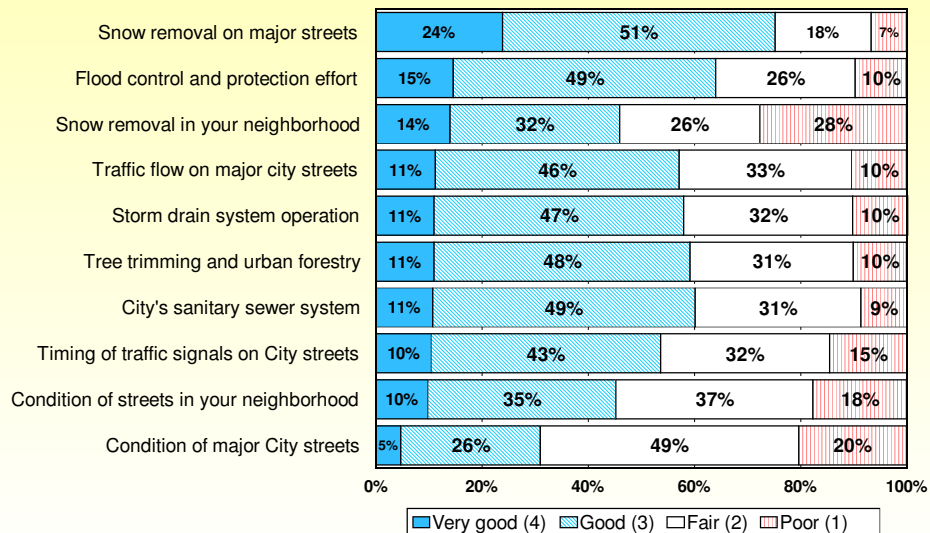
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2012)

Ratings of Performance with Streets and Infrastructure

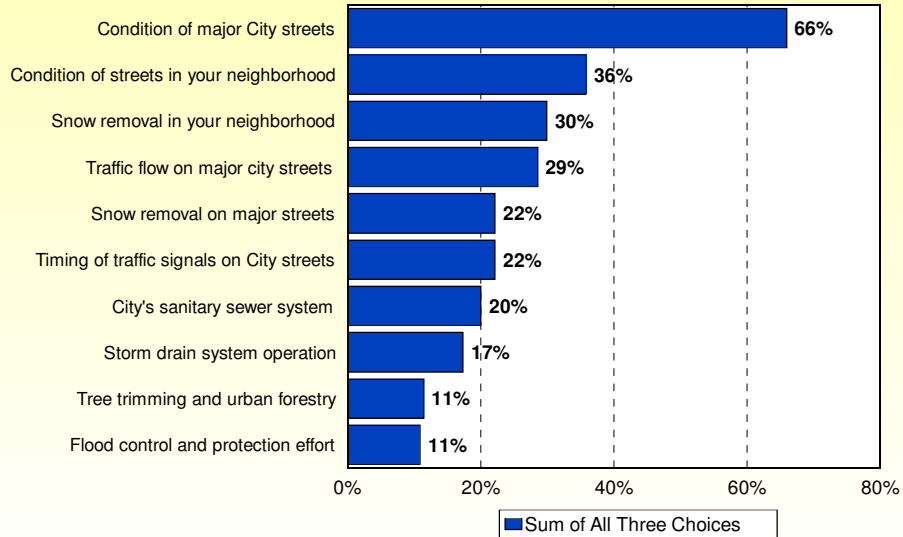
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (2012)

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

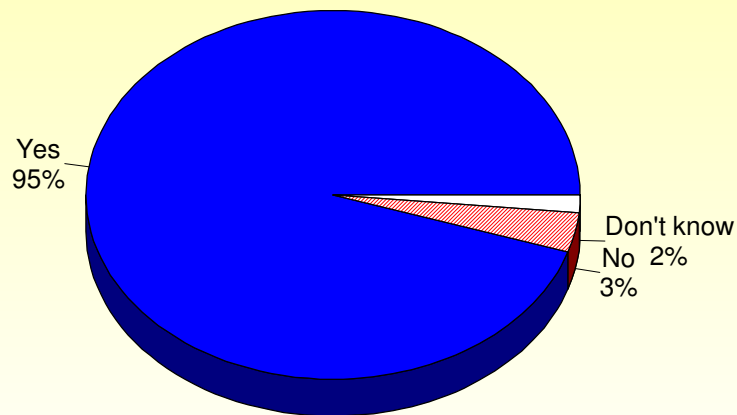
by percentage of respondents who selected the item as one of their top three choices



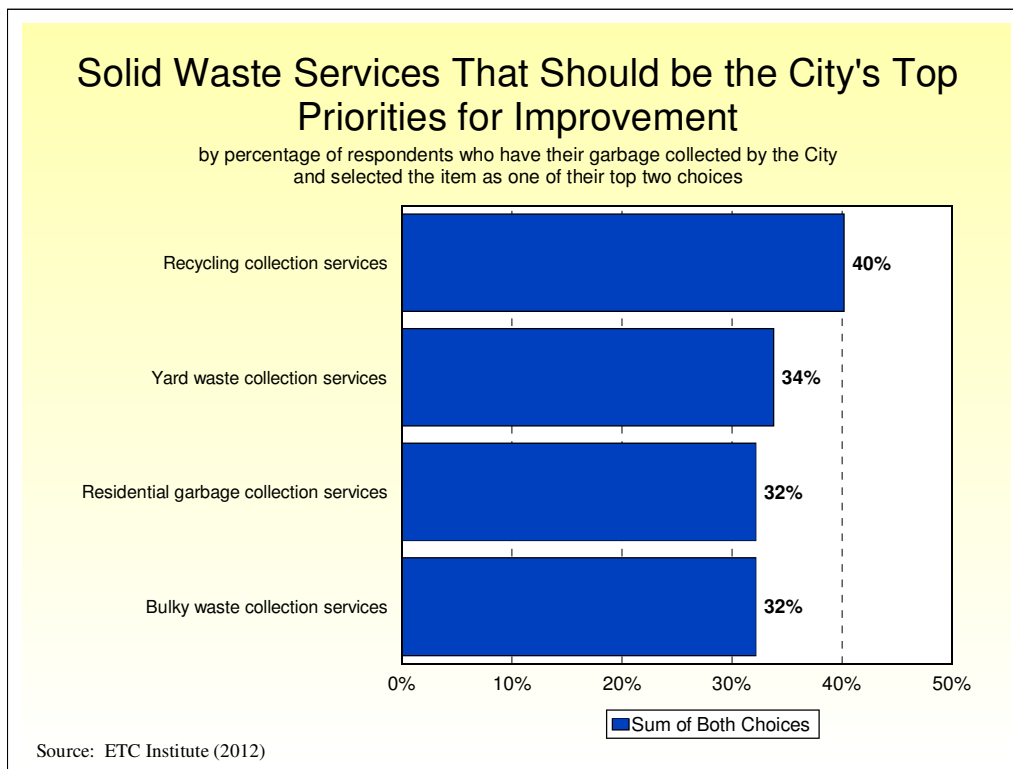
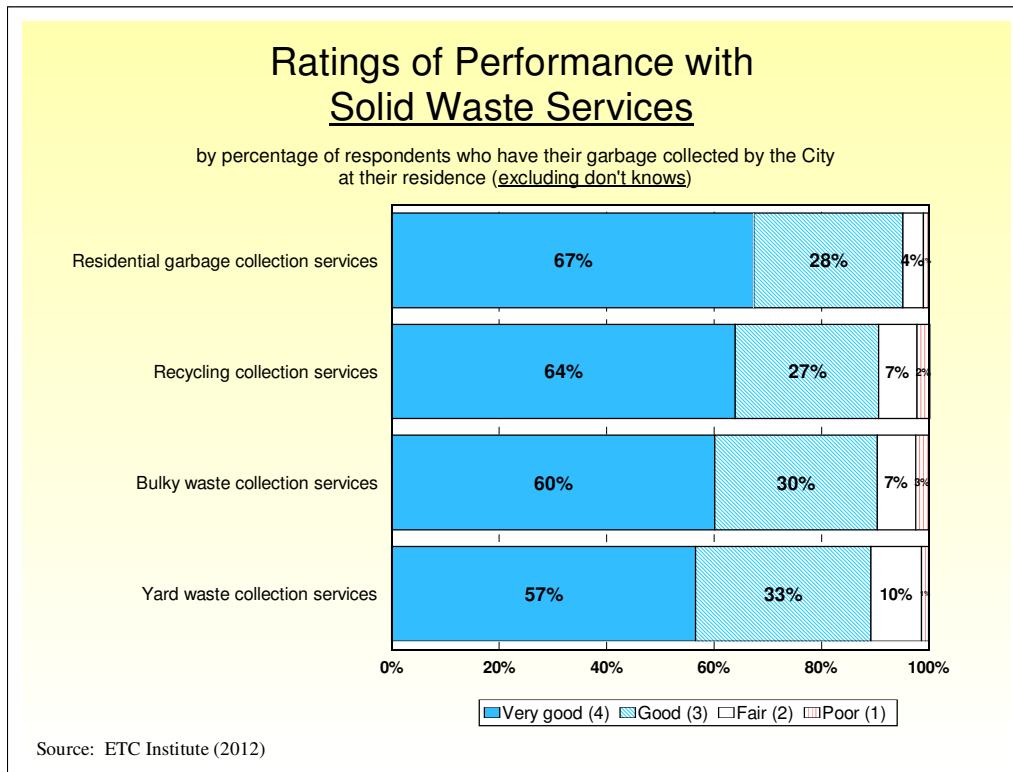
Source: ETC Institute (2012)

Does the City of Davenport collect garbage at your residence?

by percentage of respondents

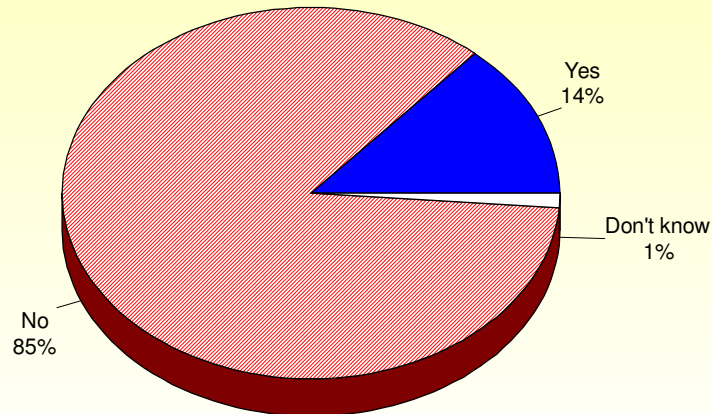


Source: ETC Institute (2012)



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?

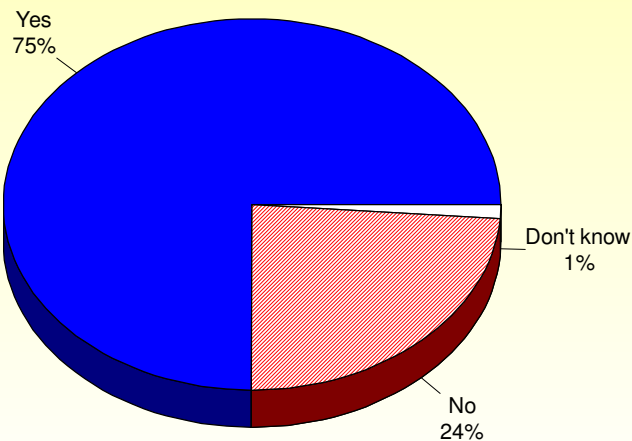
by percentage of respondents



Source: ETC Institute (2012)

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?

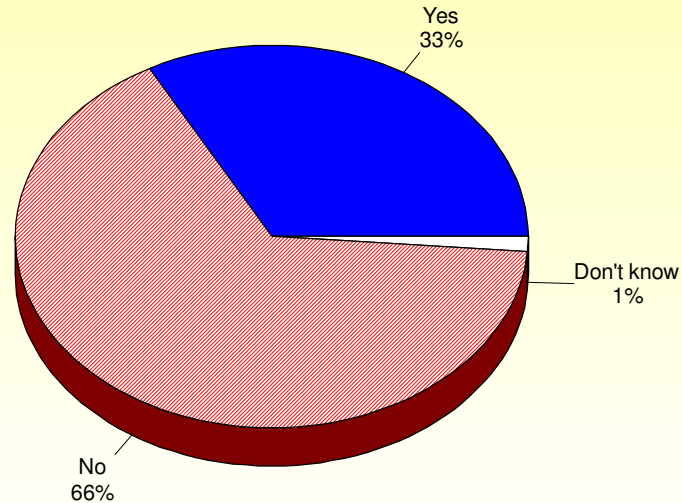
by percentage of respondents



Source: ETC Institute (2012)

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

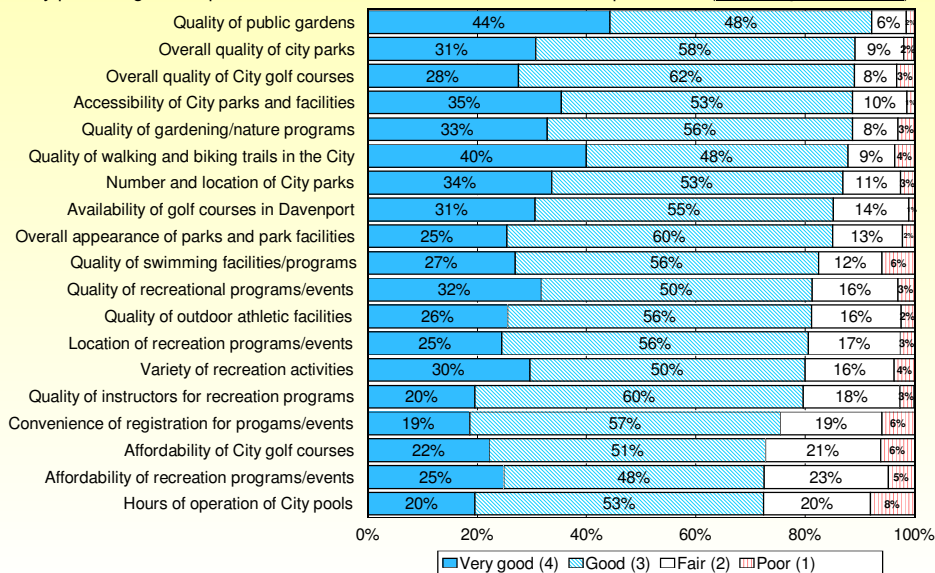
by percentage of respondents



Source: ETC Institute (2012)

Ratings of Performance with Parks and Recreation Services

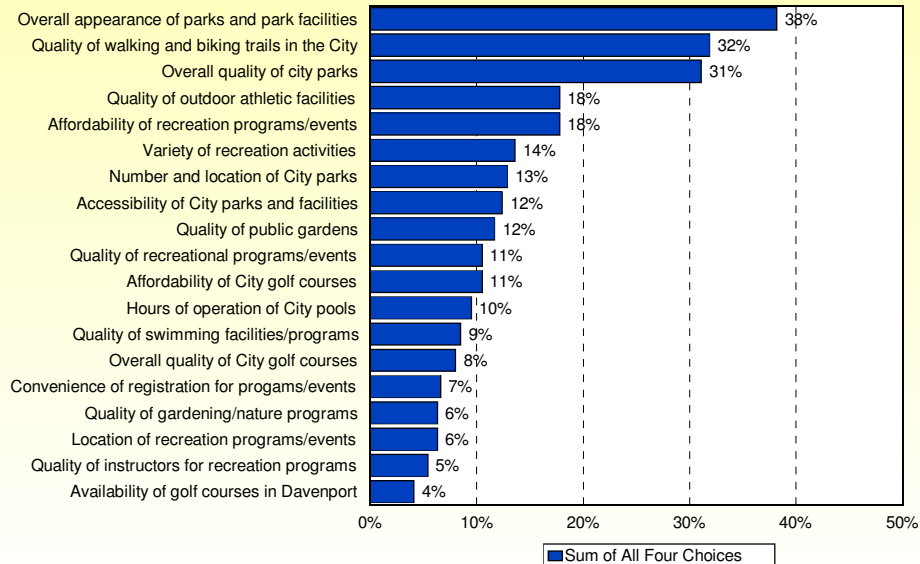
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (2012)

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

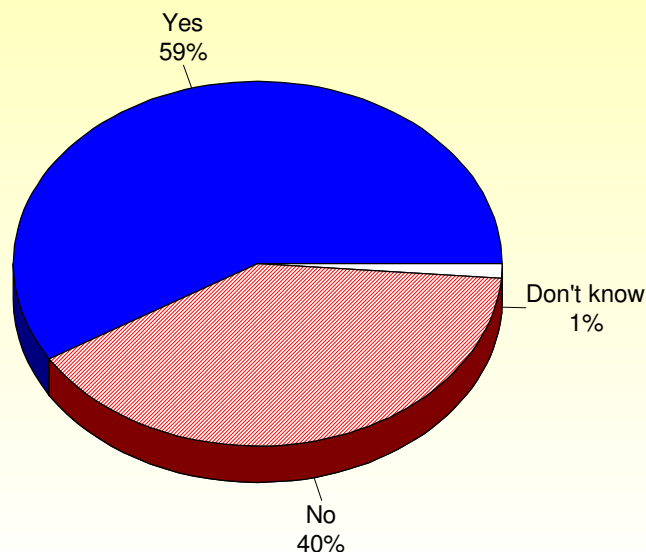
by percentage of respondents who selected the item as one of their top four choices



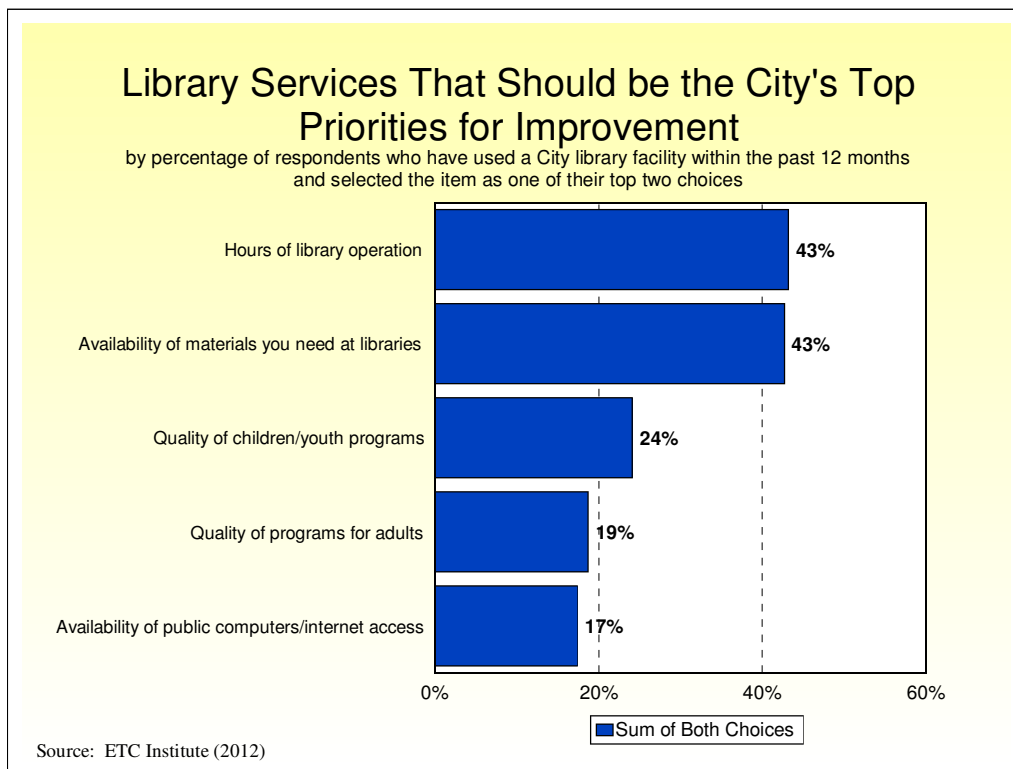
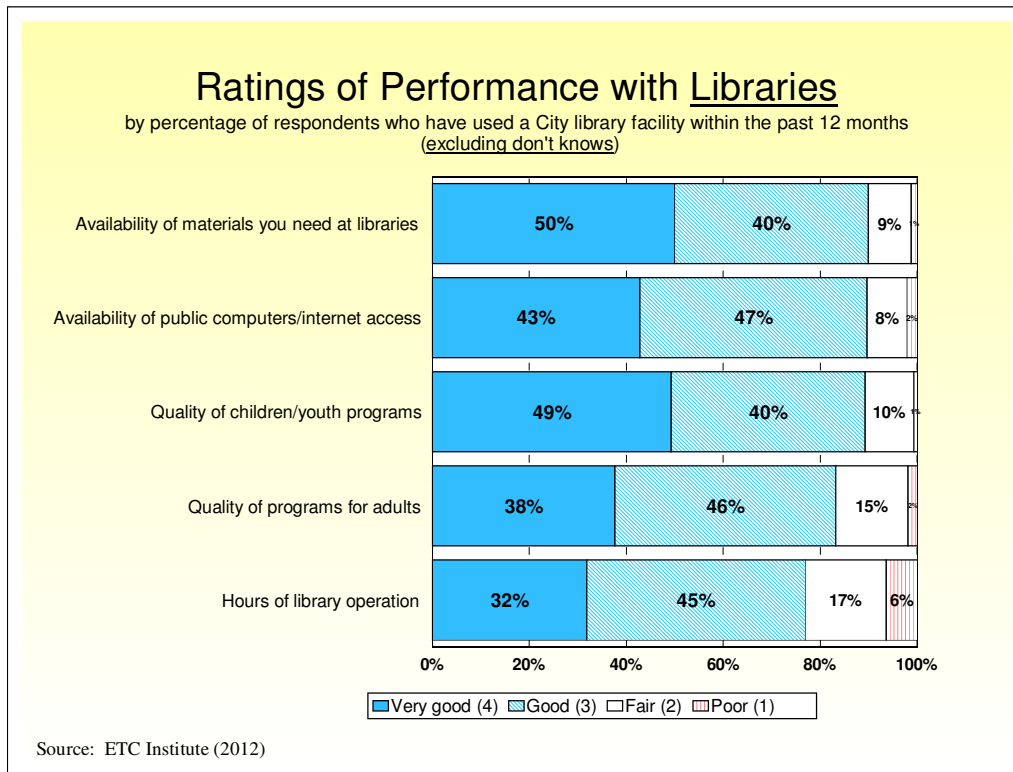
Source: ETC Institute (2012)

