

# City of Davenport Community Survey

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## Findings Report

### Submitted to the City of Davenport:

ETC Institute  
725 W. Frontier Lane,  
Olathe, Kansas  
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**December 2016**





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# 2016 City of Davenport Community Survey

## Executive Summary

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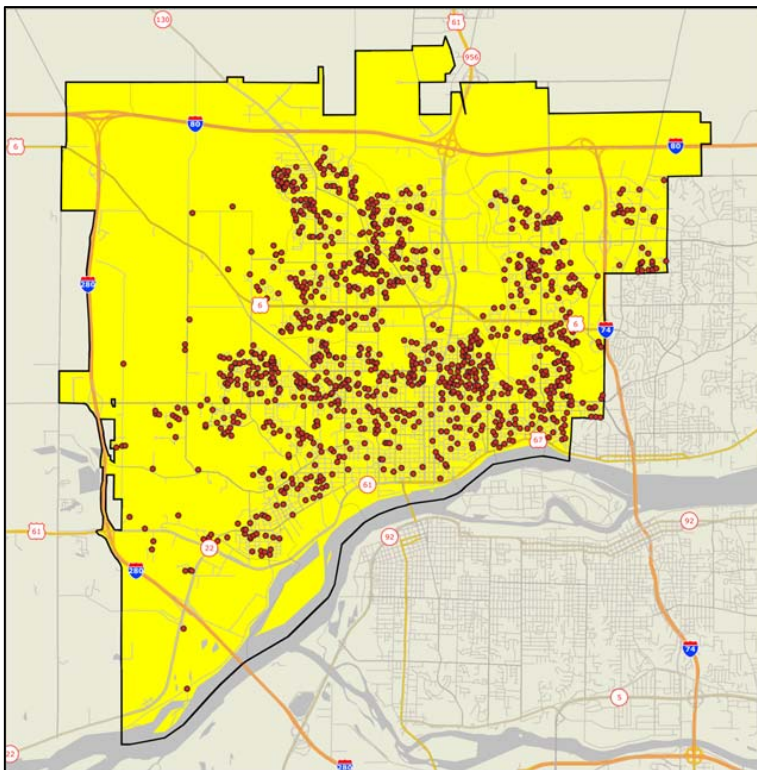
### Purpose and Methodology

During the fall of 2016, 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 sixth time Davenport has administered a community survey; previous surveys were administered in 2006, 2008, 2010, 2012, and 2014.

The seven-page survey was mailed to a random sample of households in the City of Davenport. The mailed survey included a postage paid return envelope and a cover letter. The cover letter explained the purpose of the survey and encouraged residents to return their surveys in the mail. Approximately 10 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 by mail were given the option of completing it by phone or online. A total of 1136 households completed the survey. The results for the random sample of 1136 households have a 95% level of confidence with a precision of at least +/- 2.9%.

In order to better understand how well services are being delivered by the city, ETC Institute geocoded the home address of respondents to the survey. The map to the right shows the distribution of survey respondents on a map of the City.

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



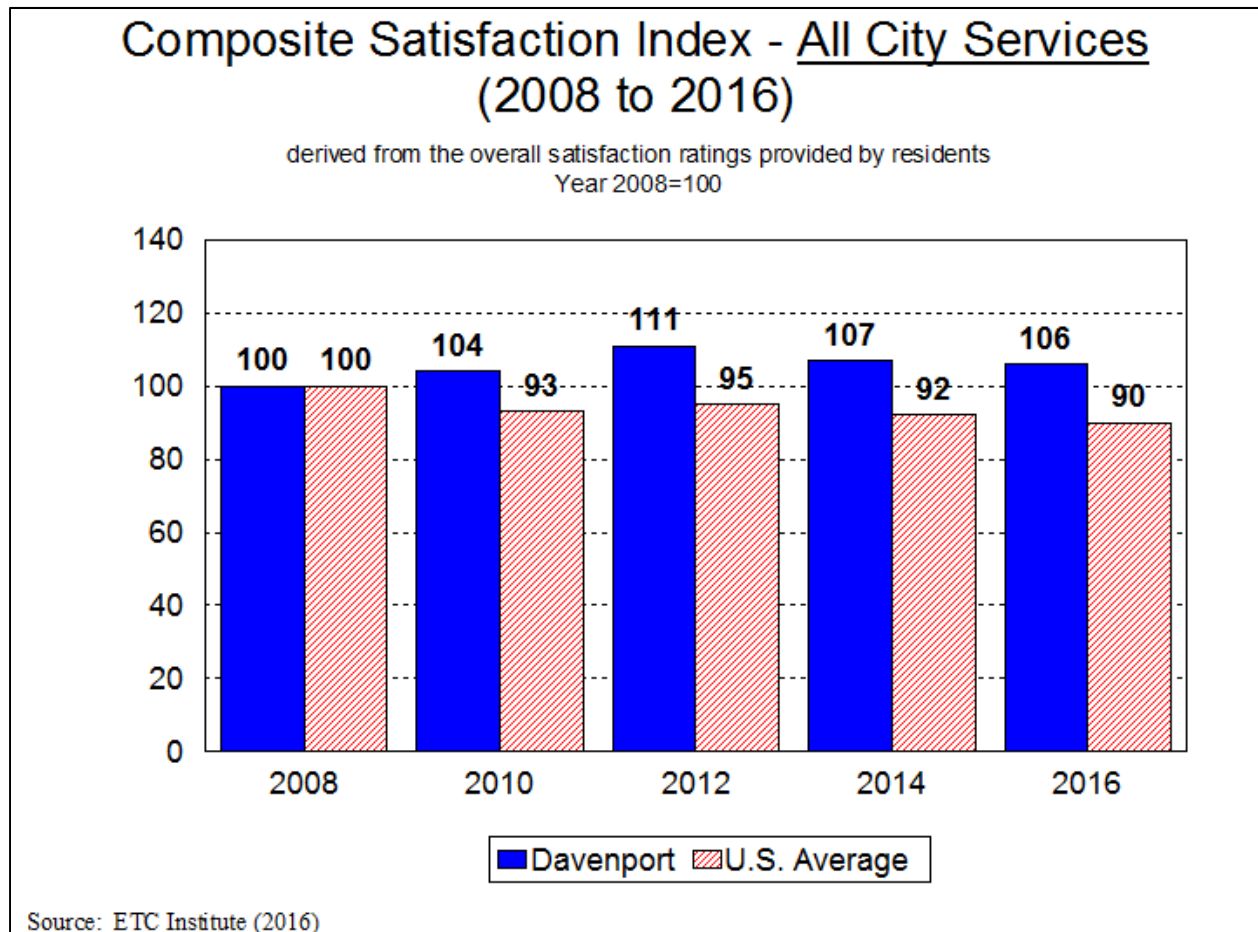
excluded, the text of this report will indicate that the responses have been excluded with the phrase “who had an opinion.”

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 2016
- a complete set of charts showing trends from 2008 to 2016
- importance-satisfaction analysis
- benchmarking analysis
- tabular data for all questions on the survey
- a copy of the survey instrument.

A separate appendix was created with GIS maps that show the results of selected questions as maps of the city by census block group.

## Trend Summary



**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, 2014, and 2016; 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 above shows the Composite Satisfaction Index for 2008, 2010, 2012, 2014, and 2016 for the City of Davenport and all U.S. cities. While the Composite Satisfaction Indices for the City of Davenport has decreased 5 points from 2012, it is still 6 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.

## How the City of Davenport Compares to Other Communities Nationally

Satisfaction ratings for The City of Davenport **rated above the U.S. average in 28 of the 39 areas** that were assessed. The City of Davenport rated significantly higher than the U.S. average (difference of 5% or more) in 26 of these areas. Listed below are the comparisons between the City of Davenport and the U.S. average:

Service	Davenport	U.S.	Difference	Category
Quality of walking/biking trails	85	52	33	Parks and Recreation Services
Bulky waste collection services	87	59	28	Solid Waste Services
City staff were friendly/polite	91	71	20	City Customer Service
City staff gave accurate/comprehensive information	81	62	19	City Customer Service
City staff responded promptly to request	78	60	18	City Customer Service
Recycling services	94	77	17	Solid Waste Services
Police responsiveness to emergency calls	84	68	16	Public Safety Services
Quality of City golf courses	79	63	16	Parks and Recreation Services
Overall quality of City services provided	71	56	15	Overall Aspects of the City
City swimming facilities and programs	68	53	15	Parks and Recreation Services
City as a place to work	73	59	14	Overall Aspects of the City
Library services	93	79	14	Major Categories of City Services
Parks/recreation programs & facilities	84	71	13	Major Categories of City Services
Fire safety education programs	83	70	13	Public Safety Services
Number/location of City parks	82	69	13	Parks and Recreation Services
Yard waste collection services	86	74	12	Solid Waste Services
Residential trash collection services	95	84	11	Solid Waste Services
Quality of outdoor athletic fields	77	67	10	Parks and Recreation Services
Customer service	64	55	9	Major Categories of City Services
Fire and paramedic services	96	88	8	Major Categories of City Services
Police services	82	74	8	Major Categories of City Services
City communication with the public	57	49	8	Major Categories of City Services
Snow removal on major City streets	74	66	8	Streets and Infrastructure
Quality of City parks	84	77	7	Parks and Recreation Services
Fire responsiveness to emergency/medical calls	93	87	6	Public Safety Services
Convenience of registering for programs/events	70	64	6	Parks and Recreation Services
Appearance of parks & rec facilities	76	72	4	Parks and Recreation Services
Value received for City tax dollars/fees	48	47	1	Overall Aspects of the City
City as a place to live	79	80	-1	Overall Aspects of the City
Traffic flow on major City streets	53	57	-4	Streets and Infrastructure
City as a place to raise children	72	77	-5	Overall Aspects of the City
Efforts to prevent crime	56	61	-5	Public Safety Services
Traffic enforcement	58	64	-6	Public Safety Services
City as a place to visit	60	67	-7	Overall Aspects of the City
Overall image of the City	62	73	-11	Overall Aspects of the City
City as a place to retire	52	67	-15	Overall Aspects of the City
Snow removal on neighborhood streets	48	64	-16	Streets and Infrastructure
Condition of neighborhood streets	32	60	-28	Streets and Infrastructure
Condition of major City streets	24	56	-32	Streets and Infrastructure



## How the City of Davenport Compares to Other Communities Regionally

Satisfaction ratings for The City of Davenport **rated above the Midwest regional average in 26 of the 39 areas** that were assessed. The City of Davenport rated significantly higher than the Midwest regional average (difference of 5% or more) in 21 of these areas. Listed below are the comparisons between The City of Davenport and the Midwest regional average:

Service	Davenport	Midwest	Difference	Category
City staff responded promptly to request	78	37	41	City Customer Service
City staff gave accurate/comprehensive information	81	44	37	City Customer Service
Bulky waste collection services	87	68	19	Solid Waste Services
Quality of walking/biking trails	85	67	18	Parks and Recreation Services
Police responsiveness to emergency calls	84	67	17	Public Safety Services
Recycling services	94	77	17	Solid Waste Services
Quality of City golf courses	79	63	16	Parks and Recreation Services
City as a place to work	73	58	15	Overall Aspects of the City
Fire safety education programs	83	69	14	Public Safety Services
Residential trash collection services	95	81	14	Solid Waste Services
Customer service	64	51	13	Major Categories of City Services
Overall quality of City services provided	71	59	12	Overall Aspects of the City
Yard waste collection services	86	75	11	Solid Waste Services
City staff were friendly/polite	91	80	11	City Customer Service
Police services	82	73	9	Major Categories of City Services
City swimming facilities and programs	68	59	9	Parks and Recreation Services
Parks/recreation programs & facilities	84	78	6	Major Categories of City Services
Convenience of registering for programs/events	70	64	6	Parks and Recreation Services
Library services	93	88	5	Major Categories of City Services
City communication with the public	57	52	5	Major Categories of City Services
Quality of City parks	84	79	5	Parks and Recreation Services
Quality of outdoor athletic fields	77	73	4	Parks and Recreation Services
City as a place to visit	60	57	3	Overall Aspects of the City
Number/location of City parks	82	79	3	Parks and Recreation Services
Fire and paramedic services	96	94	2	Major Categories of City Services
Fire responsiveness to emergency/medical calls	93	92	1	Public Safety Services
Appearance of parks & rec facilities	76	77	-1	Parks and Recreation Services
City as a place to live	79	82	-3	Overall Aspects of the City
Snow removal on major City streets	74	77	-3	Streets and Infrastructure
Value received for City tax dollars/fees	48	52	-4	Overall Aspects of the City
Efforts to prevent crime	56	60	-4	Public Safety Services
Traffic flow on major City streets	53	59	-6	Streets and Infrastructure
City as a place to raise children	72	79	-7	Overall Aspects of the City
Traffic enforcement	58	68	-10	Public Safety Services
City as a place to retire	52	66	-14	Overall Aspects of the City
Overall image of the City	62	80	-18	Overall Aspects of the City
Snow removal on neighborhood streets	48	66	-18	Streets and Infrastructure
Condition of neighborhood streets	32	57	-25	Streets and Infrastructure
Condition of major City streets	24	61	-37	Streets and Infrastructure

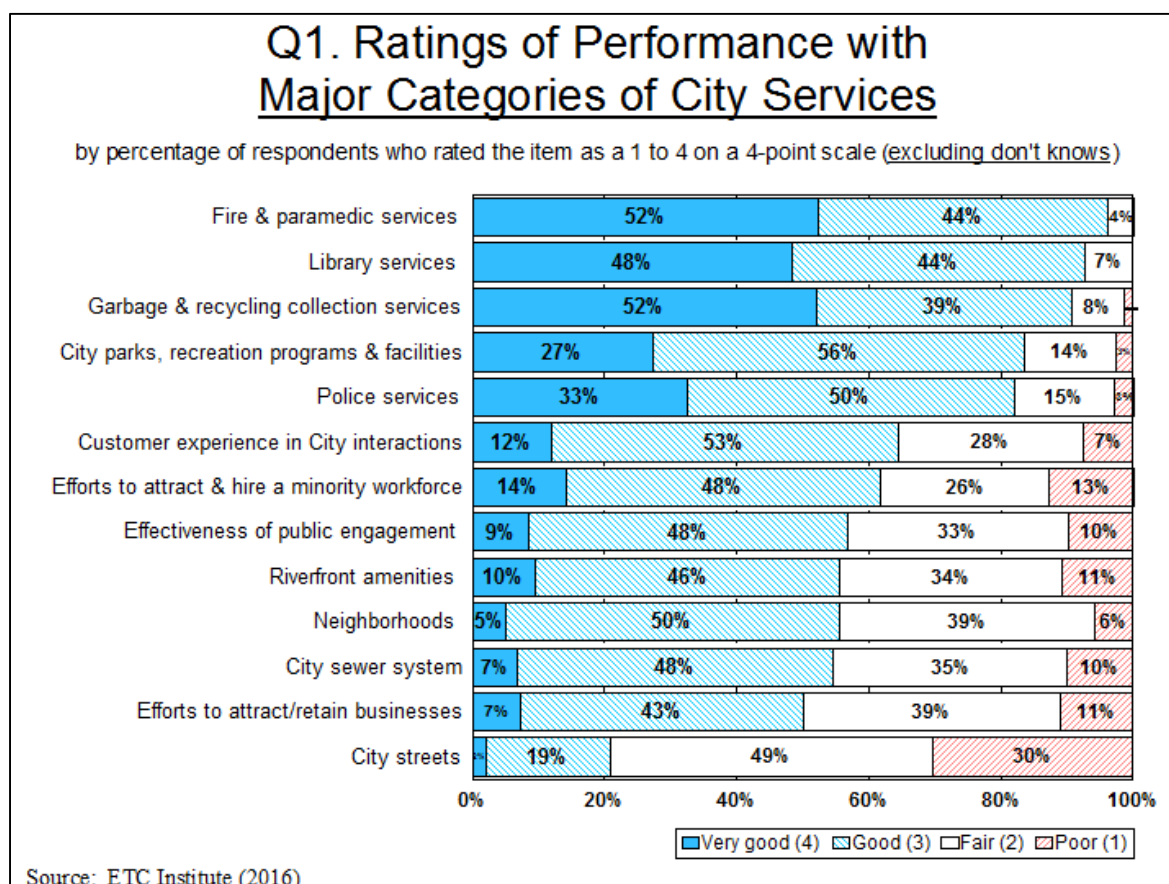
## Major Findings

**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 (79%), ratings of the City as a place to work (73%), ratings of the City as a place to raise children (73%), and ratings of the overall quality of services provided the City (71%).

**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) Public safety (68%)
- 2) Retaining/attracting jobs (63%)
- 3) City infrastructure (50%)

**Rating of Major Categories of City Services.** The major categories of City services that residents rated highest, based upon a combination of “very good” and “good” responses among residents *who had an opinion*, were: the overall quality of fire and paramedic services (96%), the overall quality of library services (92%), the quality of garbage and recycling collection (91%) and the overall quality of parks and recreation programs/facilities (83%). Resident rated the overall quality of City streets and infrastructure lowest (21%).





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 (80%)
- 2) Quality of neighborhoods (49%)
- 3) Overall efforts to attract and retain businesses (42%)
- 4) Quality of police services (42%)

**Perceptions of Safety.** The perception of safety statements that residents most agreed with, based upon a combination of "strongly agree" and "somewhat agree" responses among residents *who had an opinion*, were: I feel safe in my neighborhood (85%), I feel safe in City facilities (83%), Overall, I feel safe in the City of Davenport (77%), and I feel safe in Downtown Davenport (62%).

**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 (84%), responsiveness to investigations of criminal offenses (60%), responsiveness to non-emergency or calls for assistance (60%) and traffic enforcement (58%). Resident rated the visibility of police in neighborhoods lowest (36%).

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 (64%)
- 2) Visibility of police in neighborhoods (37%)
- 3) Responsiveness to emergency calls for service (35%)

**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 (93%), and fire prevention efforts (85%).

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 (54%)
- 2) Fire prevention efforts (39%)

**Rating of Streets and Infrastructure.** The street and infrastructure services that residents rated highest, based upon a combination of "very good" and "good" responses among residents *who had an opinion*, were: snow removal on major City streets (74%), flood control and protection efforts (65%), City's sanitary sewer system (59%), and traffic flow on major City streets (53%). Resident rated the condition of major City streets lowest (25%).

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 (74%)
- 2) Condition of neighborhood streets (51%)

3) Traffic flow on major City streets (27%)

**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 (94%).

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) Residential garbage collection services (42%)
- 2) Yard waste collection services (38%)

**Rating of Parks and Recreation Services.** The parks and recreation services that residents rated highest, based upon a combination of “very good” and “good” responses among residents *who had an opinion*, were: quality of public gardens (92%), the quality of walking and biking trails (85%), the quality of City parks (85%), number, location, and accessibility of City parks (82%), and the overall quality of City golf courses (79%).

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) Overall appearance of parks and park facilities (51%)
- 2) Overall quality of City parks (44%)
- 3) Quality of walking and biking trails (39%)
- 4) Quality of outdoor athletic facilities (25%)

**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 and quality of materials needed at City libraries (93%) and the availability of computers and internet (93%).

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 and quality of library materials needed (45%)
- 2) Hours of library operation (36%)

**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 (91%) and the City employee who helped me was knowledgeable and competent (81%).

# Investment Priorities

**Recommended Priorities for the Next Two Years.** In order to help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance residents placed on each City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction over the next two years. To improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis, and all Importance Satisfaction results are provided in the Section 3 of this report.

**Overall Priorities for the City by Major Category.** This analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major services that are recommended as the top priorities for investment over the next two years in order to raise the City's overall satisfaction rating are listed below:

- Overall quality of City streets (IS Rating=0.6320)
- Overall quality of neighborhoods (IS Rating=0.2194)
- City's efforts to attract and retain businesses (IS Rating=0.2116)

The table below shows the importance-satisfaction rating and ranking for all 15 major categories of City services that were rated.

2016 Importance-Satisfaction Rating City of Davenport Major Categories of City Services						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (IS &gt; .20)</b>						
Overall quality of City streets	80%	1	21%	13	0.6320	1
Overall quality of neighborhoods	49%	2	56%	10	0.2194	2
City's efforts to attract & retain businesses	42%	3	50%	12	0.2116	3
<b>High Priority (IS .10-.20)</b>						
Overall quality of City sewer system	34%	5	55%	11	0.1531	4
Overall quality of Davenport's riverfront amenities	29%	6	56%	9	0.1270	5
<b>Medium Priority (IS &lt; .10)</b>						
Overall effectiveness of City's engagement with the public	20%	8	57%	8	0.0871	6
Overall quality of police services	42%	4	82%	5	0.0740	7
City's efforts to attract & hire a minority workforce	9%	10	62%	7	0.0351	8
Overall quality of City parks, recreation programs & facilities	18%	9	84%	4	0.0285	9
Overall quality of customer experience in City interactions	8%	11	64%	6	0.0285	10
Overall quality of fire & paramedic services	21%	7	96%	1	0.0077	11
Overall quality of garbage & recycling collection services	6%	12	91%	3	0.0055	12
Overall quality of library services	2%	13	93%	2	0.0016	13

# Section 1

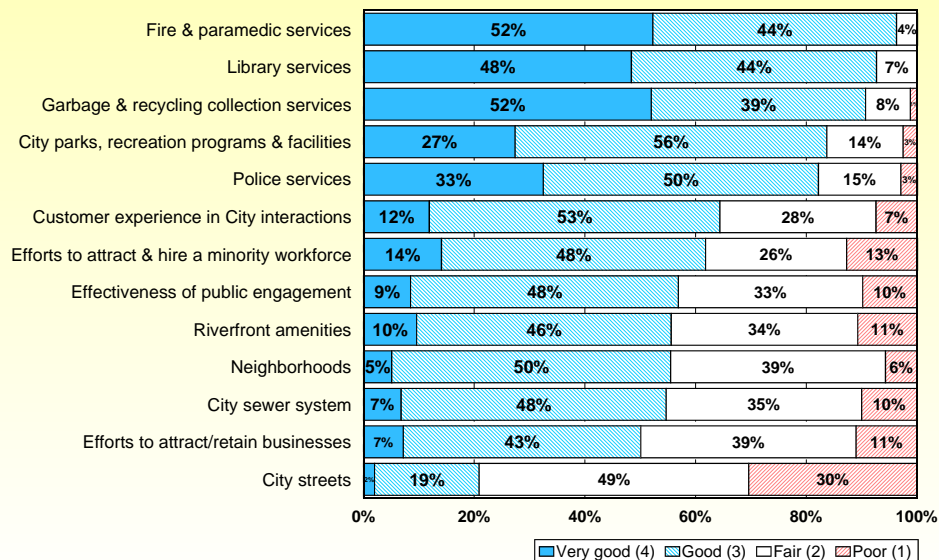
## *Charts and Graphs*

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# City of Davenport 2016 Community Survey Results

## Q1. Ratings of Performance with Major Categories of City Services

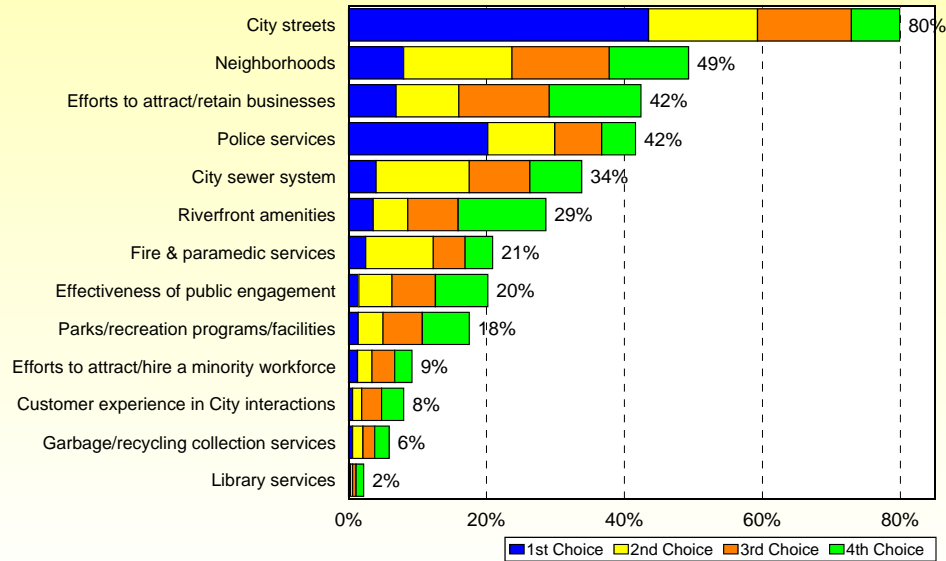
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (2016)

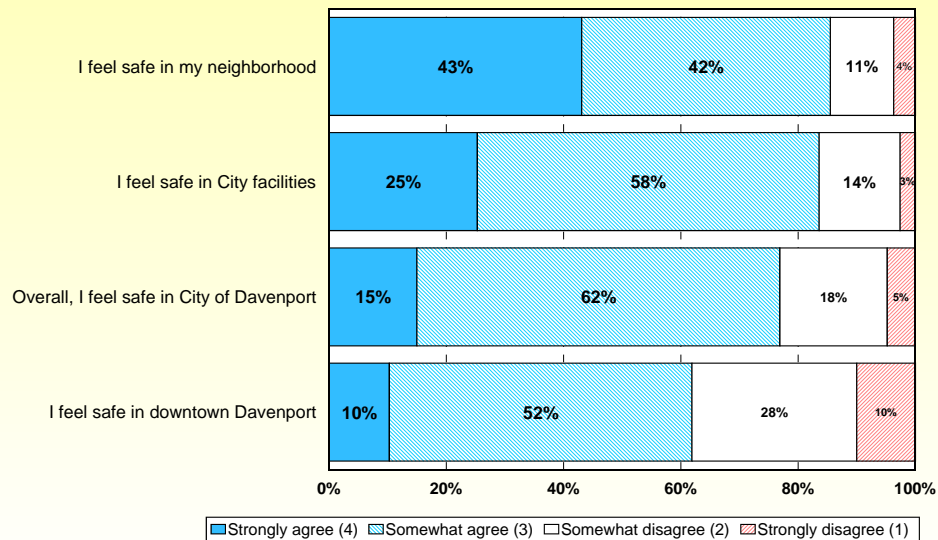
## Q2. City Services That Should be the City's Top Priorities for Improvement

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



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

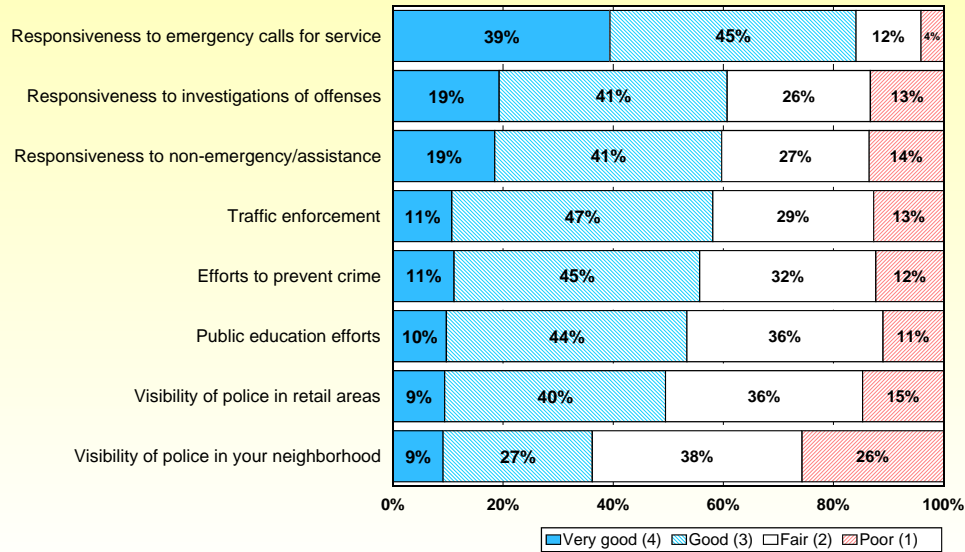
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)





## Q4. Ratings of Performance with Police Services

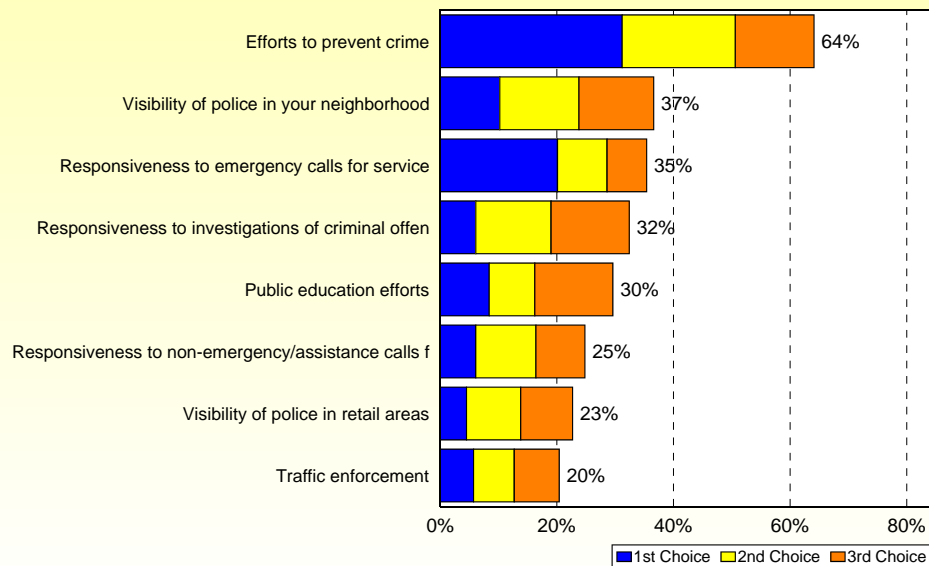
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



