

City of Davenport Community Survey

Findings Report

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2020

Submitted to the City of Davenport, Iowa

by:
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ETC
I N S T I T U T E

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2020 City of Davenport Community Survey

Executive Summary

Purpose and Methodology

During the fall of 2020, 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 eighth time Davenport has administered a community survey; it has been conducted every two years since 2006.

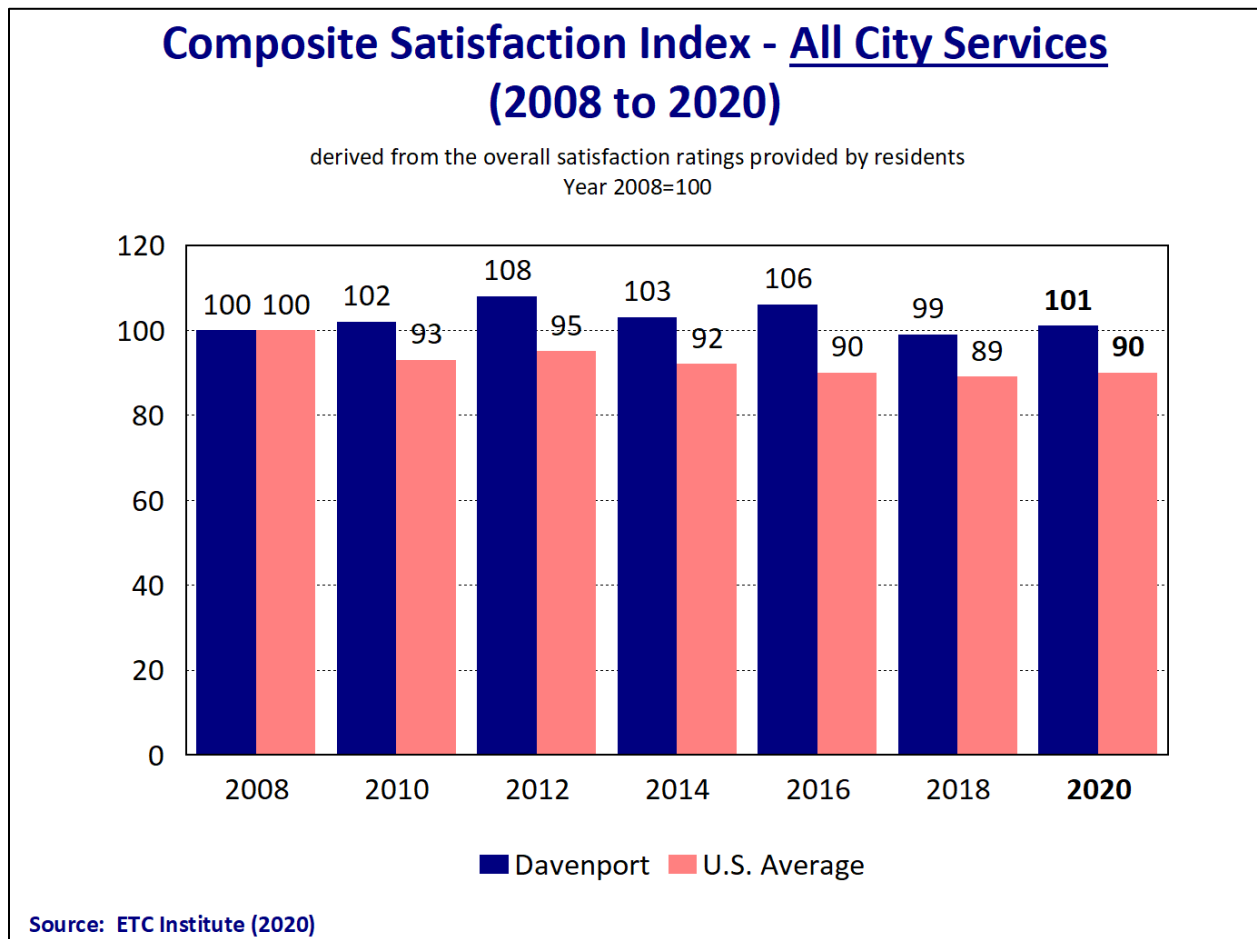
The six-page survey and cover letter were mailed to a random sample of households in the City of Davenport. The mailed survey included a postage-paid return envelope and a cover letter. The cover letter explained the purpose of the survey and included a web link for residents who preferred to take the survey online (www.DavenportSurvey.org). Approximately 10 days after the surveys were mailed, residents who received the survey were contacted by email to encourage participation. A total of 844 households completed the survey. The results for the random sample of 844 households have a 95% level of confidence with a precision of at least +/- 3.3%.

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 2020
- a complete set of charts showing trends from 2008 to 2020
- Importance-Satisfaction analysis
- benchmarking analysis
- tabular data for all questions on the survey
- a copy of the survey instrument.

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, 2016, 2018, and 2020. 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 from 2008 to 2020 for the City of Davenport and all U.S. cities. The Composite Satisfaction Index for the City of Davenport has decreased 7 points from 2012 and is 1 point above 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.

How the City of Davenport Compares to Other Communities Nationally

Satisfaction ratings for the City of Davenport **rated above the U.S. average in 27 of the 42 areas** that were assessed. The City of Davenport rated significantly higher than the U.S. average (difference of 5% or more) in 24 of these areas. Listed below are the comparisons between the City of Davenport and the U.S. average:

Service	Davenport	U.S.	Difference	Category
Overall quality of City golf courses	80%	46%	34%	Parks and Recreation Services
Bulky waste collection services	86%	54%	32%	Solid Waste Services
Quality of swimming facilities and programs	59%	33%	26%	Parks and Recreation Services
Recycling collection services	91%	69%	22%	Solid Waste Services
Police responsiveness to emergency calls for service	84%	62%	22%	Public Safety Services
Customer experience in City interactions	63%	42%	21%	Major Categories of City Services
Residential garbage collection services	93%	72%	21%	Solid Waste Services
Garbage & recycling collection services	89%	68%	21%	Major Categories of City Services
Quality of walking and biking trails	78%	58%	20%	Parks and Recreation Services
Yard waste collection services	86%	67%	19%	Solid Waste Services
Overall quality of services provided by City	67%	48%	19%	Overall Ratings of the City
City parks, recreation programs & facilities	80%	61%	19%	Major Categories of City Services
As a place to work	73%	54%	19%	Overall Ratings of the City
Library services	92%	75%	17%	Major Categories of City Services
Fire & paramedic services	96%	81%	15%	Major Categories of City Services
Fire safety education programs	76%	62%	14%	Public Safety Services
Police services	81%	68%	13%	Major Categories of City Services
Snow removal on major streets	71%	60%	11%	Streets and Infrastructure
Fire responsiveness to emergency calls for service	89%	79%	10%	Public Safety Services
Value received for City tax dollars and fees	47%	37%	10%	Overall Ratings of the City
Quality/variety of recreational programs/events	67%	57%	10%	Parks and Recreation Services
Quality of outdoor athletic facilities	73%	64%	9%	Parks and Recreation Services
Overall quality of City parks	78%	70%	8%	Parks and Recreation Services
Convenience/ease of registration programs/events	68%	62%	6%	Parks and Recreation Services
Effectiveness of public engagement	50%	46%	4%	Major Categories of City Services
Snow removal in your neighborhood	48%	44%	4%	Streets and Infrastructure
As a place to live	73%	71%	2%	Overall Ratings of the City
Traffic flow on major City streets	47%	48%	-1%	Streets and Infrastructure
Police Dept. public education efforts	49%	52%	-3%	Public Safety Services
As a place to visit	54%	57%	-3%	Overall Ratings of the City
As a place to retire	52%	56%	-4%	Overall Ratings of the City
Overall image of the City	55%	61%	-6%	Overall Ratings of the City
As a place to raise children	64%	70%	-6%	Overall Ratings of the City
Efforts to prevent crime	48%	55%	-7%	Public Safety Services
Traffic enforcement	54%	65%	-11%	Public Safety Services
City sewer system	53%	66%	-13%	Major Categories of City Services
Visibility of police in retail areas	45%	60%	-15%	Public Safety Services
Storm drain system operation	51%	68%	-17%	Streets and Infrastructure
Visibility of police in your neighborhood	35%	56%	-21%	Public Safety Services
Condition of streets in your neighborhood	25%	51%	-26%	Streets and Infrastructure
Condition of major City streets	19%	45%	-26%	Streets and Infrastructure
City streets	16%	42%	-27%	Major Categories of City Services

How the City of Davenport Compares to Other Communities Regionally

Satisfaction ratings for the City of Davenport **rated above the Midwest regional average in 24 of the 42 areas** that were assessed. The City of Davenport rated significantly higher than the Midwest regional average (difference of 5% or more) in 20 of these areas. Listed below are the comparisons between The City of Davenport and the Midwest regional average:

Service	Midwest		Difference	Category
	Davenport	Region		
Bulky waste collection services	86%	60%	26%	Solid Waste Services
Overall quality of City golf courses	80%	56%	24%	Parks and Recreation Services
Recycling collection services	91%	71%	20%	Solid Waste Services
Overall quality of services provided by City	67%	50%	17%	Overall Ratings of the City
As a place to work	73%	57%	16%	Overall Ratings of the City
Quality of swimming facilities and programs	59%	43%	16%	Parks and Recreation Services
Customer experience in City interactions	63%	49%	14%	Major Categories of City Services
Garbage & recycling collection services	89%	75%	14%	Major Categories of City Services
Yard waste collection services	86%	73%	13%	Solid Waste Services
Library services	92%	79%	13%	Major Categories of City Services
City parks, recreation programs & facilities	80%	67%	13%	Major Categories of City Services
Residential garbage collection services	93%	80%	13%	Solid Waste Services
Fire & paramedic services	96%	85%	11%	Major Categories of City Services
Police responsiveness to emergency calls for service	84%	73%	11%	Public Safety Services
Quality of outdoor athletic facilities	73%	64%	9%	Parks and Recreation Services
Quality of walking and biking trails	78%	70%	8%	Parks and Recreation Services
Snow removal on major streets	71%	63%	8%	Streets and Infrastructure
Value received for City tax dollars and fees	47%	41%	6%	Overall Ratings of the City
Convenience/ease of registration programs/events	68%	62%	6%	Parks and Recreation Services
Police services	81%	76%	5%	Major Categories of City Services
Quality/variety of recreational programs/events	67%	63%	4%	Parks and Recreation Services
Fire responsiveness to emergency calls for service	89%	87%	2%	Public Safety Services
Overall quality of City parks	78%	76%	2%	Parks and Recreation Services
Fire safety education programs	76%	75%	1%	Public Safety Services
Effectiveness of public engagement	50%	50%	0%	Major Categories of City Services
Snow removal in your neighborhood	48%	49%	-1%	Streets and Infrastructure
As a place to live	73%	76%	-3%	Overall Ratings of the City
Traffic flow on major City streets	47%	51%	-4%	Streets and Infrastructure
As a place to visit	54%	66%	-12%	Overall Ratings of the City
Overall image of the City	55%	67%	-12%	Overall Ratings of the City
As a place to raise children	64%	76%	-13%	Overall Ratings of the City
Police Dept. public education efforts	49%	63%	-14%	Public Safety Services
Efforts to prevent crime	48%	63%	-15%	Public Safety Services
Traffic enforcement	54%	69%	-15%	Public Safety Services
As a place to retire	52%	67%	-15%	Overall Ratings of the City
Visibility of police in retail areas	45%	64%	-19%	Public Safety Services
City sewer system	53%	73%	-20%	Major Categories of City Services
City streets	16%	39%	-24%	Major Categories of City Services
Visibility of police in your neighborhood	35%	59%	-24%	Public Safety Services
Storm drain system operation	51%	77%	-26%	Streets and Infrastructure
Condition of major City streets	19%	47%	-28%	Streets and Infrastructure
Condition of streets in your neighborhood	25%	59%	-34%	Streets and Infrastructure

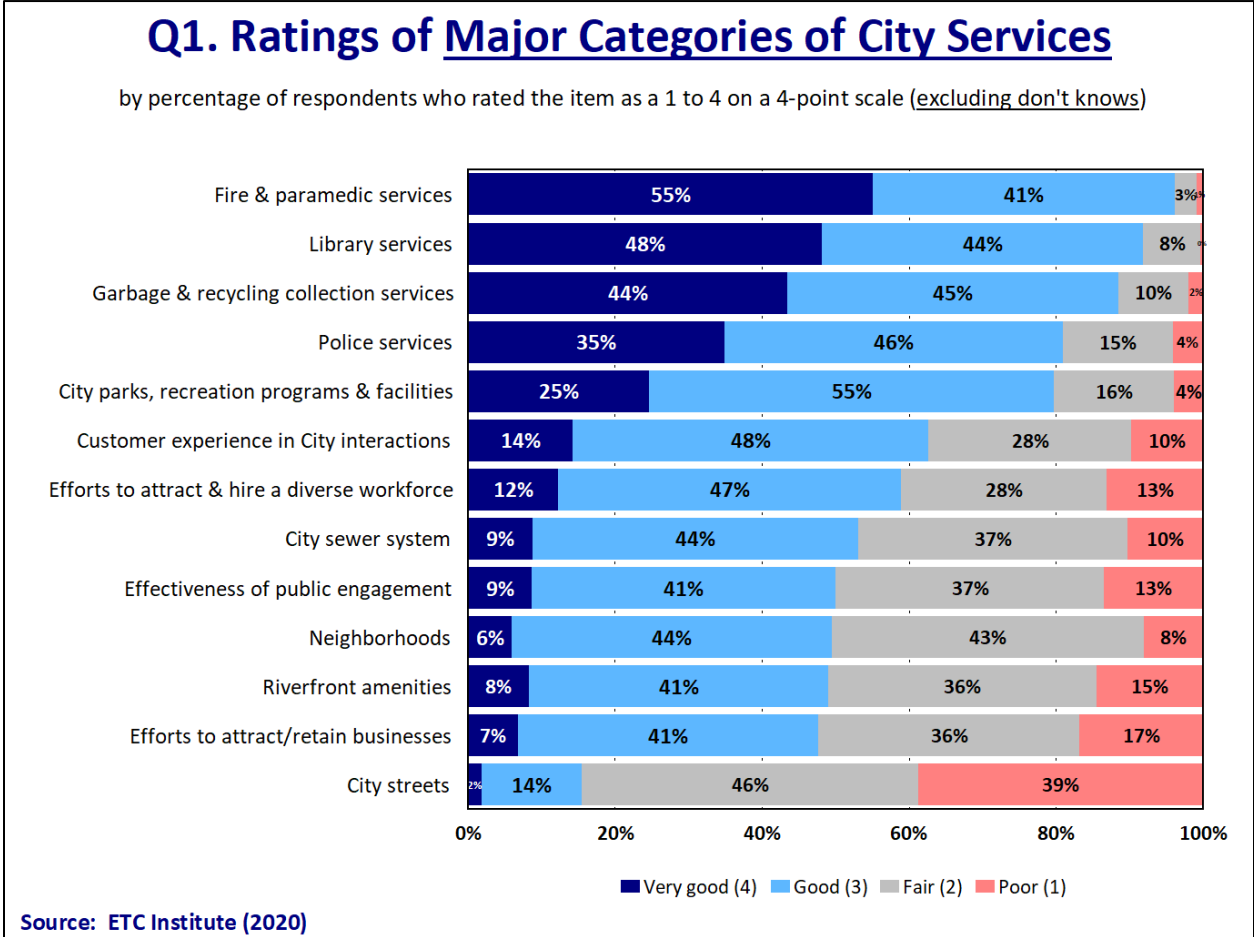
Major Findings

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 work (73%), ratings of the City as a place to live (73%), ratings of the overall quality of services provided the City (67%), and ratings of the City as a place to raise children (64%).

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 (79%)
- 2) Retaining/attracting jobs (59%)
- 3) City infrastructure (55%)

Ratings 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 (89%) and the overall quality of police services (81%). Resident rated the overall quality of City streets lowest (16%).



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 City streets (81%)
- 2) Quality of neighborhoods (54%)
- 3) Quality of police services (46%)
- 4) Efforts to attract and retain businesses (38%)

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* (81%), *I feel safe in City facilities* (80%), *Overall, I feel safe in the City of Davenport* (68%), and *I feel safe in downtown Davenport* (50%).

Ratings 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 non-emergency or assistance calls (62%), responsiveness to investigations of criminal offenses (56%), and traffic enforcement (54%). Resident rated the visibility of police in neighborhoods lowest (35%).

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 (75%)
- 2) Visibility of police in neighborhoods (37%)
- 3) Public education efforts (35%)

Ratings 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 (89%), and fire prevention efforts (84%).

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 (52%)
- 2) Fire prevention efforts (38%)

Ratings 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 streets (71%), the City's sanitary sewer system (56%), storm drain system operation (51%), and timing/placement of traffic signals on City streets (50%). Residents rated the condition of major City streets lowest (19%).

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 (73%)
- 2) Condition of neighborhood streets (49%)
- 3) Flood control and protection efforts (33%)

Ratings 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 (93%) and recycling collection services (91%).

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

- 1) recycling collection services (37%)
- 2) residential garbage collection services (37%)

Ratings of Parks and Recreation Services. The parks and recreation services that residents rated highest, based upon a combination of “very good” and “good” responses among residents *who had an opinion*, were: quality of public gardens (89%), the overall quality of City golf courses (80%), the quality of walking and biking trails (78%), and the overall quality of City parks (78%).

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 (46%)
- 2) Overall quality of City parks (45%)
- 3) Quality of walking and biking trails (43%)
- 4) Quality/variety of recreational programs/events (23%)

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 used a City library and had an opinion*, were: the availability and quality of materials needed at City libraries (93%) and the quality of children/youth programs (89%).

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

- 1) Availability and quality of library materials needed (45%)
- 2) Quality of children/youth programs (35%)

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 contacted customer service and had an opinion*, were: *the City employee who helped me was friendly and polite* (90%) and *the City employee who helped me was knowledgeable and competent* (84%).

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=0.6845)
- Overall quality of neighborhoods (IS Rating=0.2702)
- City’s efforts to attract and retain businesses (IS Rating=0.1961)

The table below shows the importance-satisfaction rating and ranking for all 13 major categories of City services that were rated.

2020 Importance-Satisfaction Rating						
City of Davenport						
Major Categories of City Services						
Category of Service	Most Important		Importance-			
	Most Important %	Rank	Satisfaction %	Satisfaction Rank	Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
City streets	81%	1	16%	13	0.6845	1
Neighborhoods	54%	2	50%	10	0.2702	2
High Priority (IS .10-.20)						
Efforts to attract/retain businesses	38%	4	48%	12	0.1961	3
Riverfront amenities	28%	5	49%	11	0.1430	4
City sewer system	25%	6	53%	8	0.1173	5
Effectiveness of public engagement	21%	7	50%	9	0.1045	6
Medium Priority (IS <.10)						
Police services	46%	3	81%	4	0.0874	7
Efforts to attract & hire a diverse workforce	14%	10	59%	7	0.0592	8
Customer experience in City interactions	12%	11	63%	6	0.0429	9
City parks, recreation programs & facilities	18%	9	80%	5	0.0358	10
Garbage & recycling collection services	7%	12	89%	3	0.0081	11
Fire & paramedic services	18%	8	96%	1	0.0069	12
Library services	1%	13	92%	2	0.0006	13

Section 1

Charts and Graphs

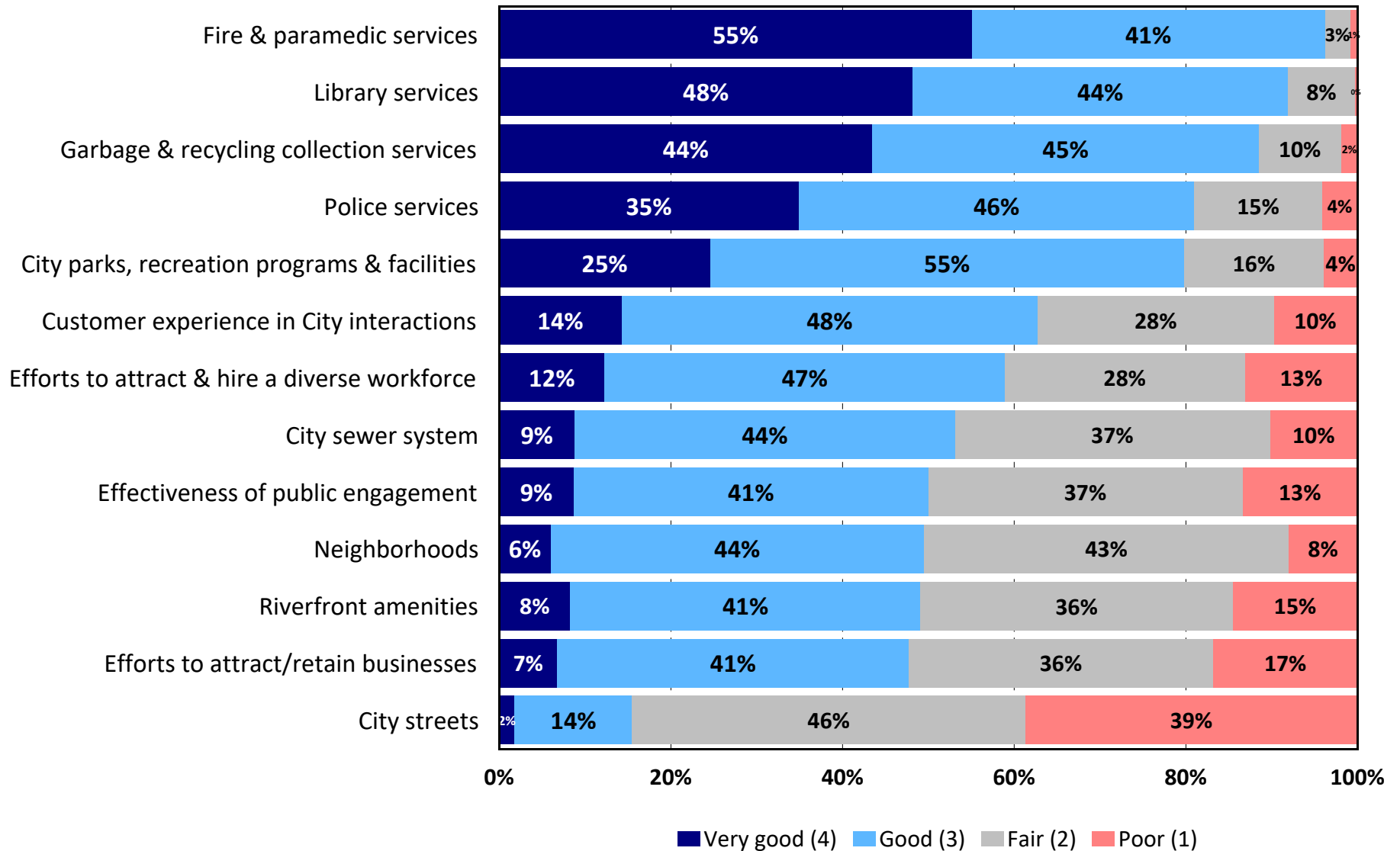
City of Davenport

2020 Community Survey

Results

Q1. Ratings of Major Categories of City Services

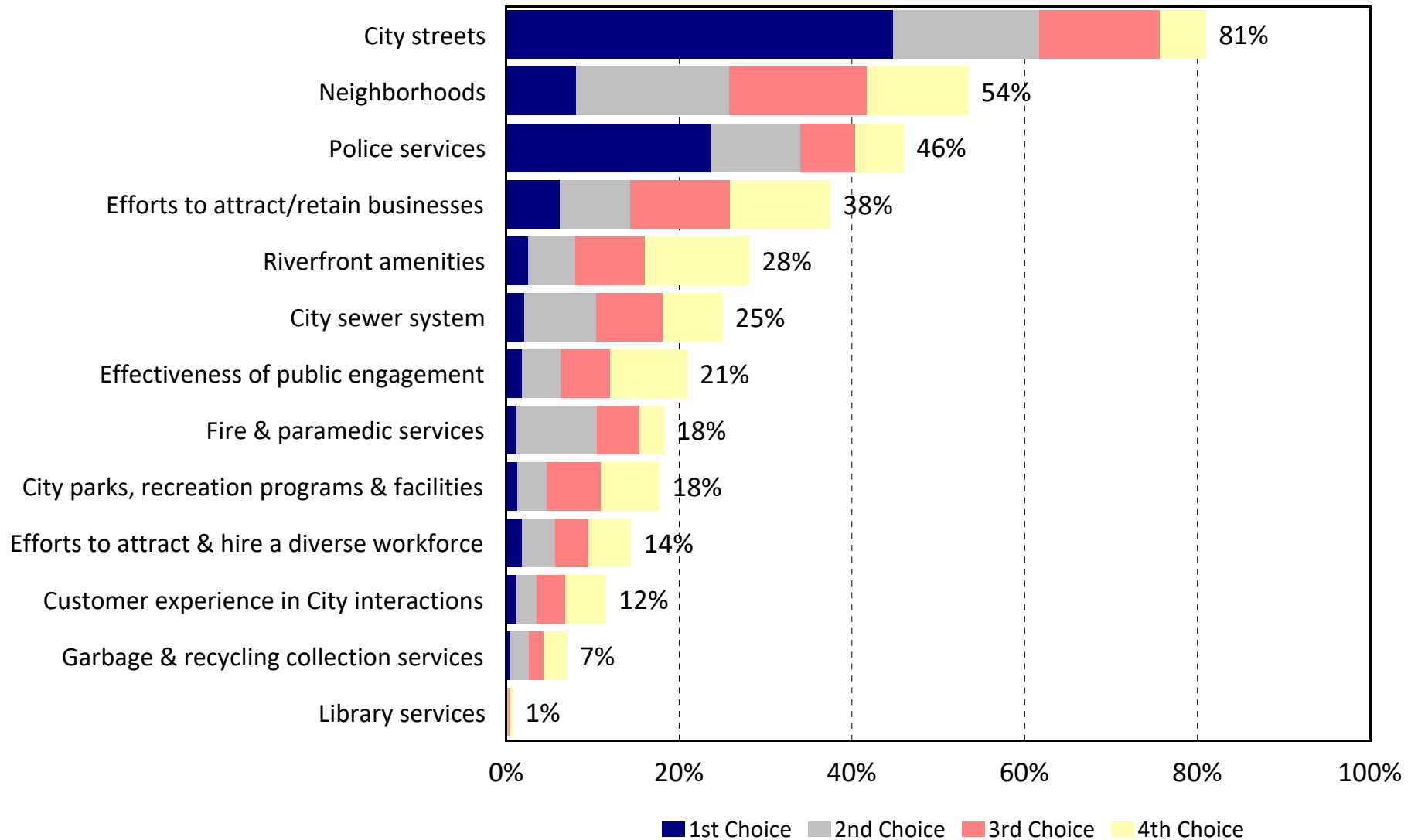
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (2020)

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

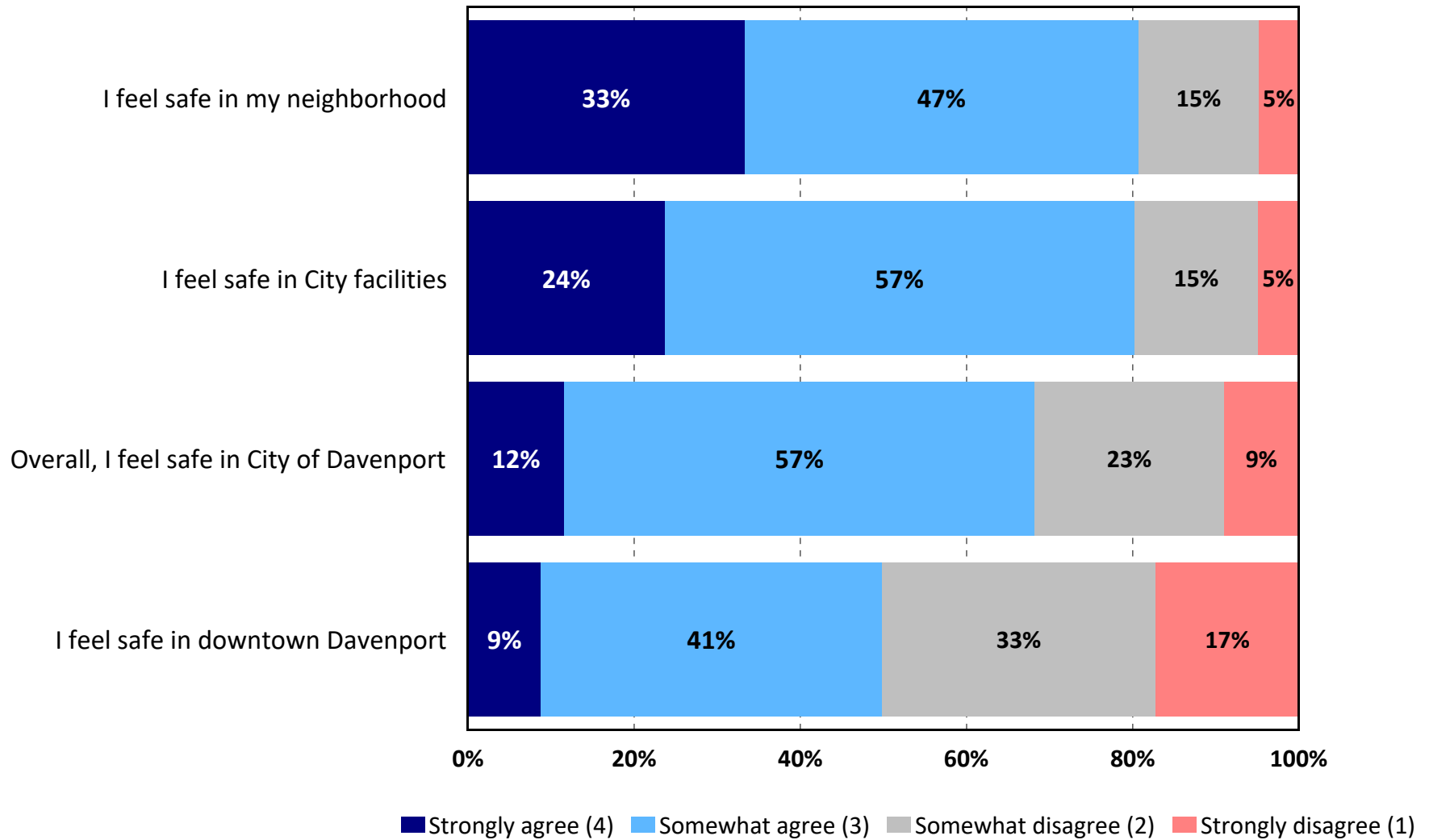
by percentage of respondents who selected the item as one of their top four choices



Source: ETC Institute (2020)