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

by percentage of respondents

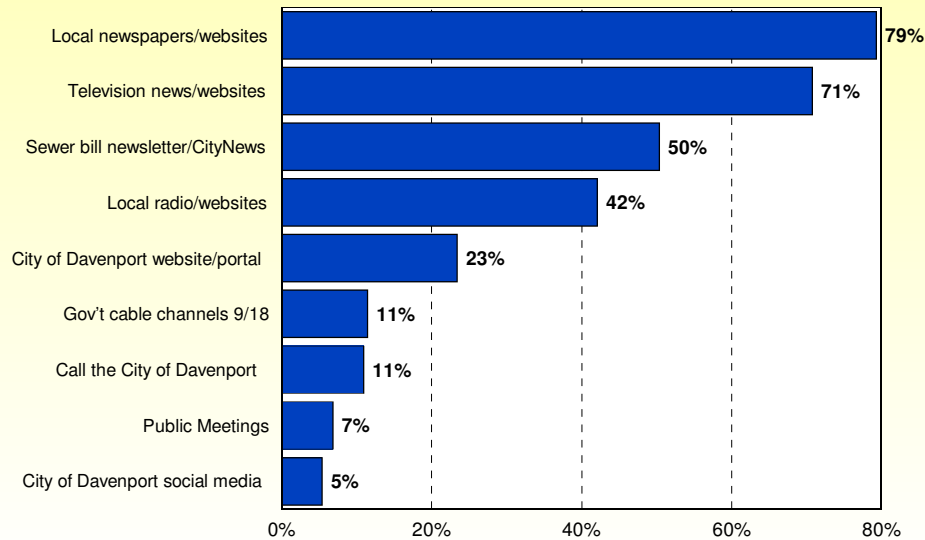


Source: ETC Institute (2012)



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

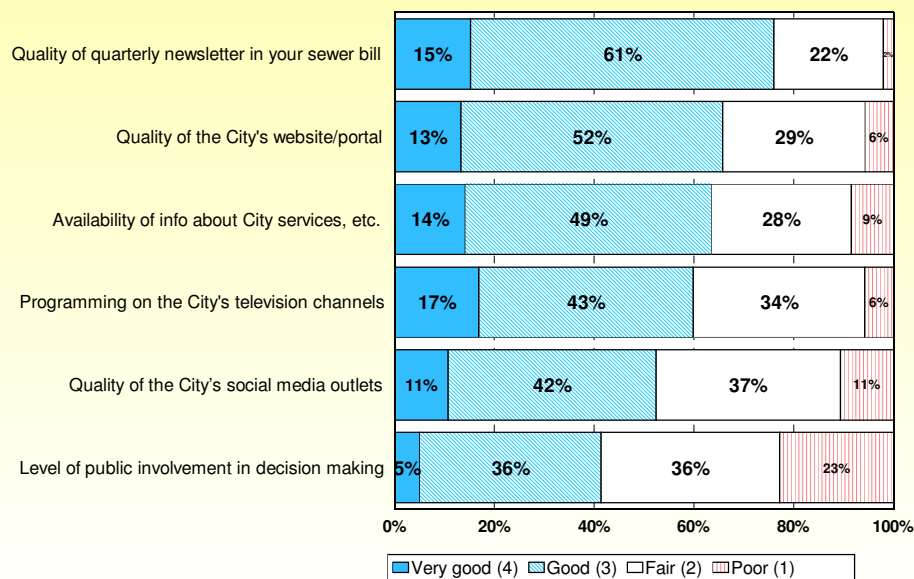
by percentage of respondents (multiple answers allowed)



Source: ETC Institute (2012)

Ratings of Performance with City Communication

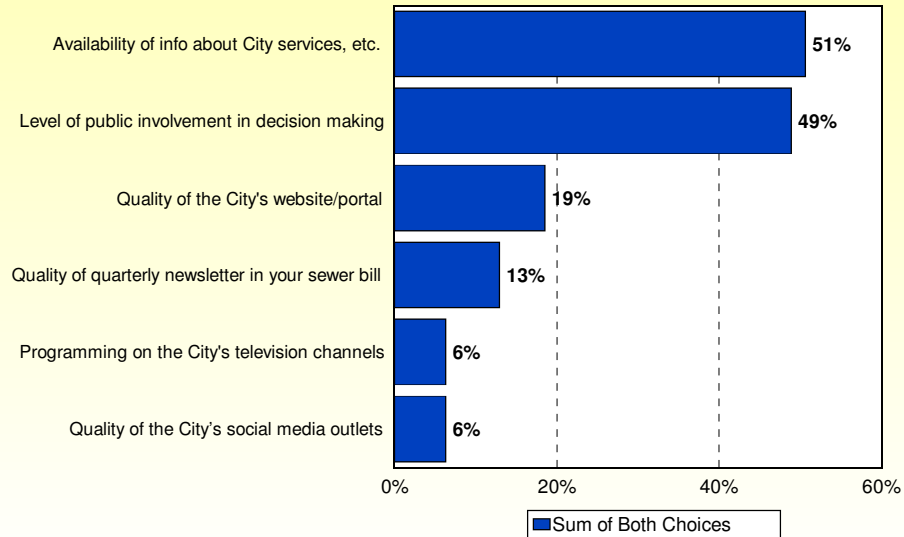
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2012)

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

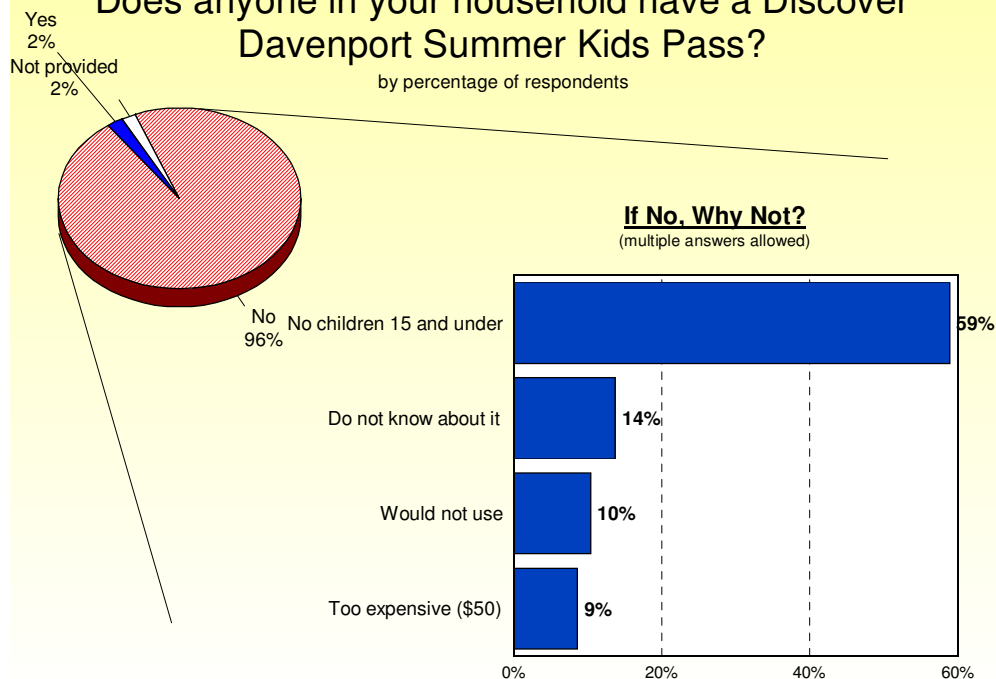
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2012)

Does anyone in your household have a Discover Davenport Summer Kids Pass?

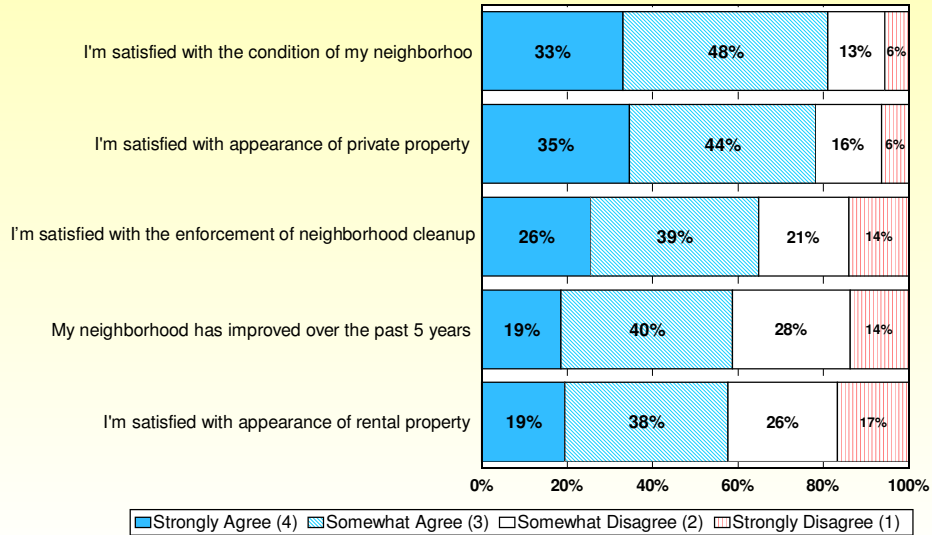
by percentage of respondents



Source: ETC Institute (2012)

Levels of Agreement with Various Statements About Respondents' Neighborhoods

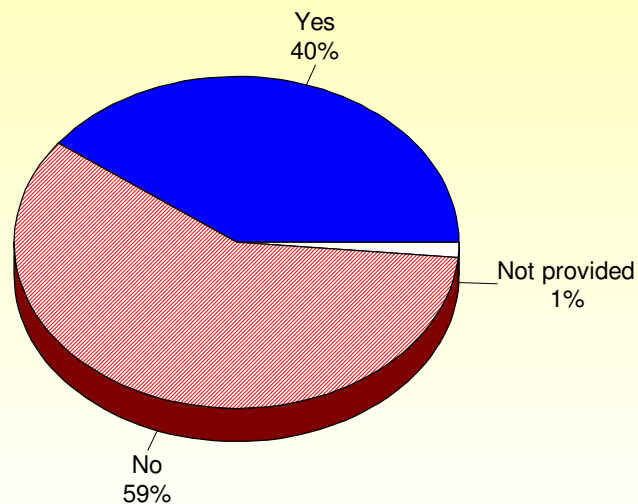
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2012)

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

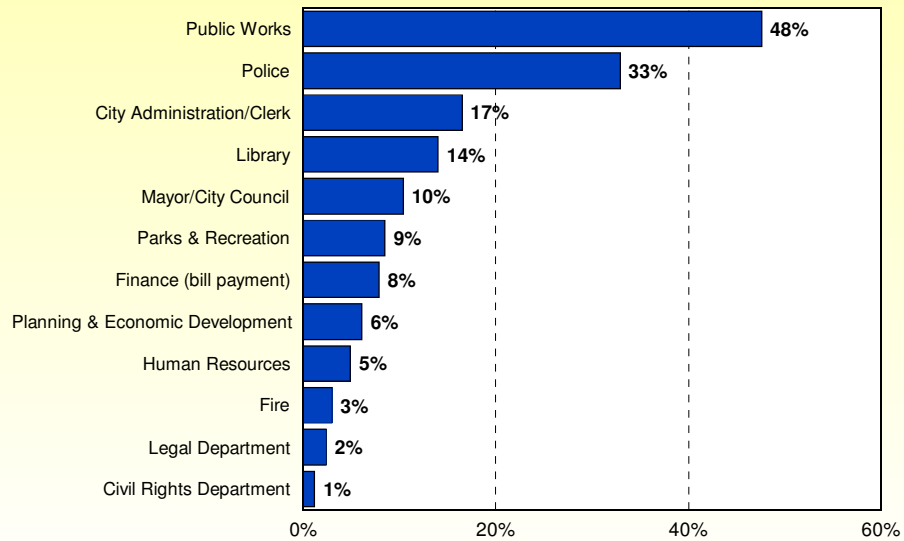
by percentage of respondents



Source: ETC Institute (2012)

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)

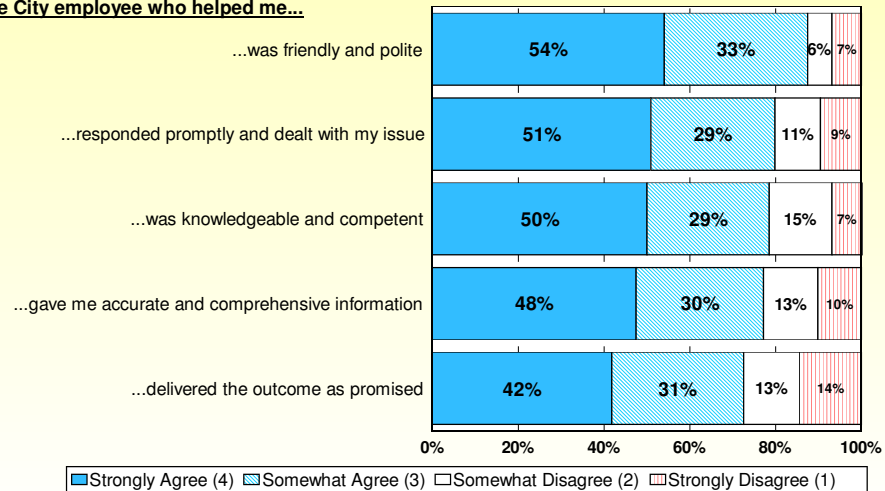


Source: ETC Institute (2012)

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)

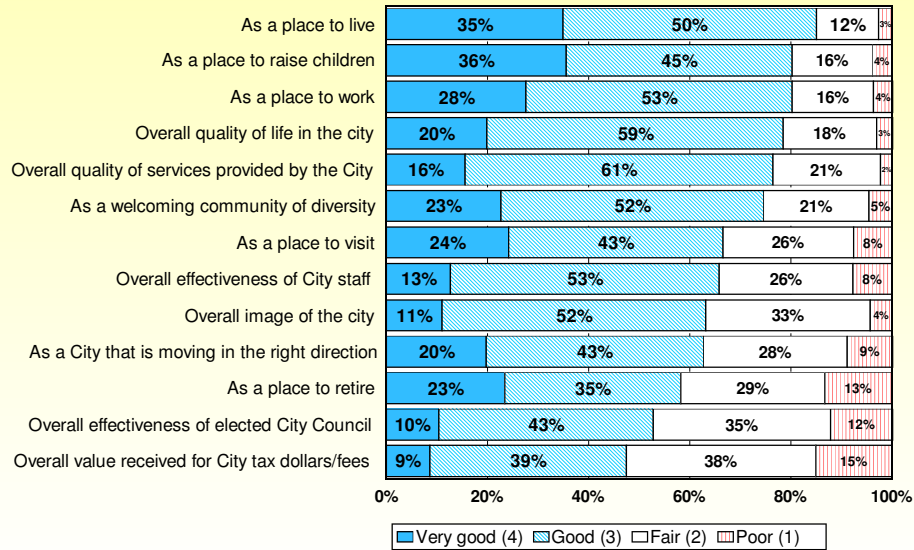
The City employee who helped me...



Source: ETC Institute (2012)

Ratings of Performance with Overall Aspects of the City

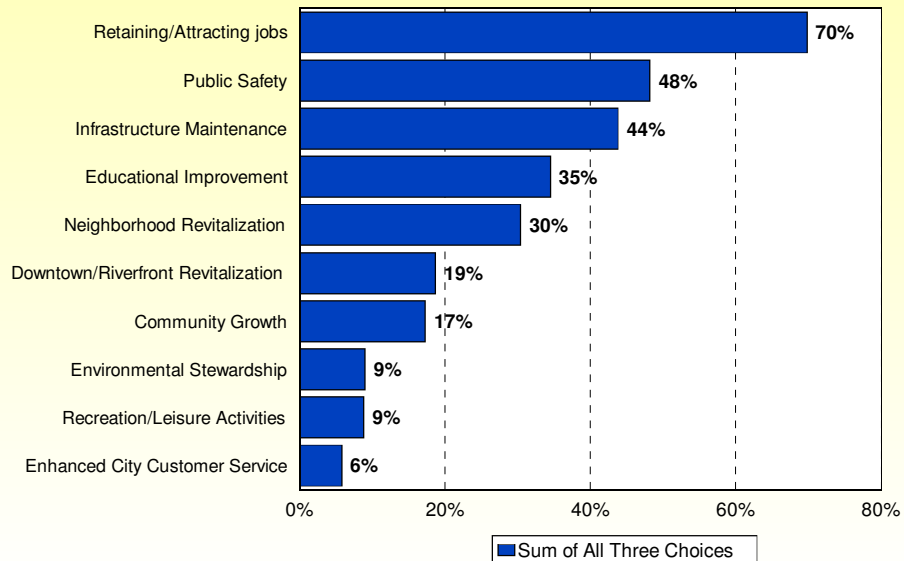
by percentage of respondents (excluding don't knows)



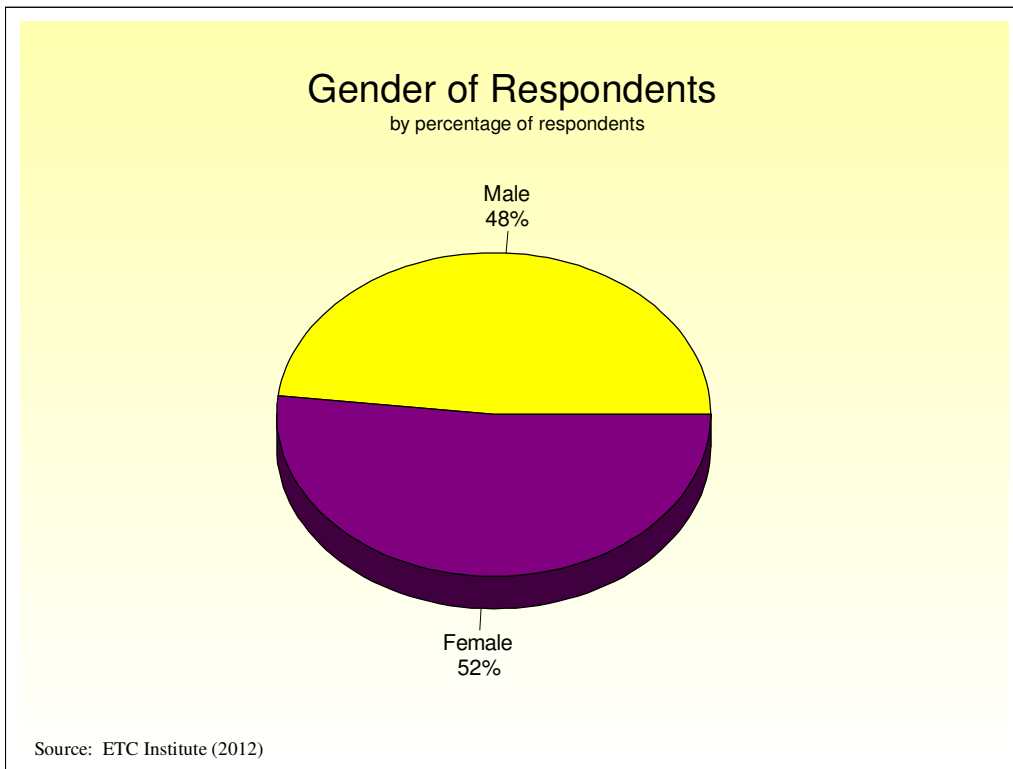
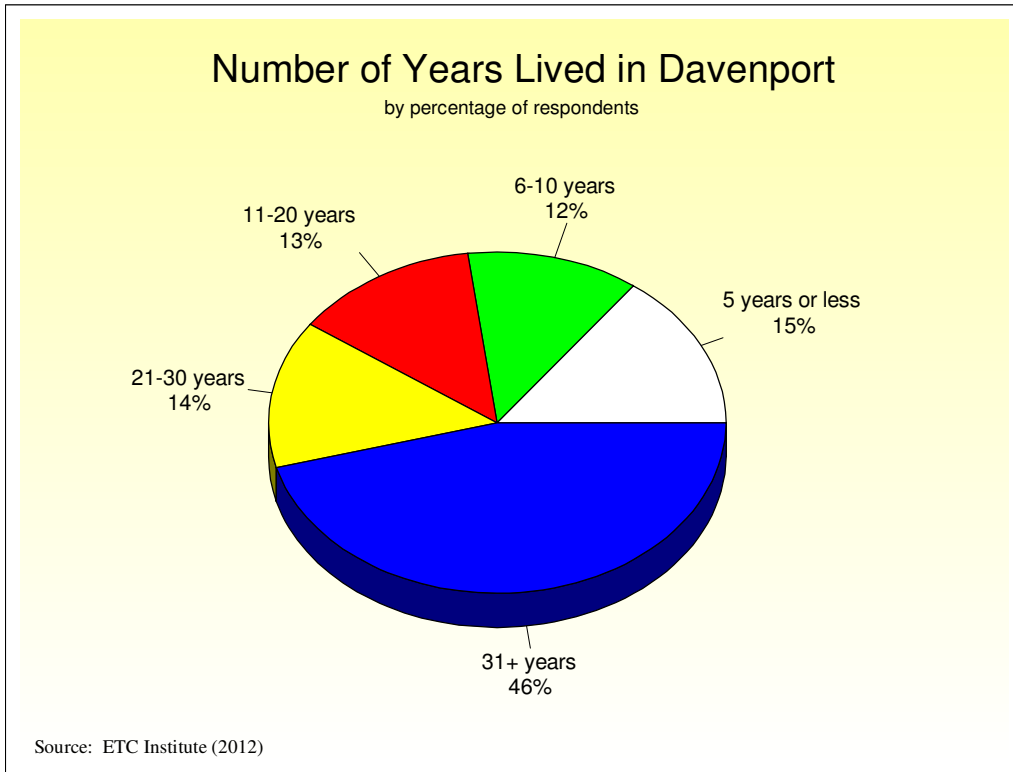
Source: ETC Institute (2012)