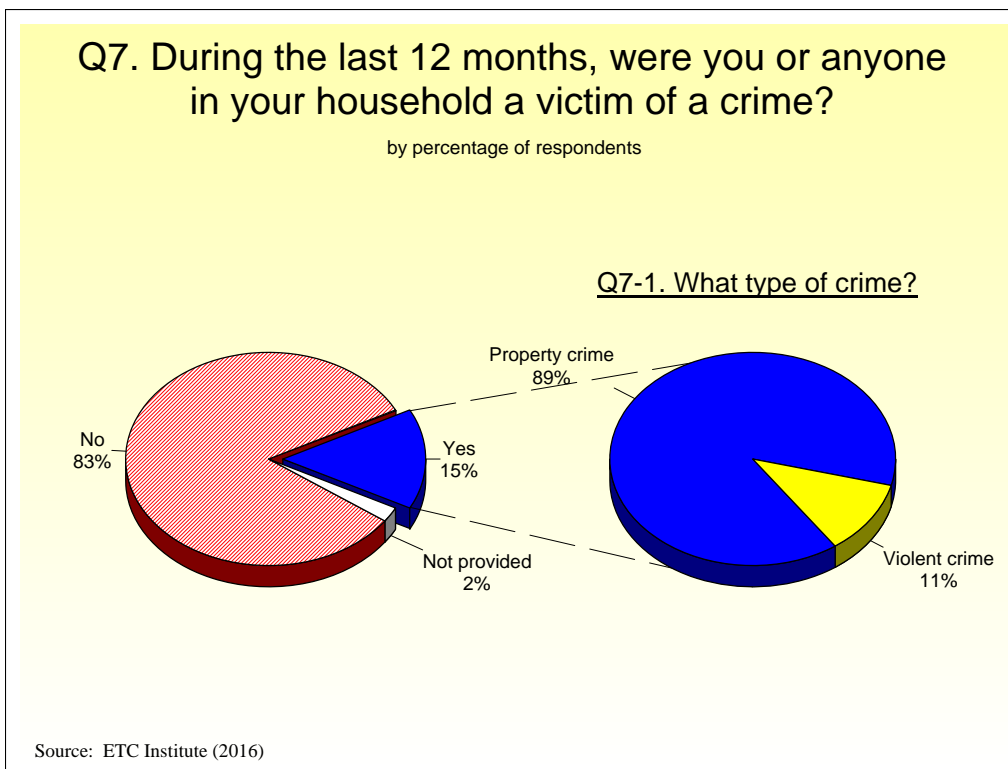
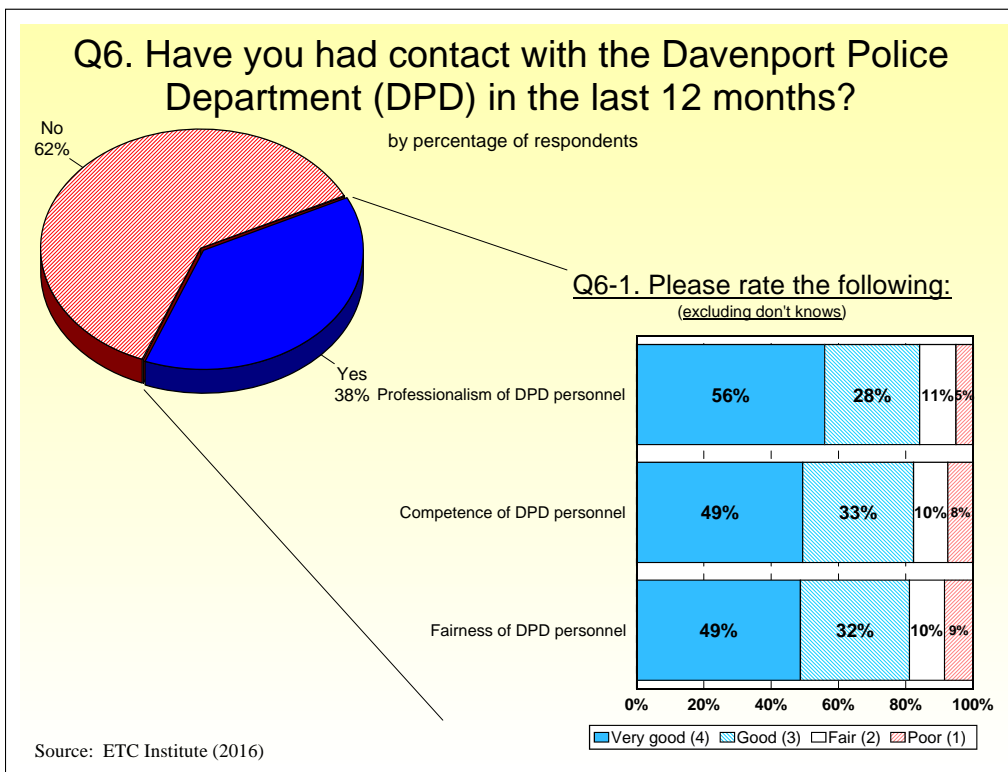
Source: ETC Institute (2016)

## 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

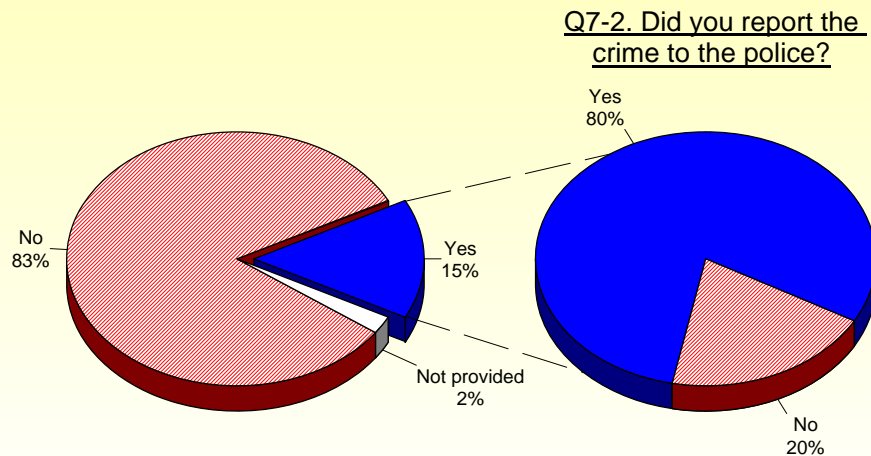


Source: ETC Institute (2016)



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

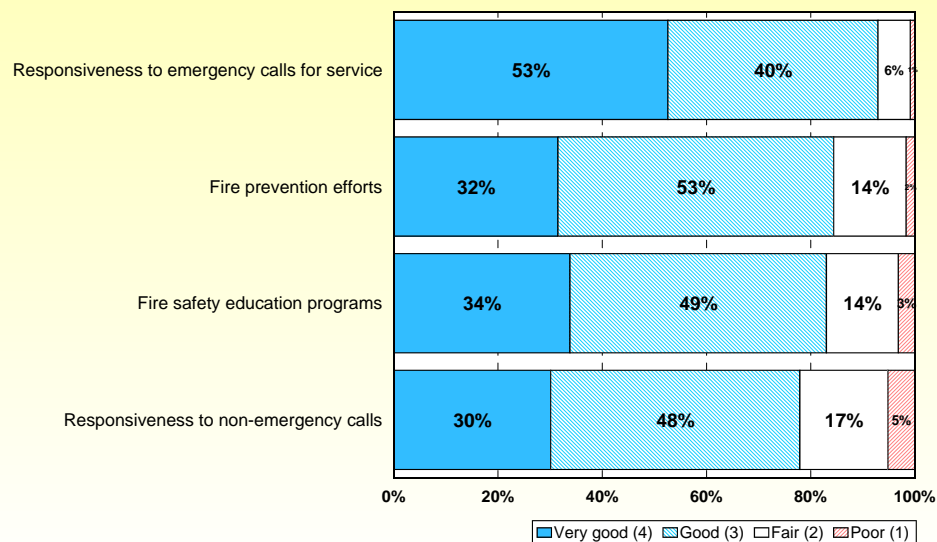
by percentage of respondents



Source: ETC Institute (2016)

## Q8. Ratings of Performance with Fire Services

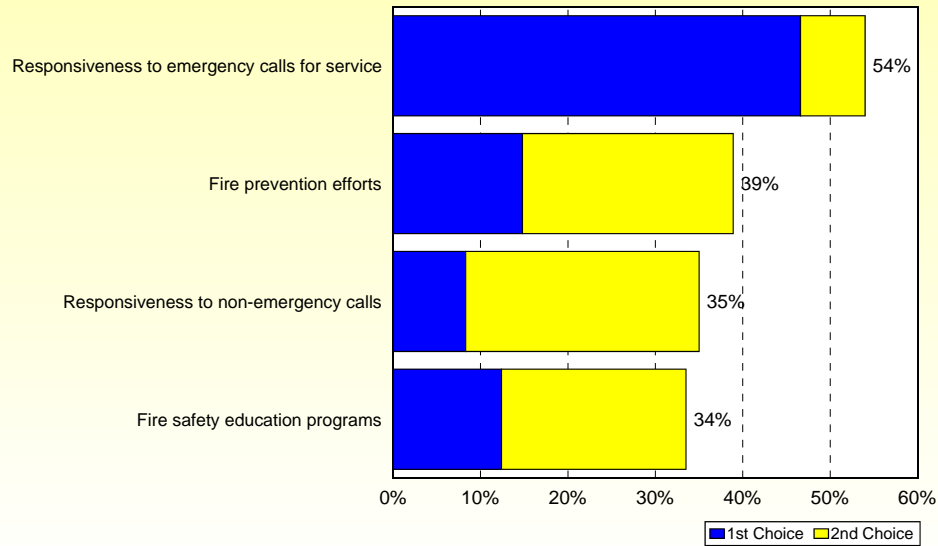
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (2016)

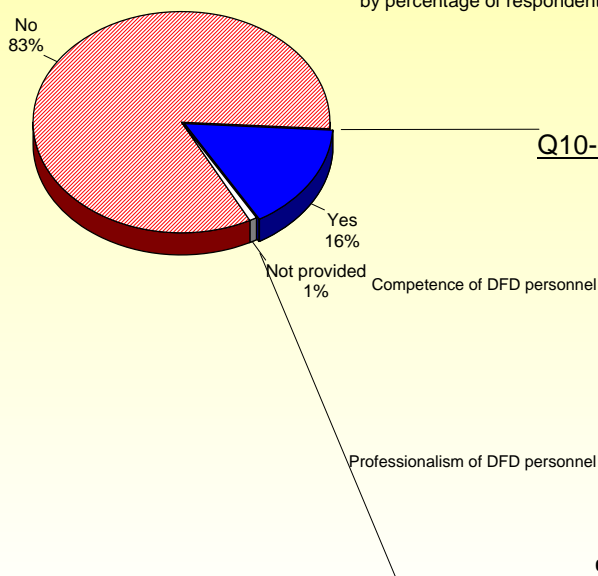
### Q9. Fire Services That Should Receive the Most Emphasis Over the Next Two Years

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

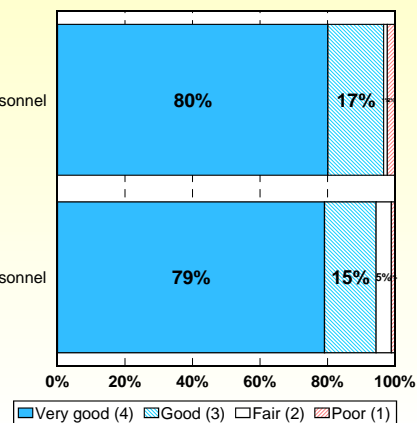


### Q10. Have you had contact with the Davenport Fire Department (DFD) in the last 12 months?

by percentage of respondents

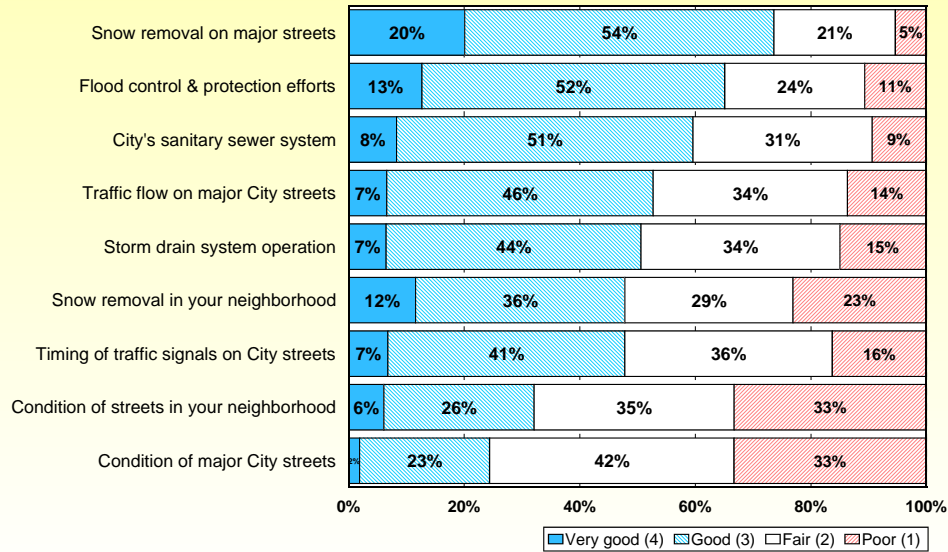


#### Q10-1. Please rate the following: (excluding don't knows)



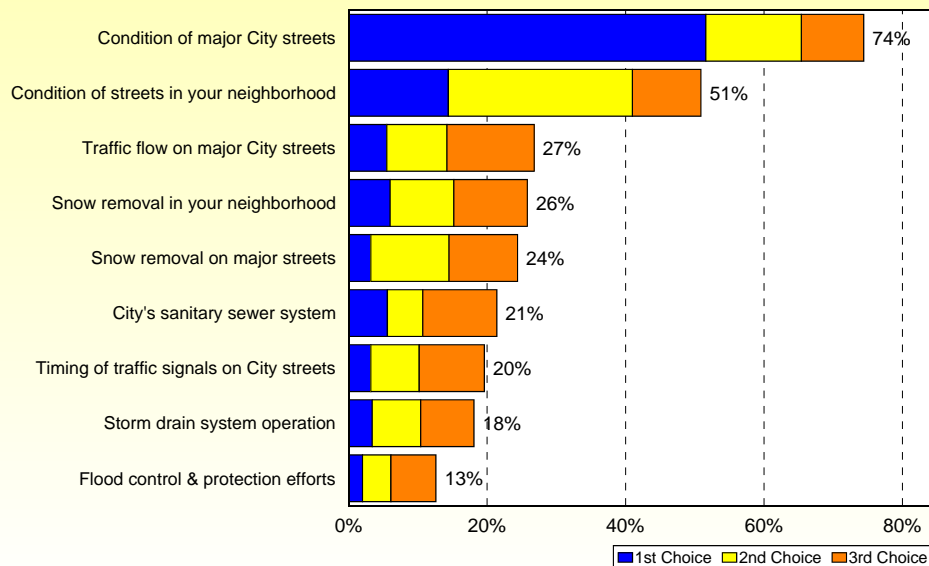
## Q11. Ratings of Performance with Streets and Infrastructure

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



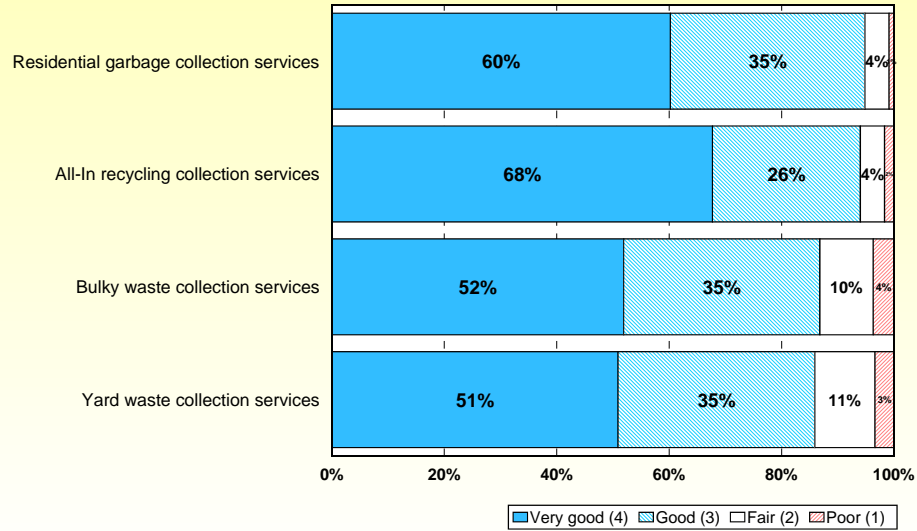
## Q12. Street and Infrastructure Services That Should be the City's Top Priorities for Improvement

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



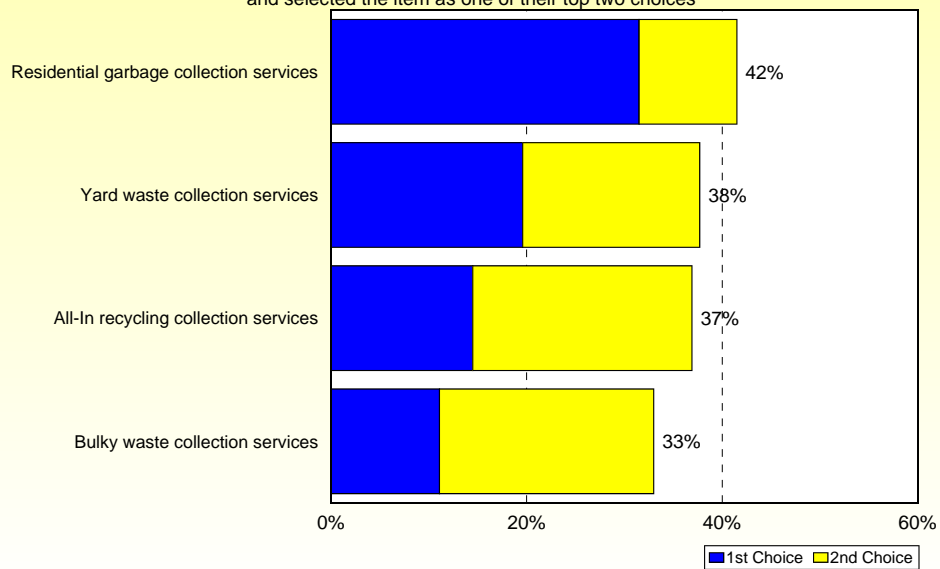
### Q13. Ratings of Performance with Solid Waste Services

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



### Q14. Solid Waste Services That Should be the City's Top Priorities for Improvement

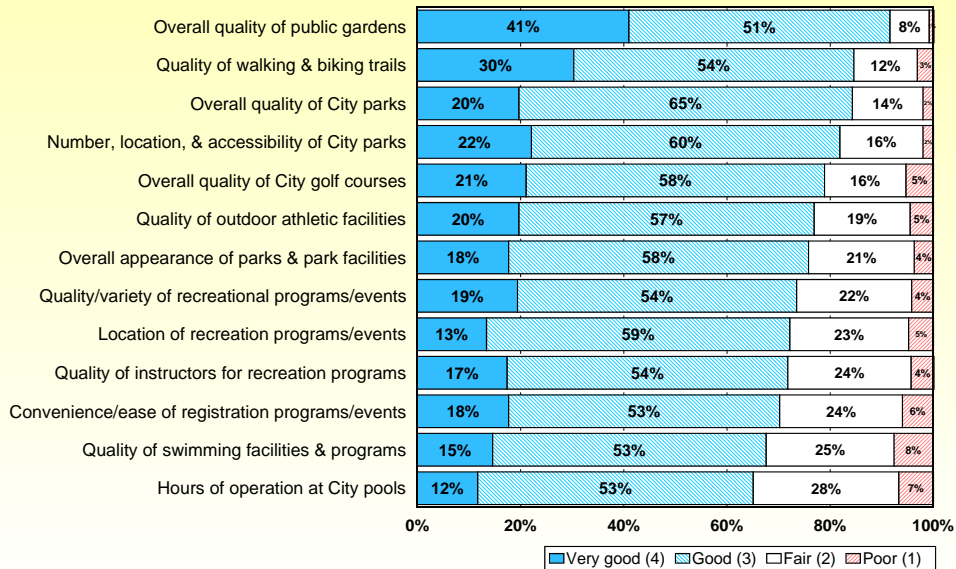
by percentage of respondents who have their garbage collected by the City and selected the item as one of their top two choices





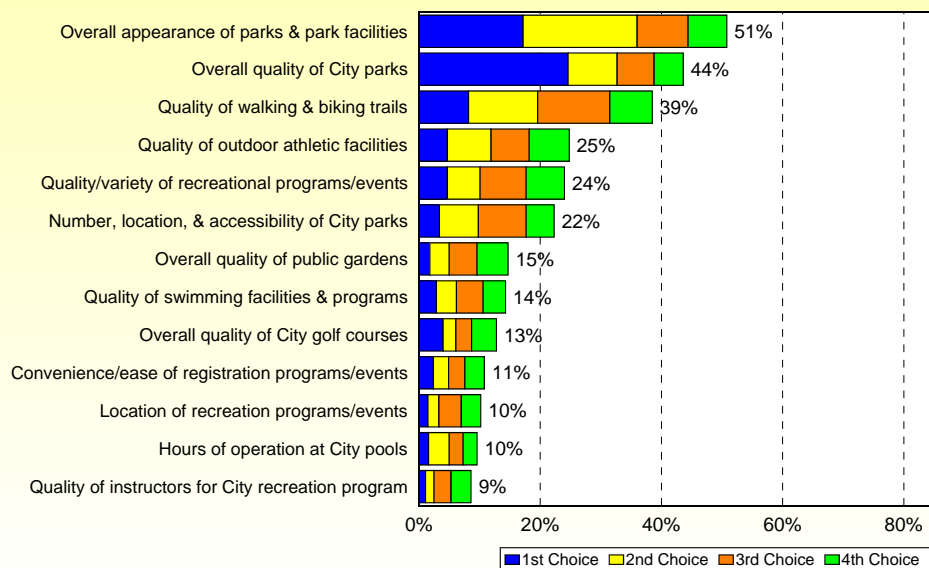
## Q15. Ratings of Performance with Parks and Recreation Services

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

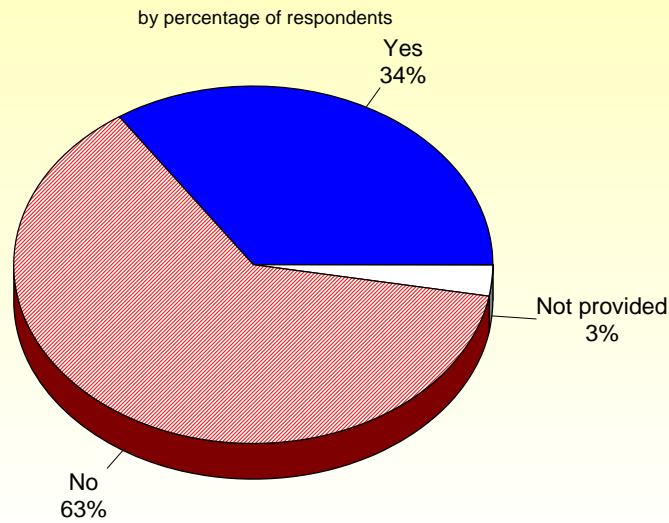


## Q16. Parks and Recreation Services That Should Receive the Most Emphasis Over the Next Two Years

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

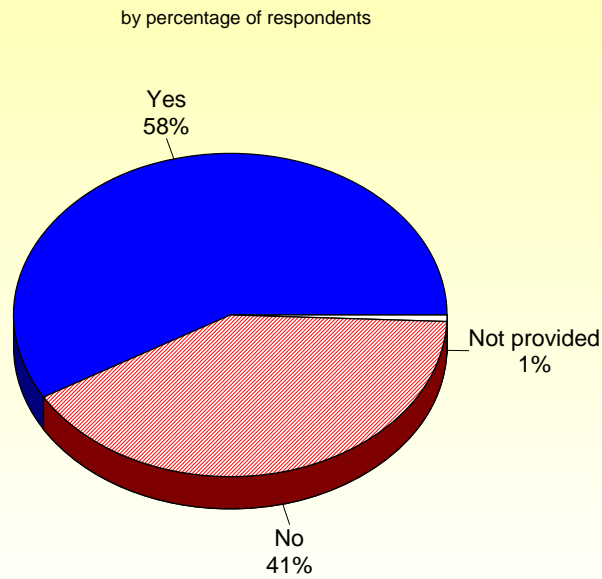


**Q17. Have you or other members of your household participated in any Parks & Recreation programs offered by the City of Davenport during the past 12 months or visited a City Park or outdoor recreational facility?**



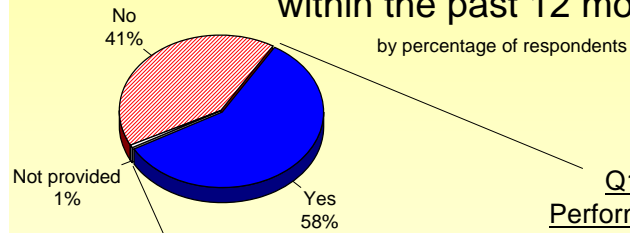
Source: ETC Institute (2016)

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

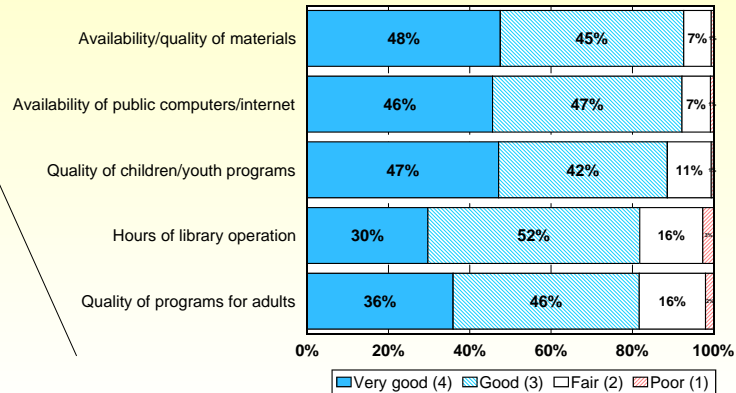


Source: ETC Institute (2016)

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

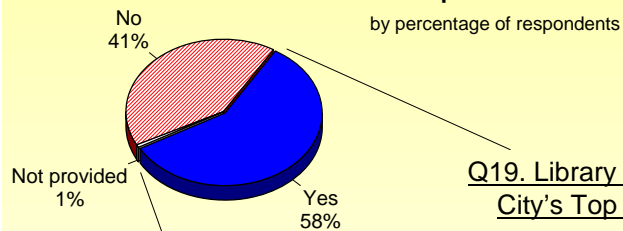


#### Q18-1. Rating the City's Performance Regarding Libraries (excluding don't knows)

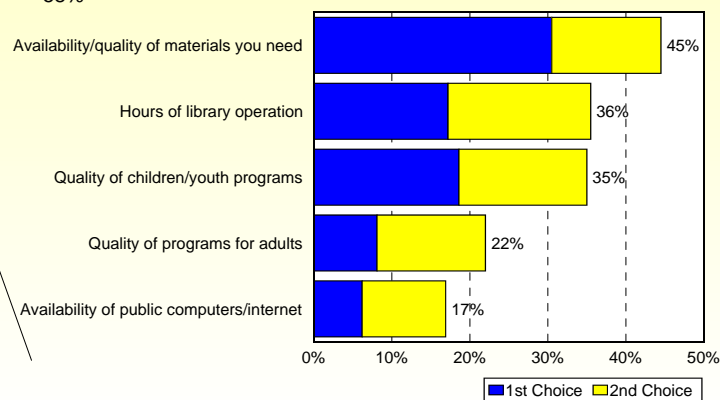


Source: ETC Institute (2016)