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

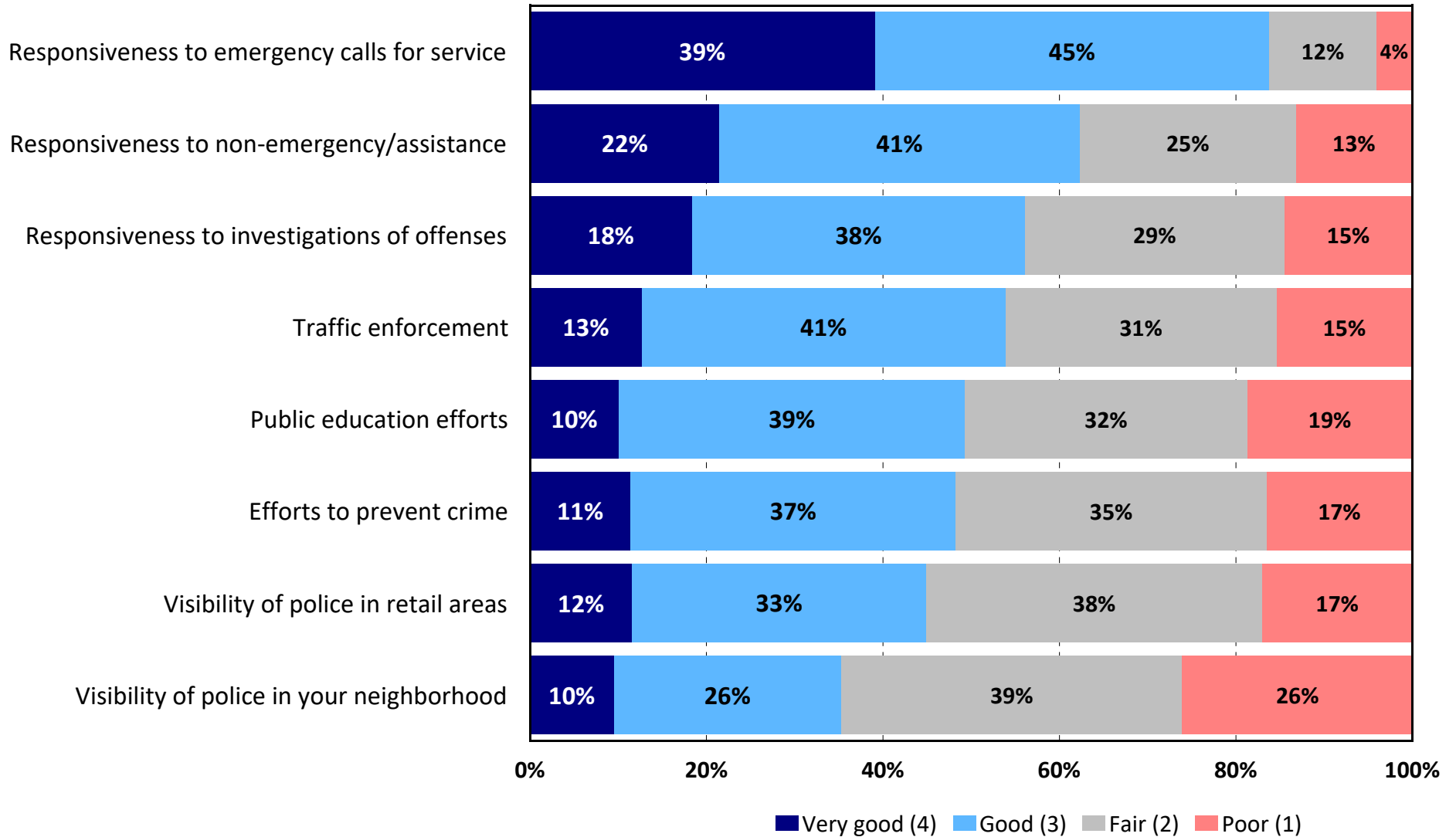
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (2020)

Q4. Ratings of Police Services

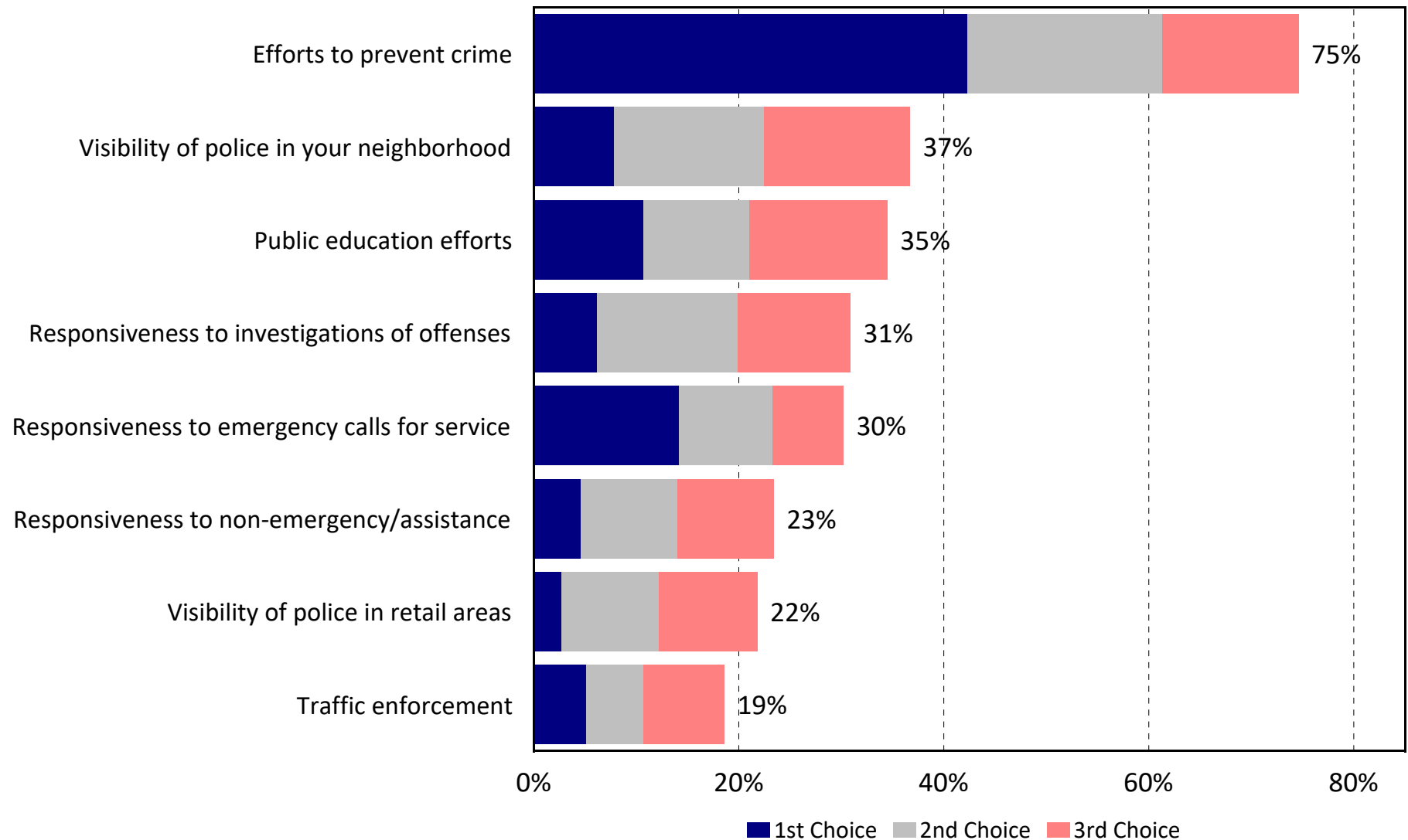
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (2020)

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

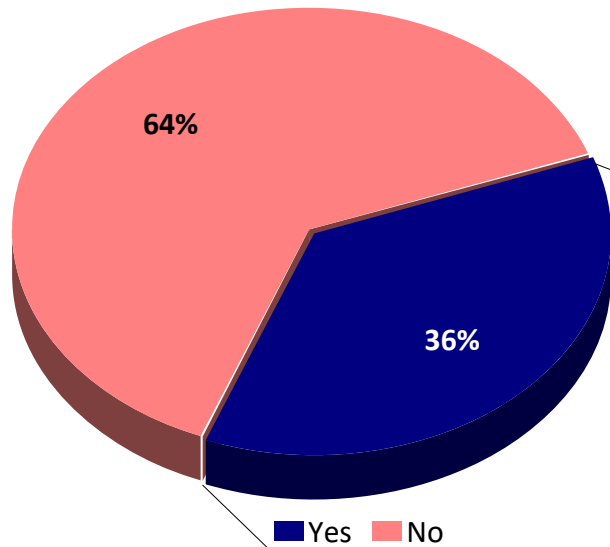
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2020)

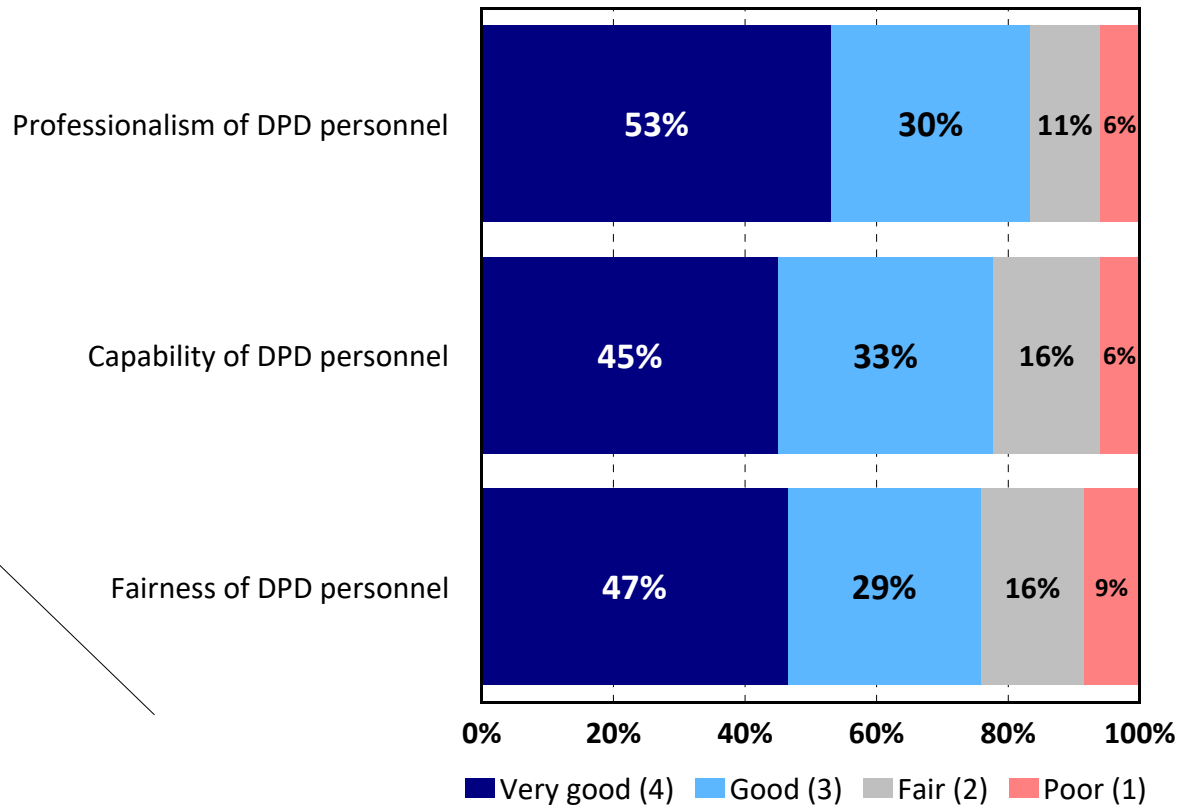
Q6. Have you had contact with the Davenport Police Department (DPD) in the last 12 months?

by percentage of respondents



Q6a. Please rate the following:

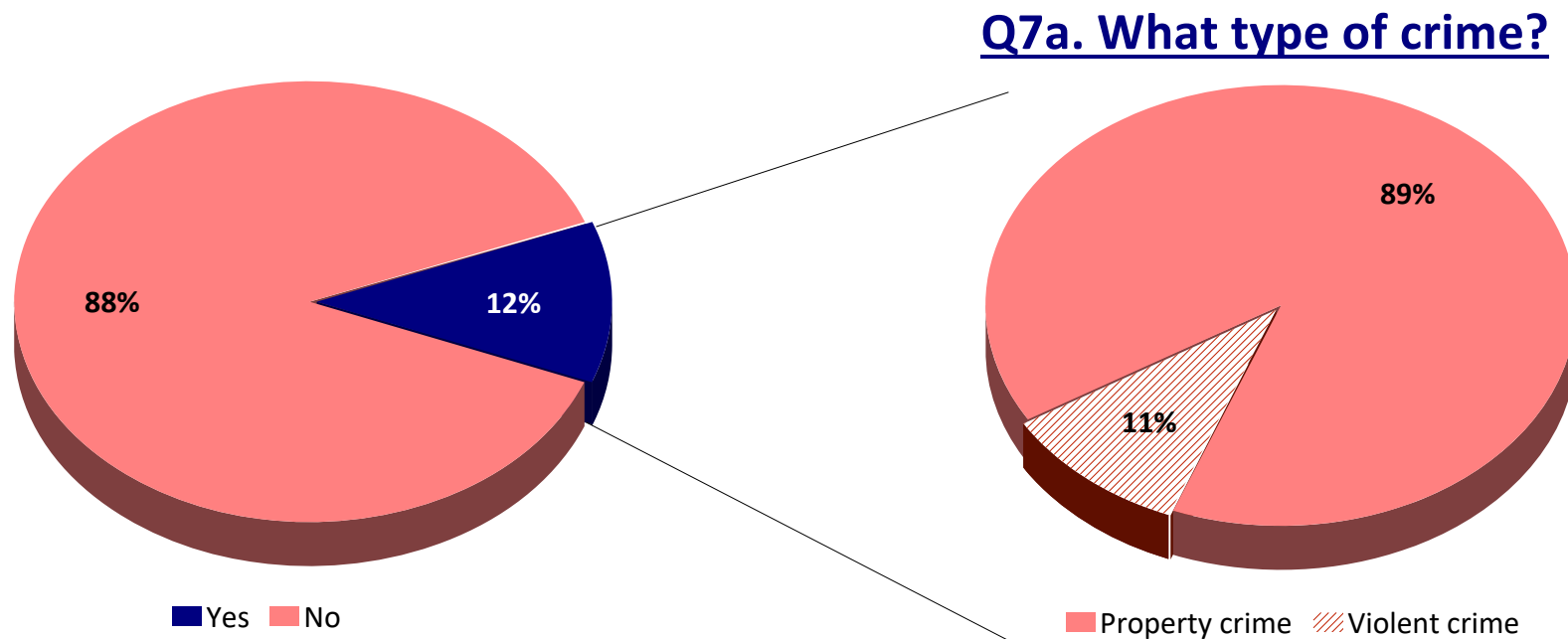
(excluding don't knows)



Source: ETC Institute (2020)

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

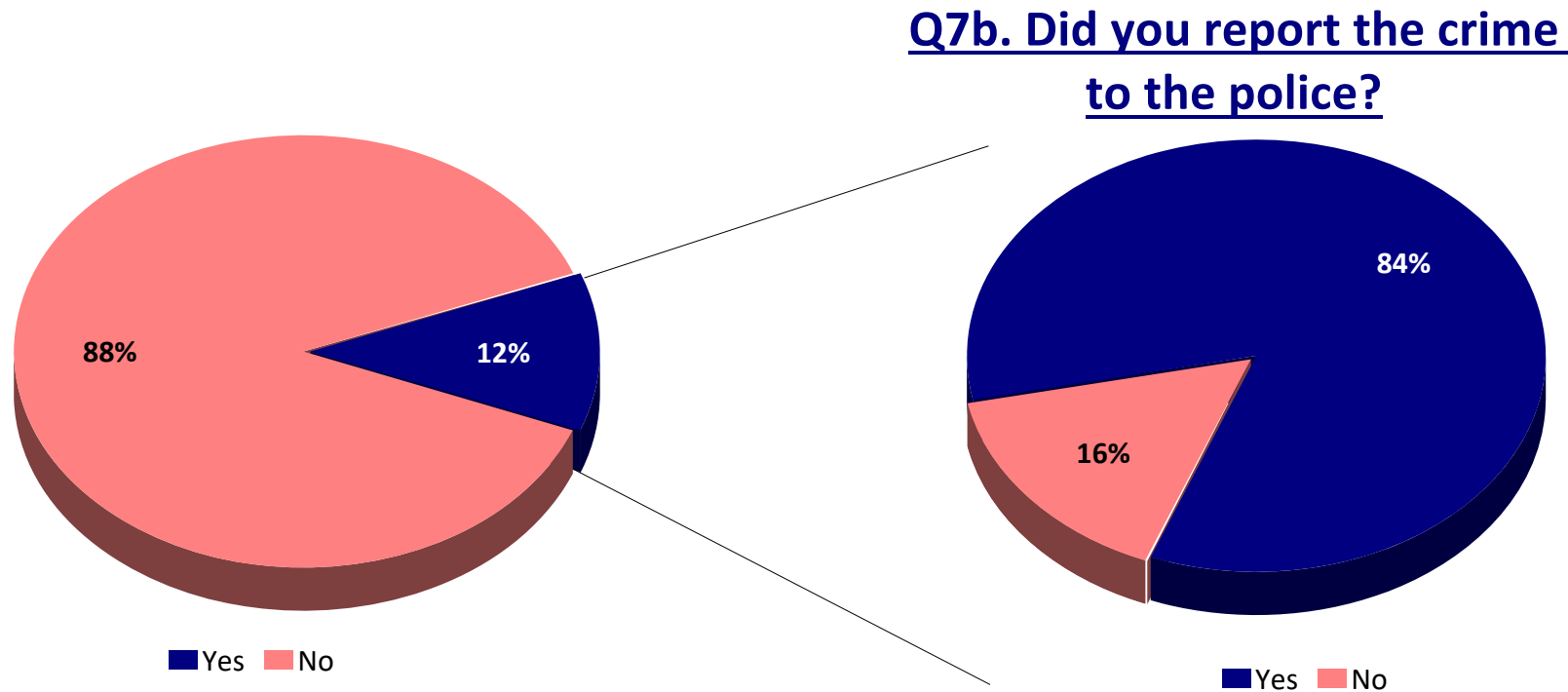
by percentage of respondents



Source: ETC Institute (2020)

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

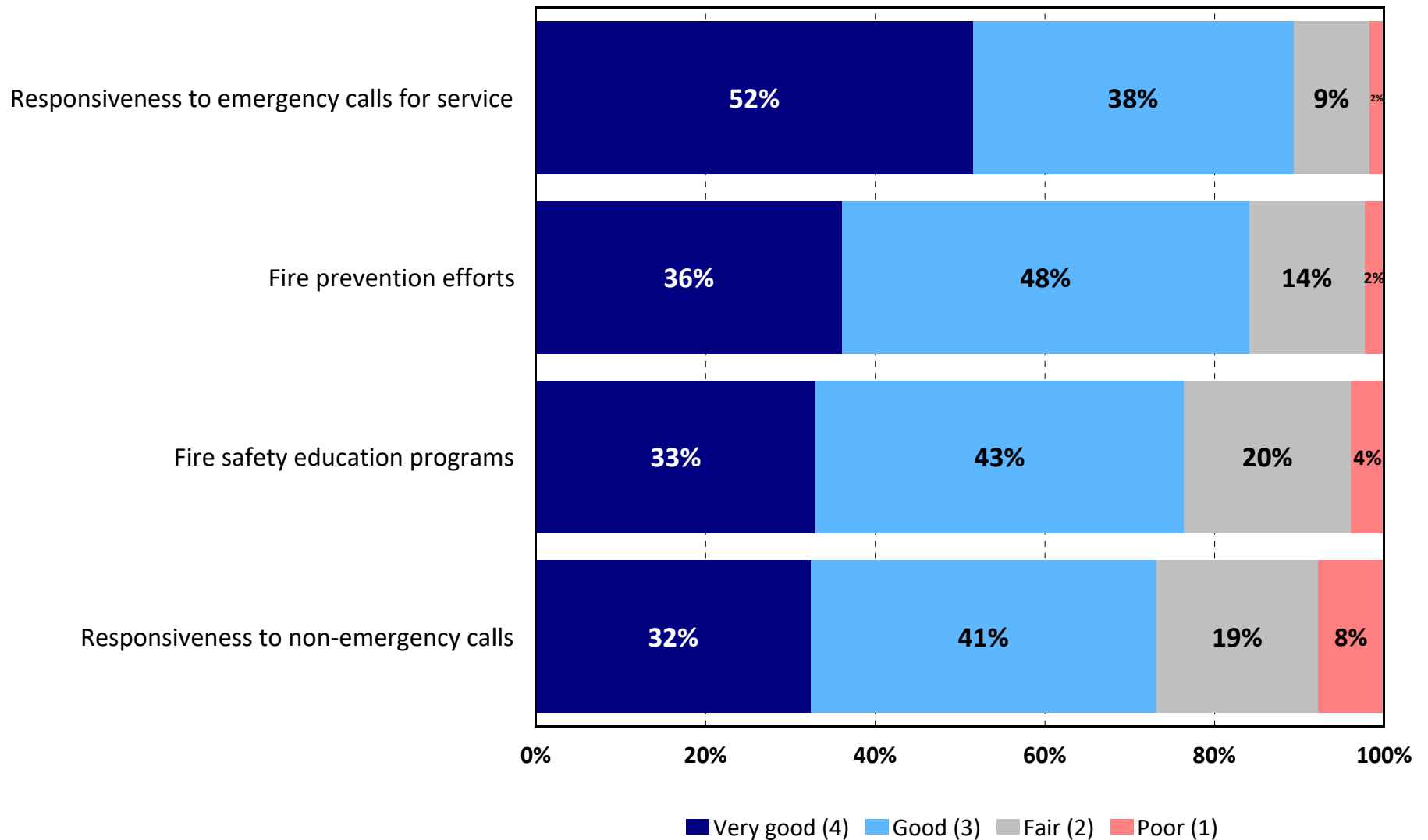
by percentage of respondents



Source: ETC Institute (2020)

Q8. Ratings of Fire Services

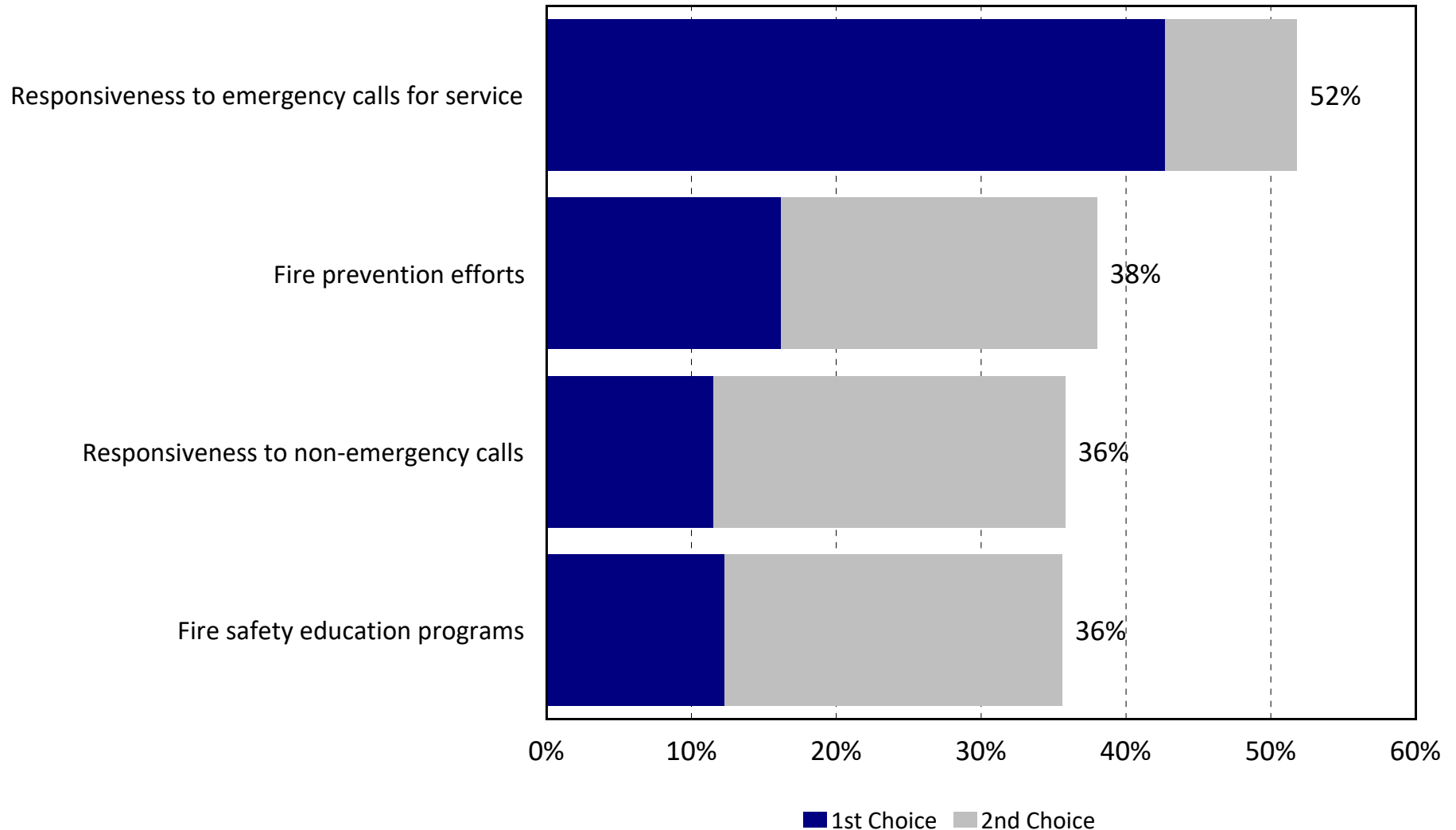
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (2020)

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

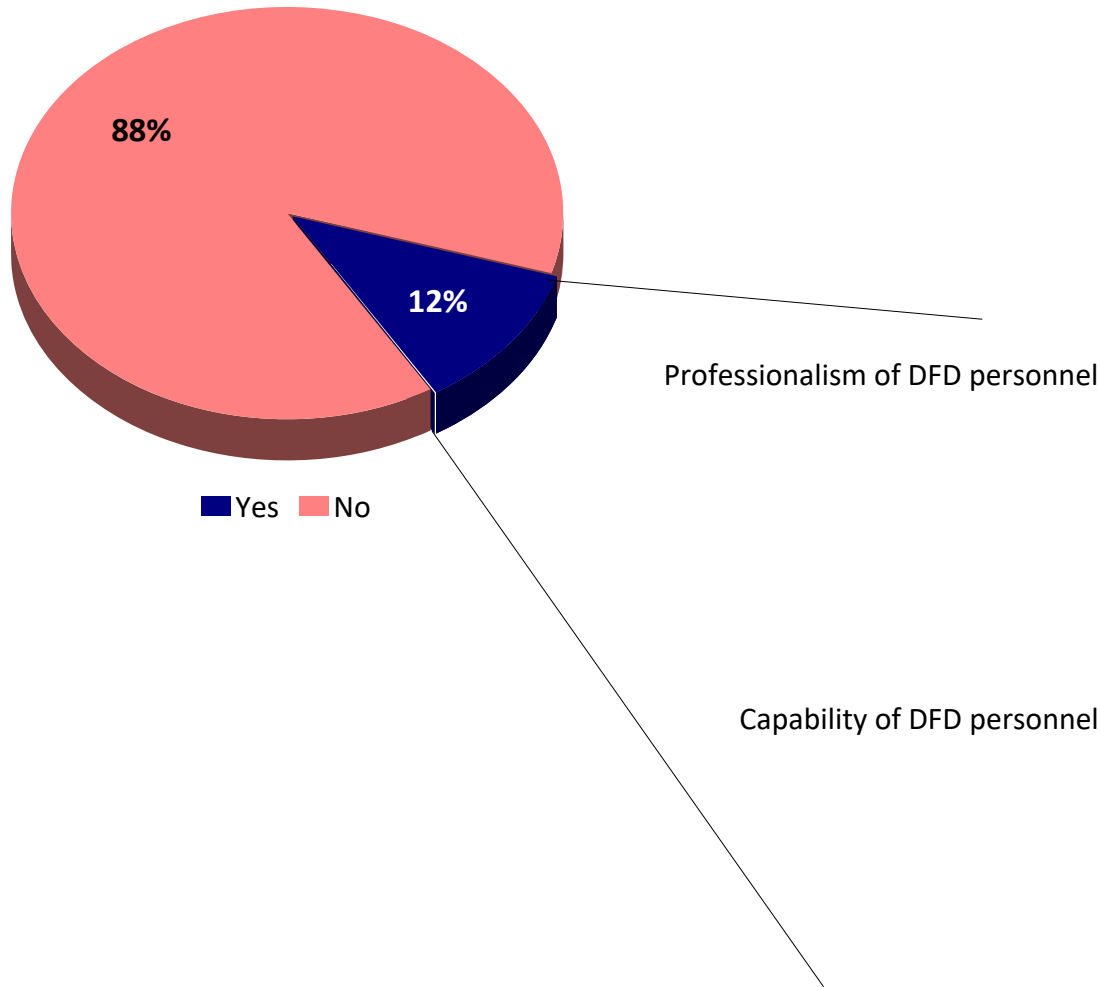
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2020)

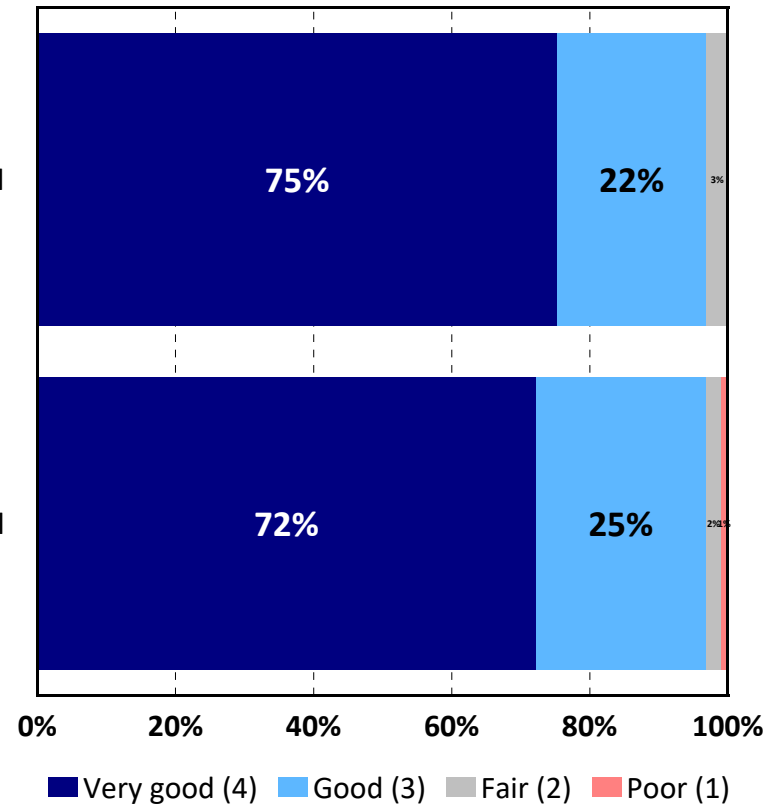
Q10. Have you had contact with the Davenport Fire Department (DFD) in the last 12 months?

by percentage of respondents



Q10a. Please rate the following:

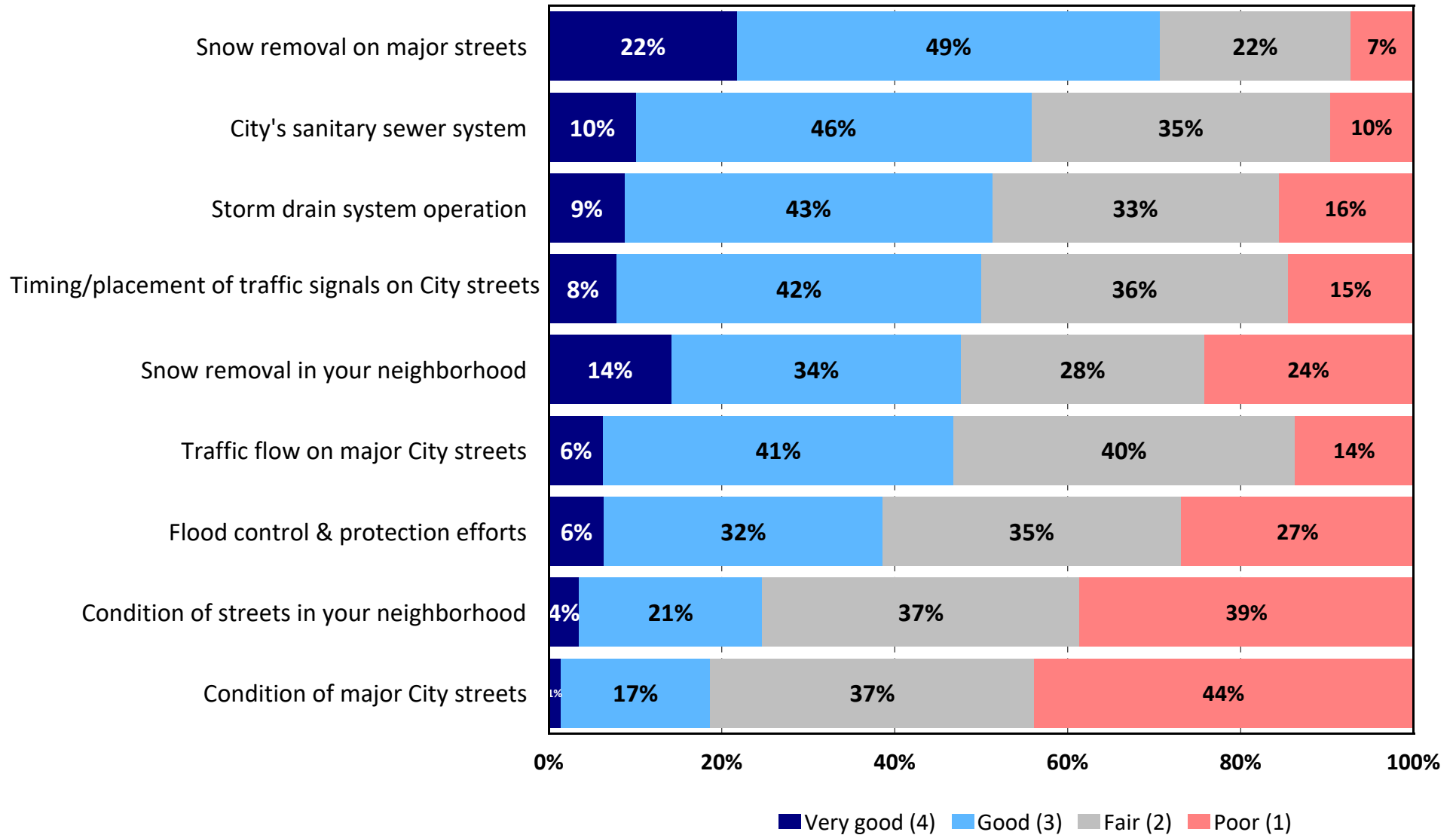
(excluding don't knows)