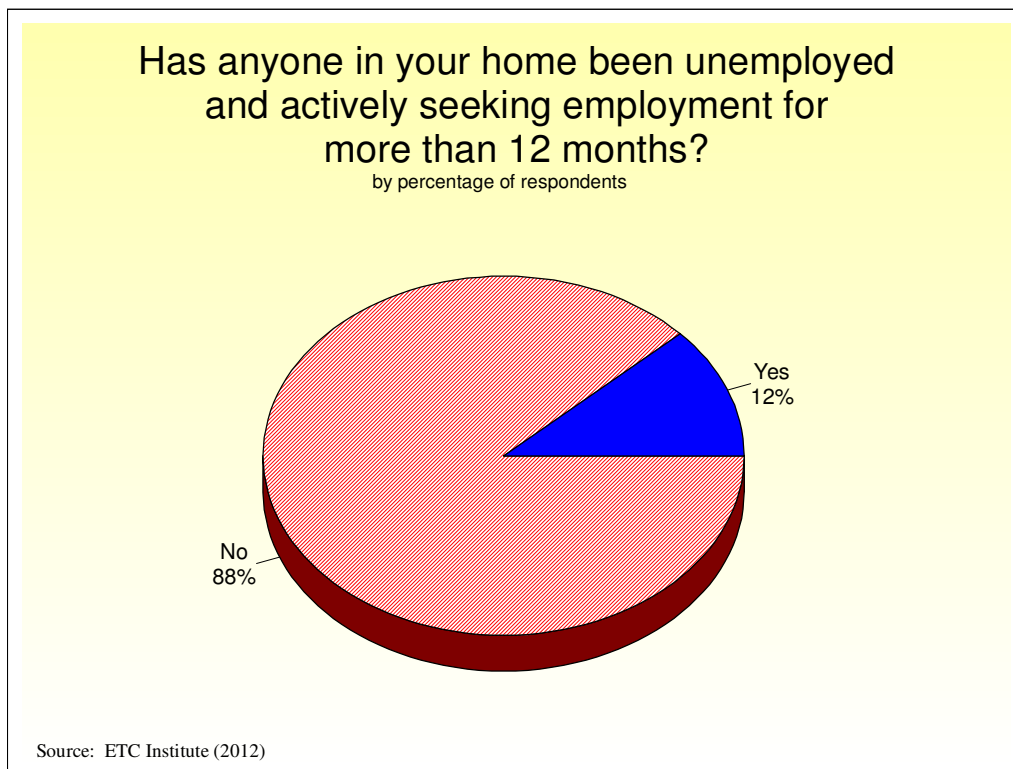
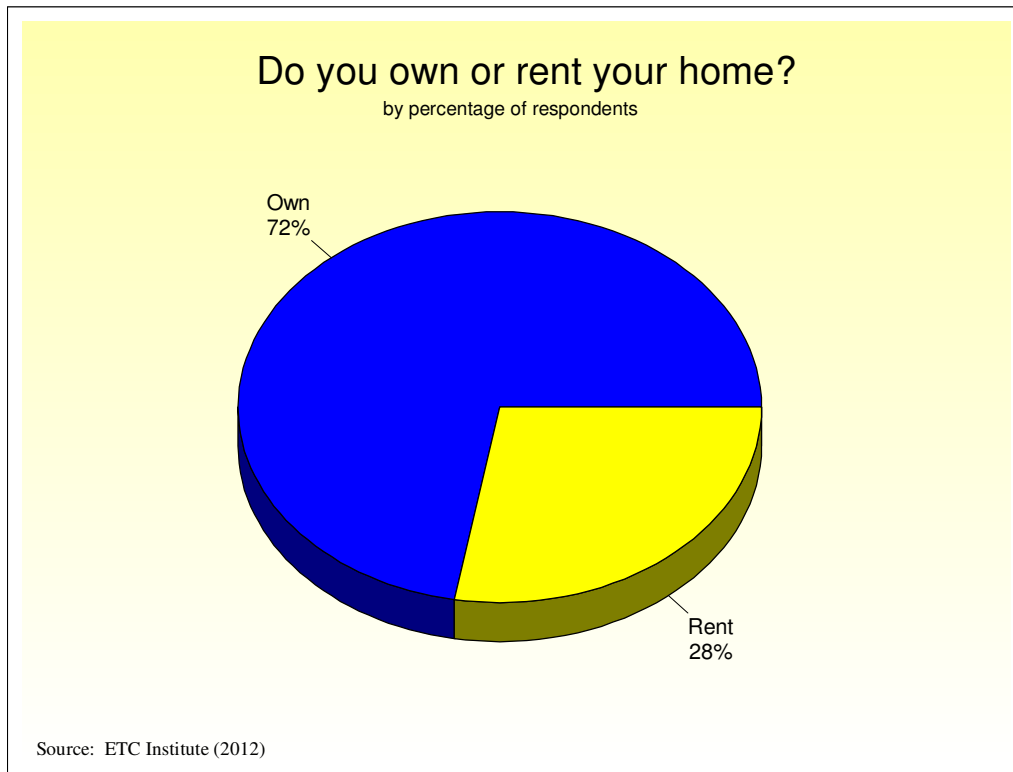
Community Issues Residents Felt Should Be the City's Top Priorities

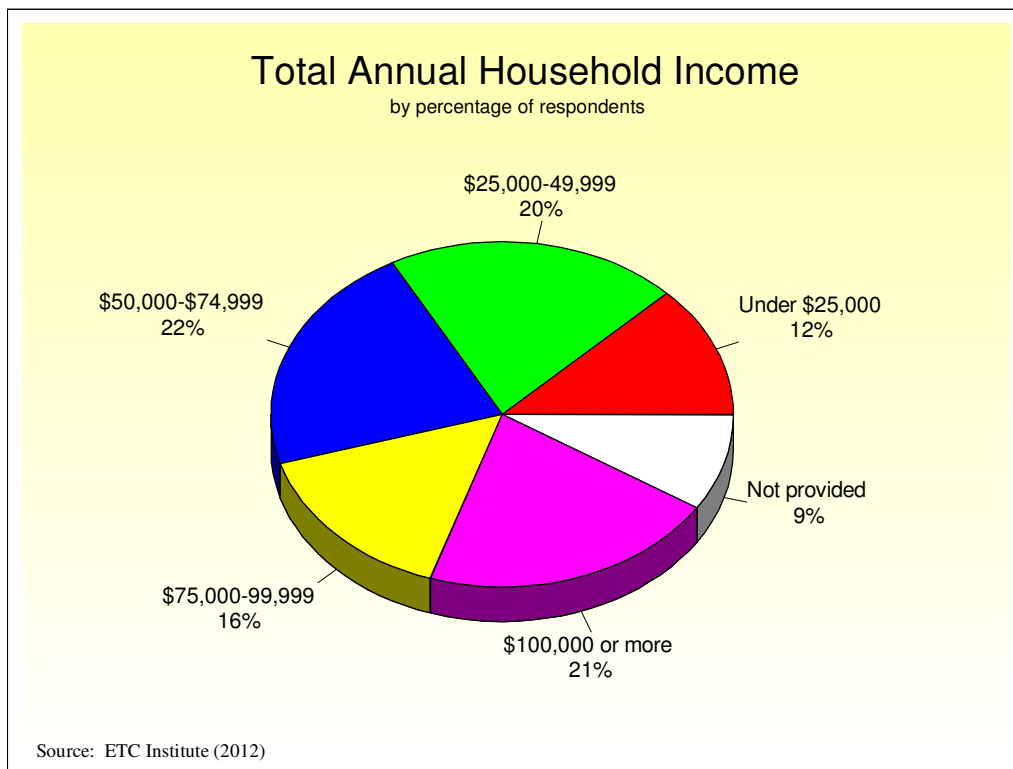
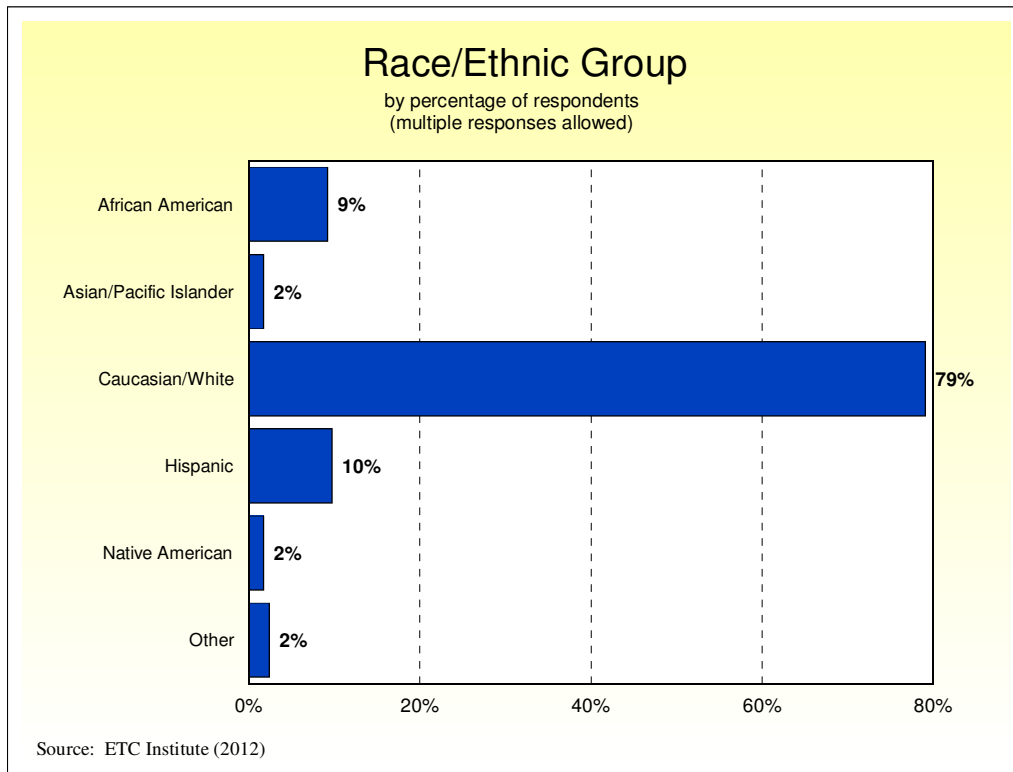
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2012)







Section 2:
Analysis of Trends
from 2010 to 2012

City of Davenport Community Survey

Analysis of Trends from 2010 to 2012

Overview

In 2006, 2008, 2010 and 2012 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 and 2010 survey. This analysis summarizes significant changes from 2010 to 2012; given the sample size of both surveys, changes of 5.0% or more from 2010 to 20102 were statistically significant.

There were increases in positive ratings in 75 of the 101 items rated in both 2010 and 2012; positive ratings in 9 of 101 items stayed the same and there were decreases in 17 items. There were significant increases in 32 of the 101 items rated from 2010 to 2012 and significant decreases in only 2 items. The significant changes from 2010 are described below and on the following pages.

Significant Changes

- **Overall Ratings of the City's Performance.** There were increases in positive ratings, ratings of "very good" and "good," in twelve of the thirteen overall performance items that were assessed in 2010 and 2010. The significant increases are listed below:
 - Ratings of the overall quality of life in Davenport increased 11% from 68% in 2010 to 79% in 2012.
 - Ratings of Davenport as a place to work increased 9% from 72% in 2010 to 81% in 2012.
 - Ratings of Davenport as a place to retire increased 9% from 49% in 2010 to 58% in 2012.
 - Ratings of the overall image of Davenport increased 8% from 55% in 2010 to 63% in 2012.
 - Ratings of Davenport as a welcoming community of diversity increased 7% from 68% in 2010 to 75% in 2012.
 - Ratings of Davenport as a place to visit increased 7% from 60% in 2010 to 67% in 2012.
 - Ratings of the overall effectiveness of City staff increased 6% from 60% in 2010 to 66% in 2012.



- Ratings of the overall quality of City services provided by the City increased 5% from 72% in 2010 to 77% in 2012.
- Ratings of Davenport as a City that is moving in the right direction increased 5% from 58% in 2010 to 63% in 2012.

There were no significant decreases in positive ratings in any of the overall performance items that were rated in 2010 and 2012.

- **Ratings of the Major Categories of City Services.** Positive ratings either stayed the same or improved in all twelve of the major categories of City services that were assessed in 2010 and 2012. There were significant increases in positive ratings, ratings of “very good” and “good,” in seven areas:
 - Ratings of the overall quality of garbage and recycling collection increased 8% from 81% in 2010 to 89% in 2012.
 - Ratings of the overall customer service provided by City staff increased 7% from 62% in 2010 to 69% in 2012.
 - Ratings of the City’s overall efforts to attract and retain businesses increased 7% from 42% in 2010 to 49% in 2012.
 - Ratings of the overall quality of downtown Davenport increased 7% from 41% in 2010 to 48% in 2012.
 - Ratings of the effectiveness of City communication with the public increased 6% from 55% in 2010 to 61% in 2012.
 - Ratings of the overall quality of police services increased 5% from 77% in 2010 to 82% in 2012.
 - Ratings of the overall quality of City streets and infrastructure increased 5% from 23% in 2010 to 28% in 2012.

There were no significant decreases in positive ratings in any of the major categories of City services that were rated in 2010 and 2012.

- **Perceptions of Safety in Davenport.** Among the eight statements related to perceptions of safety assessed in 2010 and 2012, there were no significant changes in any of the positive ratings from 2010.
- **Ratings of Police Services.** There were increases in positive ratings, ratings of “very good” and “good,” in all eight of the police services rated in 2010 and 2010. There were significant increases in two areas:
 - Ratings of the responsiveness to investigations of criminal offenses increased 12% from 53% in 2010 to 65% in 2012.
 - Ratings of the visibility of police in retail areas increased 5% from 47% in 2010 to 52% in 2012.



There were no significant decreases in positive ratings in any of the police services assessed in 2010 and 2012.

- **Ratings of Police Department Personnel.** There were no significant increases in positive ratings in any of the police department areas rated from 2010. There was one item that showed a significant decrease in positive ratings was: ratings for the fairness of the police department personnel decreased 5% from 74% in 2010 to 69% in 2012.
- **Ratings of Fire Services.** There were no significant changes in positive ratings in any of the fire services rated from 2010.
- **Ratings of Streets and Infrastructure.** Positive ratings in nine of the ten street and infrastructure services either stayed the same or increased from 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 10% from 54% in 2010 to 64% in 2012.
 - Ratings of storm drain system operations increased 9% from 49% in 2010 to 58% in 2012.
 - Ratings of the condition of major City streets increased 8% from 23% in 2010 to 31% in 2012.
 - Ratings of the condition of neighborhood streets increased 6% from 39% in 2010 to 45% in 2012.

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

- **Ratings of Solid Waste Services.** There were no significant changes in positive ratings in any of the solid waste services rated in 2010 and 2012.
- **Ratings of Parks and Recreation Services.** Among the nineteen parks and recreation services that were assessed in 2010 and 2012, positive ratings either improved or stayed the same in eighteen areas. There were significant increases in positive ratings, ratings of “very good” and “good,” in seven areas:
 - Ratings of the hours of operation of City pools increased 11% from 62% in 2010 to 73% in 2010.
 - Ratings of the quality of City golf courses increased 8% from 82% in 2010 to 90% in 2012.
 - Ratings of the quality of swimming facilities and programs increased 7% from 76% in 2010 to 83% in 2012.
 - Ratings of the number and location of city parks increased 6% from 81% in 2010 to 87% in 2012.



- Ratings of the convenience of registration for programs and events increased 6% from 70% in 2010 to 76% in 2012.
- Ratings of the availability of golf courses in Davenport increased 5% from 81% in 2010 to 86% in 2012.
- Ratings of the overall appearance of park and park facilities increased 5% from 80% in 2010 to 85% in 2012.

There were no significant decreases in positive ratings in any of the parks and recreation services that were assessed from 2010.

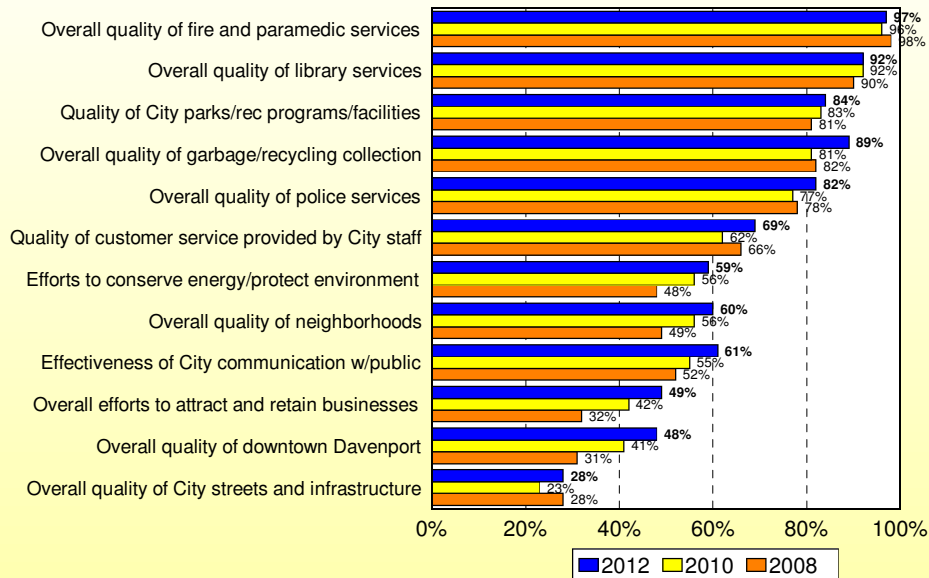
- **Ratings of Library Services.** Among the five library services rated in 2010 and 2012, there was a significant increase in the positive ratings, ratings of “very good” and “good,” for the availability of public computers and Internet access (increase of 7% from 83% in 2010 to 90% in 2012.). There were no significant decreases in any of the library services rated from 2010.
- **Ratings of City Communication.** There were significant increases in the positive ratings, ratings of “very good” and “good,” in two of the communication services rated in 2010 and 2012:
 - Ratings of the level of public involvement in decision making increased 7% from 34% in 2010 to 41% in 2012.
 - Ratings of the quality of quarterly newsletter in your sewer bill increased 5% from 71% in 2010 to 76% in 2012.

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

- **Ratings of Neighborhoods.** There were no significant changes in positive ratings for any of the neighborhood services rated from 2010.
- **Ratings of City Customer Service.** There were no significant increases in positive ratings for any of the customer service areas rated from 2010. There was one area that showed a significant decrease in positive ratings: ratings for how knowledgeable and competent City employees were decreased 5% from 84% in 2010 to 79% in 2012.

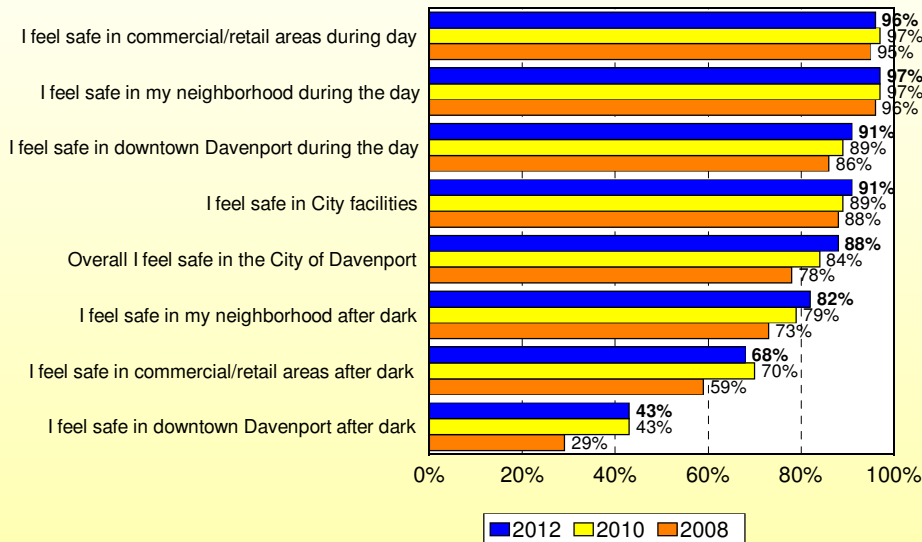
Trends: Ratings of Performance with Major Categories of City Services (2012 vs. 2010 vs. 2008)

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



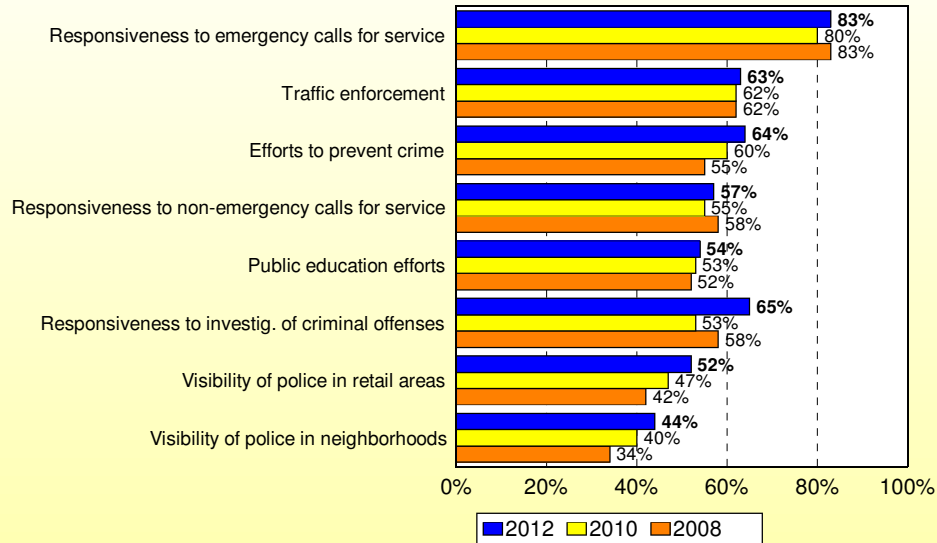
Trends: Levels of Agreement with Various Statements About Perceptions of Safety (2012 vs. 2010 vs. 2008)

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 (2012 vs. 2010 vs. 2008)

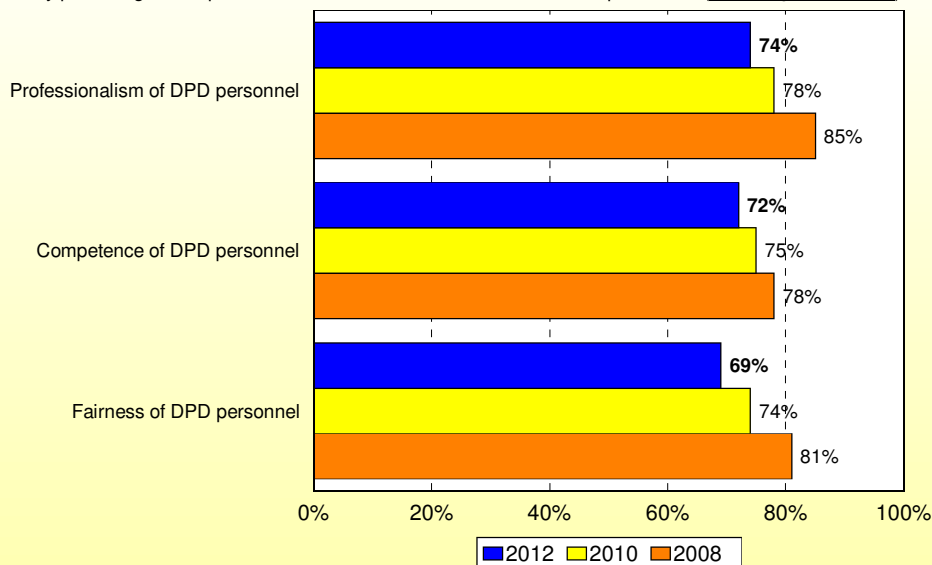
by percentage of respondents who rated the item as a 3 or 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (City of Davenport 2012 Community Survey)

Trends: Ratings of the Contact With the Davenport Police Department - DPD (2012 vs. 2010 vs. 2008)

