

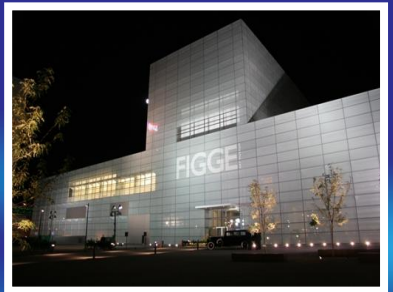


City of Davenport 2014 Community Survey

Final Report

Submitted to

The City of Davenport, Iowa



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February 2015



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City of Davenport

2014 Community Survey

Executive Summary Report

Overview and Methodology

During the fall of 2014, 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 fifth time Davenport has administered a community survey; previous surveys were administered in 2006, 2008, 2010, and 2012.

The seven-page survey was mailed to a random sample of 1,500 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 403 households completed the survey. The results for the random sample of 403 households have a 95% level of confidence with a precision of at least +/- 4.9%. There were no statistically significant differences in the results of the survey based on the method of administration (phone vs. mail).

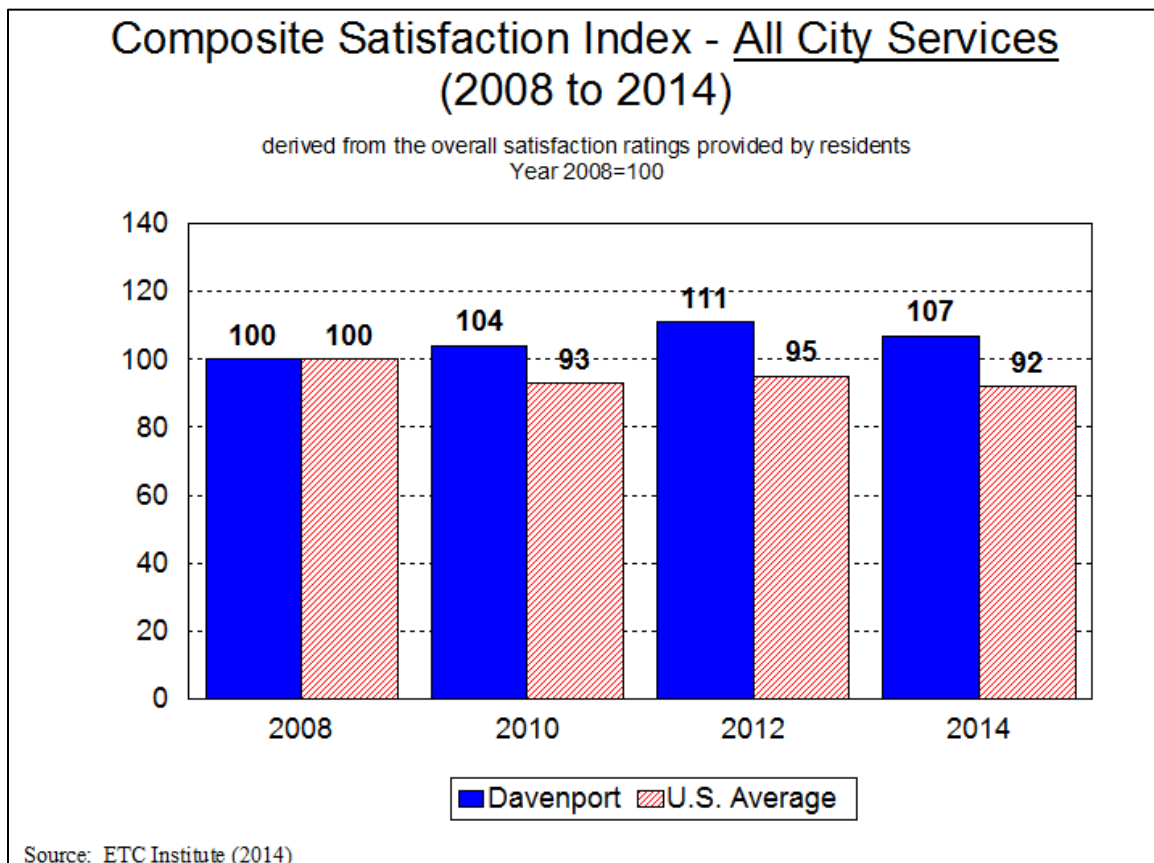
The percentage of “don’t know” responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from Davenport with the results from other communities in the DirectionFinder® database. Since the number of “don’t know” responses often reflects the 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:

- an executive summary of major survey findings
- charts showing the overall results for each question on the survey
- a summary of significant changes from 2008 to 2014
- a complete set of charts showing trends from 2008 to 2014
- importance-satisfaction analysis
- benchmarking analysis
- tabular data for all questions on the survey
- a copy of the survey instrument.

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, 2012 and 2014; 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, 2012 and 2014 for the City of Davenport and all U.S. cities. While the Composite Satisfaction Indices for the City of Davenport has decreased 4 points from 2012, it is still 7 points higher than the base year of 2008. In comparison, the Composite Satisfaction Index for all U.S. cities has still not rebounded to the base year index rating of 100 in 2008. City leaders in Davenport are to be commended for their efforts to sustain high levels of service.



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 (77%), ratings of the City as a place to work (76%), ratings of the City as a place to raise children (74%), and ratings of the overall quality of life in the City (72%).

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 (64%)
- 2) Infrastructure maintenance (53%)
- 3) Public safety (40%)

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 (94%), the overall quality of library services (94%), the quality of garbage and recycling collection (85%) and the overall quality of parks and recreation programs/facilities (83%). Resident rated the overall quality of City streets and infrastructure lowest (19%).

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 (77%)
- 2) Overall quality of City sewer system (41%)
- 3) Overall efforts to attract and retain businesses (41%)
- 4) Quality of neighborhoods (41%)

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 Davenport commercial and real retail areas (92%), I feel safe in City facilities (91%), I feel safe in my neighborhood (89%), and I feel safe at Downtown Davenport events (86%).

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 (86%), responsiveness to investigations of criminal offenses (63%), efforts to prevent crime (62%) and responsiveness to non-emergency calls for service (61%). Resident rated the visibility of police in neighborhoods lowest (40%).

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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 (63%)
- 2) Visibility of police in neighborhoods (37%)
- 3) Responsiveness to emergency calls for service (33%)

Rating of Fire Services. The fire services that residents rated highest, based upon a combination of "very good" and "good" responses among residents *who had an opinion*, were: the responsiveness to emergency/medical calls for service (94%), and fire prevention efforts (87%).

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 (51%)
- 2) Fire prevention efforts (37%)

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 (73%), tree trimming and urban forestry (64%), traffic flow on major city streets (63%), and flood control and protection efforts (59%). Resident rated the condition of major City streets lowest (23%).

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

- 1) Condition of major City streets (76%)
- 2) Condition of neighborhood streets (47%)
- 3) Snow removal on neighborhood streets (24%)

Rating of Solid Waste Services. The solid waste services that residents rated highest, based upon a combination of "very good" and "good" responses among residents *who had an opinion*, were: residential garbage collection services (95%), and recycling collection services (90%).

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 (45%)
- 2) Yard waste collection services (34%)

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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 (94%), the quality of gardening and nature programs (89%), the quality of walking and biking trails in the City (88%), the availability of golf courses in Davenport (86%), and the accessibility of City parks and facilities (85%).

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 (40%)
- 2) Quality of City parks (37%)
- 3) Quality of walking and biking trails in the City (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 (92%) and the quality of children/youth programs (89%).

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

- 1) Availability of library materials needed (39%)
- 2) Hours of library operation (39%)

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 (72%) and the quality of the City’s social media outlets (62%).

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) Level of public involvement in decision making (49%)
- 2) Availability of information about City services, decisions, etc. (46%)

The two major ways that residents received news and information about City programs, services and events were: local newspapers/websites (70%), television news/websites (61%), and sewer bill newsletter (45%).

Perceptions of Neighborhoods. The statements related to perceptions of neighborhoods that residents most agreed with, based upon a combination of “strongly

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agree” and “somewhat agree” responses among residents *who had an opinion*, were: I am satisfied with the condition of my neighborhood (80%) and I am satisfied with the appearance of private property in my neighborhood (72%).

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 (85%) and the City employee who helped me was knowledgeable and competent (80%).

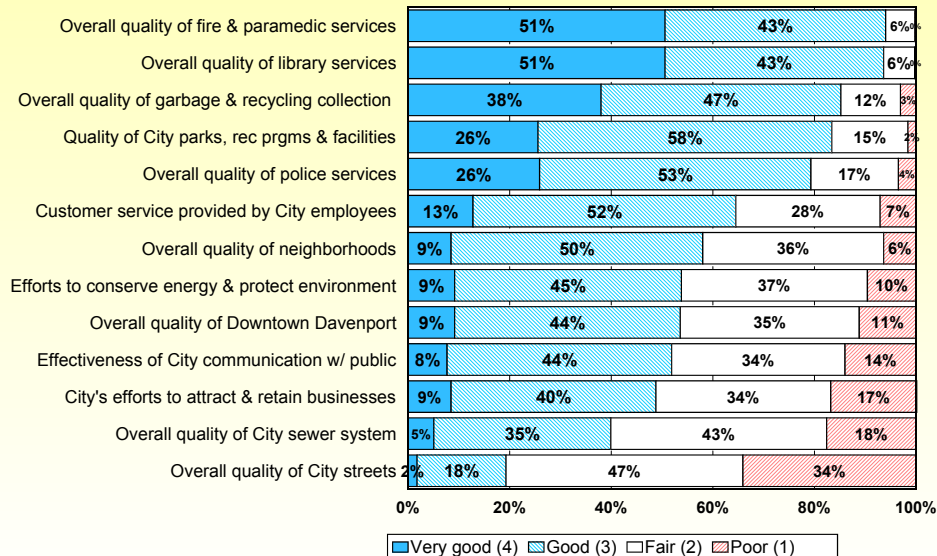
Section 1:

Charts and Graphs

City of Davenport 2014 Community Survey Results

Q1. Ratings of Performance with Major Categories of City Services

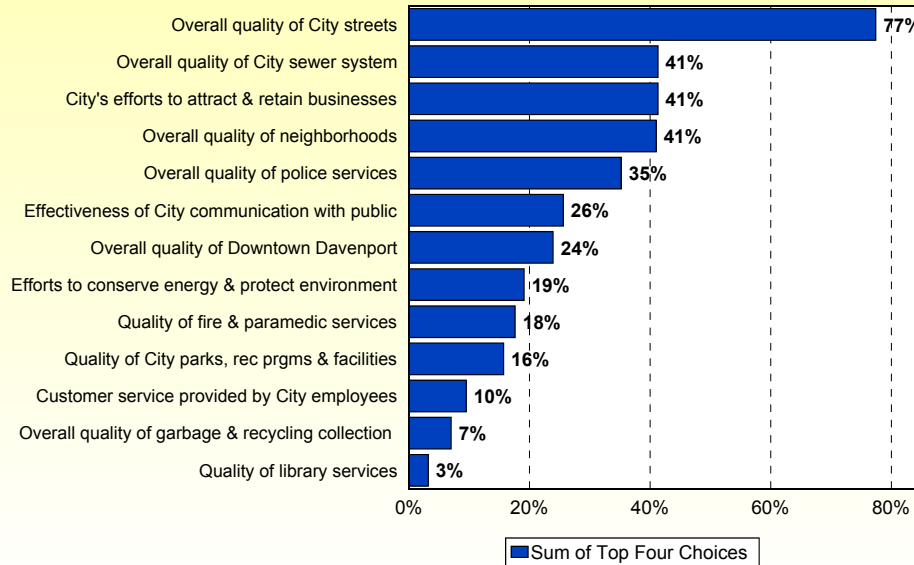
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (2014)

Q2. City Services That Should be the City's Top Priorities for Improvement

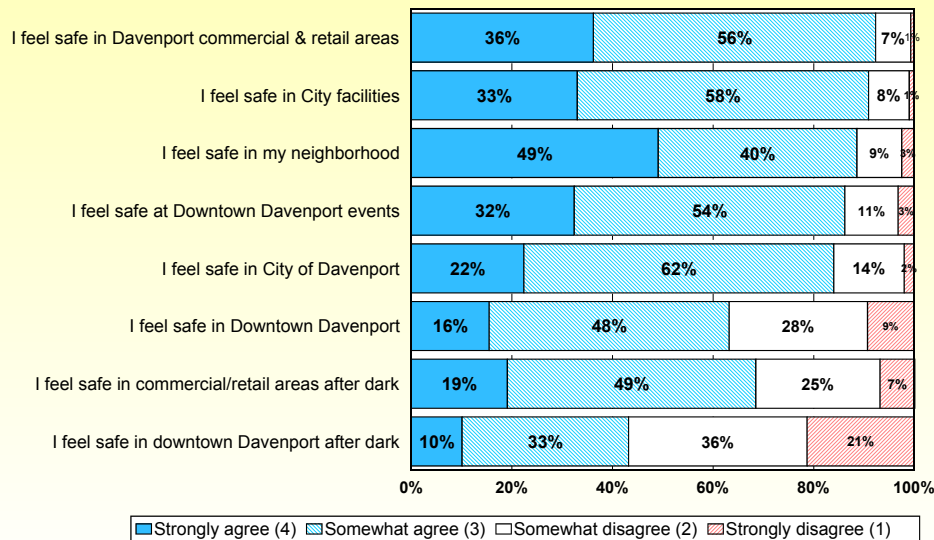
by percentage of respondents who selected the item as one of their top four choices



Source: ETC Institute (2014)

Q3. Levels of Agreement with Various Statements About Perceptions of Safety

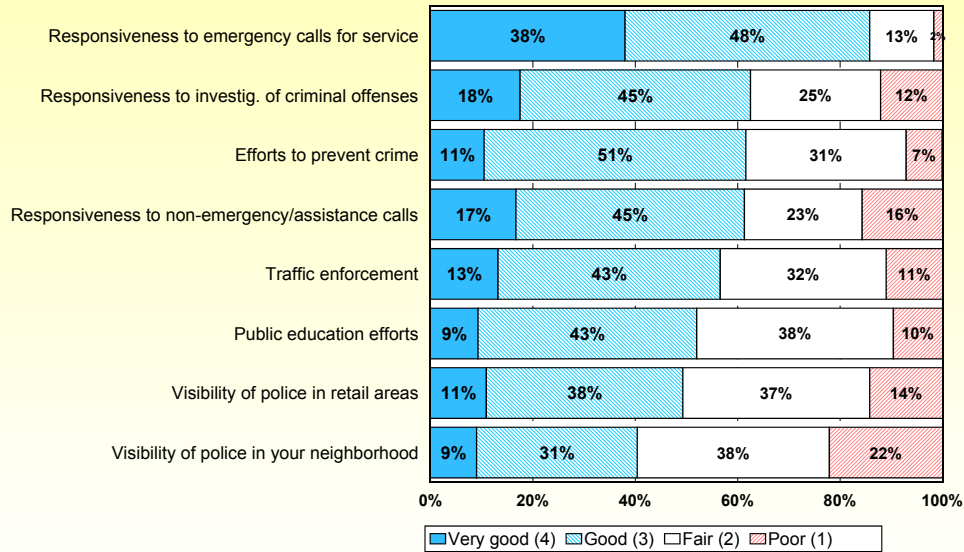
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (2014)

Q4. Ratings of Performance with Police Services

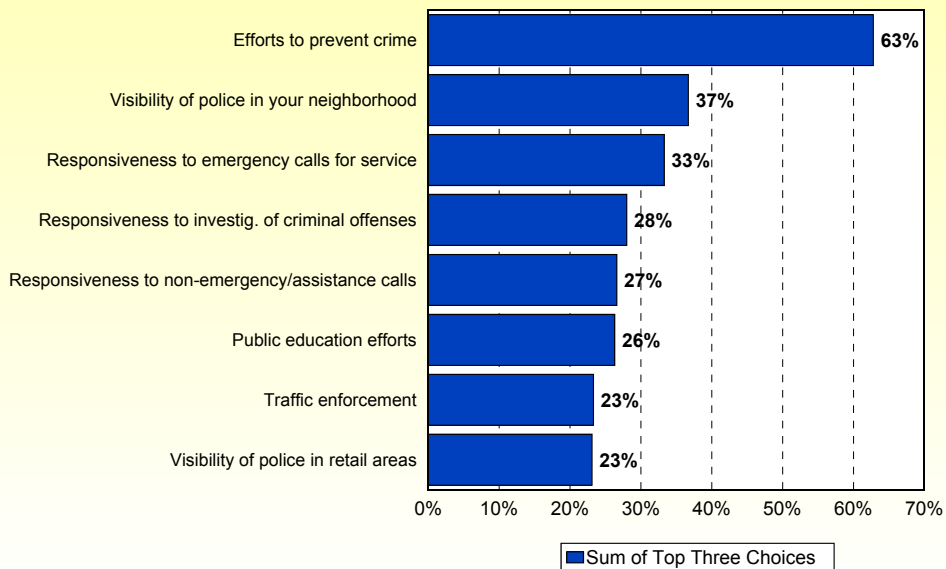
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



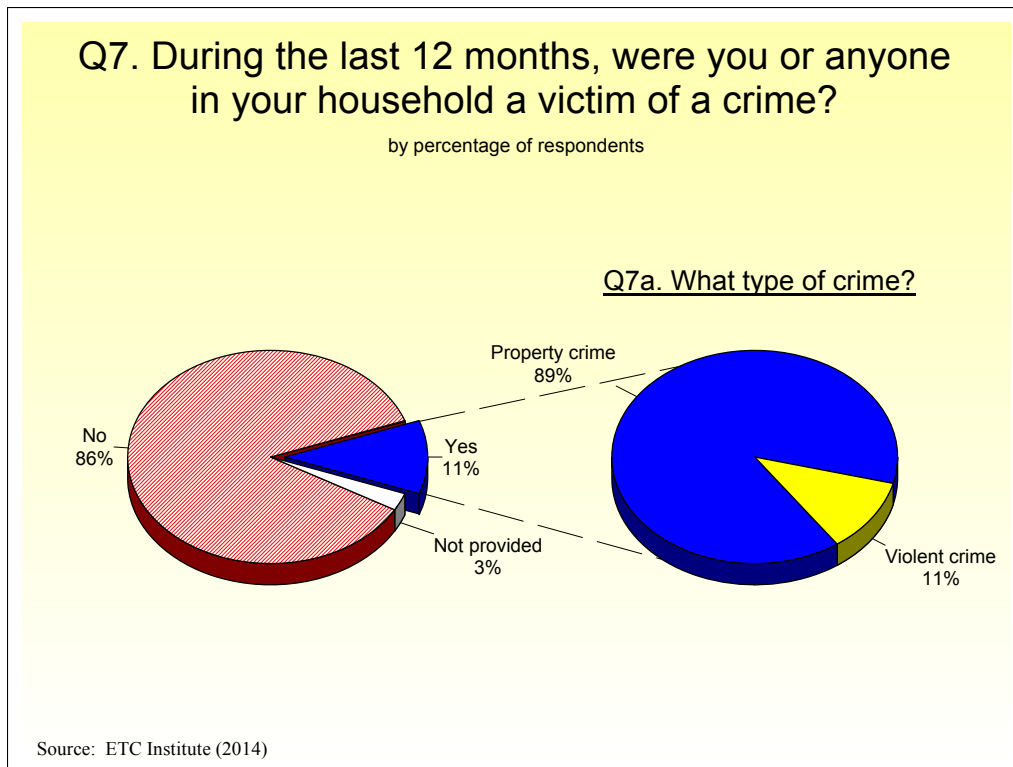
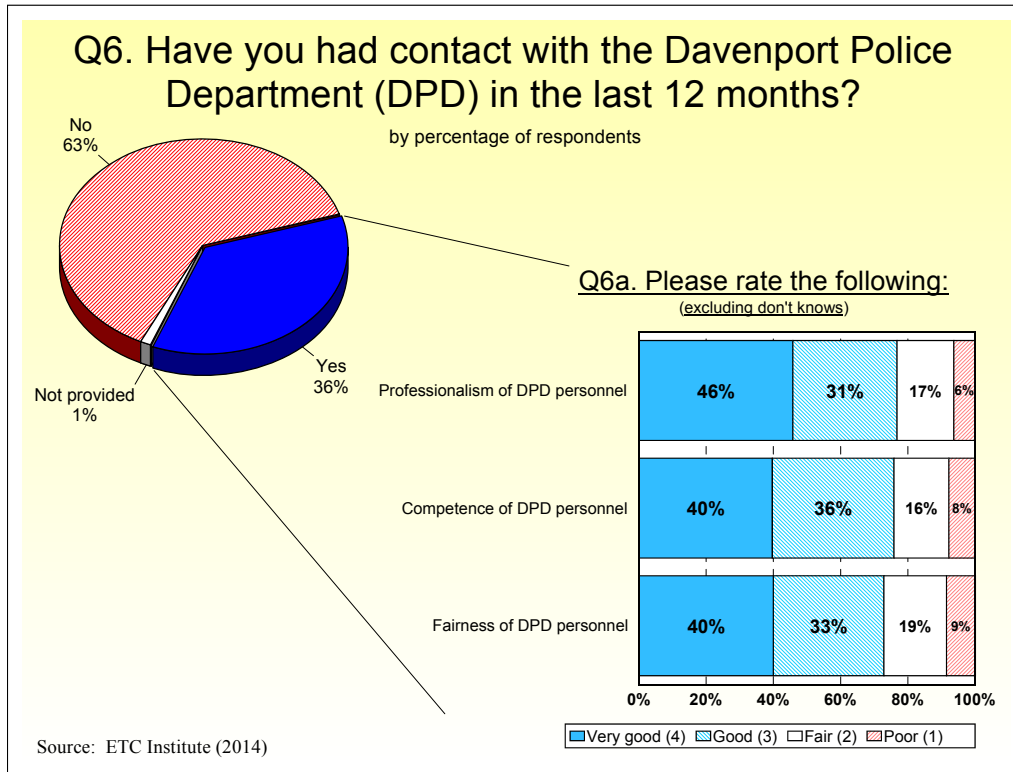
Source: ETC Institute (2014)

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

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

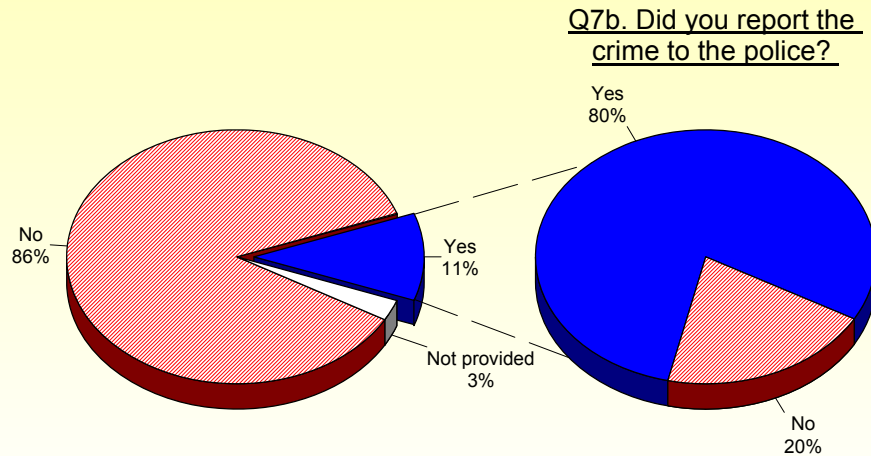


Source: ETC Institute (2014)



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

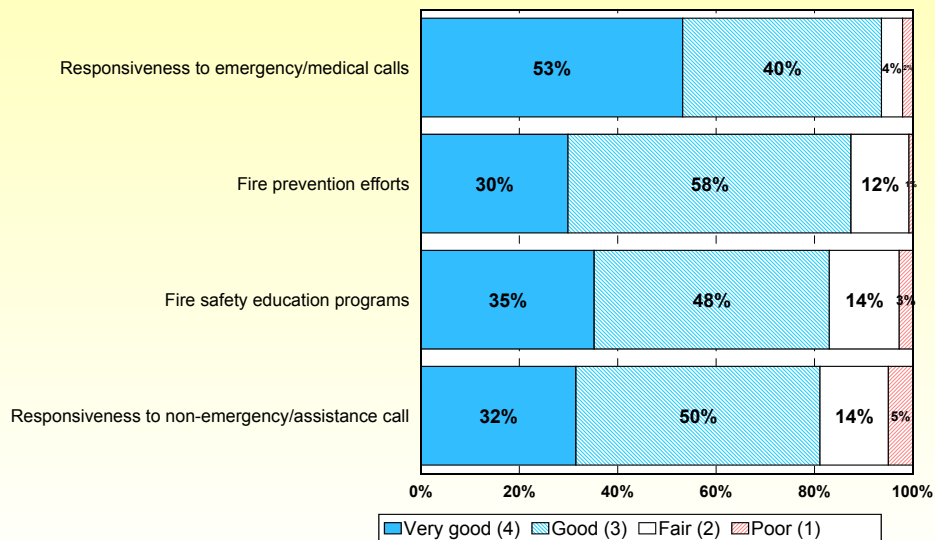
by percentage of respondents



Source: ETC Institute (2014)

Q8. Ratings of Performance with Fire Services

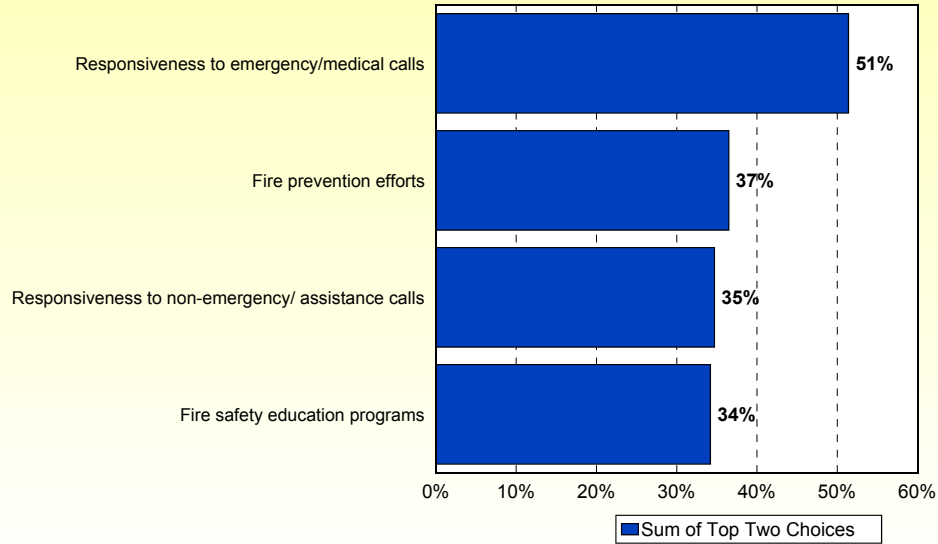
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (2014)

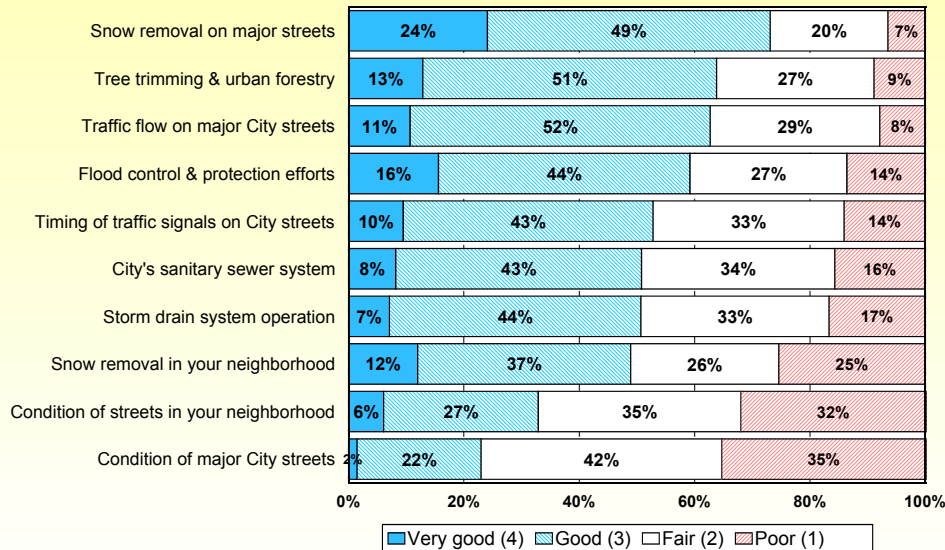
Q9. Fire Services That Should Receive the Most Emphasis Over the Next Two Years

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



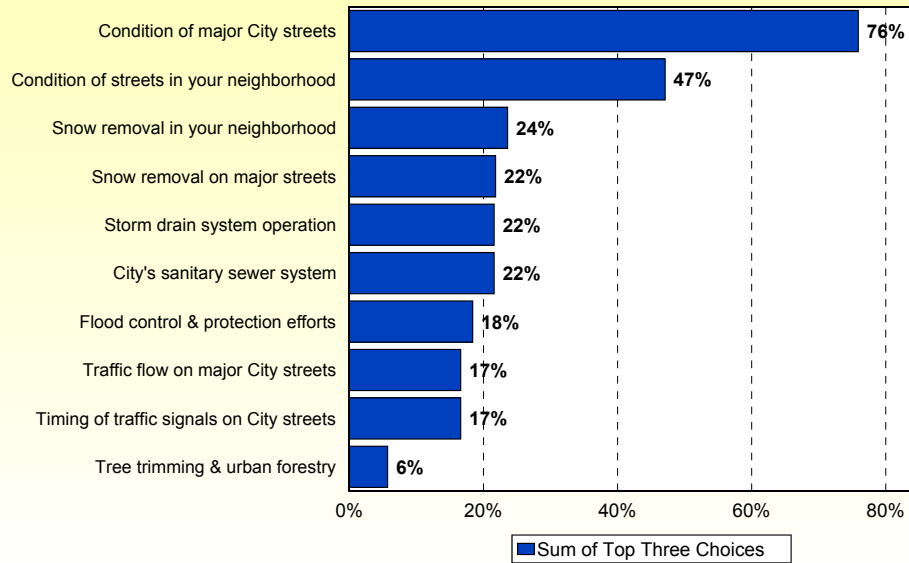
Q10. Ratings of Performance with Streets and Infrastructure

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



Q11. Street and Infrastructure Services That Should be the City's Top Priorities for Improvement

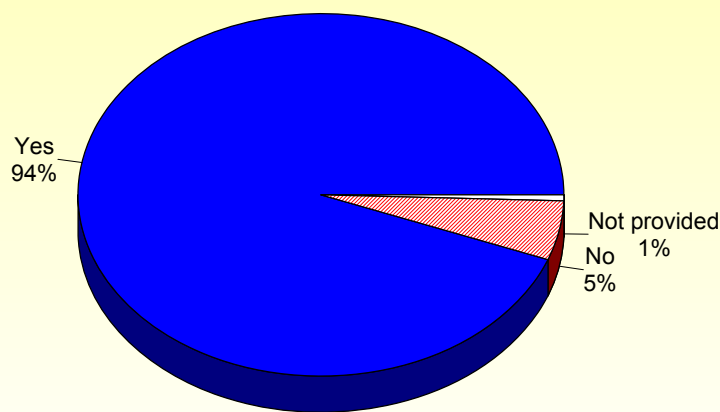
by percentage of respondents who selected the item as one of their top three choices