Source: ETC Institute (2020)

Q11. Ratings of Streets and Infrastructure

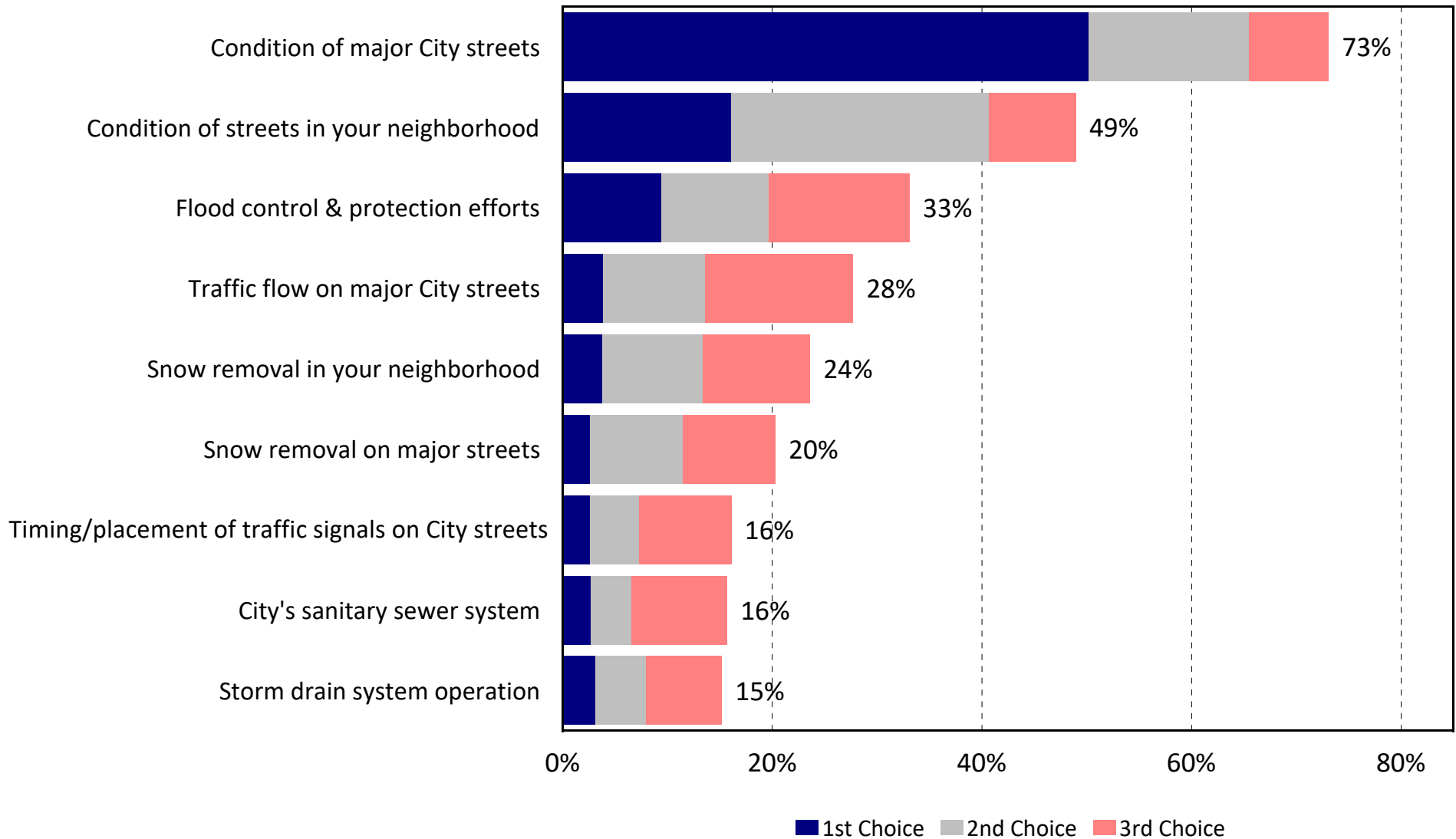
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (2020)

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

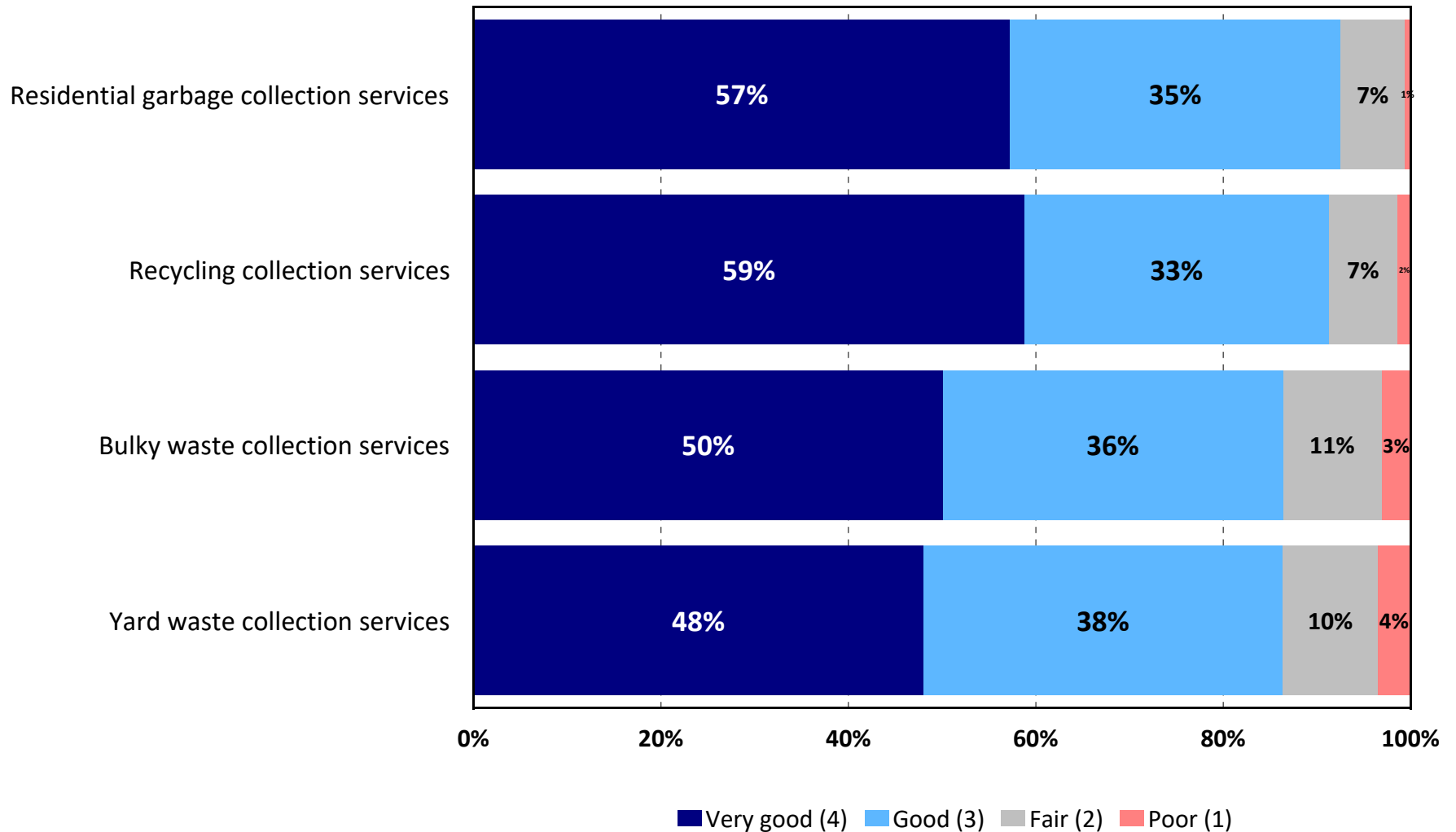
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2020)

Q13. Ratings of Solid Waste Services

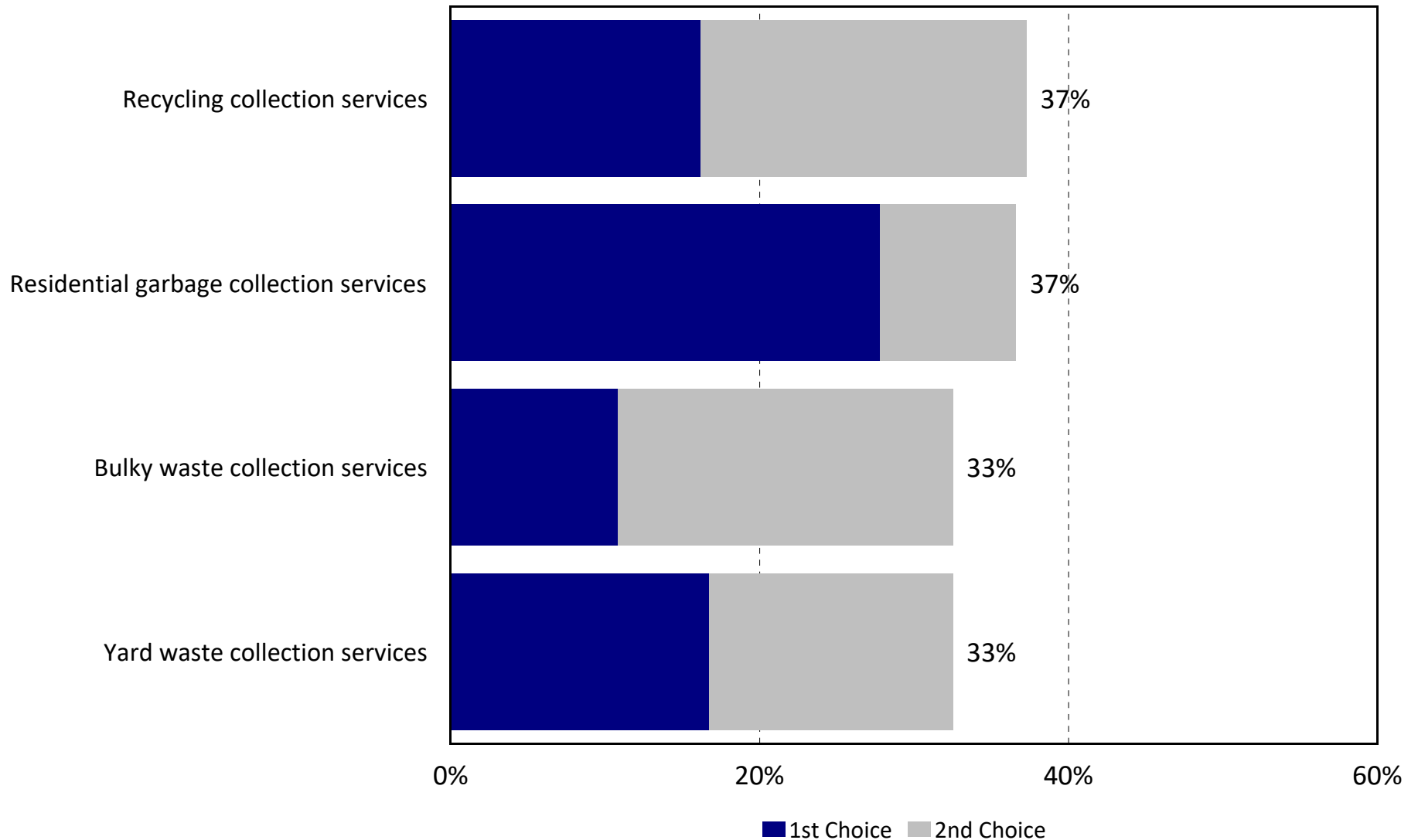
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (2020)

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

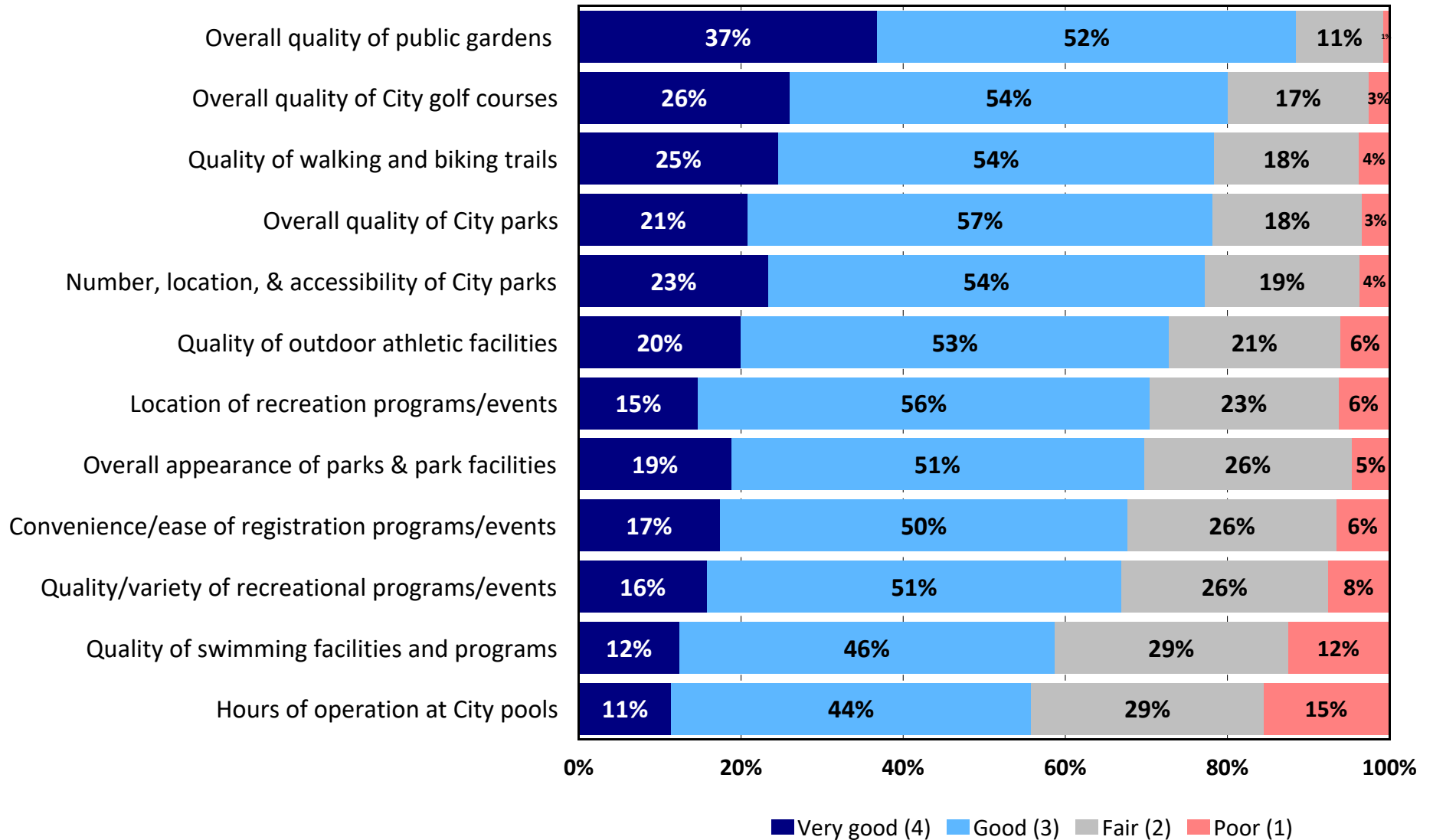
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (2020)

Q15. Ratings of Parks and Recreation Services

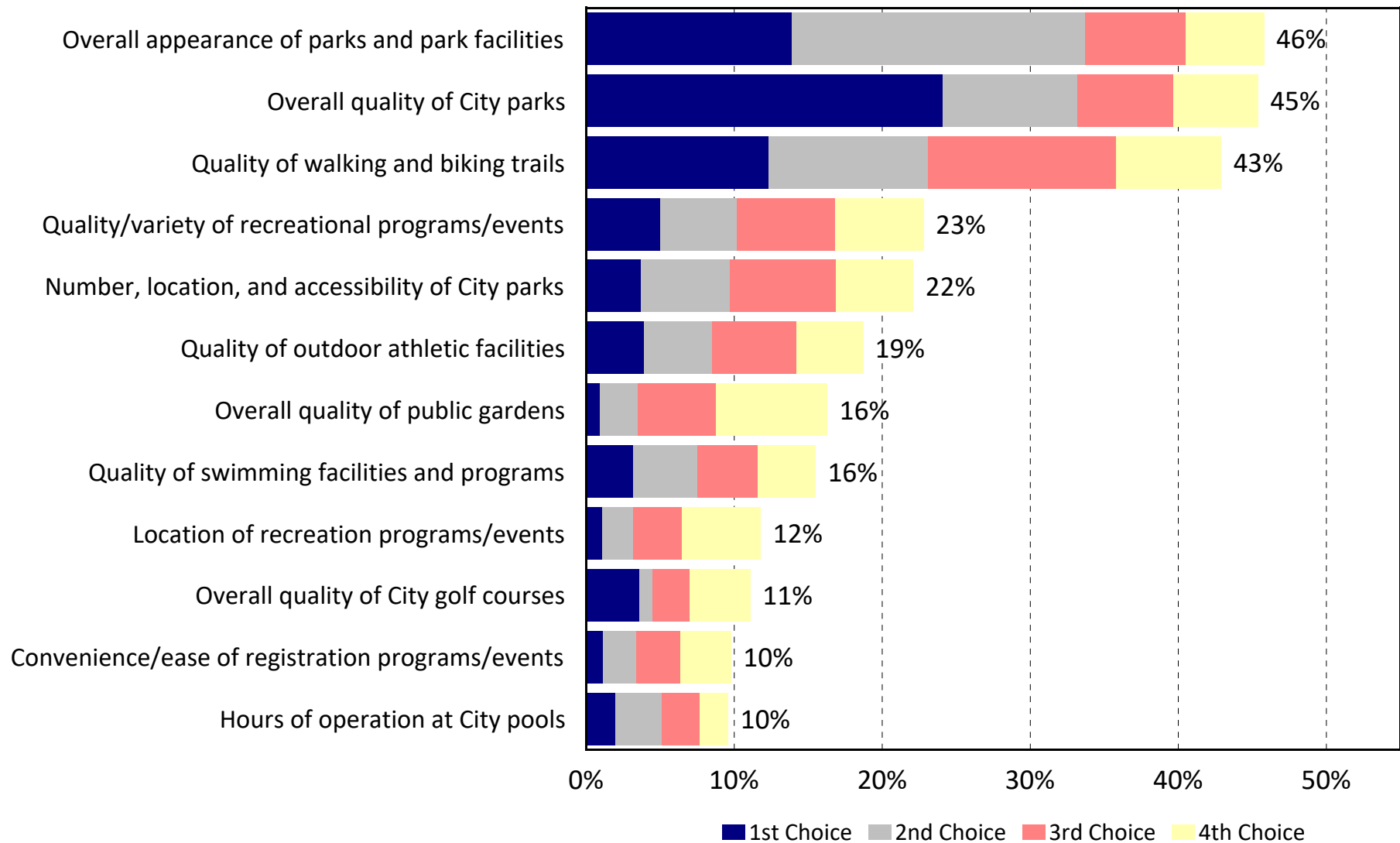
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (2020)

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

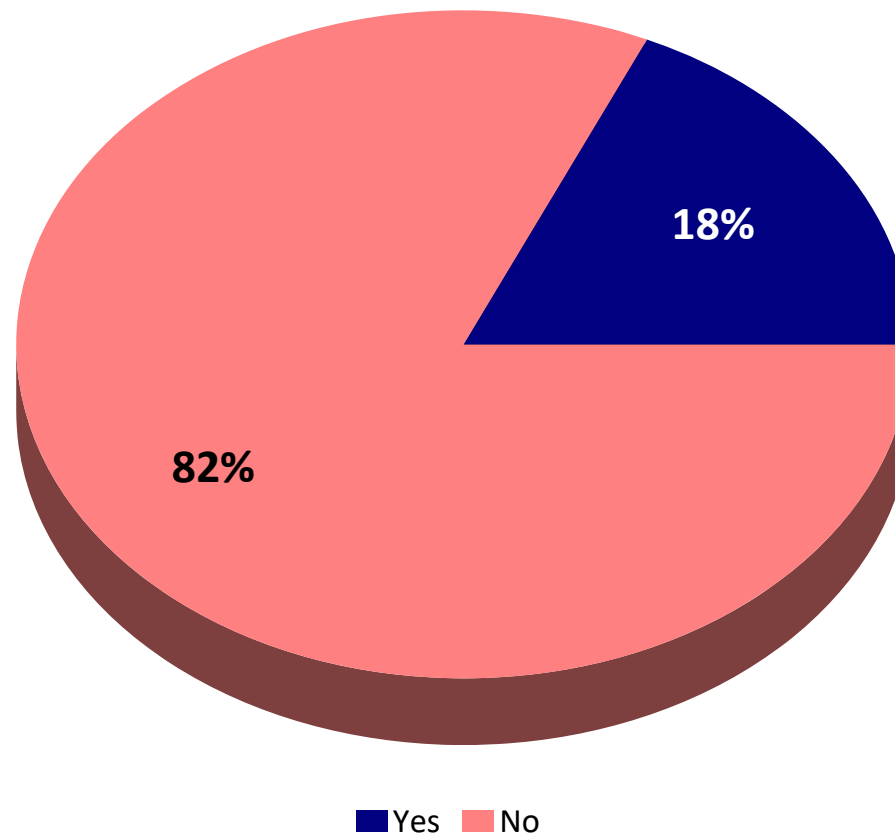
by percentage of respondents who selected the item as one of their top four choices



Source: ETC Institute (2020)

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?

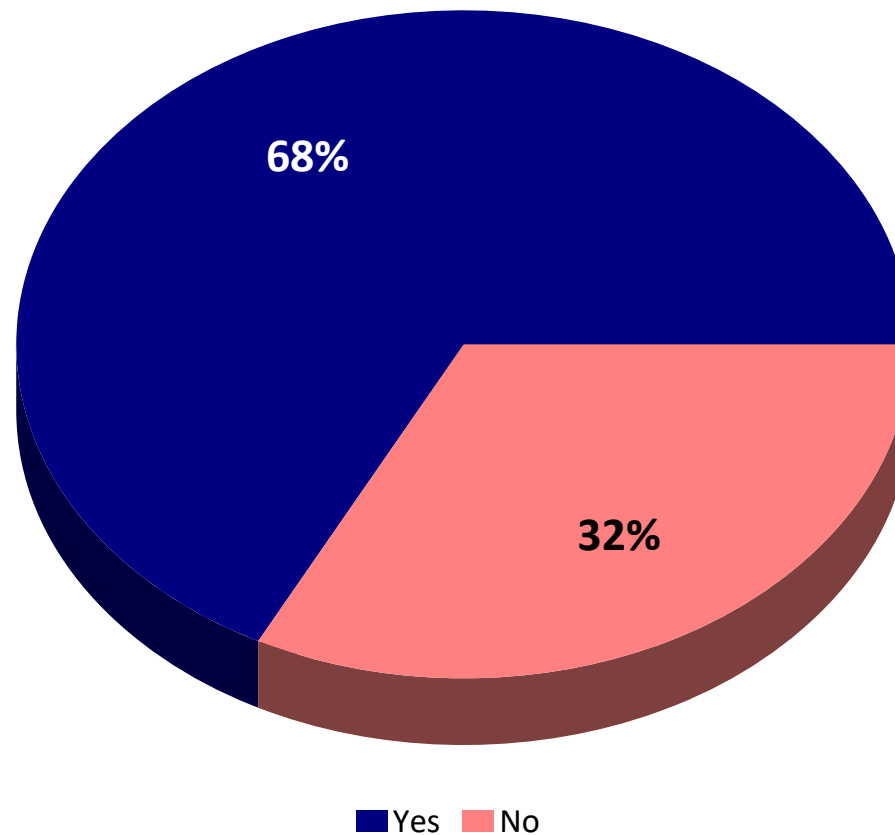
by percentage of respondents



Source: ETC Institute (2020)

Q18. Have you or other members of your household visited a City park or outdoor recreational facility during the past 12 months?

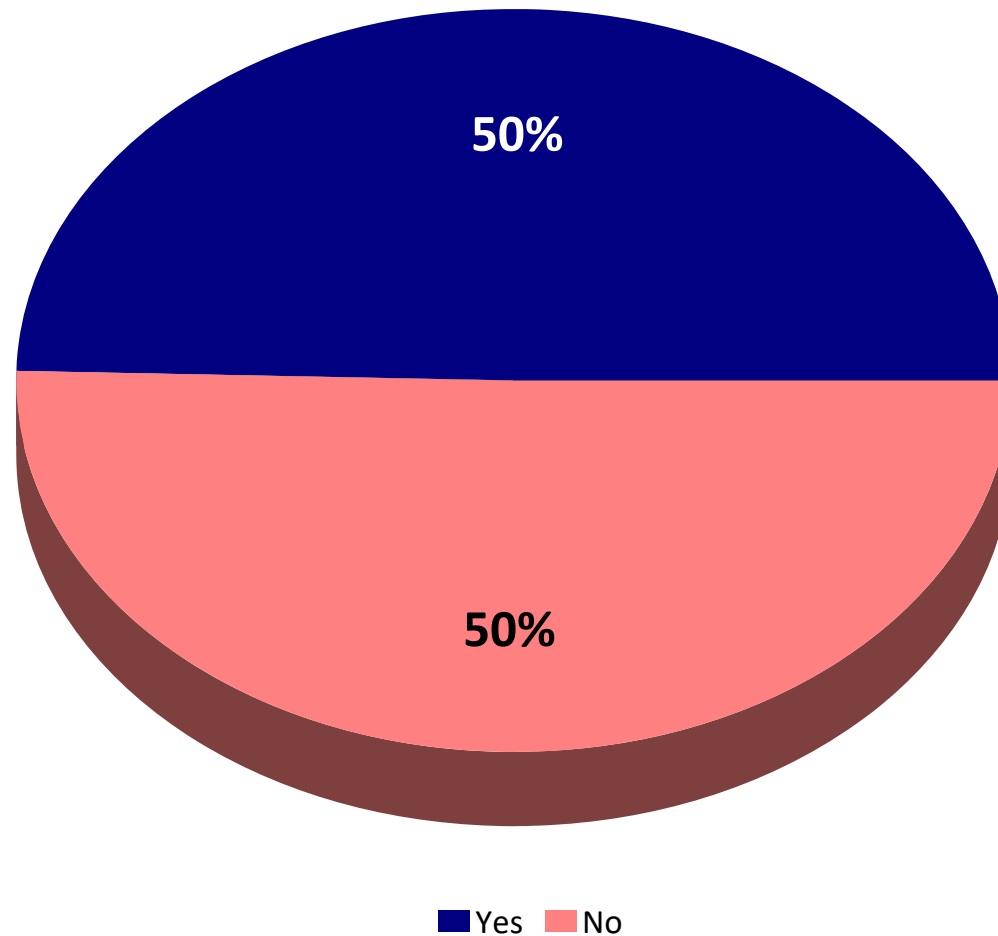
by percentage of respondents



Source: ETC Institute (2020)

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

by percentage of respondents

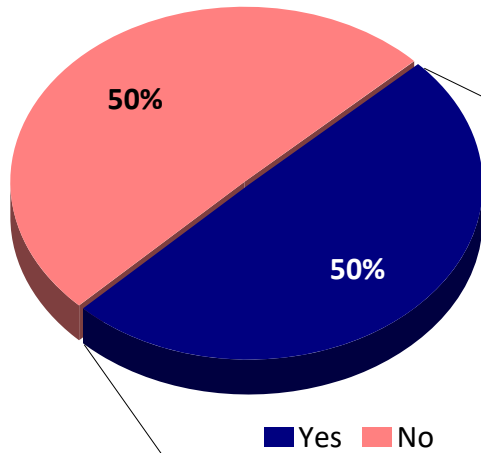


Source: ETC Institute (2020)

ETC Institute (2020)

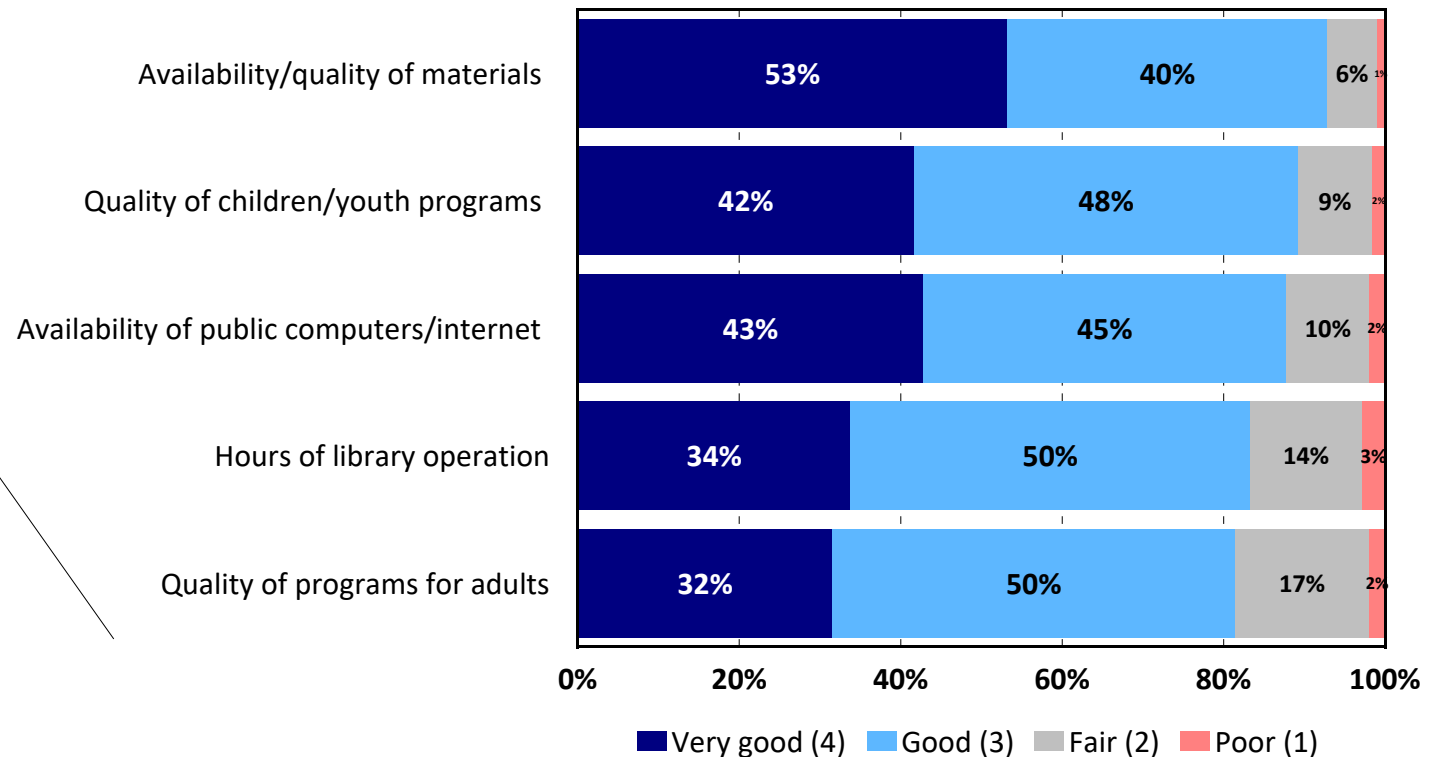
Q19. Have you used a Davenport library facility within the past 12 months?