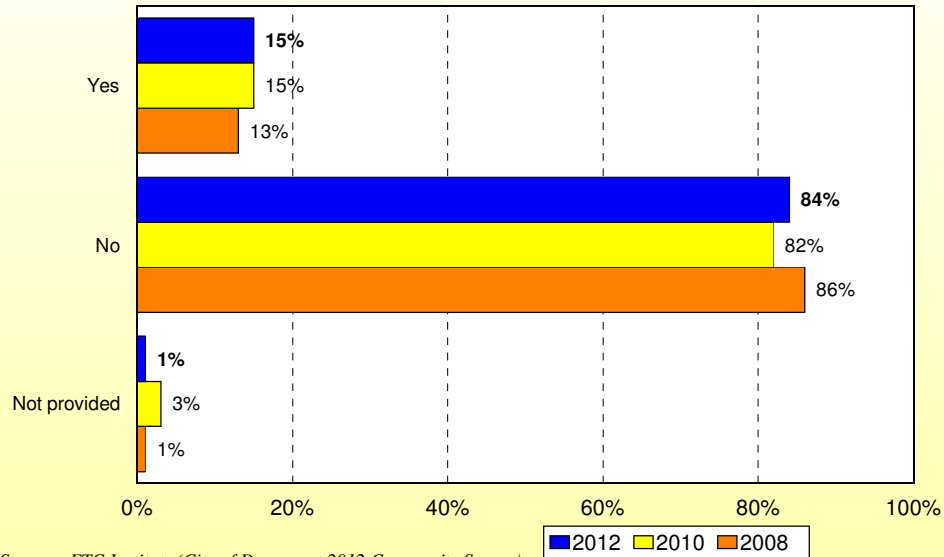
by percentage of respondents who rated the item as a 3 or 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (City of Davenport 2012 Community Survey)

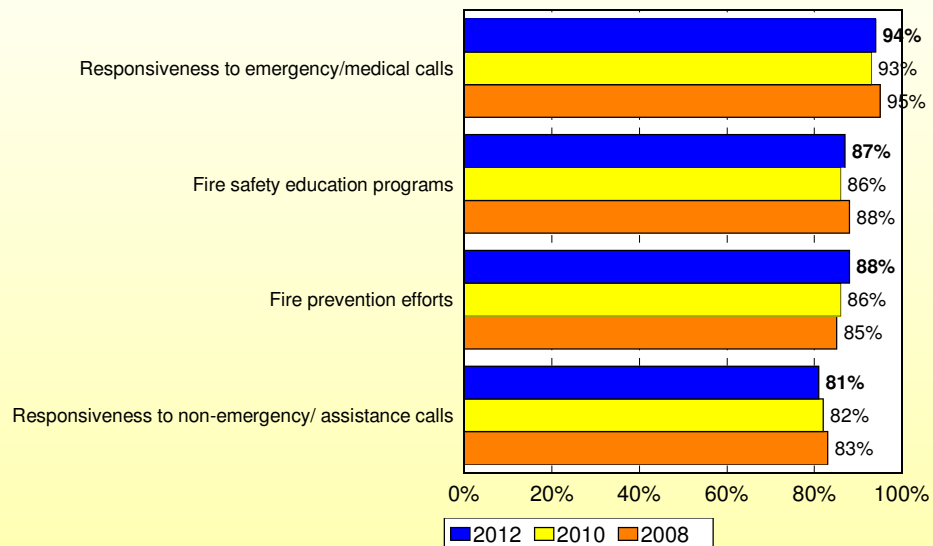
Trends: During the last 12 months, were you or anyone in your household a victim of a crime? (2012 vs. 2010 vs. 2008)

by percentage of respondents



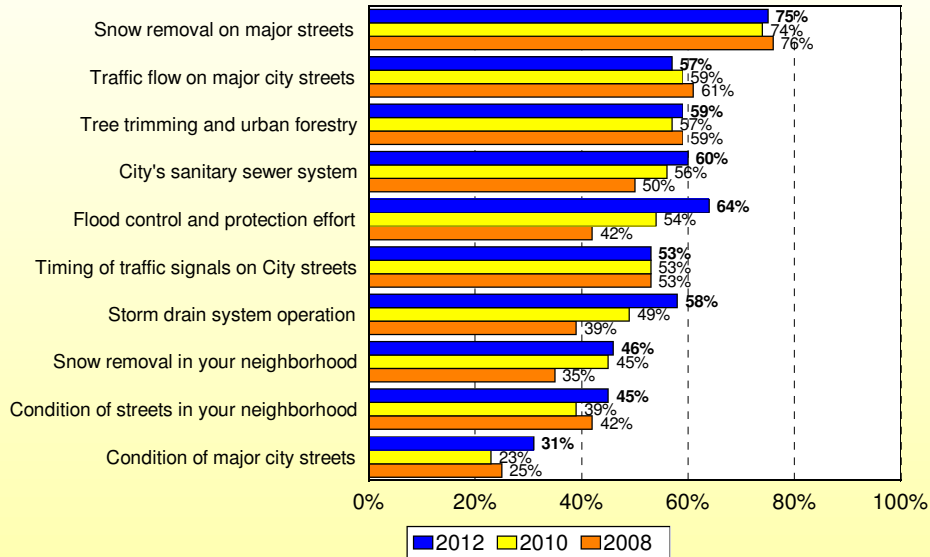
Trends: Ratings of Performance with Fire Services (2012 vs. 2010 vs. 2008)

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 Streets and Infrastructure (2012 vs. 2010 vs. 2008)

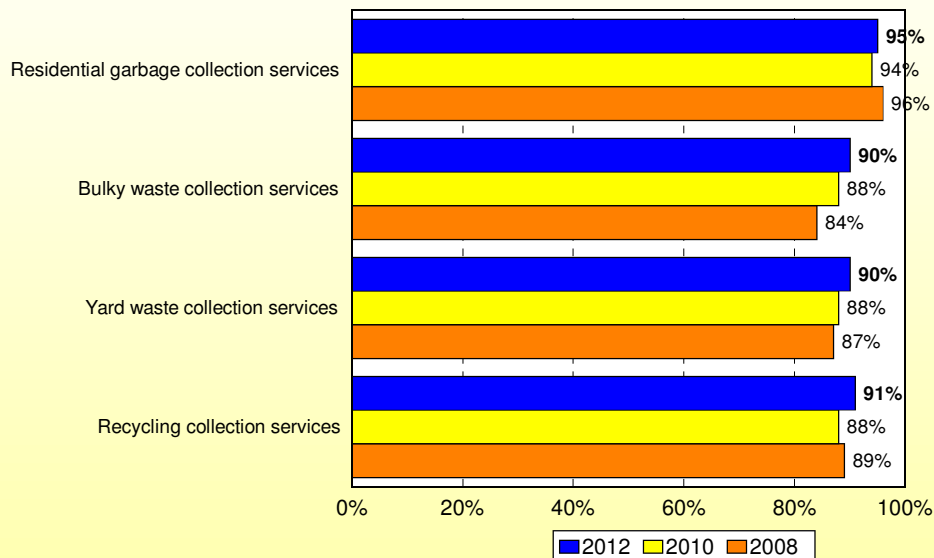
by percentage of respondents who rated the item as a 3 or 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (City of Davenport 2012 Community Survey)

Trends: Ratings of Performance with Solid Waste Services (2012 vs. 2010 vs. 2008)

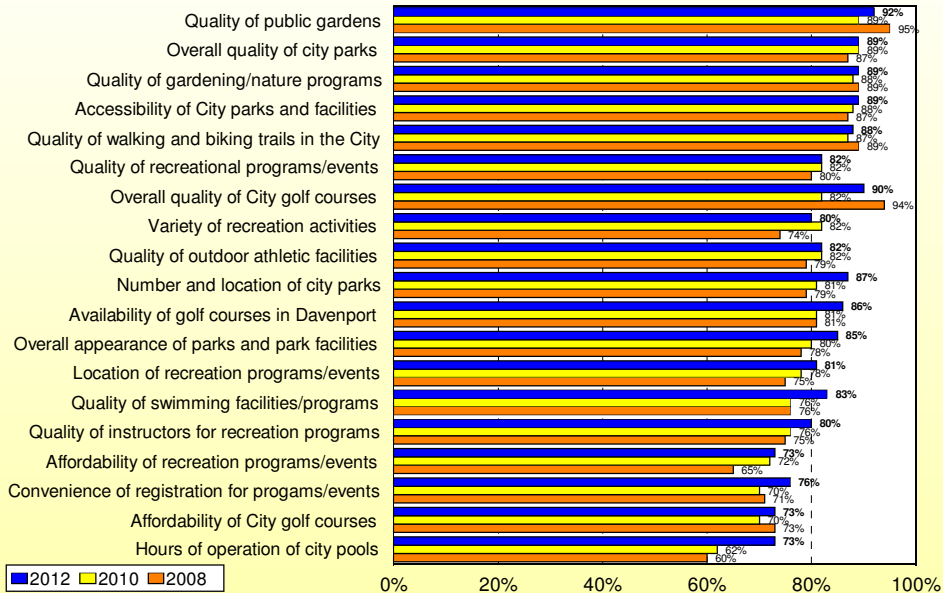
by percentage of respondents who rated the item as a 3 or 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (City of Davenport 2012 Community Survey)

Trends: Ratings of Performance with Parks and Recreation (2012 vs. 2010 vs. 2008)

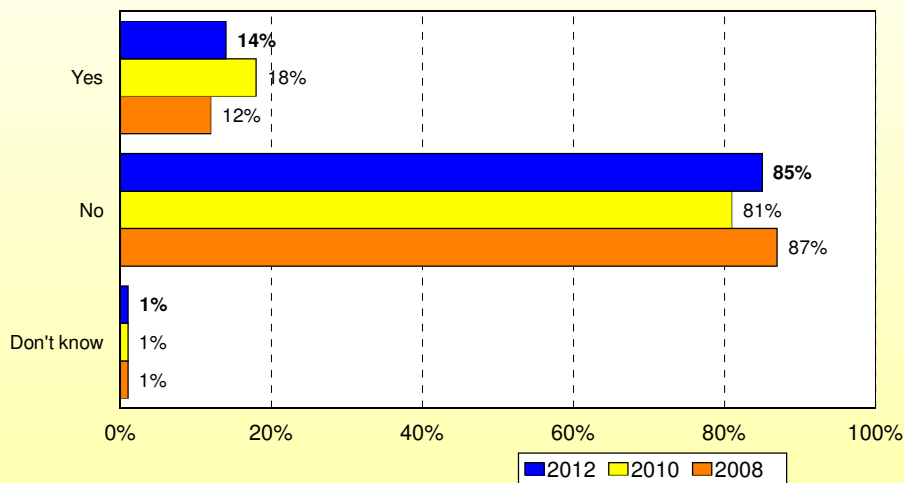
by percentage of respondents who rated the item as a 3 or 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (City of Davenport 2012 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? (2012 vs. 2010 vs. 2008)

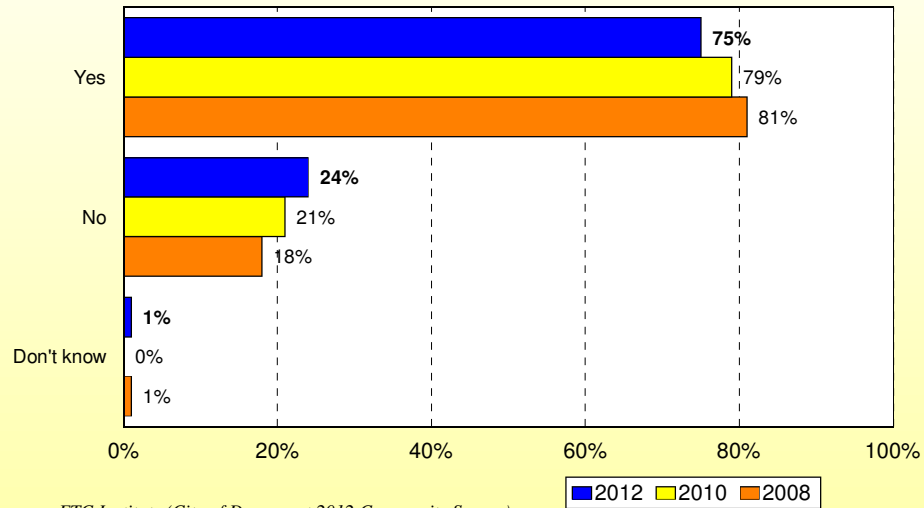
by percentage of respondents



Source: ETC Institute (City of Davenport 2012 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?
(2012 vs. 2010 vs. 2008)**

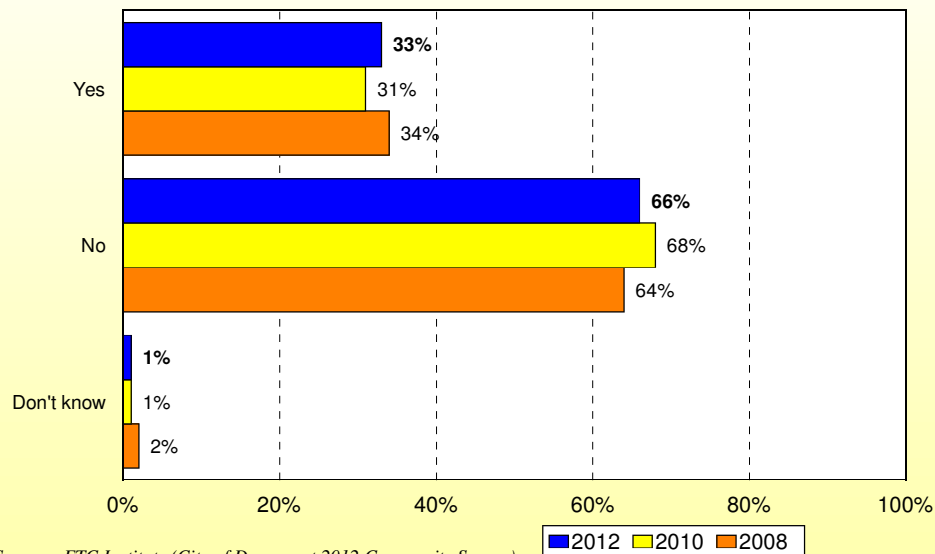
by percentage of respondents



Source: ETC Institute (City of Davenport 2012 Community Survey)

**Trends: Have you or other members of your household visited a City golf course during the past 12 months?
(2012 vs. 2010 vs. 2008)**

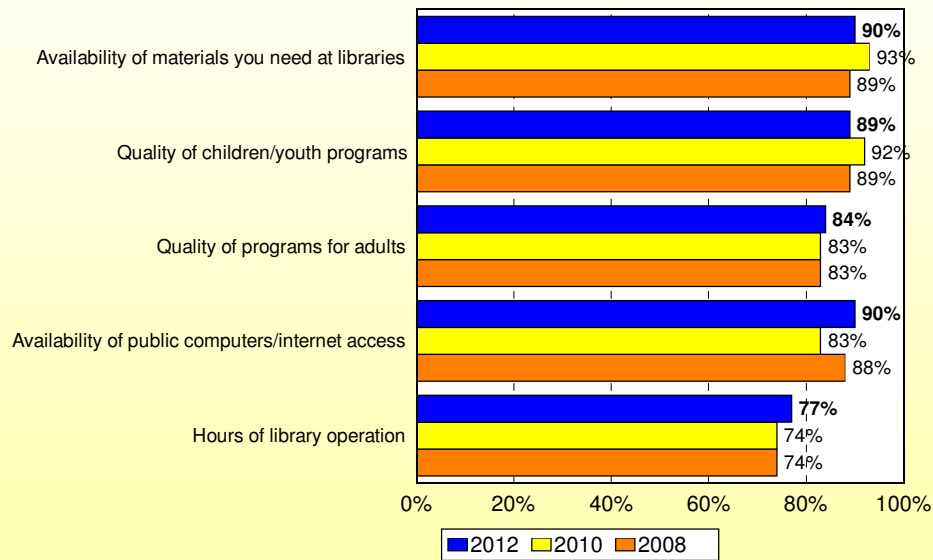
by percentage of respondents



Source: ETC Institute (City of Davenport 2012 Community Survey)

Trends: Ratings of Performance with Libraries (2012 vs. 2010 vs. 2008)

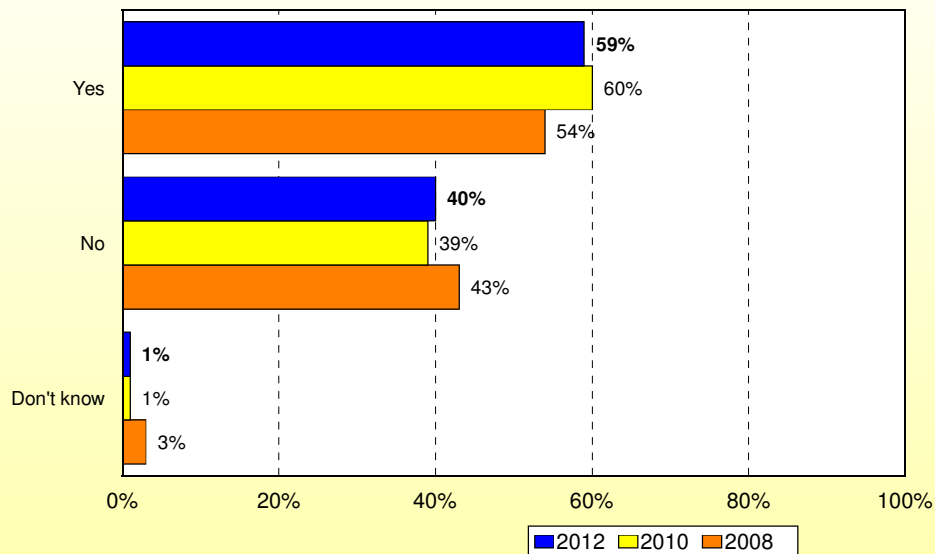
by percentage of respondents who rated the item as a 3 or 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (City of Davenport 2012 Community Survey)

Trends: Have you used a Davenport library facility within the past 12 months? (2012 vs. 2010 vs. 2008)

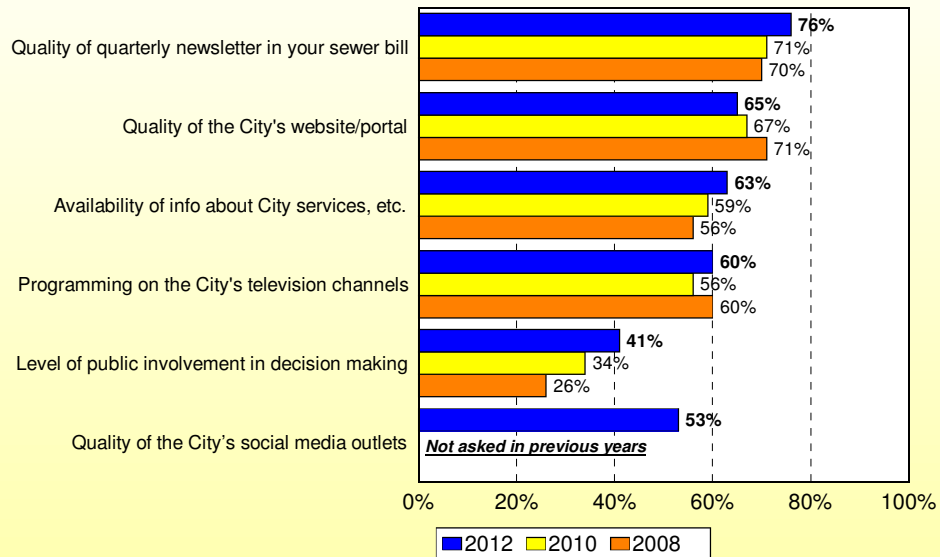
by percentage of respondents



Source: ETC Institute (City of Davenport 2012 Community Survey)

Trends: Ratings of Performance with City Communication (2012 vs. 2010 vs. 2008)

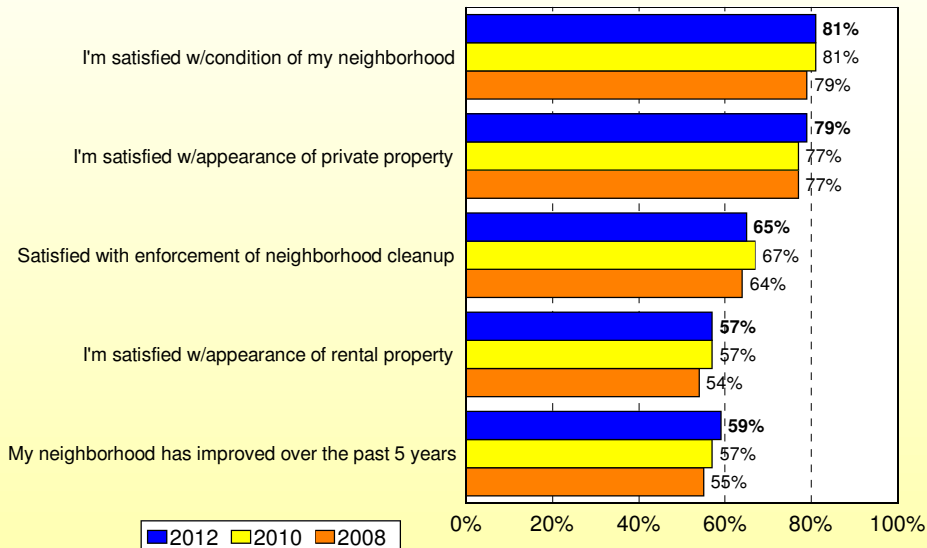
by percentage of respondents who rated the item as a 3 or 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (City of Davenport 2012 Community Survey)

Trends: Levels of Agreement with Various Statements About Respondents' Neighborhoods (2012 vs. 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)

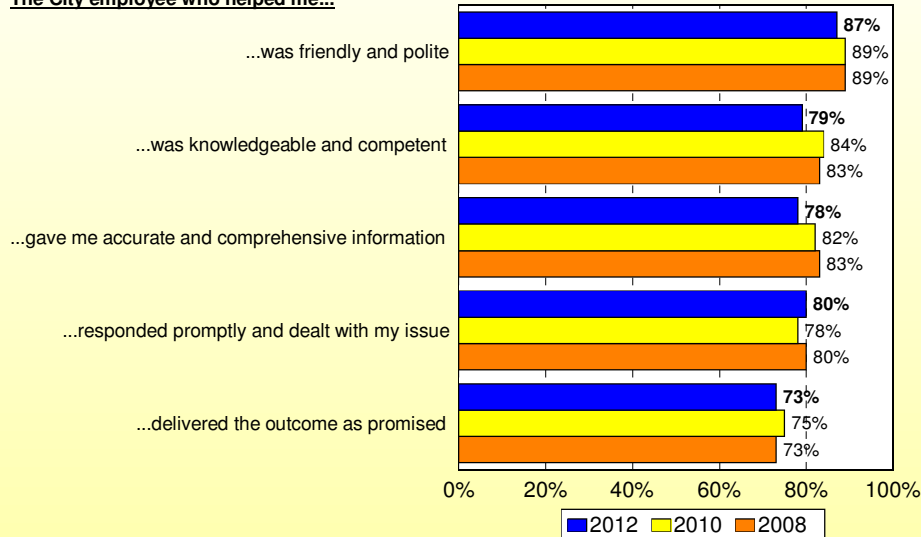


Source: ETC Institute (City of Davenport 2012 Community Survey)

Trends: Level of Agreement with Various Statements About City Customer Service (2012 vs. 2010 vs. 2008)

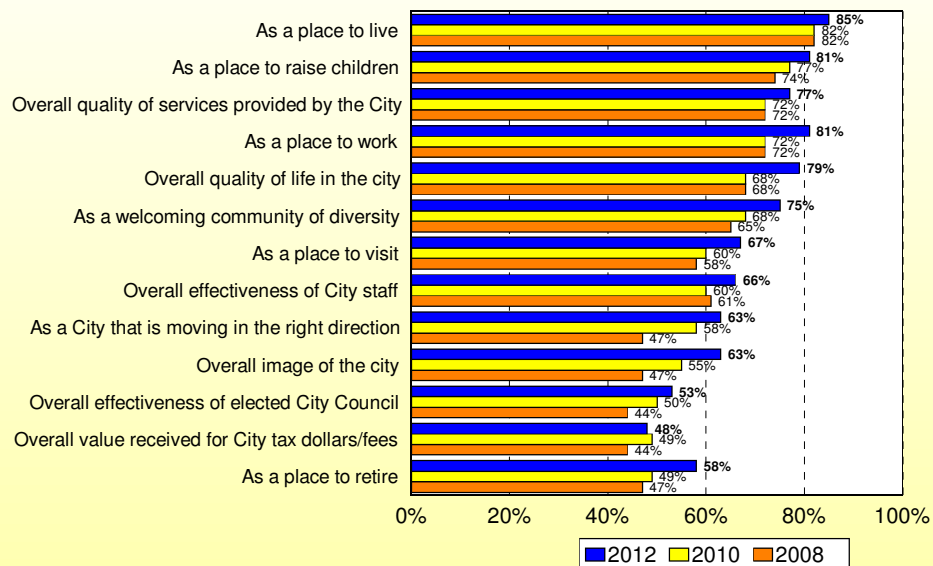
by percentage of respondents who rated the item as a 3 or 4 on a 4-point scale (excluding don't knows)

The City employee who helped me...