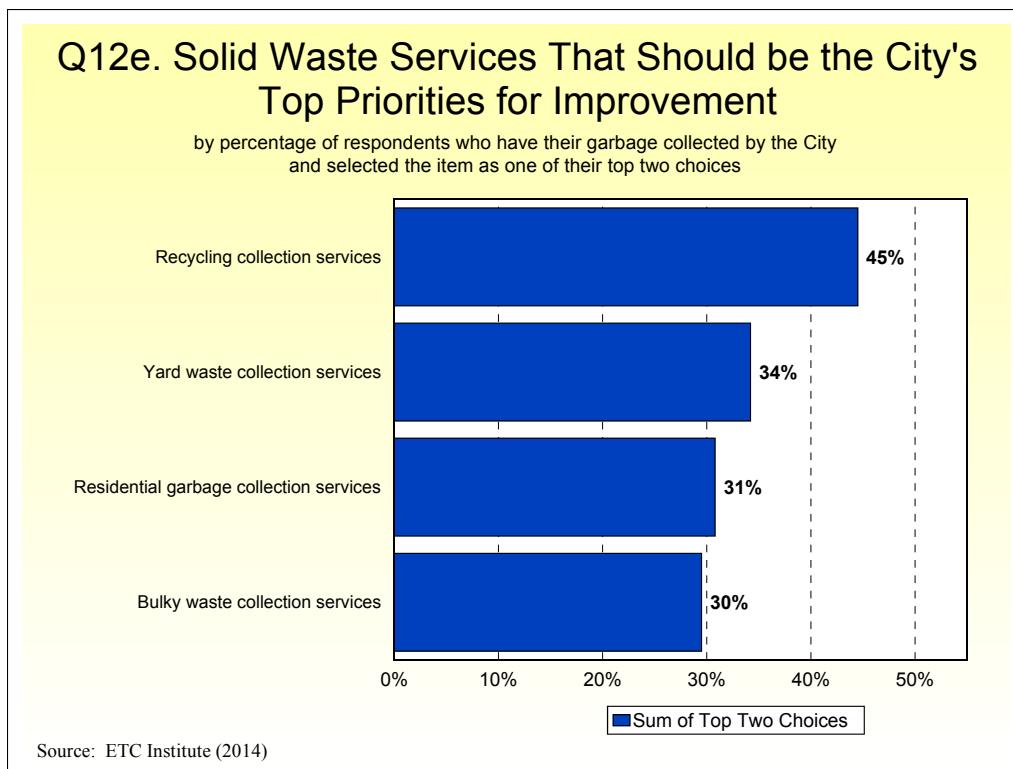
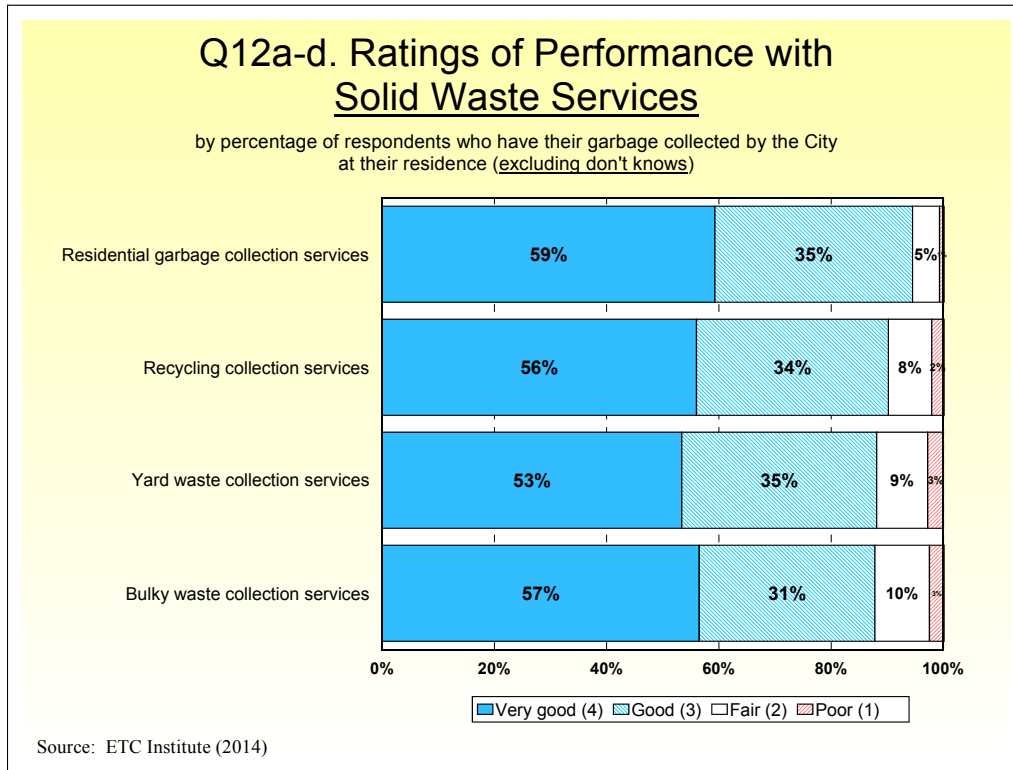
Source: ETC Institute (2014)

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

by percentage of respondents

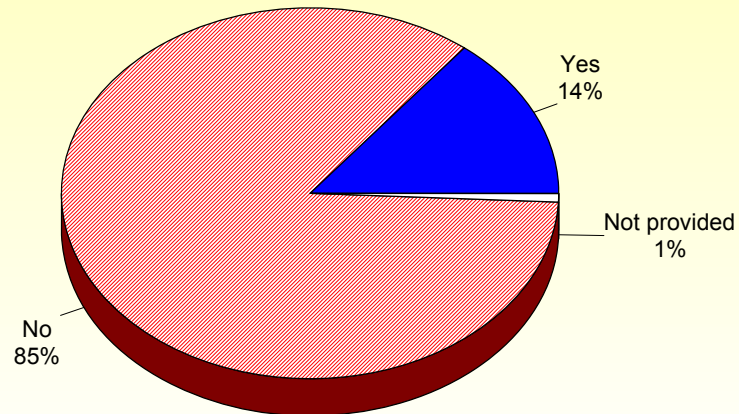


Source: ETC Institute (2014)



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?

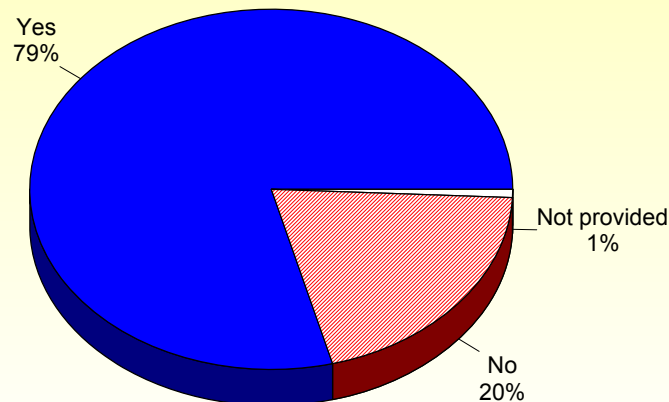
by percentage of respondents



Source: ETC Institute (2014)

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?

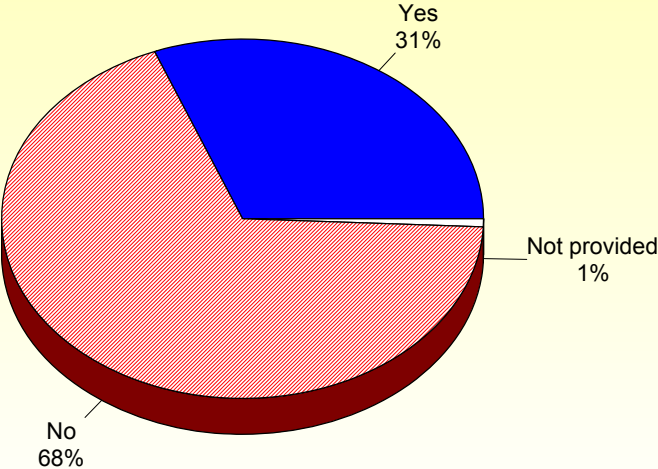
by percentage of respondents



Source: ETC Institute (2014)

Q15. Have you or other members of your household visited a City golf course during the past 12 months?

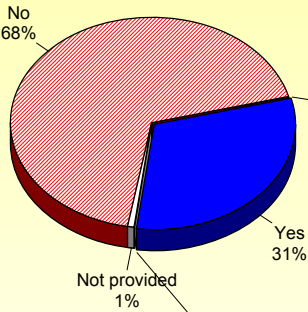
by percentage of respondents



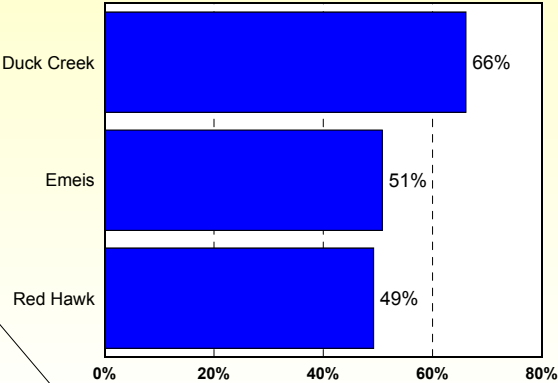
Source: ETC Institute (2014)

Q15. Have you or other members of your household visited a City golf course during the past 12 months?

by percentage of respondents



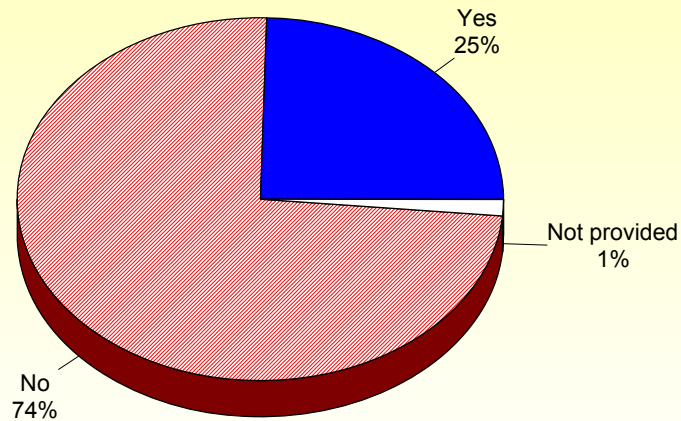
Q15a. Which Golf Courses Have You Frequented During the Past 12 Months



Source: ETC Institute (2014)

Q16. Have you or other members of your household visited the River's Edge in the past 12 months?

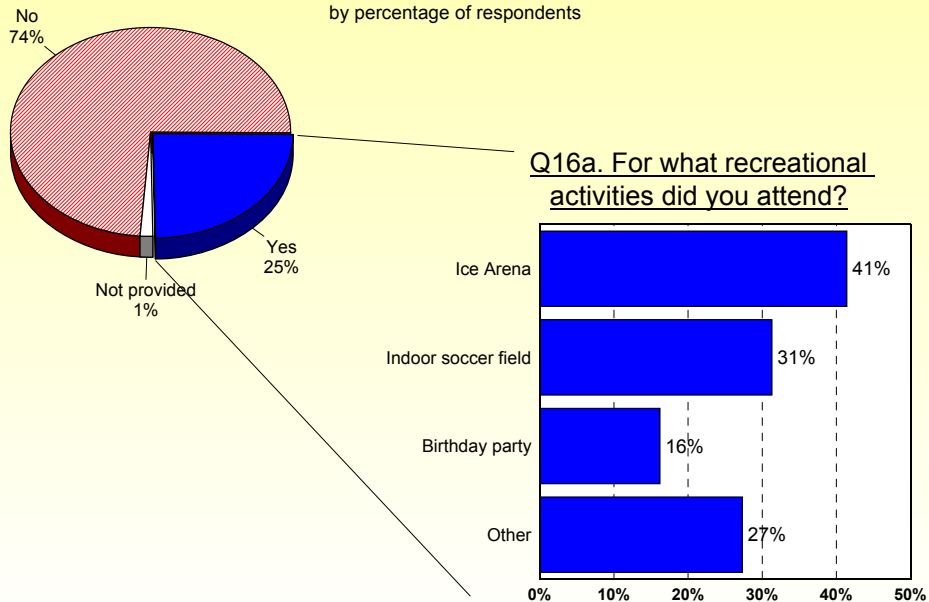
by percentage of respondents



Source: ETC Institute (2014)

Q16. Have you or other members of your household visited the River's Edge in the past 12 months?

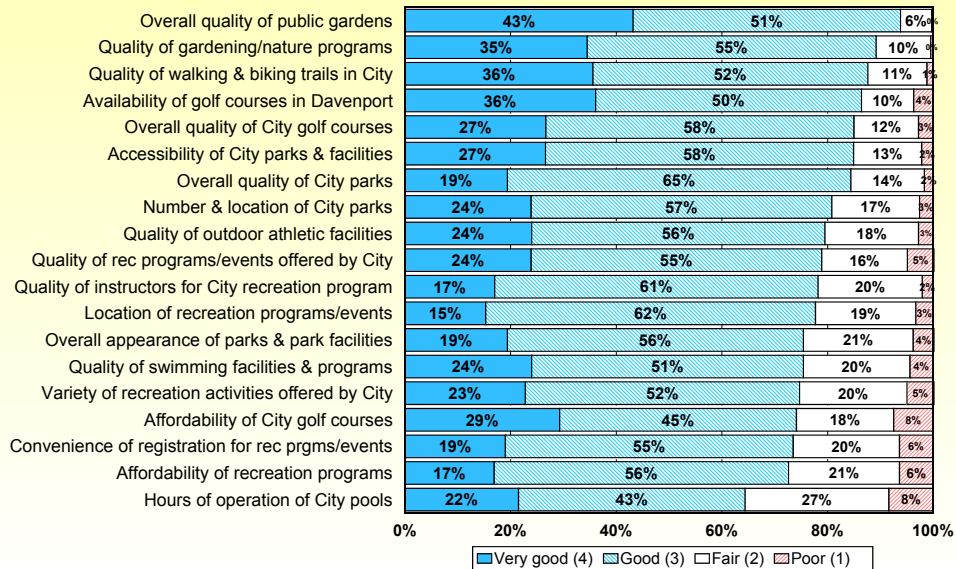
by percentage of respondents



Source: ETC Institute (2014)

Q17. Ratings of Performance with Parks and Recreation Services

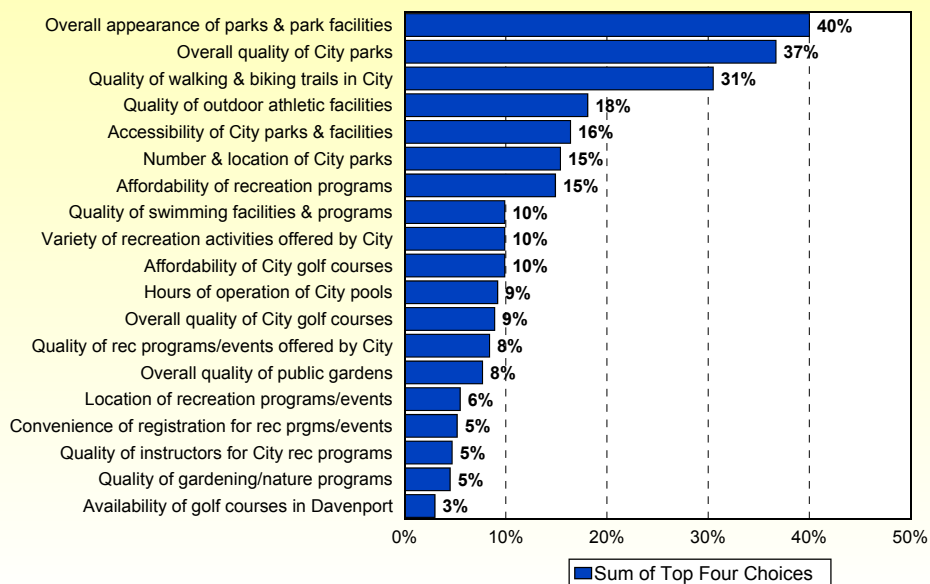
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



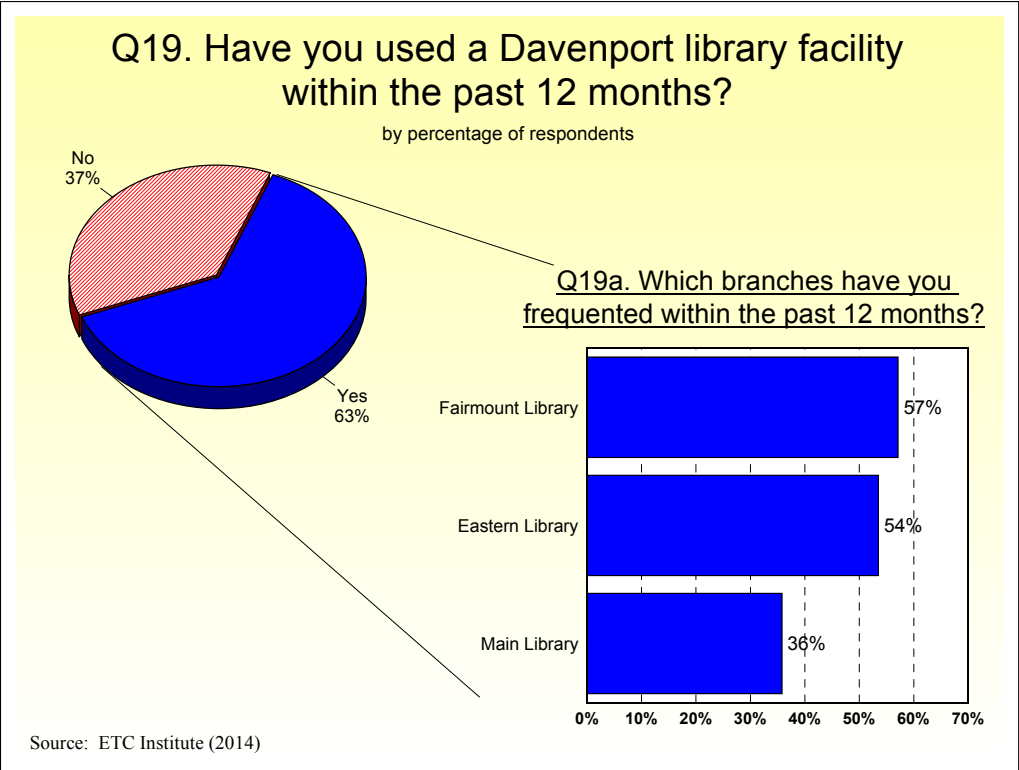
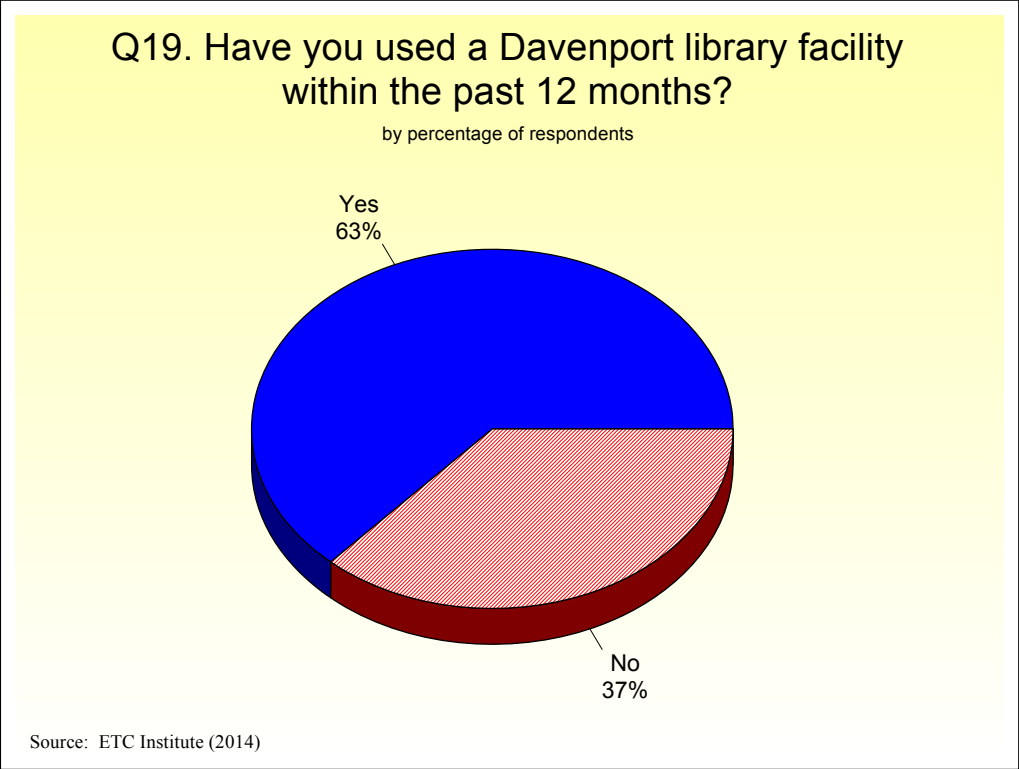
Source: ETC Institute (2014)

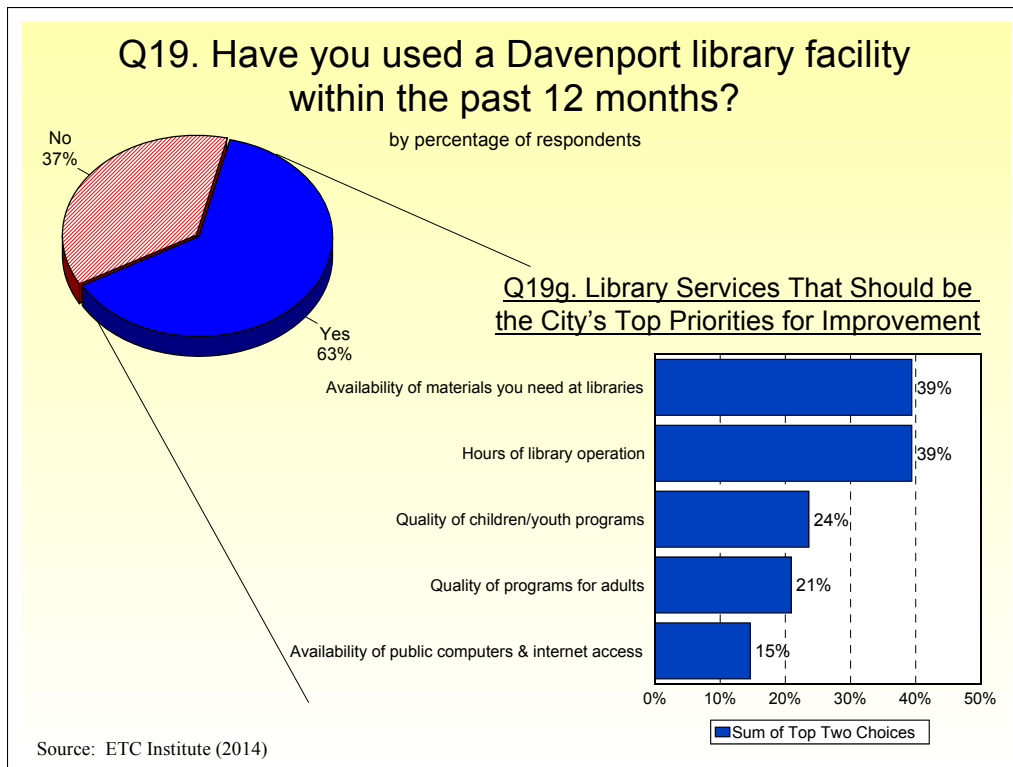
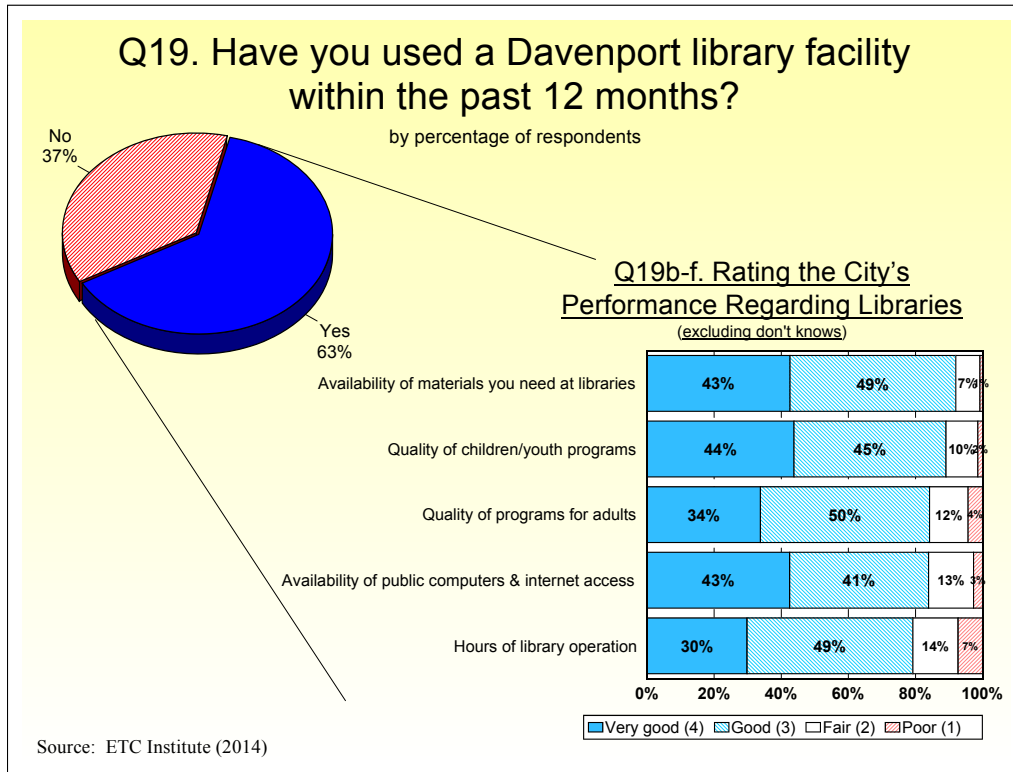
Q18. Parks and Recreation Services That Should Receive the Most Emphasis Over the Next Two Years

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



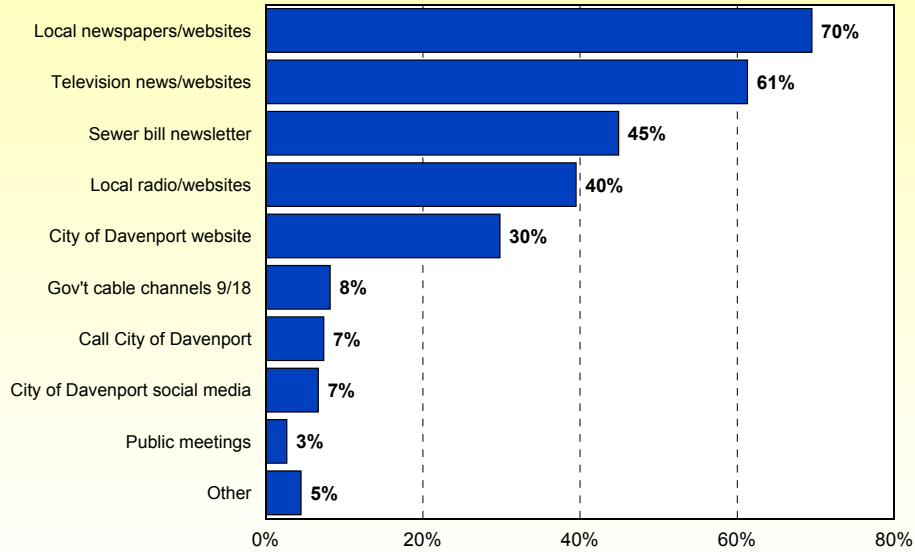
Source: ETC Institute (2014)





Q20. Where do you currently get news and information about City programs, services, and events?

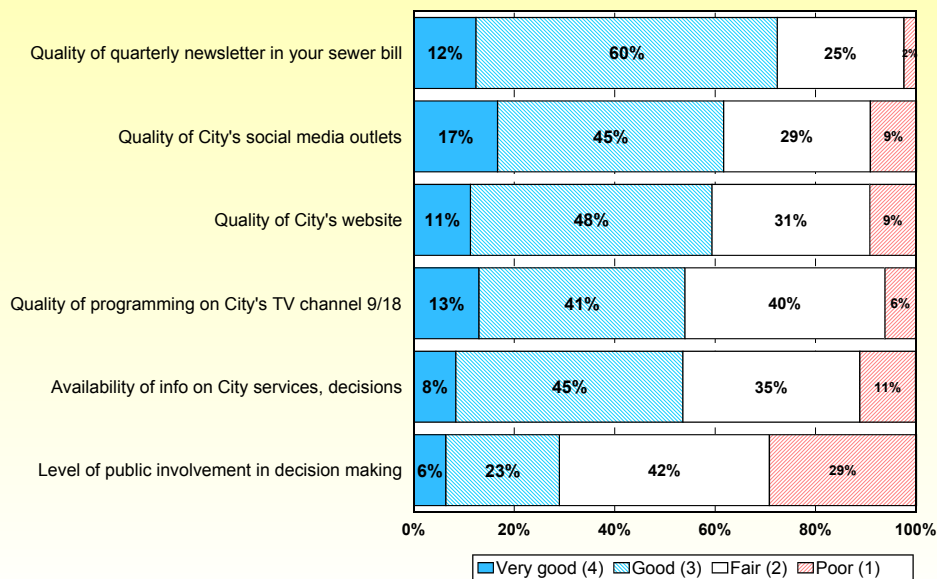
by percentage of respondents (multiple answers allowed)



Source: ETC Institute (2014)

Q21. Ratings of Performance with City Communication

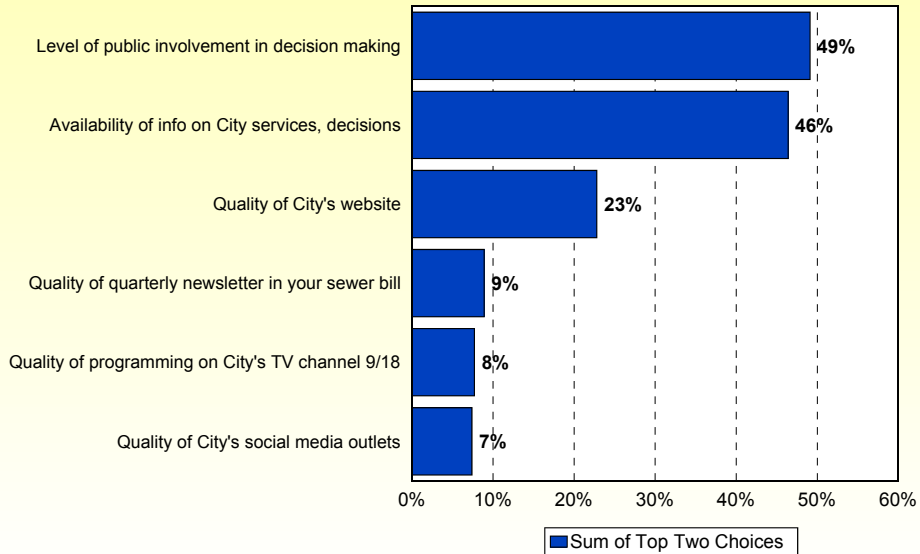
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2014)

Q22. City Communication Issues That Should Receive the Most Emphasis Over the Next Two Years

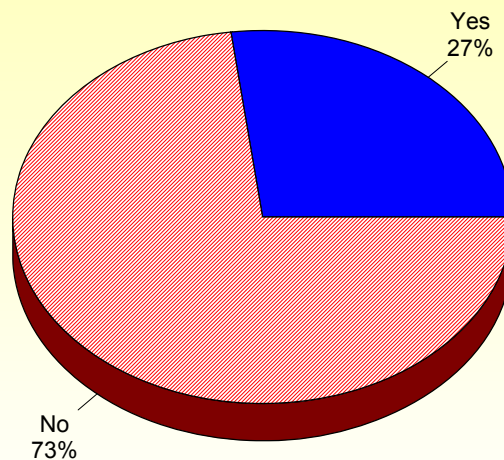
by percentage of respondents who selected the item as one of their top two choices