by percentage of respondents



Q19a. How the City performed in the following areas

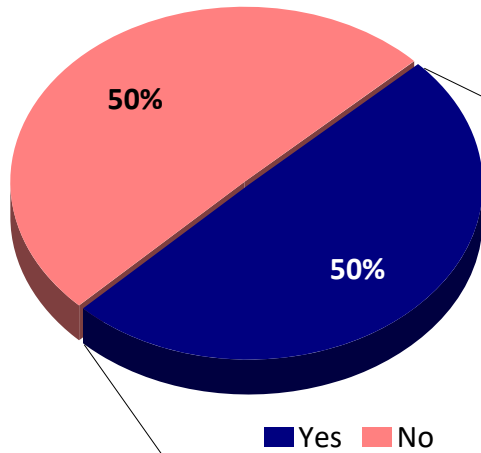
(excluding don't knows)



Source: ETC Institute (2020)

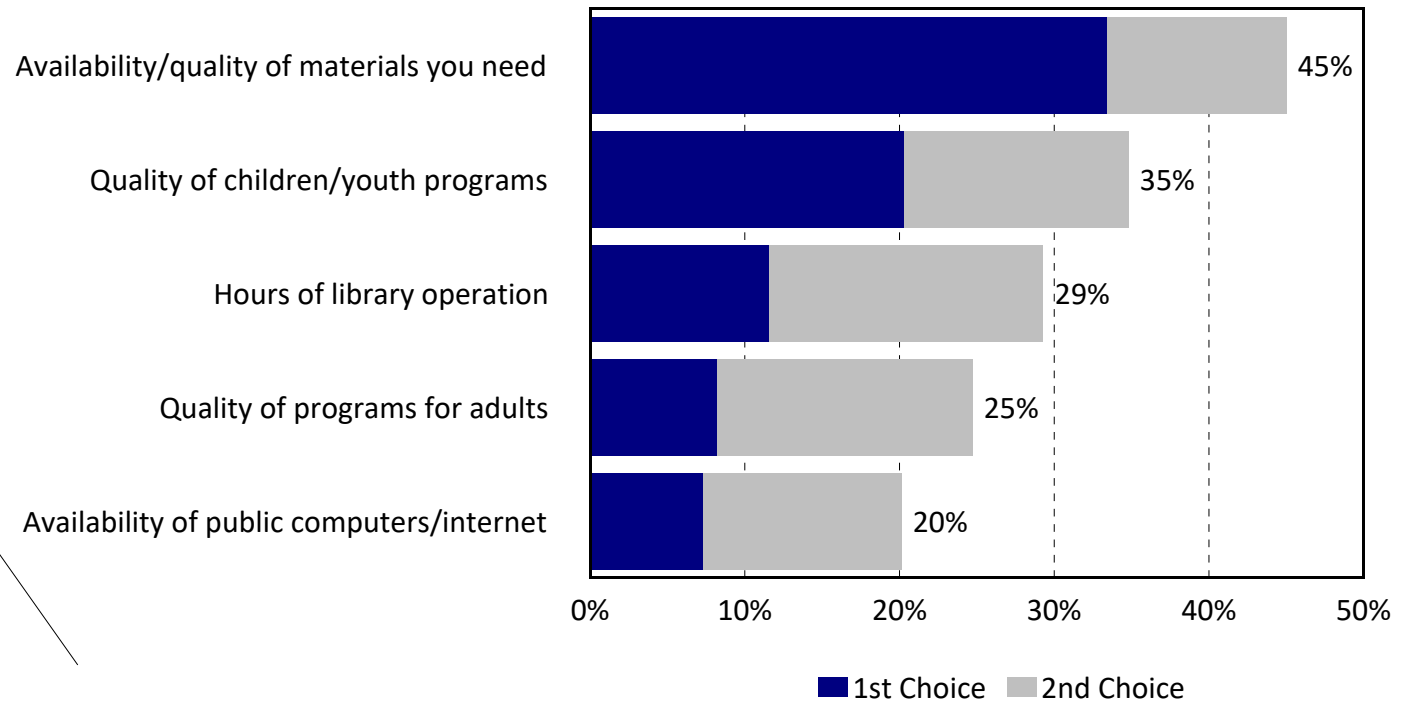
Q19. Have you used a Davenport library facility within the past 12 months?

by percentage of respondents



■ Yes ■ No

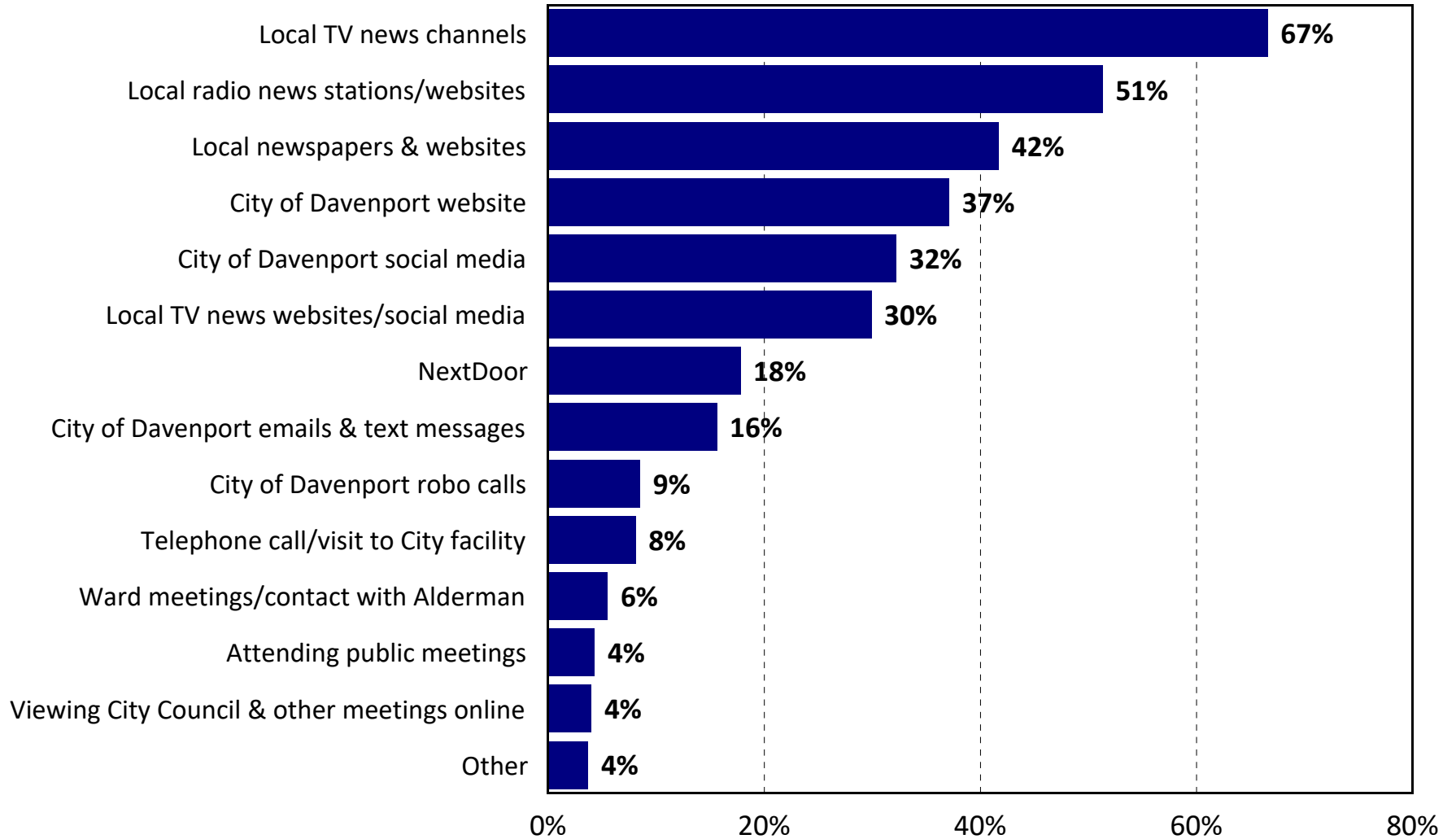
Q19b. Library Services That Should be the City's Top Priorities for Improvement



Source: ETC Institute (2020)

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

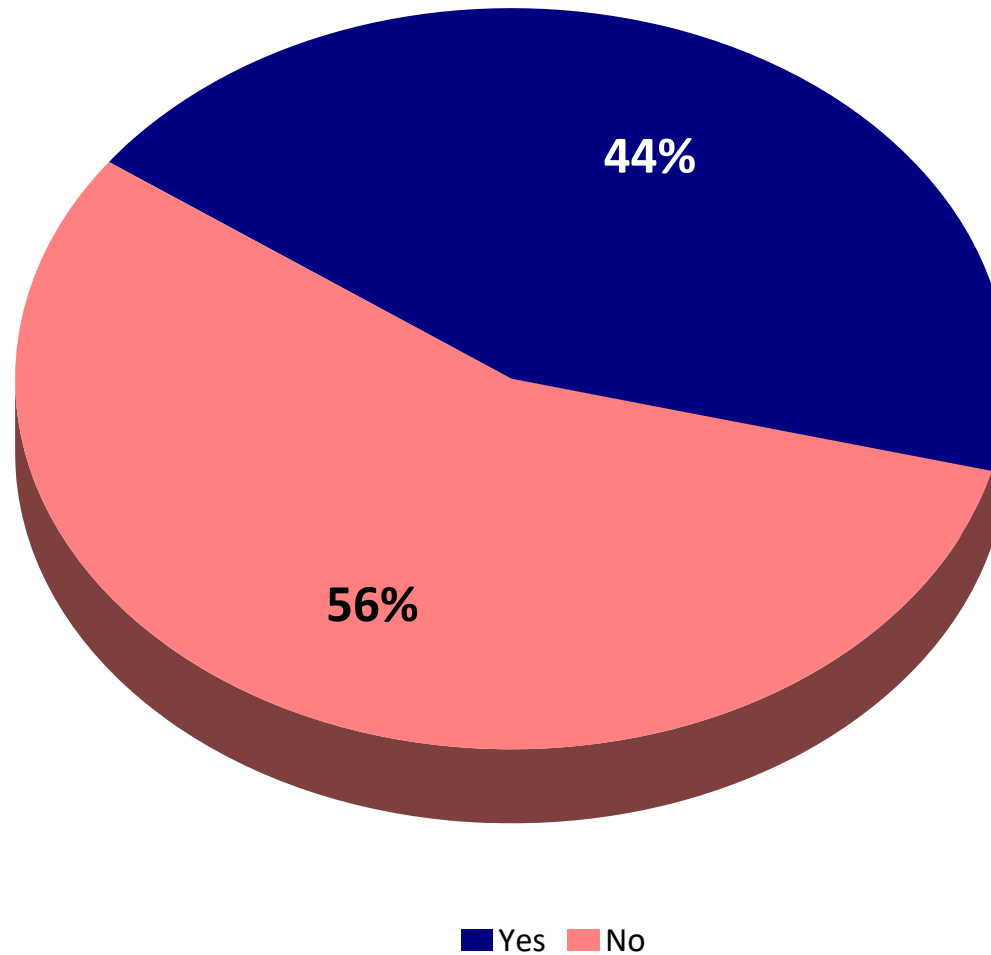
by percentage of respondents (multiple answers allowed)



Source: ETC Institute (2020)

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

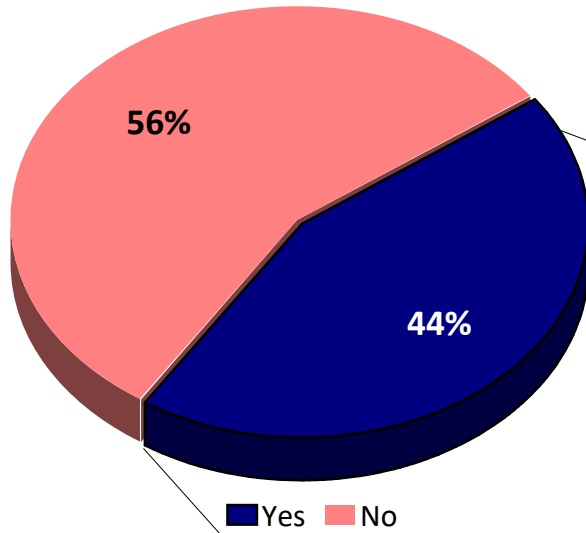
by percentage of respondents



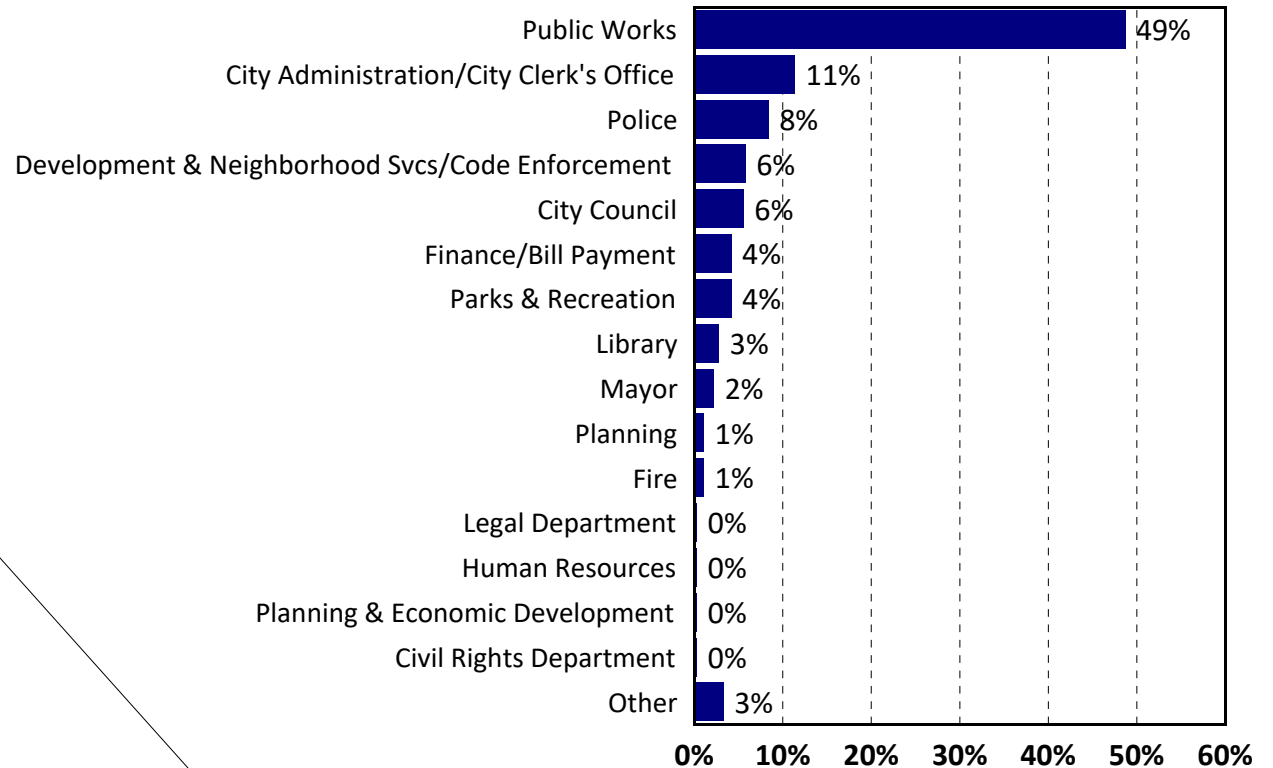
Source: ETC Institute (2020)

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

by percentage of respondents



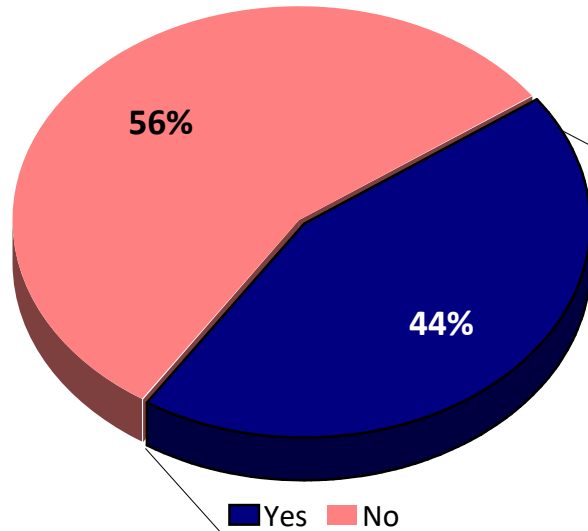
Q21a. Which department did you contact most recently?



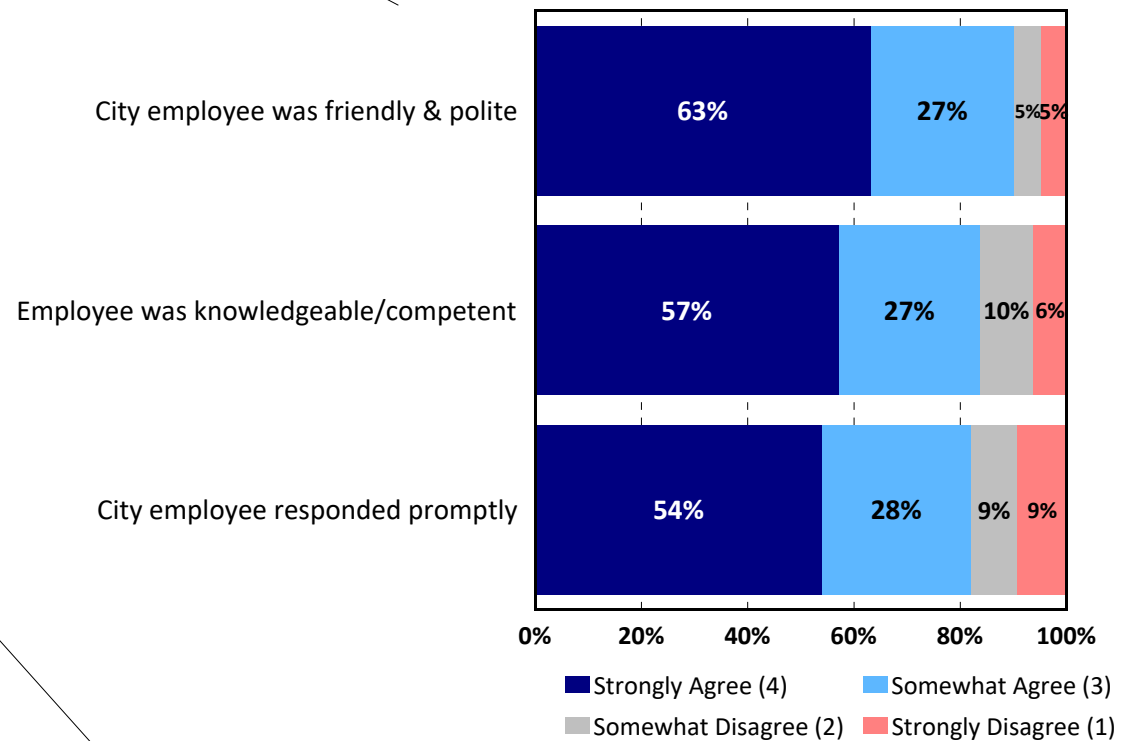
Source: ETC Institute (2020)

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

by percentage of respondents



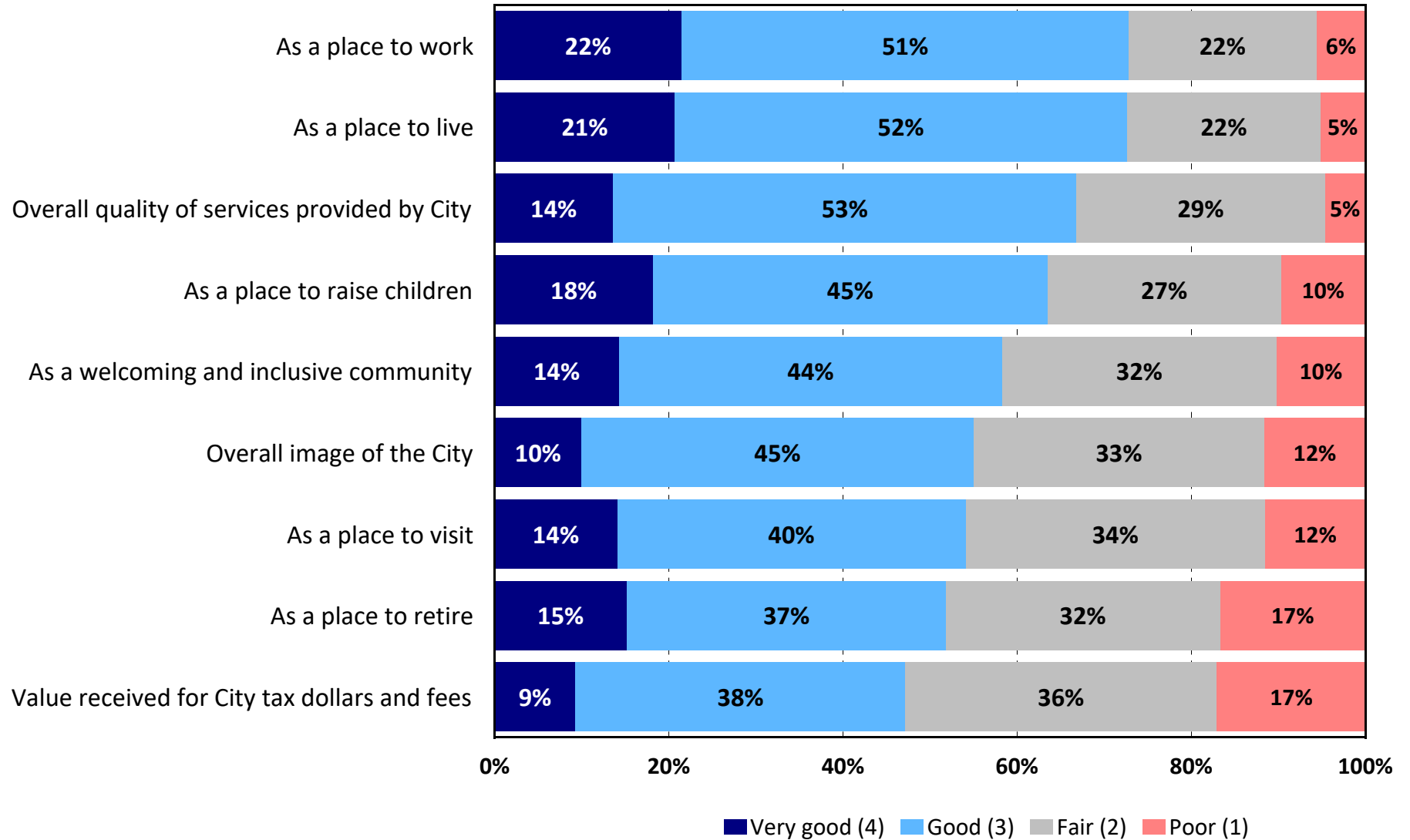
Q21b. Agreement With Statements About Customer Service Received from Most Recently Contacted Dept.



Source: ETC Institute (2020)

Q22. Overall Ratings of the City

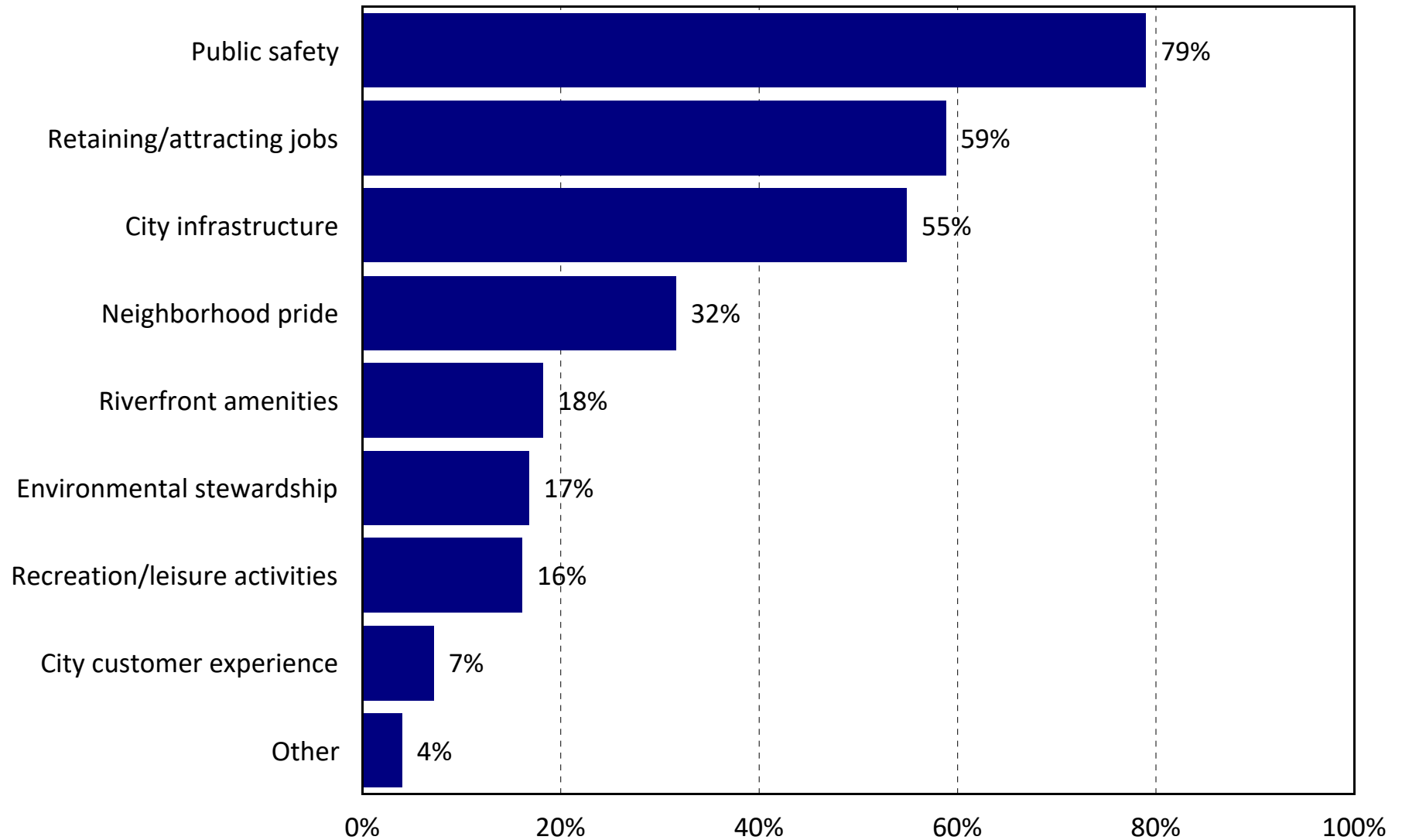
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2020)

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

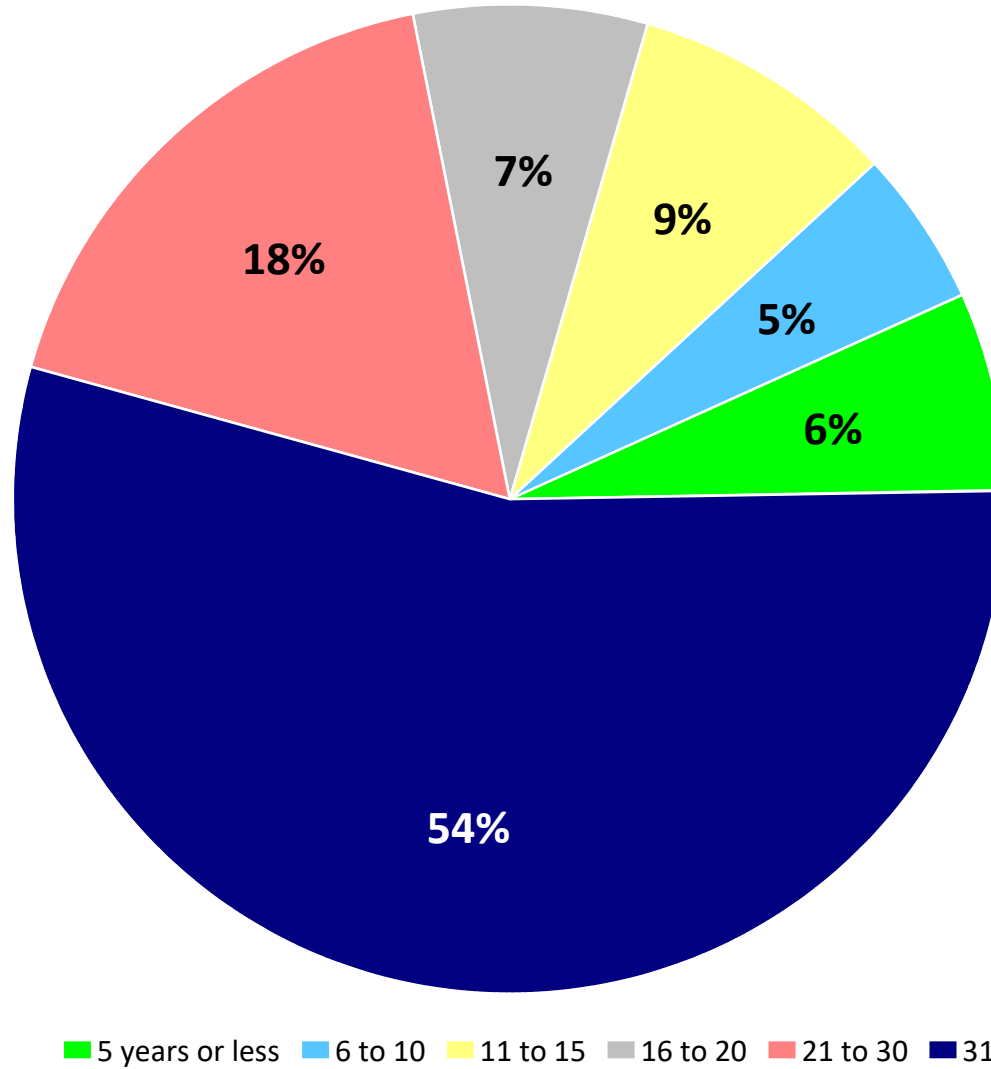
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2020)

Q24. Demographics: How many years have you lived in Davenport?