Trends: Ratings of Performance with Overall Aspects of the City (2012 vs. 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)



Section 3:

Importance-Satisfaction Analysis

Importance-Satisfaction Analysis

Davenport, Iowa

Overview

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

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

Methodology

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

Example of the Calculation. Respondents were asked to identify library services they thought should receive the most emphasis over the next two years. Forty-three percent (43%) selected "hours of operation" as one of the most important library service issues to emphasize over the next two years.

With regard to satisfaction, 77% 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, 43% was multiplied by 23% (1-0.77). This calculation yielded an I-S rating of 0.0989, 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	70%	1	28%	12	0.5040	1
Overall efforts to attract and retain businesses	52%	2	49%	10	0.2652	2
Overall quality of neighborhoods	51%	3	60%	8	0.2040	3
<u>High Priority (IS .10-.20)</u>						
Overall quality of downtown Davenport	35%	5	48%	11	0.1820	4
<u>Medium Priority (IS < .10)</u>						
Efforts to conserve energy/protect environment	20%	8	59%	9	0.0820	5
Effectiveness of City communication w/public	21%	6	61%	7	0.0819	6
Overall quality of police services	42%	4	82%	5	0.0756	7
Quality of City parks/rec programs/facilities	18%	9	84%	4	0.0288	8
Quality of customer service provided by City staff	9%	11	69%	6	0.0279	9
Overall quality of garbage/recycling collection	10%	10	89%	3	0.0110	10
Overall quality of fire and paramedic services	20%	7	97%	1	0.0060	11
Overall quality of library services	5%	12	92%	2	0.0040	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	59%	1	64%	3	0.2124	1
<u>High Priority (IS .10-.20)</u>						
Visibility of police in your neighborhood	34%	3	44%	8	0.1904	2
Visibility of police in retail areas	28%	5	52%	7	0.1344	3
Public education efforts	25%	6	54%	6	0.1150	4
Responsiveness to investigations of criminal offenses	31%	4	65%	2	0.1085	5
<u>Medium Priority (IS < .10)</u>						
Responsiveness to non-emergency calls for service	22%	7	57%	5	0.0946	6
Traffic enforcement	21%	8	63%	4	0.0777	7
Responsiveness to emergency calls for service	36%	2	83%	1	0.0612	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 non-emergency/ assistance calls	30%	3	81%	4	0.0570	1
Fire prevention efforts	38%	2	88%	2	0.0456	2
Fire safety education programs	29%	4	87%	3	0.0377	3
Responsiveness to emergency/medical calls	50%	1	94%	1	0.0300	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	66%	1	31%	10	0.4554	1
<u>High Priority (IS .10-.20)</u>						
Condition of streets in your neighborhood	36%	2	45%	9	0.1980	2
Snow removal in your neighborhood	30%	3	46%	8	0.1620	3
Traffic flow on major city streets	29%	4	57%	6	0.1247	4
Timing of traffic signals on City streets	22%	6	53%	7	0.1034	5
<u>Medium Priority (IS <.10)</u>						
City's sanitary sewer system	20%	7	60%	3	0.0800	6
Storm drain system operation	17%	8	58%	5	0.0714	7
Snow removal on major streets	22%	5	75%	1	0.0550	8
Tree trimming and urban forestry	11%	10	59%	4	0.0451	9
Flood control and protection effort	11%	9	64%	2	0.0396	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 services	40%	1	91%	2	0.0360	1
Yard waste collection services	34%	2	90%	3	0.0340	2
Bulky waste collection services	32%	4	90%	4	0.0320	3
Residential garbage collection services	32%	3	95%	1	0.0160	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	38%	1	85%	9	0.0570	1
Affordability of recreation programs/events	18%	5	73%	17	0.0486	2
Quality of walking and biking trails in the City	32%	2	88%	6	0.0384	3
Overall quality of city parks	31%	3	89%	3	0.0341	4
Quality of outdoor athletic facilities	18%	4	82%	11	0.0324	5
Affordability of City golf courses	11%	11	73%	18	0.0297	6
Variety of recreation activities	14%	6	80%	14	0.0280	7
Hours of operation of City pools	10%	12	73%	19	0.0270	8
Quality of recreational programs/events	11%	10	82%	12	0.0198	9
Number and location of City parks	13%	7	87%	7	0.0169	10
Convenience of registration for programs/events	7%	15	76%	16	0.0168	11
Quality of swimming facilities/programs	9%	13	83%	10	0.0153	12
Accessibility of City parks and facilities	12%	8	89%	4	0.0132	13
Location of recreation programs/events	6%	17	81%	13	0.0114	14
Quality of instructors for recreation programs	5%	18	80%	15	0.0100	15
Quality of public gardens	12%	9	92%	1	0.0096	16
Overall quality of City golf courses	8%	14	90%	2	0.0080	17
Quality of gardening/nature programs	6%	16	89%	5	0.0066	18
Availability of golf courses in Davenport	4%	19	86%	8	0.0056	19

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

Most Important %:

The "Most Important" percentage represents the sum of the first, second, third and fourth most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

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

Importance-Satisfaction Rating

City of Davenport

Library Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS > .20)</u>						
NONE						
<u>High Priority (IS .10-.20)</u>						
NONE						
<u>Medium Priority (IS <.10)</u>						
Hours of library operation	43%	2	77%	5	0.0989	1
Availability of materials you need at libraries	43%	1	90%	1	0.0430	2
Quality of programs for adults	19%	4	84%	4	0.0304	3
Quality of children/youth programs	24%	3	89%	3	0.0264	4
Availability of public computers/internet access	17%	5	90%	2	0.0170	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	41%	6	0.2891	1
<u>High Priority (IS .10-.20)</u>						
Availability of info about City services, etc.	51%	1	63%	3	0.1887	2
<u>Medium Priority (IS < .10)</u>						
Quality of the City's website/portal	19%	3	65%	2	0.0665	3
Quality of quarterly newsletter in your sewer bill	13%	4	76%	1	0.0312	4
Quality of the City's social media outlets	6%	6	53%	5	0.0282	5
Programming on the City's television channels	6%	5	60%	4	0.0240	6

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.

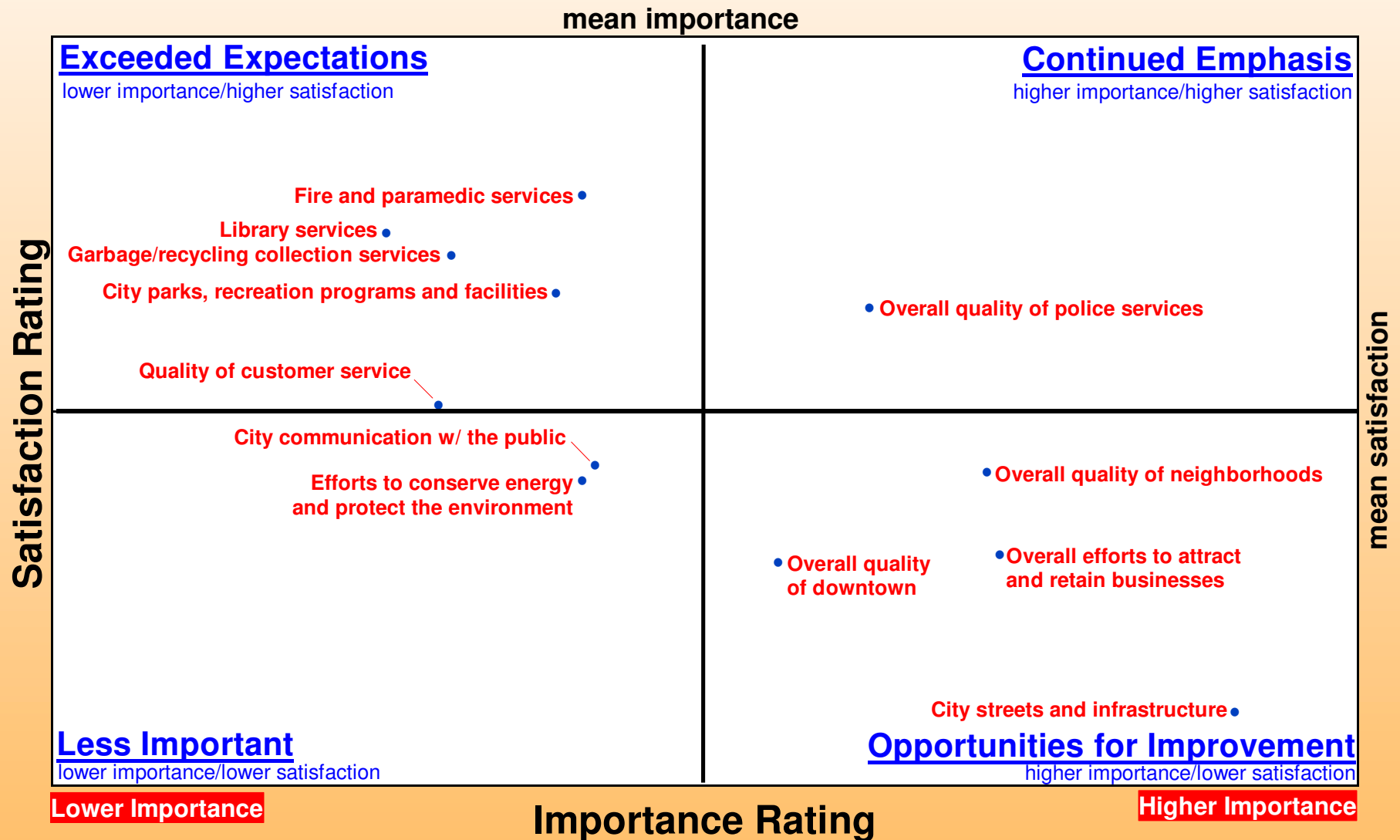
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on 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 2012 Davenport Community Survey are provided on the following pages.

2012 City of Davenport DirectionFinder Importance-Satisfaction Assessment Matrix

-City Services-

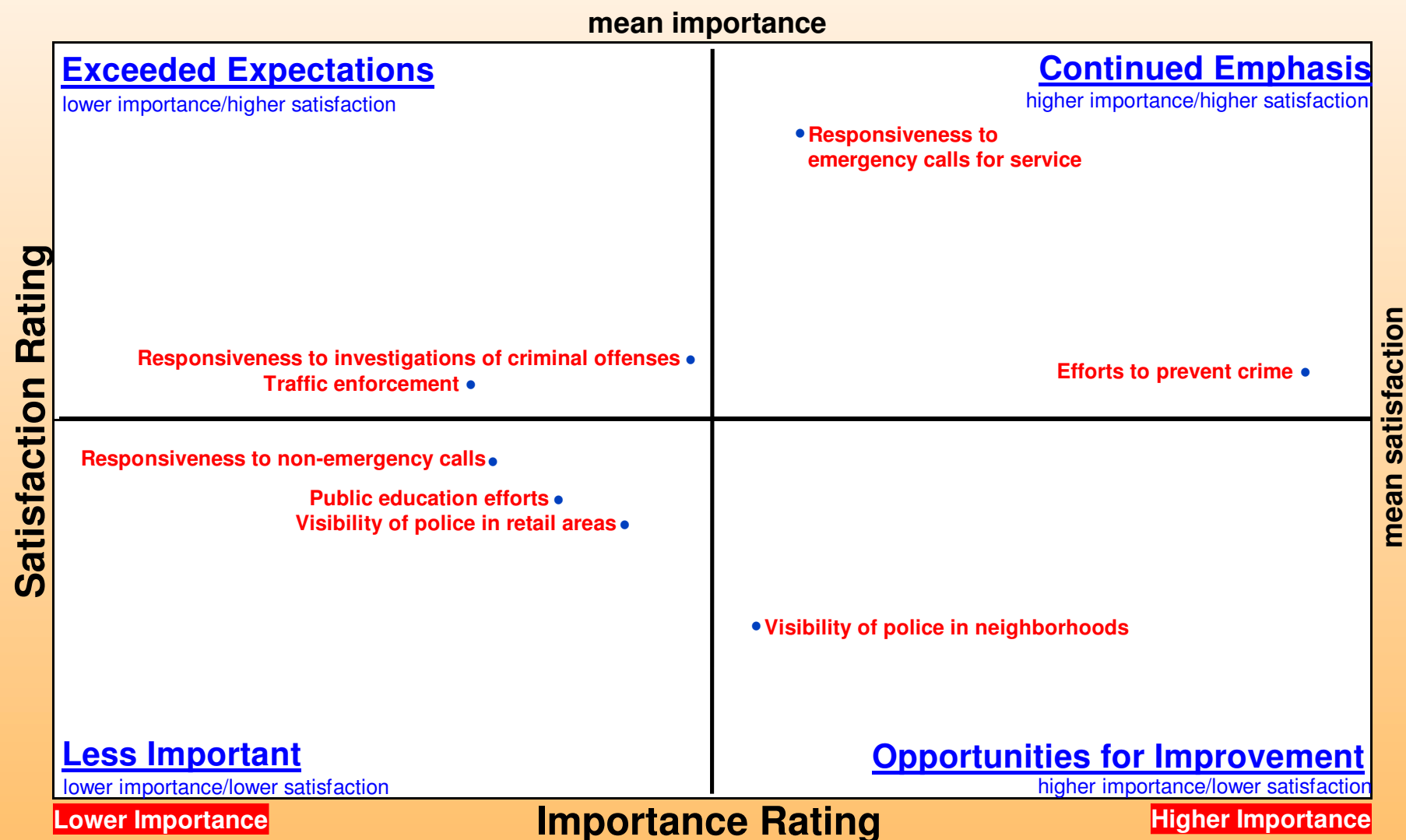
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2012 City of Davenport DirectionFinder Importance-Satisfaction Assessment Matrix

-Police Services-

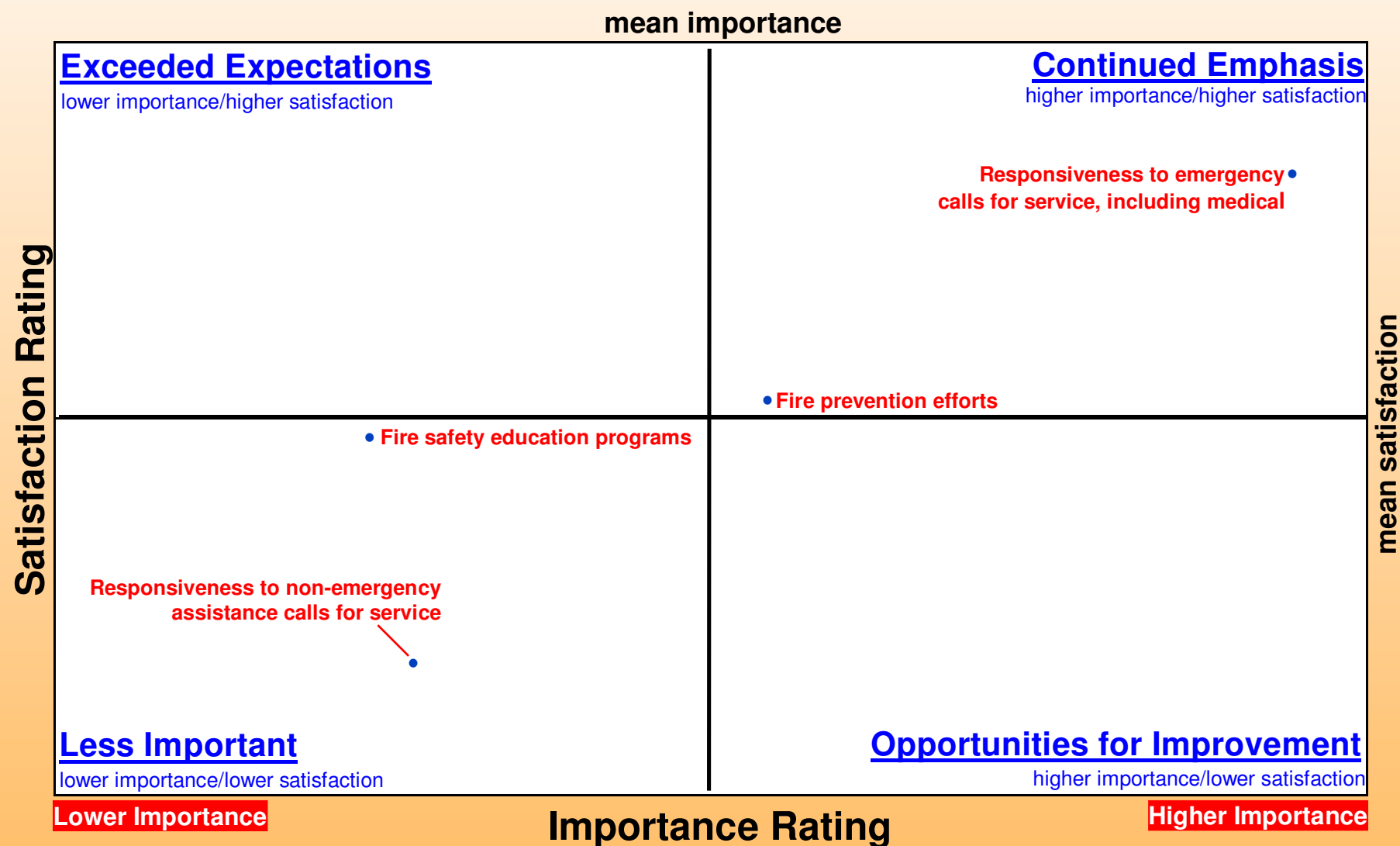
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2012 City of Davenport DirectionFinder Importance-Satisfaction Assessment Matrix