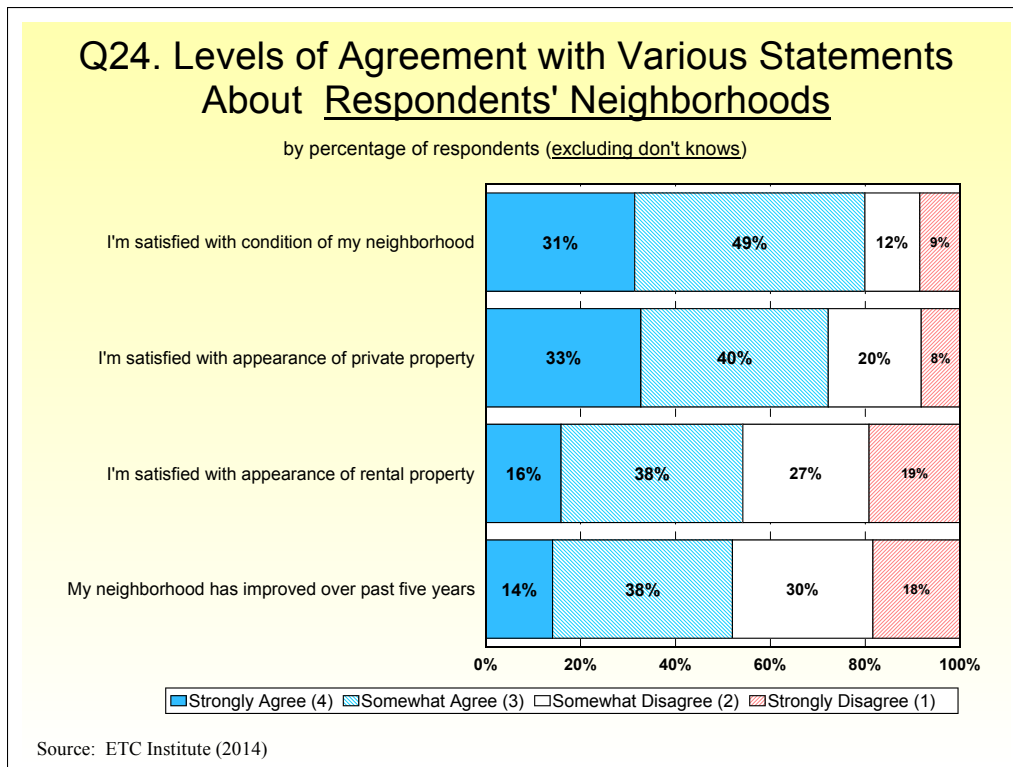
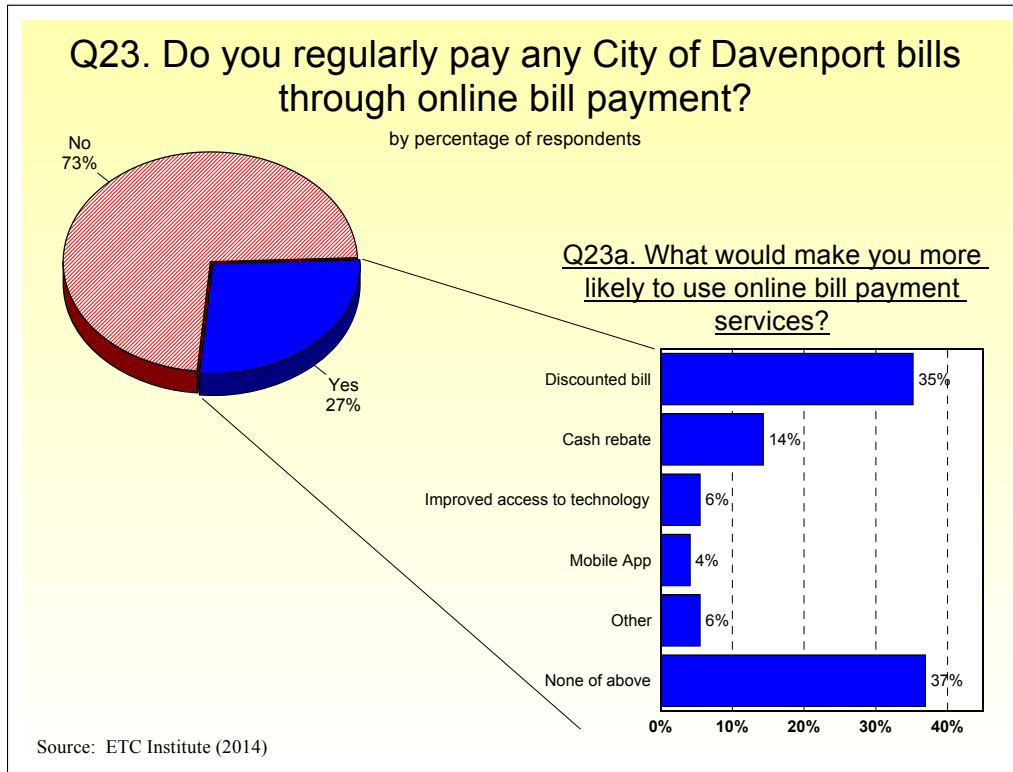
Source: ETC Institute (2014)

Q23. Do you regularly pay any City of Davenport bills through online bill payment?

by percentage of respondents

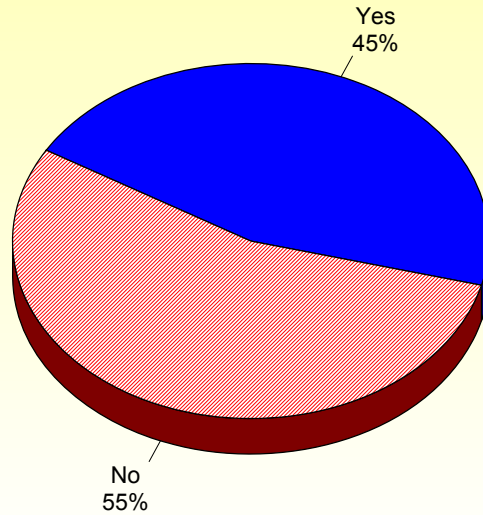


Source: ETC Institute (2014)



Q25. Have you called, emailed or visited the City with a question, problem, or comment during the past year?

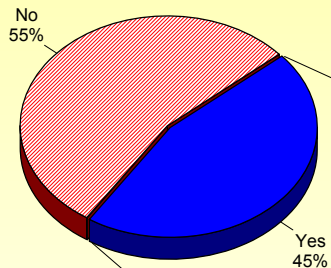
by percentage of respondents



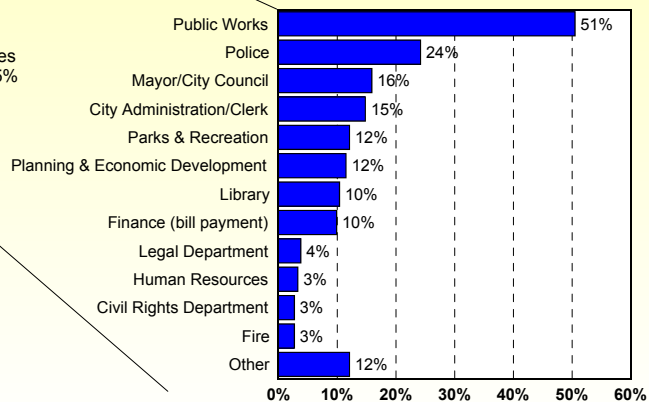
Source: ETC Institute (2014)

Q25. Have you called, emailed or visited the City with a question, problem, or comment during the past year?

by percentage of respondents



Q25a. Which department did you contact most recently?

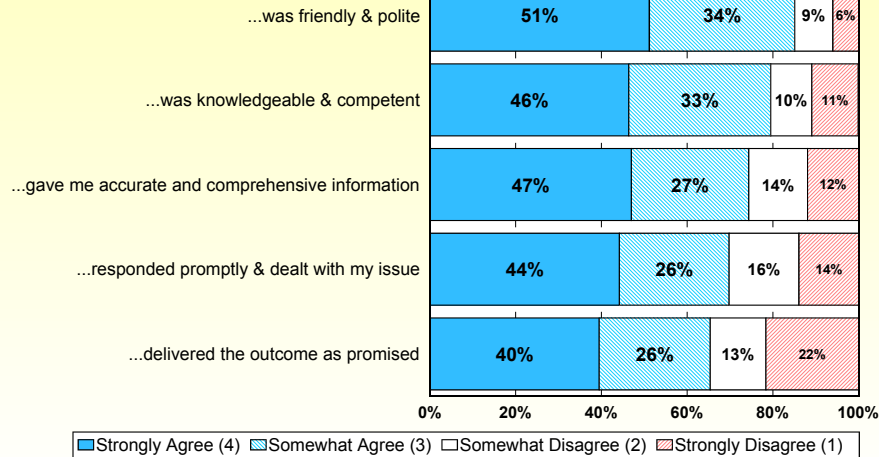


Source: ETC Institute (2014)

Q25b-f. 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)

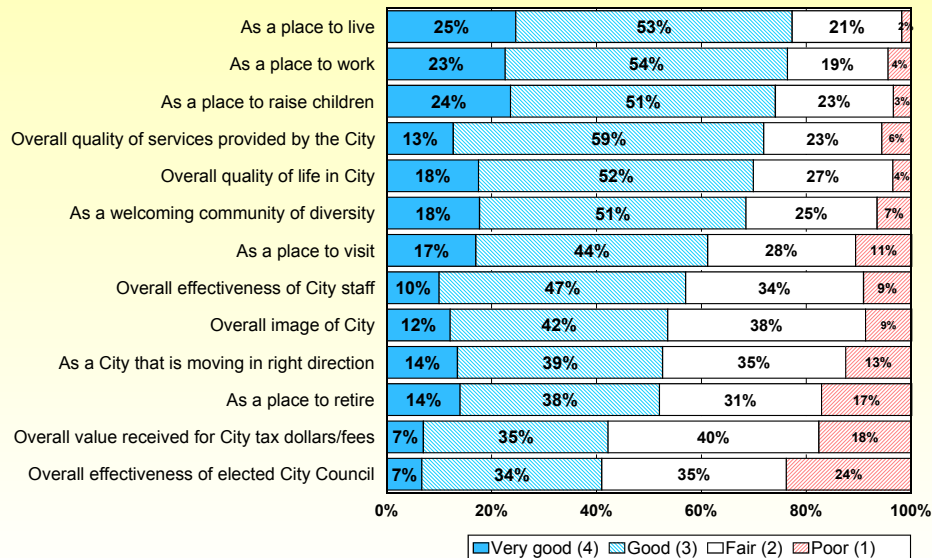
The City employee who helped me...



Source: ETC Institute (2014)

Q26. Ratings of Performance with Overall Aspects of the City

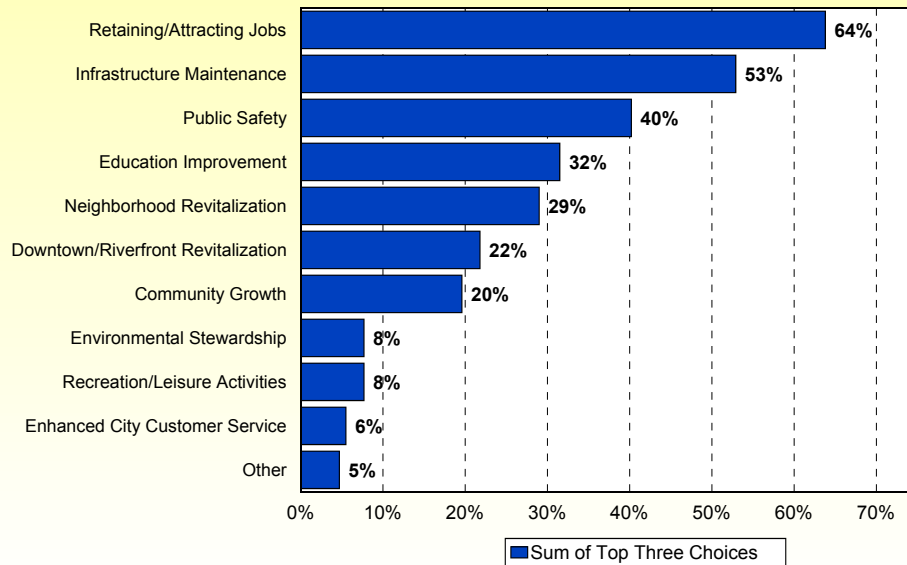
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2014)

Q27. Community Issues Residents Felt Should Be the City's Top Priorities

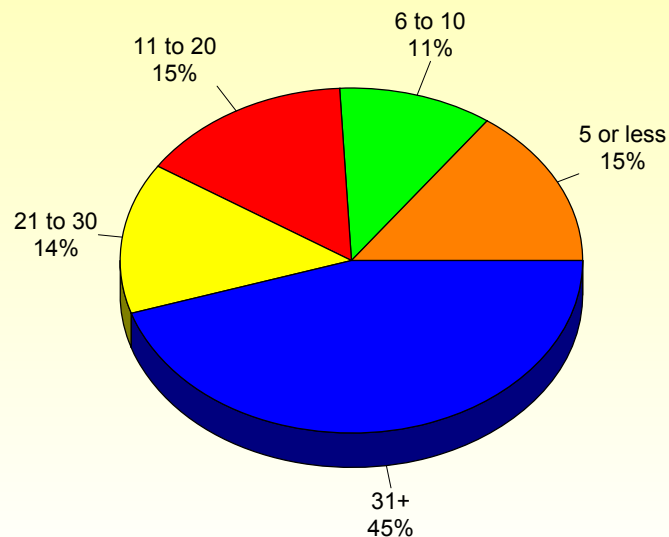
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2014)

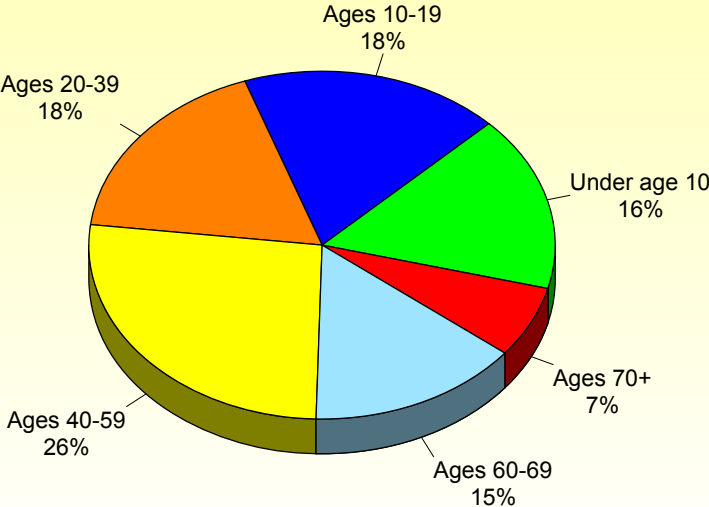
Q28. Number of Years Lived in Davenport

by percentage of respondents



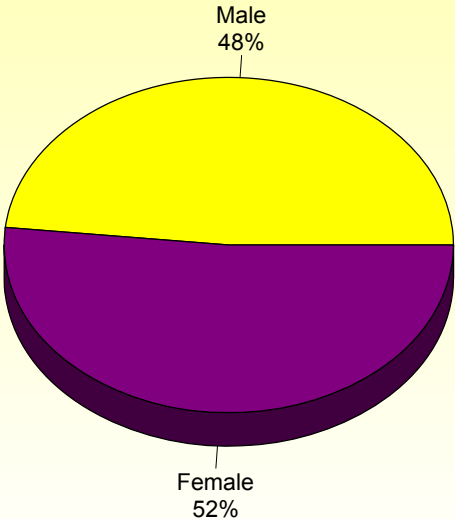
Source: ETC Institute (2014)

Q29. Demographics: Ages of People in Household
by percentage of household occupants

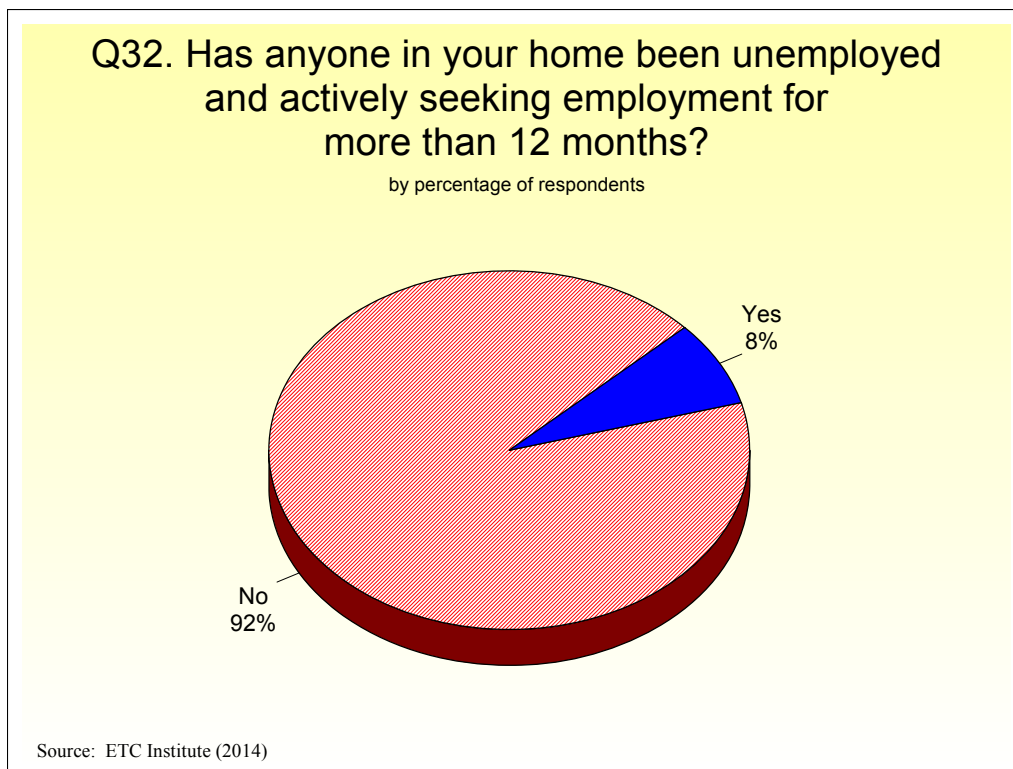
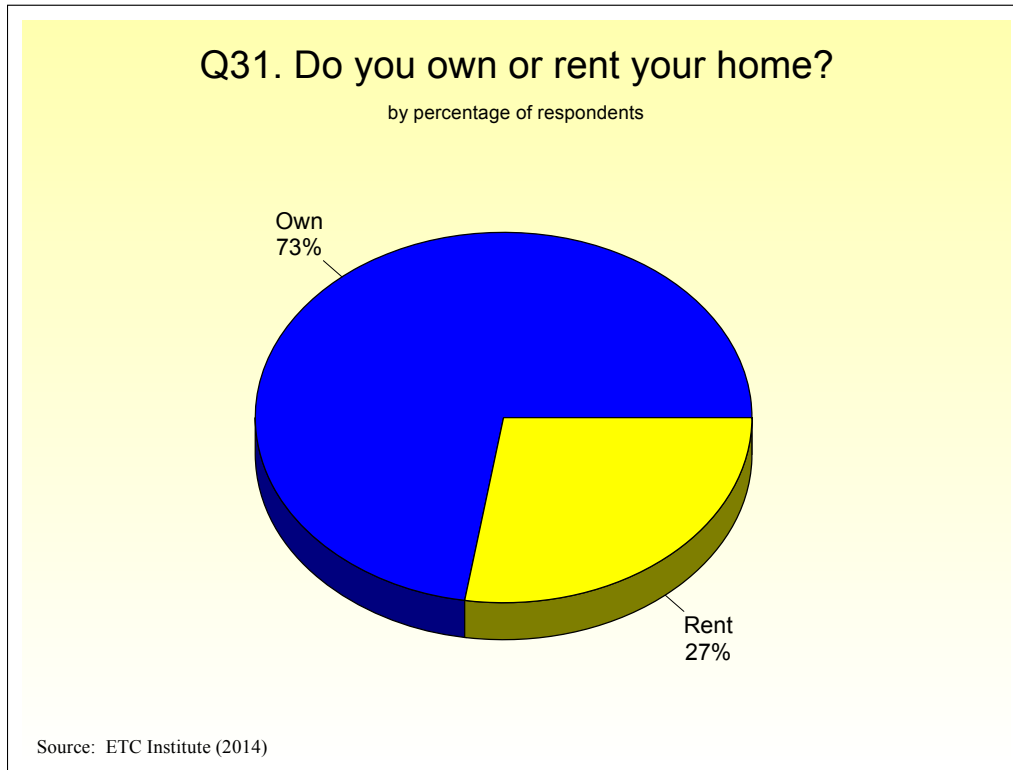


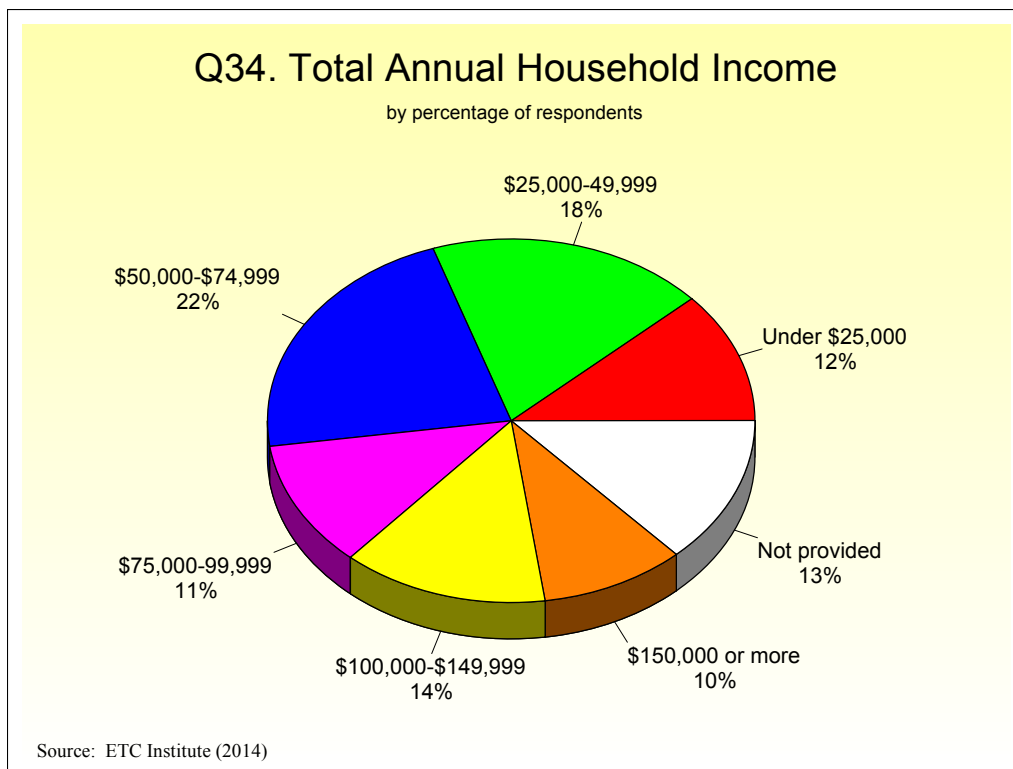
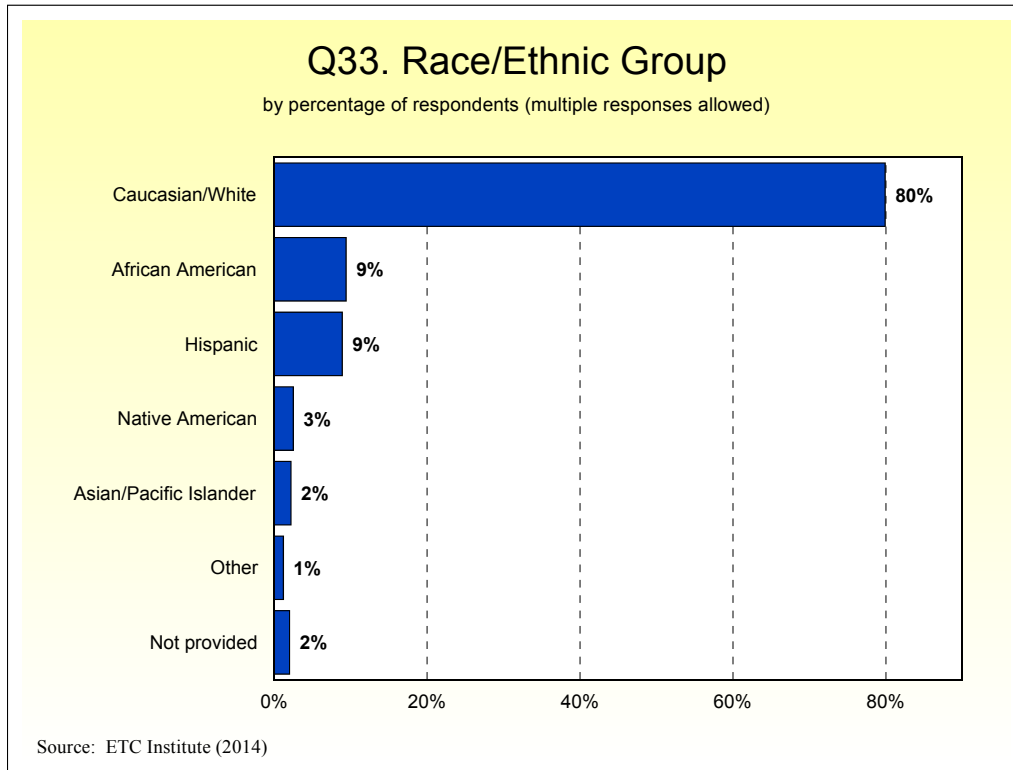
Source: ETC Institute (2014)

Q30. Gender of Respondents
by percentage of respondents



Source: ETC Institute (2014)





Section 2:

Trends Analysis

City of Davenport 2014 Community Survey Trends Analysis

Overview

In 2006, 2008, 2010, 2012 and 2014 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 2014 survey compare to the results of the City's 2008, 2010, and 2012 survey, as many of the same questions were included on each of these surveys. This analysis summarizes significant changes from 2008 to 2014; given the sample size of both surveys, changes of 5.0% or more from 2008 to 2014 were statistically significant.

There were increases in positive ratings in 47 of the 92 items rated in both 2008 and 2014; positive ratings in 8 of 92 items stayed the same and there were decreases in 37 items. There were significant increases in 18 of the 92 items rated from 2008 to 2014 and significant decreases in 14 items. The significant changes from 2008 to 2014 are described below and on the following pages.

Significant Changes

- **Overall Ratings of the City's Performance.** Positive ratings ("very good" and "good") increased or stayed the same in nine of the thirteen overall performance items that were assessed in 2008 and 2014. There were significant increases in three areas:
 - Ratings of the overall image of the City increased 7% from 47% in 2008 to 54% in 2014.
 - Ratings that the City is moving in the right direction increased 6% from 47% in 2008 to 53% in 2014.
 - Ratings of the City as a place to retire increased 5% from 47% in 2008 to 52% in 2014.

There were decreases in positive ratings in four overall performance items that were rated in 2008 and 2014. There was a significant decrease in one area:

- Ratings of the City as a place to live decreased 5% from 82% in 2008 to 77% in 2014.

- **Ratings of the Major Categories of City Services.** Positive ratings increased or stayed the same in nine of the twelve major categories of City services that were assessed in 2008 and 2014. There were significant increases in four areas:
 - Ratings of the overall quality of downtown Davenport increased 23% from 31% in 2008 to 54% in 2014.
 - Ratings of the overall efforts to attract and retain businesses increased 17% from 32% in 2008 to 49% in 2014.
 - Ratings of the overall quality of neighborhoods increased 9% from 49% in 2008 to 58% in 2014.
 - Ratings of the efforts to conserve energy/protect the environment increased 6% from 48% in 2008 to 54% in 2014.

There were decreases in positive ratings in four of the major categories of City services that were rated in 2008 and 2014. There was a significant decrease in one area:

- Ratings of the overall quality of City streets and infrastructure decreased 9% from 28% in 2008 to 19% in 2014.

- **Ratings of Police Services.** Positive ratings increased or stayed the same in seven of the eight police services that were rated in 2008 and 2014. There were significant increases in four areas:
 - Ratings of the efforts to prevent crime increased 7% from 55% in 2008 to 62% in 2014.
 - Ratings of the visibility of police in retail areas increased 7% from 42% in 2008 to 49% in 2014.
 - Ratings of the visibility of police in neighborhoods increased 6% from 34% in 2008 to 40% in 2014.
 - Ratings of the responsiveness to investigations of criminal offenses increased 5% from 58% in 2008 to 63% in 2014.

There were decreases in positive ratings in one police service that was rated in 2008 and 2014. There was a significant decrease in one area:

- Ratings of traffic enforcement decreased 5% from 62% in 2008 to 57% in 2014.

- **Ratings of Police Department Personnel.** Positive ratings have decreased in all three areas of police department personnel that were rated in 2008 and 2014. There were significant decreases in two areas:
 - Ratings of the fairness of PDP personnel decreased 8% from 81% in 2008 to 73% in

2014.

- Ratings of the professionalism of DPD personnel decreased 8% from 85% in 2008 to 7% in 2014.
 - **Ratings of Fire Services.** Positive ratings have increased in one of the four fire services that were rated in 2008 and 2014. Positive ratings have decreased in the other three fire services that were rated in 2008 and 2014. There was a significant decrease in one area: ratings of the fire safety education programs decreased 5% from 88% in 2008 to 83% in 2014.
 - **Ratings of Streets and Infrastructure.** Positive ratings increased or stayed the same in seven of the ten areas of streets and infrastructure that were rated in 2008 and 2014. There were significant increases in four areas:
 - Ratings of flood control and protection efforts increased 17% from 42% in 2008 to 59% in 2014.
 - Ratings of snow removal in your neighborhood increased 14% from 35% in 2008 to 49% in 2014.
 - Ratings of the storm drain system operation increased 12% from 39% in 2008 to 51% in 2014.
 - Ratings of tree trimming and urban forestry increased 5% from 59% in 2008 to 64% in 2014.
- There were decreases in positive ratings in three of the ten areas of streets and infrastructure that were rated in 2008 and 2014. There was a significant decrease in one area:
- Ratings of the condition of streets in your neighborhood decreased 9% from 42% in 2008 to 33% in 2014.
- **Ratings of Solid Waste Services.** Positive ratings have increased in three of the four solid waste services that were rated in 2008 and 2014. Positive ratings have decreased in the other solid waste service that was rated in 2008 and 2014. There were no significant changes in positive ratings in any of the solid waste services that were rated in 2008 and 2014.
- **Ratings of Parks and Recreation Services.** Positive ratings increased or stayed the same in eleven of the nineteen parks and recreation services that were rated in 2008 and 2014. There were significant increases in two areas:

- Ratings of the affordability of recreation programs and events increased 8% from 65% in 2008 to 73% in 2014.
- Ratings of availability of golf courses in Davenport increased 5% from 81% in 2008 to 86% in 2014.

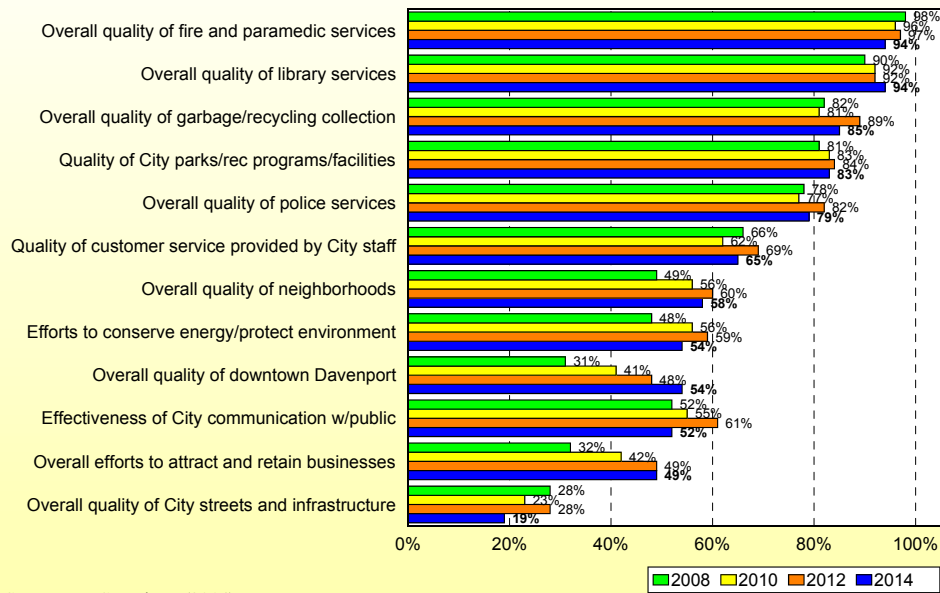
There were decreases in positive ratings in eight of the nineteen parks and recreation services that were rated in 2008 and 2014. There was a significant decrease in one area:

- Ratings of the overall quality of City golf courses decreased 9% from 94% in 2008 to 85% in 2014.
- **Ratings of Library Services.** Positive ratings have increased or stayed the same in four of the five library services that were rated in 2008 and 2014. Positive ratings have decreased in the other library service that was rated in 2008 and 2014. There was a significant increase in one area: hours of operation has increased 5% from 74% in 2008 to 79% in 2014.
- **Ratings of City Communication.** Positive ratings have increased in two of the five areas of city communication that were rated in 2008 and 2014. There were decreases in positive ratings in the other three areas of city communication that were rated in 2008 and 2014. There were significant decreases in two areas:
 - Ratings of the quality of the City's website/portal decreased 12% from 59% in 2008 to 71% in 2014.
 - Ratings of programming on the City's television channels decreased 6% from 54% in 2008 to 60% in 2014
- **Ratings of Neighborhoods.** Positive ratings have increased or stayed the same in two of the four areas related to neighborhoods that were rated in 2008 and 2014. Positive ratings have decreased in the other two areas related to neighborhoods that were rated in 2008 and 2014. There was a significant decrease in one area: satisfaction with the appearance of private property in neighborhoods has decreased 5% from 72% in 2008 to 77% in 2014.
- **Ratings of City Customer Service.** Positive ratings have decreased in all five areas of city customer service that were rated in 2008 and 2014. There were significant decreases in three areas:
 - Ratings of how promptly the city responded and dealt with issues decreased 10% from 80% in 2008 to 70% in 2014.