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



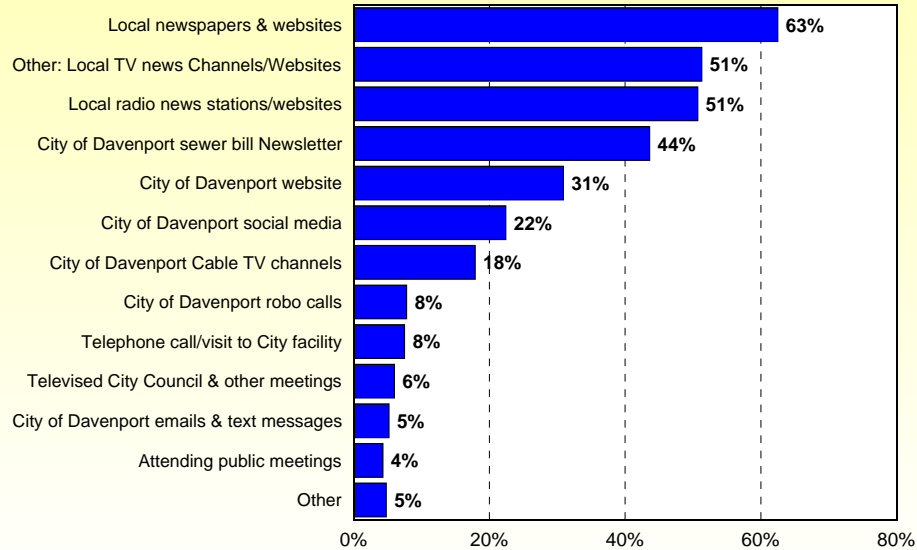
#### Q19. Library Services That Should be the City's Top Priorities for Improvement



Source: ETC Institute (2016)

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

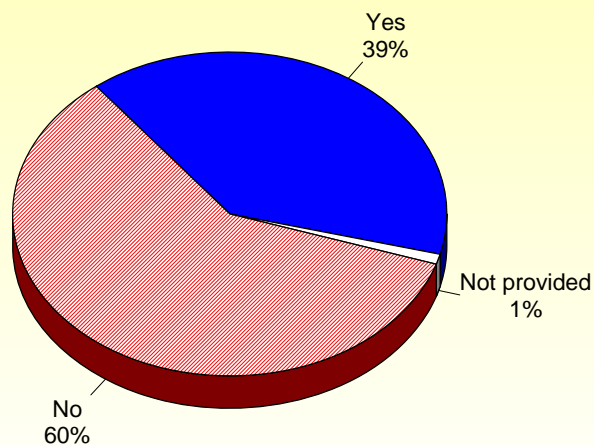
by percentage of respondents (multiple answers allowed)



Source: ETC Institute (2016)

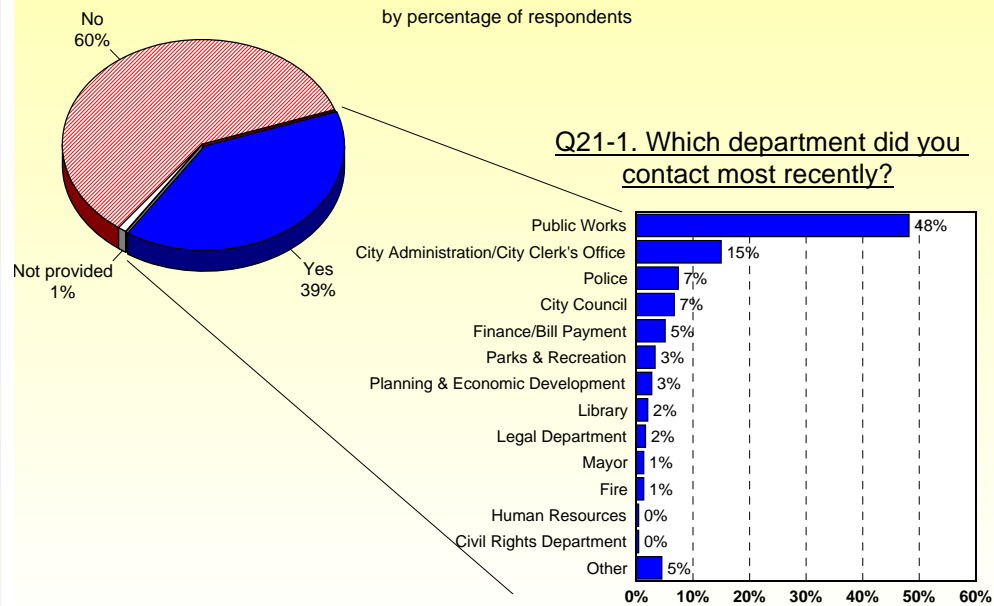
## Q21. Have you called, emailed or visited the City with a question, problem, or comment during the past year?

by percentage of respondents



Source: ETC Institute (2016)

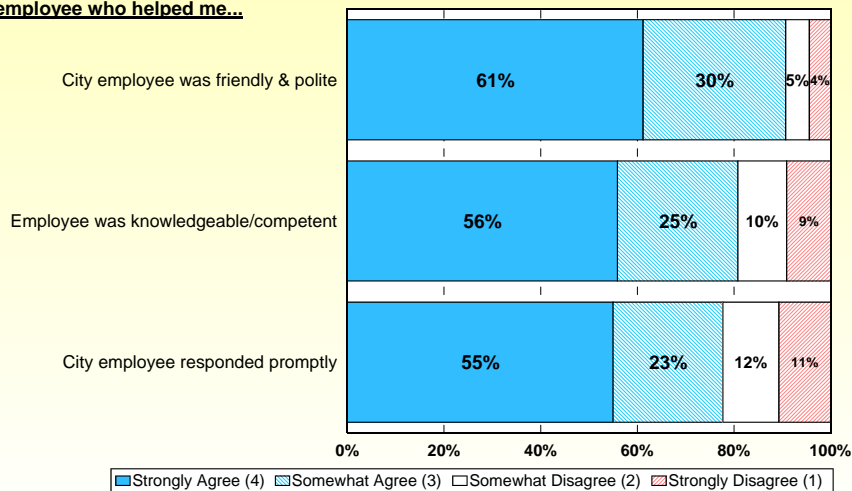
## Q21. Have you called, emailed or visited the City with a question, problem, or comment during the past year?



## Q21-2. 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)

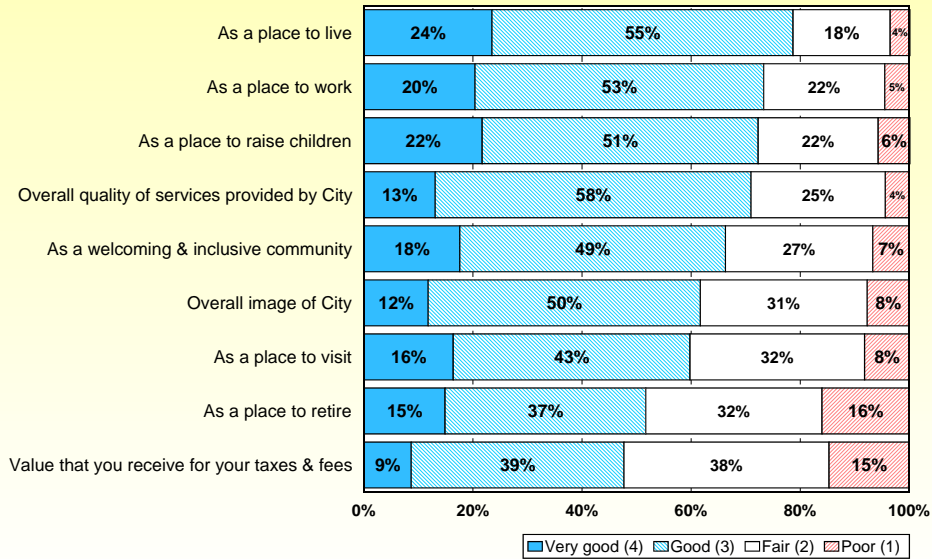
### The City employee who helped me...



Source: ETC Institute (2016)

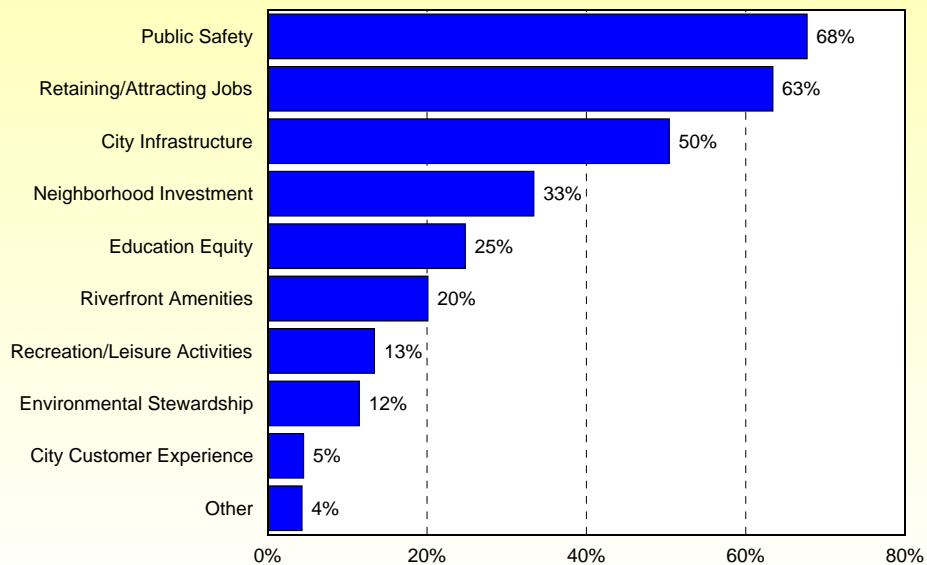
## Q22. Ratings of Performance with Overall Aspects of the City

by percentage of respondents (excluding don't knows)



## Q23. Community Issues Residents Felt Should Be the City's Top Priorities

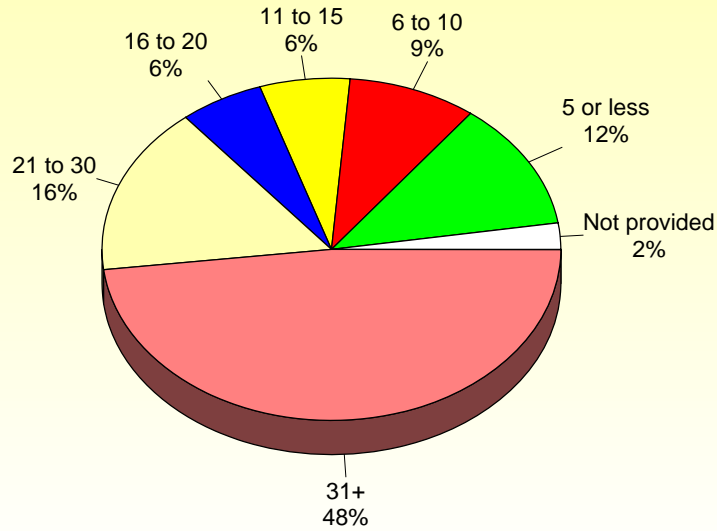
by percentage of respondents who selected the item as one of their top three choices





### Q24. Number of Years Lived in Davenport

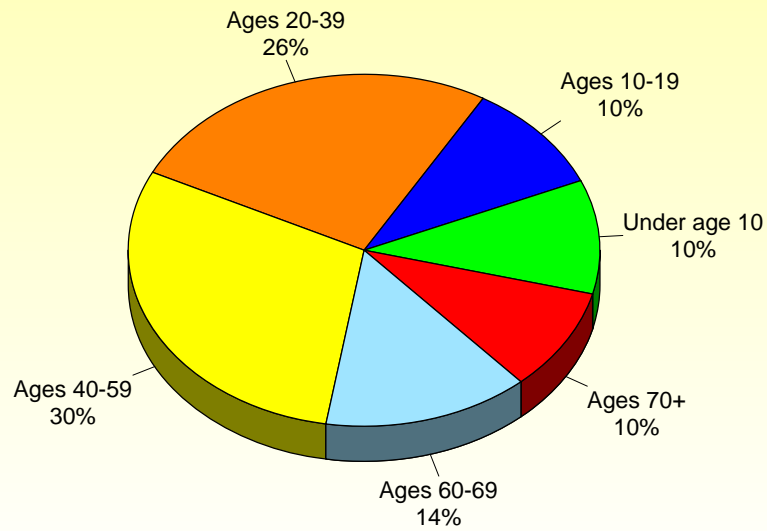
by percentage of respondents



Source: ETC Institute (2016)

### Q25. Demographics: Ages of People in Household

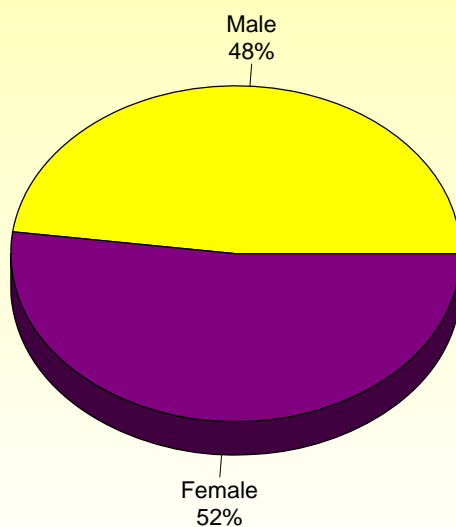
by percentage of household occupants



Source: ETC Institute (2016)

## Q26. Gender of Respondents

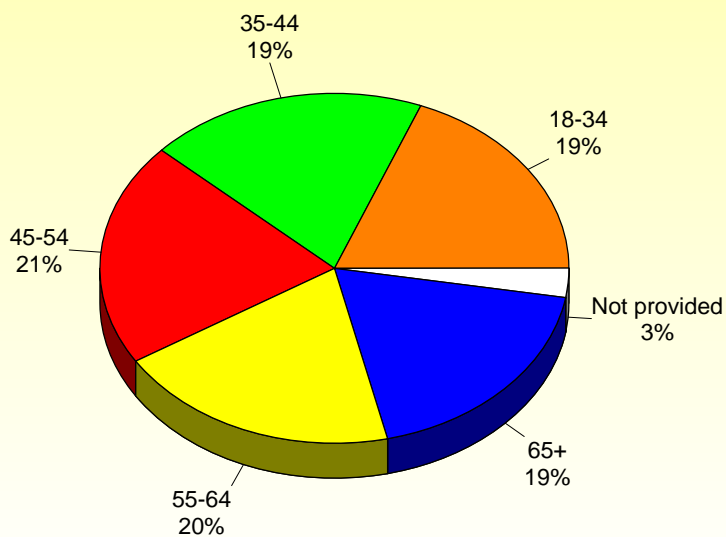
by percentage of respondents



Source: ETC Institute (2016)

## Q27. Respondent's Age

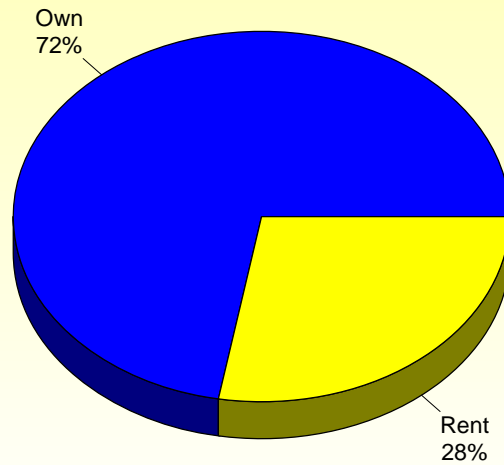
by percentage of respondents



Source: ETC Institute (2016)

### Q28. Do you own or rent your home?

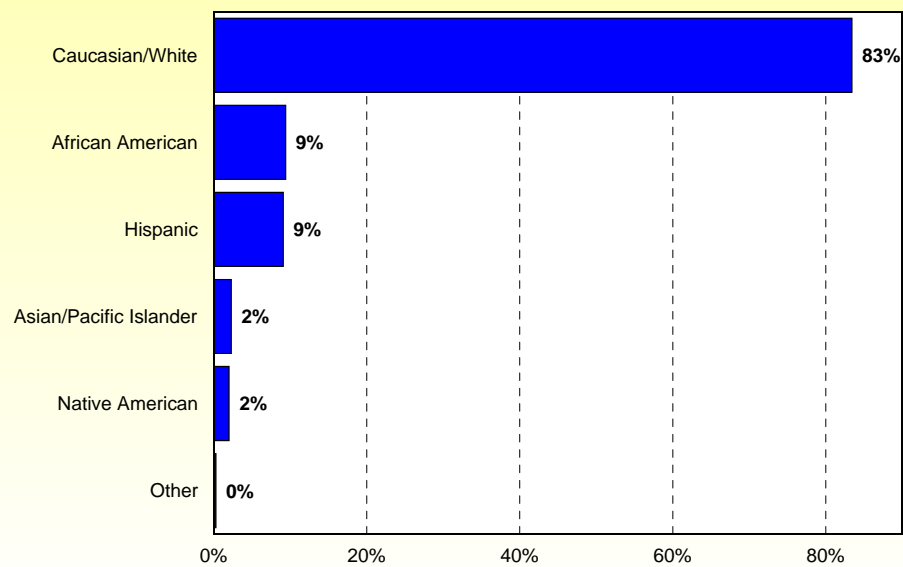
by percentage of respondents



Source: ETC Institute (2016)

### Q29. Race/Ethnic Group

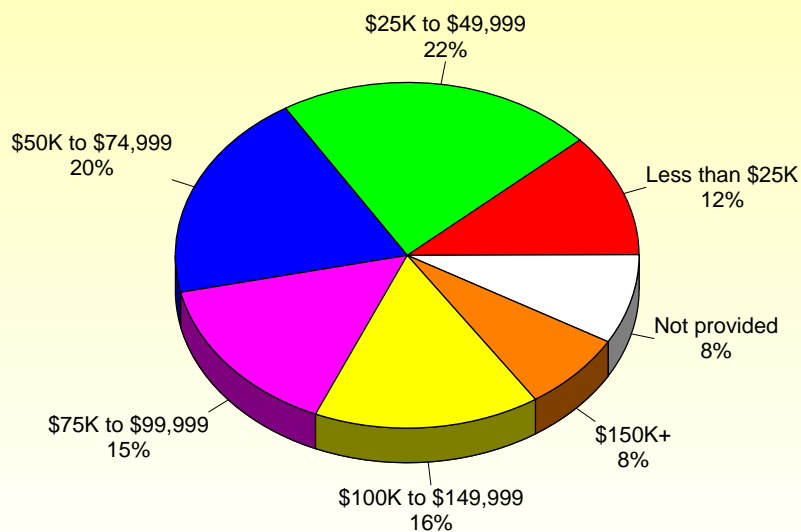
by percentage of respondents (multiple responses allowed)



Source: ETC Institute (2016)

### Q30. Total Annual Household Income in 2015

by percentage of respondents



Source: ETC Institute (2016)

## **Section 2**

### ***Trend Summary***

---

# 2016 City of Davenport Community Survey Trend Analysis

## Overview

In 2006, 2008, 2010, 2012, 2016, and 2016 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 2016 survey compare to the results of the City's 2008, 2010, 2012, and 2016 surveys, as many of the same questions were included on each of these surveys. This analysis summarizes significant changes from 2008 to 2016; given the sample size of both surveys, changes of 3.0% or more from 2008 to 2016 were statistically significant.

There were increases in positive ratings in 34 of the 68 items rated in both 2008 and 2016; and there were decreases in 34 items. There were significant increases in 24 of the 68 items rated from 2008 to 2016 and significant decreases in 16 items. The significant changes from 2008 to 2016 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 six of the nine overall performance items that were assessed in 2008 and 2016. There were significant increases in three areas:
  - Ratings of the overall image of the City increased 14.7% from 47% in 2008 to 61.7% in 2016.
  - Ratings overall value received for City tax dollars and fees increased 3.7% from 44% in 2008 to 47.7% in 2016.
  - Ratings of the City as a place to retire increased 4.7% from 47% in 2008 to 51.7% in 2016.

There were decreases in positive ratings in three overall performance items that were rated in 2008 and 2016. There was a significant decrease in one area:

  - Ratings of the City as a place to live decreased 3.3% from 82% in 2008 to 78.7% in 2016.
- **Ratings of the Major Categories of City Services.** Positive ratings increased or stayed the same in seven of the 10 major categories of City services that were assessed in 2008 and 2016. There were significant increases in all seven areas:



- Ratings of the overall quality of library services increased 2.7% from 90% in 2008 to 92.7% in 2016.
- Ratings of the overall efforts to attract and retain businesses increased 18.1% from 32% in 2008 to 50.1% in 2016.
- Ratings of the overall quality of neighborhoods increased 6.5% from 49% in 2008 to 55.5% in 2016.
- Ratings of the effectiveness of City engagement with the public increased 4.9% from 52% in 2008 to 56.9% in 2016.
- Ratings of the overall quality of garbage and recycling collection increased 8.7% from 82% in 2008 to 90.7% in 2016.
- Ratings of the overall quality of City parks and recreation programs and facilities increased 2.7% from 81% in 2008 to 83.7% in 2016.
- Ratings of the overall quality of police services increased 4.2% from 78% in 2008 to 82.2% in 2016.

There were decreases in positive ratings in three of the major categories of City services that were rated in 2008 and 2016. There was a significant decrease in one area:

- Ratings of the overall quality of City streets and infrastructure decreased 7.1% from 28% in 2008 to 20.9% in 2016, this is an increase from the 2014 results however.

- **Ratings of Police Services.** Positive ratings increased or stayed the same in seven of the eight police services that were rated in 2008 and 2016. There were significant increases in two areas:

- Ratings of the visibility of police in retail areas increased 7.5% from 42% in 2008 to 49.5% in 2016.
- Ratings of the responsiveness to investigations of criminal offenses increased 2.7% from 58% in 2008 to 60.7% in 2016.

There were decreases in positive ratings in one police service that was rated in 2008 and 2016. There was a significant decrease in one area:

- Ratings of traffic enforcement decreased 3.9% from 62% in 2008 to 58.1% in 2016.

- **Ratings of Police Department Personnel.** Positive ratings have decreased in one area of police department personnel that were rated in 2008 and 2016. There was a significant increase in only one area:

- Ratings of the competence of DPD personnel increased 4.3% from 78% in 2008 to 82.3% in 2016.

- **Ratings of Fire Services.** Positive ratings have decreased in all four fire services that were rated in 2008 and 2016. There were a significant decreases in two areas:
  - Ratings of fire safety education programs decreased 5% from 88% in 2008 to 83% in 2016.
  - Ratings of the responsiveness of fire personnel to non-emergency or calls for assistance decreased 5.1% from 83% in 2008 to 77.9% in 2016.
  
- **Ratings of Streets and Infrastructure.** Positive ratings increased in four of the nine areas of streets and infrastructure that were rated in 2008 and 2016. There were significant increases in all four areas:
  - Ratings of flood control and protection efforts increased 23.1% from 42% in 2008 to 65.1% in 2016.
  - Ratings of snow removal in your neighborhood increased 12.8% from 35% in 2008 to 47.8% in 2016.
  - Ratings of the storm drain system operation increased 11.6% from 39% in 2008 to 50.6% in 2016.
  - Ratings of City's sanitary sewer system increased 9.6% from 50% in 2008 to 59.6% in 2016.

There were decreases in positive ratings in five of the nine areas of streets and infrastructure that were rated in 2008 and 2016. There were significant decreases in three areas:

  - Ratings of the condition of streets in your neighborhood decreased 9.9% from 42% in 2008 to 32.1% in 2016.
  - Ratings of traffic flow on major City streets decreased 8.3% from 61% in 2008 to 52.7% in 2016.
  - Ratings of the timing of traffic signals on City streets decreased 5.2% from 53% in 2008 to 47.8% in 2016.
  
- **Ratings of Solid Waste Services.** Positive ratings have increased in two of the four solid waste services that were rated in 2008 and 2016. Positive ratings have decreased in the other solid waste service that was rated in 2008 and 2016. There were no significant decreases in positive ratings in any of the solid waste services that were rated in 2008 and 2016. There were significant increases in two areas:
  - Ratings of recycling collection services increased 5% from 89% in 2008 to 94% in 2016.
  - Ratings of bulky waste collection services increased 2.8% from 84% in 2008 to 86.8% in 2016.

- **Ratings of Parks and Recreation Services.** Positive ratings increased in two of the 13 parks and recreation services that were rated in 2008 and 2016. There were significant increases in two areas:

- Ratings of the hours of operation of City pools increased 5.1% from 60% in 2008 to 65.1% in 2016.
- Ratings of number, location, and accessibility of City parks increased 2.9% from 79% in 2008 to 81.9% in 2016.

There were decreases in positive ratings in 11 of the 13 parks and recreation services that were rated in 2008 and 2016. There were significant decreases in eight areas:

- Ratings of the overall quality of City golf courses decreased 15.1% from 94% in 2008 to 78.9% in 2016.
- Ratings of the overall swimming facilities and programs decreased 8.4% from 76% in 2008 to 67.6% in 2016.
- Ratings of the overall quality and variety of recreational programs and events decreased 6.5% from 80% in 2008 to 73.5% in 2016.
- Ratings of the overall quality of walking and biking trails in the City decreased 4.4% from 89% in 2008 to 84.6% in 2016.
- Ratings of the overall quality of public gardens decreased 3.4% from 95% in 2008 to 91.6% in 2016.
- Ratings of the overall quality of instructors for recreation programs decreased 3.2% from 75% in 2008 to 71.8% in 2016.
- Ratings of the location of recreation programs and events decreased 2.8% from 75% in 2008 to 72.2% in 2016.
- Ratings of the overall quality of City parks decreased 2.7% from 87% in 2008 to 84.3% in 2016.

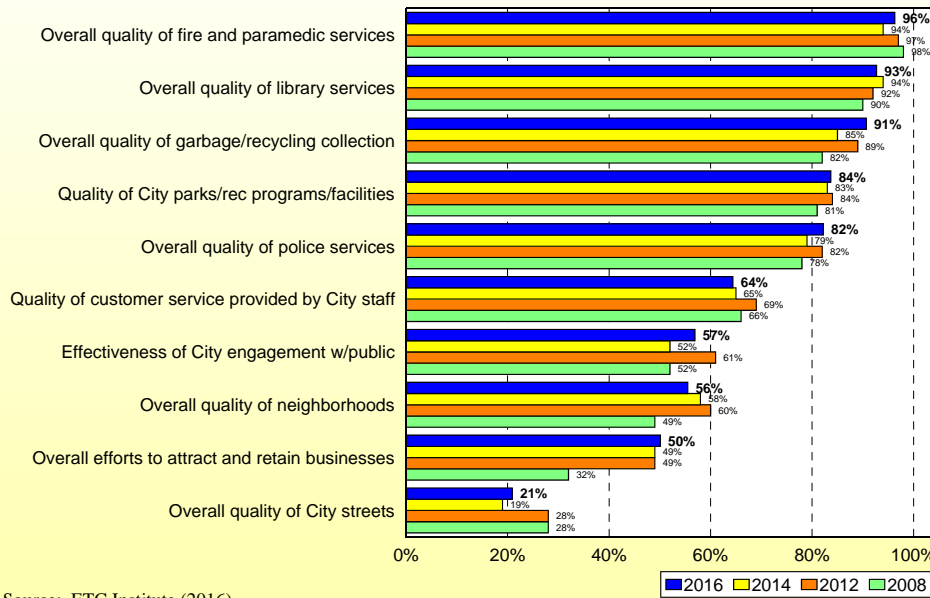
- **Ratings of Library Services.** Positive ratings have increased three of the five library services that were rated in 2008 and 2016. Positive ratings have decreased in the other two library service that was rated in 2008 and 2016. There was a significant increase in three areas:

- Ratings of the hours of library operation increased 7.8% from 74% in 2008 to 81.8% in 2016.
- Ratings of the availability of public computers and internet access increased 4.2% from 88% in 2008 to 92.2% in 2016.

- Ratings of the availability and quality of materials needed increased 3.6% from 89% in 2008 to 92.6% in 2016.
- **Ratings of City Customer Service**. Positive ratings have decreased in two of the three of city customer service that were rated in 2008 and 2016. There were no significant decreases or increases in this category.