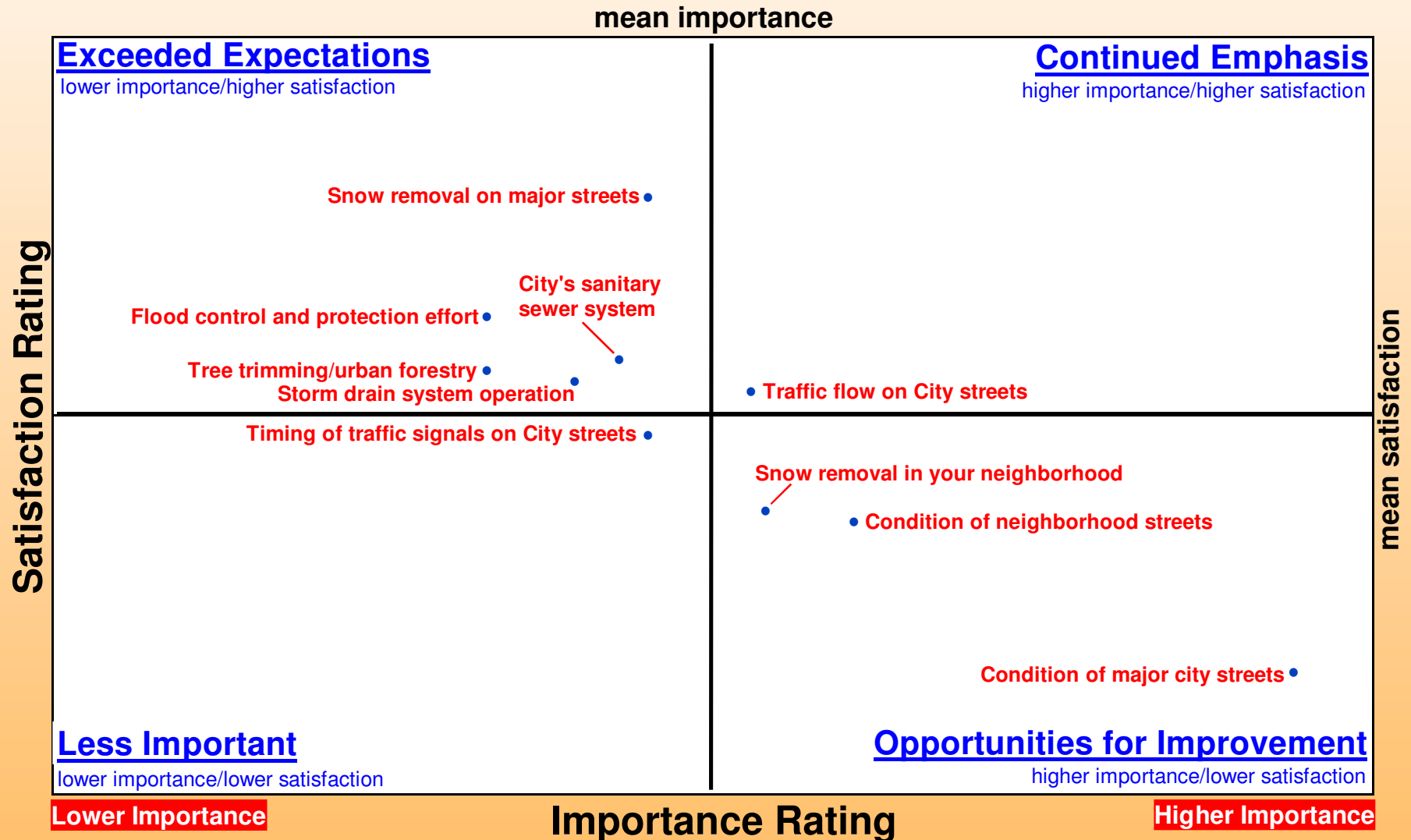
-Fire Services-

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



2012 City of Davenport DirectionFinder Importance-Satisfaction Assessment Matrix -Streets and Infrastructure-

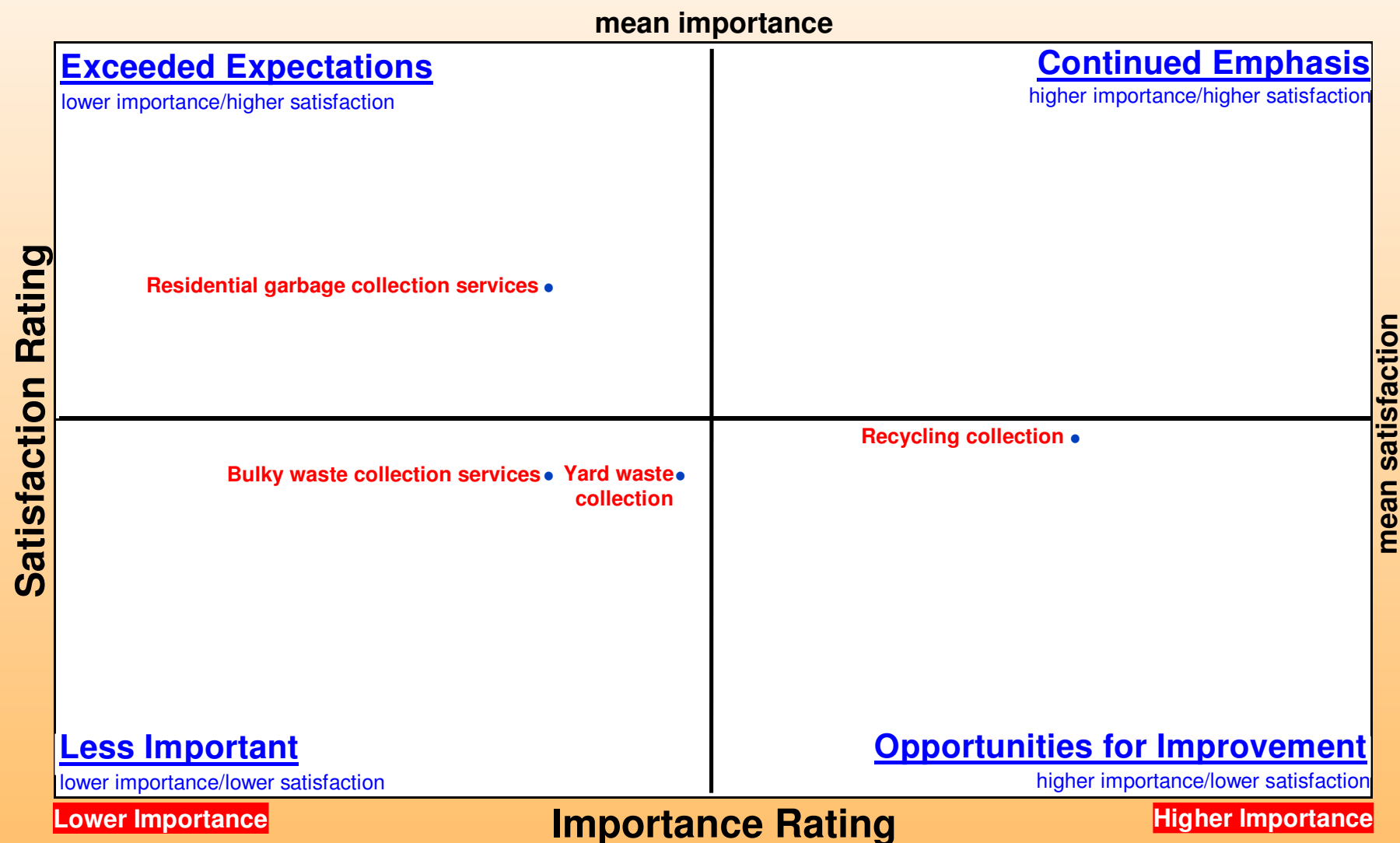
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2012 City of Davenport DirectionFinder Importance-Satisfaction Assessment Matrix

-Solid Waste Services-

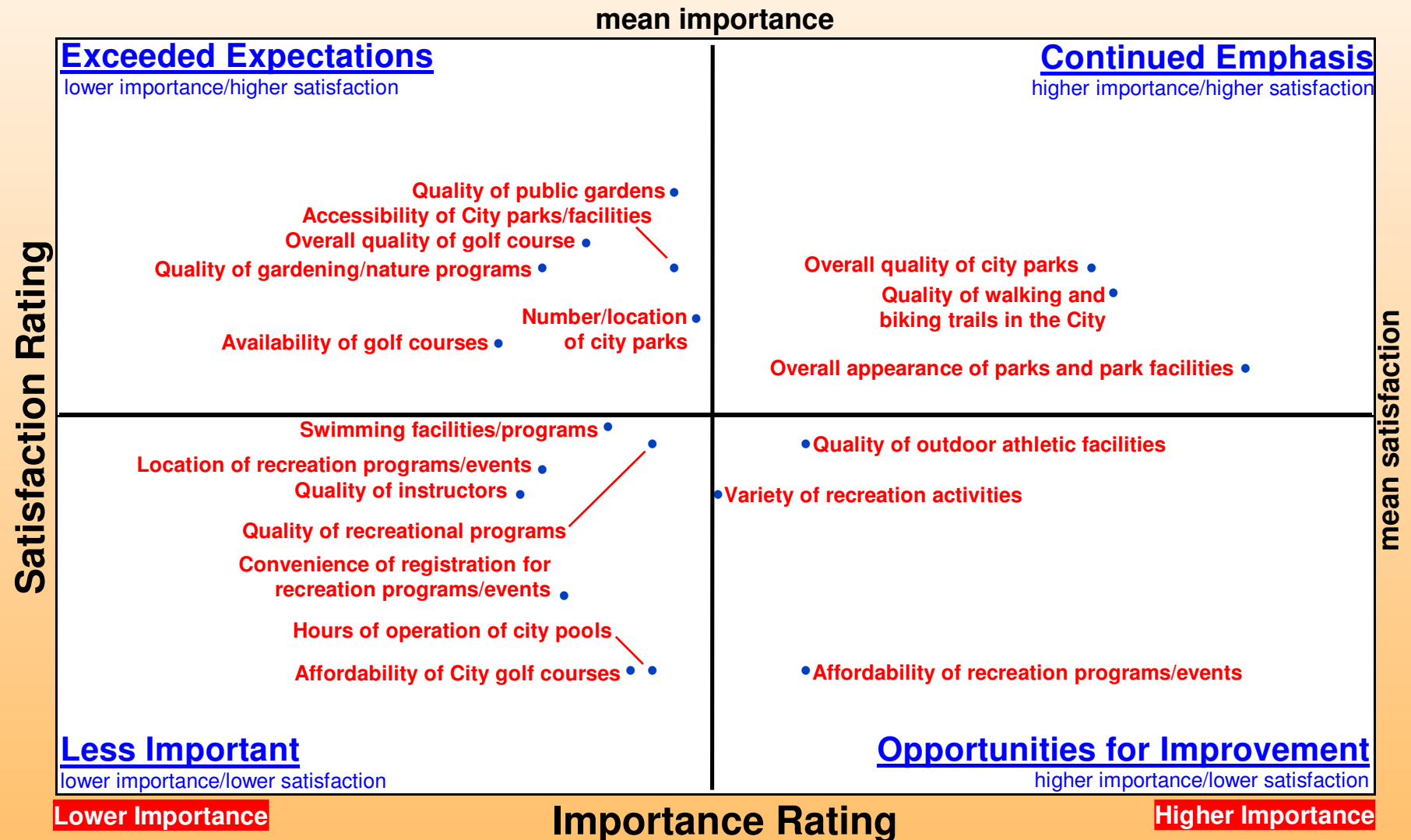
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2012 City of Davenport DirectionFinder Importance-Satisfaction Assessment Matrix

-Parks and Recreation-

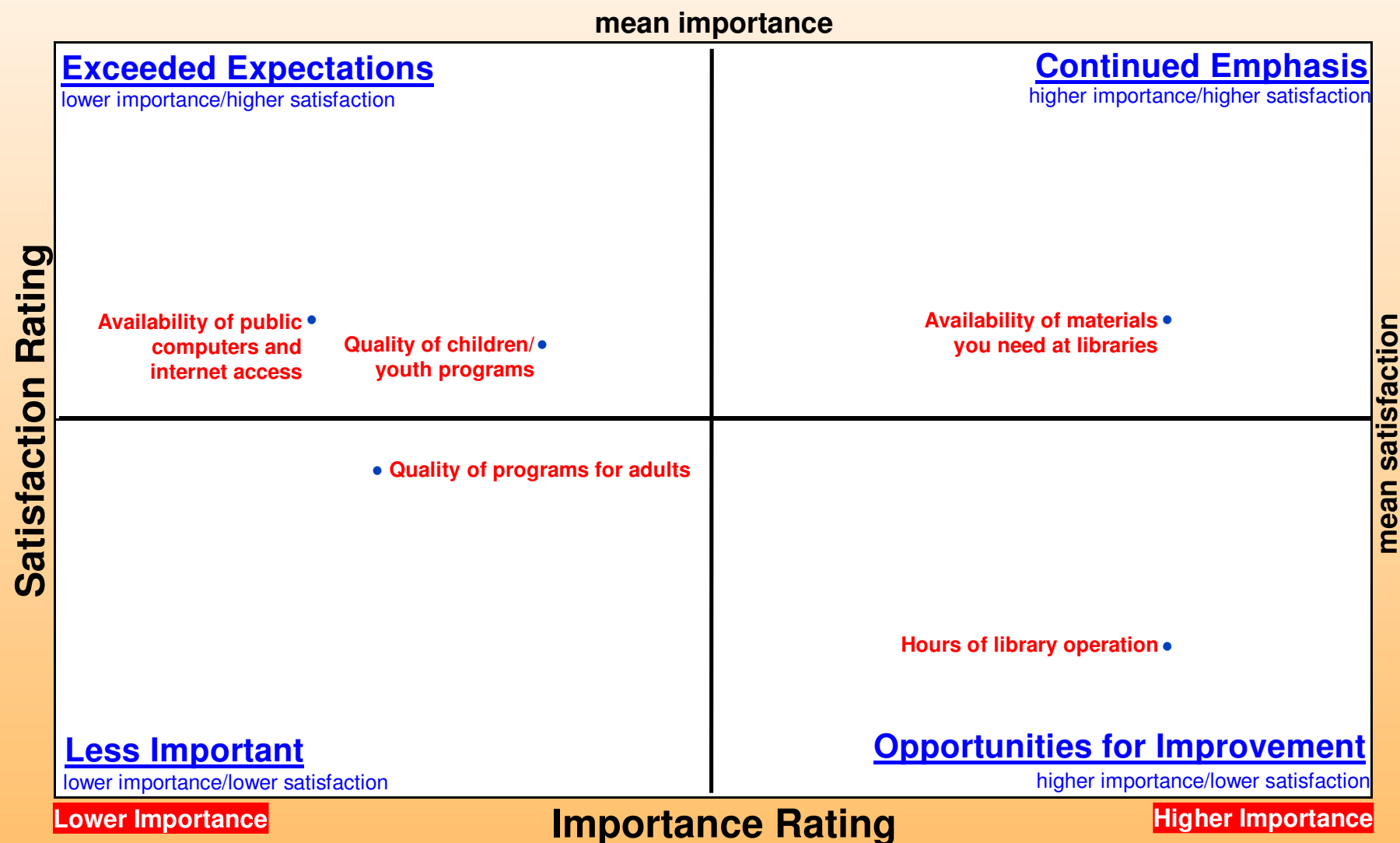
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2012 City of Davenport DirectionFinder Importance-Satisfaction Assessment Matrix

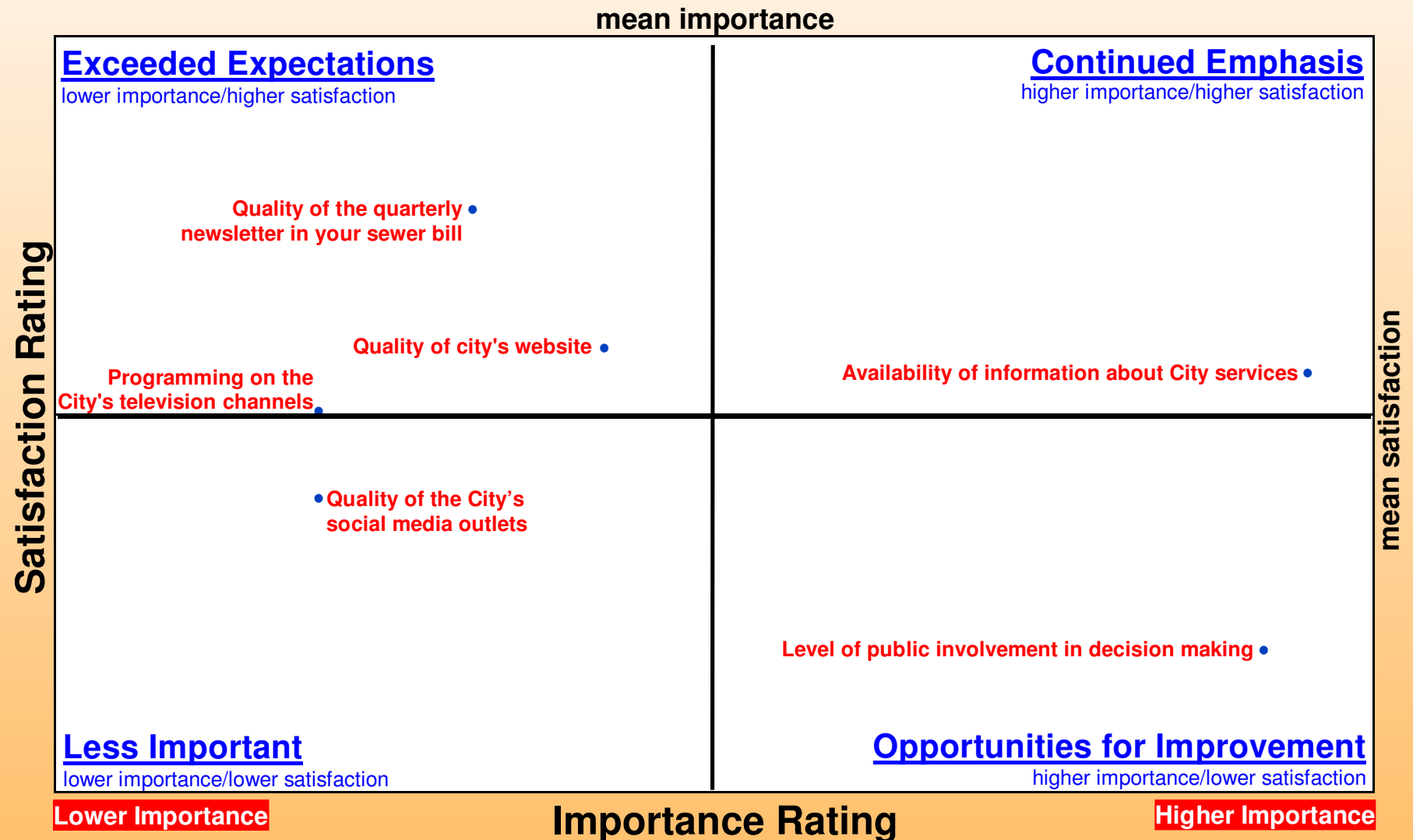
-Library-

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



2012 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)



Section 4:

Tabular Data

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

(N=411)

	Very Good	Good	Fair	Poor	Don't Know
Q1a. Overall quality of police services	26.3%	48.2%	14.8%	2.2%	8.5%
Q1b. Overall quality of fire and paramedic services	41.8%	41.4%	2.9%	0.0%	13.9%
Q1c. Overall quality of City streets and infrastructure (i.e. sewer system)	3.9%	23.4%	52.6%	17.5%	2.7%
Q1d. Overall quality of garbage and recycling collection services	42.3%	43.8%	9.7%	1.5%	2.7%
Q1e. Overall quality of City parks, recreation programs and facilities	26.8%	51.8%	12.7%	2.4%	6.3%
Q1f. Overall quality of neighborhoods	7.5%	50.1%	33.1%	6.3%	2.9%
Q1g. Overall quality of library services	45.7%	35.0%	4.9%	1.9%	12.4%
Q1h. Overall effectiveness of City communication with the public	12.4%	45.3%	26.8%	10.2%	5.4%
Q1i. Overall quality of customer service provided by City employees	15.3%	44.0%	22.1%	4.6%	13.9%
Q1j. City's efforts to attract and retain businesses	9.0%	32.1%	27.7%	14.8%	16.3%
Q1k. Overall quality of downtown Davenport	7.8%	37.7%	41.1%	8.8%	4.6%
Q1l. City's efforts to conserve energy and protect the environment	10.0%	36.0%	27.0%	5.6%	21.4%

WITHOUT DON'T KNOW**Q1. Please rate the City's performance in each of the following areas: (without "Don't Know")**

(N=411)

	Very Good	Good	Fair	Poor
Q1a. Overall quality of police services	28.7%	52.7%	16.2%	2.4%
Q1b. Overall quality of fire and paramedic services	48.6%	48.0%	3.4%	0.0%
Q1c. Overall quality of City streets and infrastructure (i.e. sewer system)	4.0%	24.0%	54.0%	18.0%
Q1d. Overall quality of garbage and recycling collection services	43.5%	45.0%	10.0%	1.5%
Q1e. Overall quality of City parks, recreation programs and facilities	28.6%	55.3%	13.5%	2.6%
Q1f. Overall quality of neighborhoods	7.8%	51.6%	34.1%	6.5%
Q1g. Overall quality of library services	52.2%	40.0%	5.6%	2.2%
Q1h. Overall effectiveness of City communication with the public	13.1%	47.8%	28.3%	10.8%
Q1i. Overall quality of customer service provided by City employees	17.8%	51.1%	25.7%	5.4%
Q1j. City's efforts to attract and retain businesses	10.8%	38.4%	33.1%	17.7%
Q1k. Overall quality of downtown Davenport	8.2%	39.5%	43.1%	9.2%
Q1l. City's efforts to conserve energy and protect the environment	12.7%	45.8%	34.4%	7.1%

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
Overall quality of police services	87	21.2 %
Overall quality of fire & paramedic services	9	2.2 %
Overall quality of City streets & infrastructure	134	32.6 %
Overall quality of garbage & recycling collection services	4	1.0 %
Overall quality of City parks, recreation programs & facilities	9	2.2 %
Overall quality of neighborhoods	40	9.7 %
Overall quality of library services	2	0.5 %
Overall effectiveness of City communication with the public	13	3.2 %
Overall quality of customer service provided by City employees	3	0.7 %
City's efforts to attract & retain businesses	60	14.6 %
Overall quality of downtown Davenport	15	3.6 %
City's efforts to conserve energy & protect the environment	12	2.9 %
None selected	23	5.6 %
Total	411	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
Overall quality of police services	36	8.8 %
Overall quality of fire & paramedic services	43	10.5 %
Overall quality of City streets & infrastructure	63	15.3 %
Overall quality of garbage & recycling collection services	10	2.4 %
Overall quality of City parks, recreation programs & facilities	17	4.1 %
Overall quality of neighborhoods	57	13.9 %
Overall quality of library services	4	1.0 %
Overall effectiveness of City communication with the public	22	5.4 %
Overall quality of customer service provided by City employees	8	1.9 %
City's efforts to attract & retain businesses	56	13.6 %
Overall quality of downtown Davenport	44	10.7 %
City's efforts to conserve energy & protect the environment	18	4.4 %
None selected	33	8.0 %
Total	411	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
Overall quality of police services	20	4.9 %
Overall quality of fire & paramedic services	20	4.9 %
Overall quality of City streets & infrastructure	62	15.1 %
Overall quality of garbage & recycling collection services	11	2.7 %
Overall quality of City parks, recreation programs & facilities	21	5.1 %
Overall quality of neighborhoods	69	16.8 %
Overall quality of library services	4	1.0 %
Overall effectiveness of City communication with the public	31	7.5 %
Overall quality of customer service provided by City employees	14	3.4 %
City's efforts to attract & retain businesses	49	11.9 %
Overall quality of downtown Davenport	31	7.5 %
City's efforts to conserve energy & protect the environment	21	5.1 %
None selected	58	14.1 %
Total	411	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
Overall quality of police services	30	7.3 %
Overall quality of fire & paramedic services	10	2.4 %
Overall quality of City streets & infrastructure	30	7.3 %
Overall quality of garbage & recycling collection services	17	4.1 %
Overall quality of City parks, recreation programs & facilities	27	6.6 %
Overall quality of neighborhoods	42	10.2 %
Overall quality of library services	9	2.2 %
Overall effectiveness of City communication with the public	22	5.4 %
Overall quality of customer service provided by City employees	12	2.9 %
City's efforts to attract & retain businesses	47	11.4 %
Overall quality of downtown Davenport	53	12.9 %
City's efforts to conserve energy & protect the environment	32	7.8 %
None selected	80	19.5 %
Total	411	100.0 %

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

Q2. Sum of top four choices	Number	Percent
Overall quality of police services	173	42.1 %
Overall quality of fire & paramedic services	82	20.0 %
Overall quality of City streets & infrastructure	289	70.3 %
Overall quality of garbage & recycling collection services	42	10.2 %
Overall quality of City parks, recreation programs & facilities	74	18.0 %
Overall quality of neighborhoods	208	50.6 %
Overall quality of library services	19	4.6 %
Overall effectiveness of City communication with the public	88	21.4 %
Overall quality of customer service provided by City employees	37	9.0 %
City's efforts to attract & retain businesses	212	51.6 %
Overall quality of downtown Davenport	143	34.8 %
City's efforts to conserve energy & protect the environment	83	20.2 %
None selected	23	5.6 %
Total	1473	