- Ratings of the city giving accurate and comprehensive information decreased 9% from 74% in 2008 to 83% in 2014.
- Ratings of the city delivering the outcome as promised decreased 8% from 65% in 2008 to 73% in 2014.

Trends: Ratings of Performance with Major Categories of City Services (2008 to 2014)

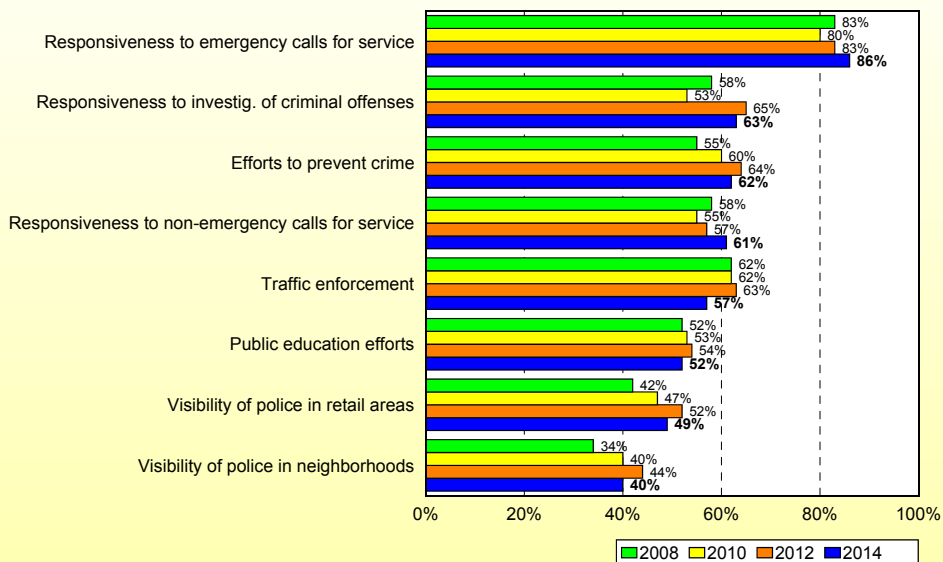
by percentage of respondents who rated the item as a 3 or 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (2014)

Trends: Ratings of Performance with Police Services (2008 to 2014)

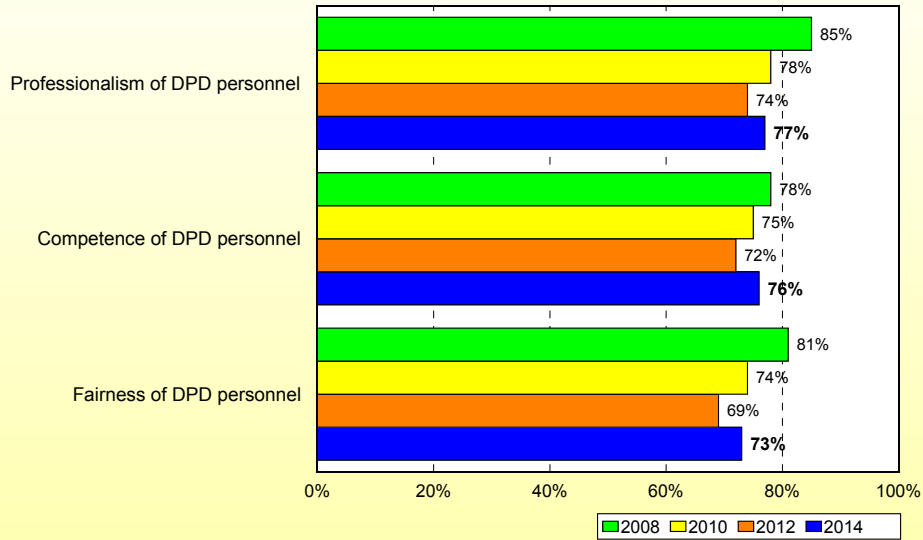
by percentage of respondents who rated the item as a 3 or 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (2014)

Trends: Ratings of the Contact With the Davenport Police Department - DPD (2008 to 2014)

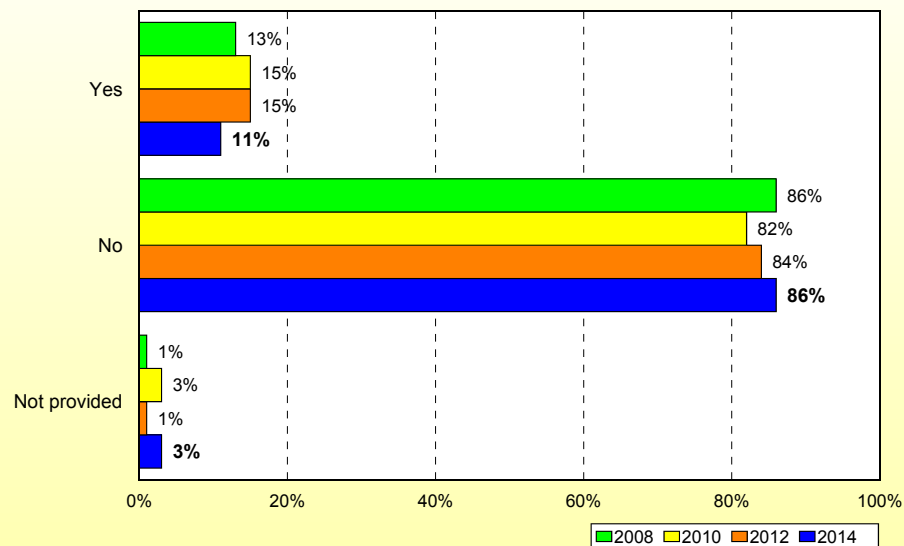
by percentage of respondents who rated the item as a 3 or 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (2014)

Trends: During the last 12 months, were you or anyone in your household a victim of a crime? (2008 to 2014)

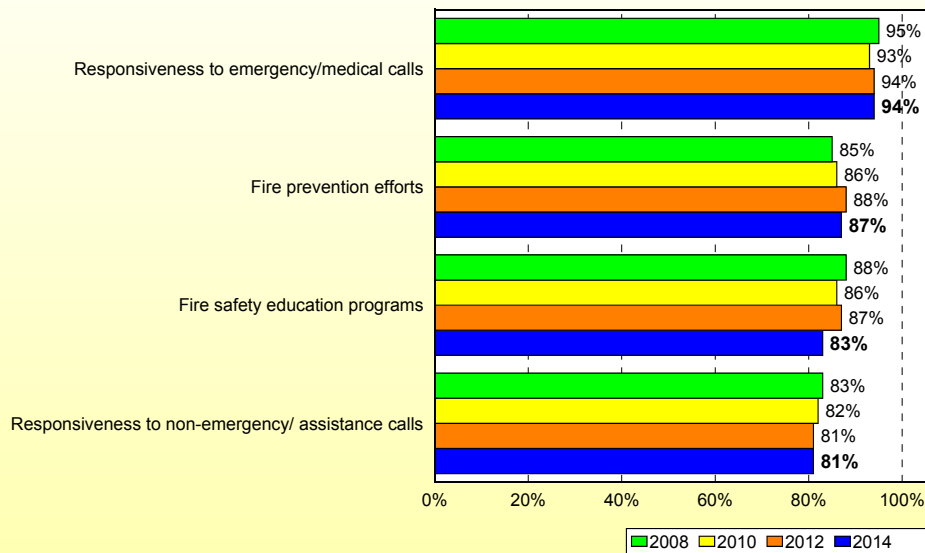
by percentage of respondents



Source: ETC Institute (2014)

Trends: Ratings of Performance with Fire Services (2008 to 2014)

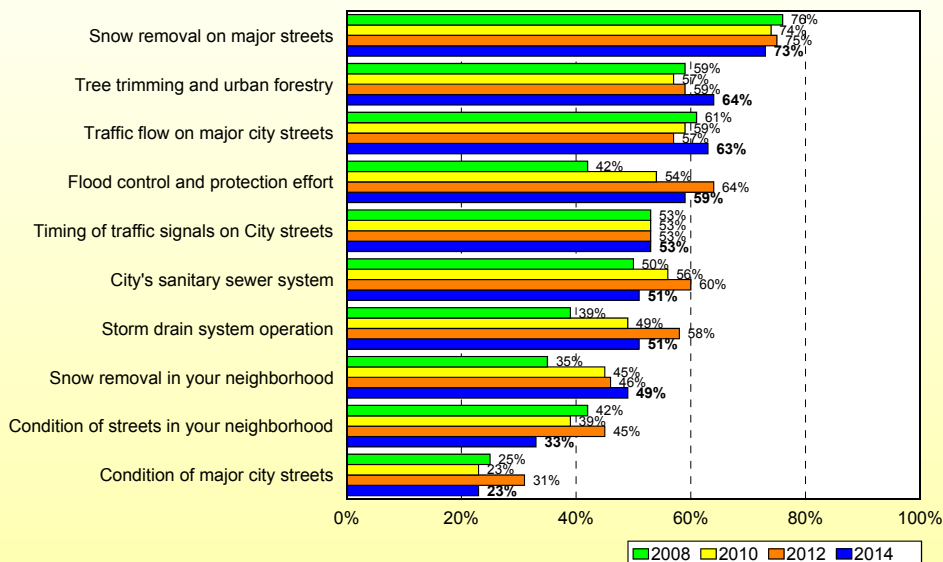
by percentage of respondents who rated the item as a 3 or 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (2014)

Trends: Ratings of Performance with Streets and Infrastructure (2008 to 2014)

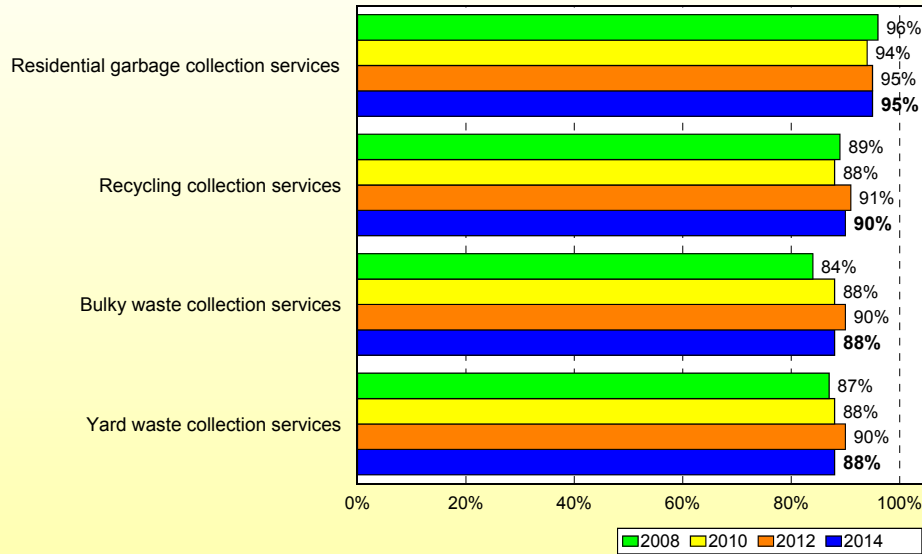
by percentage of respondents who rated the item as a 3 or 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (2014)

Trends: Ratings of Performance with Solid Waste Services (2008 to 2014)

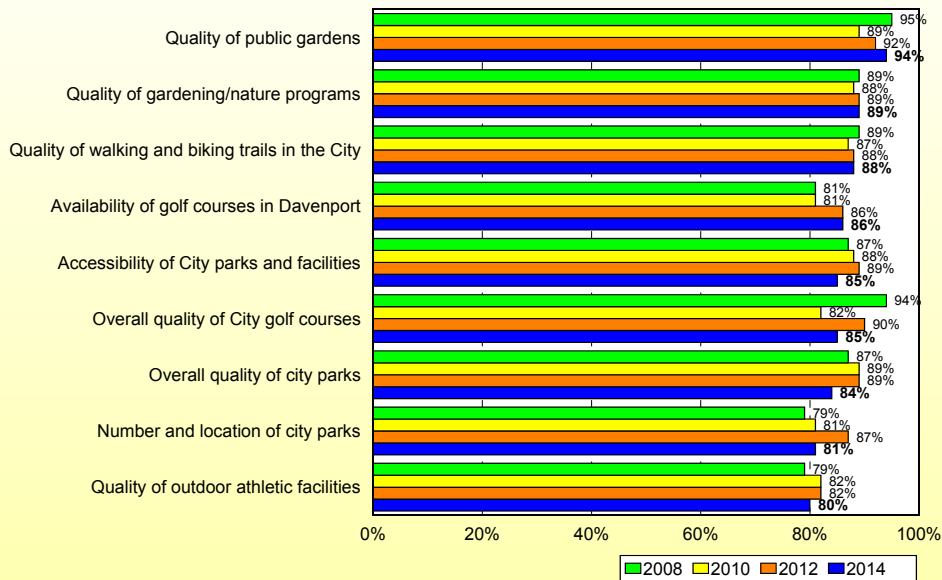
by percentage of respondents who rated the item as a 3 or 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (2014)

Trends: Ratings of Performance with Parks and Recreation (2008 to 2014)

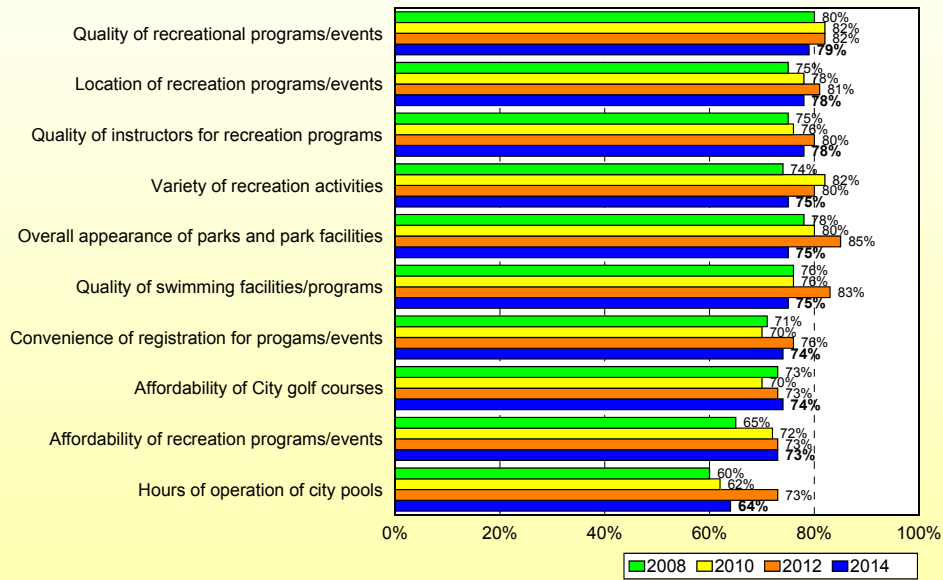
by percentage of respondents who rated the item as a 3 or 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (2014)

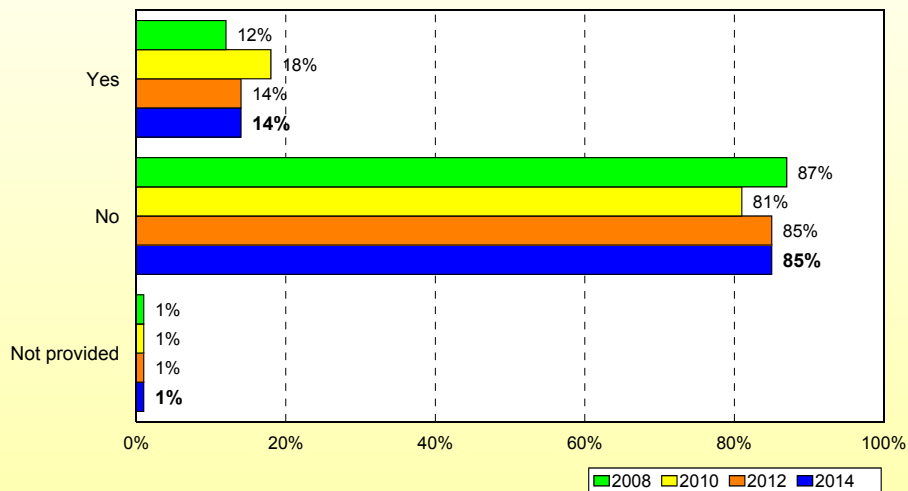
Trends: Ratings of Performance with Parks and Recreation (cont.) (2008 to 2014)

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



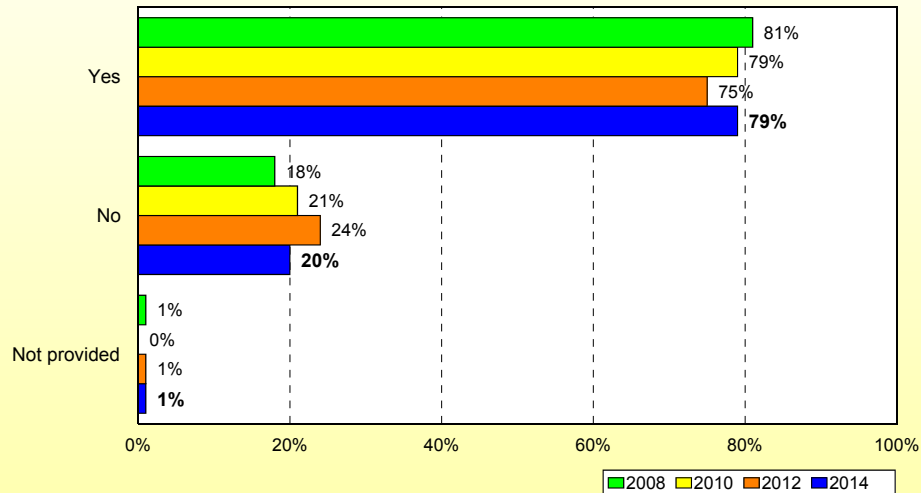
Trends: Have you or other members of your household participated in any Parks & Recreation programs offered by the City of Davenport during the past 12 months? (2008 to 2014)

by percentage of respondents



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? (2008 to 2014)

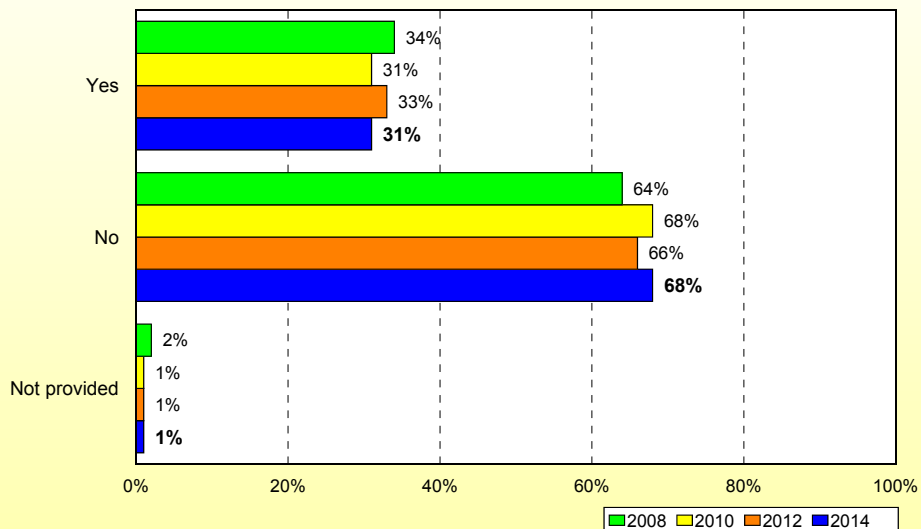
by percentage of respondents



Source: ETC Institute (2014)

Trends: Have you or other members of your household visited a City golf course during the past 12 months? (2008 to 2014)

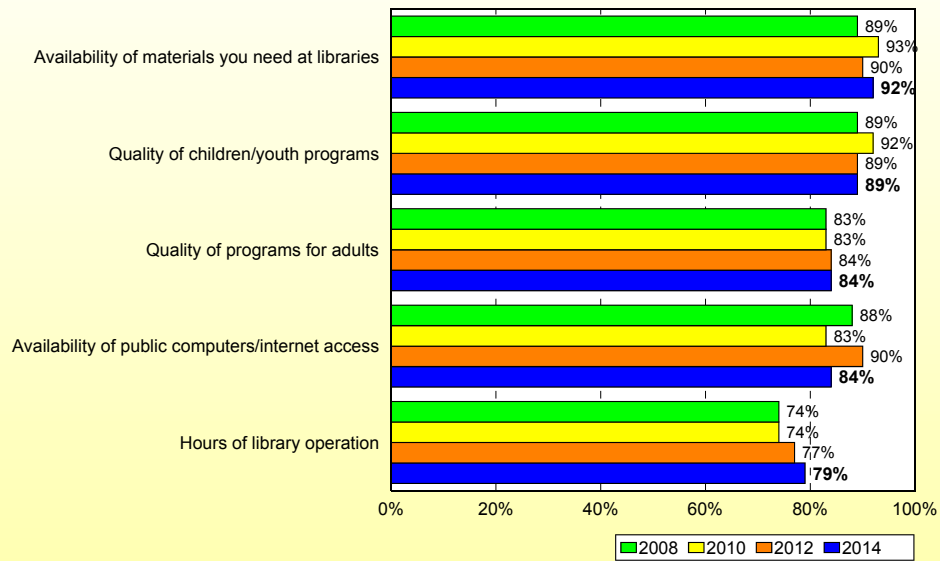
by percentage of respondents



Source: ETC Institute (2014)

Trends: Ratings of Performance with Libraries (2008 to 2014)

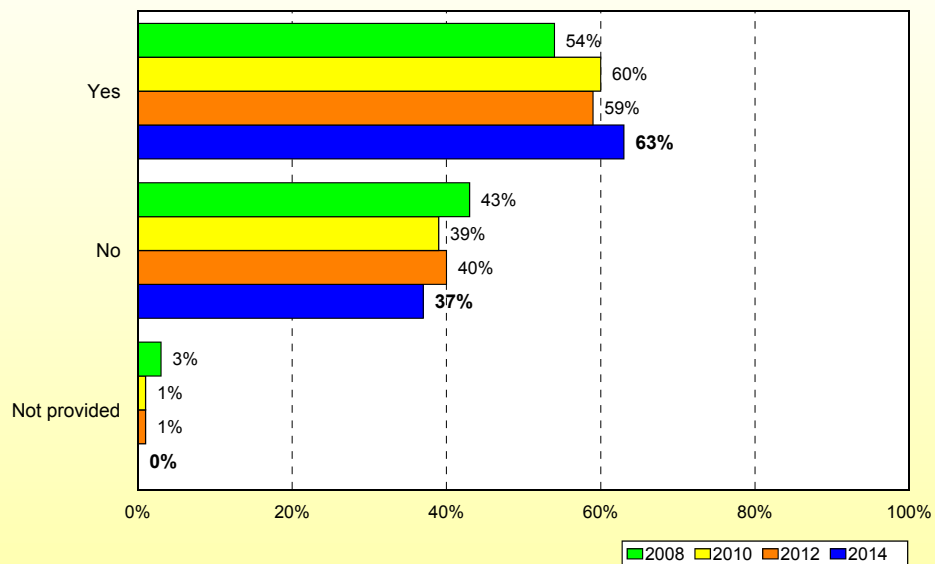
by percentage of respondents who rated the item as a 3 or 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (2014)

Trends: Have you used a Davenport library facility within the past 12 months? (2008 to 2014)

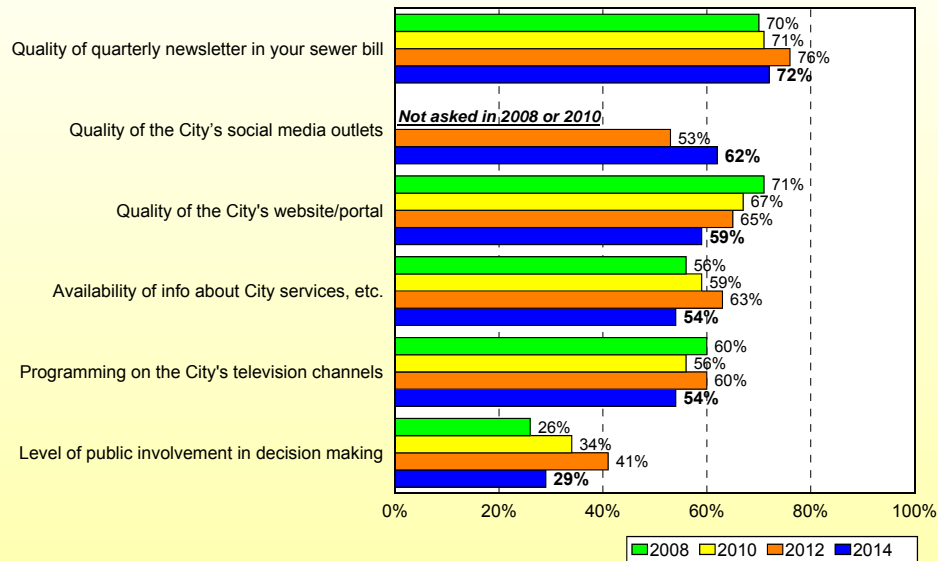
by percentage of respondents



Source: ETC Institute (2014)

Trends: Ratings of Performance with City Communication (2008 to 2014)

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 (2014)

Trends: Levels of Agreement with Various Statements About Respondents' Neighborhoods (2008 to 2014)

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

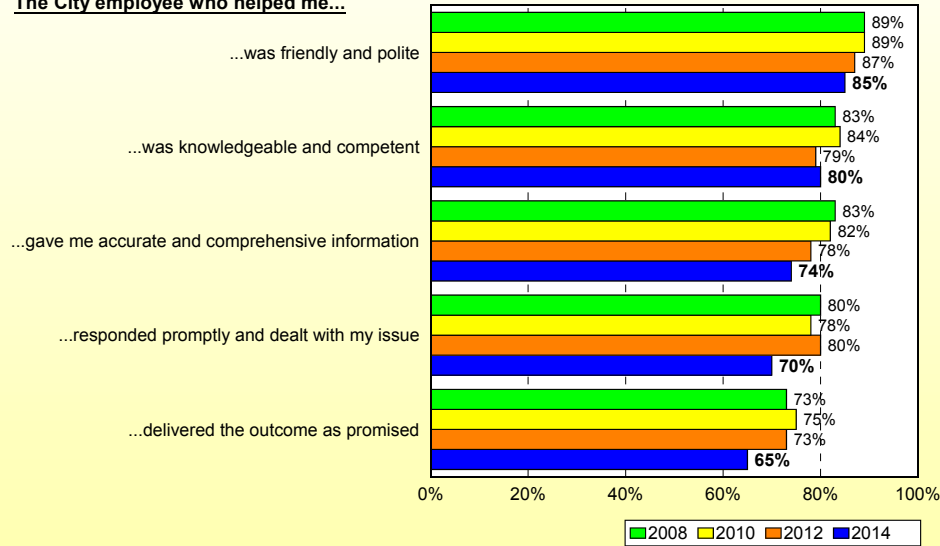


Source: ETC Institute (2014)

Trends: Level of Agreement with Various Statements About City Customer Service (2008 to 2014)

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

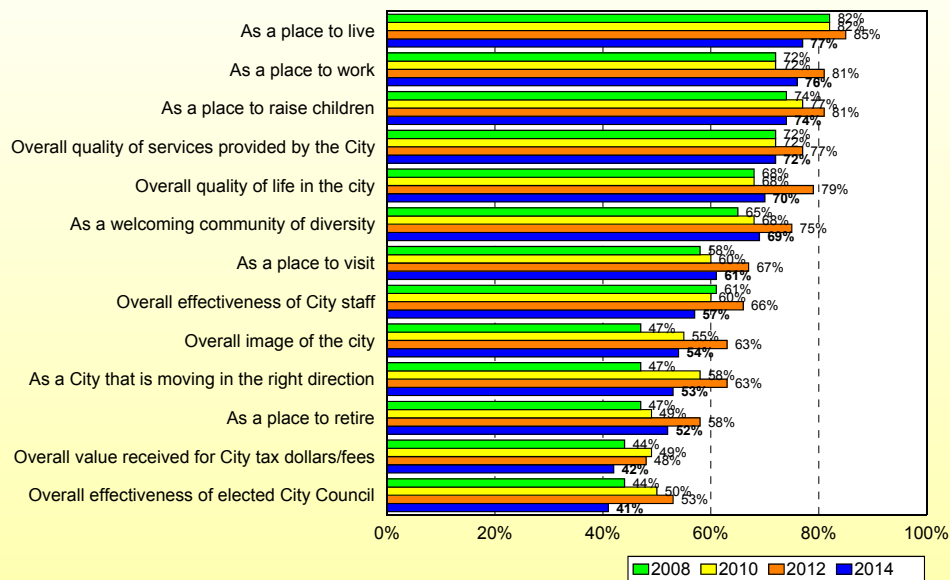
The City employee who helped me...



Source: ETC Institute (2014)

Trends: Ratings of Performance with Overall Aspects of the City (2008 to 2014)

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 (2014)

Section 3:

Benchmarking Analysis

DirectionFinder® Survey Year 2014 Benchmarking Summary Report

Overview

ETC Institute's *DirectionFinder* program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November of 1999, the survey has been administered in more than 300 cities, counties and towns in 43 states. Most participating communities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from three sources: 1) a national survey that was administered by ETC Institute to a random sample of more than 4,000 U.S. residents during the summer of 2014, 2) from a regional survey administered during the summer of 2014 to a random sample of 428 residents living in the Midwestern region of the U.S. and 3) 28 medium size communities with a population between 50,000 and 200,000 where ETC Institute's *DirectionFinder*® Survey has been administered since 2011.

- Abilene, TX
- Auburn, AL
- Blue Springs, MO
- Bryan, TX
- Chapel Hill, NC
- Columbia, MO
- Coral Springs, FL
- Davenport, IA
- Dothan, AL
- High Point, NC
- Independence, MO
- Lawrence, KS
- Mesa County, CO
- Meridian, ID
- Midwest City, OK
- Newport Beach, CA
- Norman, OK
- Olathe, KS
- Overland Park, KS
- Pueblo, CO
- Round Rock, TX
- Saint Joseph, MO
- Shoreline, WA
- Springfield, MO
- Tamarac, FL
- Vancouver, WA
- Wilmington, NC
- Yuma County, AZ

Interpreting the Benchmarking Charts

The first set of charts on the following pages show how the results from the 2014 Davenport Community Survey compare to the “National” average and “Midwest Region” average.