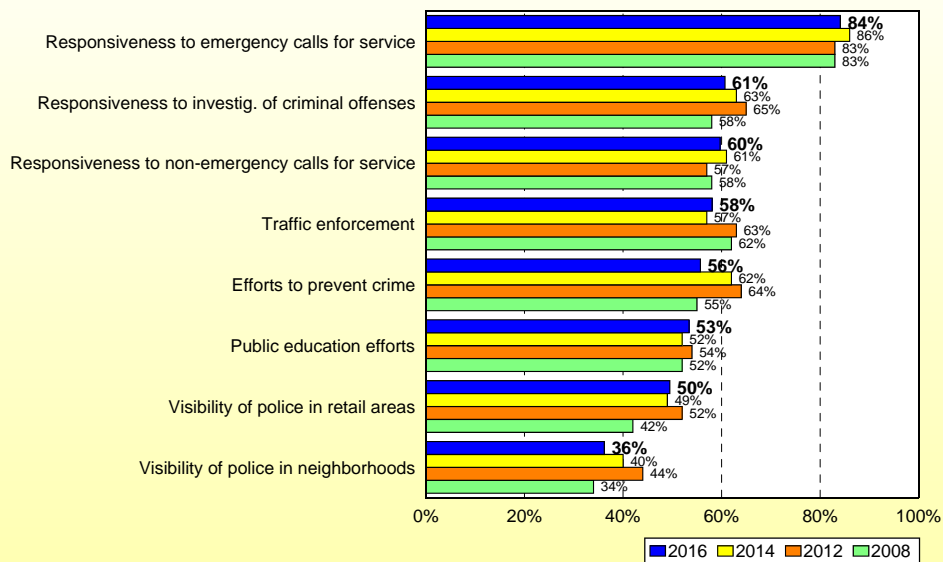
## Trends: Ratings of Performance with Major Categories of City Services (2008 to 2016)

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



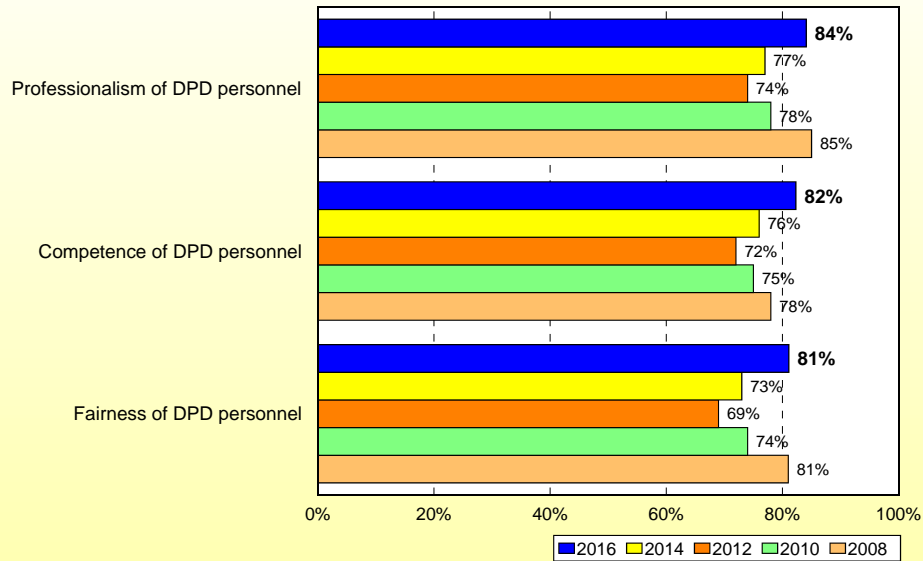
## Trends: Ratings of Performance with Police Services (2008 to 2014)

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



## Trends: Ratings of the Contact With the Davenport Police Department - DPD (2008 to 2016)

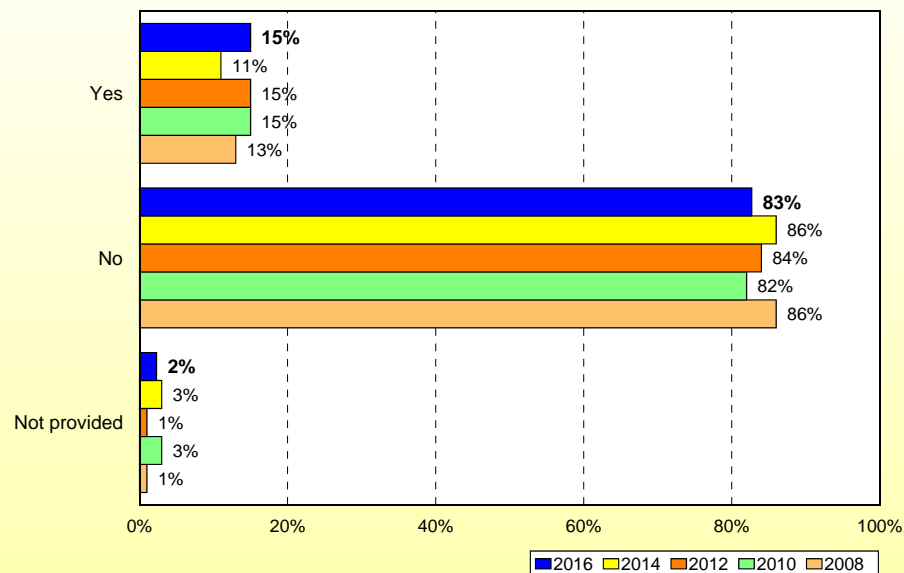
by percentage of respondents who rated the item as a 3 or 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (2016)

## Trends: During the last 12 months, were you or anyone in your household a victim of a crime? (2008 to 2016)

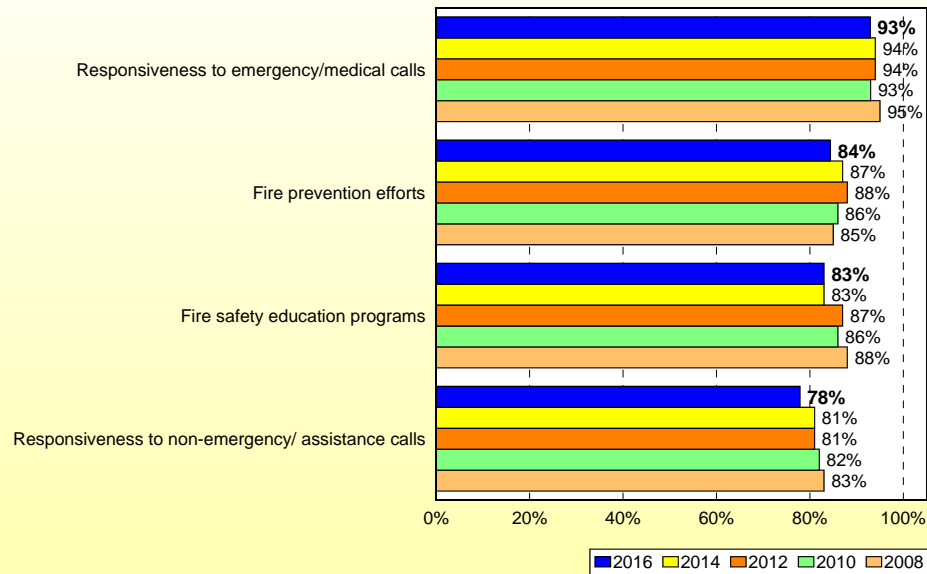
by percentage of respondents



Source: ETC Institute (2016)

## Trends: Ratings of Performance with Fire Services (2008 to 2016)

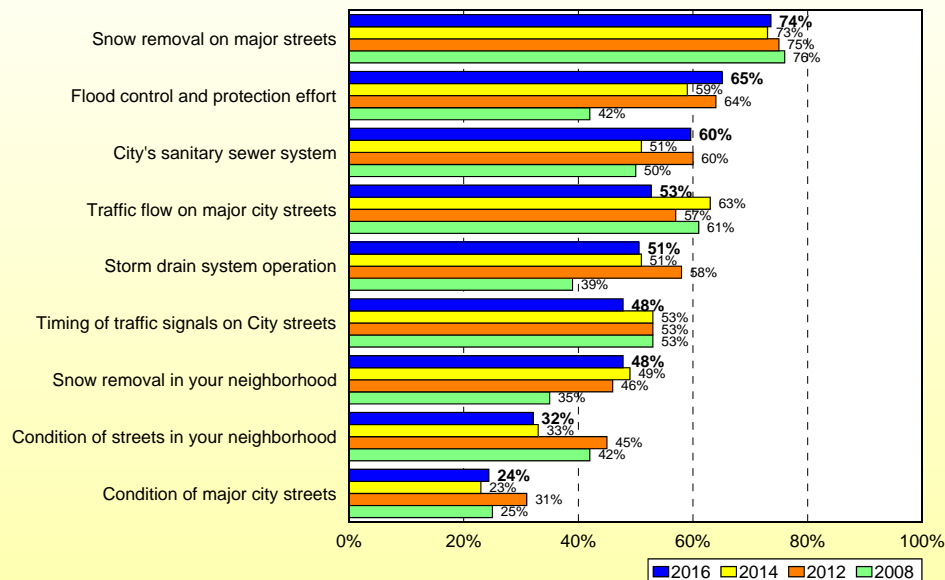
by percentage of respondents who rated the item as a 3 or 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (2016)

## Trends: Ratings of Performance with Streets and Infrastructure (2008 to 2016)

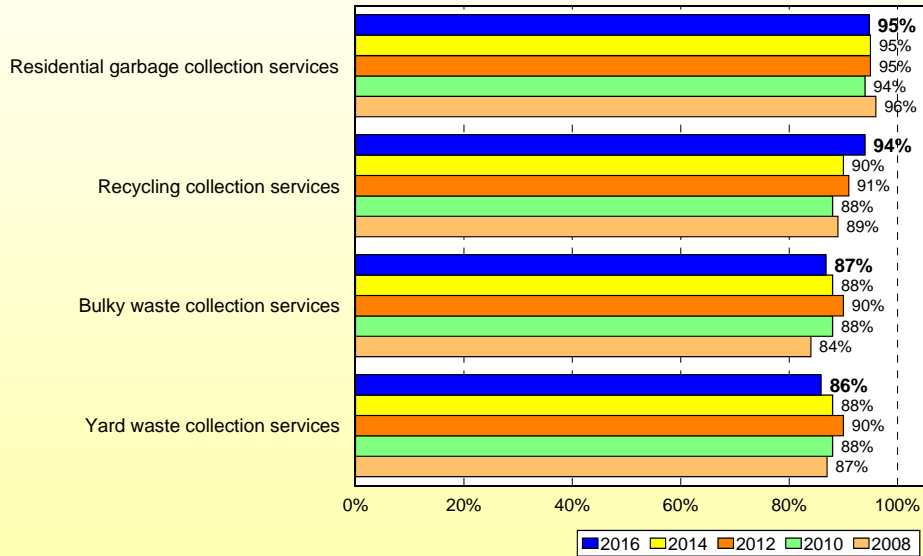
by percentage of respondents who rated the item as a 3 or 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (2016)

## Trends: Ratings of Performance with Solid Waste Services (2008 to 2016)

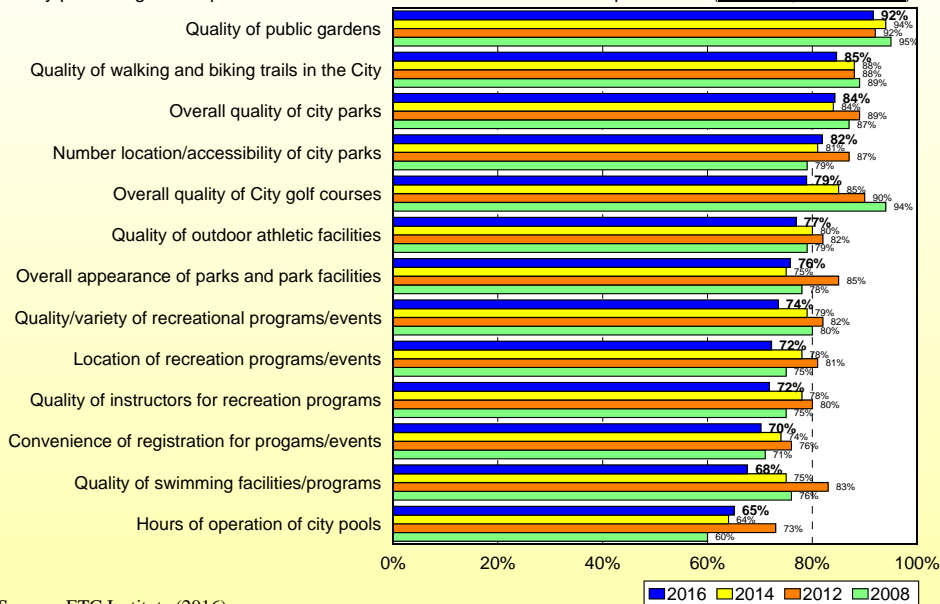
by percentage of respondents who rated the item as a 3 or 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (2016)

## Trends: Ratings of Performance with Parks and Recreation (2008 to 2016)

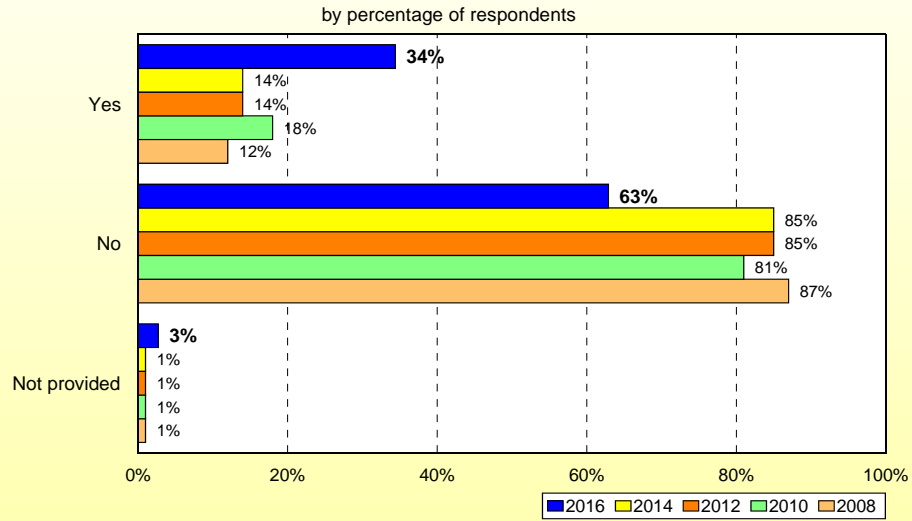
by percentage of respondents who rated the item as a 3 or 4 on a 4-point scale (excluding don't knows)



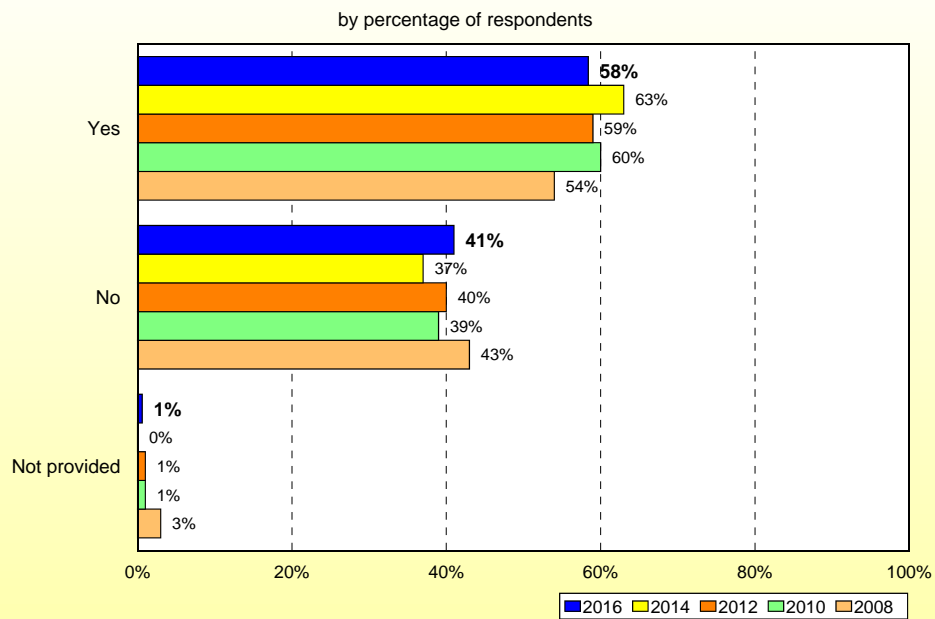
Source: ETC Institute (2016)



### 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 2016)

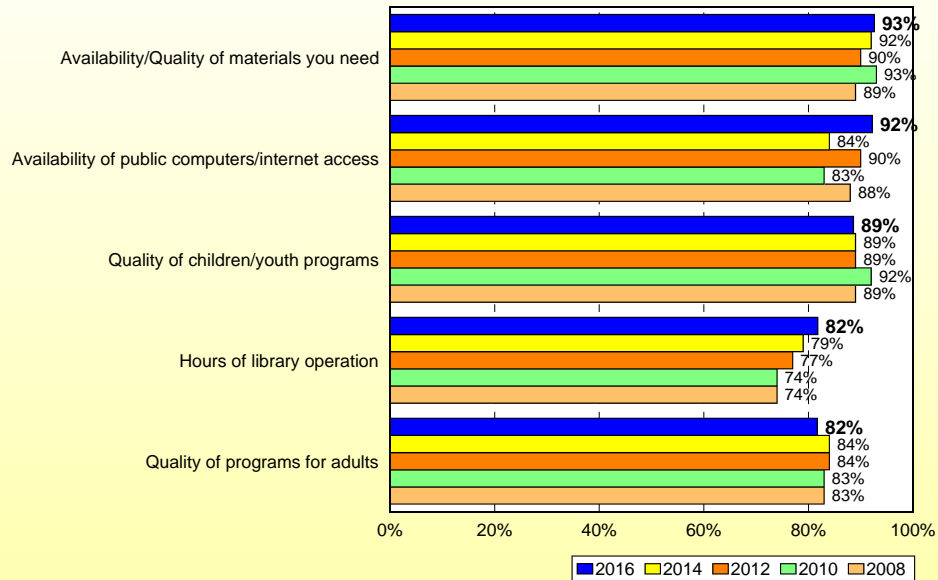


### Trends: Have you used a Davenport library facility within the past 12 months? (2008 to 2016)



## Trends: Ratings of Performance with Libraries (2008 to 2016)

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

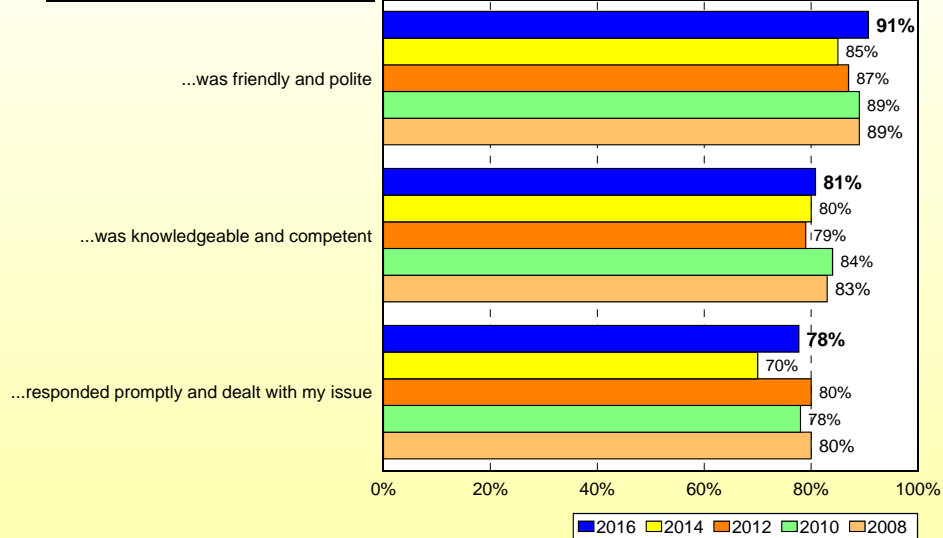


Source: ETC Institute (2016)

## Trends: Level of Agreement with Various Statements About City Customer Service (2008 to 2016)

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

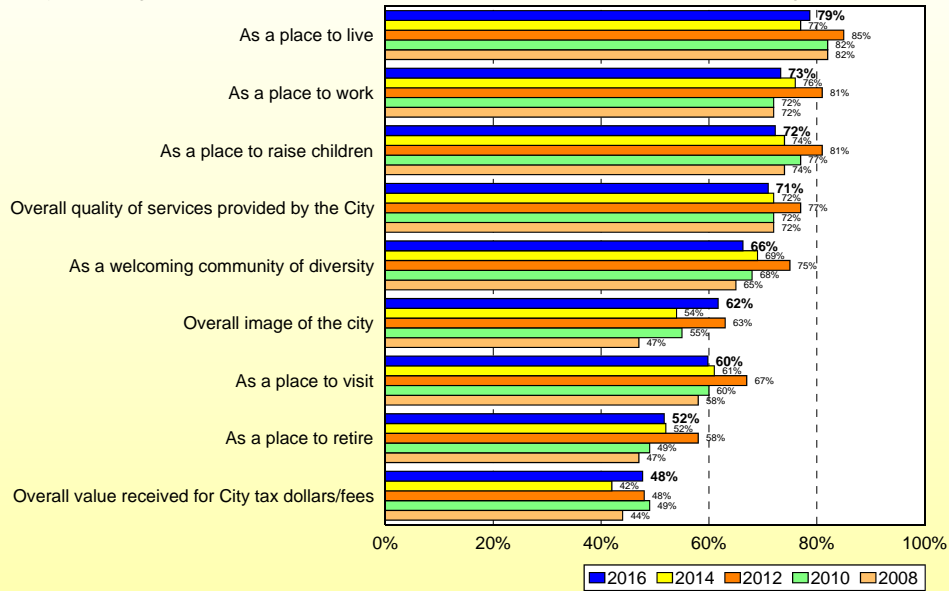
### The City employee who helped me...



Source: ETC Institute (2016)

## Trends: Ratings of Performance with Overall Aspects of the City (2008 to 2016)

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



## **Section 3**

# ***Importance-Satisfaction Analysis***

---

# 2016 City of Davenport Community Survey

## Importance-Satisfaction Analysis

### 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 which City services they thought should receive the most emphasis over the next two years. Thirty-nine percent (80%) selected "overall quality of City streets" as one of the most important City service issues to emphasize over the next two years.

With regard to satisfaction, 21% of the residents surveyed rated their overall satisfaction with "overall quality of City streets" 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 "overall quality of City streets" was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 80% was multiplied by 79% (1-0.21). This calculation yielded an I-S rating of 0.6320, which ranked first out of 13 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.

## 2016 Importance-Satisfaction Rating

### City of Davenport

### Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (IS &gt; .20)</b>						
Overall quality of City streets	80%	1	21%	13	0.6320	1
Overall quality of neighborhoods	49%	2	56%	10	0.2194	2
City's efforts to attract & retain businesses	42%	3	50%	12	0.2116	3
<b>High Priority (IS .10-.20)</b>						
Overall quality of City sewer system	34%	5	55%	11	0.1531	4
Overall quality of Davenport's riverfront amenities	29%	6	56%	9	0.1270	5
<b>Medium Priority (IS &lt; .10)</b>						
Overall effectiveness of City's engagement with the public	20%	8	57%	8	0.0871	6
Overall quality of police services	42%	4	82%	5	0.0740	7
City's efforts to attract & hire a minority workforce	9%	10	62%	7	0.0351	8
Overall quality of City parks, recreation programs & facilities	18%	9	84%	4	0.0285	9
Overall quality of customer experience in City interactions	8%	11	64%	6	0.0285	10
Overall quality of fire & paramedic services	21%	7	96%	1	0.0077	11
Overall quality of garbage & recycling collection services	6%	12	91%	3	0.0055	12
Overall quality of library services	2%	13	93%	2	0.0016	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 be the City's top priorities.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "4" and "4" excluding 'don't knows.' Respondents ranked the performance of each of the items on a scale of 1 to 4 with "4" being Good and "1" being Poor.

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## 2016 Importance-Satisfaction Rating

### City of Davenport

### Police Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (IS &gt; .20)</b>						
Efforts to prevent crime	64%	1	56%	5	0.2840	1
Visibility of police in your neighborhood	37%	2	36%	8	0.2335	2
<b>High Priority (IS .10-.20)</b>						
Public education efforts	30%	5	53%	6	0.1379	3
Responsiveness to investigations of criminal offenses	32%	4	61%	2	0.1273	4
Visibility of police in retail areas	23%	7	50%	7	0.1146	5
<b>Medium Priority (IS &lt; .10)</b>						
Responsiveness to non-emergency/assistance calls for service	25%	6	60%	3	0.0999	6
Traffic enforcement	20%	8	58%	4	0.0855	7
Responsiveness to emergency calls for service	35%	3	84%	1	0.0563	8

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

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "4" and "4" excluding 'don't knows.' Respondents ranked the performance of each of the items on a scale of 1 to 4 with "4" being Good and "1" being Poor.

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## 2016 Importance-Satisfaction Rating

### City of Davenport

### Fire Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Medium Priority (IS &lt; 10)</b>						
Responsiveness to non-emergency/assistance calls for service	35%	3	78%	4	0.0774	1
Fire prevention efforts	39%	2	84%	2	0.0607	2
Fire safety education programs (i.e. smoke house, school programs, etc.)	34%	4	83%	3	0.0570	3
Responsiveness to emergency calls for service, including medical emergencies	54%	1	93%	1	0.0383	4

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

**Most Important %:**

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "4" and "4" excluding 'don't knows.' Respondents ranked the performance of each of the items on a scale of 1 to 4 with "4" being Good and "1" being Poor.

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## 2016 Importance-Satisfaction Rating

### City of Davenport

### Sustainable Infrastructure

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very High Priority (IS &gt; .20)</b>						
Condition of major City streets (potholes, cleanliness, etc.)	74%	1	24%	9	0.5625	1
Condition of streets in your neighborhood (potholes, etc.)	51%	2	32%	8	0.3456	2
<b>High Priority (IS .10-.20)</b>						
Snow removal in your neighborhood	26%	4	48%	6	0.1347	3
Traffic flow on major City streets	27%	3	53%	4	0.1268	4
Timing of traffic signals on City streets	20%	7	48%	7	0.1023	5
<b>Medium Priority (IS &lt; .10)</b>						
Storm drain system operation	18%	8	51%	5	0.0894	6
City's sanitary sewer system	21%	6	60%	3	0.0865	7
Snow removal on major streets	24%	5	74%	1	0.0644	8
Flood control & protection efforts	13%	9	65%	2	0.0440	9

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

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "4" and "4" excluding 'don't knows.' Respondents ranked the performance of each of the items on a scale of 1 to 4 with "4" being Good and "1" being Poor.

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## 2016 Importance-Satisfaction Rating

### City of Davenport

### Solid Waste Services

Category of Service	Most Important		Satisfaction %	Satisfaction Rank	Importance-	
	Most Important %	Rank			Satisfaction Rating	I-S Rating Rank
<b>Medium Priority (IS &lt; .10)</b>						
Yard waste collection services	38%	2	86%	4	0.0532	1
Bulky waste collection services	33%	4	87%	3	0.0436	2
All-In recycling collection services	37%	3	94%	2	0.0221	3
Residential garbage collection services	42%	1	95%	1	0.0216	4

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

**Most Important %:**

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "4" and "4" excluding 'don't knows.' Respondents ranked the performance of each of the items on a scale of 1 to 4 with "4" being Good and "1" being Poor.

## 2016 Importance-Satisfaction Rating

### City of Davenport

### Parks and Recreation Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>High Priority (IS .10-.20)</b>						
Overall appearance of parks & park facilities	51%	1	76%	7	0.1229	1
<b>Medium Priority (IS &lt;.10)</b>						
Overall quality of City parks	44%	2	84%	3	0.0685	2
Quality & variety of recreational programs/events offered by City	24%	5	74%	8	0.0636	3
Quality of walking & biking trails in City of Davenport	39%	3	85%	2	0.0593	4
Quality of outdoor athletic facilities	25%	4	77%	6	0.0573	5
Quality of swimming facilities & programs	14%	8	68%	12	0.0463	6
Number, location, & accessibility of City parks	22%	6	82%	4	0.0404	7
Hours of operation at City pools	10%	12	65%	13	0.0335	8
Convenience & ease of registration for recreation programs/events	11%	10	70%	11	0.0322	9
Location of recreation programs/events	10%	11	72%	9	0.0284	10
Overall quality of City golf courses	13%	9	79%	5	0.0270	11
Quality of instructors for City recreation programs	9%	13	72%	10	0.0243	12
Overall quality of public gardens (VanderVeer, Duck Creek)	15%	7	92%	1	0.0123	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 be the City's top priorities.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "4" and "4" excluding 'don't knows.' Respondents ranked the performance of each of the items on a scale of 1 to 4 with "4" being Good and "1" being Poor.

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## 2016 Importance-Satisfaction Rating

### City of Davenport

### Library Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Medium Priority (IS &lt; 10)</b>						
Hours of library operation	36%	2	82%	4	0.0646	1
Quality of programs for adults	22%	4	82%	5	0.0403	2
Quality of children/youth programs	35%	3	89%	3	0.0399	3
Availability & quality of materials you need at libraries	45%	1	93%	1	0.0329	4
Availability of public computers & internet access at libraries	17%	5	92%	2	0.0132	5

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

**Most Important %:**

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "4" and "4" excluding 'don't knows.' Respondents ranked the performance of each of the items on a scale of 1 to 4 with "4" being Good and "1" being Poor.