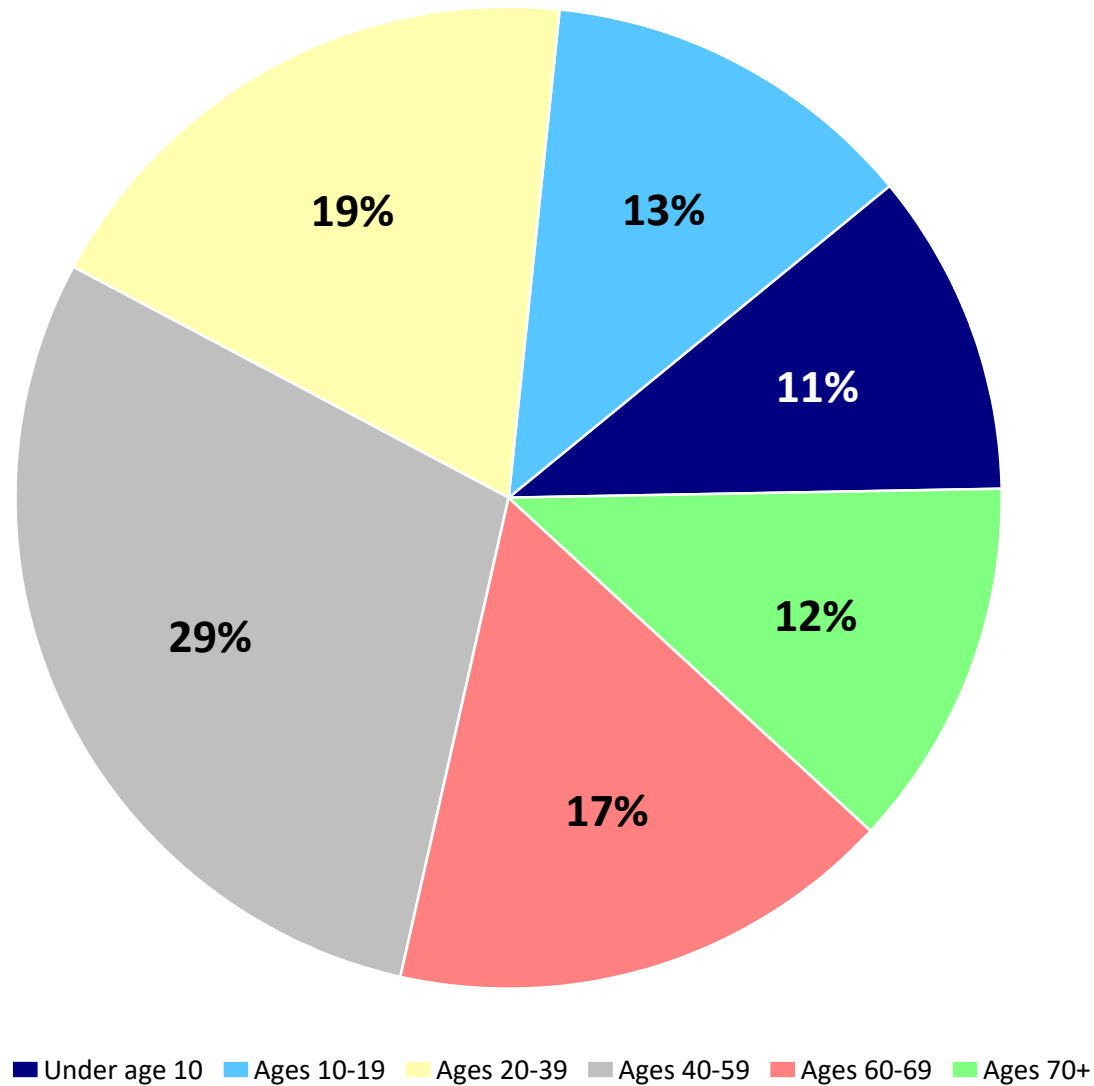
by percentage of respondents



Source: ETC Institute (2020)

Q25. Demographics: Ages of All Household Members

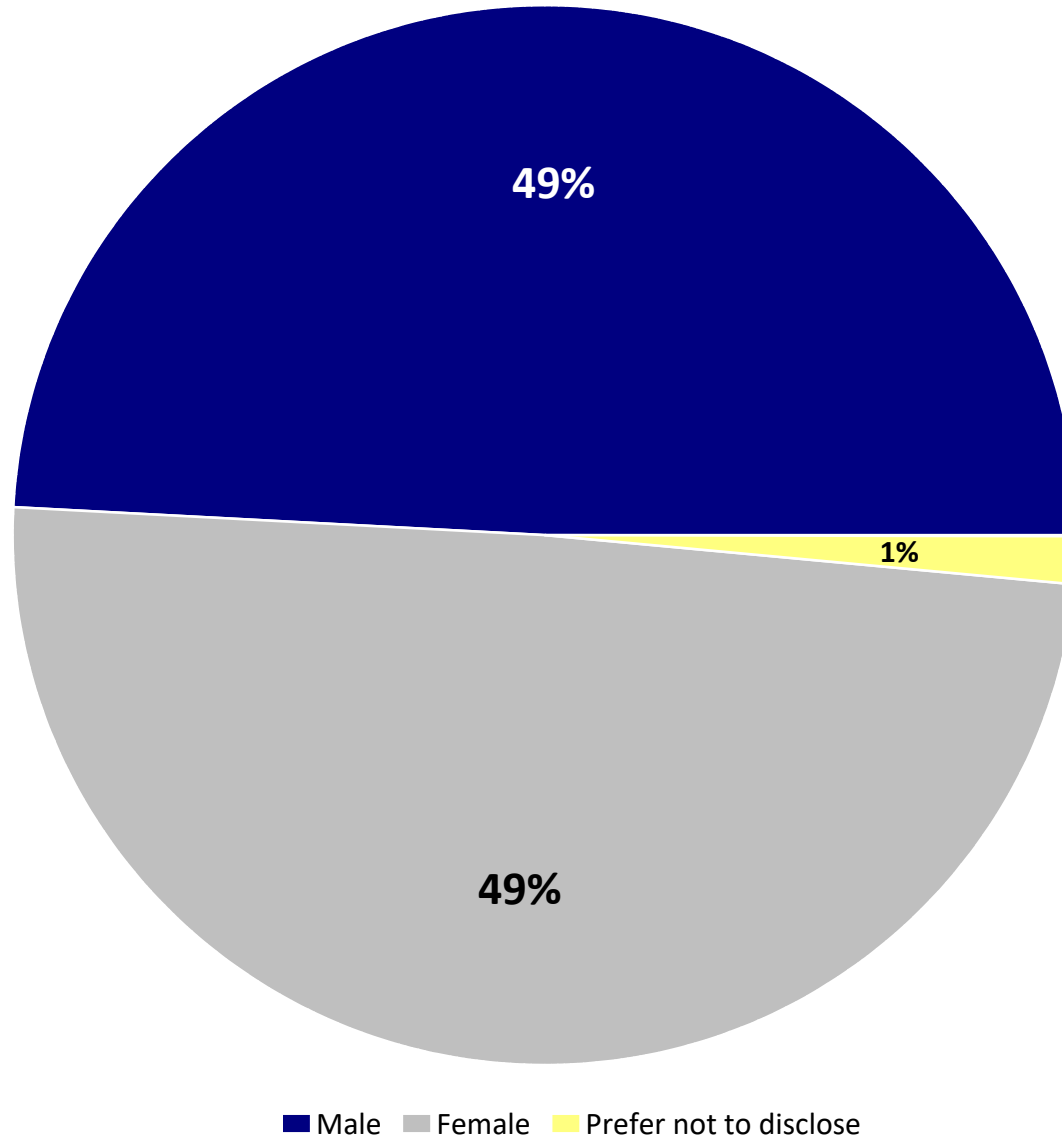
by percentage of respondents



Source: ETC Institute (2020)

Q26. Demographics: Gender

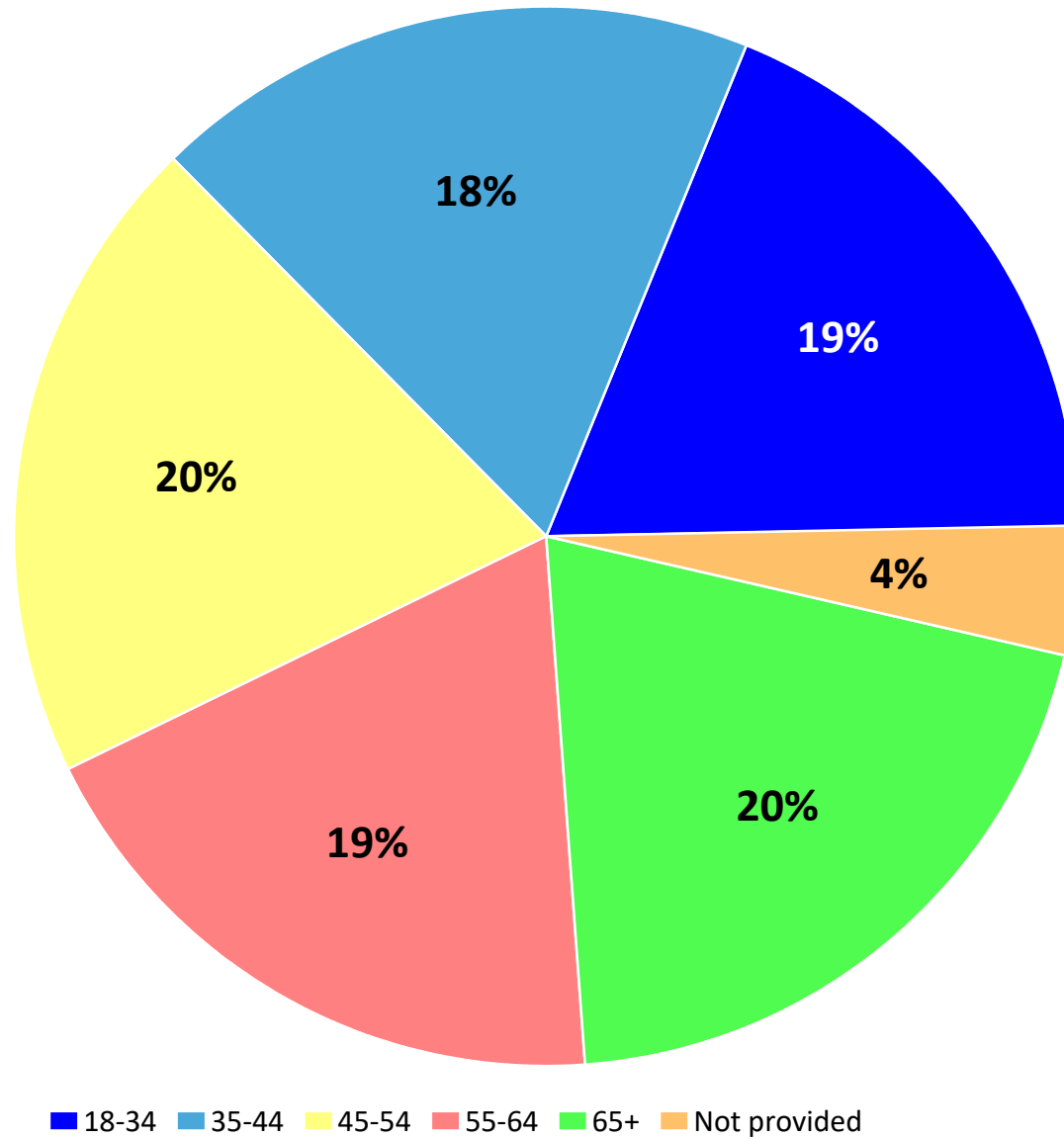
by percentage of respondents



Source: ETC Institute (2020)

Q27. Demographics: What is your age?

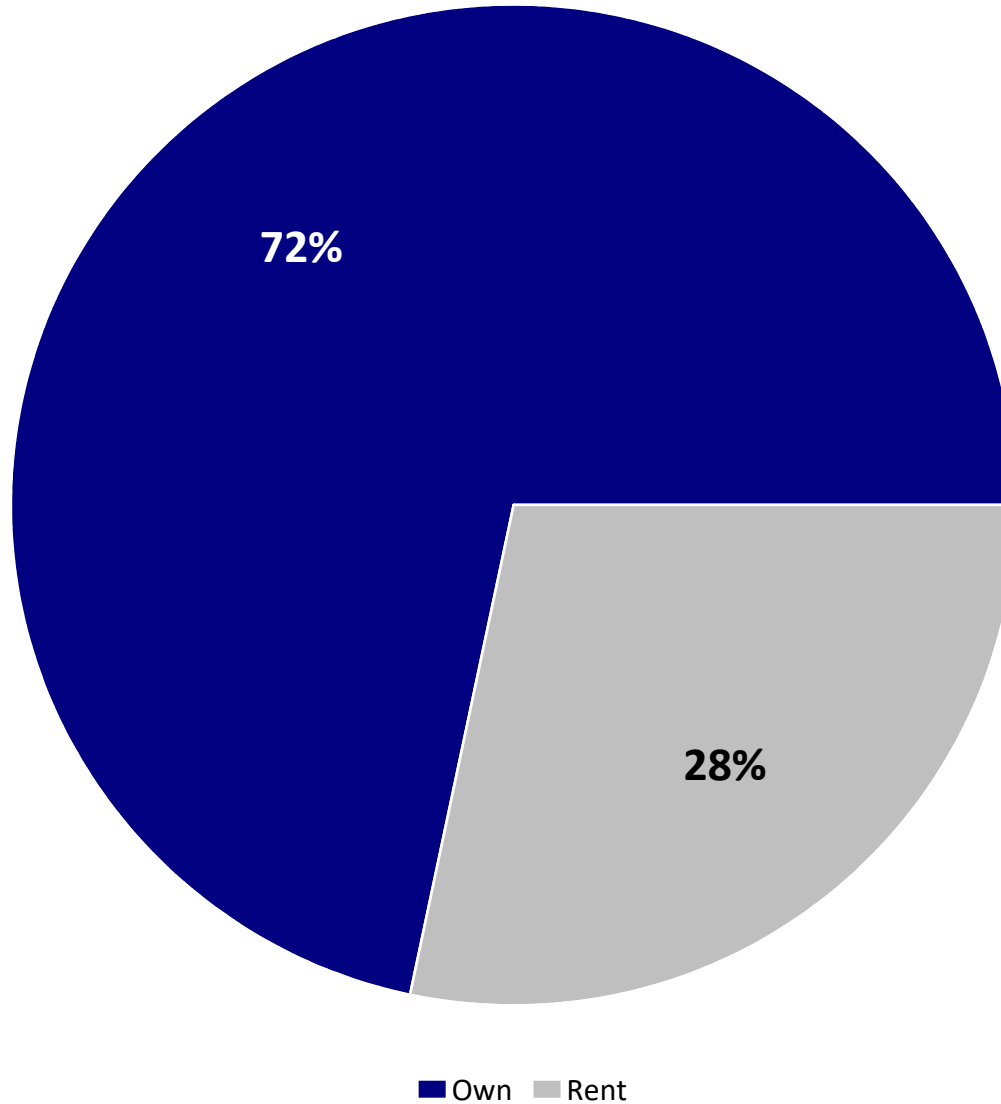
by percentage of respondents



Source: ETC Institute (2020)

Q28. Demographics: Do you own or rent your home?

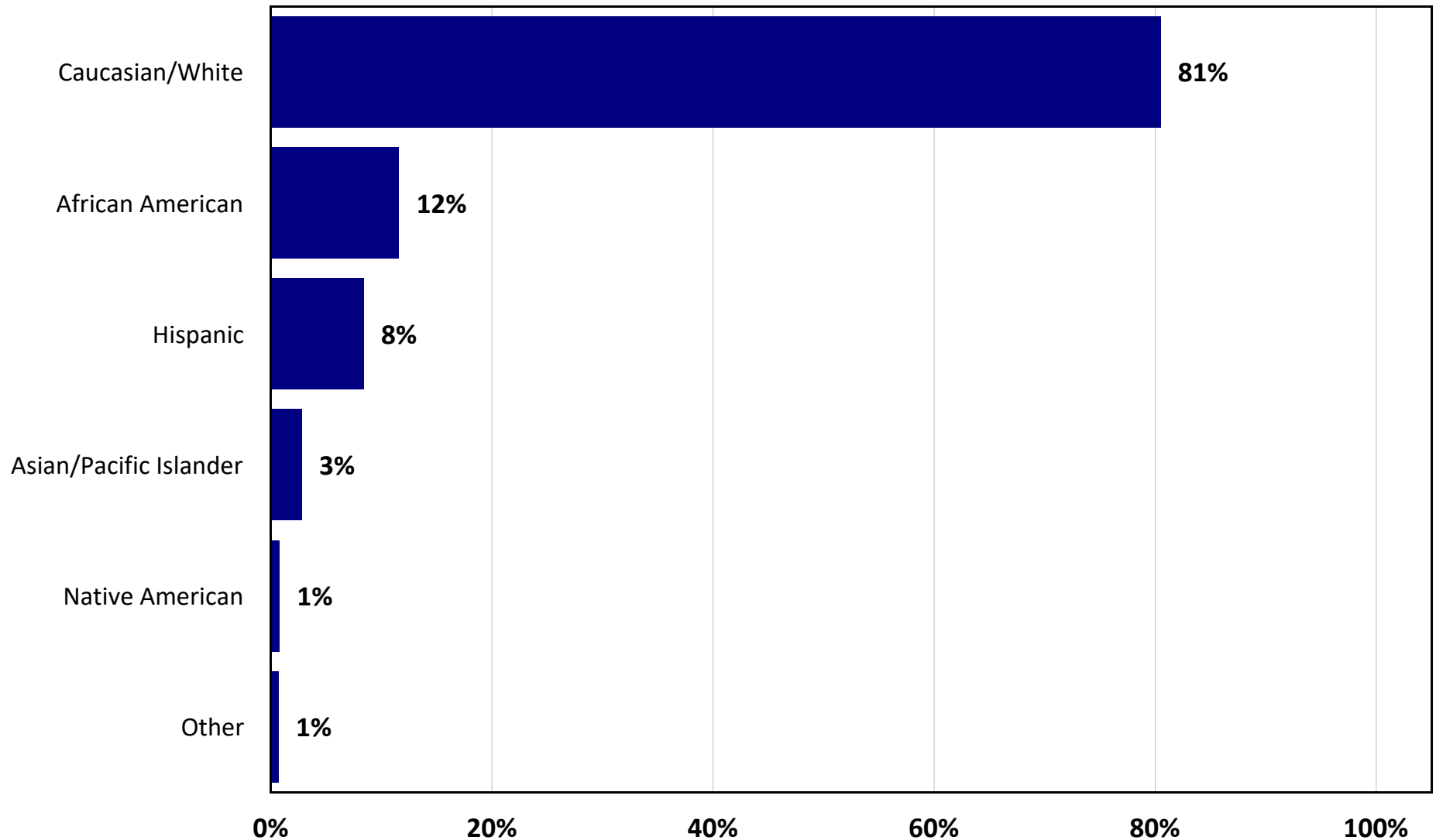
by percentage of respondents



Source: ETC Institute (2020)

Q29. Demographics: Which of the following best describes your race/ethnicity?

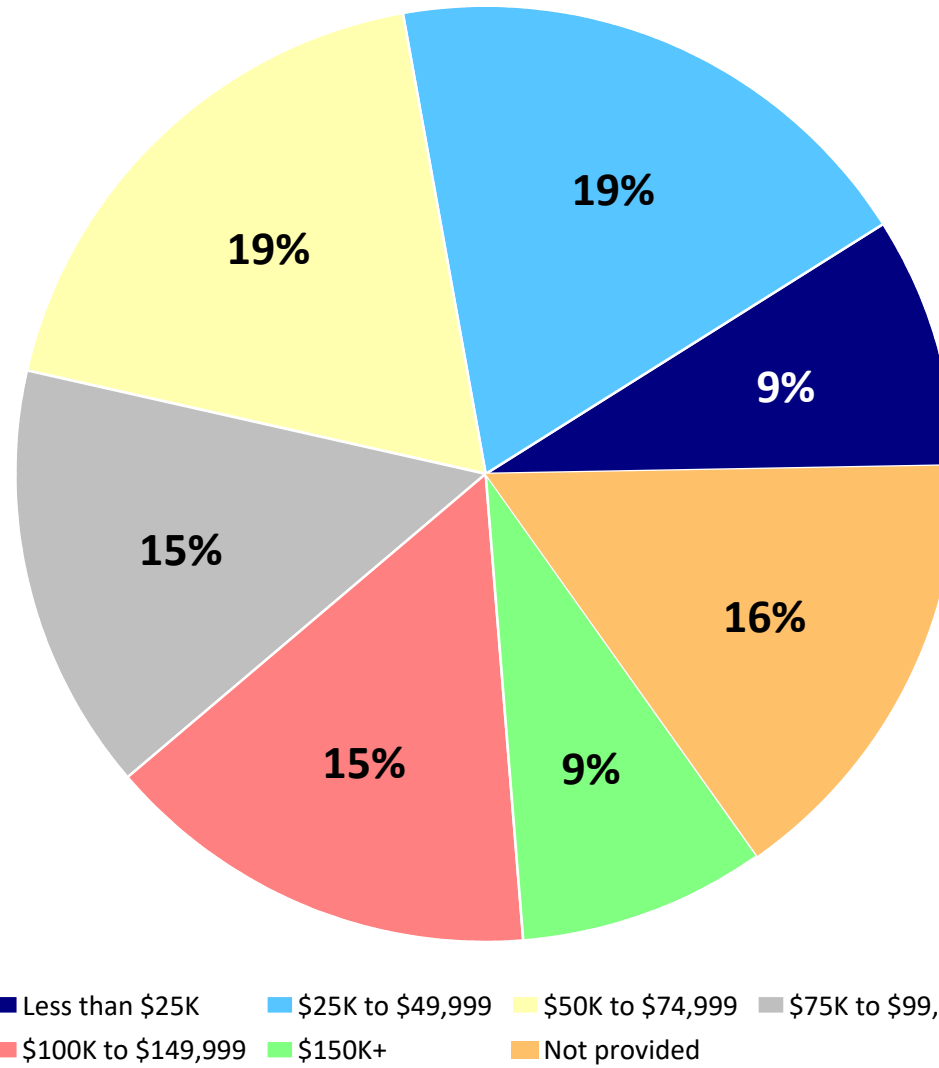
by percentage of respondents (multiple selections could be made)



Source: ETC Institute (2020)

Q30. Demographics: What was your total annual household income in 2019?

by percentage of respondents



Source: ETC Institute (2020)

Section 2

Trend Analysis

2020 City of Davenport Community Survey

Trend Analysis

Overview

Beginning in 2006, ETC Institute has conducted eight community surveys for the City of Davenport to assess satisfaction with the delivery of City services. The charts on the following pages show how the results of the City's 2020 survey compare to the results of the City's 2008 and 2018 surveys, as many of the same questions were included on each of these surveys. This analysis summarizes significant changes from 2008 to 2020; given the sample size of both surveys, changes of 3.0% or more from 2008 to 2020 were statistically significant.

There were increases in positive ratings in 22 of the 67 items rated in both 2008 and 2020; and there were decreases in 45 items. There were significant increases in 12 of the 67 items rated from 2008 to 2020 and significant decreases in 32 items. The significant changes from 2008 to 2020 are described below and on the following pages.

Significant Changes

- **Overall Ratings of the City's Performance.** Positive ratings ("very good" and "good") increased in four of the ten overall performance items that were assessed in 2008 and 2020. There was a significant increase in three areas:
 - Ratings of the overall image of the City increased 8% from 47% in 2008 to 55% in 2020.
 - Ratings of the City as a place to retire increased 4.8% from 47% in 2008 to 51.8% in 2020.
 - Ratings of the value received for City tax dollars and fees increased 3.2% from 44% in 2008 to 47.2% in 2020.

There were decreases in positive ratings in five overall performance items that were rated in 2008 and 2020. There was a significant decrease in all five areas:

- Ratings of the City as a place to raise children decreased 10.5% from 74% in 2008 to 63.5% in 2020.
- Ratings of the City as a place to live decreased 9.4% from 82% in 2008 to 72.6% in 2020.
- Ratings of the City as a welcoming and inclusive community decreased 6.7% from 65% in 2008 to 58.3% in 2020.
- Ratings of the overall quality of City services decreased 5.2% from 72% in 2008 to 66.8% in 2020.
- Ratings of the City as a place to visit decreased 3.9% from 58% in 2008 to 54.1% in 2020.

- **Ratings of the Major Categories of City Services.** Positive ratings (“very good” and “good”) increased in five of the ten overall performance items that were assessed in 2008 and 2020. There was a significant increase in three areas:
 - Ratings of the City’s overall efforts to attract and retain businesses increased 15.7% from 32% in 2008 to 47.7% in 2020.
 - Ratings of the overall quality of garbage/recycling collection increased 6.5% from 82% in 2008 to 88.5% in 2020.
 - Ratings of the overall quality of police services increased 3% from 78% in 2008 to 81% in 2020.

There were decreases in positive ratings in five overall performance items that were rated in 2008 and 2020. There was a significant decrease in two areas:

- Ratings of the overall quality of City streets decreased 12.5% from 28% in 2008 to 15.5% in 2020.
- Ratings of customer experience in City interactions decreased 3.3% from 66% in 2008 to 62.7% in 2020.

- **Ratings of Police Services.** Positive ratings (“very good” and “good”) increased in four of the eight police service areas that were assessed in 2008 and 2020. There was a significant increase in one area:
 - Ratings of responsiveness to non-emergency calls for service increased 4.3% from 58% in 2008 to 62.3% in 2020.

There were decreases in positive ratings in four of the eight police service areas that were rated in 2008 and 2020. There was a significant decrease in two areas:

- Ratings of traffic enforcement decreased 8.1% from 62% in 2008 to 53.9% in 2020.
- Ratings of efforts to prevent crime decreased 6.7% from 55% in 2008 to 48.3% in 2020.

- **Ratings of Police Department Personnel.** Positive ratings have decreased in all three areas of police department personnel that were rated in 2008 and 2020. There was a significant increase in one area:
 - Ratings of the fairness of DPD personnel decreased 5.1% from 81% in 2008 to 75.9% in 2020.

- **Ratings of Fire Services.** Positive ratings have decreased in all four fire service areas that were rated in 2008 and 2020. There was a significant decrease in three areas:
 - Ratings of fire safety education programs decreased 11.6% from 88% in 2008 to 76.4% in 2020.

- Ratings of the responsiveness of fire personnel to non-emergency or assistance calls decreased 9.8% from 83% in 2008 to 73.2% in 2020.
- Ratings of the responsiveness to emergency or medical calls decreased 5.7% from 95% in 2008 to 89.3% in 2020.
- **Ratings of Streets and Infrastructure.** Positive ratings increased in three of the nine areas of streets and infrastructure that were rated in 2008 and 2020. There were significant increases in all three areas:
 - Ratings of snow removal in your neighborhood increased 12.7% from 35% in 2008 to 47.7% in 2020.
 - Ratings of the storm drain system operation increased 12.3% from 39% in 2008 to 51.3% in 2020.
 - Ratings of City's sanitary sewer system increased 5.8% from 50% in 2008 to 55.8% in 2020.

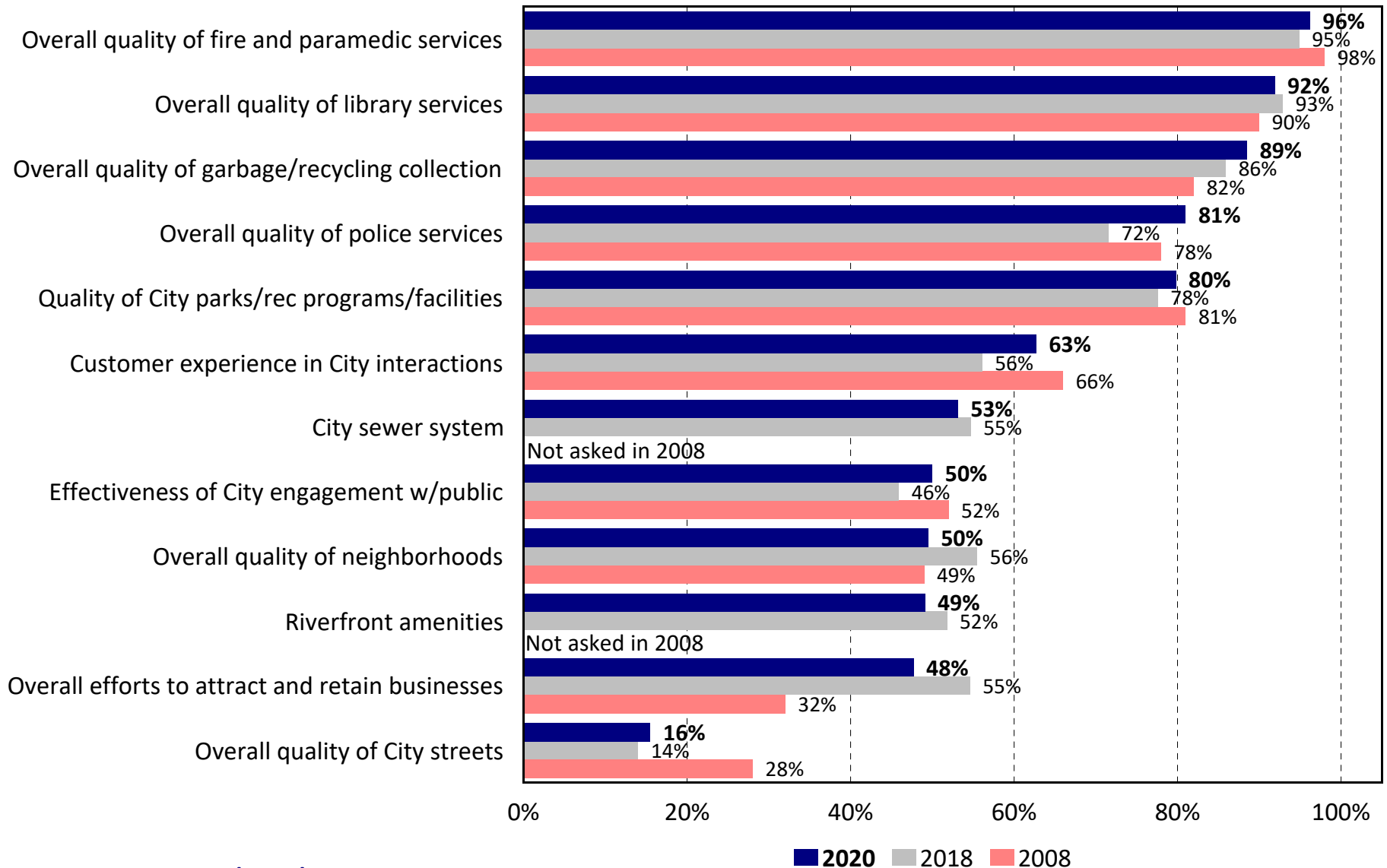
There were decreases in positive ratings in six of the nine areas of streets and infrastructure that were rated in 2008 and 2020. There were significant decreases in all six areas:

- Ratings of the condition of streets in your neighborhood decreased 17.3% from 42% in 2008 to 24.7% in 2020.
- Ratings of traffic flow on major City streets decreased 14.2% from 61% in 2008 to 46.8% in 2020.
- Ratings of the condition of major City streets decreased 6.3% from 25% in 2008 to 18.7% in 2020.
- Ratings of snow removal on major streets decreased 5.3% from 76% in 2008 to 70.7% in 2020.
- Ratings of flood control and protection efforts decreased 3.4% from 42% in 2008 to 38.6% in 2020.
- Ratings of the timing/placement of traffic signals on City streets decreased 3% from 53% in 2008 to 50% in 2020.
- **Ratings of Solid Waste Services.** Positive ratings have increased in two of the four solid waste services that were rated in 2008 and 2020. There were no significant increases. There were two decreases in positive ratings in the solid waste services that were rated in 2008 and 2020. There was one significant decrease:
 - Ratings of residential garbage collection services decreased 3.5% from 96% in 2008 to 92.5% in 2020.
- **Ratings of Parks and Recreation Services.** Positive ratings have decreased in all twelve of the parks and recreation services that were rated in 2008 and 2020. There were significant decreases in eleven of these areas:

- Ratings of the overall swimming facilities and programs decreased 17.3% from 76% in 2008 to 58.7% in 2020.
 - Ratings of the overall quality of City golf courses decreased 13.9% from 94% in 2008 to 80.1% in 2020.
 - Ratings of the overall quality and variety of recreational programs and events decreased 13.1% from 80% in 2008 to 66.9% in 2020.
 - Ratings of the overall quality of walking and biking trails in the City decreased 10.6% from 89% in 2008 to 78.4% in 2020.
 - Ratings of the overall quality of City parks decreased 8.8% from 87% in 2008 to 78.2% in 2020.
 - Ratings of the overall appearance of parks and park facilities decreased 8.3% from 78% in 2008 to 69.7% in 2020.
 - Ratings of the overall quality of public gardens decreased 6.5% from 95% in 2008 to 88.5% in 2020.
 - Ratings of the quality of outdoor athletic facilities decreased 6.2% from 79% in 2008 to 72.8% in 2020.
 - Ratings of the location of recreation programs and events decreased 4.6% from 75% in 2008 to 70.4% in 2020.
 - Ratings of the hours of operation of City pools decreased 4.2% from 60% in 2008 to 55.8% in 2020.
 - Ratings of the convenience and ease of registration for programs/events decreased 3.3% from 71% in 2008 to 67.7% in 2020.
- **Ratings of Library Services.** Positive ratings have increased in three of the five library services that were rated in 2008 and 2020. Positive ratings have decreased in the other two library services that were rated in 2008 and 2020; none of the decreases were significant. There was a significant increase in two areas:
 - Ratings of the hours of library operation increased 9.3% from 74% in 2008 to 83.3% in 2020.
 - Ratings of the availability and quality of materials needed increased 3.9% from 89% in 2008 to 92.9% in 2020.
 - **Ratings of City Customer Service.** Positive ratings have increased in two of the three city customer service areas that were rated in 2008 and 2020. There were no significant increases or decreases.