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

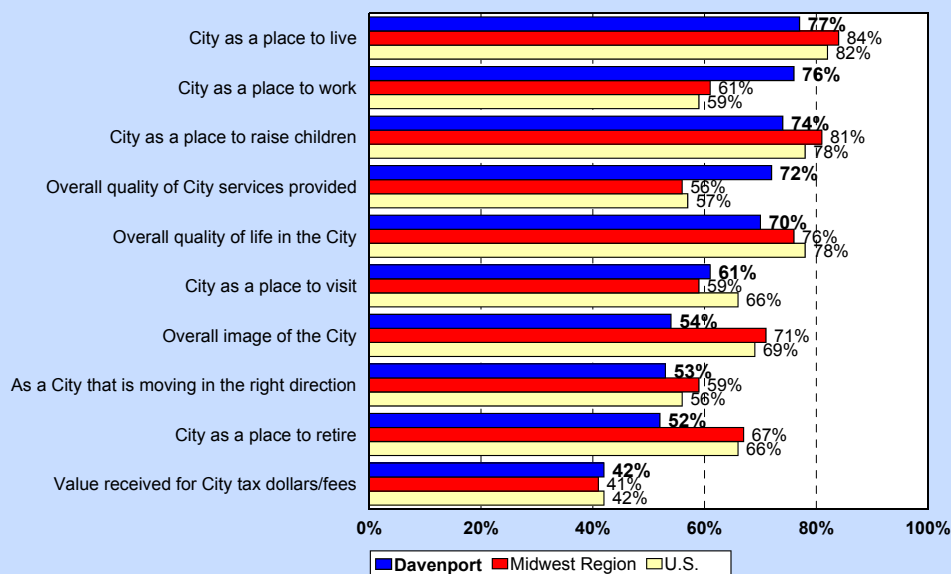
The lowest and highest satisfaction ratings are listed to the left and right of each bar. The orange dot on each bar shows how the results for Davenport compare to the average, which is shown as a vertical dash in the middle of each horizontal bar. If the orange dot is located to the right of the vertical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

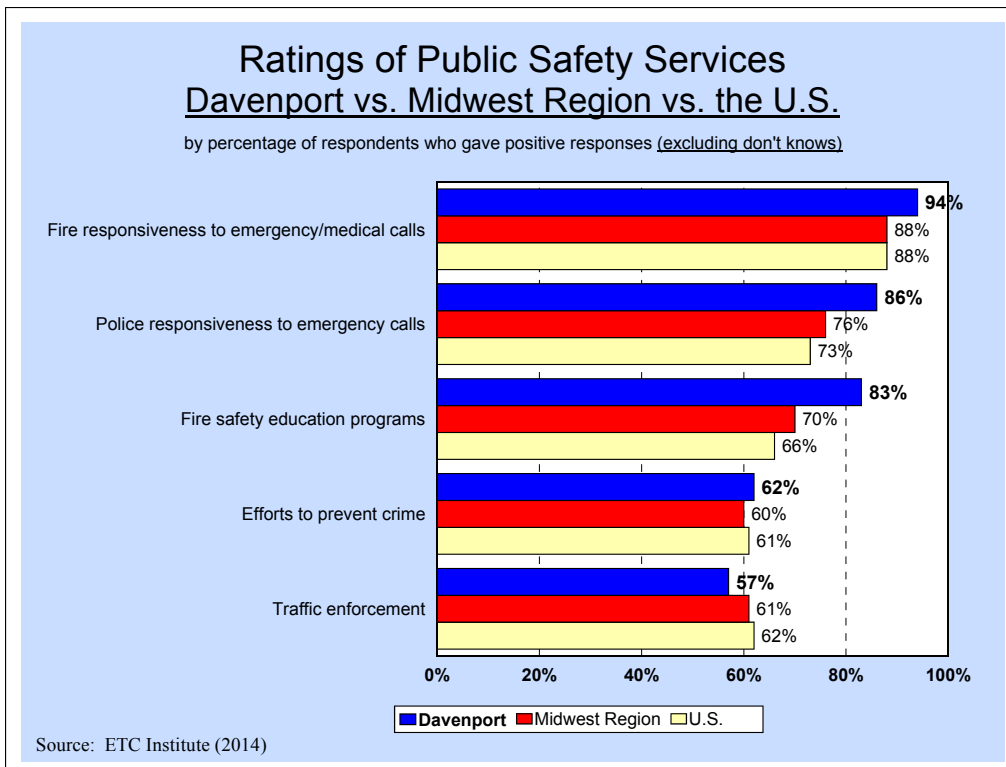
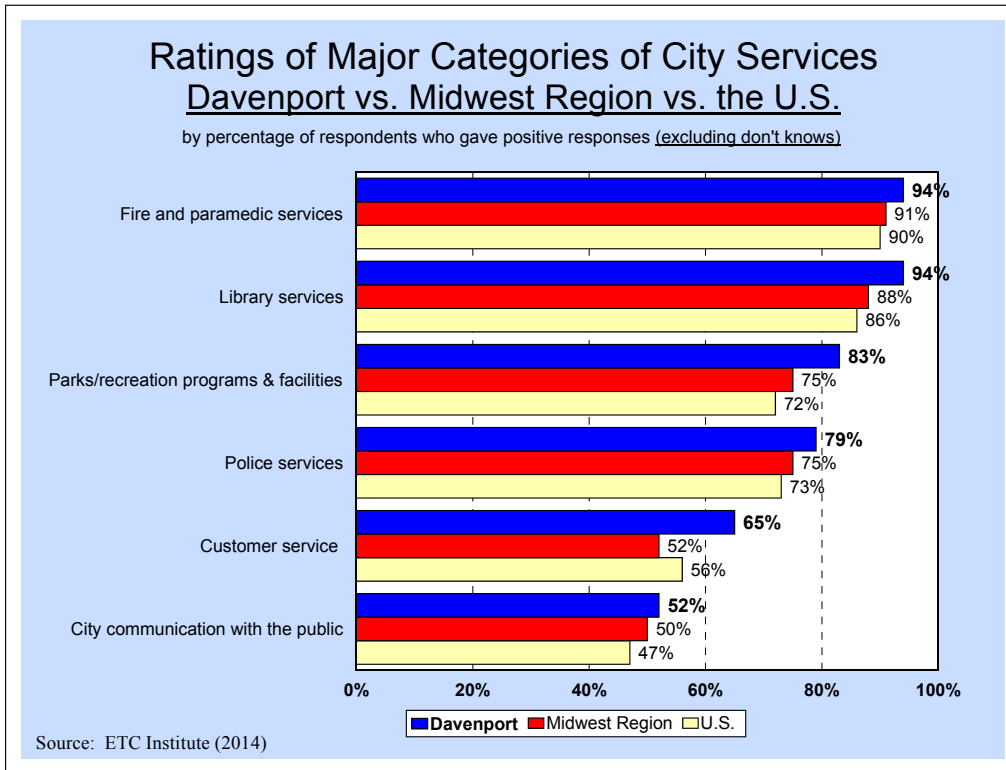
Benchmarking Data

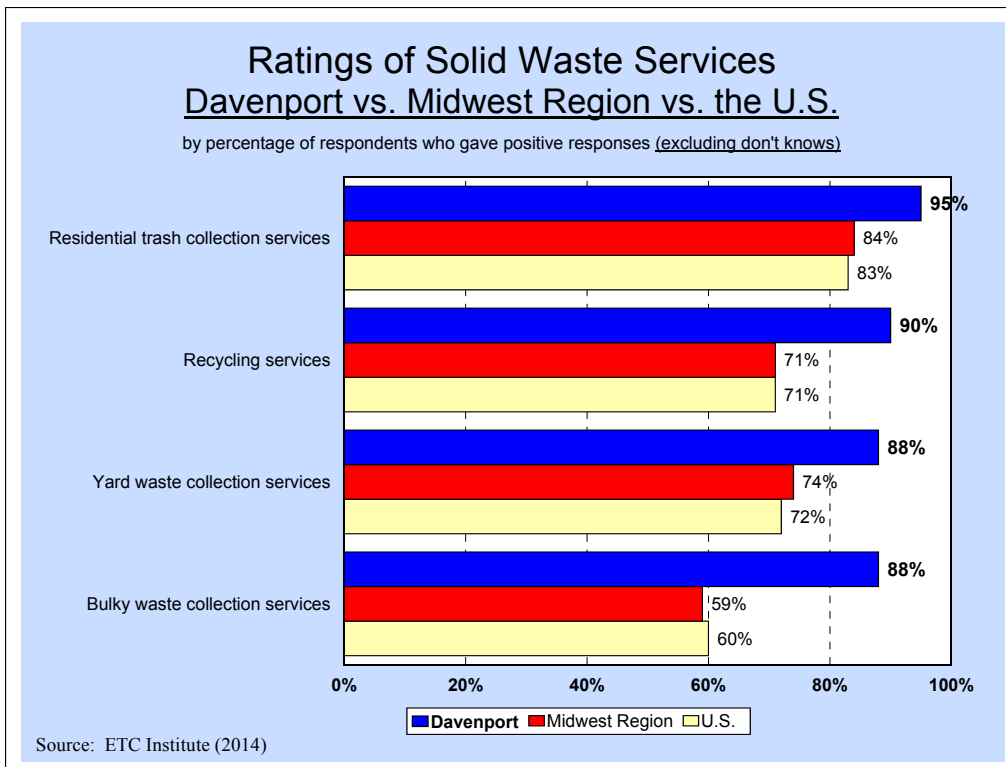
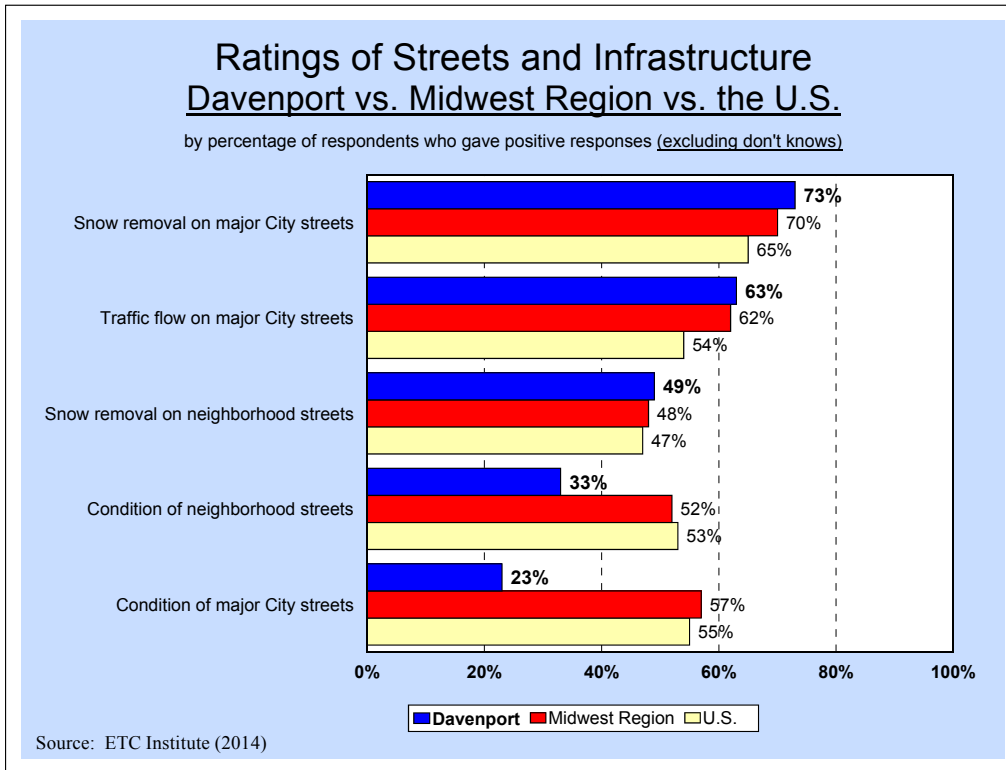
Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Davenport is not authorized without written consent from ETC Institute.

Ratings of Overall Aspects of the City Davenport vs. Midwest Region vs. the U.S.

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

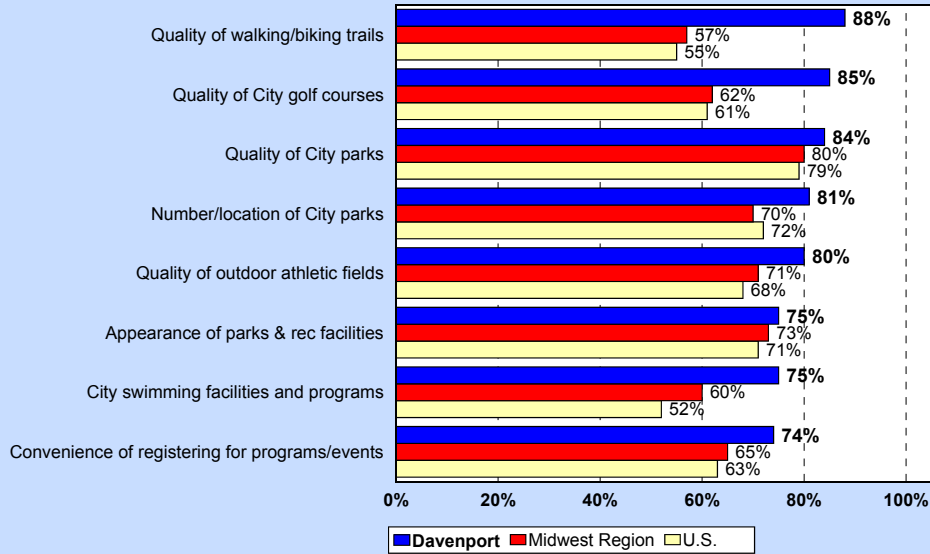






Ratings of Parks and Recreation Services Davenport vs. Midwest Region vs. the U.S.

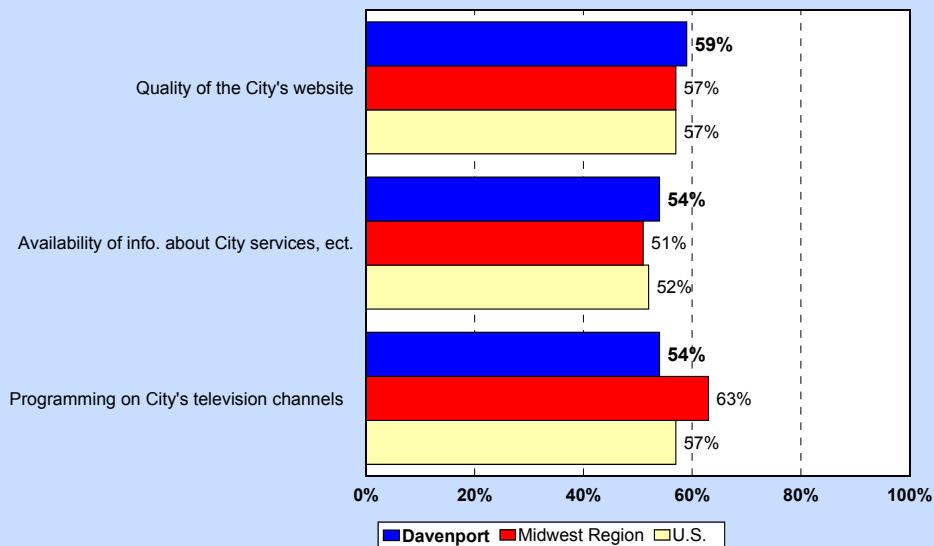
by percentage of respondents who gave positive responses (excluding don't knows)



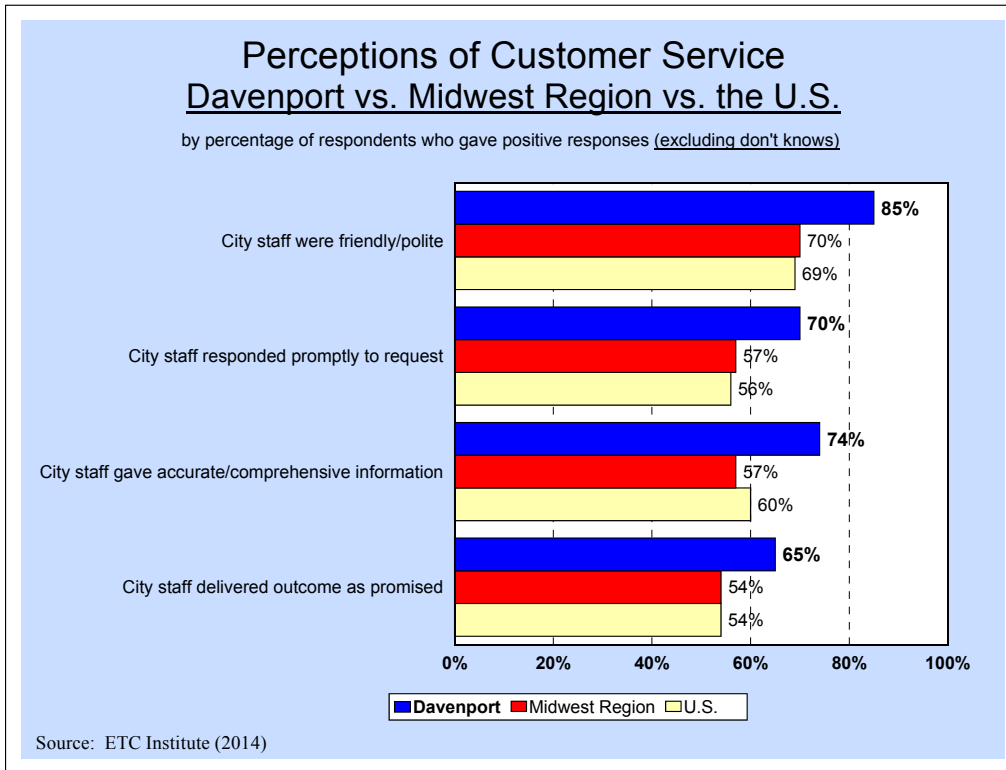
Source: ETC Institute (2014)

Ratings of City Communication Davenport vs. Midwest Region vs. the U.S.

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



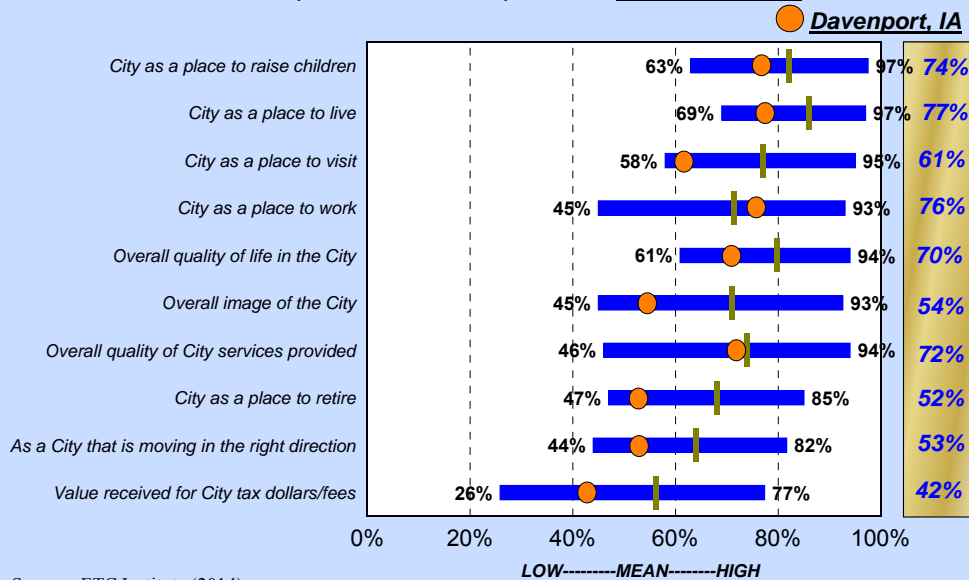
Source: ETC Institute (2014)



Performance Range Data

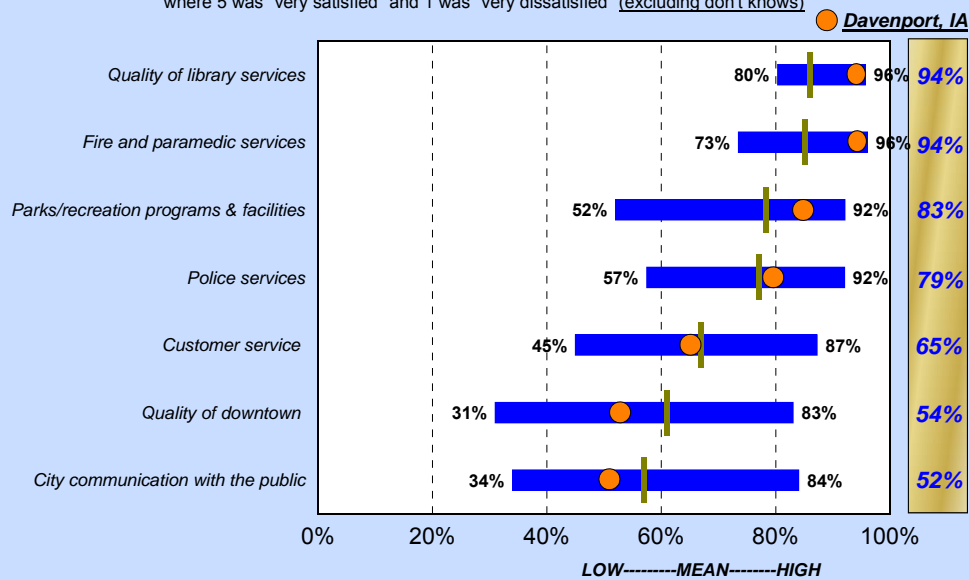
Overall Ratings of Various Aspects of the City in Which Residents Live - 2014

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



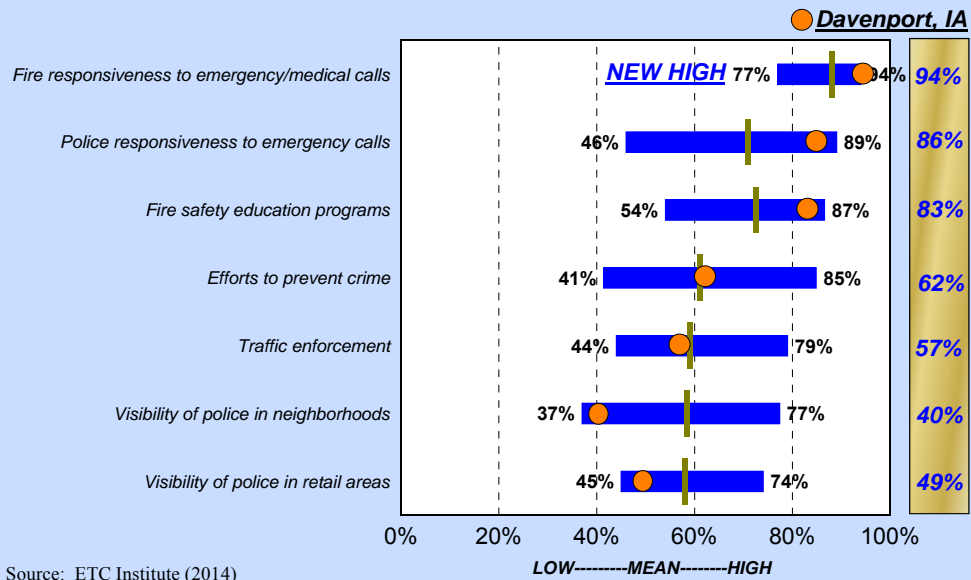
Overall Satisfaction with Various City Services by Major Category - 2014

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



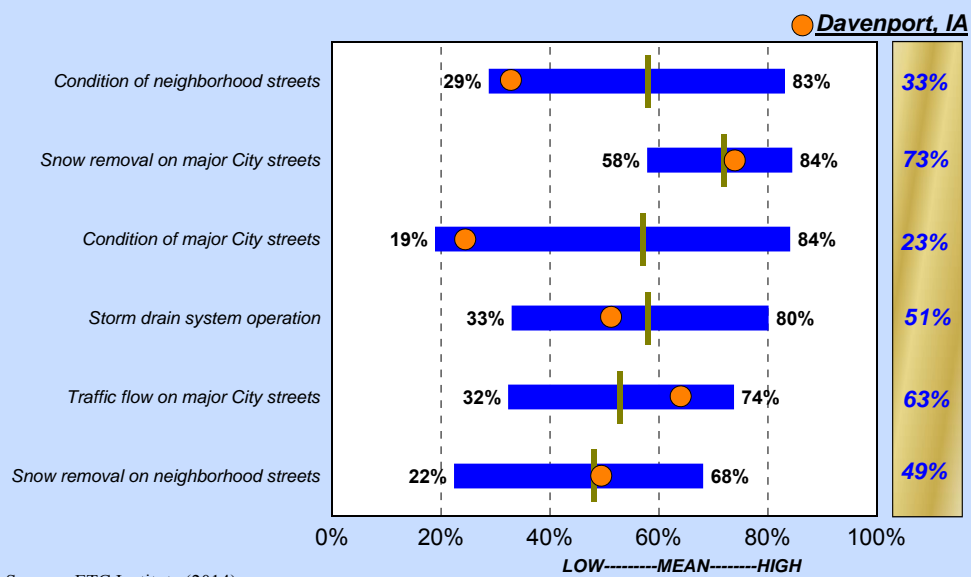
Satisfaction with Various Public Safety Services Provided by Cities - 2014

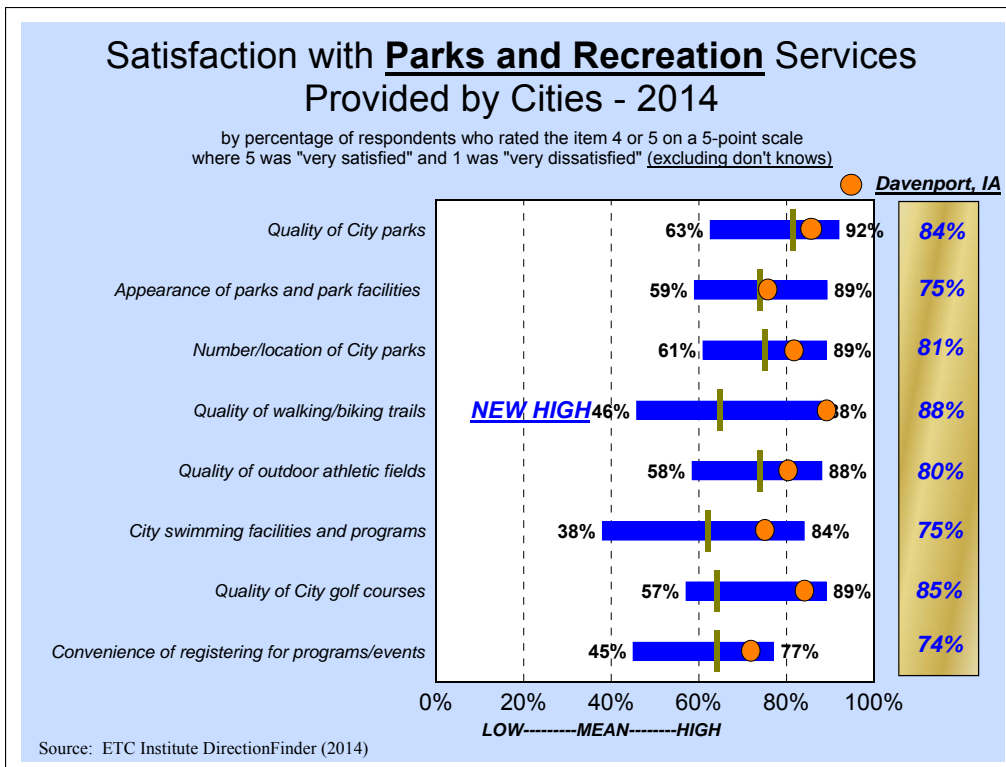
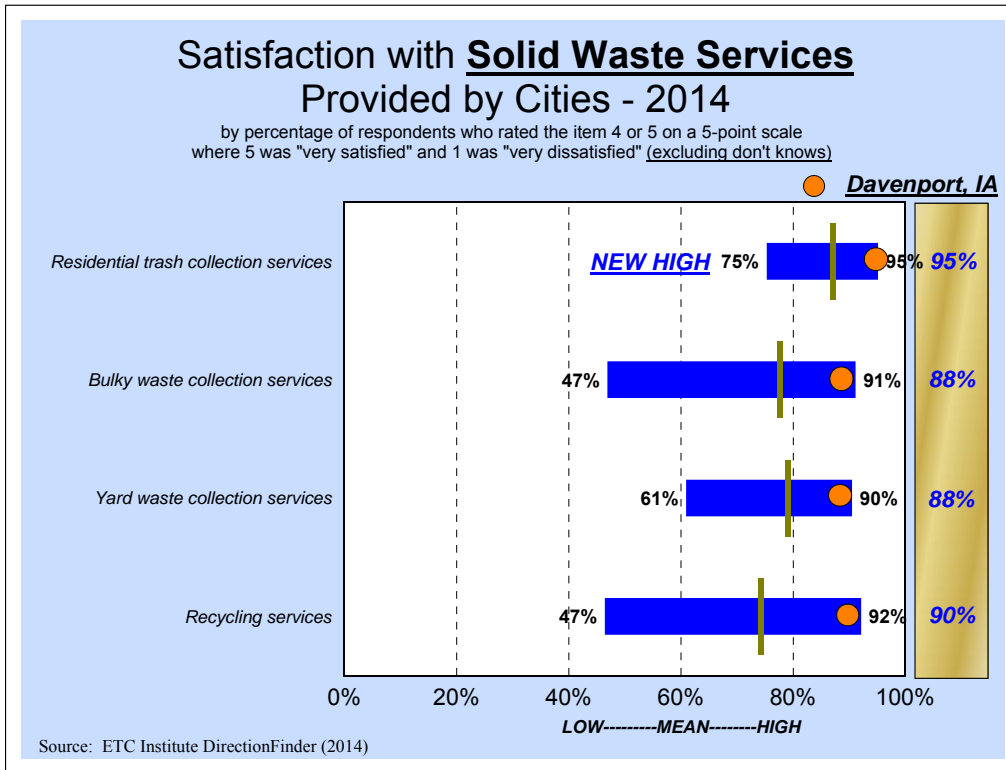
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "Strongly Agree" and 1 was "Strongly Disagree" (excluding don't knows)

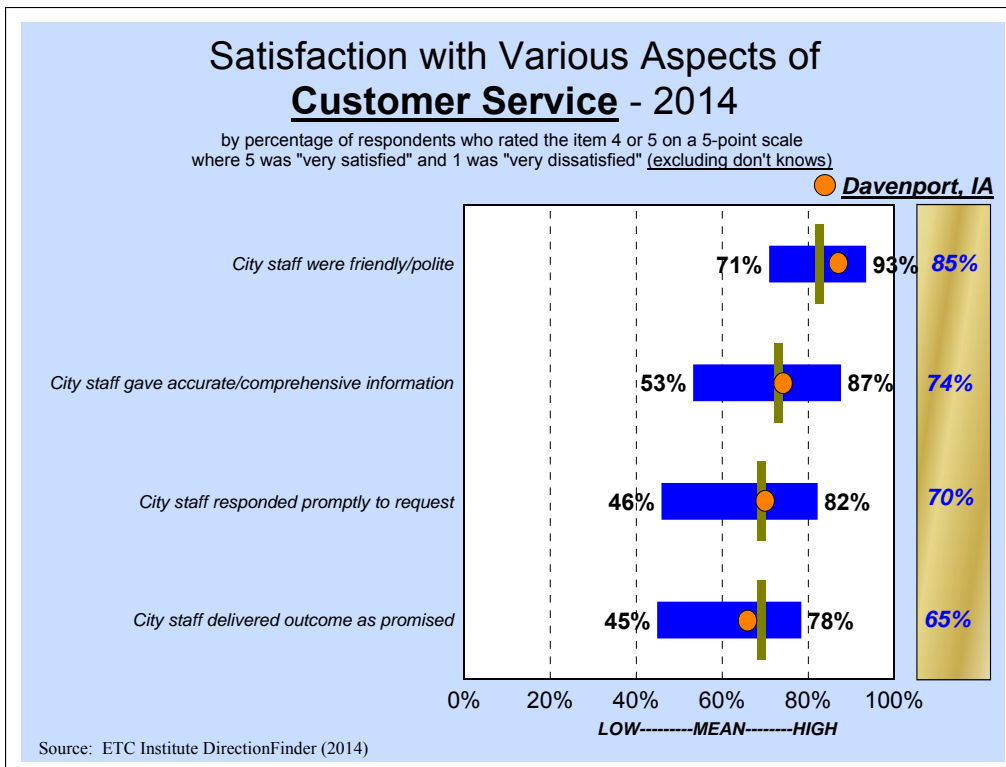
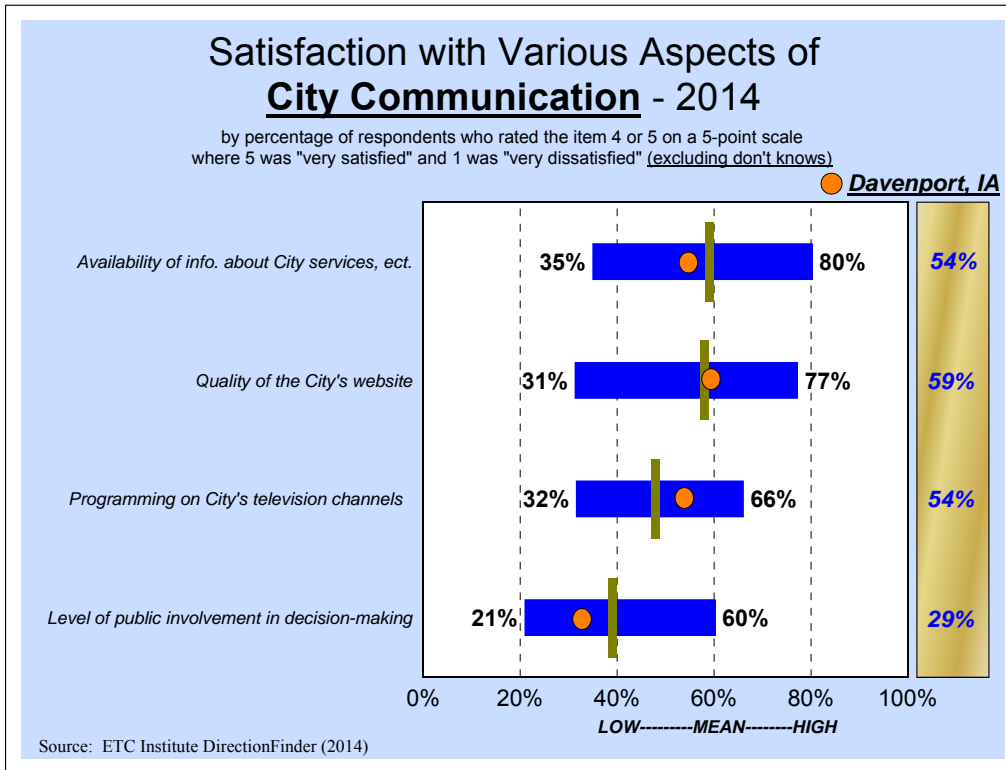


Satisfaction with Streets and Infrastructure - 2014

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)







Section 4:
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. Thirty-nine percent (39%) selected "hours of operation" as one of the most important library service issues to emphasize over the next two years.