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# 2016 City of Davenport Community Survey

## 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.

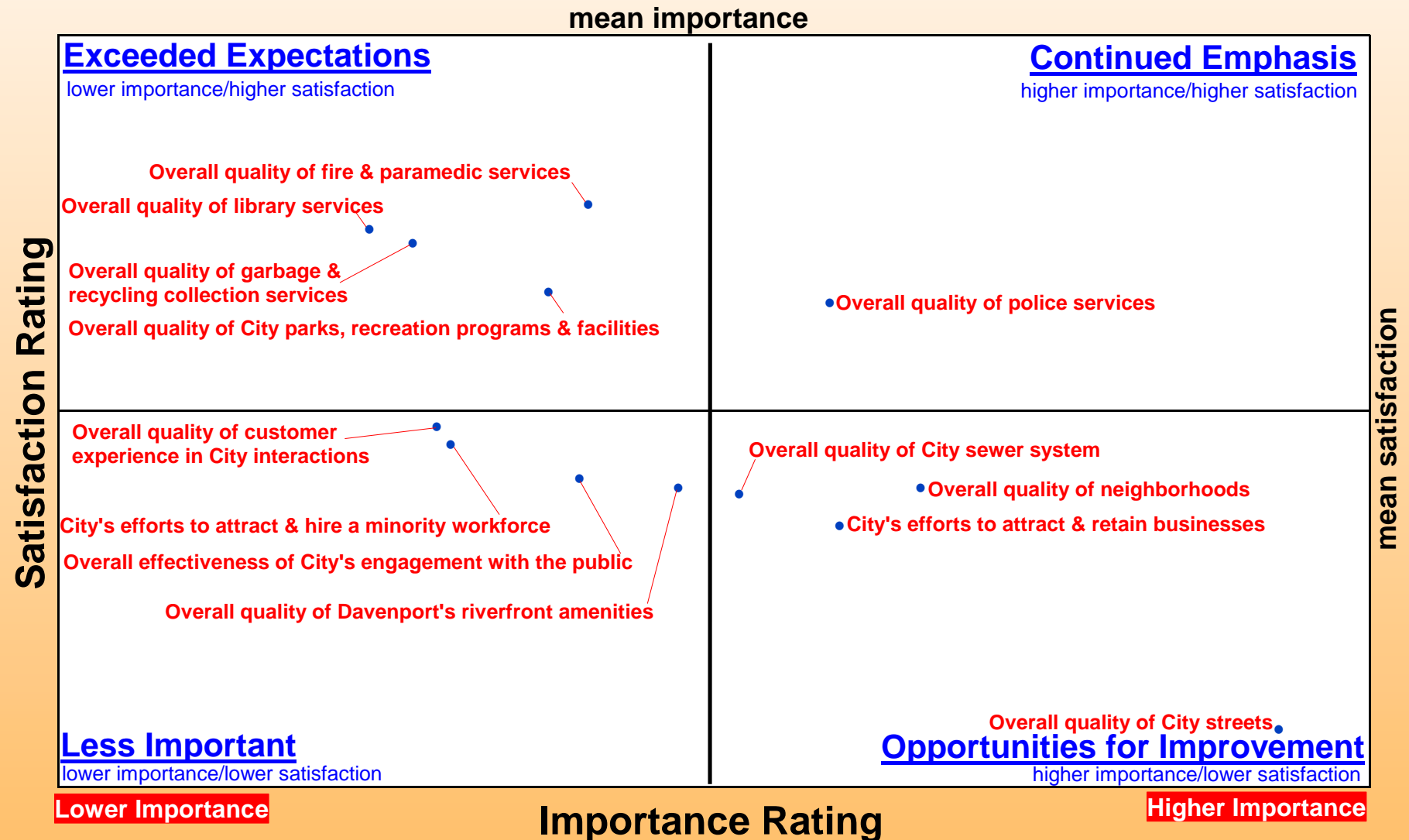
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on 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 2016 Davenport Community Survey are provided on the following pages.

# City of Davenport 2016 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)

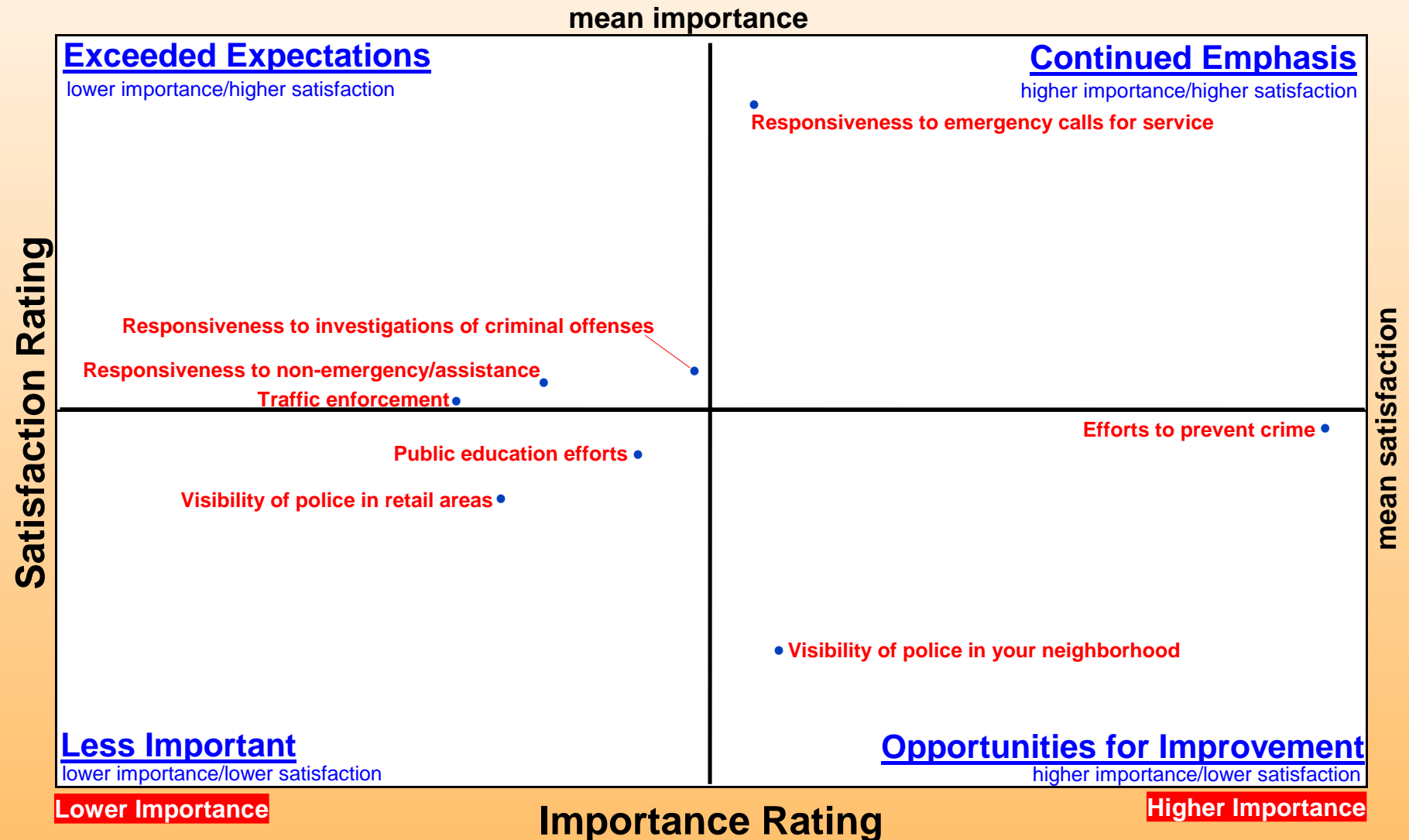


Source: ETC Institute (2016)

# City of Davenport 2016 DirectionFinder Importance-Satisfaction Assessment Matrix

## -Police Services-

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



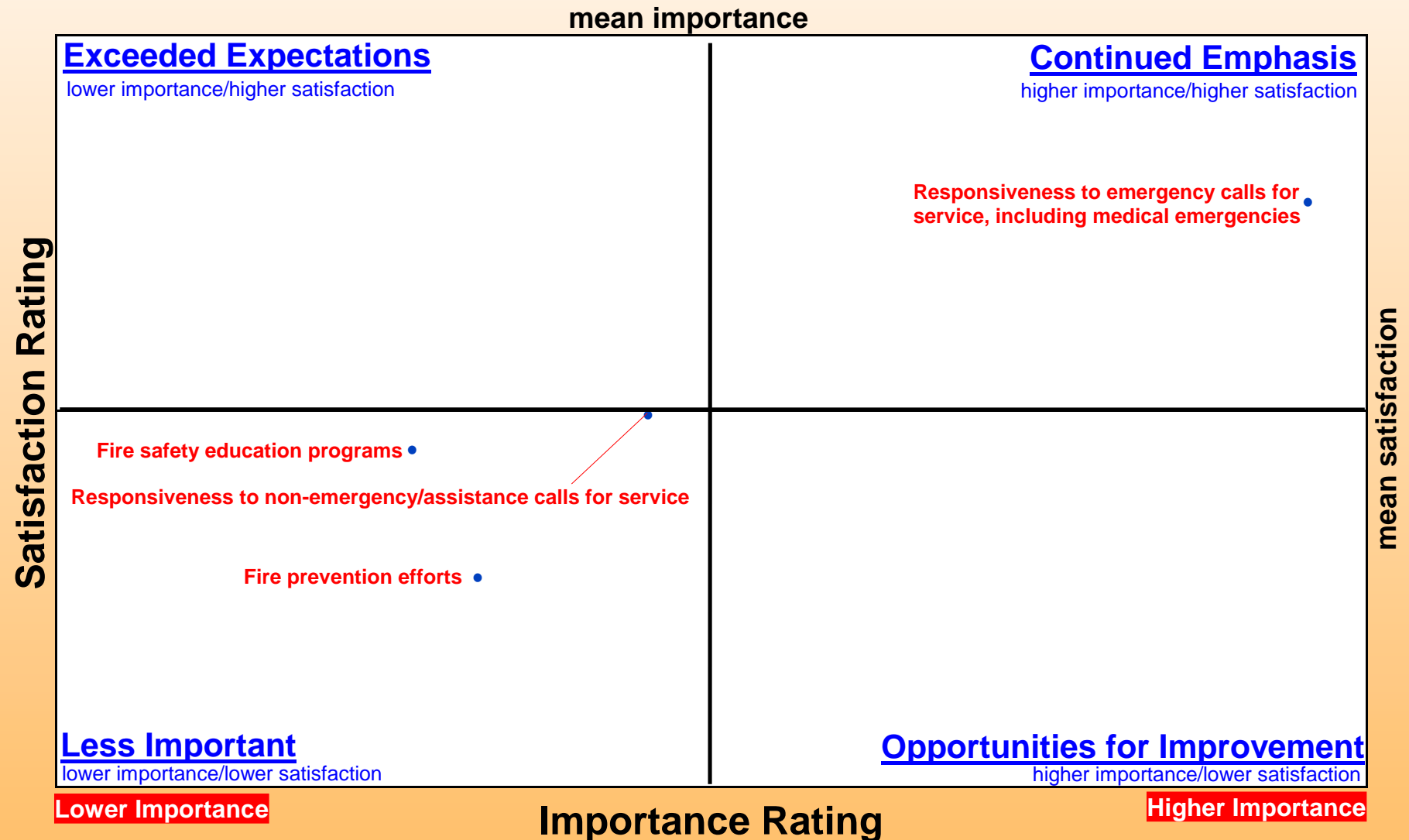
Source: ETC Institute (2016)



# City of Davenport 2016 DirectionFinder Importance-Satisfaction Assessment Matrix

## -Fire Services-

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

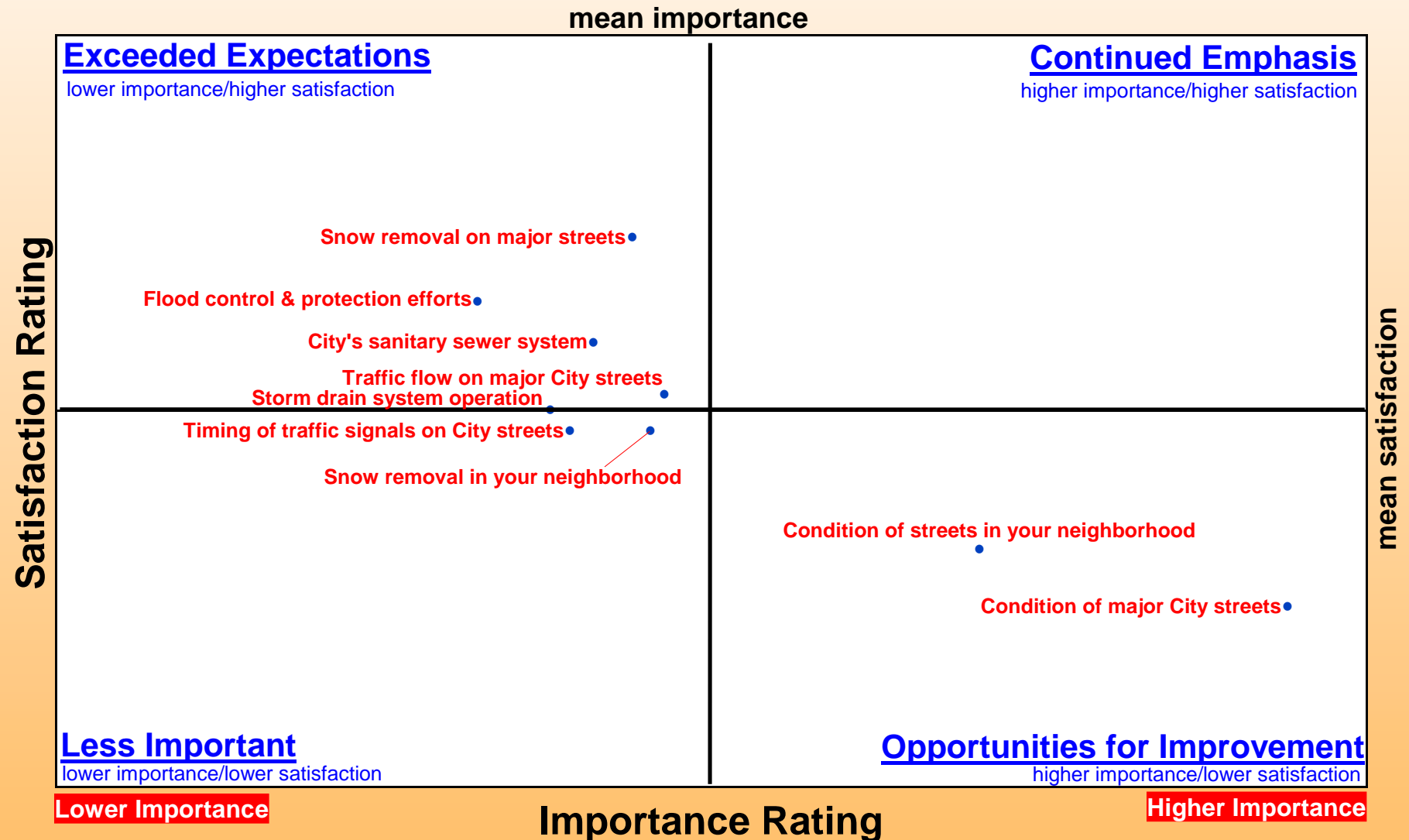


Source: ETC Institute (2016)

# City of Davenport 2016 DirectionFinder Importance-Satisfaction Assessment Matrix

## -Sustainable Infrastructure-

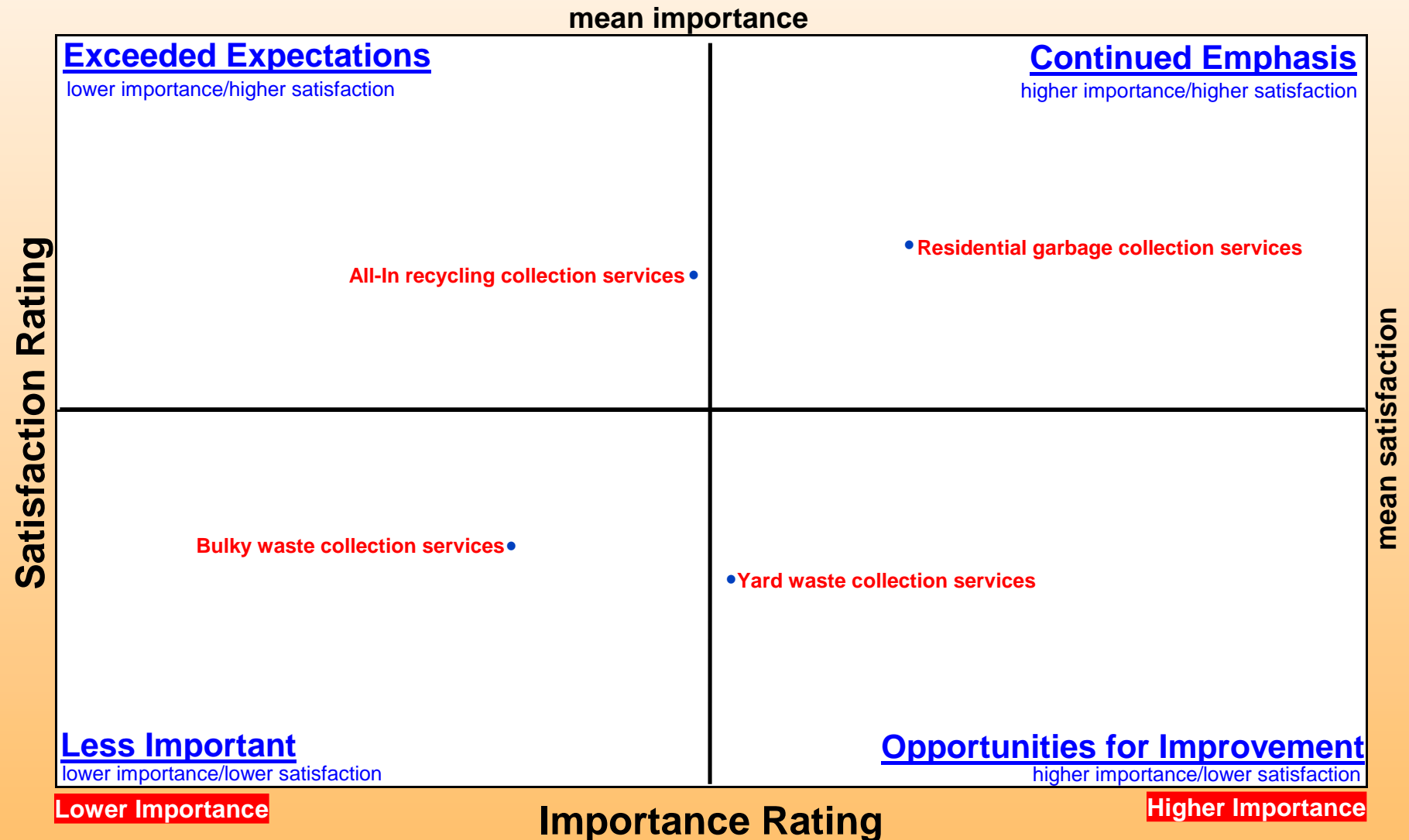
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



# City of Davenport 2016 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)

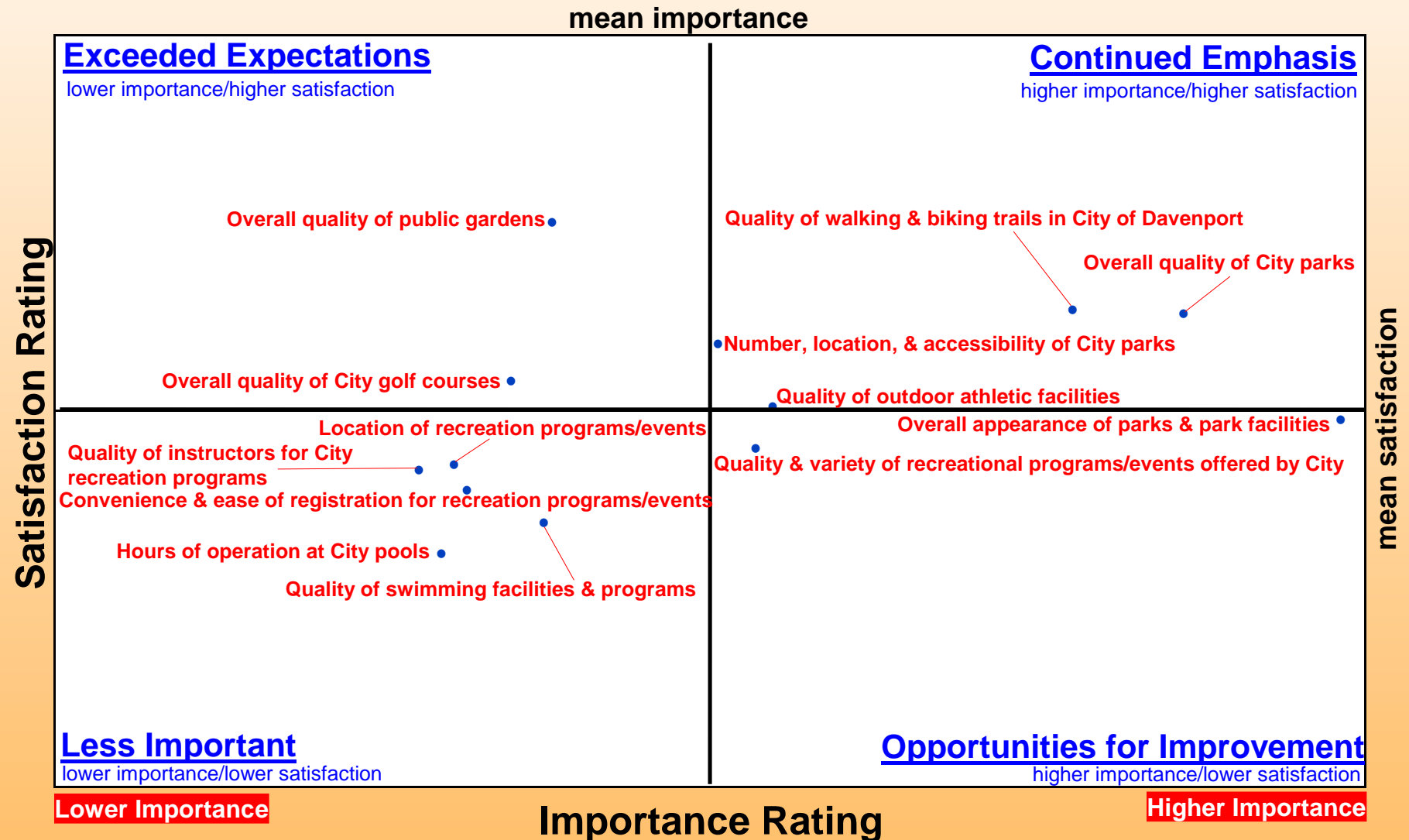


Source: ETC Institute (2016)

# City of Davenport 2016 DirectionFinder Importance-Satisfaction Assessment Matrix

## -Parks and Recreation-

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

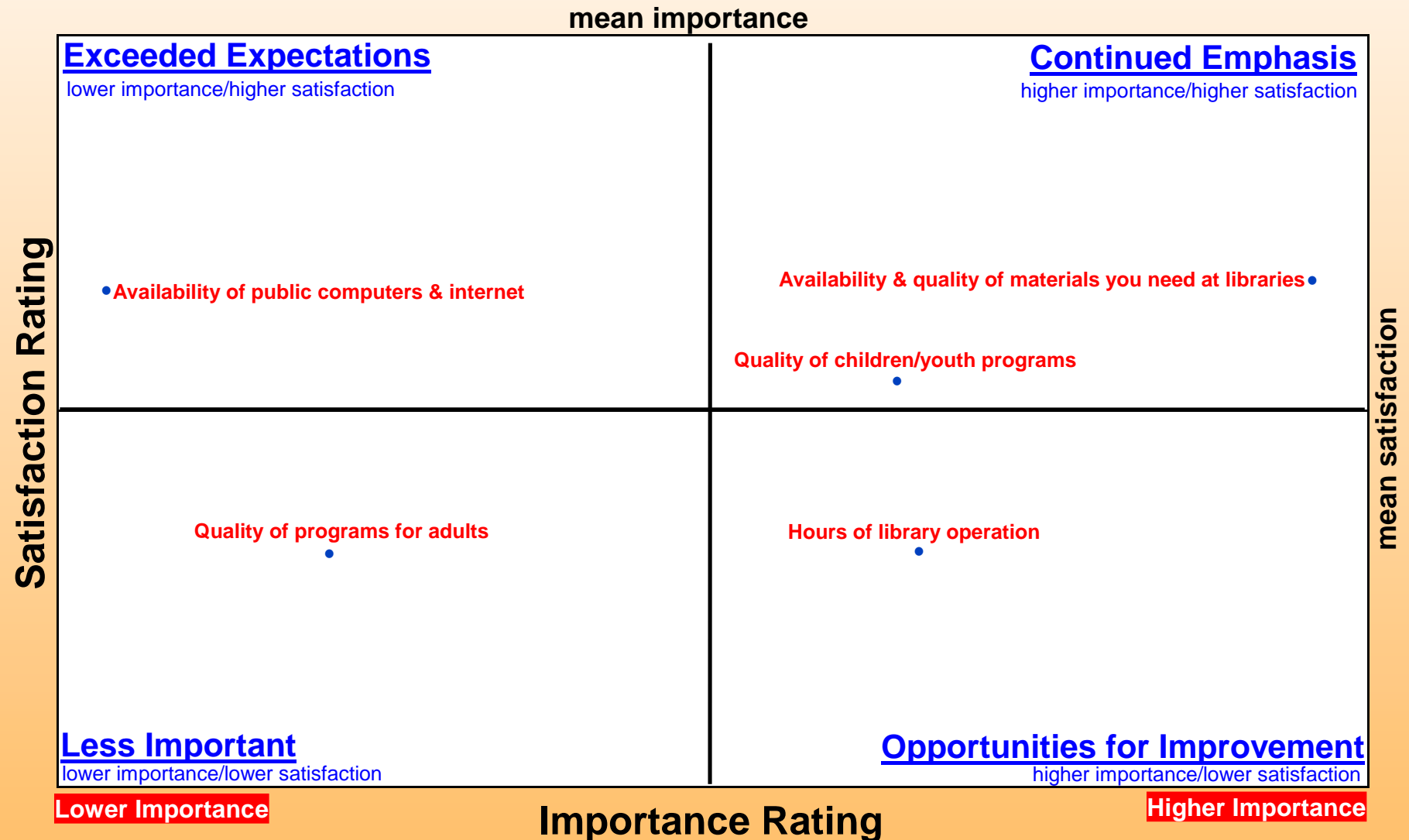


Source: ETC Institute (2016)

# City of Davenport 2016 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)



Source: ETC Institute (2016)

## **Section 4**

# ***Benchmarking Analysis***

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# 2016 City of Davenport Community Survey Benchmarking Summary

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## 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 1999, the survey has been administered in more than 230 cities and counties in 48 states. Many participating communities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the summer of 2014 to a random sample of over 4,000 residents across the United States and (2) a regional survey that was administered to a random sample of over 400 residents in the Midwest region of the United States during the summer of 2014. The states included in the Midwest region are: Iowa, Minnesota, North Dakota, South Dakota, Nebraska, and Wisconsin.

## Interpreting the Charts

The charts on the following pages show how the overall results for Davenport compare to the national average and southeast regional average based on the results of the survey that was administered by ETC Institute to a random sample of more than 4,000 U.S. residents across the U.S., and over 400 residents in the North Central region of the U.S.

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 of medium sized communities (population of 50,000 to 200,000) that have participated in ETC Institute's *DirectionFinder*® survey during the past three years.