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=411)

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Don't Know
Q3a. Overall, I feel safe in the City of Davenport	27.3%	58.9%	9.2%	3.4%	1.2%
Q3b. I feel safe in my neighborhood during the day	69.8%	25.5%	2.9%	0.7%	1.0%
Q3c. I feel safe in my neighborhood after dark	41.4%	38.9%	12.2%	5.8%	1.7%
Q3d. I feel safe in downtown Davenport during the day	44.0%	43.1%	7.1%	1.7%	4.1%
Q3e. I feel safe in downtown Davenport after dark	9.2%	30.2%	32.4%	19.5%	8.8%
Q3f. I feel safe in City facilities (parks, libraries, buildings)	39.4%	45.7%	7.3%	1.2%	6.3%
Q3g. I feel safe in Davenport commercial and retail areas during the day	54.5%	40.4%	2.7%	0.7%	1.7%
Q3h. I feel safe in Davenport commercial and retail areas after dark	18.2%	47.2%	23.6%	6.6%	4.4%

WITHOUT 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=411)

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree
Q3a. Overall, I feel safe in the City of Davenport	27.6%	59.6%	9.4%	3.4%
Q3b. I feel safe in my neighborhood during the day	70.5%	25.8%	2.9%	0.7%
Q3c. I feel safe in my neighborhood after dark	42.1%	39.6%	12.4%	5.9%
Q3d. I feel safe in downtown Davenport during the day	45.9%	44.9%	7.4%	1.8%
Q3e. I feel safe in downtown Davenport after dark	10.1%	33.1%	35.5%	21.3%
Q3f. I feel safe in City facilities (parks, libraries, buildings)	42.1%	48.8%	7.8%	1.3%
Q3g. I feel safe in Davenport commercial and retail areas during the day	55.4%	41.1%	2.7%	0.7%
Q3h. I feel safe in Davenport commercial and retail areas after dark	19.1%	49.4%	24.7%	6.9%

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

(N=411)

	Very Good	Good	Fair	Poor	Don't Know
Q4a. Responsiveness to emergency calls for service	27.5%	32.8%	10.2%	2.4%	27.0%
Q4b. Responsiveness to non-emergency/assistance calls for service	13.4%	28.5%	24.1%	7.1%	27.0%
Q4c. Responsiveness to investigations of criminal offenses	11.9%	28.7%	15.3%	6.8%	37.2%
Q4d. Efforts to prevent crime	12.7%	38.9%	22.1%	7.1%	19.2%
Q4e. Visibility of police in retail areas	11.4%	34.8%	31.6%	11.4%	10.7%
Q4f. Visibility of police in your neighborhood	9.7%	31.9%	32.6%	20.4%	5.4%
Q4g. Traffic enforcement	14.8%	43.6%	24.8%	9.2%	7.5%
Q4h. Public education efforts	9.5%	30.9%	25.8%	9.2%	24.6%

WITHOUT DON'T KNOW**Q4. Please rate the City's performance in the following areas. (without "Don't Know")**

(N=411)

	Very Good	Good	Fair	Poor
Q4a. Responsiveness to emergency calls for service	37.7%	45.0%	14.0%	3.3%
Q4b. Responsiveness to non-emergency/assistance calls for service	18.3%	39.0%	33.0%	9.7%
Q4c. Responsiveness to investigations of criminal offenses	19.0%	45.7%	24.4%	10.9%
Q4d. Efforts to prevent crime	15.7%	48.2%	27.4%	8.7%
Q4e. Visibility of police in retail areas	12.8%	39.0%	35.4%	12.8%
Q4f. Visibility of police in your neighborhood	10.3%	33.7%	34.4%	21.6%
Q4g. Traffic enforcement	16.1%	47.1%	26.8%	10.0%
Q4h. Public education efforts	12.6%	41.0%	34.2%	12.3%

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

Q5. 1st choice	Number	Percent
Responsiveness to emergency calls for service	90	21.9 %
Responsiveness to non-emergency calls for service	28	6.8 %
Responsiveness to investigations of criminal offenses	29	7.1 %
Efforts to prevent crime	103	25.1 %
Visibility of police in retail areas	21	5.1 %
Visibility of police in your neighborhood	42	10.2 %
Traffic enforcement	23	5.6 %
Public education efforts	36	8.8 %
<u>None Selected</u>	39	9.5 %
Total	411	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?

Q5. 2nd choice	Number	Percent
Responsiveness to emergency calls for service	31	7.5 %
Responsiveness to non-emergency calls for service	34	8.3 %
Responsiveness to investigations of criminal offenses	52	12.7 %
Efforts to prevent crime	85	20.7 %
Visibility of police in retail areas	46	11.2 %
Visibility of police in your neighborhood	49	11.9 %
Traffic enforcement	21	5.1 %
Public education efforts	33	8.0 %
<u>None selected</u>	60	14.6 %
Total	411	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?

Q5. 3rd choice	Number	Percent
Responsiveness to emergency calls for service	26	6.3 %
Responsiveness to non-emergency calls for service	27	6.6 %
Responsiveness to investigations of criminal offenses	47	11.4 %
Efforts to prevent crime	56	13.6 %
Visibility of police in retail areas	46	11.2 %
Visibility of police in your neighborhood	49	11.9 %
Traffic enforcement	42	10.2 %
Public education efforts	35	8.5 %
<u>None selected</u>	83	20.2 %
Total	411	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 three choices)

Q5. Sum of top three choices	Number	Percent
Responsiveness to emergency calls for service	147	35.8 %
Responsiveness to non-emergency calls for service	89	21.7 %
Responsiveness to investigations of criminal offenses	128	31.1 %
Efforts to prevent crime	244	59.4 %
Visibility of police in retail areas	113	27.5 %
Visibility of police in your neighborhood	140	34.1 %
Traffic enforcement	86	20.9 %
Public education efforts	104	25.3 %
<u>None Selected</u>	39	9.5 %
Total	1090	

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

Q6. Have you had contact with the Davenport Police Department (DPD) in the last 12 months?	Number	Percent
Yes	155	37.7 %
No	249	60.6 %
Don't Know	7	1.7 %
Total	411	100.0 %

Q6a-c. IF YES to #6, Please rate the following:

(N=155)

	Very Good	Good	Fair	Poor	Don't Know
Q6a. Professionalism of DPD personnel	45.8%	27.7%	17.4%	8.4%	0.6%
Q6b. Competence of DPD personnel	42.6%	27.1%	21.3%	6.5%	2.6%
Q6c. Fairness of DPD personnel	38.1%	27.1%	16.8%	12.9%	5.2%

WITHOUT DON'T KNOW**Q6a-c. IF YES to #6, Please rate the following: (without "Don't Know")**

(N=155)

	Very Good	Good	Fair	Poor
Q6a. Professionalism of DPD personnel	46.1%	27.9%	17.5%	8.4%
Q6b. Competence of DPD personnel	43.7%	27.8%	21.9%	6.6%
Q6c. Fairness of DPD personnel	40.1%	28.6%	17.7%	13.6%

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

Q7. During the last 12 months, were you or anyone in your household a victim of a crime?	Number	Percent
Yes	61	14.8 %
No	344	83.7 %
Don't Know	6	1.5 %
Total	411	100.0 %

Q7a. If YES, what type of crime? (multiple responses allowed)

Q7a. If YES, what type of crime?	Number	Percent
Property crime	57	93.4 %
Violent crime	6	9.8 %
Total	63	

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

Q7b. If YES, did you report the crime to the police?	Number	Percent
Yes	49	80.3 %
No	12	19.7 %
Total	61	100.0 %

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

(N=411)

	Very Good	Good	Fair	Poor	Don't Know
Q8a. Responsiveness to emergency calls for service, including medical emergencies	40.6%	23.4%	3.6%	0.2%	32.1%
Q8b. Responsiveness to non-emergency/assistance calls for service	21.9%	26.0%	7.8%	3.9%	40.4%
Q8c. Fire prevention efforts	22.6%	31.6%	6.8%	0.5%	38.4%
Q8d. Fire safety education programs (i.e. smoke house, school programs, Citizen Fire Academy, etc.)	21.9%	35.5%	7.1%	1.2%	34.3%

WITHOUT DON'T KNOW**Q8. Please rate the City's performance in the following areas. (without "Don't Know")**

(N=411)

	Very Good	Good	Fair	Poor
Q8a. Responsiveness to emergency calls for service, including medical emergencies	59.9%	34.4%	5.4%	0.4%
Q8b. Responsiveness to non-emergency/assistance calls for service	36.7%	43.7%	13.1%	6.5%
Q8c. Fire prevention efforts	36.8%	51.4%	11.1%	0.8%
Q8d. Fire safety education programs (i.e. smoke house, school programs, Citizen Fire Academy, etc.)	33.3%	54.1%	10.7%	1.9%

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

Q9. 1st choice	Number	Percent
Responsiveness to emergency calls for service	174	42.3 %
Responsiveness to non-emergency calls for service	31	7.5 %
Fire prevention efforts	58	14.1 %
Fire safety education programs	48	11.7 %
None selected	100	24.3 %
Total	411	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?

Q9. 2nd choice	Number	Percent
Responsiveness to emergency calls for service	32	7.8 %
Responsiveness to non-emergency calls for service	92	22.4 %
Fire prevention efforts	96	23.4 %
Fire safety education programs	73	17.8 %
None selected	118	28.7 %
Total	411	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 two choices)

Q9. Sum of top two choices	Number	Percent
Responsiveness to emergency calls for service	206	50.1 %
Responsiveness to non-emergency calls for service	123	29.9 %
Fire prevention efforts	154	37.5 %
Fire safety education programs	121	29.4 %
None selected	100	24.3 %
Total	704	

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

(N=411)

	Very Good	Good	Fair	Poor	Don't Know
Q10a. Condition of major City streets (potholes, cleanliness, etc.)	4.6%	25.9%	47.8%	20.0%	1.7%
Q10b. Condition of streets in your neighborhood (potholes, cleanliness, etc.)	9.7%	35.0%	36.7%	17.5%	1.0%
Q10c. Snow removal on major streets	23.4%	50.4%	17.8%	6.6%	1.9%
Q10d. Snow removal in your neighborhood	13.6%	31.1%	25.8%	27.0%	2.4%
Q10e. Traffic flow on major City streets	10.9%	45.0%	31.9%	10.2%	1.9%
Q10f. Timing of traffic signals on City streets	10.2%	42.3%	31.1%	14.4%	1.9%
Q10g. Storm drain system operation	9.5%	41.1%	27.7%	9.0%	12.7%
Q10h. Flood control and protection efforts	12.2%	41.1%	21.9%	8.0%	16.8%
Q10i. City's sanitary sewer system	8.8%	40.4%	25.5%	7.1%	18.2%
Q10j. Tree trimming and urban forestry	8.8%	38.7%	24.6%	8.0%	20.0%

WITHOUT DON'T KNOW**Q10. Please rate the City's performance in the following areas. (without "Don't Know")**

(N=411)

	Very Good	Good	Fair	Poor
Q10a. Condition of major City streets (potholes, cleanliness, etc.)	4.7%	26.3%	48.6%	20.3%
Q10b. Condition of streets in your neighborhood (potholes, cleanliness, etc.)	9.8%	35.4%	37.1%	17.7%
Q10c. Snow removal on major streets	23.8%	51.4%	18.1%	6.7%
Q10d. Snow removal in your neighborhood	14.0%	31.9%	26.4%	27.7%
Q10e. Traffic flow on major City streets	11.2%	45.9%	32.5%	10.4%
Q10f. Timing of traffic signals on City streets	10.4%	43.2%	31.8%	14.6%
Q10g. Storm drain system operation	10.9%	47.1%	31.8%	10.3%
Q10h. Flood control and protection efforts	14.6%	49.4%	26.3%	9.6%
Q10i. City's sanitary sewer system	10.7%	49.4%	31.3%	8.6%
Q10j. Tree trimming and urban forestry	10.9%	48.3%	30.7%	10.0%

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. 1st choice</u>	<u>Number</u>	<u>Percent</u>
Condition of major City streets	194	47.2 %
Condition of streets in your neighborhood	35	8.5 %
Snow removal on major streets	13	3.2 %
Snow removal in your neighborhood	39	9.5 %
Traffic flow on major City streets	20	4.9 %
Timing of traffic signals on City streets	21	5.1 %
Storm drain system operation	13	3.2 %
Flood control & protection efforts	7	1.7 %
City's sanitary sewer system	24	5.8 %
Tree trimming & urban forestry	12	2.9 %
<u>None selected</u>	33	8.0 %
Total	411	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	41	10.0 %
Condition of streets in your neighborhood	82	20.0 %
Snow removal on major streets	44	10.7 %
Snow removal in your neighborhood	47	11.4 %
Traffic flow on major City streets	51	12.4 %
Timing of traffic signals on City streets	25	6.1 %
Storm drain system operation	31	7.5 %
Flood control & protection efforts	15	3.6 %
City's sanitary sewer system	19	4.6 %
Tree trimming & urban forestry	11	2.7 %
<u>None selected</u>	45	10.9 %
Total	411	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?

Q11. 3rd choice	Number	Percent
Condition of major City streets	36	8.8 %
Condition of streets in your neighborhood	30	7.3 %
Snow removal on major streets	34	8.3 %
Snow removal in your neighborhood	37	9.0 %
Traffic flow on major City streets	46	11.2 %
Timing of traffic signals on City streets	45	10.9 %
Storm drain system operation	27	6.6 %
Flood control & protection efforts	23	5.6 %
City's sanitary sewer system	39	9.5 %
Tree trimming & urban forestry	24	5.8 %
None selected	70	17.0 %
Total	411	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 three)

Q11. Sum of top three choices	Number	Percent
Condition of major City streets	271	65.9 %
Condition of streets in your neighborhood	147	35.8 %
Snow removal on major streets	91	22.1 %
Snow removal in your neighborhood	123	29.9 %
Traffic flow on major City streets	117	28.5 %
Timing of traffic signals on City streets	91	22.1 %
Storm drain system operation	71	17.3 %
Flood control & protection efforts	45	10.9 %
City's sanitary sewer system	82	20.0 %
Tree trimming & urban forestry	47	11.4 %
None selected	33	8.0 %
Total	1118	

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

Q12. Does the City of Davenport collect garbage at your residence?	Number	Percent
Yes	391	95.1 %
No	14	3.4 %
Don't Know	6	1.5 %
Total	411	100.0 %

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

(N=391)

	Very Good	Good	Fair	Poor	Don't Know
Q12a. Residential garbage collection services	67.3%	27.6%	3.8%	1.0%	0.3%
Q12b. Residential garbage collection services	62.4%	26.1%	6.9%	2.3%	2.3%
Q12c. Yard waste collection services	54.5%	31.5%	9.2%	1.3%	3.6%
Q12d. Bulky waste collection services	55.5%	27.9%	6.6%	2.3%	7.7%

WITHOUT DON'T KNOW**Q12a-d. IF YES to #12: 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 services	67.4%	27.7%	3.8%	1.0%
Q12b. Residential garbage collection services	63.9%	26.7%	7.1%	2.4%
Q12c. Yard waste collection services	56.5%	32.6%	9.5%	1.3%
Q12d. Bulky waste collection services	60.1%	30.2%	7.2%	2.5%

Q12e. IF YES to #12: Which TWO of the solid waste services listed above do you think should be the City's top priorities for improvement?

Q12e. 1st choice	Number	Percent
Residential garbage collection services	97	24.8 %
Recycle collection services	78	19.9 %
Yard waste collection services	65	16.6 %
Bulky waste collection services	45	11.5 %
None selected	106	27.1 %
Total	391	100.0 %

Q12e. IF YES to #12: Which TWO of the solid waste services listed above do you think should be the City's top priorities for improvement?

Q12e. 2nd choice	Number	Percent
Residential garbage collection services	29	7.4 %
Recycle collection services	79	20.2 %
Yard waste collection services	67	17.1 %
Bulky waste collection services	81	20.7 %
None selected	135	34.5 %
Total	391	100.0 %

Q12e. IF YES to #12: Which TWO of the solid waste services listed above do you think should be the City's top priorities for improvement? (Top two choices)

Q12e. Sum of top two choices	Number	Percent
Residential garbage collection services	126	32.2 %
Recycle collection services	157	40.2 %
Yard waste collection services	132	33.8 %
Bulky waste collection services	126	32.2 %
None selected	106	27.1 %
Total	647	

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

	Number	Percent
Yes	56	13.6 %
No	350	85.2 %
Don't Remember	5	1.2 %
Total	411	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 or other members of your household visited a City park or outdoor recreational facility (not including City Golf Courses) during the past 12 months?

	Number	Percent
Yes	308	74.9 %
No	98	23.8 %
Don't Remember	5	1.2 %
Total	411	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 or other members of your household visited a City golf course (Emeis, Duck Creek, Red Hawk) during the past 12 months?

	Number	Percent
Yes	133	32.4 %
No	273	66.4 %
Don't Remember	5	1.2 %
Total	411	100.0 %

Q16. Please rate the City's performance in the following areas. If you have not had contact with the facility/program/service or do not have an opinion, circle "Don't Know."

(N=411)

	Very Good	Good	Fair	Poor	Don't Know
Q16a. Overall quality of City parks	27.0%	51.3%	7.8%	1.7%	12.2%
Q16b. Overall appearance of parks and park facilities	22.6%	53.0%	11.4%	1.9%	10.9%
Q16c. Number and location of City parks	29.4%	46.7%	9.2%	2.2%	12.4%
Q16d. Accessibility of City parks and facilities	31.1%	47.0%	8.8%	1.2%	11.9%
Q16e. Quality of outdoor athletic facilities	18.2%	39.7%	11.7%	1.7%	28.7%
Q16f. Quality of walking and biking trails in the City of Davenport	32.8%	39.4%	7.1%	2.9%	17.8%
Q16g. Quality of swimming facilities and programs	14.1%	29.2%	6.1%	3.2%	47.4%
Q16h. Hours of operation of City pools	9.5%	25.5%	9.5%	3.9%	51.6%
Q16i. Overall quality of public gardens	36.0%	38.9%	5.1%	1.2%	18.7%

Q16. (Continued) Please rate the City's performance in the following areas. If you have not had contact with the facility/program/service or do not have an opinion, circle "Don't Know."

	Very Good	Good	Fair	Poor	Don't Know
Q16j. Quality of gardening/nature programs	18.2%	31.1%	4.6%	1.7%	44.3%
Q16k. Quality of recreational programs/events offered by the City	17.8%	27.7%	8.8%	1.7%	44.0%
Q16l. Variety of recreation activities offered by the City	17.3%	29.4%	9.5%	2.2%	41.6%
Q16m. Affordability of recreation programs/events	13.9%	26.5%	12.7%	2.7%	44.3%
Q16n. Convenience of registration for recreation programs/events	9.2%	28.2%	9.2%	2.9%	50.4%
Q16o. Quality of instructors for City recreation programs	7.3%	22.4%	6.6%	1.0%	62.8%
Q16p. Location of recreation programs/events	11.7%	26.8%	8.0%	1.2%	52.3%
Q16q. Overall quality of City golf courses	12.2%	27.3%	3.4%	1.5%	55.7%
Q16r. Affordability of City golf courses	9.5%	21.7%	9.0%	2.7%	57.2%
Q16s. Availability of golf courses in Davenport	14.6%	26.0%	6.6%	0.5%	52.3%

WITHOUT DON'T KNOW

Q16. Please rate the City's performance in the following areas. If you have not had contact with the facility/program/service or do not have an opinion, circle "Don't Know." (without "Don't Know")

(N=411)

	Very Good	Good	Fair	Poor
Q16a. Overall quality of City parks	30.7%	58.4%	8.9%	1.9%
Q16b. Overall appearance of parks and park facilities	25.4%	59.6%	12.8%	2.2%
Q16c. Number and location of City parks	33.6%	53.3%	10.6%	2.5%
Q16d. Accessibility of City parks and facilities	35.4%	53.3%	9.9%	1.4%
Q16e. Quality of outdoor athletic facilities	25.6%	55.6%	16.4%	2.4%
Q16f. Quality of walking and biking trails in the City of Davenport	39.9%	47.9%	8.6%	3.6%
Q16g. Quality of swimming facilities and programs	26.9%	55.6%	11.6%	6.0%
Q16h. Hours of operation of City pools	19.6%	52.8%	19.6%	8.0%
Q16i. Overall quality of public gardens	44.3%	47.9%	6.3%	1.5%
Q16j. Quality of gardening/nature programs	32.8%	55.9%	8.3%	3.1%
Q16k. Quality of recreational programs/events offered by the City	31.7%	49.6%	15.7%	3.0%
Q16l. Variety of recreation activities offered by the City	29.6%	50.4%	16.3%	3.8%
Q16m. Affordability of recreation programs/events	24.9%	47.6%	22.7%	4.8%

WITHOUT DON'T KNOW

Q16. (Continued) Please rate the City's performance in the following areas. If you have not had contact with the facility/program/service or do not have an opinion, circle "Don't Know." (without "Don't Know")