With regard to satisfaction, 79% 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, 39% was multiplied by 21% (1-0.79). This calculation yielded an I-S rating of 0.0819, 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

Davenport, Iowa

Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS > .20)						
Overall quality of City streets	77%	1	19%	13	0.6237	1
Overall quality of City sewer system	41%	2	40%	12	0.2460	2
City's efforts to attract & retain businesses	41%	3	49%	11	0.2091	3
High Priority (IS .10 - .20)						
Overall quality of neighborhoods	41%	4	58%	7	0.1722	4
Effectiveness of City communication w/ public	26%	6	52%	10	0.1248	5
Overall quality of Downtown Davenport	24%	7	54%	9	0.1104	6
Medium Priority (IS < .10)						
Efforts to conserve energy & protect environment	19%	8	54%	8	0.0874	7
Overall quality of police services	35%	5	79%	5	0.0735	8
Customer service provided by City employees	10%	11	65%	6	0.0350	9
Quality of City parks, rec prgms & facilities	16%	10	83%	4	0.0272	10
Overall quality of fire & paramedic services	18%	9	94%	1	0.0108	11
Overall quality of garbage & recycling collection services	7%	12	85%	3	0.0105	12
Overall quality of library services	3%	13	94%	2	0.0018	13

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

Most Important %:

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

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Rating

Davenport, Iowa

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	63%	1	62%	3	0.2394	1
Visibility of police in your neighborhood	37%	2	40%	8	0.2220	2
<u>High Priority (IS .10 - .20)</u>						
Public education efforts	26%	6	52%	6	0.1248	3
Visibility of police in retail areas	23%	8	49%	7	0.1173	4
Responsiveness to non-emergency/assistance calls	27%	5	61%	4	0.1053	5
Responsiveness to investigations of criminal offenses	28%	4	63%	2	0.1036	6
<u>Medium Priority (IS < .10)</u>						
Traffic enforcement	23%	7	57%	5	0.0989	7
Responsiveness to emergency/medical calls	33%	3	86%	1	0.0462	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, 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 "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Rating

Davenport, Iowa

Fire Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Medium Priority (IS <.10)						
Responsiveness to non-emergency/assistance call	35%	3	81%	4	0.0665	1
Fire safety education programs	34%	4	83%	3	0.0578	2
Fire prevention efforts	37%	2	87%	2	0.0481	3
Responsiveness to emergency/medical calls	51%	1	94%	1	0.0306	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, 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 "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Rating

Davenport, Iowa

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	76%	1	23%	10	0.5852	1
Condition of streets in your neighborhood	47%	2	33%	9	0.3149	2
<u>High Priority (IS .10 - .20)</u>						
Snow removal in your neighborhood	24%	3	49%	8	0.1224	3
Storm drain system operation	22%	5	51%	7	0.1078	4
City's sanitary sewer system	22%	6	51%	6	0.1078	4
<u>Medium Priority (IS < .10)</u>						
Timing of traffic signals on City streets	17%	9	53%	5	0.0799	6
Flood control & protection efforts	18%	7	59%	4	0.0738	7
Traffic flow on major City streets	17%	8	63%	3	0.0629	8
Snow removal on major streets	22%	4	73%	1	0.0594	9
Tree trimming & urban forestry	6%	10	64%	2	0.0216	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, 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 "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Rating

Davenport, Iowa

Solid Waste

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Medium Priority (IS <.10)						
Recycling collection services	45%	1	90%	2	0.0450	1
Yard waste collection services	34%	2	88%	3	0.0408	2
Bulky waste collection services	30%	4	88%	4	0.0360	3
Residential garbage collection services	31%	3	95%	1	0.0155	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, 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 "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Rating

Davenport, Iowa

Parks and Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10 - .20)						
Overall appearance of parks & park facilities	40%	1	75%	13	0.1000	1
Medium Priority (IS <.10)						
Overall quality of City parks	37%	2	84%	7	0.0592	2
Affordability of recreation programs	15%	7	73%	18	0.0405	3
Quality of walking & biking trails in City	31%	3	88%	3	0.0372	4
Quality of outdoor athletic facilities	18%	4	80%	9	0.0360	5
Hours of operation of City pools	9%	11	64%	19	0.0324	6
Number & location of City parks	15%	6	81%	8	0.0285	7
Affordability of City golf courses	10%	10	74%	16	0.0260	8
Variety of recreation activities offered by City	10%	9	75%	15	0.0250	9
Quality of swimming facilities & programs	10%	8	75%	14	0.0250	10
Accessibility of City parks & facilities	16%	5	85%	6	0.0240	11
Quality of rec programs/events offered by City	8%	13	79%	10	0.0168	12
Overall quality of City golf courses	9%	12	85%	5	0.0135	13
Location of recreation programs/events	6%	15	78%	12	0.0132	14
Convenience of registration for rec prgms/events	5%	16	74%	17	0.0130	15
Quality of instructors for City recreation programs	5%	17	78%	11	0.0110	16
Quality of gardening/nature programs	5%	18	89%	2	0.0055	17
Overall quality of public gardens	8%	14	94%	1	0.0048	18
Availability of golf courses in Davenport	3%	19	86%	4	0.0042	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 "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Rating

Davenport, Iowa

Library Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Medium Priority (IS <.10)						
Hours of library operation	39%	2	79%	5	0.0819	1
Quality of programs for adults	21%	4	84%	3	0.0336	2
Availability of materials you need at libraries	39%	1	92%	1	0.0312	3
Quality of children/youth programs	24%	3	89%	2	0.0264	4
Availability of public computers & internet access at libraries	15%	5	84%	4	0.0240	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, 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 "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Rating

Davenport, Iowa

Communication Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Level of public involvement in decision making	49%	1	29%	6	0.3479	1
Availability of info on City services, decisions	46%	2	54%	5	0.2116	2
Medium Priority (IS <.10)						
Quality of City's website	23%	3	59%	3	0.0943	3
Quality of programming on City's TV channel 9/18	8%	5	54%	4	0.0368	4
Quality of City's social media outlets	7%	6	62%	2	0.0266	5
Quality of quarterly newsletter in your sewer bill	9%	4	72%	1	0.0252	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, 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 "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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.

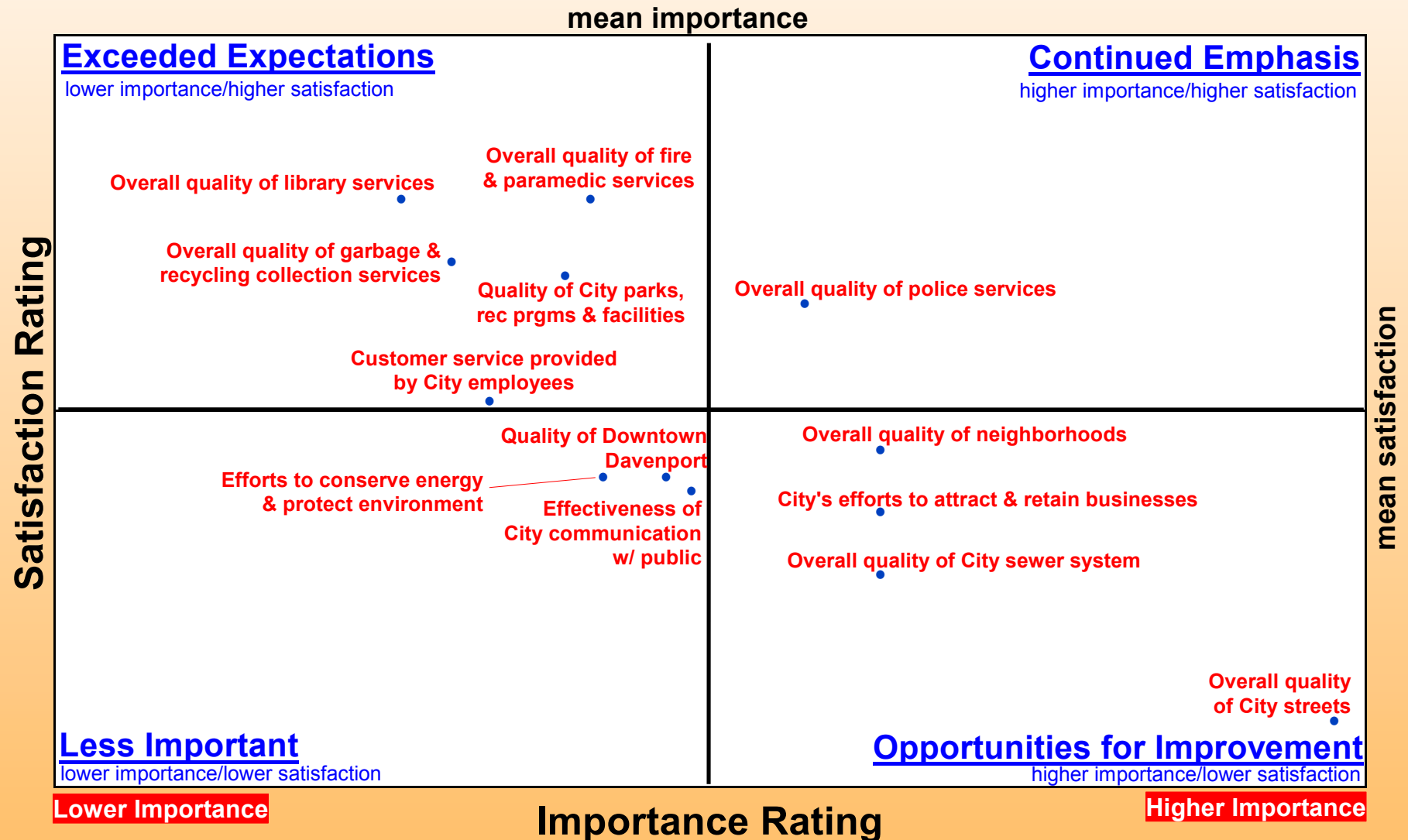
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on 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 2014 Davenport Community Survey are provided on the following pages.

City of Davenport 2014 DirectionFinder Importance-Satisfaction Assessment Matrix

-Major Categories of City Services-

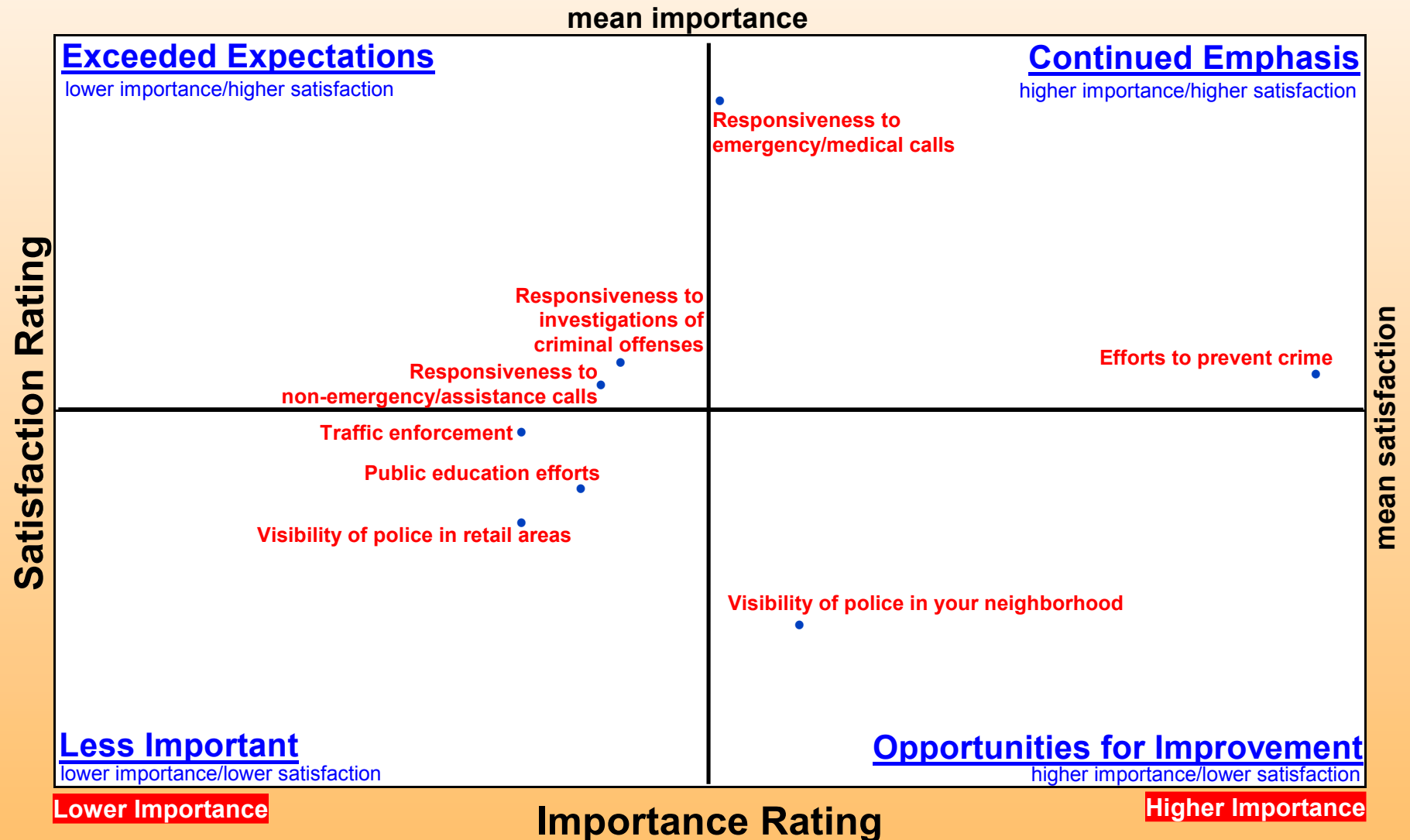
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



City of Davenport 2014 DirectionFinder Importance-Satisfaction Assessment Matrix

-Police Services-

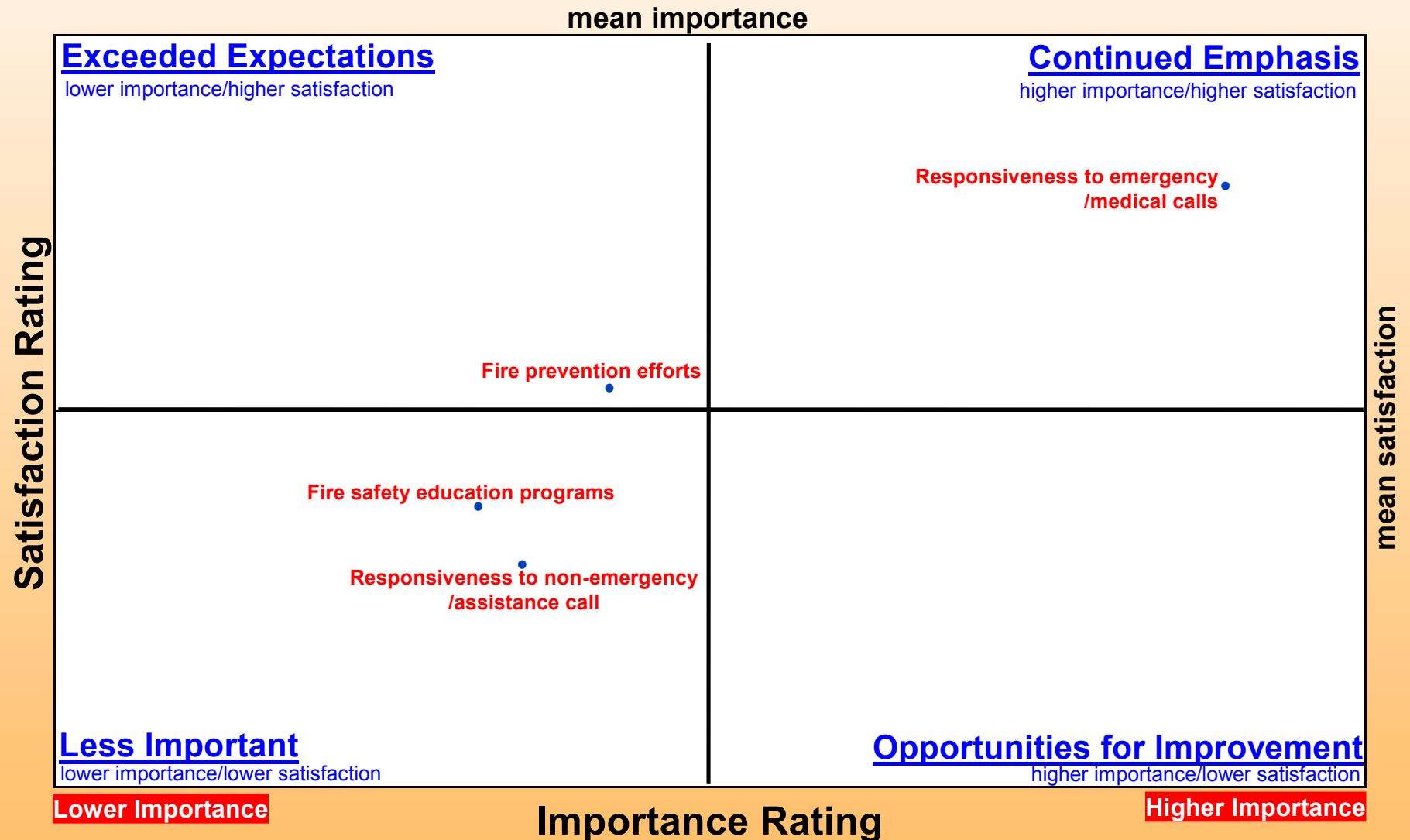
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



City of Davenport 2014 DirectionFinder Importance-Satisfaction Assessment Matrix

-Fire Services-

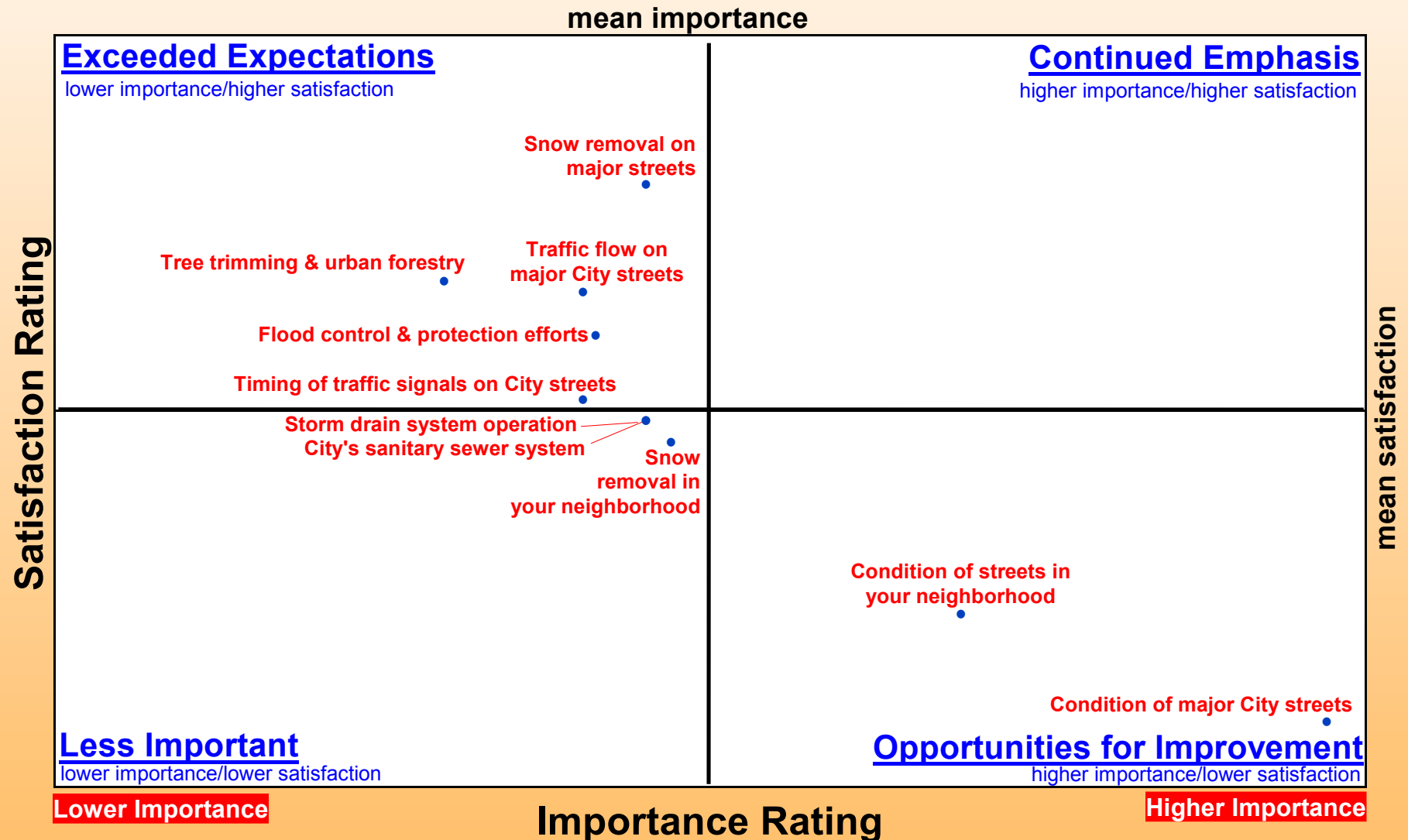
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



City of Davenport 2014 DirectionFinder Importance-Satisfaction Assessment Matrix

-Streets and Infrastructure-

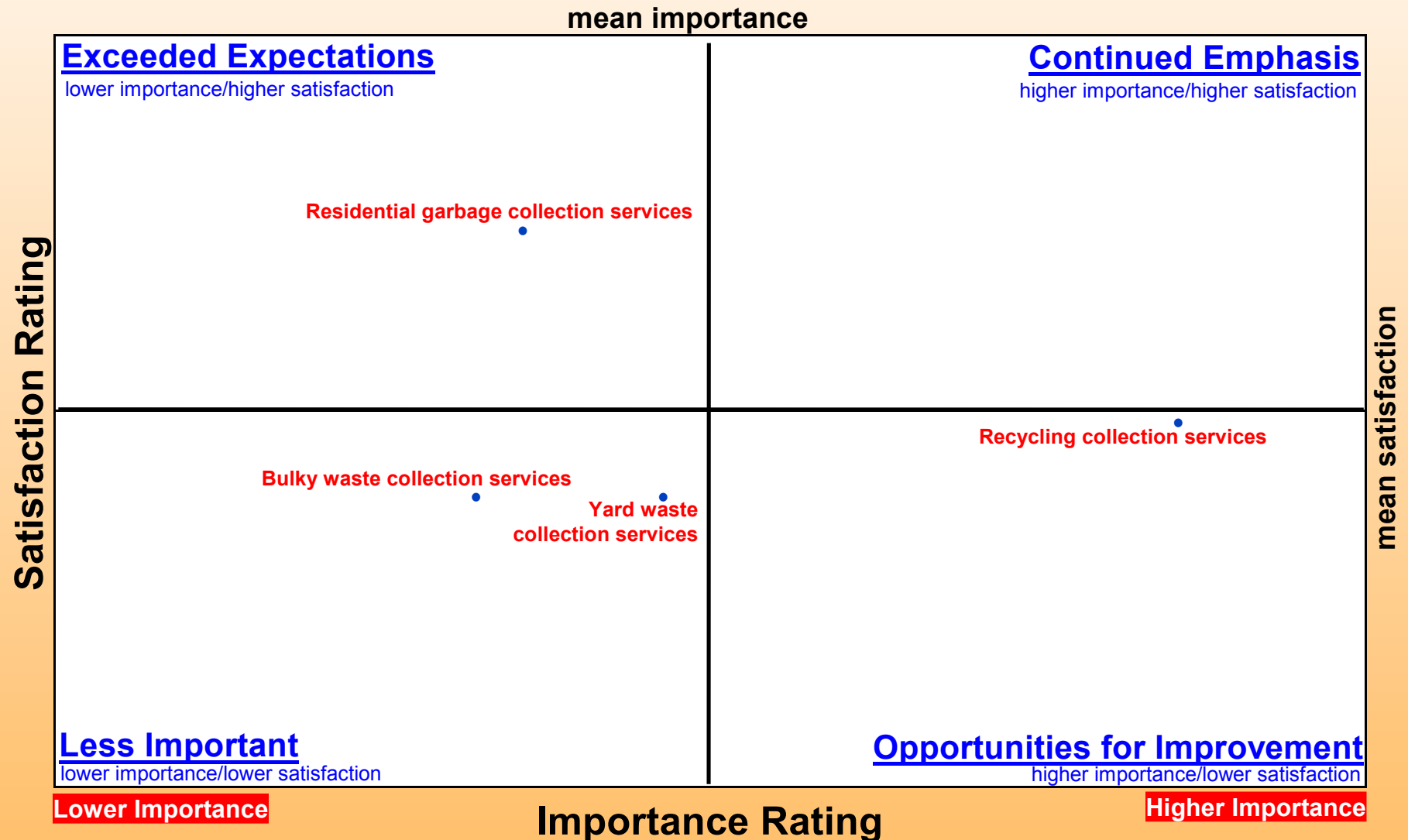
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



City of Davenport 2014 DirectionFinder Importance-Satisfaction Assessment Matrix

-Solid Waste-

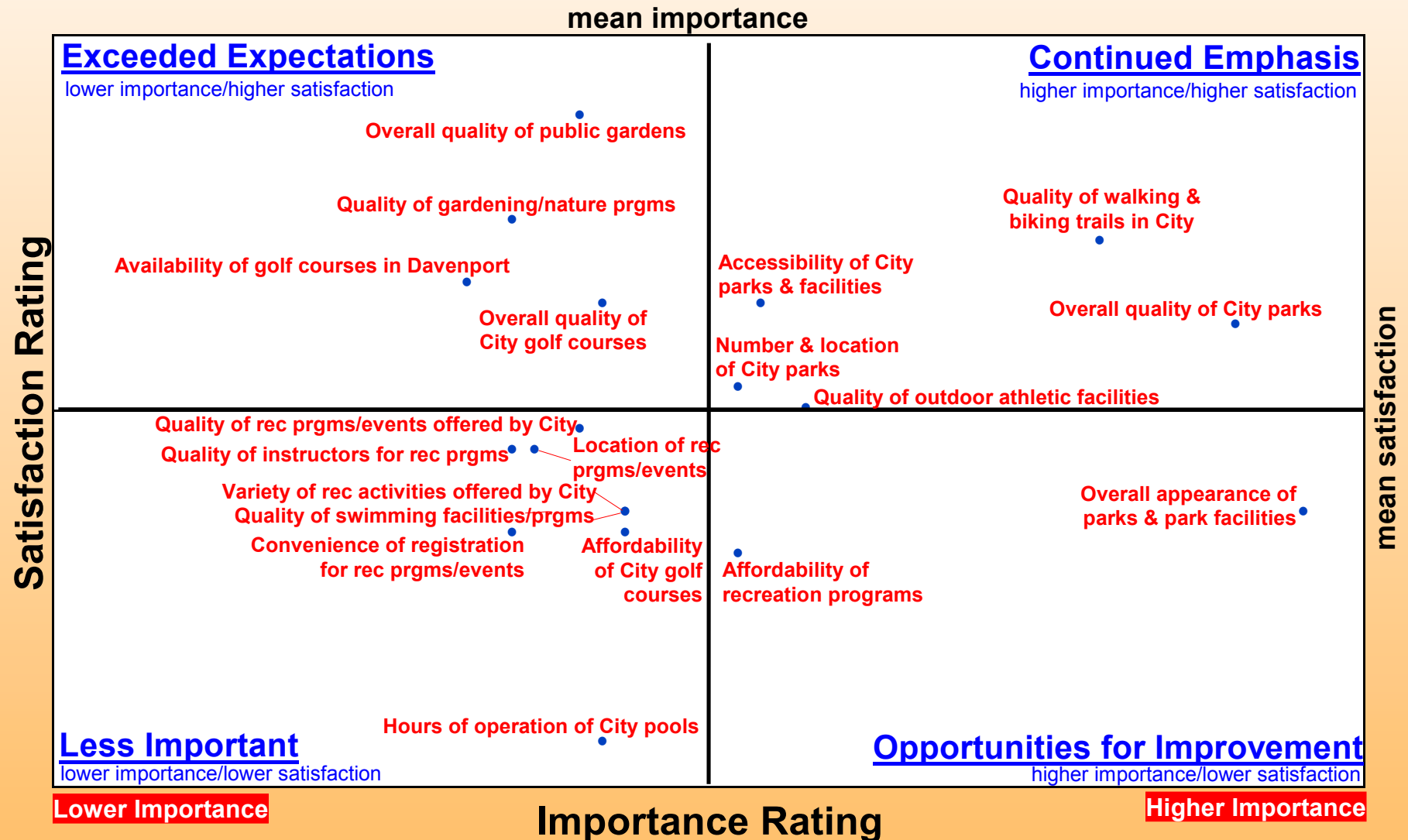
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