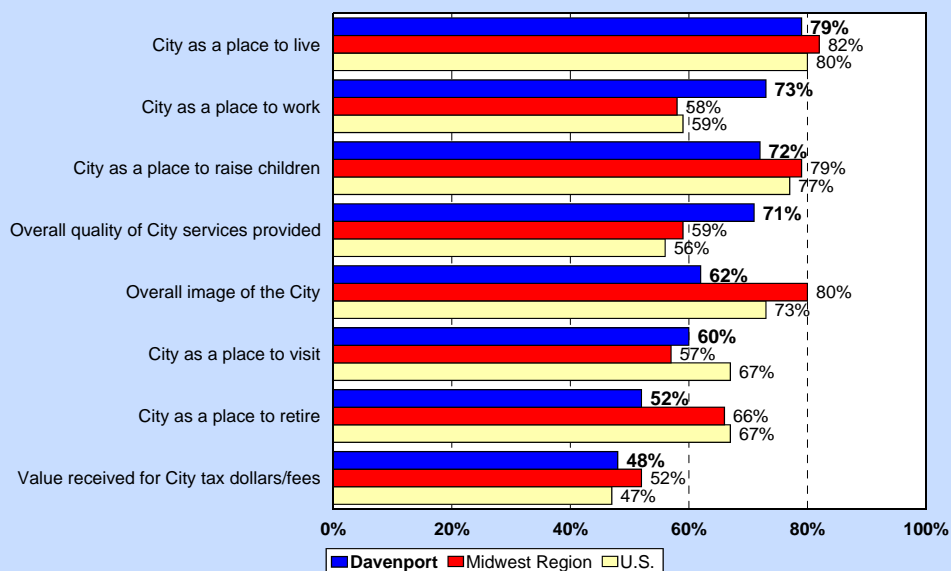
The lowest and highest satisfaction ratings are listed to the left and right of each bar. The orange dot on each bar shows how the results for Davenport compare to the average, which is shown as a vertical dash in the middle of each horizontal bar. If the orange dot is located to the right of the vertical 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)

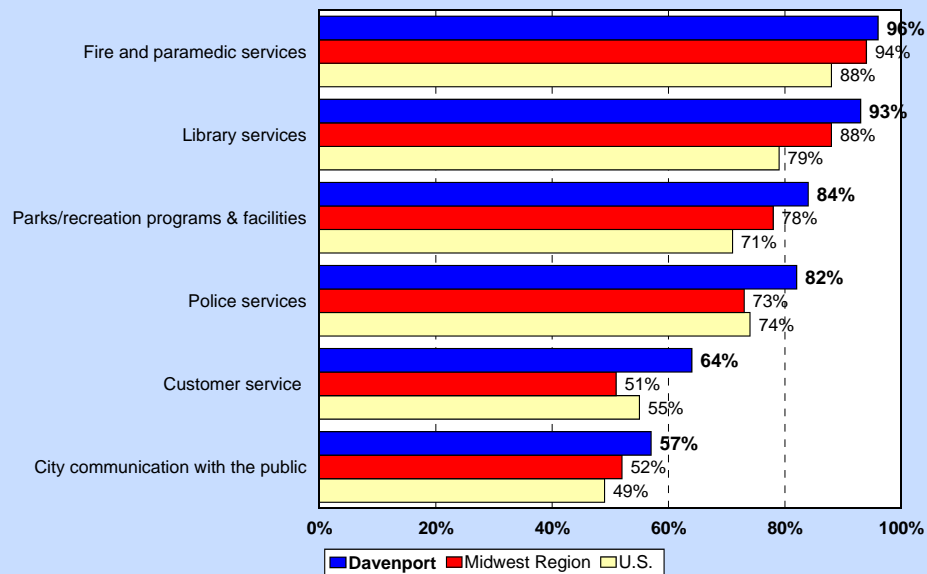


Source: ETC Institute (2016)



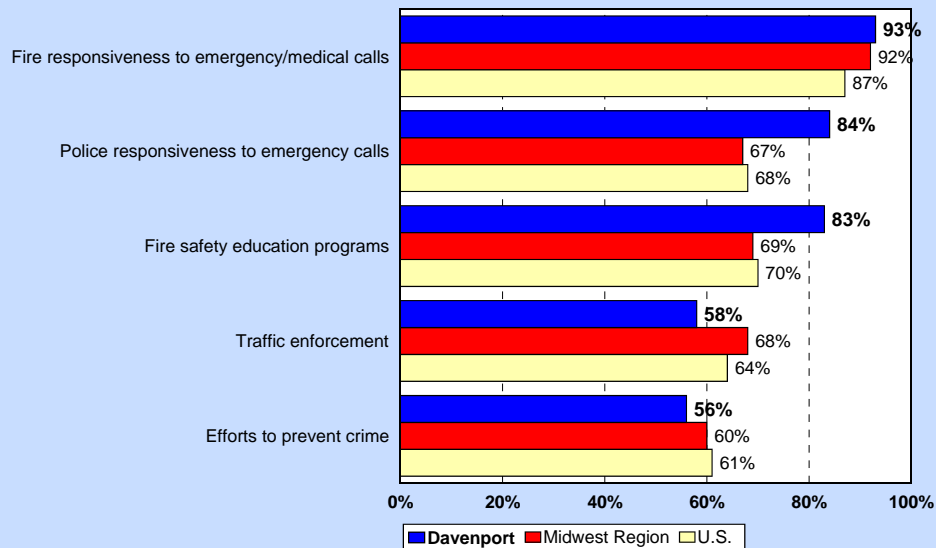
## Ratings of Major Categories of City Services Davenport vs. Midwest Region vs. the U.S.

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



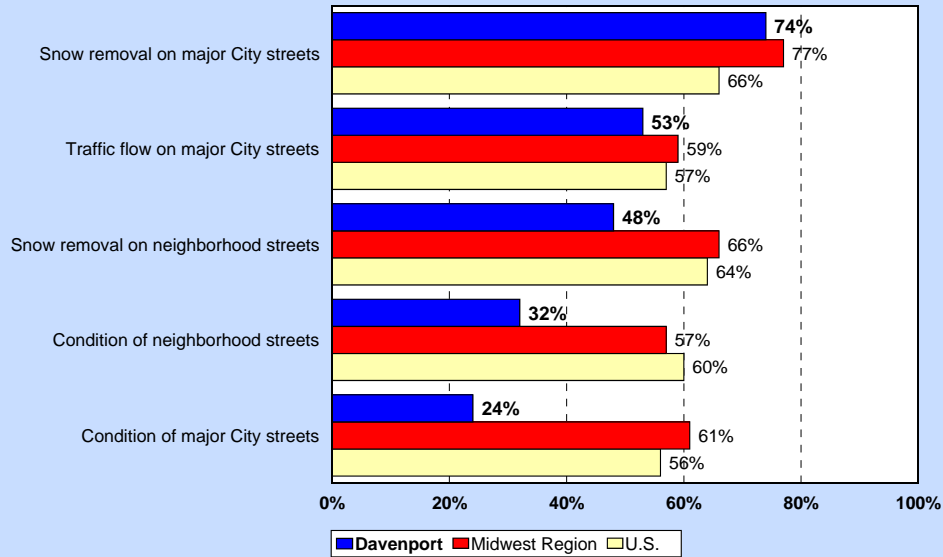
## Ratings of Public Safety Services Davenport vs. Midwest Region vs. the U.S.

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



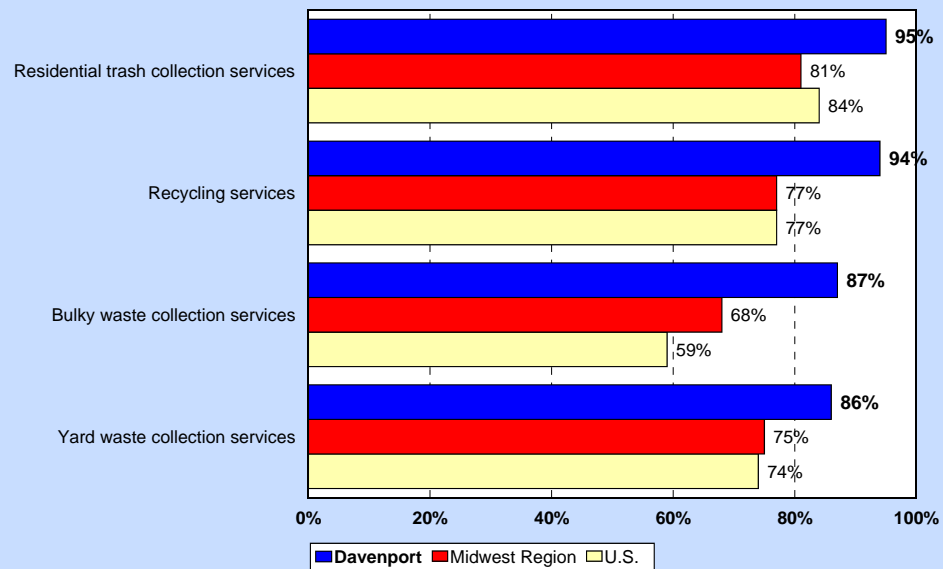
### Ratings of Streets and Infrastructure Davenport vs. Midwest Region vs. the U.S.

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



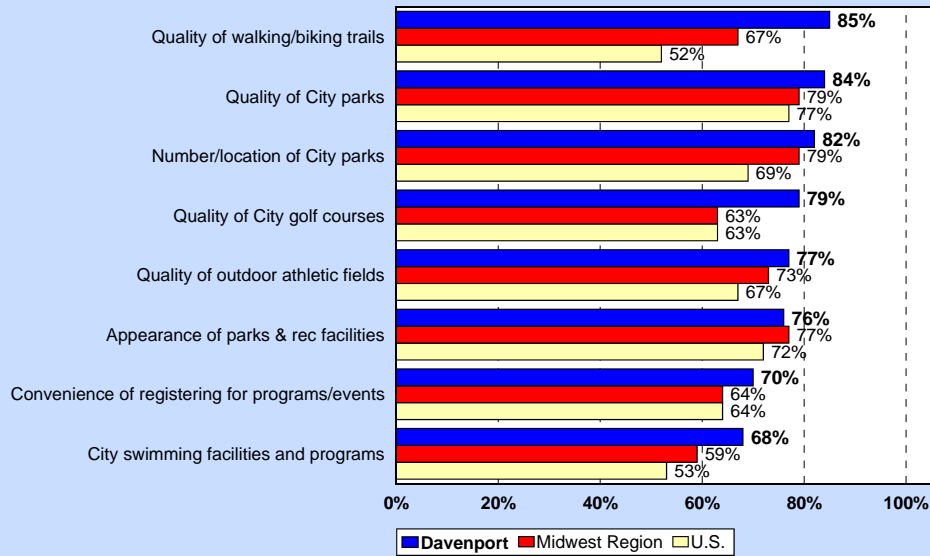
### Ratings of Solid Waste Services Davenport vs. Midwest Region vs. the U.S.

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



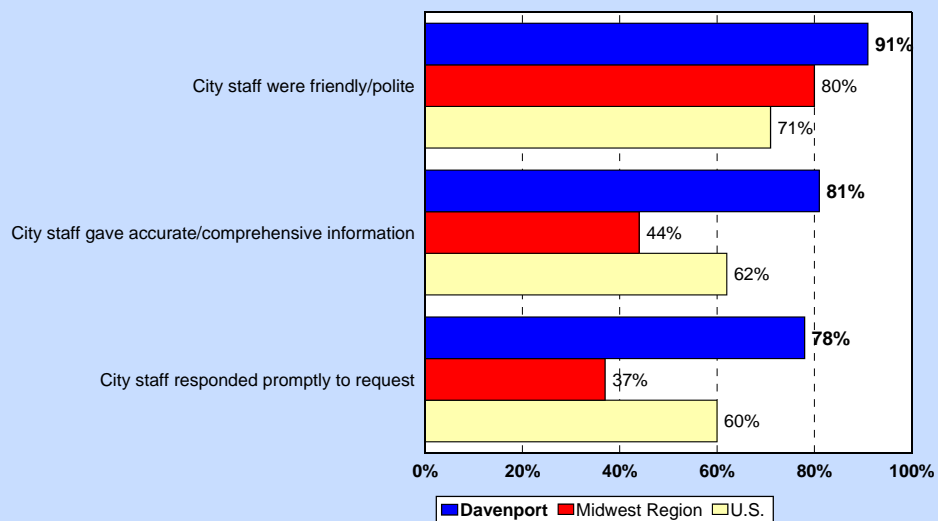
## Ratings of Parks and Recreation Services Davenport vs. Midwest Region vs. the U.S.

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



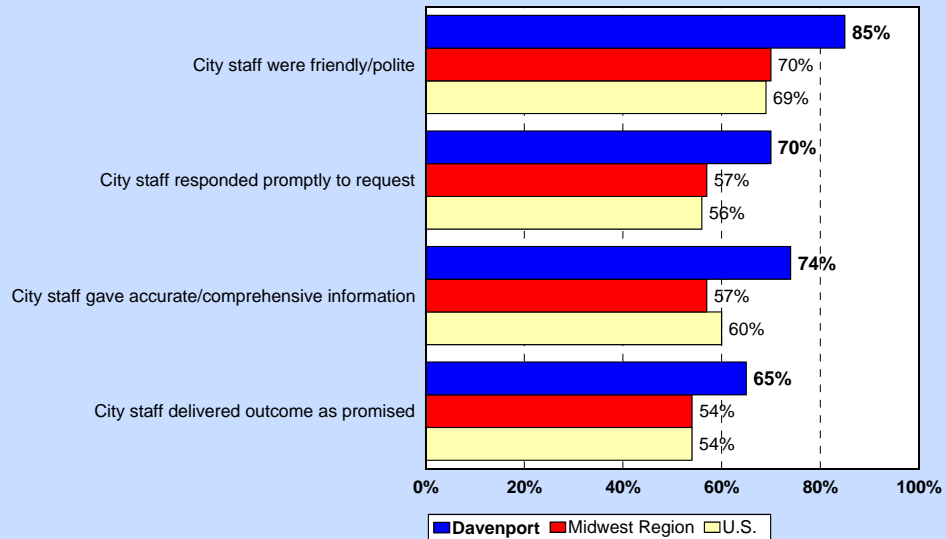
## Ratings of City Communication Davenport vs. Midwest Region vs. the U.S.

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



### Perceptions of Customer Service Davenport vs. Midwest Region vs. the U.S.

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

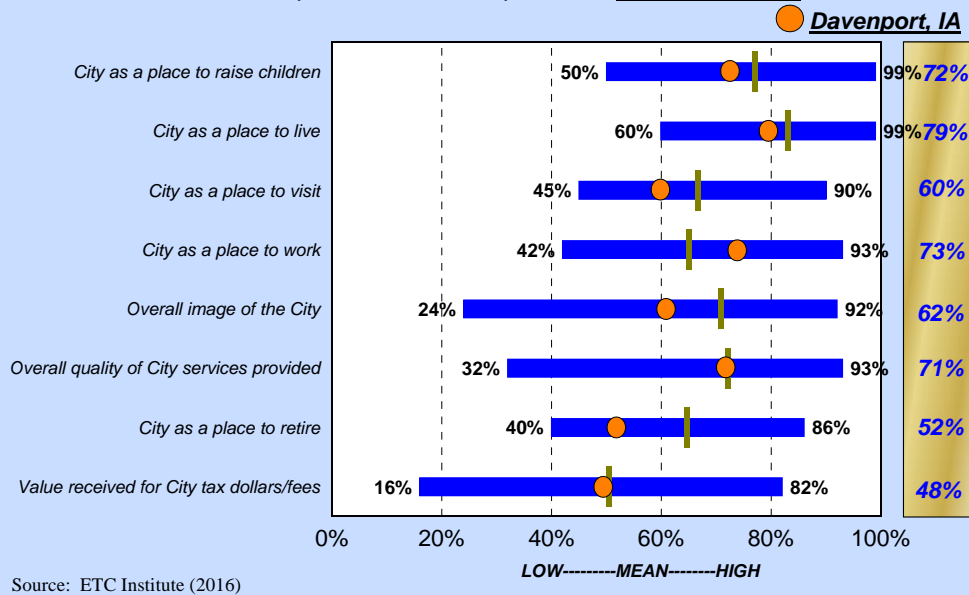


Source: ETC Institute (2016)

## Performance Range Data

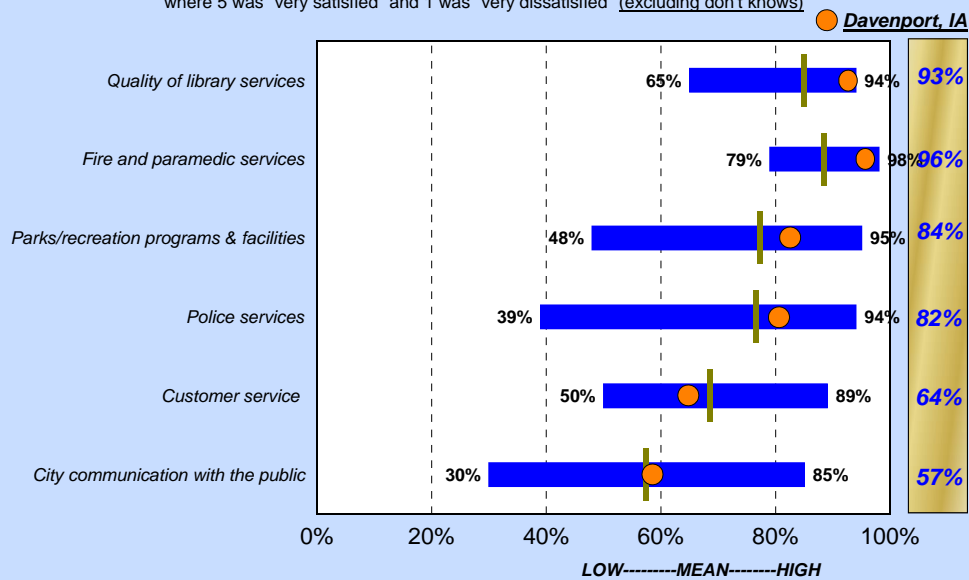
## Overall Ratings of Various Aspects of the City in Which Residents Live - 2016

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)



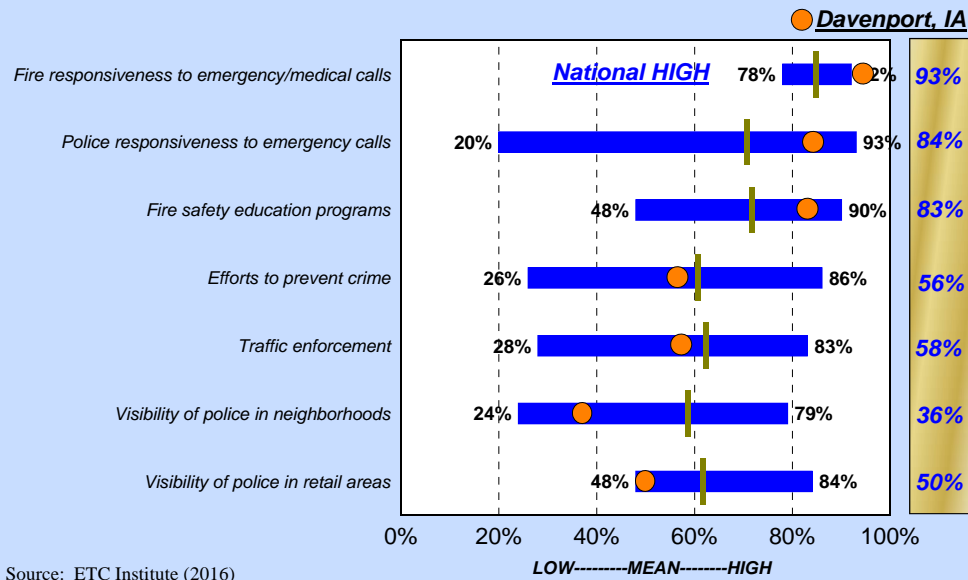
## Overall Satisfaction with Various City Services by Major Category - 2016

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)



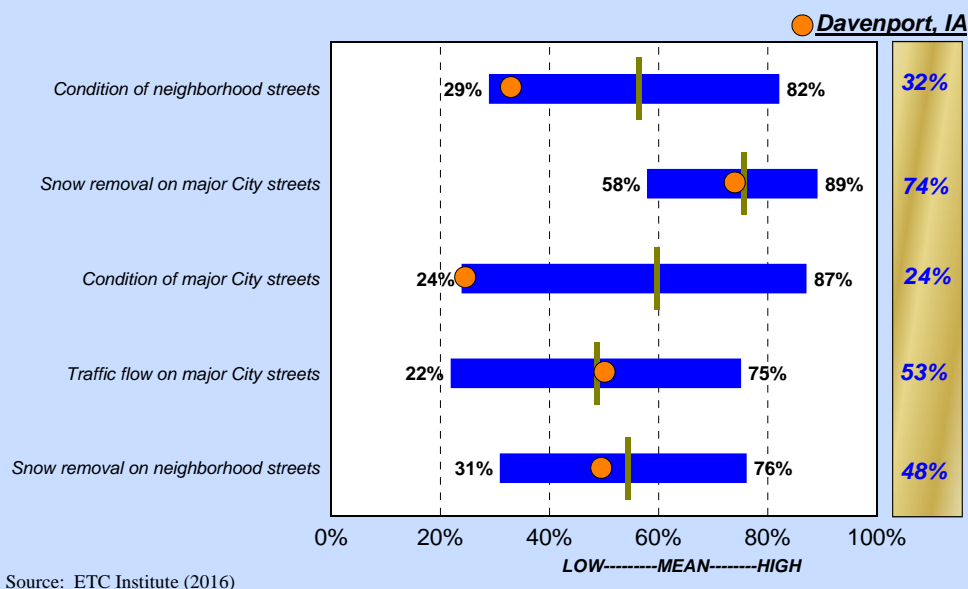
## Satisfaction with Various Public Safety Services Provided by Cities - 2016

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)



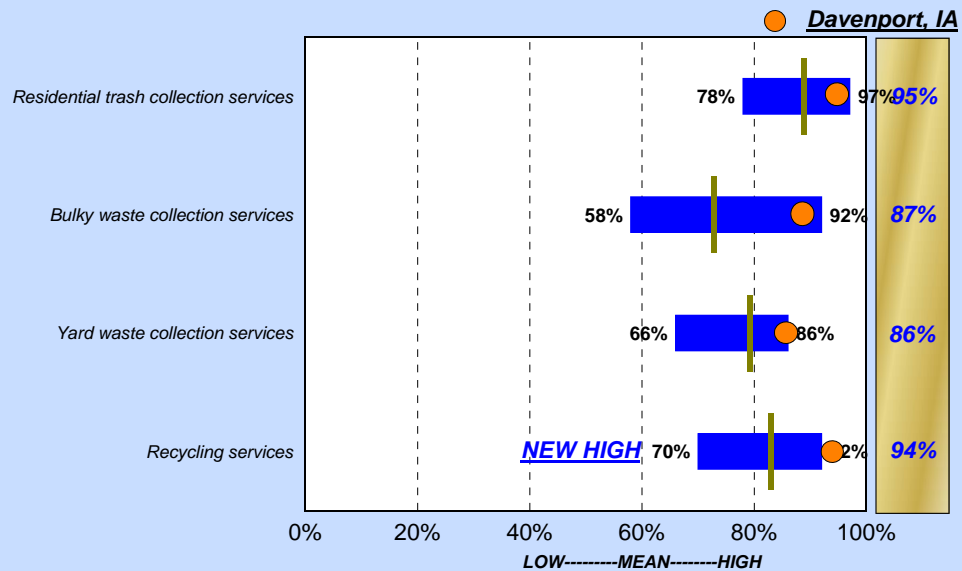
## Satisfaction with Streets and Infrastructure - 2016

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)



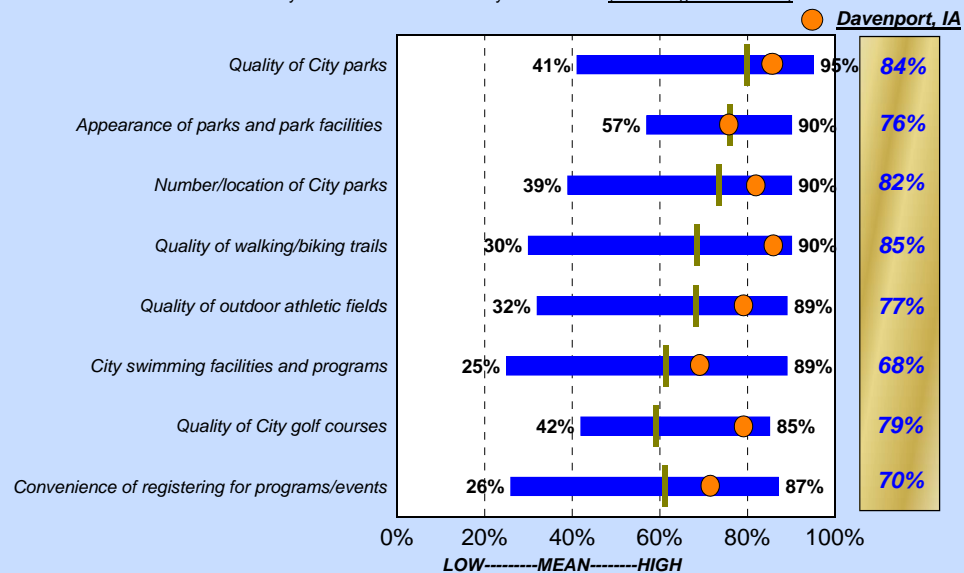
## Satisfaction with Solid Waste Services Provided by Cities - 2016

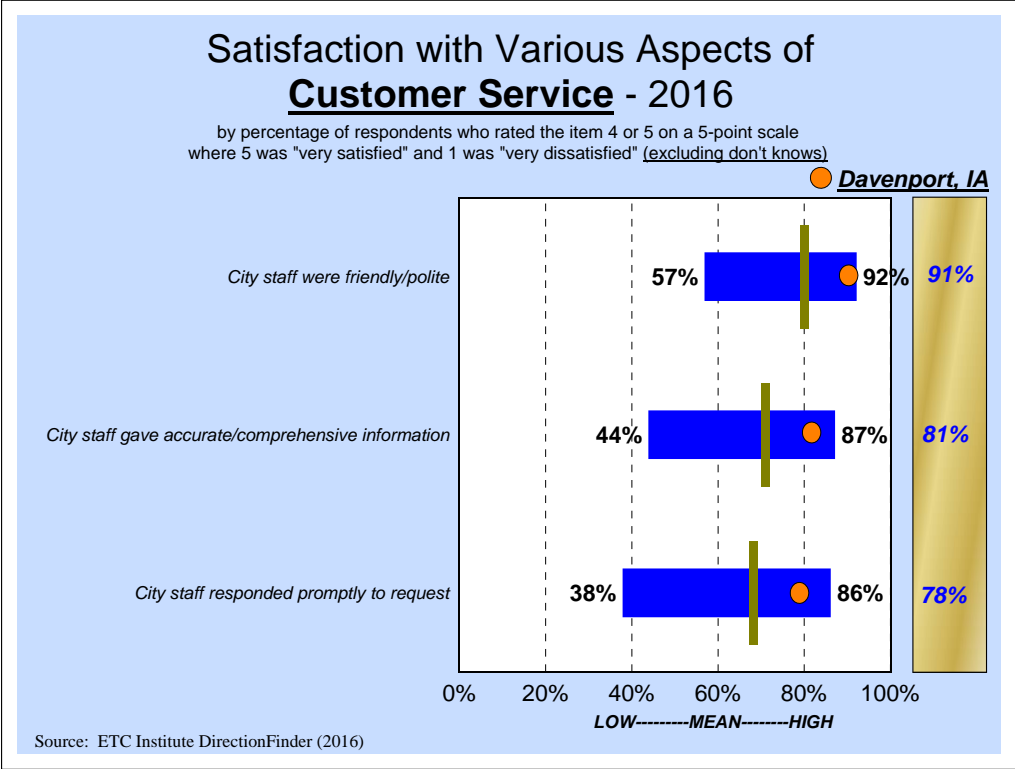
by percentage of respondents who rated the item 4 or 5 on a 5-point scale  
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



## Satisfaction with Parks and Recreation Services Provided by Cities - 2016

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 5**

### ***Tabular Data***

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

(N=1136)

	Very Good	Good	Fair	Poor	Don't Know
Q1-1. Overall quality of police services	28.9%	44.1%	13.2%	2.6%	11.2%
Q1-2. Overall quality of fire & paramedic services	43.8%	36.8%	3.0%	0.2%	16.3%
Q1-3. Overall quality of City streets	2.0%	18.7%	48.2%	30.1%	1.1%
Q1-4. Overall quality of City sewer system	6.0%	42.4%	31.3%	8.9%	11.4%
Q1-5. Overall quality of garbage & recycling collection services	50.8%	37.9%	7.9%	1.1%	2.3%
Q1-6. Overall quality of City parks, recreation programs & facilities	25.4%	52.3%	12.9%	2.3%	7.1%
Q1-7. Overall quality of neighborhoods	4.9%	48.9%	37.6%	5.5%	3.1%
Q1-8. Overall quality of library services	40.5%	37.1%	5.9%	0.2%	16.4%
Q1-9. Overall effectiveness of City's engagement with the public	7.4%	42.2%	29.0%	8.5%	12.9%
Q1-10. Overall quality of customer experience in City interactions	9.4%	41.7%	22.4%	5.9%	20.6%
Q1-11. City's efforts to attract & hire a minority workforce	6.1%	20.6%	11.0%	5.5%	56.8%
Q1-12. City's efforts to attract & retain businesses	5.5%	32.6%	29.6%	8.4%	24.0%
Q1-13. Overall quality of Davenport's riverfront amenities	9.0%	43.0%	31.5%	10.0%	6.4%

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

(N=1136)

	Very Good	Good	Fair	Poor
Q1-1. Overall quality of police services	32.5%	49.7%	14.9%	3.0%
Q1-2. Overall quality of fire & paramedic services	52.3%	44.0%	3.6%	0.2%
Q1-3. Overall quality of City streets	2.0%	18.9%	48.7%	30.4%
Q1-4. Overall quality of City sewer system	6.8%	47.9%	35.3%	10.0%
Q1-5. Overall quality of garbage & recycling collection services	52.0%	38.7%	8.1%	1.2%
Q1-6. Overall quality of City parks, recreation programs & facilities	27.4%	56.3%	13.8%	2.5%
Q1-7. Overall quality of neighborhoods	5.1%	50.4%	38.8%	5.7%
Q1-8. Overall quality of library services	48.4%	44.3%	7.1%	0.2%
Q1-9. Overall effectiveness of City's engagement with the public	8.5%	48.4%	33.3%	9.8%
Q1-10. Overall quality of customer experience in City interactions	11.9%	52.5%	28.2%	7.4%
Q1-11. City's efforts to attract & hire a minority workforce	14.1%	47.7%	25.5%	12.8%
Q1-12. City's efforts to attract & retain businesses	7.2%	42.9%	38.9%	11.0%
Q1-13. Overall quality of Davenport's riverfront amenities	9.6%	46.0%	33.7%	10.7%

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

<u>Q2. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police services	230	20.2 %
Overall quality of fire & paramedic services	28	2.5 %
Overall quality of City streets	494	43.5 %
Overall quality of City sewer system	46	4.0 %
Overall quality of garbage & recycling collection services	7	0.6 %
Overall quality of City parks, recreation programs & facilities	16	1.4 %
Overall quality of neighborhoods	91	8.0 %
Overall quality of library services	3	0.3 %
Overall effectiveness of City's engagement with the public	17	1.5 %
Overall quality of customer experience in City interactions	7	0.6 %
City's efforts to attract & hire a minority workforce	15	1.3 %
City's efforts to attract & retain businesses	78	6.9 %
Overall quality of Davenport's riverfront amenities	41	3.6 %
None chosen	63	5.5 %
Total	1136	100.0 %