	Very Good	Good	Fair	Poor
Q16n. Convenience of registration for recreation programs/events	18.6%	56.9%	18.6%	5.9%
Q16o. Quality of instructors for City recreation programs	19.6%	60.1%	17.6%	2.6%
Q16p. Location of recreation programs/events	24.5%	56.1%	16.8%	2.6%
Q16q. Overall quality of City golf courses	27.5%	61.5%	7.7%	3.3%
Q16r. Affordability of City golf courses	22.2%	50.6%	21.0%	6.3%
Q16s. Availability of golf courses in Davenport	30.6%	54.6%	13.8%	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
Overall quality of parks	72	17.5 %
Overall appearance of parks and park facilities	66	16.1 %
Number and location of City parks	22	5.4 %
Accessibility of City parks & facilities	4	1.0 %
Quality of outdoor athletic facilities	11	2.7 %
Quality of walking & biking trails in the City of Davenport	38	9.2 %
Quality of swim facilities & programs	6	1.5 %
Hours of operation of City pools	7	1.7 %
Overall quality of public gardens	7	1.7 %
Quality of gardening/nature programs	6	1.5 %
Quality of recreational programs/events offered by the City	8	1.9 %
Variety of recreation activities offered by the City	9	2.2 %
Affordability of recreation programs/events	18	4.4 %
Convenience of registration for recreation programs/events	7	1.7 %
Quality of instructors for City recreation programs	3	0.7 %
Location of recreation programs/events	1	0.2 %
Overall quality of City golf courses	7	1.7 %
Affordability of City golf courses	8	1.9 %
Availability of golf courses in Davenport	3	0.7 %
None selected	108	26.3 %
Total	411	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
Overall quality of parks	27	6.6 %
Overall appearance of parks and park facilities	52	12.7 %
Number and location of City parks	12	2.9 %
Accessibility of City parks & facilities	18	4.4 %
Quality of outdoor athletic facilities	23	5.6 %
Quality of walking & biking trails in the City of Davenport	34	8.3 %
Quality of swim facilities & programs	9	2.2 %
Hours of operation of City pools	9	2.2 %
Overall quality of public gardens	14	3.4 %
Quality of gardening/nature programs	8	1.9 %
Quality of recreational programs/events offered by the City	10	2.4 %
Variety of recreation activities offered by the City	17	4.1 %
Affordability of recreation programs/events	15	3.6 %
Convenience of registration for recreation programs/events	7	1.7 %
Quality of instructors for City recreation programs	1	0.2 %
Location of recreation programs/events	5	1.2 %
Overall quality of City golf courses	5	1.2 %
Affordability of City golf courses	9	2.2 %
Availability of golf courses in Davenport	4	1.0 %
None selected	132	32.1 %
Total	411	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
Overall quality of parks	15	3.6 %
Overall appearance of parks and park facilities	20	4.9 %
Number and location of City parks	16	3.9 %
Accessibility of City parks & facilities	10	2.4 %
Quality of outdoor athletic facilities	23	5.6 %
Quality of walking & biking trails in the City of Davenport	37	9.0 %
Quality of swim facilities & programs	11	2.7 %
Hours of operation of City pools	11	2.7 %
Overall quality of public gardens	12	2.9 %
Quality of gardening/nature programs	7	1.7 %
Quality of recreational programs/events offered by the City	10	2.4 %
Variety of recreation activities offered by the City	15	3.6 %
Affordability of recreation programs/events	23	5.6 %
Convenience of registration for recreation programs/events	8	1.9 %
Quality of instructors for City recreation programs	10	2.4 %
Location of recreation programs/events	7	1.7 %
Overall quality of City golf courses	9	2.2 %
Affordability of City golf courses	13	3.2 %
Availability of golf courses in Davenport	5	1.2 %
None selected	149	36.3 %
Total	411	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
Overall quality of parks	14	3.4 %
Overall appearance of parks and park facilities	19	4.6 %
Number and location of City parks	3	0.7 %
Accessibility of City parks & facilities	19	4.6 %
Quality of outdoor athletic facilities	16	3.9 %
Quality of walking & biking trails in the City of Davenport	22	5.4 %
Quality of swim facilities & programs	9	2.2 %
Hours of operation of City pools	12	2.9 %
Overall quality of public gardens	15	3.6 %
Quality of gardening/nature programs	5	1.2 %
Quality of recreational programs/events offered by the City	15	3.6 %
Variety of recreation activities offered by the City	15	3.6 %
Affordability of recreation programs/events	17	4.1 %
Convenience of registration for recreation programs/events	5	1.2 %
Quality of instructors for City recreation programs	8	1.9 %
Location of recreation programs/events	13	3.2 %
Overall quality of City golf courses	12	2.9 %
Affordability of City golf courses	13	3.2 %
Availability of golf courses in Davenport	5	1.2 %
None selected	174	42.3 %
Total	411	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 four choices)

Q17. Sum of top four choices	Number	Percent
Overall quality of parks	128	31.1 %
Overall appearance of parks and park facilities	157	38.2 %
Number and location of City parks	53	12.9 %
Accessibility of City parks & facilities	51	12.4 %
Quality of outdoor athletic facilities	73	17.8 %
Quality of walking & biking trails in the City of Davenport	131	31.9 %
Quality of swim facilities & programs	35	8.5 %
Hours of operation of City pools	39	9.5 %
Overall quality of public gardens	48	11.7 %
Quality of gardening/nature programs	26	6.3 %
Quality of recreational programs/events offered by the City	43	10.5 %
Variety of recreation activities offered by the City	56	13.6 %
Affordability of recreation programs/events	73	17.8 %
Convenience of registration for recreation programs/events	27	6.6 %
Quality of instructors for City recreation programs	22	5.4 %
Location of recreation programs/events	26	6.3 %
Overall quality of City golf courses	33	8.0 %
Affordability of City golf courses	43	10.5 %
Availability of golf courses in Davenport	17	4.1 %
None selected	108	26.3 %
Total	1189	

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

Q18. Have you used a Davenport library facility within the past 12 months?	Number	Percent
Yes	241	58.6 %
No	165	40.1 %
Don't Remember	5	1.2 %
Total	411	100.0 %

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

(N=241)

	Very Good	Good	Fair	Poor	Don't Know
Q18a. Availability of materials you need at libraries	49.4%	39.4%	8.7%	1.2%	1.2%
Q18b. Quality of children/youth programs	28.6%	23.2%	5.8%	0.4%	41.9%
Q18c. Quality of programs for adults	24.1%	29.0%	9.5%	1.2%	36.1%
Q18d. Availability of public computers and internet access at libraries	34.4%	37.8%	6.6%	1.7%	19.5%
Q18e. Hours of library operation	30.7%	43.6%	16.2%	6.2%	3.3%

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

(N=241)

	Very Good	Good	Fair	Poor
Q18a. Availability of materials you need at libraries	50.0%	39.9%	8.8%	1.3%
Q18b. Quality of children/youth programs	49.3%	40.0%	10.0%	0.7%
Q18c. Quality of programs for adults	37.7%	45.5%	14.9%	1.9%
Q18d. Availability of public computers and internet access at libraries	42.8%	46.9%	8.2%	2.1%
Q18e. Hours of library operation	31.8%	45.1%	16.7%	6.4%

Q18f. IF YES to #18: Which TWO of the library services listed above do you think should be the City's top priorities for improvement?

Q18f. 1st choice	Number	Percent
Availability of materials you need at libraries	64	26.6 %
Quality of children/youth programs	26	10.8 %
Quality of programs for adult	14	5.8 %
Availability of public computers & internet access at libraries	15	6.2 %
Hours of library operation	71	29.5 %
None selected	51	21.2 %
Total	241	100.0 %

Q18f. IF YES to #18: Which TWO of the library services listed above do you think should be the City's top priorities for improvement?

Q18. 2nd choice	Number	Percent
Availability of materials you need at libraries	39	16.2 %
Quality of children/youth programs	32	13.3 %
Quality of programs for adult	31	12.9 %
Availability of public computers & internet access at libraries	27	11.2 %
Hours of library operation	33	13.7 %
None selected	79	32.8 %
Total	241	100.0 %

Q18f. IF YES to #18: Which TWO of the library services listed above do you think should be the City's top priorities for improvement? (Top two choices)

Q18f. Sum of top two choices	Number	Percent
Availability of materials you need at libraries	103	42.7 %
Quality of children/youth programs	58	24.1 %
Quality of programs for adult	45	18.7 %
Availability of public computers & internet access at libraries	42	17.4 %
Hours of library operation	104	43.2 %
None selected	51	21.2 %
Total	403	

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

Q19. Where do you currently get news and information about City programs, services, and events?	Number	Percent
Local newspaper/websites	326	79.3 %
Local radio/websites	173	42.1 %
Television news/websites	291	70.8 %
Government cable channels 9/18	47	11.4 %
Public meetings	28	6.8 %
City of Davenport website/portal	96	23.4 %
Sewer bill newsletter/CityNews	207	50.4 %
Call the City of Davenport	45	10.9 %
City of Davenport social media	22	5.4 %
Other	22	5.4 %
None selected	7	1.7 %
Total	1264	

Q19. OtherQ19-Other

ALDERMANS ROBO CALLS
 BOOTHS AND FAIRS
 BROCHURES
 FRIENDS
 FRIENDS
 FRIENDS
 FRIENDS
 GARBAGE BOOKLET
 MAIL THROUGH THE Y
 REALLY OUT OF TOUCH
 RIVERS EDGE
 SCHOOL FLYERS
 SCHOOL FLYERS
 SCHOOLS-NEIGHBORS
 SEASONAL BOOKLET
 SMART PHONE
 THRIVE SENT TO SCHOOL
 WORD OF MOUTH
 WORD OF MOUTH
 WORD OF MOUTH
 WORD OF MOUTH
 YOU CALL

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

(N=411)

	Very Good	Good	Fair	Poor	Don't Know
Q20a. Availability of information about City services, ordinances, decisions, etc.	12.2%	42.6%	24.1%	7.3%	13.9%
Q20b. Quality of the City's website/portal	6.8%	26.8%	14.6%	2.9%	48.9%
Q20c. Level of public involvement in decision making	3.6%	26.8%	26.3%	16.8%	26.5%
Q20d. Quality of programming on the City's television channel 9 / 18	7.1%	18.0%	14.4%	2.4%	58.2%
Q20e. Quality of the quarterly newsletter included in your sewer bill	12.2%	48.7%	17.5%	1.7%	20.0%
Q20f. Quality of the City's social media outlets	2.2%	8.5%	7.5%	2.2%	79.6%

WITHOUT DON'T KNOW**Q20. Please rate the City's performance in the following areas of communication. (without "Don't Know")**

(N=411)

	Very Good	Good	Fair	Poor
Q20a. Availability of information about City services, ordinances, decisions, etc.	14.1%	49.4%	28.0%	8.5%
Q20b. Quality of the City's website/ portal	13.3%	52.4%	28.6%	5.7%
Q20c. Level of public involvement in decision making	5.0%	36.4%	35.8%	22.8%
Q20d. Quality of programming on the City's television channel 9 / 18	16.9%	43.0%	34.3%	5.8%
Q20e. Quality of the quarterly newsletter included in your sewer bill	15.2%	60.8%	21.9%	2.1%
Q20f. Quality of the City's social media outlets	10.7%	41.7%	36.9%	10.7%

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

Q21. Top choice	Number	Percent
Availability of information about City services	131	31.9 %
Quality of the City's website	37	9.0 %
Level of public involvement in decision-making	106	25.8 %
Quality of programming on the City's television channels 9/18	4	1.0 %
Quality of the quarterly newsletter included in your sewer bill	23	5.6 %
Quality of the City's social media outlets	8	1.9 %
None selected	102	24.8 %
Total	411	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?

Q21. 2nd choice	Number	Percent
Availability of information about City services	77	18.7 %
Quality of the City's website	39	9.5 %
Level of public involvement in decision-making	95	23.1 %
Quality of programming on the City's television channels 9/18	22	5.4 %
Quality of the quarterly newsletter included in your sewer bill	30	7.3 %
Quality of the City's social media outlets	18	4.4 %
None selected	130	31.6 %
Total	411	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 two)

Q21. Top choice	Number	Percent
Availability of information about City services	208	50.6 %
Quality of the City's website	76	18.5 %
Level of public involvement in decision-making	201	48.9 %
Quality of programming on the City's television channels 9/18	26	6.3 %
Quality of the quarterly newsletter included in your sewer bill	53	12.9 %
Quality of the City's social media outlets	26	6.3 %
None selected	102	24.8 %
Total	692	

Q22. Does anyone in your household have a Discover Davenport Summer Kids Pass?

Q22. Does anyone in your household have a Discover Davenport Summer Kids Pass?	Number	Percent
Yes	9	2.2 %
No	394	95.9 %
Don't Know	8	1.9 %
Total	411	100.0 %

Q22a. If NO, why not?

Q22a. If NO, why not?	Number	Percent
Too expensive (\$50)	34	8.6 %
No children 15 & under	232	58.9 %
Would not use	41	10.4 %
Don't know about it	54	13.7 %
Other	31	7.9 %
None chosen	37	9.4 %
Total	429	

Q22a. Other

Q22A-Other

AGE LIMIT

ALL KIDS ARE GROWN

BELONG TO POOL & MUSEUM

CHILD TOO YOUNG

CHILDREN TOO YOUNG

COLLEGE AGE NOW

COSTS TOO MUCH FOR 3 KIDS

DON'T HAVE SMALL CHILDREN

JUST MOVED HERE IN JULY

KIDS ARE TO SMALL

KIDS ARE TOO YOUNG

KIDS NOT OLD ENOUGH

MAYBE IN THE FUTURE

NEVER HEARD OF IT

NO CHILDREN

NO CHILDREN

NO DISCOUNT FOR THE ADULT

NO KIDS

NO KIDS

NO KIDS-I'M 88 YEARS OLD

NOT INTERESTED-TOO OLD

OUR KIDS ARE TOO LITTLE

OUT OF TOWN

PARK DEPT FALLING APART

SINGLE NO KIDS

USE THE Y

USED THE ONE AT LIBRARY

WE TRAVEL A LOT

WILL GET ONE NEXT YEAR

WORK DAYS AND EVENINGS

WOULD NOT FEEL SAFE

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=411)

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Don't Know
Q23a. I am satisfied with the overall condition of my neighborhood	32.6%	47.2%	13.1%	5.6%	1.5%
Q23b. I am satisfied with the appearance of private property in my neighborhood	34.3%	43.1%	15.3%	6.3%	1.0%
Q23c. I am satisfied with the appearance of rental property in my neighborhood	15.3%	30.2%	20.2%	13.1%	21.2%
Q23d. My neighborhood has improved over the past five years	16.1%	34.8%	23.8%	11.9%	13.4%
Q23e. I am satisfied with the City's efforts to enforce cleanup of litter, debris, and junk cars in my neighborhood	19.7%	30.4%	16.3%	10.9%	22.6%

WITHOUT 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=411)

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree
Q23a. I am satisfied with the overall condition of my neighborhood	33.1%	47.9%	13.3%	5.7%
Q23b. I am satisfied with the appearance of private property in my neighborhood	34.6%	43.5%	15.5%	6.4%
Q23c. I am satisfied with the appearance of rental property in my neighborhood	19.4%	38.3%	25.6%	16.7%
Q23d. My neighborhood has improved over the past five years	18.5%	40.2%	27.5%	13.8%
Q23e. I am satisfied with the City's efforts to enforce cleanup of litter, debris, and junk cars in my neighborhood	25.5%	39.3%	21.1%	14.2%

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

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

	Number	Percent
Yes	164	39.9 %
No	243	59.1 %
Don't Remember	4	1.0 %
Total	411	100.0 %

Q24a. Which department did you contact most recently? (Multiple responses allowed)

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

	Number	Percent
City Administration/Clerk	27	16.5 %
Police	54	32.9 %
Fire	5	3.0 %
Public Works	78	47.6 %
Legal Department	4	2.4 %
Finance (bill payment)	13	7.9 %
Human Resources	8	4.9 %
Planning & Economic Development	10	6.1 %
Parks & Recreation	14	8.5 %
Library	23	14.0 %
Mayor/City Council	17	10.4 %
Civil Rights Department	2	1.2 %
Other	11	6.7 %
Don't Remember	1	0.6 %
Total	267	

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

(N=164)

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Don't Know
Q24b. The City employee who helped me was friendly and polite	52.4%	32.3%	5.5%	6.7%	3.0%
Q24c. The City employee who helped me responded promptly and dealt with my issue or directed me to the appropriate person/department	49.4%	28.0%	10.4%	9.1%	3.0%
Q24d. The City employee who helped me was knowledgeable and competent	48.2%	27.4%	14.0%	6.7%	3.7%
Q24e. The City employee who helped me gave me accurate and comprehensive information	45.7%	28.7%	12.2%	9.8%	3.7%
Q24f. The City employee who helped me delivered the outcome as promised	39.0%	28.7%	12.2%	13.4%	6.7%

WITHOUT DON'T KNOW**Q24b-f. 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=164)

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree
Q24b. The City employee who helped me was friendly and polite	54.1%	33.3%	5.7%	6.9%
Q24c. The City employee who helped me responded promptly and dealt with my issue or directed me to the appropriate person/ department	50.9%	28.9%	10.7%	9.4%
Q24d. The City employee who helped me was knowledgeable and competent	50.0%	28.5%	14.6%	7.0%
Q24e. The City employee who helped me gave me accurate and comprehensive information	47.5%	29.7%	12.7%	10.1%
Q24f. The City employee who helped me delivered the outcome as promised	41.8%	30.7%	13.1%	14.4%

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

(N=411)

	Very Good	Good	Fair	Poor	Don't Know
Q25a. As a place to live	34.5%	49.6%	12.2%	2.7%	1.0%
Q25b. As a place to raise children	33.6%	42.3%	15.1%	3.6%	5.4%
Q25c. As a place to work	26.3%	50.1%	15.3%	3.6%	4.6%
Q25d. As a place to retire	21.4%	31.9%	26.0%	12.2%	8.5%
Q25e. As a place to visit	23.1%	40.9%	24.8%	7.3%	3.9%
Q25f. As a welcoming community for people of diverse backgrounds	20.4%	47.0%	18.7%	4.1%	9.7%
Q25g. As a City that is moving in the right direction	18.7%	40.9%	27.0%	8.5%	4.9%
Q25h. Overall quality of life in the City	19.5%	57.4%	18.0%	3.2%	1.9%
Q25i. Overall image of the City	10.7%	50.6%	31.6%	4.1%	2.9%
Q25j. Overall quality of services that are provided by the City	15.1%	59.1%	20.7%	2.2%	2.9%
Q25k. Overall value that you receive for your City tax dollars and fees	8.3%	37.5%	36.3%	14.6%	3.4%
Q25l. Overall effectiveness of City staff	10.7%	45.0%	22.4%	6.6%	15.3%
Q25m. Overall effectiveness of elected City Council	8.8%	36.3%	29.9%	10.5%	14.6%

WITHOUT DON'T KNOW**Q25. Please rate the City's performance in the following areas: (without "Don't Know")**

(N=411)

	Very Good	Good	Fair	Poor
Q25a. As a place to live	34.9%	50.1%	12.3%	2.7%
Q25b. As a place to raise children	35.5%	44.7%	15.9%	3.9%
Q25c. As a place to work	27.6%	52.6%	16.1%	3.8%
Q25d. As a place to retire	23.4%	34.8%	28.5%	13.3%
Q25e. As a place to visit	24.1%	42.5%	25.8%	7.6%
Q25f. As a welcoming community for people of diverse backgrounds	22.6%	52.0%	20.8%	4.6%
Q25g. As a City that is moving in the right direction	19.7%	43.0%	28.4%	9.0%
Q25h. Overall quality of life in the City	19.9%	58.6%	18.4%	3.2%
Q25i. Overall image of the City	11.0%	52.1%	32.6%	4.3%
Q25j. Overall quality of services that are provided by the City	15.5%	60.9%	21.3%	2.3%
Q25k. Overall value that you receive for your City tax dollars and fees	8.6%	38.8%	37.5%	15.1%
Q25l. Overall effectiveness of City staff	12.6%	53.2%	26.4%	7.8%
Q25m. Overall effectiveness of elected City Council	10.3%	42.5%	35.0%	12.3%

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

Q26. Sum of top three choices	Number	Percent
Retaining/Attracting Jobs	287	69.8 %
Community Growth	71	17.3 %
Environmental Stewardship	37	9.0 %
Public Safety	198	48.2 %
Neighbor Revitalization	125	30.4 %
Recreation/Leisure Activities	36	8.8 %
Education Improvement	142	34.5 %
Infrastructure Maintenance	180	43.8 %
Enhanced City Customer Service	24	5.8 %
Downtown/Riverfront Revitalization	77	18.7 %
Other	21	5.1 %
None selected	9	2.2 %
Total	1207	

Q27. How many years have you lived in Davenport?

Q27. How many years have you lived in Davenport?	Number	Percent
5 or less	59	14.4 %
6 to 10	50	12.2 %
11 to 20	55	13.4 %
21 to 30	57	13.9 %
31+	190	46.2 %
Total	411	100.0 %

Q28. How many persons are in your household counting yourself?

Mean Number	Sum
2.59	1064

Q29. What is your gender?

Q29. What is your gender?	Number	Percent
Male	198	48.2 %
Female	213	51.8 %
Total	411	100.0 %

Q30. Do you own or rent your home?

Q30. Do you own or rent your home?	Number	Percent
Own	297	72.3 %
Rent	114	27.7 %
Total	411	100.0 %

Q31. Has anyone in your home been unemployed and actively seeking employment for more than 12 months?

Q31. Has anyone in your home been
unemployed and actively seeking employment for
more than 12 months?

	Number	Percent
Yes	49	11.9 %
No	362	88.1 %
Total	411	100.0 %

Q32. What is your race or ethnic group?

Q32. What is your race or ethnic group?	Number	Percent
African American	38	9.2 %
Asian/Pacific Islander	7	1.7 %
Caucasian/White	325	79.1 %
Hispanic	40	9.7 %
Native American	7	1.7 %
Not provided	10	2.4 %
Total	427	

Q33. What was your total annual household income in 2011?

Q33. What was your total annual household
income in 2011?

	Number	Percent
Less than \$25,000	51	12.4 %
\$25,000-\$49,999	84	20.4 %
\$50,000-\$74,000	89	21.7 %
\$75,000-\$99,999	64	15.6 %
\$100,000 or more	86	20.9 %
Not provided	37	9.0 %
Total	411	100.0 %

Section 5:

Survey Instrument

~ AN INTERNATIONAL CITY ON THE MISSISSIPPI RIVER ~



Bill Gluba, **MAYOR**

2012 Davenport Community Survey

Dear Fellow Davenport Resident,

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

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

Please call Budget Manager Brandon Wright at (563) 326-7750 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

Bill Gluba, Mayor

226 W. Fourth Street • Davenport, Iowa 52801 • phone: 563-326-7701 • fax: 563-328-6726 • email: mayorgluba@ci.davenport.ia.us
www.cityofdavenportiowa.com



City of Davenport 2012 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 Brandon Wright at (563) 326-7750. When you are finished, please return your completed survey in the enclosed postage-paid envelope. Your responses will remain confidential.

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

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

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

1st: _____

2nd: _____

3rd: _____

4th: _____

PERCEPTIONS OF SAFETY

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

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

POLICE SERVICES

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

Police Services		PERFORMANCE				
		Very Good	Good	Fair	Poor	Don't Know
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 Good	Good	Fair	Poor	Don't Know
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 Good	Good	Fair	Poor	Don't Know
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/websites ____ (5) City of Davenport website/portal
 ____ (2) Local radio/websites ____ (6) Sewer bill newsletter/CityNews
 ____ (3) Television news/websites ____ (7) Call the City of Davenport
 ____ (4) Gov't cable channels 9/18 ____ (8) City of Davenport social media (Facebook/Twitter/YouTube)
 ____ (5) Public Meetings ____ (10) 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/portal	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
f.	Quality of the City's social media outlets (Facebook/Twitter/YouTube)	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. Does anyone in your household have a Discover Davenport Summer Kids Pass?

____ (1) Yes ____ (2) No – answer #22a

22a. **IF NO to #22: Why not?** (check all that apply)

- ____ (1) Too expensive (\$50) ____ (3) Would not use ____ (5) Other: _____
 ____ (2) No children 15 & under ____ (4) Do not know about it _____

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.

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

CUSTOMER SERVICE

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.

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

OVERALL RATINGS

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

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

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. Has anyone in your home been unemployed and actively seeking employment for more than 12 months?

☐ (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 2011?

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