City of Davenport 2014 DirectionFinder Importance-Satisfaction Assessment Matrix

-Parks and Recreation-

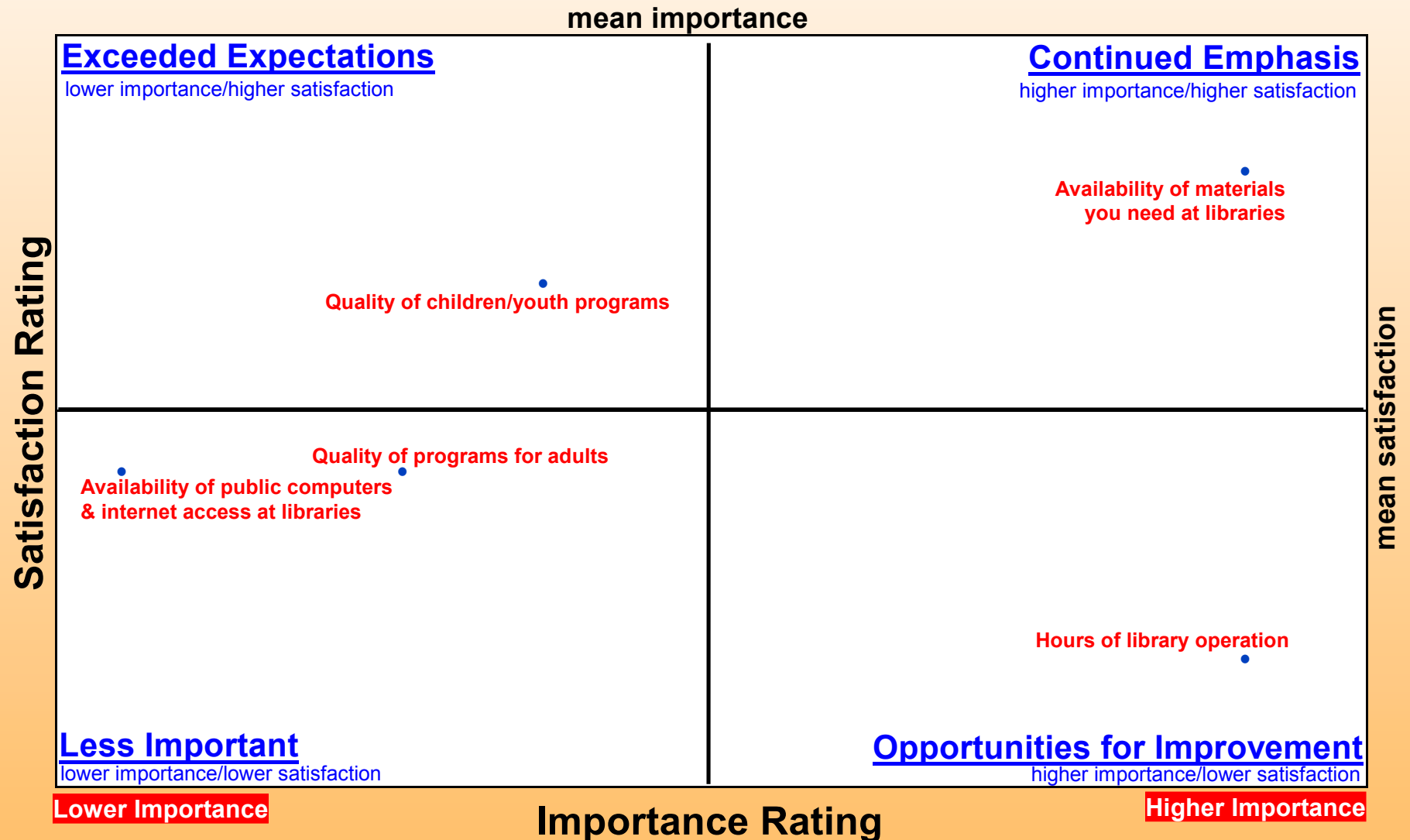
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



City of Davenport 2014 DirectionFinder Importance-Satisfaction Assessment Matrix

-Library Services-

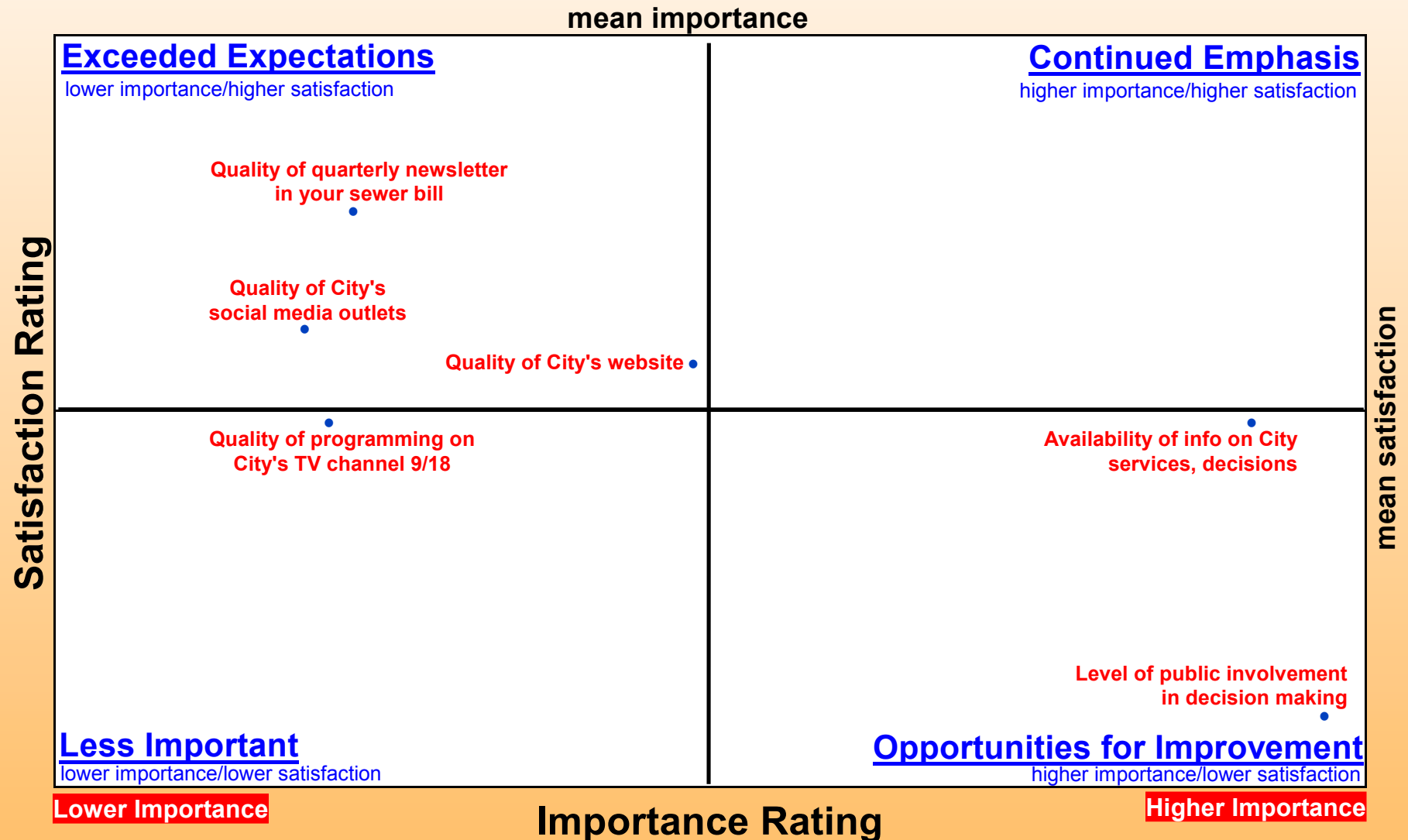
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



City of Davenport 2014 DirectionFinder Importance-Satisfaction Assessment Matrix

-Communication Services-

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



Section 5:

Tabular Data

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

(N=403)

	Very Good	Good	Fair	Poor	Don't Know
Q1a. Overall quality of police services	23.6%	48.6%	15.6%	3.2%	8.9%
Q1b. Overall quality of fire & paramedic services	43.7%	37.5%	5.0%	0.2%	13.6%
Q1c. Overall quality of City streets	1.7%	17.4%	46.2%	33.7%	1.0%
Q1d. Overall quality of City sewer system	4.7%	32.3%	39.5%	16.4%	7.2%
Q1e. Overall quality of garbage & recycling collection services	37.0%	45.9%	11.4%	3.0%	2.7%
Q1f. Overall quality of City parks, recreation programs & facilities	24.1%	54.3%	14.1%	1.5%	6.0%
Q1g. Overall quality of neighborhoods	8.2%	47.9%	34.5%	6.2%	3.2%
Q1h. Overall quality of library services	44.9%	38.2%	5.5%	0.2%	11.2%
Q1i. Overall effectiveness of City communication with public	7.2%	41.4%	32.0%	13.2%	6.2%
Q1j. Overall quality of customer service provided by City employees	11.2%	45.3%	24.9%	6.2%	12.4%
Q1k. City's efforts to attract & retain businesses	7.4%	35.5%	30.3%	14.9%	11.9%
Q1l. Overall quality of Downtown Davenport	8.9%	43.2%	34.2%	10.9%	2.7%
Q1m. City's efforts to conserve energy & protect environment	6.9%	33.5%	27.5%	7.2%	24.8%

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

(N=403)

	Very Good	Good	Fair	Poor
Q1a. Overall quality of police services	25.9%	53.4%	17.2%	3.5%
Q1b. Overall quality of fire & paramedic services	50.6%	43.4%	5.7%	0.3%
Q1c. Overall quality of City streets	1.8%	17.5%	46.6%	34.1%
Q1d. Overall quality of City sewer system	5.1%	34.8%	42.5%	17.6%
Q1e. Overall quality of garbage & recycling collection services	38.0%	47.2%	11.7%	3.1%
Q1f. Overall quality of City parks, recreation programs & facilities	25.6%	57.8%	15.0%	1.6%
Q1g. Overall quality of neighborhoods	8.5%	49.5%	35.6%	6.4%
Q1h. Overall quality of library services	50.6%	43.0%	6.1%	0.3%
Q1i. Overall effectiveness of City communication with public	7.7%	44.2%	34.1%	14.0%
Q1j. Overall quality of customer service provided by City employees	12.8%	51.7%	28.4%	7.1%
Q1k. City's efforts to attract & retain businesses	8.5%	40.3%	34.4%	16.9%
Q1l. Overall quality of Downtown Davenport	9.2%	44.4%	35.2%	11.2%
Q1m. City's efforts to conserve energy & protect environment	9.2%	44.6%	36.6%	9.6%

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

Q2. Top choice	Number	Percent
Quality of police services	70	17.4 %
Quality of fire & paramedic services	6	1.5 %
Quality of City streets	151	37.5 %
Quality of City sewer system	28	6.9 %
Quality of garbage & recycling collection services	2	0.5 %
Quality of City parks, recreation programs & facilities	6	1.5 %
Quality of neighborhoods	26	6.5 %
Effectiveness of City communication with public	11	2.7 %
Quality of customer service provided by City employees	4	1.0 %
City's efforts to attract & retain businesses	42	10.4 %
Quality of Downtown Davenport	14	3.5 %
City's efforts to conserve energy & protect environment	16	4.0 %
None chosen	27	6.7 %
Total	403	100.0 %

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

Q2. 2nd choice	Number	Percent
Quality of police services	32	7.9 %
Quality of fire & paramedic services	34	8.4 %
Quality of City streets	83	20.6 %
Quality of City sewer system	67	16.6 %
Quality of garbage & recycling collection services	8	2.0 %
Quality of City parks, recreation programs & facilities	15	3.7 %
Quality of neighborhoods	51	12.7 %
Effectiveness of City communication with public	18	4.5 %
Quality of customer service provided by City employees	4	1.0 %
City's efforts to attract & retain businesses	22	5.5 %
Quality of Downtown Davenport	25	6.2 %
City's efforts to conserve energy & protect environment	10	2.5 %
None chosen	34	8.4 %
Total	403	100.0 %

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

Q2. 3rd choice	Number	Percent
Quality of police services	25	6.2 %
Quality of fire & paramedic services	16	4.0 %
Quality of City streets	57	14.1 %
Quality of City sewer system	36	8.9 %
Quality of garbage & recycling collection services	6	1.5 %
Quality of City parks, recreation programs & facilities	24	6.0 %
Quality of neighborhoods	55	13.6 %
Quality of library services	7	1.7 %
Effectiveness of City communication with public	37	9.2 %
Quality of customer service provided by City employees	10	2.5 %
City's efforts to attract & retain businesses	49	12.2 %
Quality of Downtown Davenport	20	5.0 %
City's efforts to conserve energy & protect environment	17	4.2 %
None chosen	44	10.9 %
Total	403	100.0 %

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

Q2. 4th choice	Number	Percent
Quality of police services	15	3.7 %
Quality of fire & paramedic services	15	3.7 %
Quality of City streets	21	5.2 %
Quality of City sewer system	36	8.9 %
Quality of garbage & recycling collection services	12	3.0 %
Quality of City parks, recreation programs & facilities	18	4.5 %
Quality of neighborhoods	33	8.2 %
Quality of library services	6	1.5 %
Effectiveness of City communication with public	37	9.2 %
Quality of customer service provided by City employees	20	5.0 %
City's efforts to attract & retain businesses	53	13.2 %
Quality of Downtown Davenport	37	9.2 %
City's efforts to conserve energy & protect environment	34	8.4 %
None chosen	66	16.4 %
Total	403	100.0 %

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

Q2. Sum of Top 4 Choices	Number	Percent
Quality of police services	142	35.2 %
Quality of fire & paramedic services	71	17.6 %
Quality of City streets	312	77.4 %
Quality of City sewer system	167	41.4 %
Quality of garbage & recycling collection services	28	6.9 %
Quality of City parks, recreation programs & facilities	63	15.6 %
Quality of neighborhoods	165	40.9 %
Quality of library services	13	3.2 %
Effectiveness of City communication with public	103	25.6 %
Quality of customer service provided by City employees	38	9.4 %
City's efforts to attract & retain businesses	166	41.2 %
Quality of Downtown Davenport	96	23.8 %
City's efforts to conserve energy & protect environment	77	19.1 %
None chosen	27	6.7 %
Total	1468	

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=403)

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Don't Know
Q3a. I feel safe in City of Davenport	22.3%	61.3%	13.9%	2.0%	0.5%
Q3b. I feel safe in my neighborhood	49.1%	39.5%	8.9%	2.5%	0.0%
Q3c. I feel safe in Downtown Davenport	14.9%	45.7%	26.3%	8.9%	4.2%
Q3d. I feel safe at Downtown Davenport events	30.3%	50.4%	9.9%	3.0%	6.5%
Q3e. I feel safe in City facilities	32.5%	57.1%	7.9%	1.0%	1.5%
Q3f. I feel safe in Davenport commercial & retail areas	36.0%	55.8%	6.9%	0.7%	0.5%

WITHOUT DON'T KNOWS

Q3. Using a scale of 1 to 4 where 4 means "strongly agree" and 1 means "strongly disagree," please rate your level of agreement with the following statements. (without "don't know")

(N=403)

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree
Q3a. I feel safe in City of Davenport	22.4%	61.6%	14.0%	2.0%
Q3b. I feel safe in my neighborhood	49.1%	39.5%	8.9%	2.5%
Q3c. I feel safe in Downtown Davenport	15.5%	47.7%	27.5%	9.3%
Q3d. I feel safe at Downtown Davenport events	32.4%	53.8%	10.6%	3.2%
Q3e. I feel safe in City facilities	33.0%	57.9%	8.1%	1.0%
Q3f. I feel safe in Davenport commercial & retail areas	36.2%	56.1%	7.0%	0.7%

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

(N=403)

	Very Good	Good	Fair	Poor	Don't Know
Q4a. Responsiveness to emergency calls for service	28.0%	35.2%	9.2%	1.2%	26.3%
Q4b. Responsiveness to non-emergency/ assistance calls for service	11.9%	31.8%	16.4%	11.2%	28.8%
Q4c. Responsiveness to investigations of criminal offenses	10.4%	26.8%	15.1%	7.2%	40.4%
Q4d. Efforts to prevent crime	8.2%	39.7%	24.3%	5.5%	22.3%
Q4e. Visibility of police in retail areas	9.9%	35.0%	33.3%	12.9%	8.9%
Q4f. Visibility of police in your neighborhood	8.4%	29.3%	35.0%	20.6%	6.7%
Q4g. Traffic enforcement	11.9%	39.2%	29.3%	9.9%	9.7%
Q4h. Public education efforts	6.9%	32.0%	28.8%	7.2%	25.1%

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

(N=403)

	Very Good	Good	Fair	Poor
Q4a. Responsiveness to emergency calls for service	38.0%	47.8%	12.5%	1.7%
Q4b. Responsiveness to non-emergency/assistance calls for service	16.7%	44.6%	23.0%	15.7%
Q4c. Responsiveness to investigations of criminal offenses	17.5%	45.0%	25.4%	12.1%
Q4d. Efforts to prevent crime	10.5%	51.1%	31.3%	7.0%
Q4e. Visibility of police in retail areas	10.9%	38.4%	36.5%	14.2%
Q4f. Visibility of police in your neighborhood	9.0%	31.4%	37.5%	22.1%
Q4g. Traffic enforcement	13.2%	43.4%	32.4%	11.0%
Q4h. Public education efforts	9.3%	42.7%	38.4%	9.6%

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

Q5. Top choice	Number	Percent
Responsiveness to emergency calls for service	77	19.1 %
Responsiveness to non-emergency/assistance calls for service	30	7.4 %
Responsiveness to investigations of criminal offenses	28	6.9 %
Efforts to prevent crime	121	30.0 %
Visibility of police in retail areas	21	5.2 %
Visibility of police in your neighborhood	32	7.9 %
Traffic enforcement	22	5.5 %
Public education efforts	31	7.7 %
None chosen	41	10.2 %
Total	403	100.0 %

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

Q5. 2nd choice	Number	Percent
Responsiveness to emergency calls for service	33	8.2 %
Responsiveness to non-emergency/assistance calls for service	47	11.7 %
Responsiveness to investigations of criminal offenses	32	7.9 %
Efforts to prevent crime	82	20.3 %
Visibility of police in retail areas	44	10.9 %
Visibility of police in your neighborhood	55	13.6 %
Traffic enforcement	31	7.7 %
Public education efforts	29	7.2 %
None chosen	50	12.4 %
Total	403	100.0 %

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

Q5. 3rd choice	Number	Percent
Responsiveness to emergency calls for service	24	6.0 %
Responsiveness to non-emergency/assistance calls for service	30	7.4 %
Responsiveness to investigations of criminal offenses	53	13.2 %
Efforts to prevent crime	50	12.4 %
Visibility of police in retail areas	28	6.9 %
Visibility of police in your neighborhood	61	15.1 %
Traffic enforcement	41	10.2 %
Public education efforts	46	11.4 %
None chosen	70	17.4 %
Total	403	100.0 %

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

Q5. Sum of Top 3 Choices	Number	Percent
Responsiveness to emergency calls for service	134	33.3 %
Responsiveness to non-emergency/assistance calls for service	107	26.6 %
Responsiveness to investigations of criminal offenses	113	28.0 %
Efforts to prevent crime	253	62.8 %
Visibility of police in retail areas	93	23.1 %
Visibility of police in your neighborhood	148	36.7 %
Traffic enforcement	94	23.3 %
Public education efforts	106	26.3 %
None chosen	41	10.2 %
Total	1089	

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

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

	Number	Percent
Yes	143	35.5 %
No	255	63.3 %
Not provided	5	1.2 %
Total	403	100.0 %

Q6a-c. (If answered YES to Question 6) Please rate the following:

(N=143)

	Very Good	Good	Fair	Poor	Don't Know
Q6a. Professionalism of DPD personnel	45.5%	30.8%	16.8%	6.3%	0.7%
Q6b. Competence of DPD personnel	39.2%	35.7%	16.1%	7.7%	1.4%
Q6c. Fairness of DPD personnel	39.2%	32.2%	18.2%	8.4%	2.1%

WITHOUT DON'T KNOWS**Q6a-c. (If answered YES to Question 6) Please rate the following: (without "don't know")**

(N=143)

	Very Good	Good	Fair	Poor
Q6a. Professionalism of DPD personnel	45.8%	31.0%	16.9%	6.3%
Q6b. Competence of DPD personnel	39.7%	36.2%	16.3%	7.8%
Q6c. Fairness of DPD personnel	40.0%	32.9%	18.6%	8.6%

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

Q7. Were you a victim of a crime during last 12 months

	Number	Percent
Yes	44	10.9 %
No	348	86.4 %
Not provided	11	2.7 %
Total	403	100.0 %

Q7a. (If Yes to Question 7) What type of crime?

Q7a. What type of crime	Number	Percent
Property crime	39	88.6 %
Violent crime	5	11.4 %
Total	44	100.0 %

Q7b. (If Yes to Question 7) Did you report the crime to the police?

Q7b. Did you report to police	Number	Percent
Yes	35	79.5 %
No	9	20.5 %
Total	44	100.0 %

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

(N=403)

	Very Good	Good	Fair	Poor	Don't Know
Q8a. Responsiveness to emergency calls for service, including medical emergencies	37.0%	28.0%	3.0%	1.5%	30.5%
Q8b. Responsiveness to non-emergency/assistance calls for service	18.6%	29.3%	8.2%	3.0%	40.9%
Q8c. Fire prevention efforts	18.9%	36.2%	7.4%	0.5%	37.0%
Q8d. Fire safety education programs	22.1%	30.0%	8.9%	1.7%	37.2%

WITHOUT DON'T KNOWS

Q8. Please rate the City's performance in the following areas. (without "don't know")

(N=403)

	Very Good	Good	Fair	Poor
Q8a. Responsiveness to emergency calls for service, including medical emergencies	53.2%	40.4%	4.3%	2.1%
Q8b. Responsiveness to non-emergency/assistance calls for service	31.5%	49.6%	13.9%	5.0%
Q8c. Fire prevention efforts	29.9%	57.5%	11.8%	0.8%
Q8d. Fire safety education programs	35.2%	47.8%	14.2%	2.8%

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

Q9. Top choice	Number	Percent
Responsiveness to emergency calls for service	173	42.9 %
Responsiveness to non-emergency/assistance calls for service	41	10.2 %
Fire prevention efforts	65	16.1 %
Fire safety education programs	44	10.9 %
None chosen	80	19.9 %
Total	403	100.0 %

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

Q9. 2nd choice	Number	Percent
Responsiveness to emergency calls for service	34	8.4 %
Responsiveness to non-emergency/assistance calls for service	99	24.6 %
Fire prevention efforts	82	20.3 %
Fire safety education programs	94	23.3 %
None chosen	94	23.3 %
Total	403	100.0 %

Q9. Which TWO of the services listed in Question 8 do you think should receive the most emphasis from City leaders over the next two years? (top 2)

Q9. Sum of Top 2 Choices	Number	Percent
Responsiveness to emergency calls for service	207	51.4 %
Responsiveness to non-emergency/assistance calls for service	140	34.7 %
Fire prevention efforts	147	36.5 %
Fire safety education programs	138	34.2 %
None chosen	80	19.9 %
Total	712	

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

(N=403)

	Very Good	Good	Fair	Poor	Don't Know
Q10a. Condition of major City streets	1.5%	21.1%	40.9%	34.7%	1.7%
Q10b. Condition of streets in your neighborhood	6.0%	26.3%	34.5%	31.5%	1.7%
Q10c. Snow removal on major streets	23.8%	48.4%	20.1%	6.5%	1.2%
Q10d. Snow removal in your neighborhood	11.7%	36.0%	25.1%	24.8%	2.5%
Q10e. Traffic flow on major City streets	10.4%	50.9%	28.8%	7.7%	2.2%
Q10f. Timing of traffic signals on City streets	9.2%	41.9%	32.0%	13.6%	3.2%
Q10g. Storm drain system operation	6.2%	38.2%	28.5%	14.6%	12.4%
Q10h. Flood control & protection efforts	13.6%	38.2%	23.8%	11.9%	12.4%
Q10i. City's sanitary sewer system	6.9%	36.2%	28.5%	13.4%	14.9%
Q10j. Tree trimming & urban forestry	10.4%	41.2%	22.1%	7.2%	19.1%

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

(N=403)

	Very Good	Good	Fair	Poor
Q10a. Condition of major City streets	1.5%	21.5%	41.7%	35.4%
Q10b. Condition of streets in your neighborhood	6.1%	26.8%	35.1%	32.1%
Q10c. Snow removal on major streets	24.1%	49.0%	20.4%	6.5%
Q10d. Snow removal in your neighborhood	12.0%	36.9%	25.7%	25.4%
Q10e. Traffic flow on major City streets	10.7%	52.0%	29.4%	7.9%
Q10f. Timing of traffic signals on City streets	9.5%	43.3%	33.1%	14.1%
Q10g. Storm drain system operation	7.1%	43.6%	32.6%	16.7%
Q10h. Flood control & protection efforts	15.6%	43.6%	27.2%	13.6%
Q10i. City's sanitary sewer system	8.2%	42.6%	33.5%	15.7%
Q10j. Tree trimming & urban forestry	12.9%	50.9%	27.3%	8.9%

Q11. Which THREE of the street and infrastructure services listed in Question 10 do you think should be the City's top priorities for improvement?

Q11. Top choice	Number	Percent
Condition of major City streets	216	53.6 %
Condition of streets in your neighborhood	51	12.7 %
Snow removal on major streets	13	3.2 %
Snow removal in your neighborhood	17	4.2 %
Traffic flow on major City streets	11	2.7 %
Timing of traffic signals on City streets	13	3.2 %
Storm drain system operation	18	4.5 %
Flood control & protection efforts	10	2.5 %
City's sanitary sewer system	22	5.5 %
Tree trimming & urban forestry	3	0.7 %
None chosen	29	7.2 %
Total	403	100.0 %

Q11. Which THREE of the street and infrastructure services listed in Question 10 do you think should be the City's top priorities for improvement?

Q11. 2nd choice	Number	Percent
Condition of major City streets	58	14.4 %
Condition of streets in your neighborhood	105	26.1 %
Snow removal on major streets	36	8.9 %
Snow removal in your neighborhood	38	9.4 %
Traffic flow on major City streets	26	6.5 %
Timing of traffic signals on City streets	22	5.5 %
Storm drain system operation	27	6.7 %
Flood control & protection efforts	24	6.0 %
City's sanitary sewer system	24	6.0 %
Tree trimming & urban forestry	4	1.0 %
None chosen	39	9.7 %
Total	403	100.0 %

Q11. Which THREE of the street and infrastructure services listed in Question 10 do you think should be the City's top priorities for improvement?

Q11. 3rd choice	Number	Percent
Condition of major City streets	32	7.9 %
Condition of streets in your neighborhood	34	8.4 %
Snow removal on major streets	39	9.7 %
Snow removal in your neighborhood	40	9.9 %
Traffic flow on major City streets	30	7.4 %
Timing of traffic signals on City streets	32	7.9 %
Storm drain system operation	42	10.4 %
Flood control & protection efforts	40	9.9 %
City's sanitary sewer system	41	10.2 %
Tree trimming & urban forestry	16	4.0 %
None chosen	57	14.1 %
Total	403	100.0 %

Q11. Which THREE of the street and infrastructure services listed in Question 10 do you think should be the City's top priorities for improvement? (top 3)

Q11. Sum of Top 3 Choices	Number	Percent
Condition of major City streets	306	75.9 %
Condition of streets in your neighborhood	190	47.1 %
Snow removal on major streets	88	21.8 %
Snow removal in your neighborhood	95	23.6 %
Traffic flow on major City streets	67	16.6 %
Timing of traffic signals on City streets	67	16.6 %
Storm drain system operation	87	21.6 %
Flood control & protection efforts	74	18.4 %
City's sanitary sewer system	87	21.6 %
Tree trimming & urban forestry	23	5.7 %
None chosen	29	7.2 %
Total	1113	

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

Q12. Does City of Davenport collect garbage at your residence	Number	Percent
Yes	380	94.3 %
No	21	5.2 %
Not provided	2	0.5 %
Total	403	100.0 %

Q12a-d. (If YES to Question 12) Please rate the City's performance in the following areas.

(N=380)

	Very Good	Good	Fair	Poor	Don't Know
Q12a. Residential garbage collection services	58.9%	35.0%	4.7%	0.8%	0.5%
Q12b. Recycling collection services	53.9%	32.9%	7.4%	2.1%	3.7%
Q12c. Yard waste collection services	49.5%	32.1%	8.4%	2.6%	7.4%
Q12d. Bulky waste collection services	52.4%	28.9%	8.9%	2.4%	7.4%

WITHOUT DON'T KNOWS

Q12a-d. (If YES to Question 12) Please rate the City's performance in the following areas. (without "don't know")

(N=380)

	Very Good	Good	Fair	Poor
Q12a. Residential garbage collection services	59.3%	35.2%	4.8%	0.8%
Q12b. Recycling collection services	56.0%	34.2%	7.7%	2.2%
Q12c. Yard waste collection services	53.4%	34.7%	9.1%	2.8%
Q12d. Bulky waste collection services	56.5%	31.3%	9.7%	2.6%

Q12e. (If YES to Question 12) Which TWO of the solid waste services listed in Questions 12a-d do you think should be the City's top priorities for improvement?

Q12e. Top choice	Number	Percent
Residential garbage collection services	97	25.5 %
Recycling collection services	86	22.6 %
Yard waste collection services	49	12.9 %
Bulky waste collection services	45	11.8 %
None chosen	103	27.1 %
Total	380	100.0 %

Q12e. (If YES to Question 12) Which TWO of the solid waste services listed in Questions 12a-d do you think should be the City's top priorities for improvement?

Q12e. 2nd choice	Number	Percent
Residential garbage collection services	20	5.3 %
Recycling collection services	83	21.8 %
Yard waste collection services	81	21.3 %
Bulky waste collection services	67	17.6 %
None chosen	129	33.9 %
Total	380	100.0 %

Q12e. (If YES to Question 12) Which TWO of the solid waste services listed in Questions 12a-d do you think should be the City's top priorities for improvement? (top 2)

Q12e. Sum of Top 2 Choices	Number	Percent
Residential garbage collection services	117	30.8 %
Recycling collection services	169	44.5 %
Yard waste collection services	130	34.2 %
Bulky waste collection services	112	29.5 %
None chosen	103	27.1 %
Total	631	

Q13. Have you or other members of your household participated in any Parks & Recreation programs offered by the City of Davenport during the past 12 months?

Q13. Have you participated in any Parks & Recreation programs offered by City during past 12 months

	Number	Percent
Yes	58	14.4 %
No	342	84.9 %
Not provided	3	0.7 %
Total	403	100.0 %

Q14. Have you or other members of your household visited a City park or outdoor recreational facility (not including City Golf Courses) during the past 12 months?

Q14. Have you visited a City park or outdoor recreational facility during past 12 months

	Number	Percent
Yes	318	78.9 %
No	82	20.3 %
Not provided	3	0.7 %
Total	403	100.0 %

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

Q15. Have you visited a City golf course during past 12 months	Number	Percent
Yes	124	30.8 %
No	276	68.5 %
Not provided	3	0.7 %
Total	403	100.0 %

Q15a. (If YES to Question 15) Which golf courses have you frequented during the past 12 months?

Q15a. Which golf courses have you frequented during past 12 months	Number	Percent
Duck Creek	82	66.1 %
Emeis	63	50.8 %
Red Hawk	61	49.2 %
None chosen	1	0.8 %
Total	207	

Q16. Have you or other members of your household visited the River's Edge in the past 12 months?

Q16. Have you visited River's Edge in past 12 months	Number	Percent
Yes	99	24.6 %
No	298	73.9 %
Not provided	6	1.5 %
Total	403	100.0 %

Q16a. (If YES to Question 16) For what recreational activities did you attend?

Q16a. What recreational activities did you attend	Number	Percent
Ice arena	41	41.4 %
Indoor soccer field	31	31.3 %
Birthday party	16	16.2 %
Other	27	27.3 %
None chosen	1	1.0 %
Total	116	

Q17. Please rate the City's performance in the following areas.