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

<u>Q2. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police services	110	9.7 %
Overall quality of fire & paramedic services	111	9.8 %
Overall quality of City streets	179	15.8 %
Overall quality of City sewer system	153	13.5 %
Overall quality of garbage & recycling collection services	17	1.5 %
Overall quality of City parks, recreation programs & facilities	41	3.6 %
Overall quality of neighborhoods	178	15.7 %
Overall quality of library services	3	0.3 %
Overall effectiveness of City's engagement with the public	54	4.8 %
Overall quality of customer experience in City interactions	15	1.3 %
City's efforts to attract & hire a minority workforce	24	2.1 %
City's efforts to attract & retain businesses	103	9.1 %
Overall quality of Davenport's riverfront amenities	57	5.0 %
None chosen	91	8.0 %
Total	1136	100.0 %

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

<u>Q2. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police services	77	6.8 %
Overall quality of fire & paramedic services	52	4.6 %
Overall quality of City streets	155	13.6 %
Overall quality of City sewer system	100	8.8 %
Overall quality of garbage & recycling collection services	19	1.7 %
Overall quality of City parks, recreation programs & facilities	65	5.7 %
Overall quality of neighborhoods	160	14.1 %
Overall quality of library services	6	0.5 %
Overall effectiveness of City's engagement with the public	72	6.3 %
Overall quality of customer experience in City interactions	33	2.9 %
City's efforts to attract & hire a minority workforce	38	3.3 %
City's efforts to attract & retain businesses	149	13.1 %
Overall quality of Davenport's riverfront amenities	83	7.3 %
None chosen	127	11.2 %
Total	1136	100.0 %

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

<u>Q2. 4th choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police services	56	4.9 %
Overall quality of fire & paramedic services	45	4.0 %
Overall quality of City streets	80	7.0 %
Overall quality of City sewer system	85	7.5 %
Overall quality of garbage & recycling collection services	24	2.1 %
Overall quality of City parks, recreation programs & facilities	77	6.8 %
Overall quality of neighborhoods	131	11.5 %
Overall quality of library services	13	1.1 %
Overall effectiveness of City's engagement with the public	86	7.6 %
Overall quality of customer experience in City interactions	36	3.2 %
City's efforts to attract & hire a minority workforce	28	2.5 %
City's efforts to attract & retain businesses	151	13.3 %
Overall quality of Davenport's riverfront amenities	144	12.7 %
None chosen	180	15.8 %
Total	1136	100.0 %

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

Q2. Sum of Top 4 Choices	Number	Percent
Overall quality of police services	473	41.6 %
Overall quality of fire & paramedic services	236	20.8 %
Overall quality of City streets	908	79.9 %
Overall quality of City sewer system	384	33.8 %
Overall quality of garbage & recycling collection services	67	5.9 %
Overall quality of City parks, recreation programs & facilities	199	17.5 %
Overall quality of neighborhoods	560	49.3 %
Overall quality of library services	25	2.2 %
Overall effectiveness of City's engagement with the public	229	20.2 %
Overall quality of customer experience in City interactions	91	8.0 %
City's efforts to attract & hire a minority workforce	105	9.2 %
City's efforts to attract & retain businesses	481	42.3 %
Overall quality of Davenport's riverfront amenities	325	28.6 %
None chosen	63	5.5 %
Total	4146	

**Q3. WELL-PROTECTED COMMUNITY: Please rate your level of agreement with the following statements.**

(N=1136)

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Don't Know
Q3-1. Overall, I feel safe in City of Davenport	14.9%	61.2%	18.1%	4.7%	1.1%
Q3-2. I feel safe in my neighborhood	42.8%	42.1%	10.7%	3.7%	0.7%
Q3-3. I feel safe in downtown Davenport	9.9%	49.5%	26.9%	9.6%	4.1%
Q3-4. I feel safe in City facilities (parks, libraries, bldgs.)	24.5%	56.3%	13.3%	2.5%	3.4%

**WITHOUT DON'T KNOW****Q3. WELL-PROTECTED COMMUNITY: Please rate your level of agreement with the following statements.  
(without "don't know")**

(N=1136)

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree
Q3-1. Overall, I feel safe in City of Davenport	15.0%	61.9%	18.3%	4.7%
Q3-2. I feel safe in my neighborhood	43.1%	42.4%	10.8%	3.7%
Q3-3. I feel safe in downtown Davenport	10.3%	51.6%	28.1%	10.0%
Q3-4. I feel safe in City facilities (parks, libraries, bldgs.)	25.3%	58.3%	13.8%	2.6%

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

(N=1136)

	Very Good	Good	Fair	Poor	Don't Know
Q4-1. Responsiveness to emergency calls for service	27.0%	30.7%	8.1%	2.8%	31.3%
Q4-2. Responsiveness to non-emergency/ assistance calls for service	12.7%	28.3%	18.4%	9.2%	31.4%
Q4-3. Responsiveness to investigations of criminal offenses	10.7%	22.9%	14.3%	7.4%	44.7%
Q4-4. Efforts to prevent crime	8.6%	34.6%	24.8%	9.6%	22.4%
Q4-5. Visibility of police in retail areas	8.1%	34.6%	30.9%	12.7%	13.7%
Q4-6. Visibility of police in your neighborhood	8.6%	25.6%	35.9%	24.2%	5.6%
Q4-7. Traffic enforcement	9.6%	42.6%	26.2%	11.5%	10.0%
Q4-8. Public education efforts	7.0%	31.8%	25.9%	8.0%	27.3%

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

(N=1136)

	Very Good	Good	Fair	Poor
Q4-1. Responsiveness to emergency calls for service	39.4%	44.7%	11.8%	4.1%
Q4-2. Responsiveness to non-emergency/assistance calls for service	18.5%	41.2%	26.8%	13.5%
Q4-3. Responsiveness to investigations of criminal offenses	19.3%	41.4%	26.0%	13.4%
Q4-4. Efforts to prevent crime	11.1%	44.6%	32.0%	12.4%
Q4-5. Visibility of police in retail areas	9.4%	40.1%	35.8%	14.7%
Q4-6. Visibility of police in your neighborhood	9.1%	27.1%	38.1%	25.7%
Q4-7. Traffic enforcement	10.7%	47.4%	29.2%	12.8%
Q4-8. Public education efforts	9.7%	43.7%	35.6%	11.0%



**Q5. Which THREE of the services listed in Question 4 above 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	228	20.1 %
Responsiveness to non-emergency/assistance calls for service	69	6.1 %
Responsiveness to investigations of criminal offenses	69	6.1 %
Efforts to prevent crime	354	31.2 %
Visibility of police in retail areas	51	4.5 %
Visibility of police in your neighborhood	116	10.2 %
Traffic enforcement	65	5.7 %
Public education efforts	95	8.4 %
None chosen	89	7.8 %
Total	1136	100.0 %

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

Q5. 2nd choice	Number	Percent
Responsiveness to emergency calls for service	96	8.5 %
Responsiveness to non-emergency/assistance calls for service	117	10.3 %
Responsiveness to investigations of criminal offenses	147	12.9 %
Efforts to prevent crime	220	19.4 %
Visibility of police in retail areas	106	9.3 %
Visibility of police in your neighborhood	154	13.6 %
Traffic enforcement	80	7.0 %
Public education efforts	89	7.8 %
None chosen	127	11.2 %
Total	1136	100.0 %

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

<u>Q5. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Responsiveness to emergency calls for service	77	6.8 %
Responsiveness to non-emergency/assistance calls for service	95	8.4 %
Responsiveness to investigations of criminal offenses	152	13.4 %
Efforts to prevent crime	153	13.5 %
Visibility of police in retail areas	101	8.9 %
Visibility of police in your neighborhood	145	12.8 %
Traffic enforcement	88	7.7 %
Public education efforts	152	13.4 %
<u>None chosen</u>	<u>173</u>	<u>15.2 %</u>
Total	1136	100.0 %

**SUM OF TOP 3 CHOICES**

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

<u>Q5. Sum of Top 3 Choices</u>	<u>Number</u>	<u>Percent</u>
Responsiveness to emergency calls for service	401	35.3 %
Responsiveness to non-emergency/assistance calls for service	281	24.7 %
Responsiveness to investigations of criminal offenses	368	32.4 %
Efforts to prevent crime	727	64.0 %
Visibility of police in retail areas	258	22.7 %
Visibility of police in your neighborhood	415	36.5 %
Traffic enforcement	233	20.5 %
Public education efforts	336	29.6 %
<u>None chosen</u>	<u>89</u>	<u>7.8 %</u>
Total	3108	

**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	432	38.0 %
No	704	62.0 %
Total	1136	100.0 %

**Q6a. (If YES to Question 6) Please rate the following:**

(N=432)

	Very Good	Good	Fair	Poor	Don't Know
Q6a-1. Professionalism of DPD personnel	55.1%	27.8%	10.6%	5.1%	1.4%
Q6a-2. Competence of DPD personnel	48.4%	32.2%	10.0%	7.4%	2.1%
Q6a-3. Fairness of DPD personnel	46.5%	31.0%	10.0%	8.1%	4.4%

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

(N=432)

	Very Good	Good	Fair	Poor
Q6a-1. Professionalism of DPD personnel	55.9%	28.2%	10.8%	5.2%
Q6a-2. Competence of DPD personnel	49.4%	32.9%	10.2%	7.6%
Q6a-3. Fairness of DPD personnel	48.7%	32.4%	10.4%	8.5%

**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	170	15.0 %
No	940	82.7 %
Not provided	26	2.3 %
Total	1136	100.0 %

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

Q7a. What type of crime

	Number	Percent
Property crime (i.e. burglary, theft, etc)	148	87.1 %
Violent crime (i.e. assault, robbery, etc)	19	11.2 %
Not provided	3	1.8 %
Total	170	100.0 %

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

Q7b. Did you report the crime to police

	Number	Percent
Yes	136	80.0 %
No	34	20.0 %
Total	170	100.0 %

**Q8. FIRE SERVICES: Please rate the City's performance in the following areas.**

(N=1136)

	Very Good	Good	Fair	Poor	Don't Know
Q8-1. Responsiveness to emergency calls for service, including medical emergencies	34.3%	26.3%	4.0%	0.6%	34.7%
Q8-2. Responsiveness to non-emergency/assistance calls for service	16.9%	26.8%	9.5%	2.9%	43.8%
Q8-3. Fire prevention efforts	19.3%	32.4%	8.5%	1.1%	38.7%
Q8-4. Fire safety education programs (i.e. smoke house, school programs, etc.)	21.1%	30.8%	8.6%	2.0%	37.4%

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

(N=1136)

	Very Good	Good	Fair	Poor
Q8-1. Responsiveness to emergency calls for service, including medical emergencies	52.6%	40.3%	6.2%	0.9%
Q8-2. Responsiveness to non-emergency/assistance calls for service	30.1%	47.8%	16.9%	5.2%
Q8-3. Fire prevention efforts	31.5%	52.9%	13.9%	1.7%
Q8-4. Fire safety education programs (i.e. smoke house, school programs, etc.)	33.8%	49.2%	13.8%	3.2%

**Q9. Which TWO of the services listed in Question 8 above 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, including medical emergencies	529	46.6 %
Responsiveness to non-emergency/assistance calls for service	94	8.3 %
Fire prevention efforts	168	14.8 %
Fire safety education programs (i.e. smoke house, school programs, etc.)	141	12.4 %
None chosen	204	18.0 %
Total	1136	100.0 %

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

Q9. 2nd choice	Number	Percent
Responsiveness to emergency calls for service, including medical emergencies	84	7.4 %
Responsiveness to non-emergency/assistance calls for service	303	26.7 %
Fire prevention efforts	274	24.1 %
Fire safety education programs (i.e. smoke house, school programs, etc.)	240	21.1 %
None chosen	235	20.7 %
Total	1136	100.0 %

**SUM OF TOP 2 CHOICES**

**Q9. Which TWO of the services listed in Question 8 above 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, including medical emergencies	613	54.0 %
Responsiveness to non-emergency/assistance calls for service	397	34.9 %
Fire prevention efforts	442	38.9 %
Fire safety education programs (i.e. smoke house, school programs, etc.)	381	33.5 %
None chosen	204	18.0 %
Total	2037	

**Q10. Have you had contact with the Davenport Fire Department (DFD) in the last 12 months?**

Q10. Have you had contact with Davenport Fire  
Department (DFD) in last 12 months

	Number	Percent
Yes	179	15.8 %
No	948	83.5 %
Not provided	9	0.8 %
Total	1136	100.0 %

**Q10a. (If YES to Question 10) Please rate the following:**

(N=179)

	Very Good	Good	Fair	Poor	Don't Know
Q10a-1. Professionalism of DFD personnel	78.2%	15.1%	4.5%	1.1%	1.1%
Q10a-2. Competence of DFD personnel	78.8%	16.2%	1.1%	2.2%	1.7%

**WITHOUT DON'T KNOW****Q10a. (If YES to Question 10) Please rate the following: (without "don't know")**

(N=179)

	Very Good	Good	Fair	Poor
Q10a-1. Professionalism of DFD personnel	79.1%	15.3%	4.5%	1.1%
Q10a-2. Competence of DFD personnel	80.1%	16.5%	1.1%	2.3%

**Q11. SUSTAINABLE INFRASTRUCTURE: Please rate the City's performance in the following areas.**

(N=1136)

	Very Good	Good	Fair	Poor	Don't Know
Q11-1. Condition of major City streets (potholes, cleanliness, etc.)	1.8%	22.3%	41.8%	32.9%	1.1%
Q11-2. Condition of streets in your neighborhood (potholes, etc.)	6.0%	25.7%	34.2%	32.9%	1.1%
Q11-3. Snow removal on major streets	19.5%	51.8%	20.3%	5.2%	3.2%
Q11-4. Snow removal in your neighborhood	11.2%	34.8%	28.0%	22.2%	3.9%
Q11-5. Traffic flow on major City streets	6.5%	45.2%	32.9%	13.5%	1.9%
Q11-6. Timing of traffic signals on City streets	6.6%	40.1%	35.1%	15.9%	2.2%
Q11-7. Storm drain system operation	5.5%	37.5%	29.2%	12.7%	15.1%
Q11-8. Flood control & protection efforts	10.6%	43.5%	20.1%	8.8%	17.1%
Q11-9. City's sanitary sewer system	6.6%	40.7%	24.6%	7.4%	20.8%



**WITHOUT DON'T KNOW****Q11. SUSTAINABLE INFRASTRUCTURE: Please rate the City's performance in the following areas. (without "don't know")**

(N=1136)

	Very Good	Good	Fair	Poor
Q11-1. Condition of major City streets (potholes, cleanliness, etc.)	1.9%	22.5%	42.3%	33.3%
Q11-2. Condition of streets in your neighborhood (potholes, etc.)	6.1%	26.0%	34.6%	33.3%
Q11-3. Snow removal on major streets	20.1%	53.5%	21.0%	5.4%
Q11-4. Snow removal in your neighborhood	11.6%	36.2%	29.1%	23.1%
Q11-5. Traffic flow on major City streets	6.6%	46.1%	33.6%	13.7%
Q11-6. Timing of traffic signals on City streets	6.8%	41.0%	35.9%	16.3%
Q11-7. Storm drain system operation	6.5%	44.1%	34.4%	14.9%
Q11-8. Flood control & protection efforts	12.7%	52.4%	24.2%	10.6%
Q11-9. City's sanitary sewer system	8.3%	51.3%	31.0%	9.3%

**Q12. Which THREE of the services listed in Question 11 above do you think should receive the MOST EMPHASIS from City leaders over the next two years?**

Q12. Top choice	Number	Percent
Condition of major City streets (potholes, cleanliness, etc.)	586	51.6 %
Condition of streets in your neighborhood (potholes, etc.)	164	14.4 %
Snow removal on major streets	36	3.2 %
Snow removal in your neighborhood	68	6.0 %
Traffic flow on major City streets	62	5.5 %
Timing of traffic signals on City streets	36	3.2 %
Storm drain system operation	39	3.4 %
Flood control & protection efforts	23	2.0 %
City's sanitary sewer system	64	5.6 %
None chosen	58	5.1 %
Total	1136	100.0 %

**Q12. Which THREE of the services listed in Question 11 above do you think should receive the MOST EMPHASIS from City leaders over the next two years?**

Q12. 2nd choice	Number	Percent
Condition of major City streets (potholes, cleanliness, etc.)	157	13.8 %
Condition of streets in your neighborhood (potholes, etc.)	302	26.6 %
Snow removal on major streets	128	11.3 %
Snow removal in your neighborhood	104	9.2 %
Traffic flow on major City streets	99	8.7 %
Timing of traffic signals on City streets	79	7.0 %
Storm drain system operation	80	7.0 %
Flood control & protection efforts	47	4.1 %
City's sanitary sewer system	58	5.1 %
None chosen	82	7.2 %
Total	1136	100.0 %

**Q12. Which THREE of the services listed in Question 11 above do you think should receive the MOST EMPHASIS from City leaders over the next two years?**

Q12. 3rd choice	Number	Percent
Condition of major City streets (potholes, cleanliness, etc.)	102	9.0 %
Condition of streets in your neighborhood (potholes, etc.)	113	9.9 %
Snow removal on major streets	113	9.9 %
Snow removal in your neighborhood	120	10.6 %
Traffic flow on major City streets	143	12.6 %
Timing of traffic signals on City streets	107	9.4 %
Storm drain system operation	87	7.7 %
Flood control & protection efforts	74	6.5 %
City's sanitary sewer system	121	10.7 %
None chosen	156	13.7 %
Total	1136	100.0 %

**SUM OF TOP 3 CHOICES**

**Q12. Which THREE of the services listed in Question 11 above do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 3)**

Q12. Sum of Top 3 Choices	Number	Percent
Condition of major City streets (potholes, cleanliness, etc.)	845	74.4 %
Condition of streets in your neighborhood (potholes, etc.)	579	51.0 %
Snow removal on major streets	277	24.4 %
Snow removal in your neighborhood	292	25.7 %
Traffic flow on major City streets	304	26.8 %
Timing of traffic signals on City streets	222	19.5 %
Storm drain system operation	206	18.1 %
Flood control & protection efforts	144	12.7 %
City's sanitary sewer system	243	21.4 %
None chosen	58	5.1 %
Total	3170	

**Q13. SOLID WASTE: Please rate the City's performance in the following areas:**

(N=1136)

	Very Good	Good	Fair	Poor	Don't Know
Q13-1. Residential garbage collection services	58.8%	33.8%	4.2%	0.8%	2.4%
Q13-2. All-In recycling collection services	65.1%	25.4%	4.1%	1.6%	3.8%
Q13-3. Yard waste collection services	46.6%	32.0%	9.8%	3.1%	8.5%
Q13-4. Bulky waste collection services	46.7%	31.4%	8.5%	3.3%	9.9%

**WITHOUT DON'T KNOW****Q13. SOLID WASTE: Please rate the City's performance in the following areas: (without "don't know")**

(N=1136)

	Very Good	Good	Fair	Poor
Q13-1. Residential garbage collection services	60.2%	34.6%	4.3%	0.8%
Q13-2. All-In recycling collection services	67.7%	26.3%	4.3%	1.6%
Q13-3. Yard waste collection services	50.9%	35.0%	10.7%	3.4%
Q13-4. Bulky waste collection services	51.9%	34.9%	9.5%	3.7%

**Q14. Which TWO of the services listed in Question 13 above do you think should receive the MOST EMPHASIS from City leaders over the next two years?**

Q14. Top choice	Number	Percent
Residential garbage collection services	358	31.5 %
All-In recycling collection services	165	14.5 %
Yard waste collection services	223	19.6 %
Bulky waste collection services	126	11.1 %
None chosen	264	23.2 %
Total	1136	100.0 %

**Q14. Which TWO of the services listed in Question 13 above do you think should receive the MOST EMPHASIS from City leaders over the next two years?**

Q14. 2nd choice	Number	Percent
Residential garbage collection services	114	10.0 %
All-In recycling collection services	255	22.4 %
Yard waste collection services	206	18.1 %
Bulky waste collection services	249	21.9 %
None chosen	312	27.5 %
Total	1136	100.0 %

**SUM OF TOP 2 CHOICES**

**Q14. Which TWO of the services listed in Question 13 above do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 2)**

Q14. Sum of Top 2 Choices	Number	Percent
Residential garbage collection services	472	41.5 %
All-In recycling collection services	420	37.0 %
Yard waste collection services	429	37.8 %
Bulky waste collection services	375	33.0 %
None chosen	264	23.2 %
Total	1960	

**Q15. PARKS AND RECREATION SERVICES: Please rate the City's performance in the following areas.**

(N=1136)

	Very Good	Good	Fair	Poor	Don't Know
Q15-1. Overall quality of City parks	17.9%	58.5%	12.4%	1.8%	9.4%
Q15-2. Overall appearance of parks & park facilities	15.9%	52.5%	18.5%	3.3%	9.8%
Q15-3. Number, location, & accessibility of City parks	19.5%	52.9%	14.3%	1.8%	11.5%
Q15-4. Quality of outdoor athletic facilities	14.2%	41.2%	13.4%	3.3%	28.0%
Q15-5. Quality of walking & biking trails in City of Davenport	26.0%	46.5%	10.6%	2.6%	14.3%
Q15-6. Quality of swimming facilities & programs	8.0%	29.1%	13.6%	4.1%	45.1%
Q15-7. Hours of operation at City pools	5.9%	26.8%	14.2%	3.3%	49.7%
Q15-8. Overall quality of public gardens (VanderVeer, Duck Creek)	35.7%	44.0%	6.6%	0.8%	12.9%
Q15-9. Quality & variety of recreational programs/ events offered by City	12.5%	34.9%	14.3%	2.7%	35.6%
Q15-10. Convenience & ease of registration for recreation programs/events	9.0%	26.6%	12.1%	3.0%	49.4%
Q15-11. Quality of instructors for City recreation programs	6.7%	20.9%	9.2%	1.7%	61.6%
Q15-12. Location of recreation programs/events	6.6%	29.0%	11.4%	2.4%	50.7%
Q15-13. Overall quality of City golf courses	10.1%	27.7%	7.6%	2.6%	52.0%

**WITHOUT DON'T KNOW****Q15. PARKS AND RECREATION SERVICES: Please rate the City's performance in the following areas.  
(without "don't know")**

(N=1136)

	Very Good	Good	Fair	Poor
Q15-1. Overall quality of City parks	19.7%	64.6%	13.7%	1.9%
Q15-2. Overall appearance of parks & park facilities	17.7%	58.1%	20.5%	3.7%
Q15-3. Number, location, & accessibility of City parks	22.1%	59.8%	16.1%	2.0%
Q15-4. Quality of outdoor athletic facilities	19.7%	57.2%	18.6%	4.5%
Q15-5. Quality of walking & biking trails in City of Davenport	30.3%	54.3%	12.3%	3.1%
Q15-6. Quality of swimming facilities & programs	14.6%	53.0%	24.8%	7.5%
Q15-7. Hours of operation at City pools	11.7%	53.4%	28.2%	6.7%
Q15-8. Overall quality of public gardens (VanderVeer, Duck Creek)	41.0%	50.6%	7.6%	0.9%
Q15-9. Quality & variety of recreational programs/events offered by City	19.4%	54.1%	22.3%	4.2%
Q15-10. Convenience & ease of registration for recreation programs/events	17.7%	52.5%	23.8%	5.9%
Q15-11. Quality of instructors for City recreation programs	17.4%	54.4%	23.9%	4.4%
Q15-12. Location of recreation programs/events	13.4%	58.8%	23.0%	4.8%
Q15-13. Overall quality of City golf courses	21.1%	57.8%	15.8%	5.3%

**Q16. Which FOUR of the services listed in Question 15 above do you think should receive the MOST EMPHASIS from City leaders over the next two years?**

Q16. Top choice	Number	Percent
Overall quality of City parks	279	24.6 %
Overall appearance of parks & park facilities	195	17.2 %
Number, location, & accessibility of City parks	39	3.4 %
Quality of outdoor athletic facilities	53	4.7 %
Quality of walking & biking trails in City of Davenport	93	8.2 %
Quality of swimming facilities & programs	33	2.9 %
Hours of operation at City pools	18	1.6 %
Overall quality of public gardens (VanderVeer, Duck Creek)	20	1.8 %
Quality & variety of recreational programs/events offered by City	53	4.7 %
Convenience & ease of registration for recreation programs/events	27	2.4 %
Quality of instructors for City recreation programs	13	1.1 %
Location of recreation programs/events	17	1.5 %
Overall quality of City golf courses	46	4.0 %
None chosen	250	22.0 %
Total	1136	100.0 %

**Q16. Which FOUR of the services listed in Question 15 above do you think should receive the MOST EMPHASIS from City leaders over the next two years?**

Q16. 2nd choice	Number	Percent
Overall quality of City parks	92	8.1 %
Overall appearance of parks & park facilities	214	18.8 %
Number, location, & accessibility of City parks	73	6.4 %
Quality of outdoor athletic facilities	82	7.2 %
Quality of walking & biking trails in City of Davenport	129	11.4 %
Quality of swimming facilities & programs	38	3.3 %
Hours of operation at City pools	39	3.4 %
Overall quality of public gardens (VanderVeer, Duck Creek)	36	3.2 %
Quality & variety of recreational programs/events offered by City	61	5.4 %
Convenience & ease of registration for recreation programs/events	28	2.5 %
Quality of instructors for City recreation programs	16	1.4 %
Location of recreation programs/events	20	1.8 %
Overall quality of City golf courses	24	2.1 %
None chosen	284	25.0 %
Total	1136	100.0 %



**Q16. Which FOUR of the services listed in Question 15 above do you think should receive the MOST EMPHASIS from City leaders over the next two years?**

Q16. 3rd choice	Number	Percent
Overall quality of City parks	69	6.1 %
Overall appearance of parks & park facilities	95	8.4 %
Number, location, & accessibility of City parks	90	7.9 %
Quality of outdoor athletic facilities	72	6.3 %
Quality of walking & biking trails in City of Davenport	135	11.9 %
Quality of swimming facilities & programs	50	4.4 %
Hours of operation at City pools	26	2.3 %
Overall quality of public gardens (VanderVeer, Duck Creek)	52	4.6 %
Quality & variety of recreational programs/events offered by City	86	7.6 %
Convenience & ease of registration for recreation programs/events	31	2.7 %
Quality of instructors for City recreation programs	32	2.8 %
Location of recreation programs/events	42	3.7 %
Overall quality of City golf courses	29	2.6 %
None chosen	327	28.8 %
Total	1136	100.0 %

**Q16. Which FOUR of the services listed in Question 15 above do you think should receive the MOST EMPHASIS from City leaders over the next two years?**

Q16. 4th choice	Number	Percent
Overall quality of City parks	54	4.8 %
Overall appearance of parks & park facilities	73	6.4 %
Number, location, & accessibility of City parks	52	4.6 %
Quality of outdoor athletic facilities	75	6.6 %
Quality of walking & biking trails in City of Davenport	79	7.0 %
Quality of swimming facilities & programs	42	3.7 %
Hours of operation at City pools	26	2.3 %
Overall quality of public gardens (VanderVeer, Duck Creek)	58	5.1 %
Quality & variety of recreational programs/events offered by City	72	6.3 %
Convenience & ease of registration for recreation programs/events	36	3.2 %
Quality of instructors for City recreation programs	38	3.3 %
Location of recreation programs/events	36	3.2 %
Overall quality of City golf courses	47	4.1 %
None chosen	448	39.4 %
Total	1136	100.0 %

**SUM OF TOP 4 CHOICES****Q16. Which FOUR of the services listed in Question 15 above do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 4)**

Q16. Sum of Top 4 Choices	Number	Percent
Overall quality of City parks	494	43.5 %
Overall appearance of parks & park facilities	577	50.8 %
Number, location, & accessibility of City parks	254	22.4 %
Quality of outdoor athletic facilities	282	24.8 %
Quality of walking & biking trails in City of Davenport	436	38.4 %
Quality of swimming facilities & programs	163	14.3 %
Hours of operation at City pools	109	9.6 %
Overall quality of public gardens (VanderVeer, Duck Creek)	166	14.6 %
Quality & variety of recreational programs/events offered by City	272	23.9 %
Convenience & ease of registration for recreation programs/events	122	10.7 %
Quality of instructors for City recreation programs	99	8.7 %
Location of recreation programs/events	115	10.1 %
Overall quality of City golf courses	146	12.9 %
None chosen	250	22.0 %
Total	3485	

**Q17. 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 or visited a City Park or outdoor recreational facility?**

Q17. Have you participated in any City Parks & Recreation programs	Number	Percent
Yes	391	34.4 %
No	714	62.9 %
Not provided	31	2.7 %
Total	1136	100.0 %

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

Q18. Have you used a Davenport library facility within past 12 months	Number	Percent
Yes	663	58.4 %
No	466	41.0 %
Not provided	7	0.6 %
Total	1136	100.0 %

**Q18a. (If YES to Question 18) Please rate the City's performance in the following areas.**

(N=663)