Trends: Ratings of Major Categories of City Services 2008 to 2020

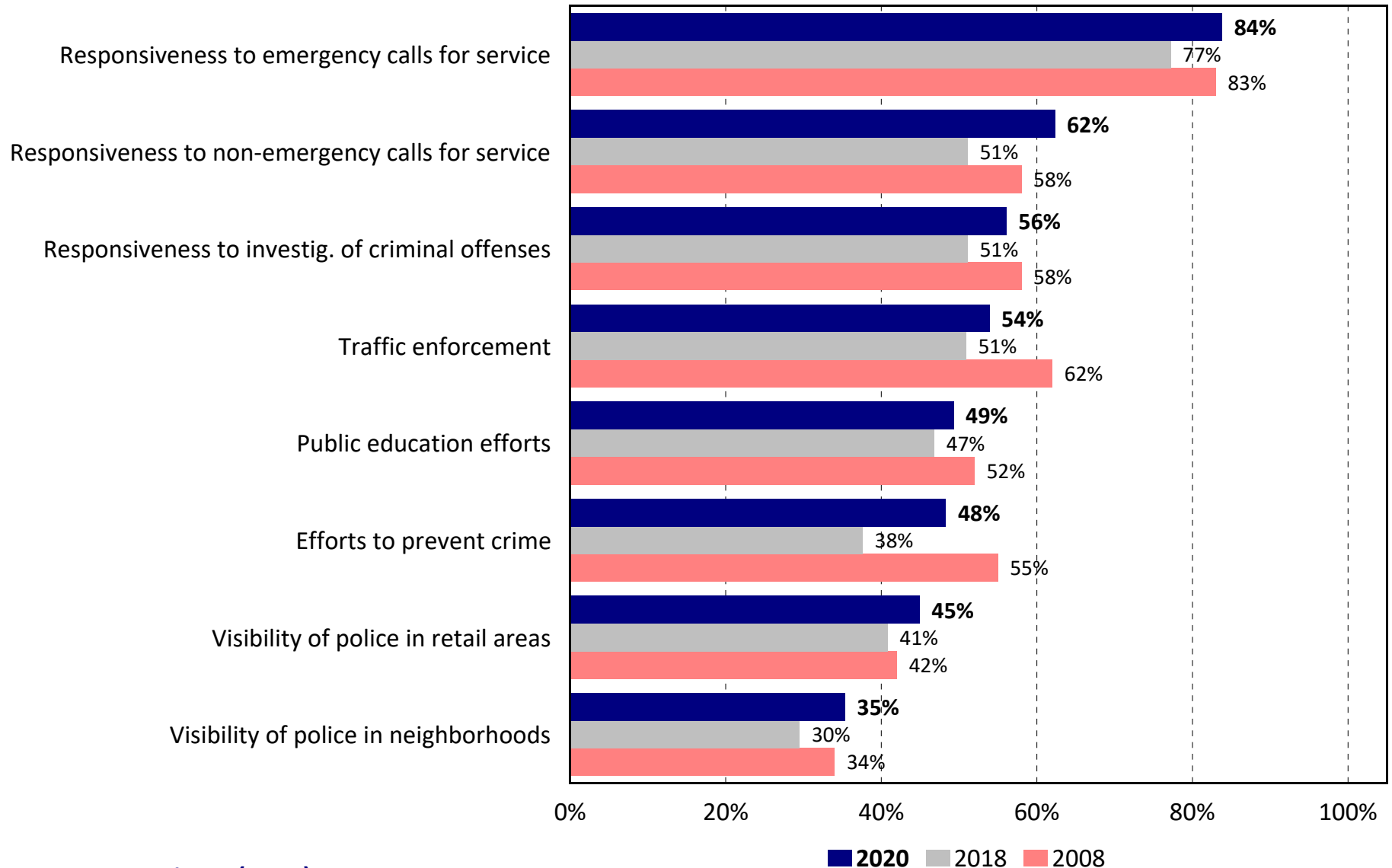
by percentage of respondents who rated the item as a 3 or 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (2020)

Trends: Ratings of Police Services 2008 to 2020

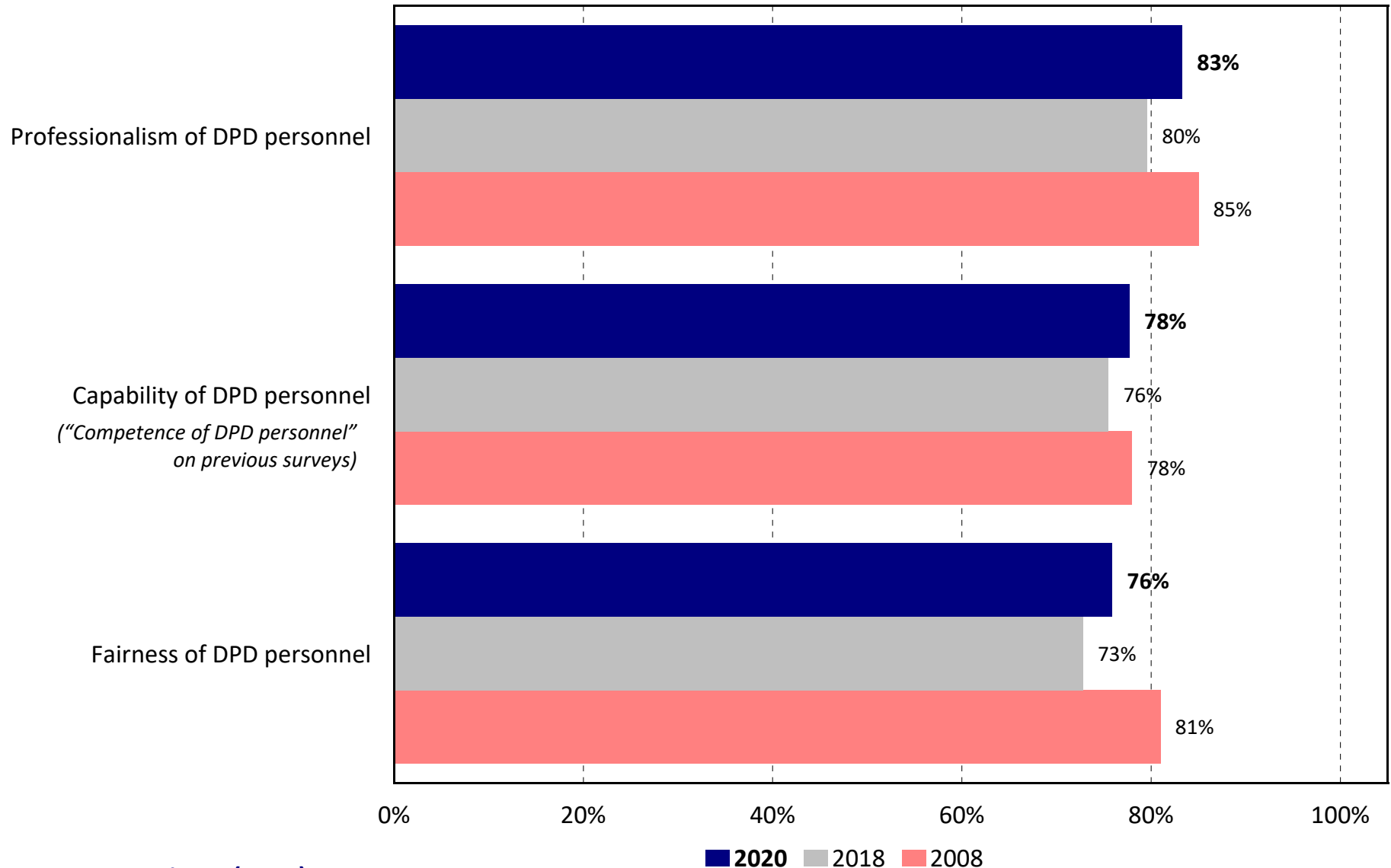
by percentage of respondents who rated the item as a 3 or 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (2020)

Trends: Ratings of Contact With the Davenport Police Dept. 2008 to 2020

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

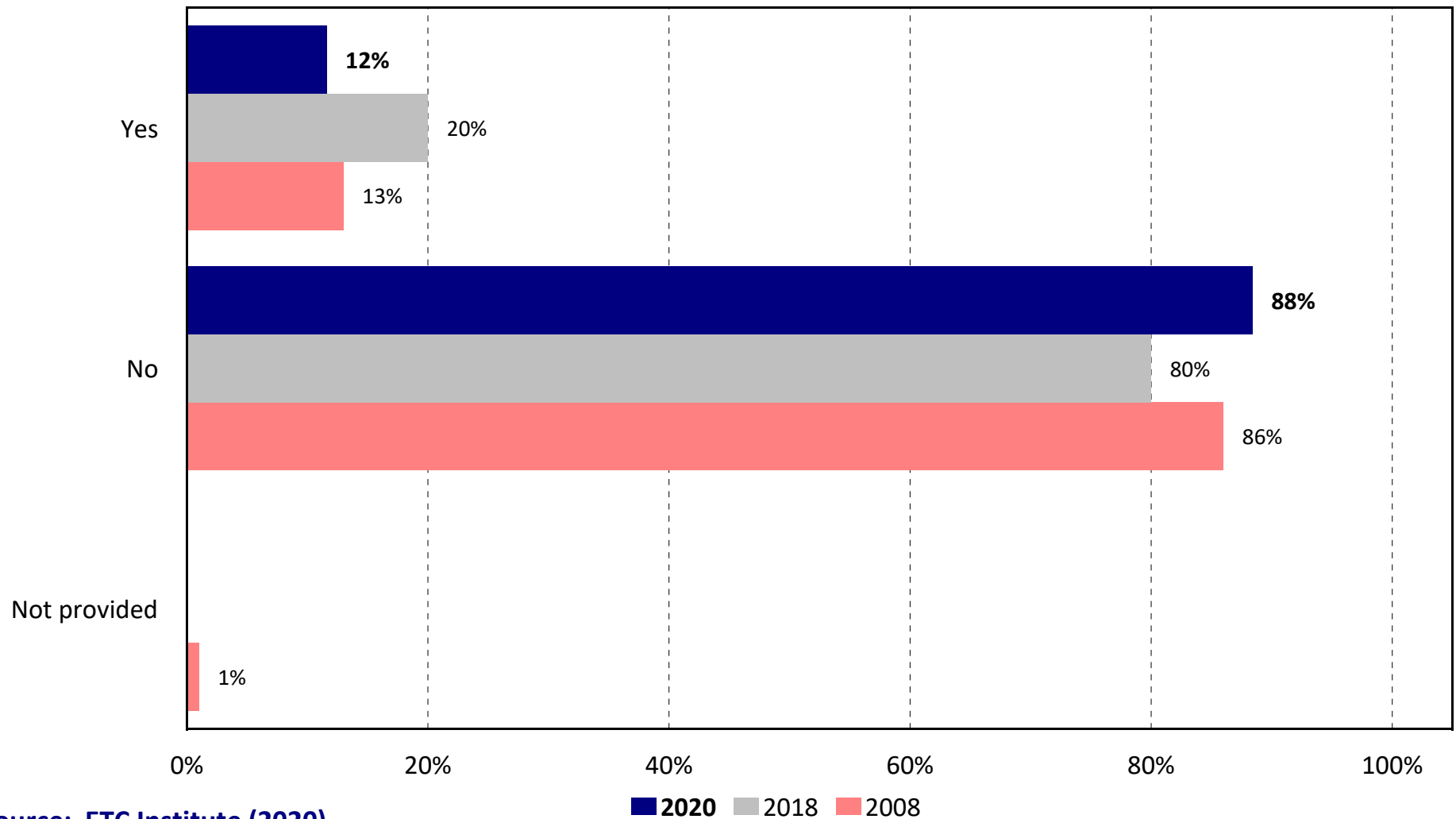


Source: ETC Institute (2020)

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

2008 to 2020

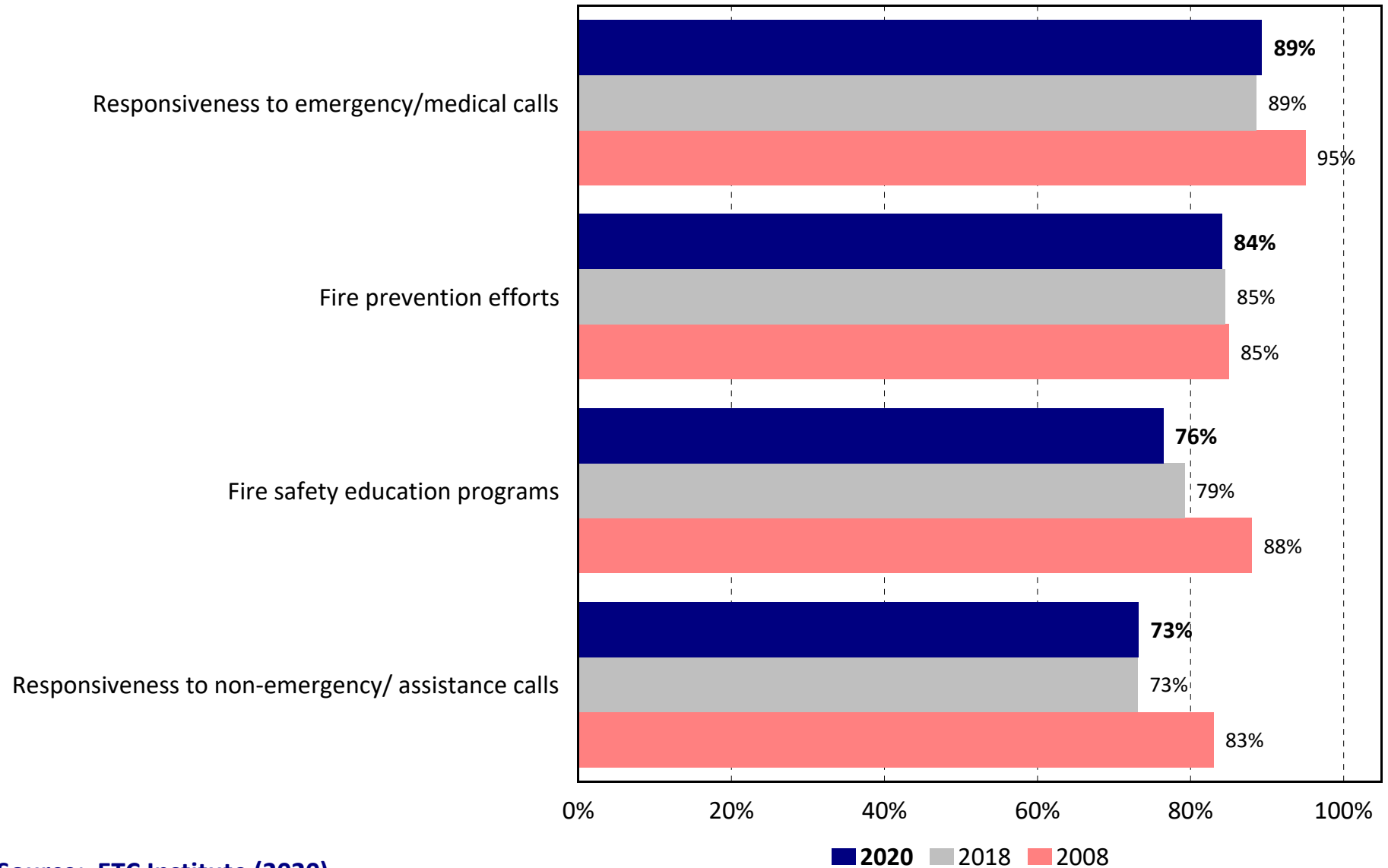
by percentage of respondents



Source: ETC Institute (2020)

Trends: Ratings of Fire Services 2008 to 2020

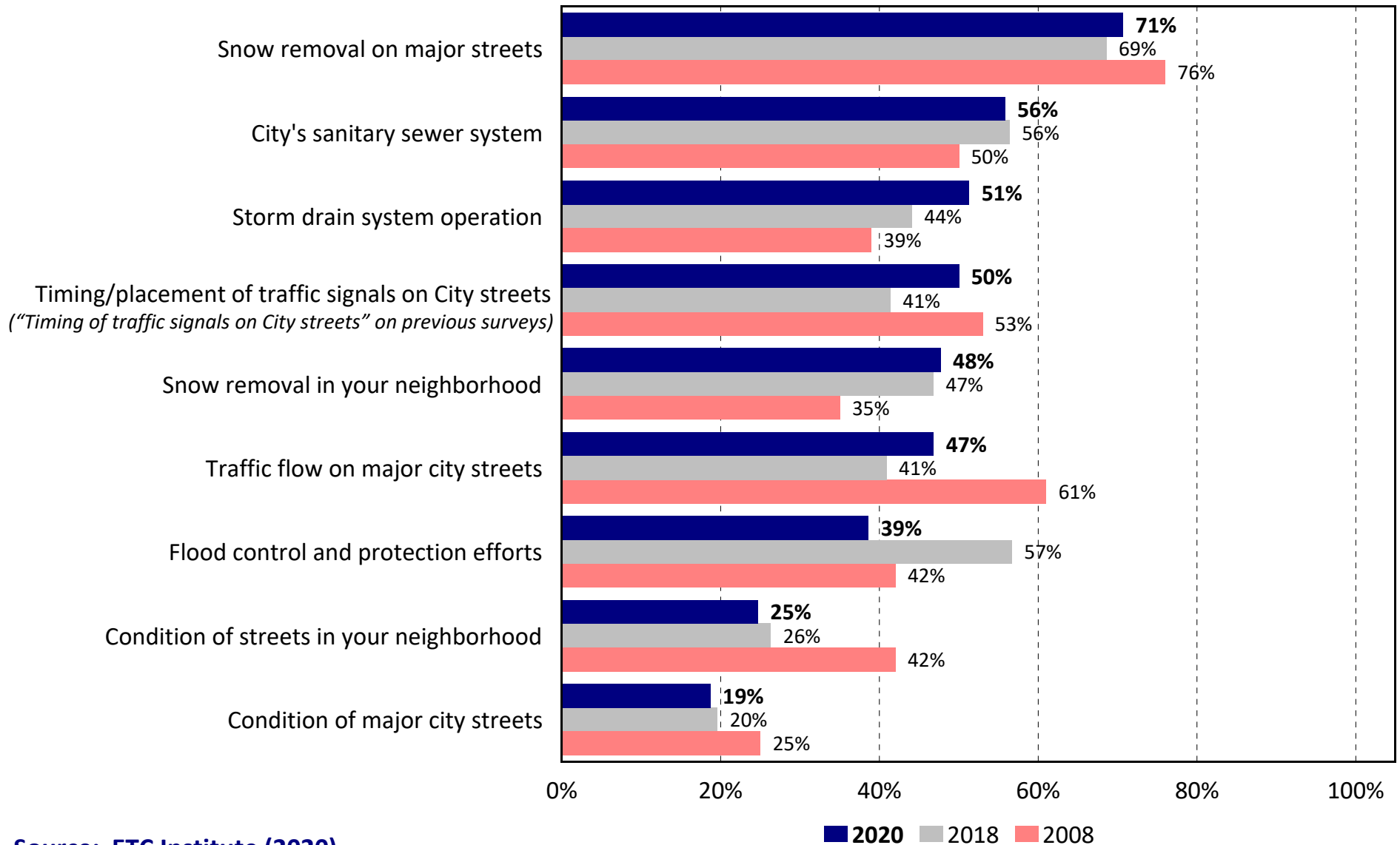
by percentage of respondents who rated the item as a 3 or 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (2020)

Trends: Ratings of Streets and Infrastructure 2008 to 2020

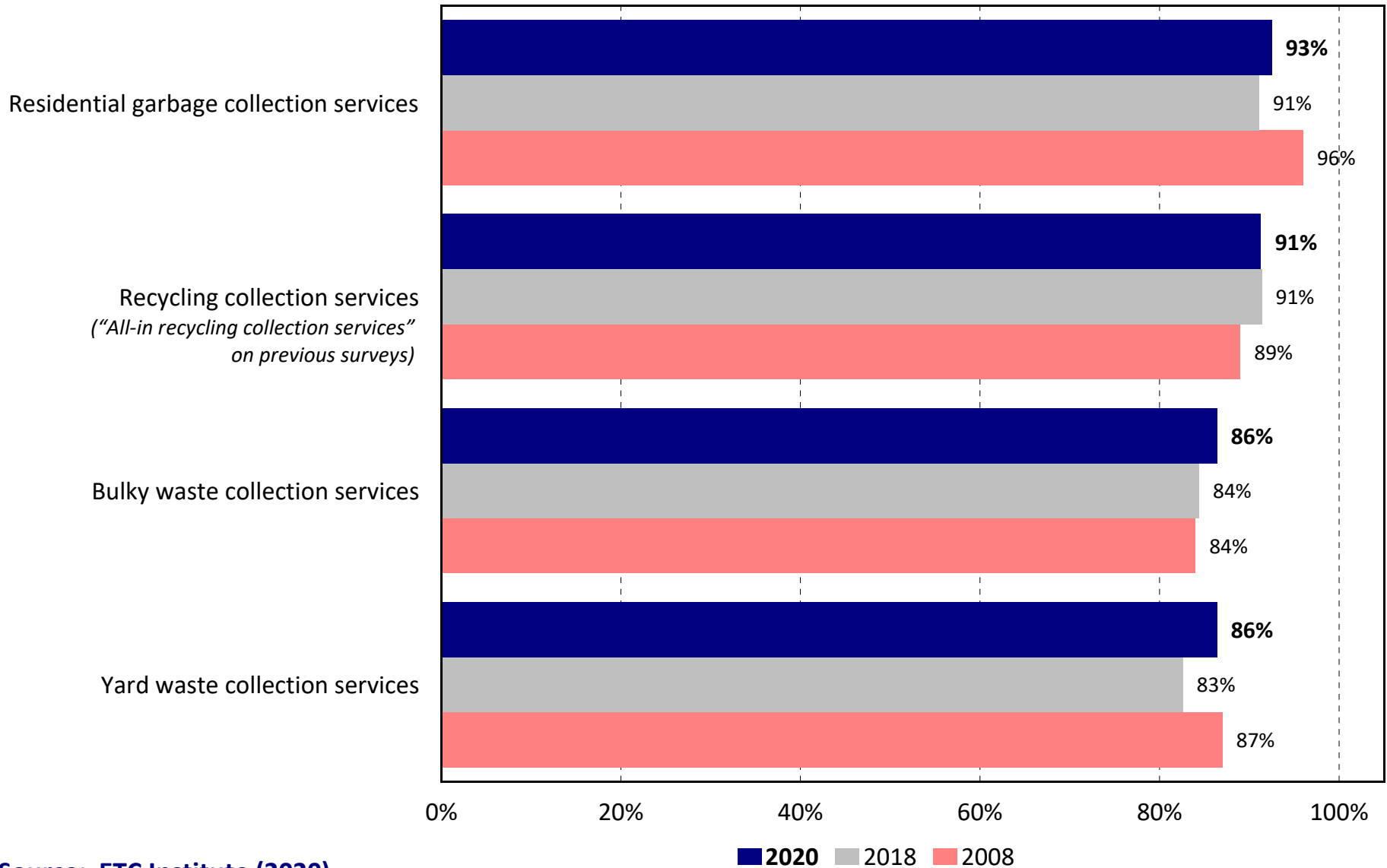
by percentage of respondents who rated the item as a 3 or 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (2020)

Trends: Ratings of Solid Waste Services 2008 to 2020

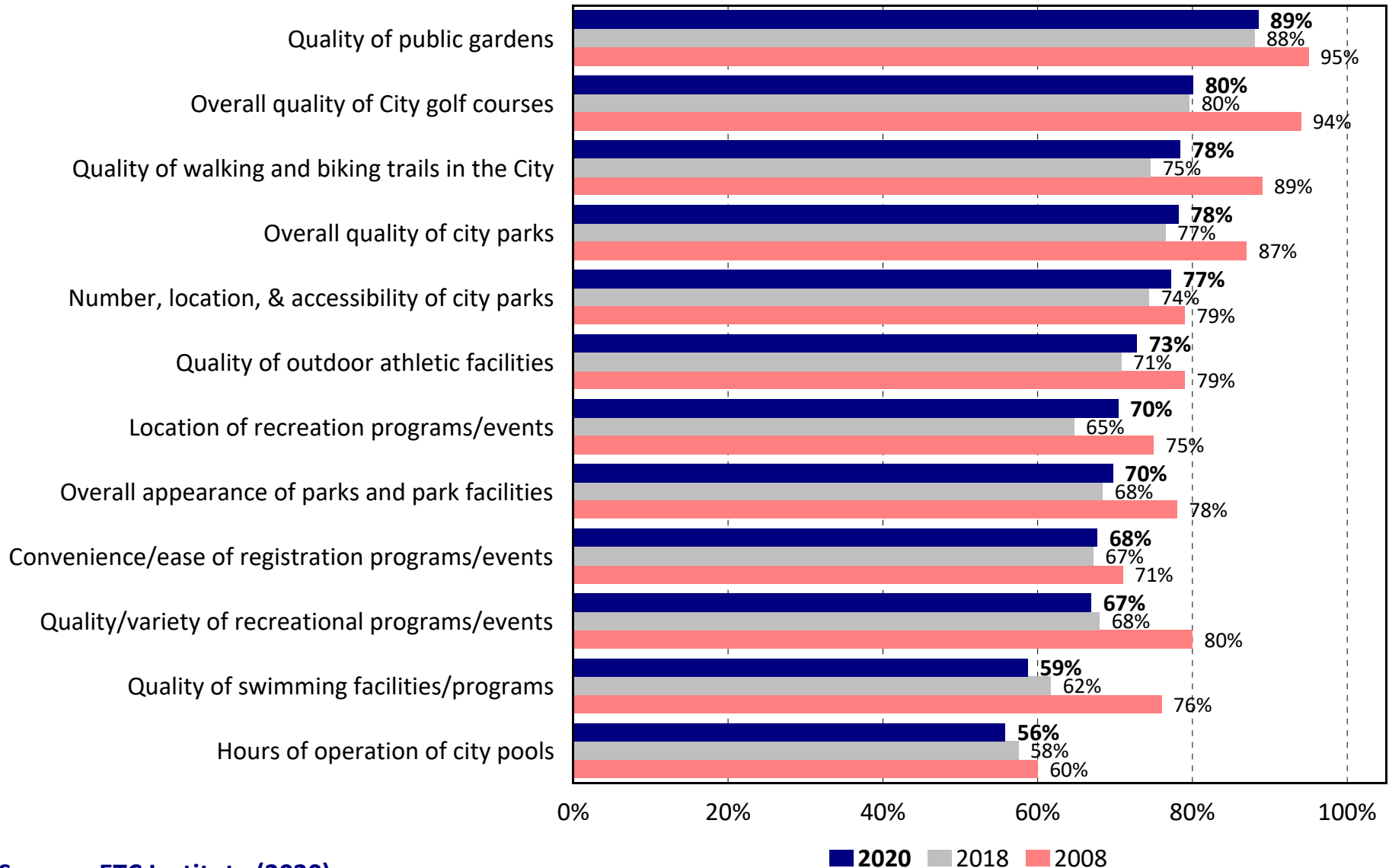
by percentage of respondents who rated the item as a 3 or 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (2020)

Trends: Ratings of Parks and Recreation 2008 to 2020

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

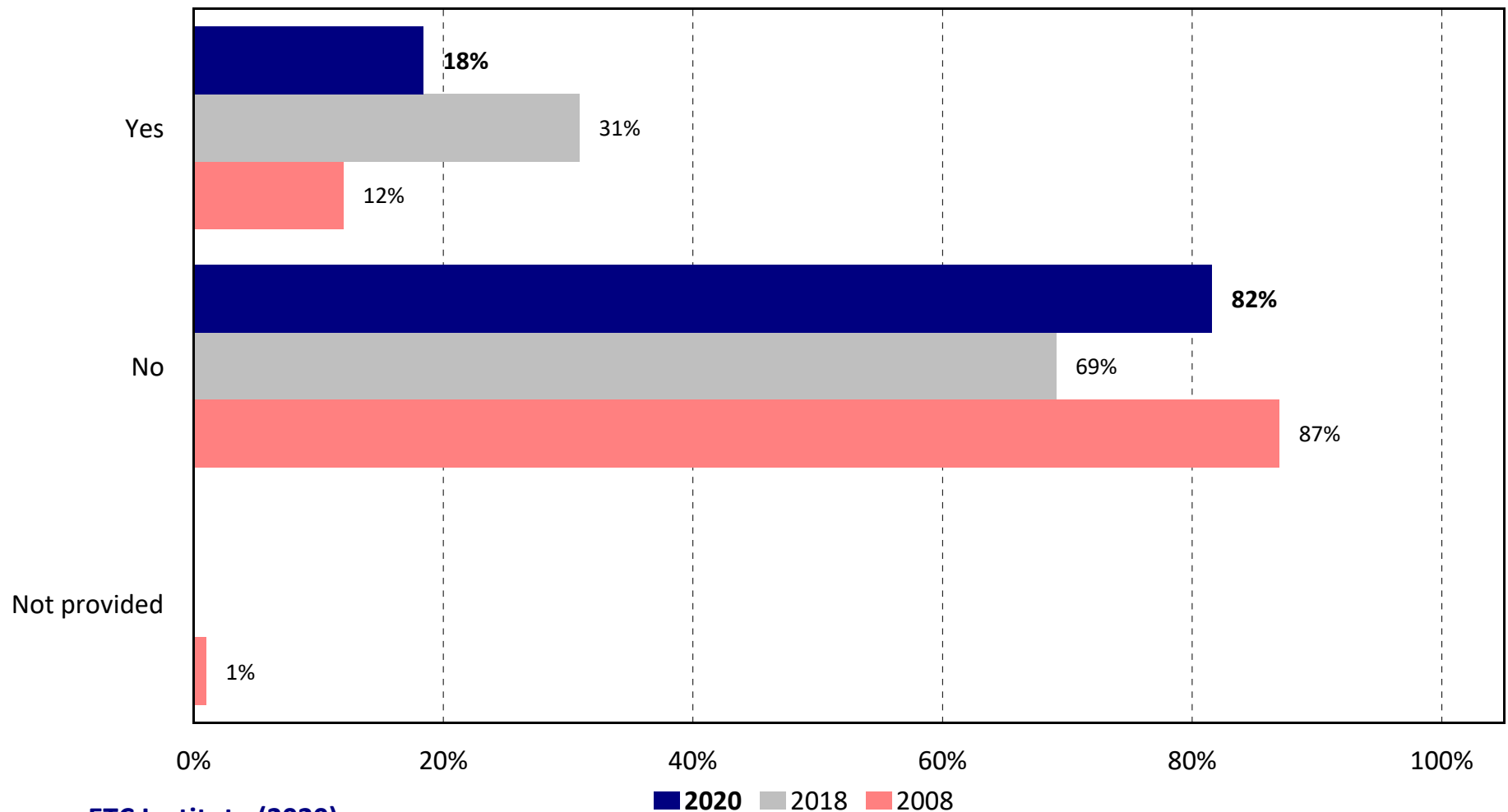


Source: ETC Institute (2020)