(N=403)

	Very Good	Good	Fair	Poor	Don't Know
Q17a. Overall quality of City parks	17.4%	58.1%	12.4%	1.5%	10.7%
Q17b. Overall appearance of parks & park facilities	17.4%	50.1%	18.6%	3.5%	10.4%
Q17c. Number & location of City parks	21.1%	50.1%	14.6%	2.2%	11.9%
Q17d. Accessibility of City parks & facilities	23.6%	51.6%	11.4%	2.0%	11.4%
Q17e. Quality of outdoor athletic facilities	16.9%	39.0%	12.4%	2.0%	29.8%
Q17f. Quality of walking & biking trails in City	29.0%	42.4%	9.2%	1.0%	18.4%
Q17g. Quality of swimming facilities & programs	12.4%	26.6%	10.4%	2.2%	48.4%
Q17h. Hours of operation of City pools	10.2%	20.3%	12.9%	4.0%	52.6%
Q17i. Overall quality of public gardens	34.7%	40.7%	4.7%	0.2%	19.6%
Q17j. Quality of gardening/nature programs	19.9%	31.5%	6.0%	0.2%	42.4%
Q17k. Quality of recreational programs/events offered by City	13.2%	30.3%	8.9%	2.7%	44.9%
Q17l. Variety of recreation activities offered by City	13.4%	30.5%	11.9%	3.0%	41.2%
Q17m. Affordability of recreation programs	9.2%	30.3%	11.4%	3.5%	45.7%
Q17n. Convenience of registration for recreation programs/events	8.9%	25.6%	9.4%	3.0%	53.1%
Q17o. Quality of instructors for City recreation programs	6.2%	22.3%	7.2%	0.7%	63.5%
Q17p. Location of recreation programs/events	7.2%	29.3%	8.9%	1.5%	53.1%
Q17q. Overall quality of City golf courses	11.9%	26.1%	5.5%	1.2%	55.3%
Q17r. Affordability of City golf courses	12.7%	19.4%	7.9%	3.2%	56.8%
Q17s. Availability of golf courses in Davenport	17.1%	23.8%	4.7%	1.7%	52.6%

WITHOUT DON'T KNOWS**Q17. Please rate the City's performance in the following areas. (without "don't know")**

(N=403)

	Very Good	Good	Fair	Poor
Q17a. Overall quality of City parks	19.4%	65.0%	13.9%	1.7%
Q17b. Overall appearance of parks & park facilities	19.4%	56.0%	20.8%	3.9%
Q17c. Number & location of City parks	23.9%	56.9%	16.6%	2.5%
Q17d. Accessibility of City parks & facilities	26.6%	58.3%	12.9%	2.2%
Q17e. Quality of outdoor athletic facilities	24.0%	55.5%	17.7%	2.8%
Q17f. Quality of walking & biking trails in City	35.6%	52.0%	11.2%	1.2%
Q17g. Quality of swimming facilities & programs	24.0%	51.4%	20.2%	4.3%
Q17h. Hours of operation of City pools	21.5%	42.9%	27.2%	8.4%
Q17i. Overall quality of public gardens	43.2%	50.6%	5.9%	0.3%
Q17j. Quality of gardening/nature programs	34.5%	54.7%	10.3%	0.4%
Q17k. Quality of recreational programs/events offered by City	23.9%	55.0%	16.2%	5.0%
Q17l. Variety of recreation activities offered by City	22.8%	51.9%	20.3%	5.1%
Q17m. Affordability of recreation programs	16.9%	55.7%	21.0%	6.4%
Q17n. Convenience of registration for recreation programs/events	19.0%	54.5%	20.1%	6.3%
Q17o. Quality of instructors for City recreation programs	17.0%	61.2%	19.7%	2.0%
Q17p. Location of recreation programs/events	15.3%	62.4%	19.0%	3.2%
Q17q. Overall quality of City golf courses	26.7%	58.3%	12.2%	2.8%
Q17r. Affordability of City golf courses	29.3%	44.8%	18.4%	7.5%
Q17s. Availability of golf courses in Davenport	36.1%	50.3%	9.9%	3.7%

Q18. Which FOUR of the items listed in Question 17 do you think should receive the most emphasis from City leaders over the next two years?

Q18. Top choice	Number	Percent
Overall quality of City parks	86	21.3 %
Overall appearance of parks & park facilities	51	12.7 %
Number & location of City parks	17	4.2 %
Accessibility of City parks & facilities	14	3.5 %
Quality of outdoor athletic facilities	9	2.2 %
Quality of walking & biking trails in City	35	8.7 %
Quality of swimming facilities & programs	6	1.5 %
Hours of operation of City pools	13	3.2 %
Overall quality of public gardens	3	0.7 %
Quality of gardening/nature programs	6	1.5 %
Quality of recreational programs/events offered by City	6	1.5 %
Variety of recreation activities offered by City	5	1.2 %
Affordability of recreation programs	12	3.0 %
Convenience of registration for recreation programs/events	2	0.5 %
Quality of instructors for City recreation programs	5	1.2 %
Location of recreation programs/events	3	0.7 %
Overall quality of City golf courses	11	2.7 %
Affordability of City golf courses	8	2.0 %
Availability of golf courses in Davenport	1	0.2 %
None chosen	110	27.3 %
Total	403	100.0 %

Q18. Which FOUR of the items listed in Question 17 do you think should receive the most emphasis from City leaders over the next two years?

Q18. 2nd choice	Number	Percent
Overall quality of City parks	35	8.7 %
Overall appearance of parks & park facilities	60	14.9 %
Number & location of City parks	16	4.0 %
Accessibility of City parks & facilities	18	4.5 %
Quality of outdoor athletic facilities	23	5.7 %
Quality of walking & biking trails in City	31	7.7 %
Quality of swimming facilities & programs	11	2.7 %
Hours of operation of City pools	8	2.0 %
Overall quality of public gardens	5	1.2 %
Quality of gardening/nature programs	1	0.2 %
Quality of recreational programs/events offered by City	10	2.5 %
Variety of recreation activities offered by City	11	2.7 %
Affordability of recreation programs	9	2.2 %
Convenience of registration for recreation programs/events	6	1.5 %
Quality of instructors for City recreation programs	4	1.0 %
Location of recreation programs/events	5	1.2 %
Overall quality of City golf courses	9	2.2 %
Affordability of City golf courses	11	2.7 %
Availability of golf courses in Davenport	2	0.5 %
None chosen	128	31.8 %
Total	403	100.0 %

Q18. Which FOUR of the items listed in Question 17 do you think should receive the most emphasis from City leaders over the next two years?

Q18. 3rd choice	Number	Percent
Overall quality of City parks	11	2.7 %
Overall appearance of parks & park facilities	33	8.2 %
Number & location of City parks	20	5.0 %
Accessibility of City parks & facilities	14	3.5 %
Quality of outdoor athletic facilities	22	5.5 %
Quality of walking & biking trails in City	32	7.9 %
Quality of swimming facilities & programs	14	3.5 %
Hours of operation of City pools	9	2.2 %
Overall quality of public gardens	17	4.2 %
Quality of gardening/nature programs	4	1.0 %
Quality of recreational programs/events offered by City	6	1.5 %
Variety of recreation activities offered by City	13	3.2 %
Affordability of recreation programs	17	4.2 %
Convenience of registration for recreation programs/events	7	1.7 %
Quality of instructors for City recreation programs	4	1.0 %
Location of recreation programs/events	2	0.5 %
Overall quality of City golf courses	9	2.2 %
Affordability of City golf courses	10	2.5 %
Availability of golf courses in Davenport	6	1.5 %
None chosen	153	38.0 %
Total	403	100.0 %

Q18. Which FOUR of the items listed in Question 17 do you think should receive the most emphasis from City leaders over the next two years?

Q18. 4th choice	Number	Percent
Overall quality of City parks	16	4.0 %
Overall appearance of parks & park facilities	17	4.2 %
Number & location of City parks	9	2.2 %
Accessibility of City parks & facilities	20	5.0 %
Quality of outdoor athletic facilities	19	4.7 %
Quality of walking & biking trails in City	25	6.2 %
Quality of swimming facilities & programs	9	2.2 %
Hours of operation of City pools	7	1.7 %
Overall quality of public gardens	6	1.5 %
Quality of gardening/nature programs	7	1.7 %
Quality of recreational programs/events offered by City	12	3.0 %
Variety of recreation activities offered by City	11	2.7 %
Affordability of recreation programs	22	5.5 %
Convenience of registration for recreation programs/events	6	1.5 %
Quality of instructors for City recreation programs	6	1.5 %
Location of recreation programs/events	12	3.0 %
Overall quality of City golf courses	7	1.7 %
Affordability of City golf courses	11	2.7 %
Availability of golf courses in Davenport	3	0.7 %
None chosen	178	44.2 %
Total	403	100.0 %

Q18. Which FOUR of the items listed in Question 17 do you think should receive the most emphasis from City leaders over the next two years? (top 4)

Q18. Sum of Top 4 Choices	Number	Percent
Overall quality of City parks	148	36.7 %
Overall appearance of parks & park facilities	161	40.0 %
Number & location of City parks	62	15.4 %
Accessibility of City parks & facilities	66	16.4 %
Quality of outdoor athletic facilities	73	18.1 %
Quality of walking & biking trails in City	123	30.5 %
Quality of swimming facilities & programs	40	9.9 %
Hours of operation of City pools	37	9.2 %
Overall quality of public gardens	31	7.7 %
Quality of gardening/nature programs	18	4.5 %
Quality of recreational programs/events offered by City	34	8.4 %
Variety of recreation activities offered by City	40	9.9 %
Affordability of recreation programs	60	14.9 %
Convenience of registration for recreation programs/events	21	5.2 %
Quality of instructors for City recreation programs	19	4.7 %
Location of recreation programs/events	22	5.5 %
Overall quality of City golf courses	36	8.9 %
Affordability of City golf courses	40	9.9 %
Availability of golf courses in Davenport	12	3.0 %
None chosen	110	27.3 %
Total	1153	

Q19. Have you used a Davenport library facility within the past 12 months?

Q19. Have you used a Davenport library facility within past 12 months	Number	Percent
Yes	254	63.0 %
No	147	36.5 %
Not provided	2	0.5 %
Total	403	100.0 %

Q19a. (If YES to Question 19) Which branches have you frequented within the past 12 months?

Q19a. Which branches have you frequented within past 12 months	Number	Percent
Fairmount Library	145	57.1 %
Eastern Library	136	53.5 %
Main Library	91	35.8 %
None chosen	8	3.1 %
Total	380	

Q19b-f. (If YES to Question 19) Please rate the City's performance in the following areas.

(N=254)

	Very Good	Good	Fair	Poor	Don't Know
Q19b. Availability of materials you need at libraries	41.7%	48.4%	7.1%	0.8%	2.0%
Q19c. Quality of children/youth programs	23.6%	24.4%	5.1%	0.8%	46.1%
Q19d. Quality of programs for adults	18.5%	27.6%	6.3%	2.4%	45.3%
Q19e. Availability of public computers & internet access at libraries	31.1%	30.3%	9.8%	2.0%	26.8%
Q19f. Hours of library operation	28.7%	47.6%	13.0%	7.1%	3.5%

WITHOUT DON'T KNOWS

Q19b-f. (If YES to Question 19) Please rate the City's performance in the following areas. (without "don't know")

(N=254)

	Very Good	Good	Fair	Poor
Q19b. Availability of materials you need at libraries	42.6%	49.4%	7.2%	0.8%
Q19c. Quality of children/youth programs	43.8%	45.3%	9.5%	1.5%
Q19d. Quality of programs for adults	33.8%	50.4%	11.5%	4.3%
Q19e. Availability of public computers & internet access at libraries	42.5%	41.4%	13.4%	2.7%
Q19f. Hours of library operation	29.8%	49.4%	13.5%	7.3%

Q19g. (If YES to Question 19) Which TWO of the library services listed in Questions 19b-f) do you think should be the City's top priorities for improvement?

Q19g. Top choice	Number	Percent
Availability of materials you need at libraries	69	27.2 %
Quality of children/youth programs	24	9.4 %
Quality of programs for adults	20	7.9 %
Availability of public computers & internet access at libraries	16	6.3 %
Hours of library operation	54	21.3 %
None chosen	71	28.0 %
Total	254	100.0 %

Q19g. (If YES to Question 19) Which TWO of the library services listed in Questions 19b-f) do you think should be the City's top priorities for improvement?

Q19g. 2nd choice	Number	Percent
Availability of materials you need at libraries	31	12.2 %
Quality of children/youth programs	36	14.2 %
Quality of programs for adults	33	13.0 %
Availability of public computers & internet access at libraries	21	8.3 %
Hours of library operation	46	18.1 %
None chosen	87	34.3 %
Total	254	100.0 %

Q19g. (If YES to Question 19) Which TWO of the library services listed in Questions 19b-f) do you think should be the City's top priorities for improvement? (top 2)

Q19g. Sum of Top 2 Choices	Number	Percent
Availability of materials you need at libraries	100	39.4 %
Quality of children/youth programs	60	23.6 %
Quality of programs for adults	53	20.9 %
Availability of public computers & internet access at libraries	37	14.6 %
Hours of library operation	100	39.4 %
None chosen	71	28.0 %
Total	421	

Q20. Where do you currently get news and information about City programs, services, and events?

Q20. Where do you currently get news & information about City programs, services, & events	Number	Percent
Local newspapers/websites	280	69.5 %
Television news/websites	247	61.3 %
Sewer bill newsletter	181	44.9 %
Local radio/websites	159	39.5 %
City of Davenport website	120	29.8 %
Gov't cable channels 9/18	33	8.2 %
Call City of Davenport	30	7.4 %
City of Davenport social media	27	6.7 %
Other	18	4.5 %
Public meetings	11	2.7 %
None chosen	7	1.7 %
Total	1113	

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

(N=403)

	Very Good	Good	Fair	Poor	Don't Know
Q21a. Availability of information about City services, ordinances, decisions, etc.	6.9%	37.2%	29.0%	9.2%	17.6%
Q21b. Quality of City's website	6.7%	28.5%	18.6%	5.5%	40.7%
Q21c. Level of public involvement in decision making	4.7%	16.6%	30.8%	21.6%	26.3%
Q21d. Quality of programming on City's television channel 9/18	5.2%	16.4%	15.9%	2.5%	60.0%
Q21e. Quality of quarterly newsletter included in your sewer bill	10.2%	49.1%	20.6%	2.0%	18.1%
Q21f. Quality of City's social media outlets	5.0%	13.4%	8.7%	2.7%	70.2%

WITHOUT DON'T KNOWS

Q21. Please rate the City's performance in the following areas of communication. (without "don't know")

(N=403)

	Very Good	Good	Fair	Poor
Q21a. Availability of information about City services, ordinances, decisions, etc.	8.4%	45.2%	35.2%	11.1%
Q21b. Quality of City's website	11.3%	48.1%	31.4%	9.2%
Q21c. Level of public involvement in decision making	6.4%	22.6%	41.8%	29.3%
Q21d. Quality of programming on City's television channel 9/18	13.0%	41.0%	39.8%	6.2%
Q21e. Quality of quarterly newsletter included in your sewer bill	12.4%	60.0%	25.2%	2.4%
Q21f. Quality of City's social media outlets	16.7%	45.0%	29.2%	9.2%

Q22. Which TWO aspects of City communication listed in Question 21 do you think should receive the most emphasis from City leaders over the next TWO years?

Q22. Top choice	Number	Percent
Availability of information about City services, ordinances, decisions, etc.	114	28.3 %
Quality of City's website	45	11.2 %
Level of public involvement in decision making	114	28.3 %
Quality of programming on City's television channel 9/18	10	2.5 %
Quality of quarterly newsletter included in your sewer bill	12	3.0 %
Quality of City's social media outlets	10	2.5 %
None chosen	98	24.3 %
Total	403	100.0 %

Q22. Which TWO aspects of City communication listed in Question 21 do you think should receive the most emphasis from City leaders over the next TWO years?

Q22. 2nd choice	Number	Percent
Availability of information about City services, ordinances, decisions, etc.	73	18.1 %
Quality of City's website	47	11.7 %
Level of public involvement in decision making	84	20.8 %
Quality of programming on City's television channel 9/18	21	5.2 %
Quality of quarterly newsletter included in your sewer bill	24	6.0 %
Quality of City's social media outlets	20	5.0 %
None chosen	134	33.3 %
Total	403	100.0 %

Q22. Which TWO aspects of City communication listed in Question 21 do you think should receive the most emphasis from City leaders over the next TWO years? (top 2)

Q22. Sum of Top 2 Choices	Number	Percent
Availability of information about City services, ordinances, decisions, etc.	187	46.4 %
Quality of City's website	92	22.8 %
Level of public involvement in decision making	198	49.1 %
Quality of programming on City's television channel 9/18	31	7.7 %
Quality of quarterly newsletter included in your sewer bill	36	8.9 %
Quality of City's social media outlets	30	7.4 %
None chosen	98	24.3 %
Total	672	

Q23. Do you regularly pay any City of Davenport bills through online bill payment? (ie: utility bills, traffic citations, etc.)

Q23. Do you regularly pay City bills through online bill payment	Number	Percent
Yes	108	26.8 %
No	293	72.7 %
Not provided	2	0.5 %
Total	403	100.0 %

Q23a. (If NO to Question 23) What would make you more likely to use online bill payment services?

Q23a. What would make you more likely to use online bill payment services	Number	Percent
None of above	108	36.9 %
Discounted bill	103	35.2 %
Cash rebate	42	14.3 %
Improved access to technology	16	5.5 %
Other	16	5.5 %
Mobile App	12	4.1 %
Total	297	

Q24. 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=403)

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Don't Know
Q24a. I am satisfied with overall condition of my neighborhood	31.0%	47.9%	11.4%	8.4%	1.2%
Q24b. I am satisfied with appearance of private property in my neighborhood	32.0%	38.8%	19.3%	8.0%	2.0%
Q24c. I am satisfied with appearance of rental property in my neighborhood	12.2%	29.4%	20.4%	14.7%	23.4%
Q24d. My neighborhood has improved over past five years	12.2%	32.8%	25.6%	15.9%	13.4%

WITHOUT DON'T KNOWS

Q24. 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=403)

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree
Q24a. I am satisfied with overall condition of my neighborhood	31.4%	48.5%	11.6%	8.5%
Q24b. I am satisfied with appearance of private property in my neighborhood	32.7%	39.5%	19.6%	8.2%
Q24c. I am satisfied with appearance of rental property in my neighborhood	15.9%	38.3%	26.6%	19.2%
Q24d. My neighborhood has improved over past five years	14.1%	37.9%	29.6%	18.4%

Q25. Have you called, emailed or visited the City with a question, problem, or comment during the past year?

Q25. Have you called, emailed or visited City during past year	Number	Percent
Yes	182	45.2 %
No	219	54.3 %
Not provided	2	0.5 %
Total	403	100.0 %

Q25a. (If YES to Question 25) Which department did you contact most recently?

Q25a. Which department did you contact	Number	Percent
Public Works	92	50.5 %
Police	44	24.2 %
Mayor/City Council	29	15.9 %
City Administration/Clerk	27	14.8 %
Other	22	12.1 %
Parks & Recreation	22	12.1 %
Planning & Economic Development	21	11.5 %
Library	19	10.4 %
Finance (bill payment)	18	9.9 %
Legal Department	7	3.8 %
Human Resources	6	3.3 %
Civil Rights Department	5	2.7 %
Fire	5	2.7 %
None chosen	2	1.1 %
Total	319	

Q25b-f. (If YES to Question 25) 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 Q25a.

(N=180)

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Don't Know
Q25b. City employee who helped me was friendly & polite	47.8%	31.7%	8.3%	5.6%	6.7%
Q25c. City employee who helped me responded promptly & dealt with my issue or directed me to appropriate person/department	42.2%	24.4%	15.6%	13.3%	4.4%
Q25d. City employee who helped me was knowledgeable/competent	42.8%	30.6%	8.9%	10.0%	7.8%
Q25e. City employee who helped me gave accurate & comprehensive information	43.9%	25.6%	12.8%	11.1%	6.7%
Q25f. City employee who helped me delivered outcome as promised	35.6%	23.3%	11.7%	19.4%	10.0%

WITHOUT DON'T KNOWS

Q25b-f. (If YES to Question 25) 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 Q25a. (without "don't know")

(N=180)

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree
Q25b. City employee who helped me was friendly & polite	51.2%	33.9%	8.9%	6.0%
Q25c. City employee who helped me responded promptly & dealt with my issue or directed me to appropriate person/department	44.2%	25.6%	16.3%	14.0%
Q25d. City employee who helped me was knowledgeable/competent	46.4%	33.1%	9.6%	10.8%
Q25e. City employee who helped me gave accurate & comprehensive information	47.0%	27.4%	13.7%	11.9%
Q25f. City employee who helped me delivered outcome as promised	39.5%	25.9%	13.0%	21.6%

Q26. Please rate the City's performance in the following areas.

(N=403)

	Very Good	Good	Fair	Poor	Don't Know
Q26a. As a place to live	24.6%	52.6%	20.8%	1.7%	0.2%
Q26b. As a place to raise children	22.6%	48.4%	21.6%	3.2%	4.2%
Q26c. As a place to work	21.6%	51.4%	18.4%	4.2%	4.5%
Q26d. As a place to retire	13.2%	35.7%	29.0%	16.1%	6.0%
Q26e. As a place to visit	16.6%	43.2%	27.5%	10.4%	2.2%
Q26f. As a welcoming community for people of diverse backgrounds	15.6%	44.9%	22.1%	5.7%	11.7%
Q26g. As a City that is moving in right direction	12.9%	37.2%	33.3%	11.9%	4.7%
Q26h. Overall quality of life in City	17.4%	51.9%	26.3%	3.5%	1.0%
Q26i. Overall image of City	11.9%	40.9%	37.2%	8.7%	1.2%
Q26j. Overall quality of services that are provided by City	12.4%	58.1%	22.1%	5.5%	2.0%
Q26k. Overall value that you receive for your City tax dollars & fees	6.7%	33.7%	38.5%	16.9%	4.2%
Q26l. Overall effectiveness of City staff	8.2%	38.5%	27.8%	7.4%	18.1%
Q26m. Overall effectiveness of elected City Council	5.7%	29.3%	30.0%	20.3%	14.6%

WITHOUT DON'T KNOWS**Q26. Please rate the City's performance in the following areas. (without "don't know")**

(N=403)

	Very Good	Good	Fair	Poor
Q26a. As a place to live	24.6%	52.7%	20.9%	1.7%
Q26b. As a place to raise children	23.6%	50.5%	22.5%	3.4%
Q26c. As a place to work	22.6%	53.8%	19.2%	4.4%
Q26d. As a place to retire	14.0%	38.0%	30.9%	17.2%
Q26e. As a place to visit	17.0%	44.2%	28.2%	10.7%
Q26f. As a welcoming community for people of diverse backgrounds	17.7%	50.8%	25.0%	6.5%
Q26g. As a City that is moving in right direction	13.5%	39.1%	34.9%	12.5%
Q26h. Overall quality of life in City	17.5%	52.4%	26.6%	3.5%
Q26i. Overall image of City	12.1%	41.5%	37.7%	8.8%
Q26j. Overall quality of services that are provided by City	12.7%	59.2%	22.5%	5.6%
Q26k. Overall value that you receive for your City tax dollars & fees	7.0%	35.2%	40.2%	17.6%
Q26l. Overall effectiveness of City staff	10.0%	47.0%	33.9%	9.1%
Q26m. Overall effectiveness of elected City Council	6.7%	34.3%	35.2%	23.8%

Q27. Which THREE of the following community issues do you think should be the City's top priorities?

<u>Q27. Top choice</u>	<u>Number</u>	<u>Percent</u>
Retaining/Attracting Jobs	256	63.5 %
Community Growth	25	6.2 %
Environmental Stewardship	19	4.7 %
Public Safety	57	14.1 %
Neighborhood Revitalization	19	4.7 %
Recreation/Leisure Activities	3	0.7 %
Education Improvement	4	1.0 %
Infrastructure Maintenance	10	2.5 %
Downtown/Riverfront Revitalization	1	0.2 %
Other	2	0.5 %
<u>None chosen</u>	<u>7</u>	<u>1.7 %</u>
Total	403	100.0 %

Q27. Which THREE of the following community issues do you think should be the City's top priorities?

<u>Q27. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Retaining/Attracting Jobs	1	0.2 %
Community Growth	54	13.4 %
Environmental Stewardship	12	3.0 %
Public Safety	94	23.3 %
Neighborhood Revitalization	79	19.6 %
Recreation/Leisure Activities	20	5.0 %
Education Improvement	60	14.9 %
Infrastructure Maintenance	52	12.9 %
Enhanced City Customer Service	6	1.5 %
Downtown/Riverfront Revitalization	5	1.2 %
Other	2	0.5 %
<u>None chosen</u>	<u>18</u>	<u>4.5 %</u>
Total	403	100.0 %

Q27. Which THREE of the following community issues do you think should be the City's top priorities?

<u>Q27. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Public Safety	11	2.7 %
Neighborhood Revitalization	19	4.7 %
Recreation/Leisure Activities	8	2.0 %
Education Improvement	63	15.6 %
Infrastructure Maintenance	151	37.5 %
Enhanced City Customer Service	16	4.0 %
Downtown/Riverfront Revitalization	82	20.3 %
Other	15	3.7 %
None chosen	38	9.4 %
Total	403	100.0 %

Q27. Which THREE of the following community issues do you think should be the City's top priorities?
(top 3)

<u>Q27. Sum of Top 3 Choices</u>	<u>Number</u>	<u>Percent</u>
Retaining/Attracting Jobs	257	63.8 %
Community Growth	79	19.6 %
Environmental Stewardship	31	7.7 %
Public Safety	162	40.2 %
Neighborhood Revitalization	117	29.0 %
Recreation/Leisure Activities	31	7.7 %
Education Improvement	127	31.5 %
Infrastructure Maintenance	213	52.9 %
Enhanced City Customer Service	22	5.5 %
Downtown/Riverfront Revitalization	88	21.8 %
Other	19	4.7 %
None chosen	7	1.7 %
Total	1153	

Q28. How many years have you lived in Davenport

Q28. How many years have you lived in

<u>Davenport</u>	<u>Number</u>	<u>Percent</u>
5 or less	59	14.6 %
6 to 10	42	10.4 %
11 to 20	59	14.6 %
21 to 30	55	13.6 %
31+	177	43.9 %
Not provided	11	2.7 %
Total	403	100.0 %

Q29. How many persons in your household (counting yourself) are:

	<u>Mean</u>	<u>Sum</u>
number	2.84	1130
Under age 10	0.46	184
Ages 10-19	0.51	204
Ages 20-39	0.51	202
Ages 40-59	0.75	297
Ages 60-69	0.42	166
Ages 70+	0.19	77

Q30. What is your gender?

<u>Q30. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	195	48.4 %
Female	208	51.6 %
Total	403	100.0 %

Q31. Do you own or rent your home?

<u>Q31. Do you own or rent your home</u>	<u>Number</u>	<u>Percent</u>
Own	292	72.5 %
Rent	111	27.5 %
Total	403	100.0 %

Q32. Has anyone in your home been unemployed and actively seeking employment for more than 12 months?

<u>Q32. Has anyone in your home been unemployed & actively seeking employment for more than 12 months</u>	<u>Number</u>	<u>Percent</u>
Yes	31	7.7 %
No	366	90.8 %
Not provided	6	1.5 %
Total	403	100.0 %

Q33. What is your race or ethnic group?

<u>Q33. Your race or ethnic group</u>	<u>Number</u>	<u>Percent</u>
African American	38	9.4 %
Asian/Pacific Islander	9	2.2 %
Caucasian/White	322	79.9 %
Hispanic	36	8.9 %
Native American	10	2.5 %
Other	5	1.2 %
Not provided	8	2.0 %
Total	428	

Q34. What was your total annual household income in 2013?

<u>Q34. Your total annual household income in 2013</u>	<u>Number</u>	<u>Percent</u>
Less than \$25K	47	11.7 %
\$25K-\$49,999	74	18.4 %
\$50K-\$74,999	89	22.1 %
\$75K-\$99,999	46	11.4 %
\$100K-\$149,999	55	13.6 %
\$150K+	39	9.7 %
Not provided	53	13.2 %
Total	403	100.0 %

Section 6:

Survey Instrument

~ AN INTERNATIONAL CITY ON THE MISSISSIPPI RIVER ~



Bill Gluba, **MAYOR**

2014 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. If you prefer, you may complete the survey online at www.davenport2014survey.org. Your responses will remain confidential.

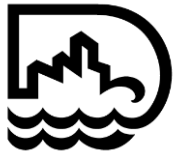
Please call Budget Management Analyst, Mallory Merritt, at (563) 326-7792 with any questions. City staff will be pleased to answer them. Thank you again for taking the time to help make Davenport a great place to live, learn, work, worship, raise a family, recreate, and retire!

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 2014 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 Budget Management Analyst, Mallory Merritt, at (563) 326-7792. When you are finished, please return your completed survey in the enclosed postage-paid envelope or follow the instructions to complete it online. 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	4	3	2	1	9
d.	Overall quality of City sewer system	4	3	2	1	9
e.	Overall quality of garbage and recycling collection services	4	3	2	1	9
f.	Overall quality of City parks, recreation programs and facilities	4	3	2	1	9
g.	Overall quality of neighborhoods	4	3	2	1	9
h.	Overall quality of library services	4	3	2	1	9
i.	Overall effectiveness of City communication with the public	4	3	2	1	9
j.	Overall quality of customer service provided by City employees	4	3	2	1	9
k.	City's efforts to attract and retain businesses	4	3	2	1	9
l.	Overall quality of downtown Davenport	4	3	2	1	9
m.	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?** [Write in the letters below using the letters from the list in Question 1 above.]

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		PERFORMANCE				
		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	4	3	2	1	9
c.	I feel safe in downtown Davenport	4	3	2	1	9
d.	I feel safe at downtown Davenport events	4	3	2	1	9
e.	I feel safe in City facilities (parks, libraries, buildings)	4	3	2	1	9
f.	I feel safe in Davenport commercial and retail areas	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 [skip to 7]

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 [skip to 8]

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? [Write in the letters below using the letters from the list in Question 10 above.]

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

SOLID WASTE

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

____(1) Yes [answer 12a-e] ____ (2) No – [skip to 13]

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? [Write in the letters below using the letters from the list in Questions 12a-d above.]

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 [answer 15a below] ____ (2) No [skip to 16]
- 15a. [IF Yes to #15] Which golf courses have you frequented during the past 12 months?
 (Select all that apply.)
 ____ (1) Emeis ____ (2) Duck Creek ____ (3) Red Hawk
16. Have you or other members of your household visited the River's Edge in the past 12 months?
 ____ (1) Yes [answer 16a below] ____ (2) No [skip to 17]
- 16a. [IF Yes to #16] For what recreational activities did you attend? (Select all that apply.)
 ____ (1) Ice arena ____ (3) Birthday party
 ____ (2) Indoor soccer field ____ (4) Other (Please specify): _____
17. 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

18. 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 17 above.]

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

LIBRARIES

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

____(1) Yes [answer #19a-f] ____ (2) No [skip to 20]

19a. [IF YES to #19] Which branches have you frequented within the past 12 months?

(Select all that apply.)

____ (1) Main Library ____ (2) Fairmount Library ____ (3) Eastern Library

19b-f. [IF YES to #19] Please rate the City's performance in the following areas.

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

19g. [IF YES to #19] Which TWO of the library services listed above do you think should be the City's top priorities for improvement? [Write in the letters below using the letters from the list in Questions 19b-f above.]

1st. _____ 2nd. _____

COMMUNICATION

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

____(01) City of Davenport website ____ (06) Sewer bill newsletter
 ____ (02) City of Davenport Social Media ____ (07) Public Meetings
 ____ (03) Local newspapers/websites ____ (08) Television news/websites
 ____ (04) Local radio/websites ____ (09) Call the City of Davenport
 ____ (05) Gov't cable channels 9/18 ____ (10) Other: _____

21. 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	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

22. Which TWO aspects of City communication 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 21 above.]

1st. _____ 2nd. _____

23. Do you regularly pay any City of Davenport bills through online bill payment? (ie: utility bills, traffic citations, etc.)

____(1) Yes [skip to 24] ____ (2) No [answer #23a]

23a. [IF NO to #23] What would make you more likely to use online bill payment services?

(Select all that apply.)

____(1) Cash rebate ____ (3) Mobile App ____ (5) Other _____
 ____ (2) Discounted bill ____ (4) Improved access to technology ____ (6) None of the above

YOUR NEIGHBORHOOD

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.

Statement	PERFORMANCE				
	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

CUSTOMER SERVICE

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

____(1) Yes [answer 25a-f] ____ (2) No [skip to 26]

25a. [If YES to #25] 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

25b-f. [If YES to #25] 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 Q25a.

Statement	PERFORMANCE				
	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/competent	4	3	2	1	9
e. The City employee who helped me gave 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

26. 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

27. 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 | |

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

29. 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+ _____

30. What is your gender? _____(1) Male _____(2) Female

31. Do you own or rent your home? _____(1) Own _____(2) Rent

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

_____ (1) Yes _____ (2) No

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

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

34. What was your total annual household income in 2013?

<input type="checkbox"/> (1) less than \$25,000	<input type="checkbox"/> (3) \$50,000 - \$74,999	<input type="checkbox"/> (5) \$100,000 - \$149,999
<input type="checkbox"/> (2) \$25,000 - \$49,999	<input type="checkbox"/> (4) \$75,000 - \$99,999	<input type="checkbox"/> (6) \$150,000 or more

Please Return Your Completed Survey in the Enclosed Postage Paid Envelope Addressed to: ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

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