	Very Good	Good	Fair	Poor	Don't Know
Q18a-1. Availability & quality of materials you need at libraries	46.5%	44.2%	6.6%	0.6%	2.1%
Q18a-2. Quality of children/youth programs	26.8%	23.7%	6.2%	0.3%	43.0%
Q18a-3. Quality of programs for adults	21.9%	27.9%	10.0%	1.2%	39.1%
Q18a-4. Availability of public computers & internet access at libraries	34.4%	35.1%	5.3%	0.6%	24.6%
Q18a-5. Hours of library operation	29.0%	50.8%	15.1%	2.7%	2.4%

**WITHOUT DON'T KNOW****Q18a. (If YES to Question 18) Please rate the City's performance in the following areas. (without "don't know")**

(N=663)

	Very Good	Good	Fair	Poor
Q18a-1. Availability & quality of materials you need at libraries	47.5%	45.1%	6.8%	0.6%
Q18a-2. Quality of children/youth programs	47.1%	41.5%	10.8%	0.5%
Q18a-3. Quality of programs for adults	35.9%	45.8%	16.3%	2.0%
Q18a-4. Availability of public computers & internet access at libraries	45.6%	46.6%	7.0%	0.8%
Q18a-5. Hours of library operation	29.7%	52.1%	15.5%	2.8%

**Q19. Which TWO of the services listed in Question 18a above do you think should receive the MOST EMPHASIS from City leaders over the next two years?**

Q19. Top choice	Number	Percent
Availability & quality of materials you need at libraries	202	30.5 %
Quality of children/youth programs	123	18.6 %
Quality of programs for adults	54	8.1 %
Availability of public computers & internet access at libraries	41	6.2 %
Hours of library operation	114	17.2 %
None chosen	129	19.5 %
Total	663	100.0 %

**Q19. Which TWO of the services listed in Question 18a above do you think should receive the MOST EMPHASIS from City leaders over the next two years?**

Q19. 2nd choice	Number	Percent
Availability & quality of materials you need at libraries	93	14.0 %
Quality of children/youth programs	109	16.4 %
Quality of programs for adults	92	13.9 %
Availability of public computers & internet access at libraries	71	10.7 %
Hours of library operation	121	18.3 %
None chosen	177	26.7 %
Total	663	100.0 %

**SUM OF TOP 2 CHOICES**

**Q19. Which TWO of the services listed in Question 18a above do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 2)**

Q19. Sum of Top 2 Choices	Number	Percent
Availability & quality of materials you need at libraries	295	44.5 %
Quality of children/youth programs	232	35.0 %
Quality of programs for adults	146	22.0 %
Availability of public computers & internet access at libraries	112	16.9 %
Hours of library operation	235	35.4 %
None chosen	129	19.5 %
Total	1149	

**Q20. CITIZEN ENGAGEMENT: 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
City of Davenport website	351	30.9 %
City of Davenport social media (Facebook, Twitter, NextDoor, YouTube)	255	22.4 %
City of Davenport Cable TV channels	203	17.9 %
City of Davenport sewer bill Newsletter	495	43.6 %
Televised City Council & other meetings	68	6.0 %
Local radio news stations/websites	576	50.7 %
Telephone call/visit to City facility	85	7.5 %
Attending public meetings	49	4.3 %
City of Davenport emails & text messages	59	5.2 %
City of Davenport robo calls	89	7.8 %
Local newspapers & websites	710	62.5 %
Other: Local TV news Channels/Websites	583	51.3 %
Other	54	4.8 %
Total	3577	

**Q20. Other**

<u>Q20. Other</u>	<u>Number</u>	<u>Percent</u>
ADMIN ASSISTANT TO THE CITY ADMIN	1	1.9 %
DRIVE BY	1	1.9 %
FINES	1	1.9 %
FAMILY	1	1.9 %
FRIENDS	7	13.2 %
FRIENDS AND FAMILY	1	1.9 %
FRIENDS/WORD OF MOUTH	1	1.9 %
KYLE CARTER	1	1.9 %
LIBRARY MAILINGS	1	1.9 %
LIBRARY MATERIAL	1	1.9 %
LIBRARY NEWSLETTER	1	1.9 %
MAIL	1	1.9 %
MAIL FROM CITY	1	1.9 %
NEIGHBORHOOD APP	1	1.9 %
NEXTDOOR WEBSITE	1	1.9 %
NEWSPAPER	1	1.9 %
NEXTDOOR	2	3.8 %
OUR CHILD	1	1.9 %
PARKS AND REC BOOKLET	1	1.9 %
PHONE	1	1.9 %
PAMPHLETS AT PARKS	1	1.9 %
QC CHAMBER	1	1.9 %
QC TIMES	1	1.9 %
QCONLINE.COM	1	1.9 %
RADIO	1	1.9 %
RECYCLING MAGNET	1	1.9 %
RIVER CITY READER	1	1.9 %
SCOTT COUNTY	1	1.9 %
SENT LETTERS NOTIFYING ME OF CHANGES	1	1.9 %
SEWER BILL	1	1.9 %
SOCIAL MEDIA	1	1.9 %
STOP ROTC CALLS	1	1.9 %
TV NEWS	1	1.9 %
WVIK	1	1.9 %
WARD MEETINGS	1	1.9 %
WORD OF MOUTH	5	9.4 %
NEIGHBORS	1	1.9 %
NEWS ON TV	1	1.9 %
PARENT	1	1.9 %
PARK AND REC GUIDE	1	1.9 %
SCHOOL	2	3.8 %
Total	53	100.0 %

**Q21. CUSTOMER EXPERIENCE: Have you called, emailed or visited the City with a question, problem, or comment during the past year?**

Q21. Have you called, emailed or visited City during past year	Number	Percent
Yes	448	39.4 %
No	677	59.6 %
Not provided	11	1.0 %
Total	1136	100.0 %

**Q21a. (If YES to Question 21) Which department did you contact most recently?**

Q21a. Which department did you contact most recently	Number	Percent
City Administration/City Clerk's Office	67	15.0 %
Mayor	6	1.3 %
City Council	30	6.7 %
Public Works	216	48.2 %
Legal Department	7	1.6 %
Finance/Bill Payment	23	5.1 %
Human Resources	2	0.4 %
Planning & Economic Development	12	2.7 %
Parks & Recreation	15	3.3 %
Library	9	2.0 %
Police	33	7.4 %
Fire	6	1.3 %
Civil Rights Department	2	0.4 %
Other	20	4.5 %
Total	448	100.0 %

**Q21a. Other**

Q21a. Other	Number	Percent
ANIMAL CONTROL	2	13.3 %
AUDITOR	1	6.7 %
CITIBUS	1	6.7 %
HOUSING	1	6.7 %
LANDLORD INFO	1	6.7 %
NEIGHBORHOOD MEETING	1	6.7 %
NEIGHBORS GARAGE FALLING DOWN	1	6.7 %
RECYCLING	1	6.7 %
SNOW REMOVAL FOR RESIDENTIAL STREETS	1	6.7 %
SOLID WASTE	1	6.7 %
WEEDS	1	6.7 %
ZONING	2	13.3 %
WEBSITE	1	6.7 %
Total	15	100.0 %

**Q21b. (If YES to Question 21) Please rate your level of agreement with the following statements about your customer experience with the department:**

(N=448)

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Don't Know
Q21b-1. City employee was friendly & polite	58.7%	28.3%	4.7%	4.2%	4.0%
Q21b-2. City employee responded promptly & dealt with my issue or directed me to the appropriate person/department	52.9%	21.9%	11.2%	10.3%	3.8%
Q21b-3. City employee was knowledgeable & competent & provided accurate information	53.1%	23.7%	9.6%	8.7%	4.9%

**WITHOUT DON'T KNOW**

**Q21b. (If YES to Question 21) Please rate your level of agreement with the following statements about your customer experience with the department: (without "don't know")**

(N=448)

	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree
Q21b-1. City employee was friendly & polite	61.2%	29.5%	4.9%	4.4%
Q21b-2. City employee responded promptly & dealt with my issue or directed me to the appropriate person/department	55.0%	22.7%	11.6%	10.7%
Q21b-3. City employee was knowledgeable & competent & provided accurate information	55.9%	24.9%	10.1%	9.2%



**Q22. OVERALL RATINGS: Please rate the City's performance in the following areas.**

(N=1136)

	Very Good	Good	Fair	Poor	Don't Know
Q22-1. As a place to live	23.2%	54.5%	17.5%	3.5%	1.3%
Q22-2. As a place to raise children	20.4%	47.6%	20.7%	5.5%	5.8%
Q22-3. As a place to work	19.0%	49.4%	20.8%	4.2%	6.6%
Q22-4. As a place to retire	13.5%	33.2%	29.1%	14.4%	9.8%
Q22-5. As a place to visit	15.6%	41.1%	30.3%	7.7%	5.3%
Q22-6. As a welcoming & inclusive community for all people	16.5%	45.4%	25.2%	6.3%	6.7%
Q22-7. Overall image of City	11.5%	48.9%	30.0%	7.6%	2.0%
Q22-8. Overall quality of services that are provided by City	12.6%	55.6%	23.7%	4.2%	3.9%
Q22-9. Overall value that you receive for your City tax & fees	8.3%	37.2%	35.9%	14.1%	4.5%

**WITHOUT DON'T KNOW****Q22. OVERALL RATINGS: Please rate the City's performance in the following areas. (without "don't know")**

(N=1136)

	Very Good	Good	Fair	Poor
Q22-1. As a place to live	23.5%	55.2%	17.8%	3.6%
Q22-2. As a place to raise children	21.7%	50.6%	22.0%	5.8%
Q22-3. As a place to work	20.4%	52.9%	22.2%	4.5%
Q22-4. As a place to retire	14.9%	36.8%	32.3%	16.0%
Q22-5. As a place to visit	16.4%	43.4%	32.0%	8.2%
Q22-6. As a welcoming & inclusive community for all people	17.6%	48.7%	27.0%	6.7%
Q22-7. Overall image of City	11.8%	49.9%	30.6%	7.7%
Q22-8. Overall quality of services that are provided by City	13.1%	57.9%	24.6%	4.4%
Q22-9. Overall value that you receive for your City tax & fees	8.7%	39.0%	37.6%	14.7%

**Q23. Which THREE of the following community issues do you think should be the City's top priorities?**

Q23. What community issues should be City's top priorities

	Number	Percent
Retaining/Attracting Jobs	706	63.4 %
Environmental Stewardship	128	11.5 %
Public Safety	754	67.7 %
Neighborhood Investment	372	33.4 %
Recreation/Leisure Activities	149	13.4 %
Education Equity	276	24.8 %
City Infrastructure	561	50.4 %
City Customer Experience	50	4.5 %
Riverfront Amenities	224	20.1 %
Other	48	4.3 %
Total	3268	

**Q23. Other**

<u>Q23. Other</u>	<u>Number</u>	<u>Percent</u>
STREETS	5	10.6 %
ROADS	3	6.4 %
CITY STREETS	2	4.3 %
BIKE LANES	1	2.1 %
APARTMENTS DOWNTOWN NEED TO PROVIDE OFF STREET PARKING FOR TENANTS	1	2.1 %
REAL CHILDREN'S ZOO	1	2.1 %
EDUCATION QUALITY	1	2.1 %
SCHOOLS NEED MORE ATTENTION	1	2.1 %
MORE BIKE INFRASTRUCTURE	1	2.1 %
ATTRACTING DECENT RESTAURANTS AND GROCERY STORES	1	2.1 %
CONTINUE WITH HIGH SPEED INTERNET PROJECT	1	2.1 %
FIX POTHOLES IN NEIGHBORHOODS	1	2.1 %
MAINTAIN PUBLIC SAFETY PERSONNEL LEVELS	1	2.1 %
WE HAVE NONE CIVIL SERVANTS	1	2.1 %
MORE EFFICIENT MANAGEMENT	1	2.1 %
MORE RETIREMENT FACILITIES	1	2.1 %
CITIBUS	1	2.1 %
SCHOOLS	1	2.1 %
ANOTHER ICE RINK	1	2.1 %
BETTER STREET LIGHTING	1	2.1 %
STOP MONEY WASTING	1	2.1 %
ROADWAYS	1	2.1 %
MORE EMPHASIS ON LOCAL CONTRACTORS AND BUSINESSES	1	2.1 %
BRING PEOPLE TOGETHER BEING FAIR	1	2.1 %
POLICE DIVERSITY TRAINING	1	2.1 %
LOWER TAXES	1	2.1 %
STREET REPAIR	1	2.1 %
CRIME CONTROL	1	2.1 %
LOWER TAXES & FEES	1	2.1 %
PUBLIC PERCEPTION OF DAVENPORT	1	2.1 %
NEED A FEW PORT-A-POTTY'S ON BIKE PATHS IN WINTER	1	2.1 %
QUALITY AND MULTI-CULTURAL POLICE FORCE	1	2.1 %
INCLUSIVE FOR ALL OPPORTUNITY FOR ALL	1	2.1 %
STORM DRAINS, SEWER	1	2.1 %
CRIME	1	2.1 %
STOP ALL WOOD & FIRE PITS BURNING	1	2.1 %
MORE CULTURAL EVENTS	1	2.1 %
SNOW REMOVAL ON RESIDENTIAL STREETS	1	2.1 %
IMPROVE CREDIT ISLAND	1	2.1 %
ABSENTEE LANDLORDS	1	2.1 %
Total	47	100.0 %

**Q24. How many years have you lived in Davenport?**

Q24. How many years have you lived in

<u>Davenport</u>	<u>Number</u>	<u>Percent</u>
Not provided	27	2.4 %
5 or less	140	12.3 %
6 to 10	103	9.1 %
11 to 15	70	6.2 %
16 to 20	68	6.0 %
21 to 30	181	15.9 %
31+	547	48.2 %
Total	1136	100.0 %

**Q25. How many persons in your household (counting yourself) are:**

	<u>Mean</u>	<u>Sum</u>
number	2.46	2784
Under age 10	0.25	285
Ages 10-19	0.25	287
Ages 20-39	0.64	728
Ages 40-59	0.73	827
Ages 60-69	0.35	391
Ages 70+	0.23	266

**Q26. What is your gender?**

<u>Q26. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	545	48.0 %
Female	591	52.0 %
Total	1136	100.0 %

**Q27. What is your age?**

Q27. Your age	Number	Percent
18-34	217	19.1 %
35-44	217	19.1 %
45-54	234	20.6 %
55-64	224	19.7 %
65+	215	18.9 %
Not provided	29	2.6 %
Total	1136	100.0 %

**Q28. Do you own or rent your home?**

Q28. Do you own or rent your home	Number	Percent
Own	819	72.1 %
Rent	314	27.6 %
Not provided	3	0.3 %
Total	1136	100.0 %

**Q29. What is your race or ethnic group?**

Q29. Your race or ethnic group	Number	Percent
African American	106	9.4 %
Asian/Pacific Islander	26	2.3 %
Caucasian/White	939	83.4 %
Hispanic	102	9.1 %
Native American	22	2.0 %
Other	3	0.3 %
Total	1198	

**Q29. Other**

Q29. Other	Number	Percent
Eastern European American	1	33.3 %
European American	1	33.3 %
Italian	1	33.3 %
Total	3	100.0 %

**Q30. What was your total annual household income in 2015?**

Q30. Your total annual household income in 2015	Number	Percent
Less than \$25K	132	11.6 %
\$25K to \$49,999	251	22.1 %
\$50K to \$74,999	223	19.6 %
\$75K to \$99,999	174	15.3 %
\$100K to \$149,999	177	15.6 %
\$150K+	85	7.5 %
Not provided	94	8.3 %
Total	1136	100.0 %

## **Section 6**

# ***Survey Instrument***

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**CITY OF DAVENPORT**  
**FRANK J KLIPSCH, MAYOR**  
226 W. Fourth Street • Davenport, IA 52801  
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## 2016 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 or follow the instructions to complete it online. Your responses will remain confidential.

Please call Mallory Merritt at (563) 326-7792 and/or Scott J. VanDeWoestyne at (563) 326-6188 with any questions. City staff will be pleased to answer them. Thank you again for taking the time to help make our wonderful City of Davenport an even better place for all our citizens!

Sincerely,

A handwritten signature in blue ink, reading "Frank Klipsch", is written over a faint, larger version of the same signature.

Frank Klipsch  
Mayor





# City of Davenport 2016 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 Mallory Merritt, at (563) 326-7792 and/or Scott J. VanDeWoestyne at (563) 326-6188. 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
01.	Overall quality of police services	4	3	2	1	9
02.	Overall quality of fire and paramedic services	4	3	2	1	9
03.	Overall quality of City streets	4	3	2	1	9
04.	Overall quality of City sewer system	4	3	2	1	9
05.	Overall quality of garbage and recycling collection services	4	3	2	1	9
06.	Overall quality of City parks, recreation programs and facilities	4	3	2	1	9
07.	Overall quality of neighborhoods	4	3	2	1	9
08.	Overall quality of library services	4	3	2	1	9
09.	Overall effectiveness of City's engagement with the public	4	3	2	1	9
10.	Overall quality of customer experience in City interactions	4	3	2	1	9
11.	City's efforts to attract and hire a minority workforce	4	3	2	1	9
12.	City's efforts to attract and retain businesses	4	3	2	1	9
13.	Overall quality of Davenport's riverfront amenities	4	3	2	1	9

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

1<sup>st</sup>: \_\_\_\_\_2<sup>nd</sup>: \_\_\_\_\_3<sup>rd</sup>: \_\_\_\_\_4<sup>th</sup>: \_\_\_\_\_

## WELL-PROTECTED COMMUNITY

- 3. Please rate your level of agreement with the following statements.**

Statement		PERFORMANCE				
		Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Don't Know
01.	Overall, I feel safe in the City of Davenport	4	3	2	1	9
02.	I feel safe in my neighborhood	4	3	2	1	9
03.	I feel safe in downtown Davenport	4	3	2	1	9
04.	I feel safe in City facilities (parks, libraries, bldgs.)	4	3	2	1	9

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

Police Services		PERFORMANCE				
		Very <u>Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	Don't <u>Know</u>
01.	Responsiveness to emergency calls for service	4	3	2	1	9
02.	Responsiveness to non-emergency/assistance calls for service	4	3	2	1	9
03.	Responsiveness to investigations of criminal offenses	4	3	2	1	9
04.	Efforts to prevent crime	4	3	2	1	9
05.	Visibility of police in retail areas	4	3	2	1	9
06.	Visibility of police in your neighborhood	4	3	2	1	9
07.	Traffic enforcement	4	3	2	1	9
08.	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 numbers below using the numbers from the list in Question 4 above.]

1<sup>st</sup>: \_\_\_\_\_2<sup>nd</sup>: \_\_\_\_\_3<sup>rd</sup>: \_\_\_\_\_

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

\_\_\_(1) Yes – [Answer 6-1, 01-03 below]

\_\_\_(2) No [Go to Q7]

6-1. IF YES to #6, Please rate the following:		PERFORMANCE				
		Very <u>Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	Don't <u>Know</u>
01.	Professionalism of DPD personnel	4	3	2	1	9
02.	Competence of DPD personnel	4	3	2	1	9
03.	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 7-01 and 7-02 below]

\_\_\_(2) No [Go to Q8]

## 7-01. [If Yes to #7] What type of crime?

\_\_\_(1) Property crime (i.e. burglary, theft, etc.)

\_\_\_(2) Violent crime (i.e. assault, robbery, etc.)

## 7-02. [If Yes to #7] Did you report the crime to the police?

\_\_\_(1) Yes

\_\_\_(2) No

**B | FIRE SERVICES**

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

Fire Services		PERFORMANCE				
		Very Good	Good	Fair	Poor	Don't Know
01.	Responsiveness to emergency calls for service, including medical emergencies	4	3	2	1	9
02.	Responsiveness to non-emergency/assistance calls for service	4	3	2	1	9
03.	Fire prevention efforts	4	3	2	1	9
04.	Fire safety education programs (i.e. smoke house, school programs, 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 numbers below using the numbers from the list in Question 8 above.]

1<sup>st</sup>: \_\_\_\_\_

2<sup>nd</sup>: \_\_\_\_\_

10. Have you had contact with the Davenport Fire Department (DFD) in the last 12 months?

\_\_\_(1) Yes – [Answer 10-1 01 and 02 below]

\_\_\_(2) No [Go to Q11]

10-1 IF YES to #10, Please rate the following:		PERFORMANCE				
		Very Good	Good	Fair	Poor	Don't Know
01.	Professionalism of DFD personnel	4	3	2	1	9
02.	Competence of DFD personnel	4	3	2	1	9

**SUSTAINABLE INFRASTRUCTURE**

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

City Streets and Infrastructure Services		PERFORMANCE				
		Very Good	Good	Fair	Poor	Don't Know
01.	Condition of major City streets (potholes, cleanliness, etc.)	4	3	2	1	9
02.	Condition of streets in your neighborhood (potholes, etc.)	4	3	2	1	9
03.	Snow removal on major streets	4	3	2	1	9
04.	Snow removal in your neighborhood	4	3	2	1	9
05.	Traffic flow on major City streets	4	3	2	1	9
06.	Timing of traffic signals on City streets	4	3	2	1	9
07.	Storm drain system operation	4	3	2	1	9
08.	Flood control and protection efforts	4	3	2	1	9
09.	City's sanitary sewer system	4	3	2	1	9

12. 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 numbers below using the numbers from the list in Question 11 above.]

1<sup>st</sup>: \_\_\_\_\_

2<sup>nd</sup>: \_\_\_\_\_

3<sup>rd</sup>: \_\_\_\_\_

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

Solid Waste Services		PERFORMANCE				
		Very Good	Good	Fair	Poor	Don't Know
01.	Residential garbage collection services	4	3	2	1	9
02.	All-In Recycling collection services	4	3	2	1	9
03.	Yard waste collection services	4	3	2	1	9
04.	Bulky waste collection services	4	3	2	1	9

## 14. 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 numbers below using the numbers from the list in Question 13 above.]

1st: \_\_\_\_\_

2nd: \_\_\_\_\_

## WELCOMING NEIGHBORHOODS

## A | PARKS AND RECREATION SERVICES

## 15. 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
01.	Overall quality of City parks	4	3	2	1	9
02.	Overall appearance of parks and park facilities (cleanliness of open spaces, restrooms, shelters/lodges, landscaping, etc.)	4	3	2	1	9
03.	Number, location, & accessibility of City parks	4	3	2	1	9
04.	Quality of outdoor athletic facilities (i.e. soccer and baseball fields, tennis courts, etc.)	4	3	2	1	9
05.	Quality of walking and biking trails in the City of Davenport	4	3	2	1	9
06.	Quality of swimming facilities and programs	4	3	2	1	9
07.	Hours of operation at City pools	4	3	2	1	9
08.	Overall quality of public gardens (VanderVeer, Duck Creek)	4	3	2	1	9
09.	Quality and variety of recreational programs/events offered by the City	4	3	2	1	9
10.	Convenience & ease of registration for recreation programs/events	4	3	2	1	9
11.	Quality of instructors for City recreation programs	4	3	2	1	9
12.	Location of recreation programs/events	4	3	2	1	9
13.	Overall quality of City golf courses	4	3	2	1	9

## 16. Which FOUR of the services listed above do you think should receive the MOST EMPHASIS from City leaders over the next two years? [Write in the numbers below using the numbers from the list in Question 15 above.]

1st: \_\_\_\_\_

2nd: \_\_\_\_\_

3rd: \_\_\_\_\_

4th: \_\_\_\_\_

17. 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 or visited a City Park or outdoor recreational facility? (i.e. a fitness class, summer camp, junior theater, crafts, therapeutic programs, tumbling class, etc.)  
 \_\_\_\_ (1) Yes \_\_\_\_ (2) No

## B | LIBRARIES

18. Have you used a Davenport library facility within the past 12 months?  
 \_\_\_\_ (1) Yes \_\_\_\_ (2) No

18-1. **IF YES to #18:** Please rate the City's performance in the following areas.

Library Services		PERFORMANCE				
		Very Good	Good	Fair	Poor	Don't Know
01.	Availability & quality of materials you need at libraries	4	3	2	1	9
02.	Quality of children/youth programs	4	3	2	1	9
03.	Quality of programs for adults	4	3	2	1	9
04.	Availability of public computers and internet access at libraries	4	3	2	1	9
05.	Hours of library operation	4	3	2	1	9

19. 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 numbers below using the numbers from the list in Question 18-1 above.]

1<sup>st</sup>: \_\_\_\_\_

2<sup>nd</sup>: \_\_\_\_\_

## HIGH PERFORMING GOVERNMENT

### A | CITIZEN ENGAGEMENT

20. Where do you currently get news and information about City programs, services, and events? (Check all that apply)
- |   |  |
|---|--|
| ____ (01) City of Davenport website   | ____ (07) Telephone call/visit to City facility    |
| ____ (02) City of Davenport social media (Facebook, Twitter, NextDoor, YouTube) | ____ (08) Attending public meetings                |
| ____ (03) City of Davenport Cable TV channels                                   | ____ (09) City of Davenport emails & text messages |
| ____ (04) City of Davenport sewer bill Newsletter                               | ____ (10) City of Davenport robo calls             |
| ____ (05) Televised City Council & other meetings                               | ____ (11) Local newspapers and websites            |
| ____ (06) Local radio news stations/websites                                    | ____ (12) Other: Local TV news Channels/Websites   |
|   | ____ (13) Other: _____                             |

### B | CUSTOMER EXPERIENCE

21. Have you called, emailed or visited the City with a question, problem, or comment during the past year?  
 \_\_\_\_ (1) Yes [Answer Question 21- 01 and 21-02] \_\_\_\_ (2) No [Go to Q22]

**21-01. [Only if YES to #21] Which department did you contact most recently?**

- |   |  |
|---|--|
| <input type="checkbox"/> (01) City Administration/<br>City Clerk's Office | <input type="checkbox"/> (08) Planning and Economic<br>Development |
| <input type="checkbox"/> (02) Mayor                                       | <input type="checkbox"/> (09) Parks and Recreation                 |
| <input type="checkbox"/> (03) City Council                                | <input type="checkbox"/> (10) Library                              |
| <input type="checkbox"/> (04) Public Works                                | <input type="checkbox"/> (11) Police                               |
| <input type="checkbox"/> (05) Legal Department                            | <input type="checkbox"/> (12) Fire                                 |
| <input type="checkbox"/> (06) Finance/Bill Payment                        | <input type="checkbox"/> (13) Civil Rights Department              |
| <input type="checkbox"/> (07) Human Resources                             | <input type="checkbox"/> (14) Other: _____                         |

**21-02. [Only if YES to #21] Please rate your level of agreement with the following statements about your customer experience with the department:**

Statement		PERFORMANCE				
		Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	Don't Know
01.	The City employee was friendly and polite	4	3	2	1	9
02.	The City employee responded promptly and dealt with my issue or directed me to the appropriate person/department	4	3	2	1	9
03.	The City employee was knowledgeable and competent and provided accurate information	4	3	2	1	9

**C | OVERALL RATINGS****22. Please rate the City's performance in the following areas.**

		PERFORMANCE				
		Very Good	Good	Fair	Poor	Don't Know
01.	As a place to live	4	3	2	1	9
02.	As a place to raise children	4	3	2	1	9
03.	As a place to work	4	3	2	1	9
04.	As a place to retire	4	3	2	1	9
05.	As a place to visit	4	3	2	1	9
06.	As a welcoming and inclusive community for all people	4	3	2	1	9
07.	Overall image of the City	4	3	2	1	9
08.	Overall quality of services that are provided by the City	4	3	2	1	9
09.	Overall value that you receive for your City tax dollars and fees	4	3	2	1	9

**23. Which THREE of the following community issues do you think should be the City's top priorities. (Check up to three items)**

- |   |  |
|---|--|
| <input type="checkbox"/> (01) Retaining/Attracting Jobs     | <input type="checkbox"/> (06) Education Equity         |
| <input type="checkbox"/> (02) Environmental Stewardship     | <input type="checkbox"/> (07) City Infrastructure      |
| <input type="checkbox"/> (03) Public Safety                 | <input type="checkbox"/> (08) City Customer Experience |
| <input type="checkbox"/> (04) Neighborhood Investment       | <input type="checkbox"/> (09) Riverfront Amenities     |
| <input type="checkbox"/> (05) Recreation/Leisure Activities | <input type="checkbox"/> (10) Other: _____             |

**DEMOGRAPHICS** Please answer the following questions about yourself.

24. How many years have you lived in Davenport? \_\_\_\_\_ years
25. 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+   | _____ |
26. What is your gender? \_\_\_\_ (1) Male \_\_\_\_ (2) Female
27. What is your age? (optional) \_\_\_\_\_ years
28. Do you own or rent your home? \_\_\_\_ (1) Own \_\_\_\_ (2) Rent
29. What is your race or ethnic group? (Check all that apply)
- \_\_\_\_ (1) African American
- \_\_\_\_ (2) Asian/Pacific Islander
- \_\_\_\_ (3) Caucasian/White
- \_\_\_\_ (4) Hispanic
- \_\_\_\_ (5) Native American
- \_\_\_\_ (6) Other: \_\_\_\_\_
30. What was your total annual household income in 2015?
- |                              |                                |
|------------------------------|--------------------------------|
| ____ (1) less than \$25,000  | ____ (4) \$75,000 - \$99,999   |
| ____ (2) \$25,000 - \$49,999 | ____ (5) \$100,000 - \$149,999 |
| ____ (3) \$50,000 - \$74,999 | ____ (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.