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 2020

by percentage of respondents

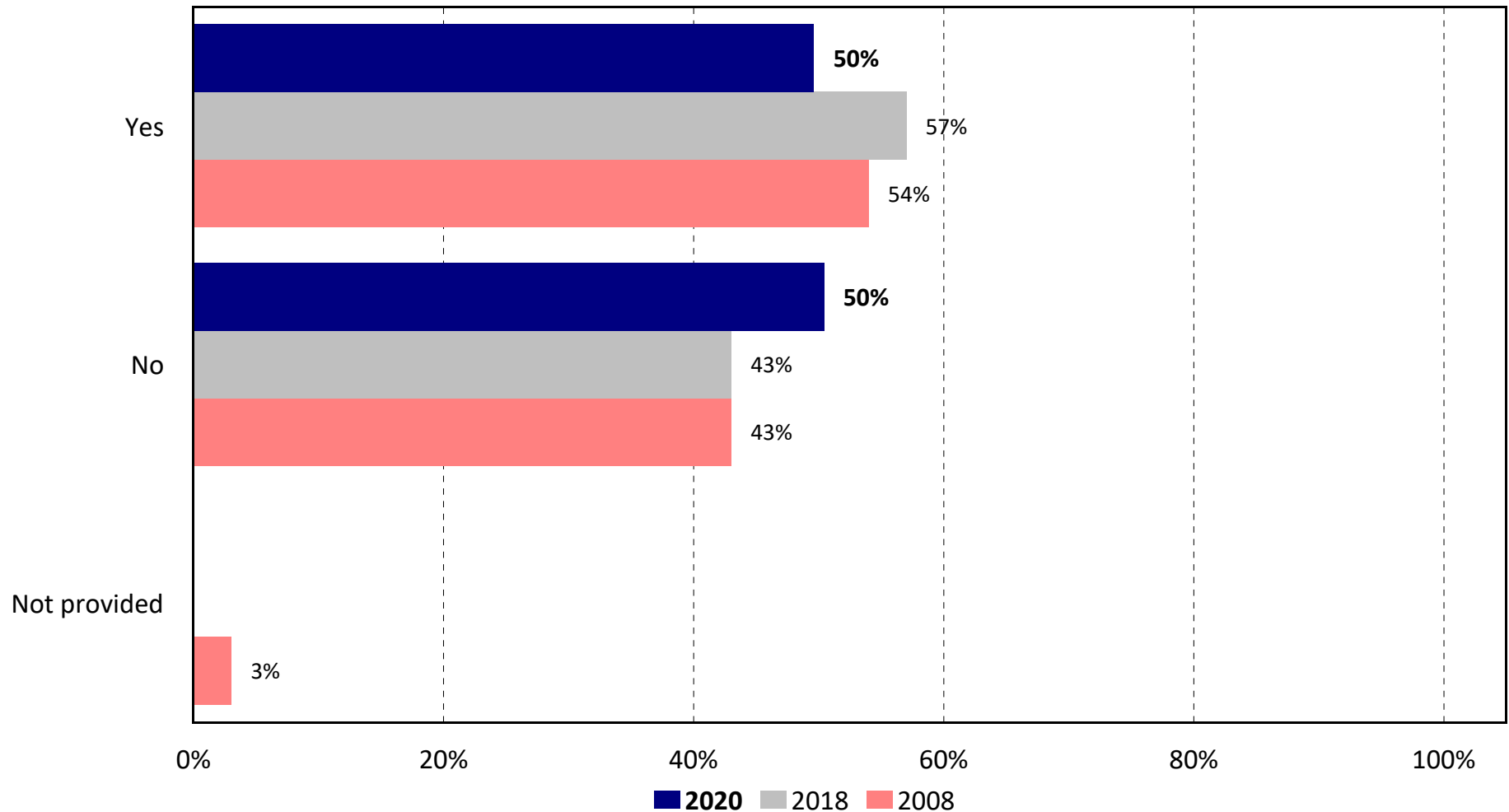


Source: ETC Institute (2020)

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

2008 to 2020

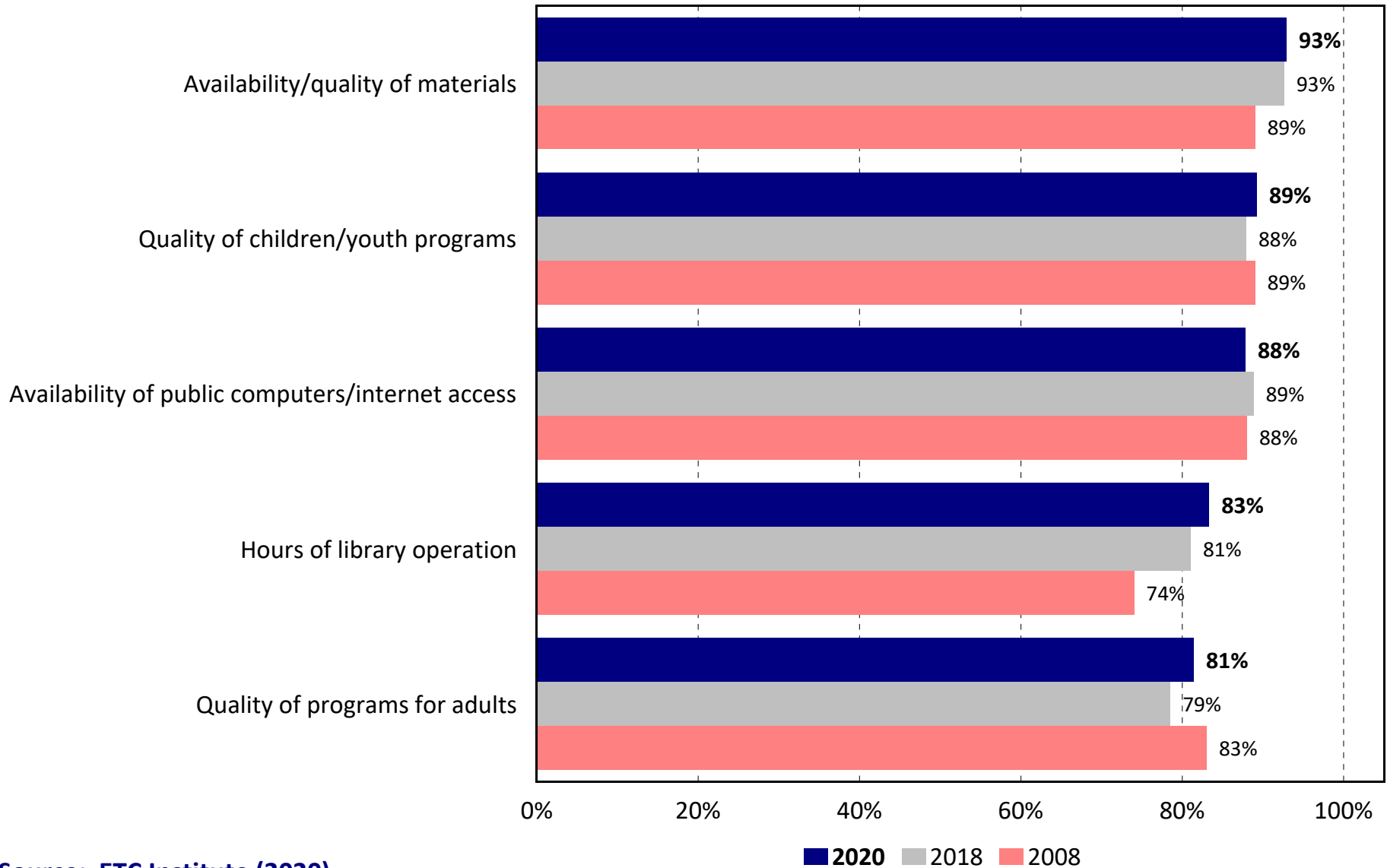
by percentage of respondents



Source: ETC Institute (2020)

Trends: Ratings of Libraries 2008 to 2020

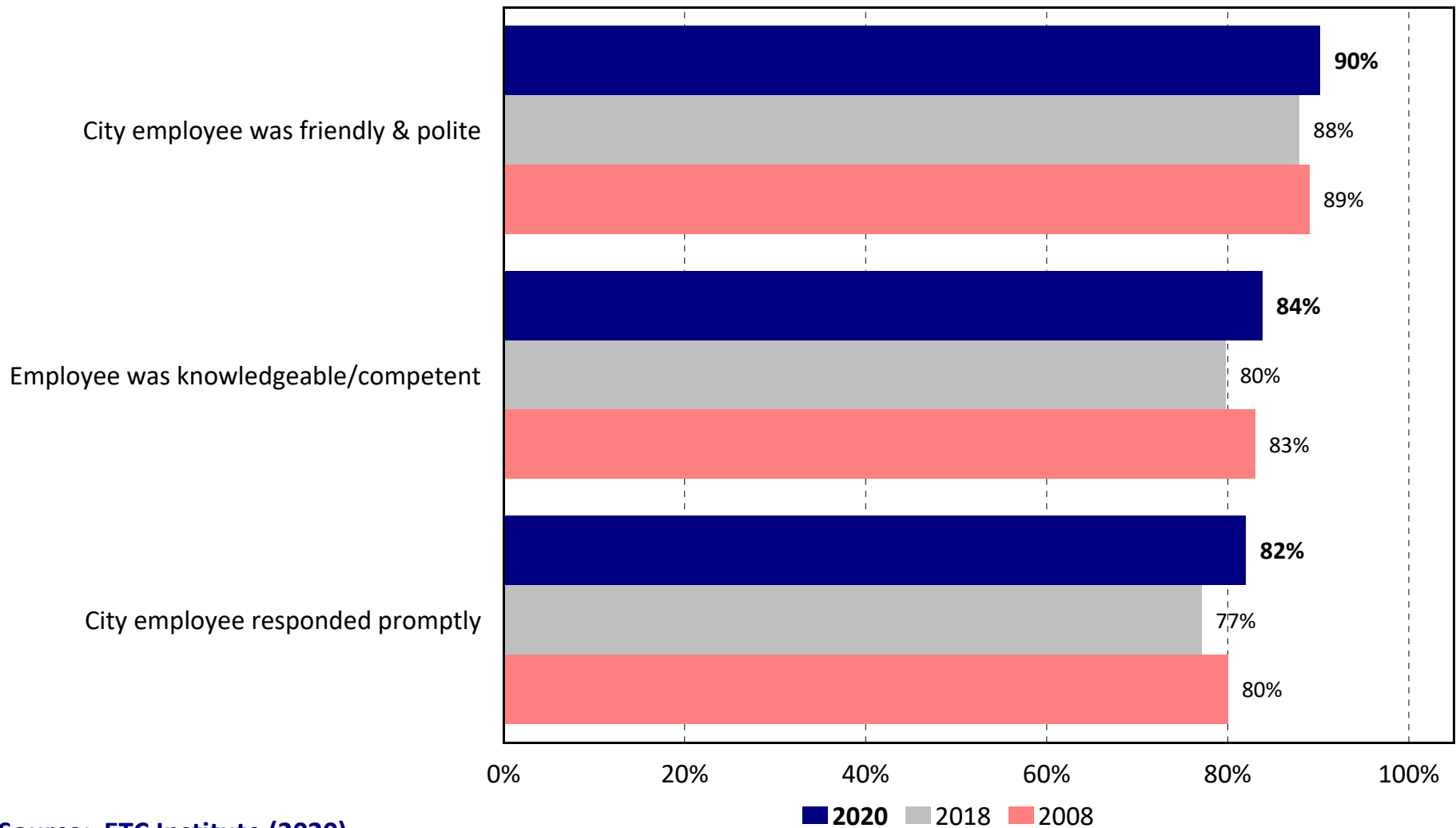
by percentage of respondents who rated the item as a 3 or 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (2020)

Trends: Agreement With Statements About Customer Service Received 2008 to 2020

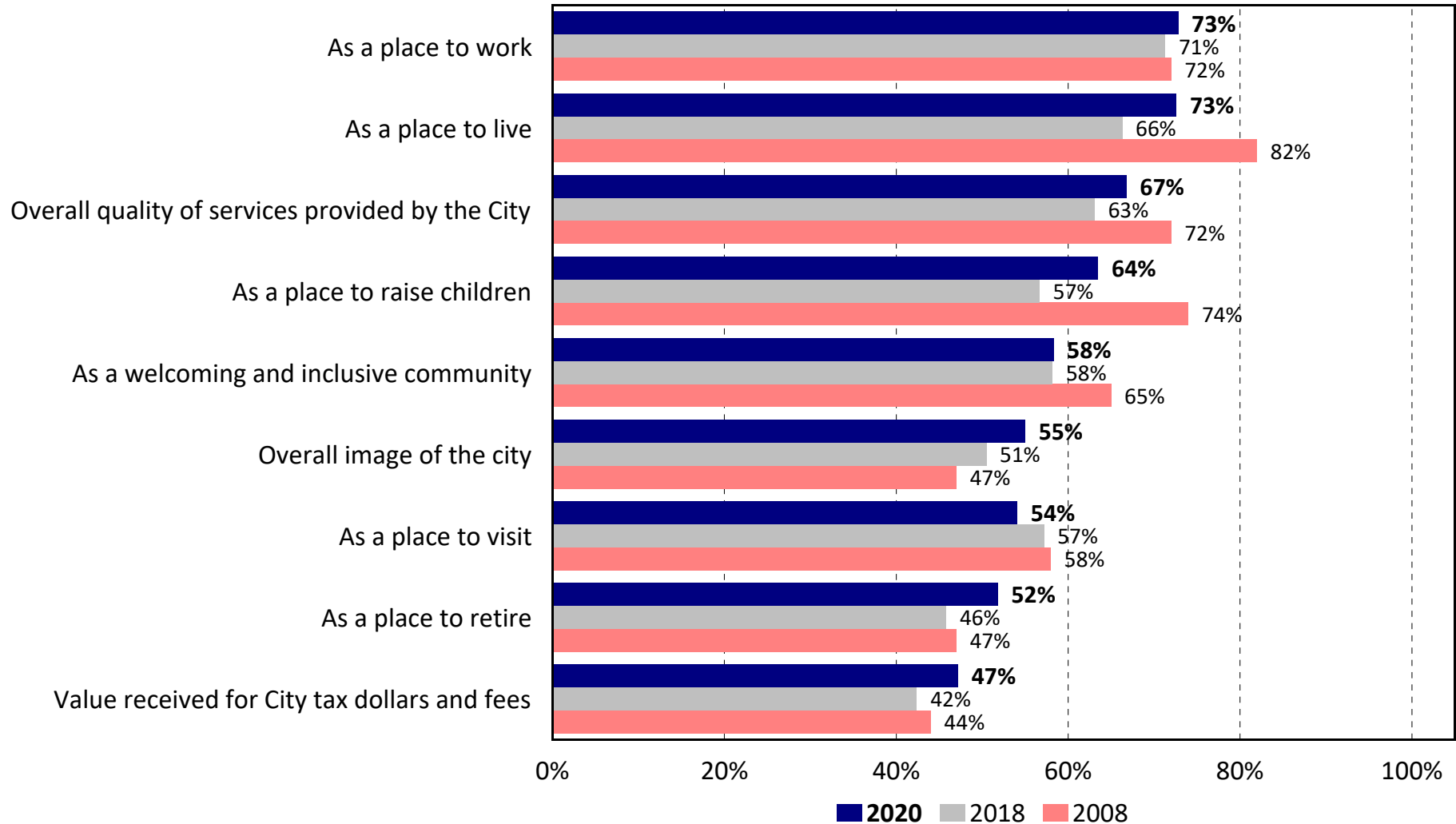
by percentage of respondents who rated the item as a 3 or 4 on a 4-point scale (excluding don't knows)



Source: ETC Institute (2020)

Trends: Overall Ratings of the City 2008 to 2020

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 (2020)

Section 3

Importance-Satisfaction Analysis

2020 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=Importance x (1-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. Eighty-one percent (81%) 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, 15.5% of the residents surveyed rated their 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 was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 81% was multiplied by 84.5% (1-0.155). This calculation yielded an I-S rating of 0.6845, 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 pages.

2020 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
Very High Priority (IS >.20)						
City streets	81%	1	16%	13	0.6845	1
Neighborhoods	54%	2	50%	10	0.2702	2
High Priority (IS .10-.20)						
Efforts to attract/retain businesses	38%	4	48%	12	0.1961	3
Riverfront amenities	28%	5	49%	11	0.1430	4
City sewer system	25%	6	53%	8	0.1173	5
Effectiveness of public engagement	21%	7	50%	9	0.1045	6
Medium Priority (IS <.10)						
Police services	46%	3	81%	4	0.0874	7
Efforts to attract & hire a diverse workforce	14%	10	59%	7	0.0592	8
Customer experience in City interactions	12%	11	63%	6	0.0429	9
City parks, recreation programs & facilities	18%	9	80%	5	0.0358	10
Garbage & recycling collection services	7%	12	89%	3	0.0081	11
Fire & paramedic services	18%	8	96%	1	0.0069	12
Library services	1%	13	92%	2	0.0006	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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2020 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
Very High Priority (IS >.20)						
Efforts to prevent crime	75%	1	48%	6	0.3857	1
Visibility of police in your neighborhood	37%	2	35%	8	0.2374	2
High Priority (IS .10-.20)						
Public education efforts	35%	3	49%	5	0.1749	3
Responsiveness to investigations of offenses	31%	4	56%	3	0.1357	4
Visibility of police in retail areas	22%	7	45%	7	0.1201	5
Medium Priority (IS <.10)						
Responsiveness to non-emergency/assistance	23%	6	62%	2	0.0882	6
Traffic enforcement	19%	8	54%	4	0.0857	7
Responsiveness to emergency calls for service	30%	5	84%	1	0.0489	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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2020 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
Medium Priority (IS <.10)						
Responsiveness to non-emergency calls	36%	3	73%	4	0.0959	1
Fire safety education programs	36%	4	76%	3	0.0840	2
Fire prevention efforts	38%	2	84%	2	0.0604	3
Responsiveness to emergency calls for service	52%	1	89%	1	0.0554	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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2020 Importance-Satisfaction Rating

City of Davenport

Streets and Infrastructure

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Condition of major City streets	73%	1	19%	9	0.5943	1
Condition of streets in your neighborhood	49%	2	25%	8	0.3690	2
Flood control & protection efforts	33%	3	39%	7	0.2032	3
High Priority (IS .10-.20)						
Traffic flow on major City streets	28%	4	47%	6	0.1474	4
Snow removal in your neighborhood	24%	5	48%	5	0.1234	5
Medium Priority (IS <.10)						
Timing/placement of traffic signals on City streets	16%	7	50%	4	0.0800	6
Storm drain system operation	15%	9	51%	3	0.0740	7
City's sanitary sewer system	16%	8	56%	2	0.0694	8
Snow removal on major streets	20%	6	71%	1	0.0595	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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2020 Importance-Satisfaction Rating

City of Davenport

Solid Waste Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Medium Priority (IS <.10)						
Bulky waste collection services	33%	3	86%	3	0.0442	1
Yard waste collection services	33%	4	86%	4	0.0442	2
Recycling collection services	37%	1	91%	2	0.0325	3
Residential garbage collection services	37%	2	93%	1	0.0275	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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2020 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
High Priority (IS .10-.20)						
Overall appearance of parks & park facilities	46%	1	70%	8	0.1388	1
Medium Priority (IS <.10)						
Overall quality of City parks	45%	2	78%	4	0.0990	2
Quality of walking and biking trails	43%	3	78%	3	0.0927	3
Quality/variety of recreational programs/events	23%	4	67%	10	0.0755	4
Quality of swimming facilities and programs	16%	8	59%	11	0.0640	5
Quality of outdoor athletic facilities	19%	6	73%	6	0.0509	6
Number, location, & accessibility of City parks	22%	5	77%	5	0.0504	7
Hours of operation at City pools	10%	12	56%	12	0.0424	8
Location of recreation programs/events	12%	9	70%	7	0.0349	9
Convenience/ease of registration programs/events	10%	11	68%	9	0.0317	10
Overall quality of City golf courses	11%	10	80%	2	0.0221	11
Overall quality of public gardens	16%	7	89%	1	0.0187	12

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

Most Important %:

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

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "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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2020 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
Medium Priority (IS <.10)						
Hours of library operation	29%	3	83%	4	0.0489	1
Quality of programs for adults	25%	4	81%	5	0.0459	2
Quality of children/youth programs	35%	2	89%	2	0.0376	3
Availability/quality of materials	45%	1	93%	1	0.0320	4
Availability of public computers/internet	20%	5	88%	3	0.0245	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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2020 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.

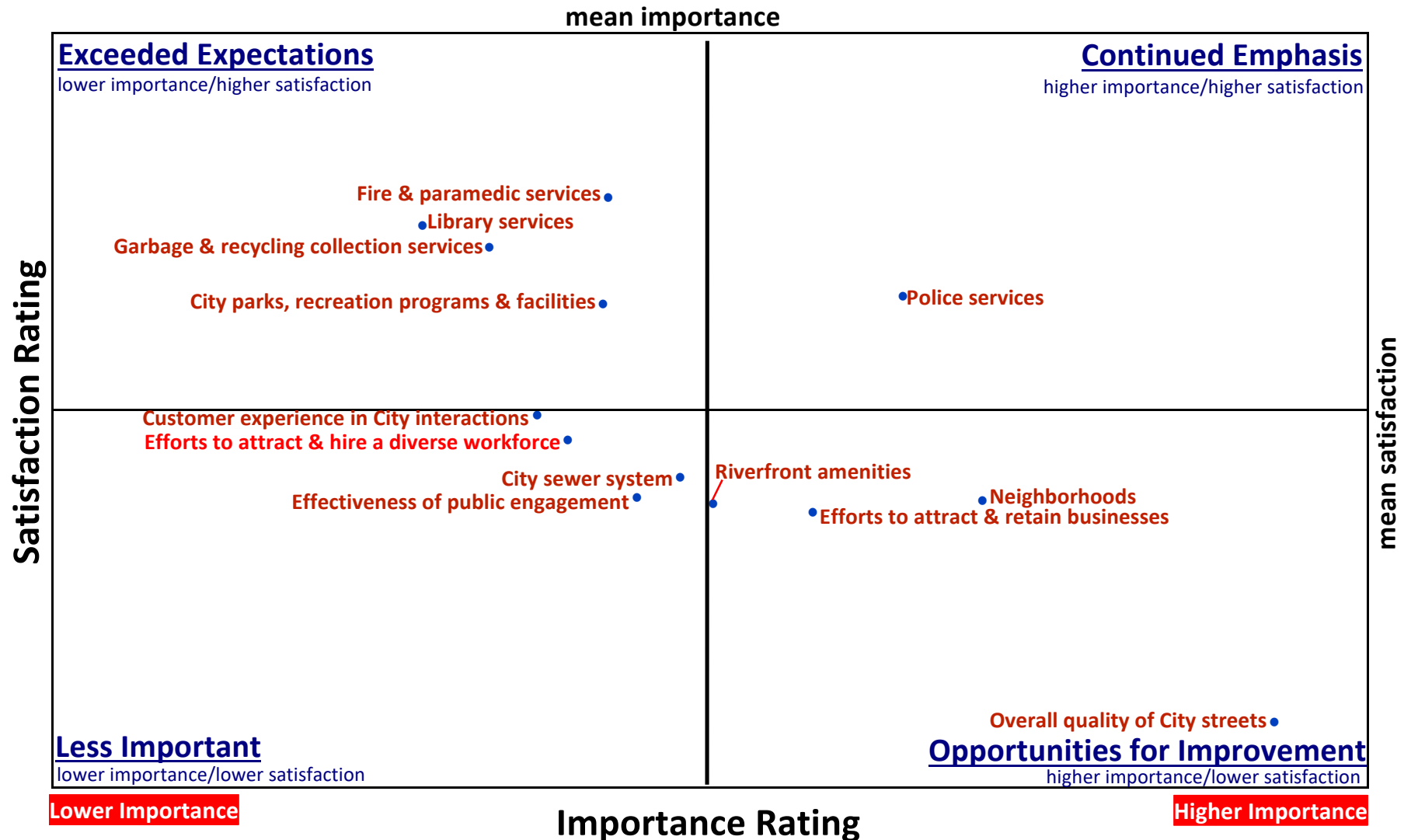
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on 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 2020 Davenport Community Survey are provided on the following pages.

City of Davenport 2020 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)

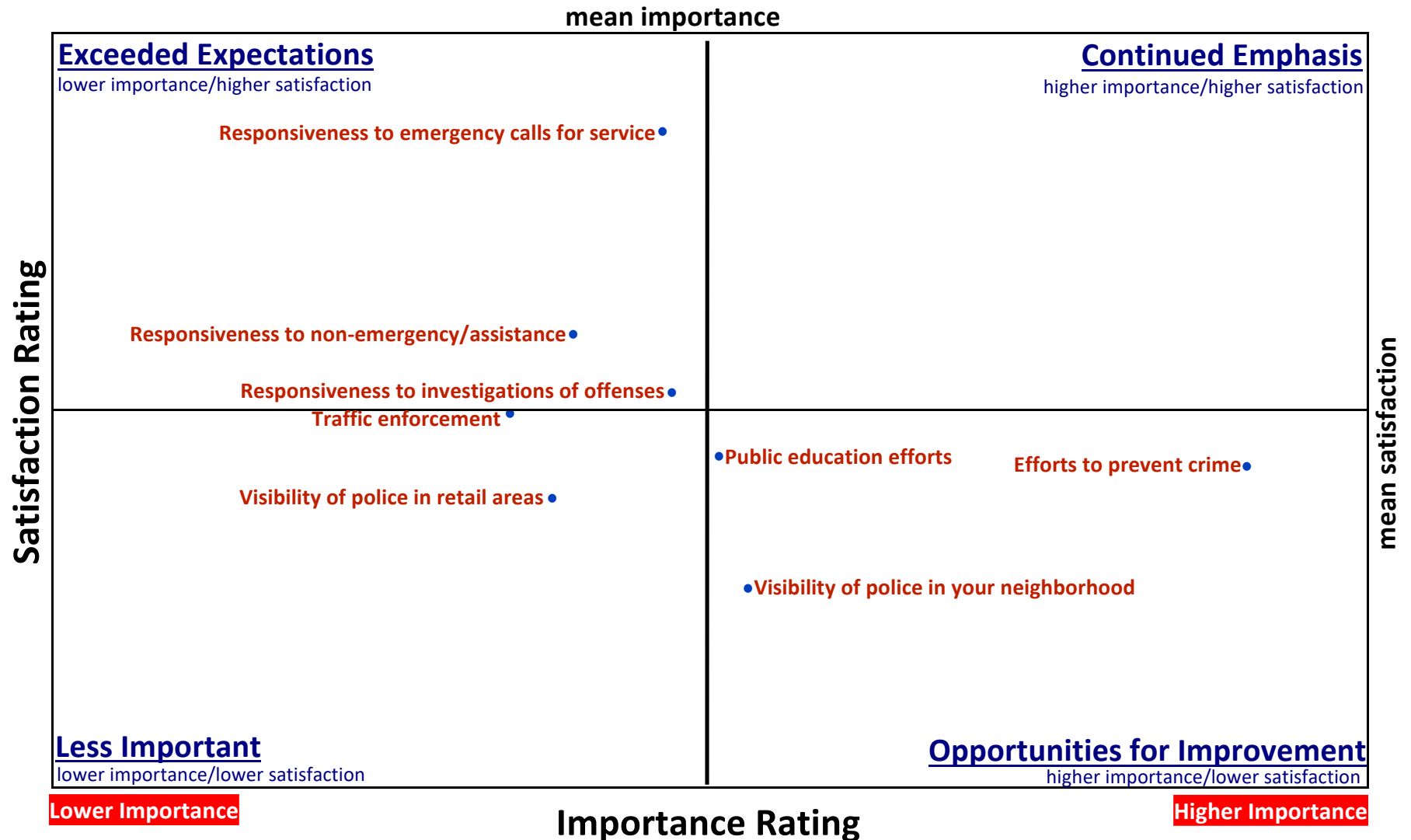


Source: ETC Institute (2020)

City of Davenport 2020 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)

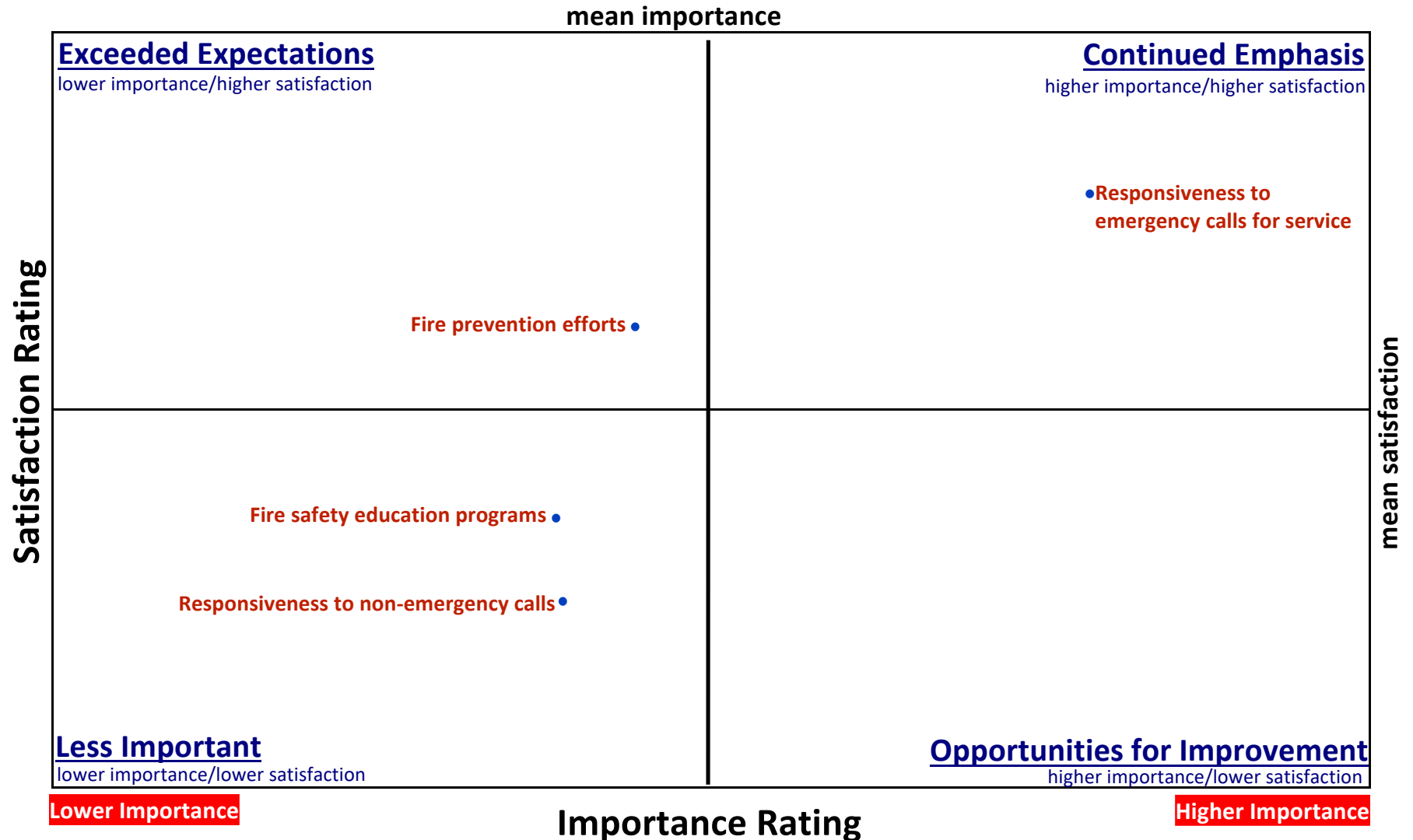


Source: ETC Institute (2020)

City of Davenport 2020 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)

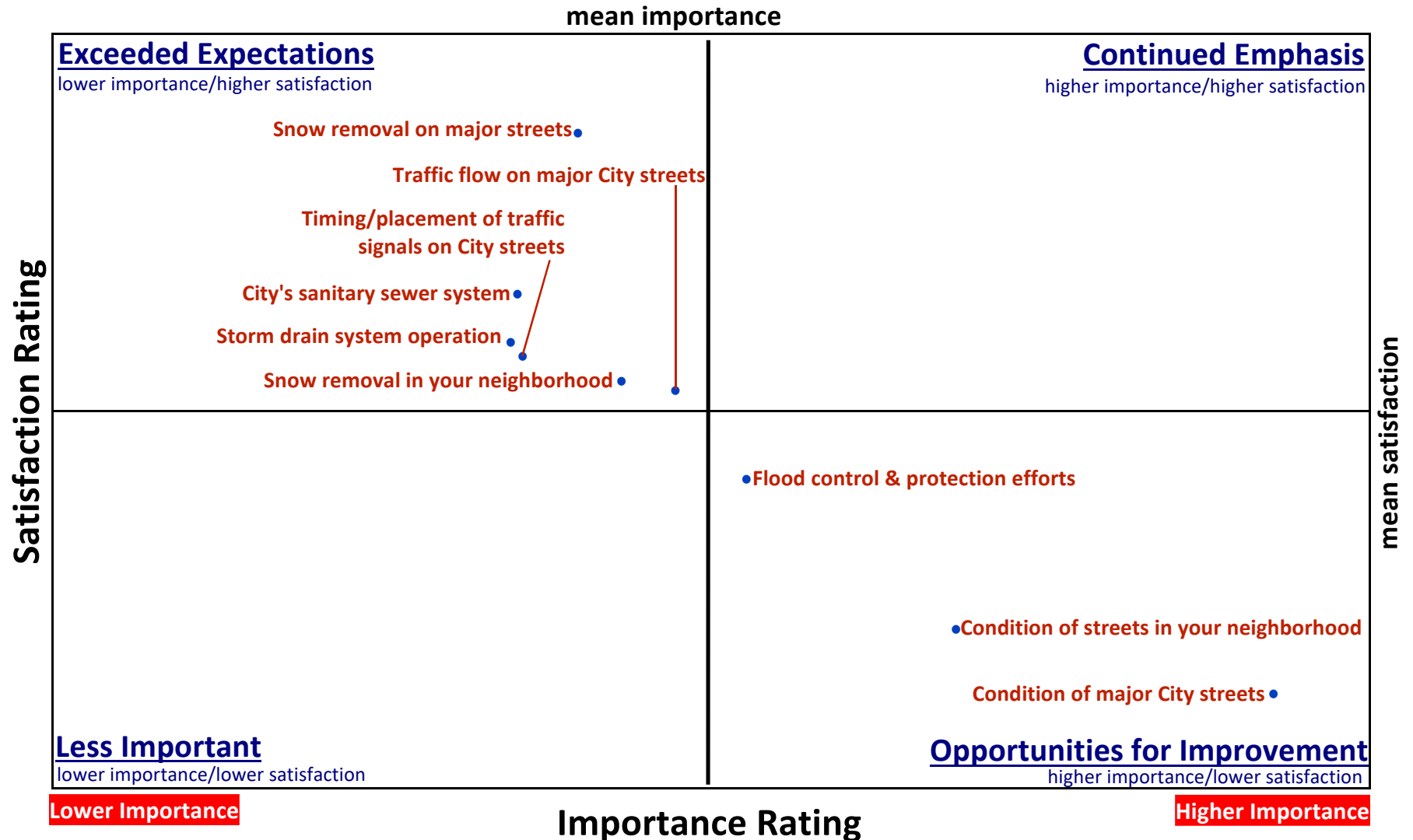


Source: ETC Institute (2020)

City of Davenport 2020 DirectionFinder Importance-Satisfaction Assessment Matrix

-Streets and Infrastructure-

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

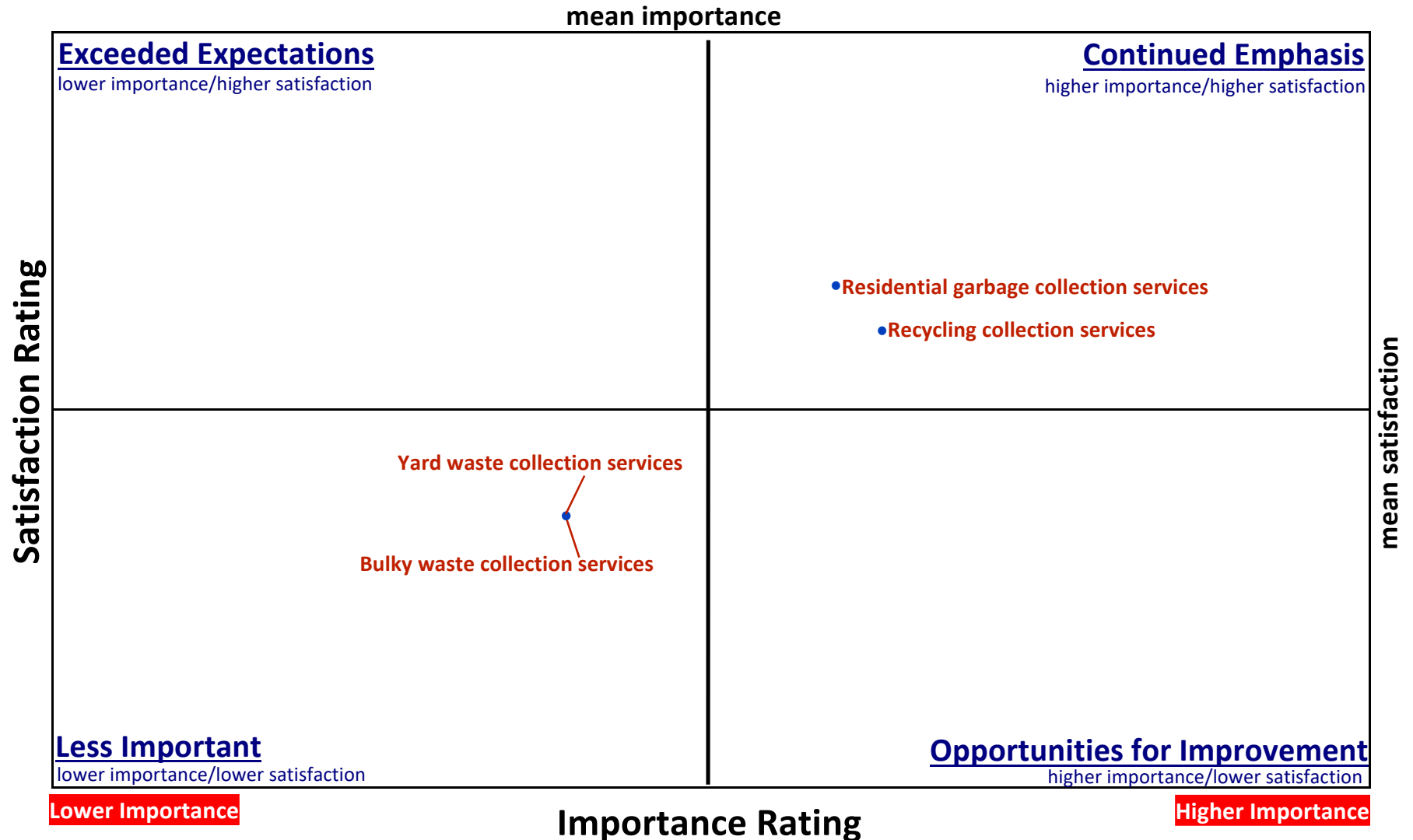


Source: ETC Institute (2020)

City of Davenport 2020 DirectionFinder Importance-Satisfaction Assessment Matrix

-Solid Waste Services-

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

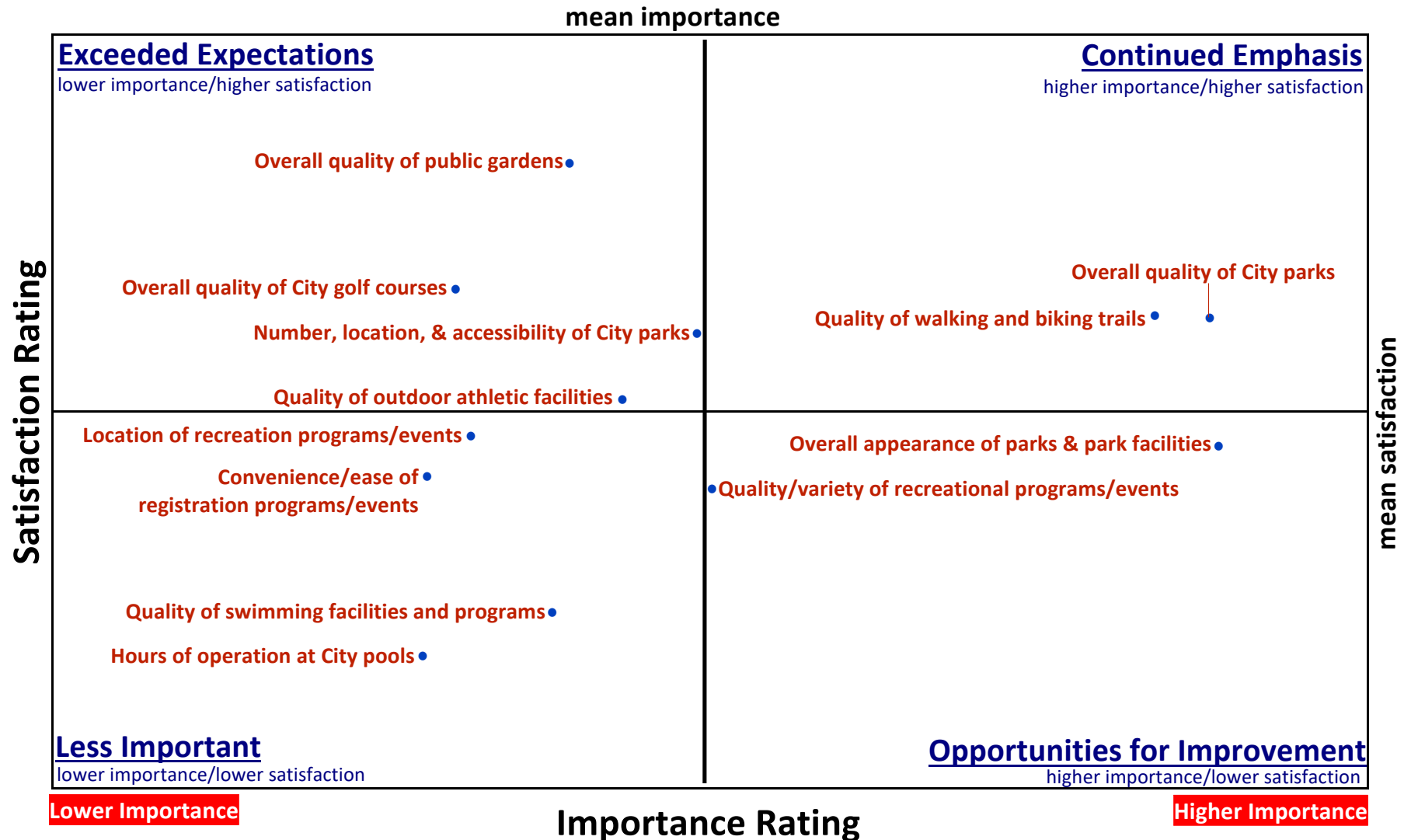


Source: ETC Institute (2020)

City of Davenport 2020 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)

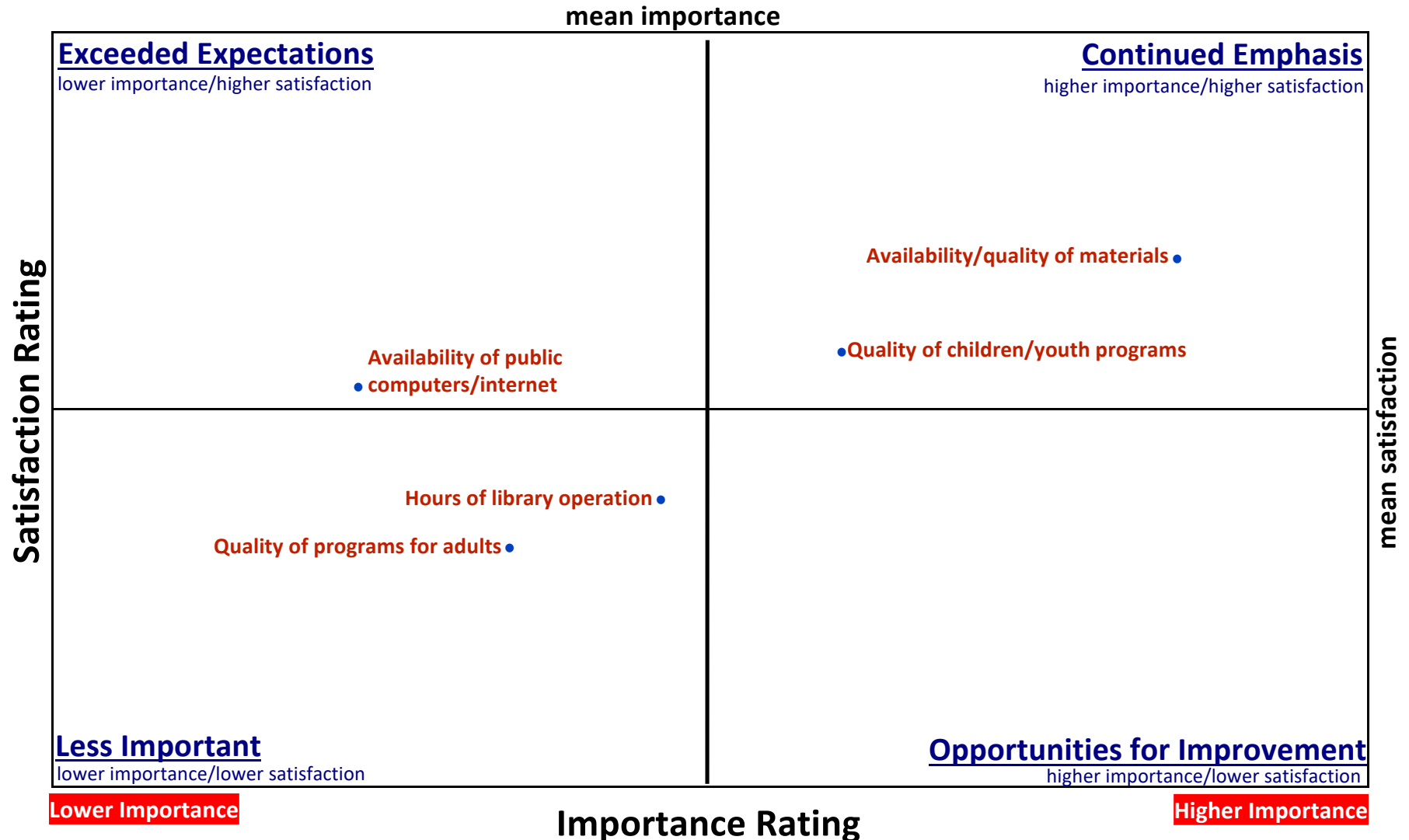


Source: ETC Institute (2020)

City of Davenport 2020 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 (2020)

Section 4

Benchmarking Analysis

2020 City of Davenport Community Survey Benchmarking Summary

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 2019 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 360 residents in the Midwest region of the United States during the summer of 2019. 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 Midwest 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 360 residents in the Midwest 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.

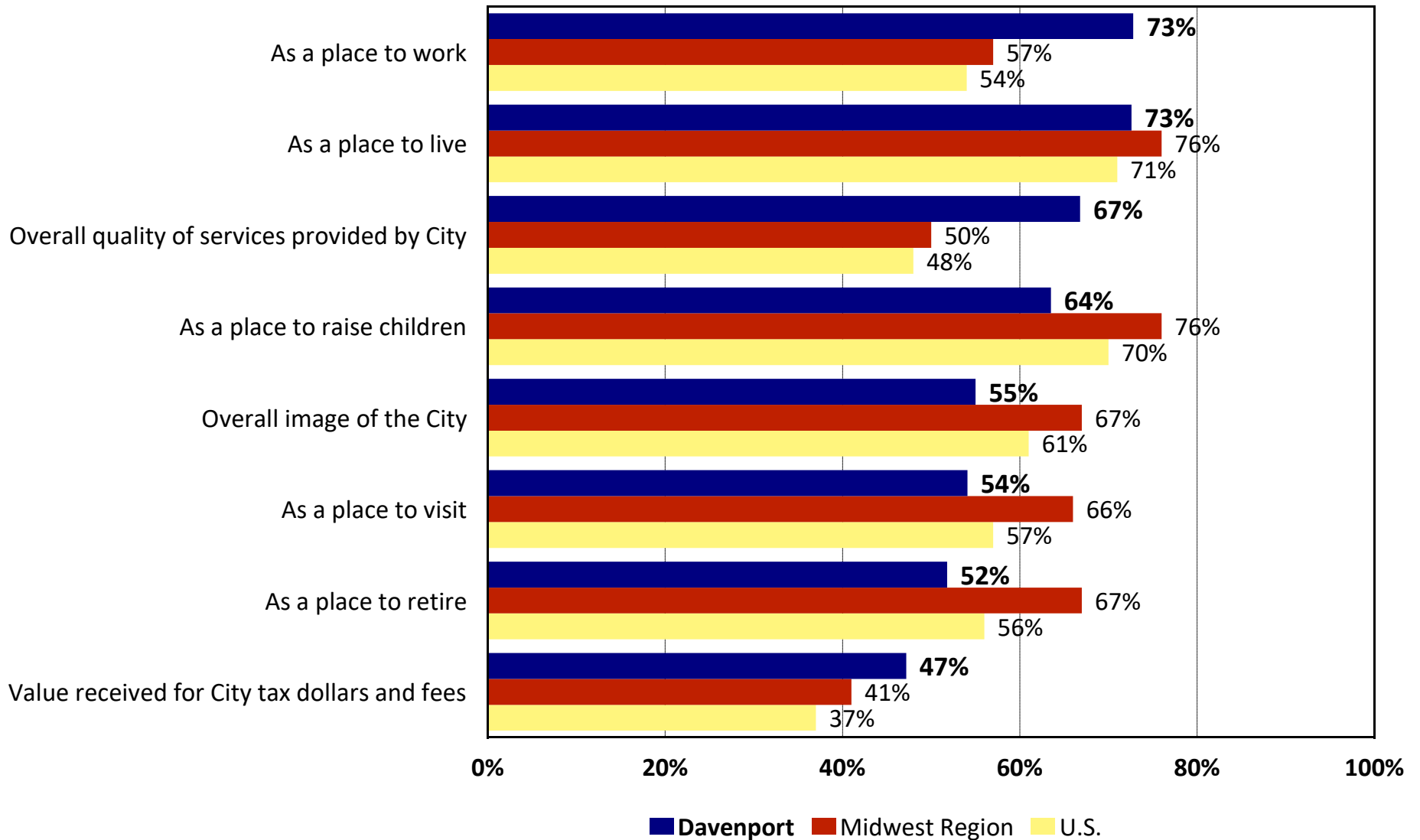
Benchmarking Data

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.

Overall Ratings of the City

Davenport vs. Midwest Region vs. the U.S.

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

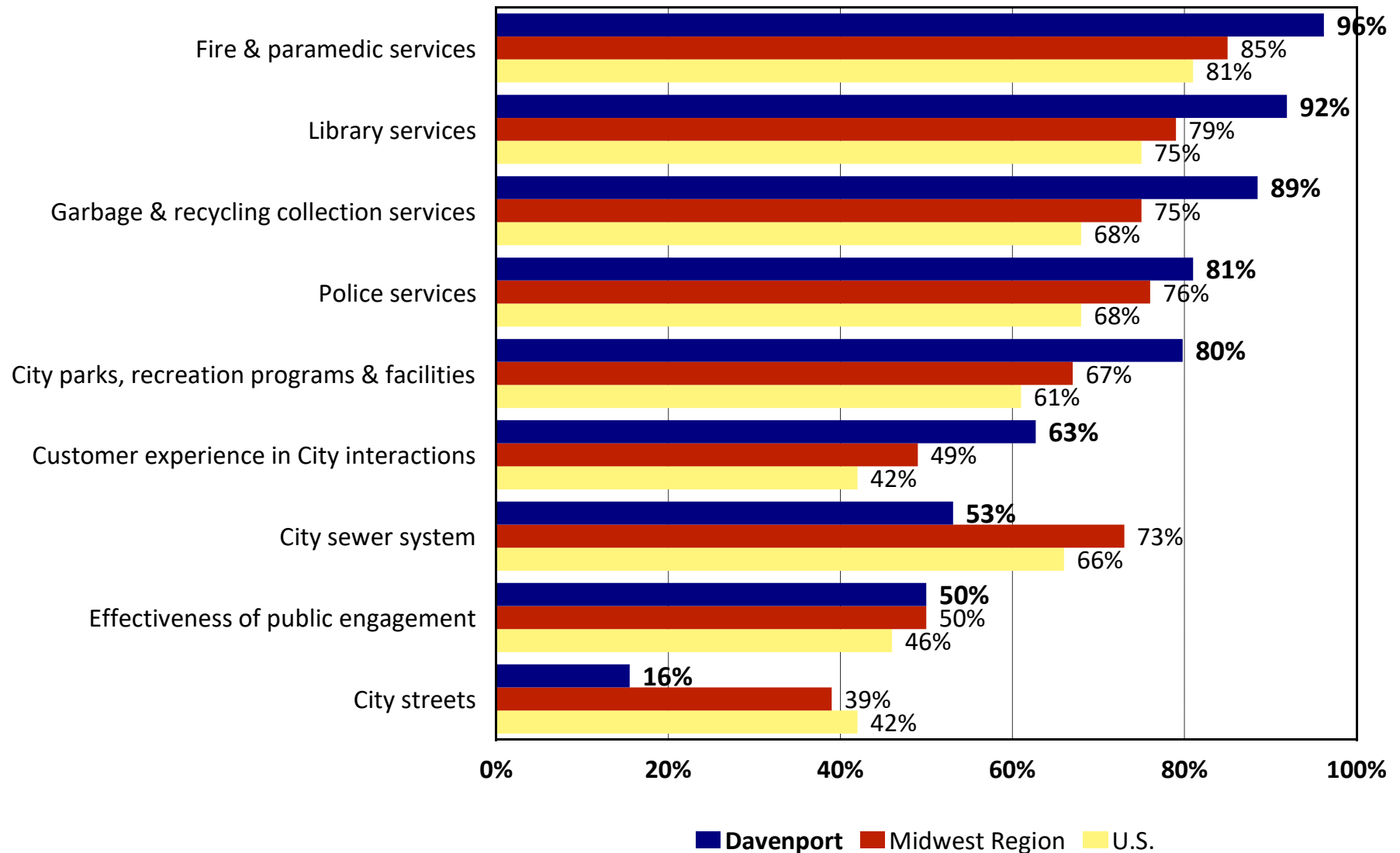


Source: ETC Institute (2020)

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)

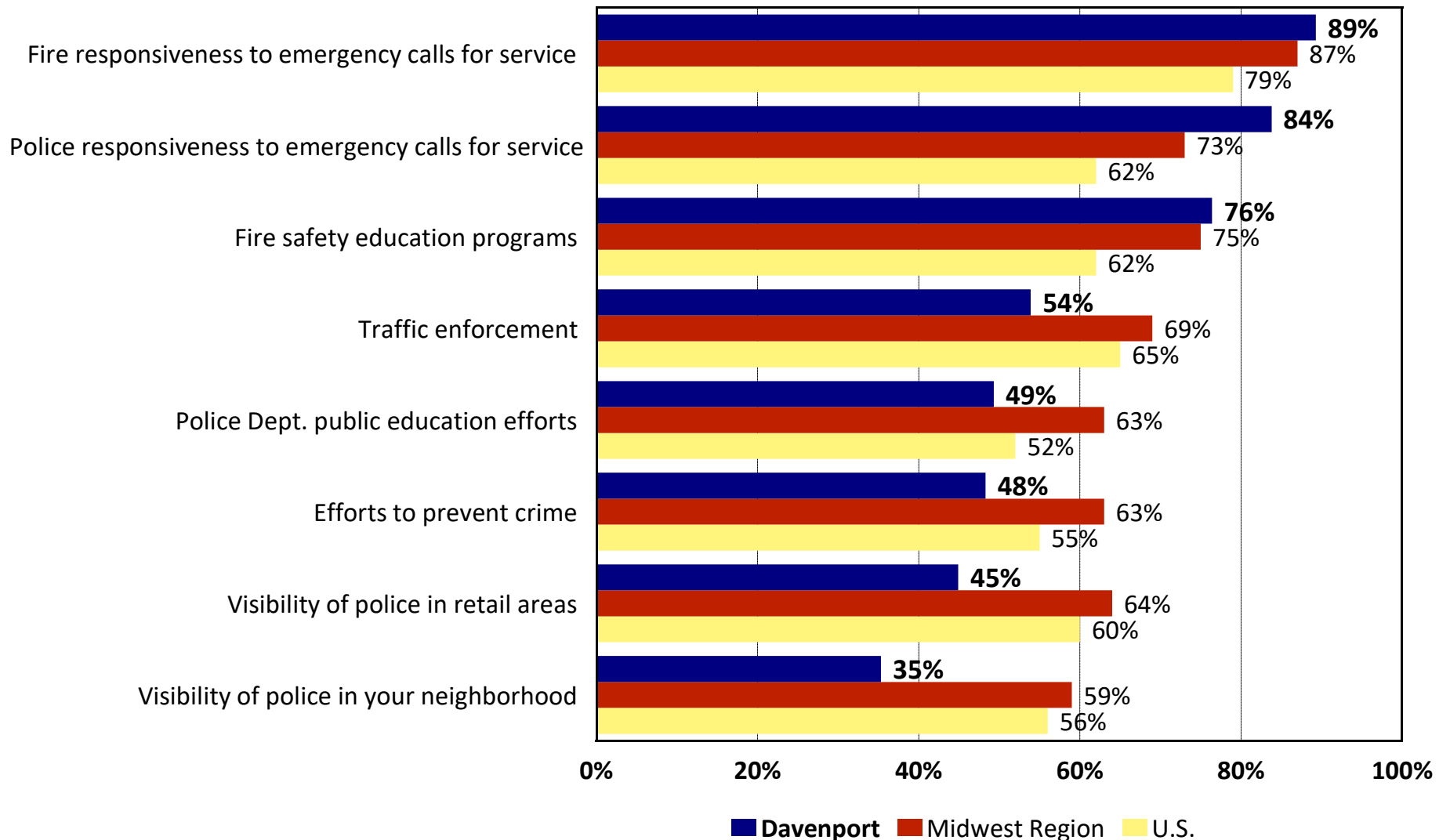


Source: ETC Institute (2020)

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)

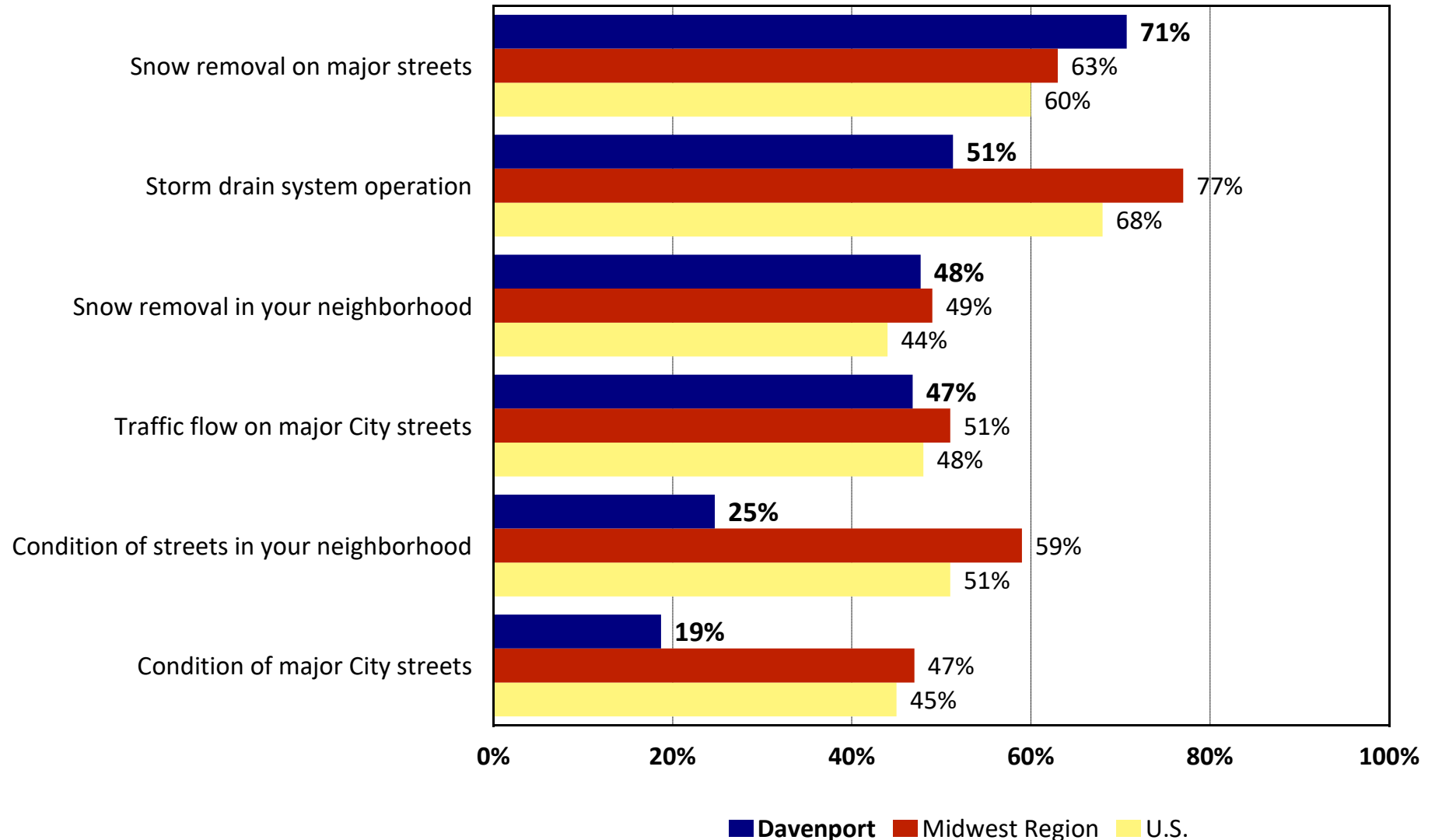


Source: ETC Institute (2020)

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)

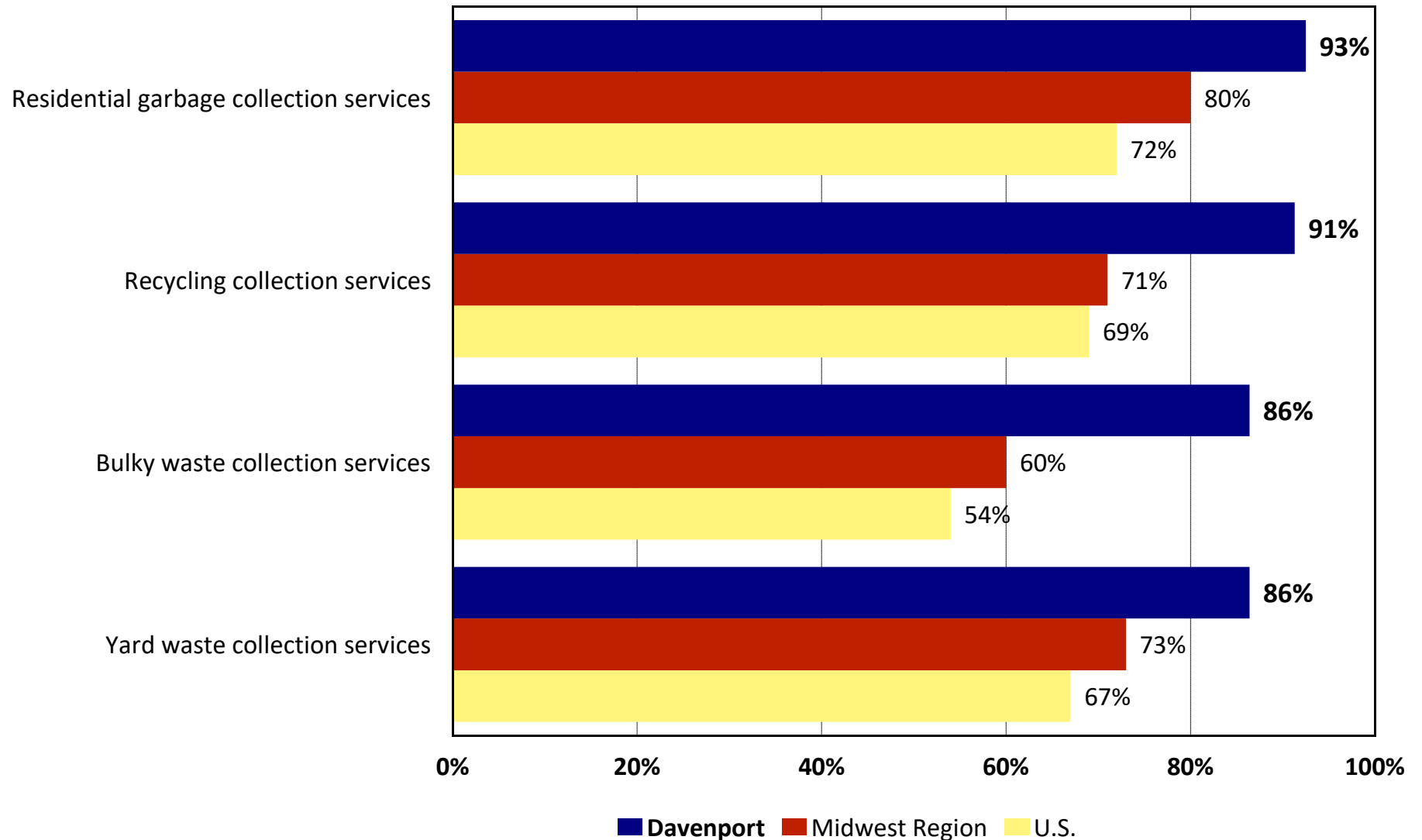


Source: ETC Institute (2020)

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)

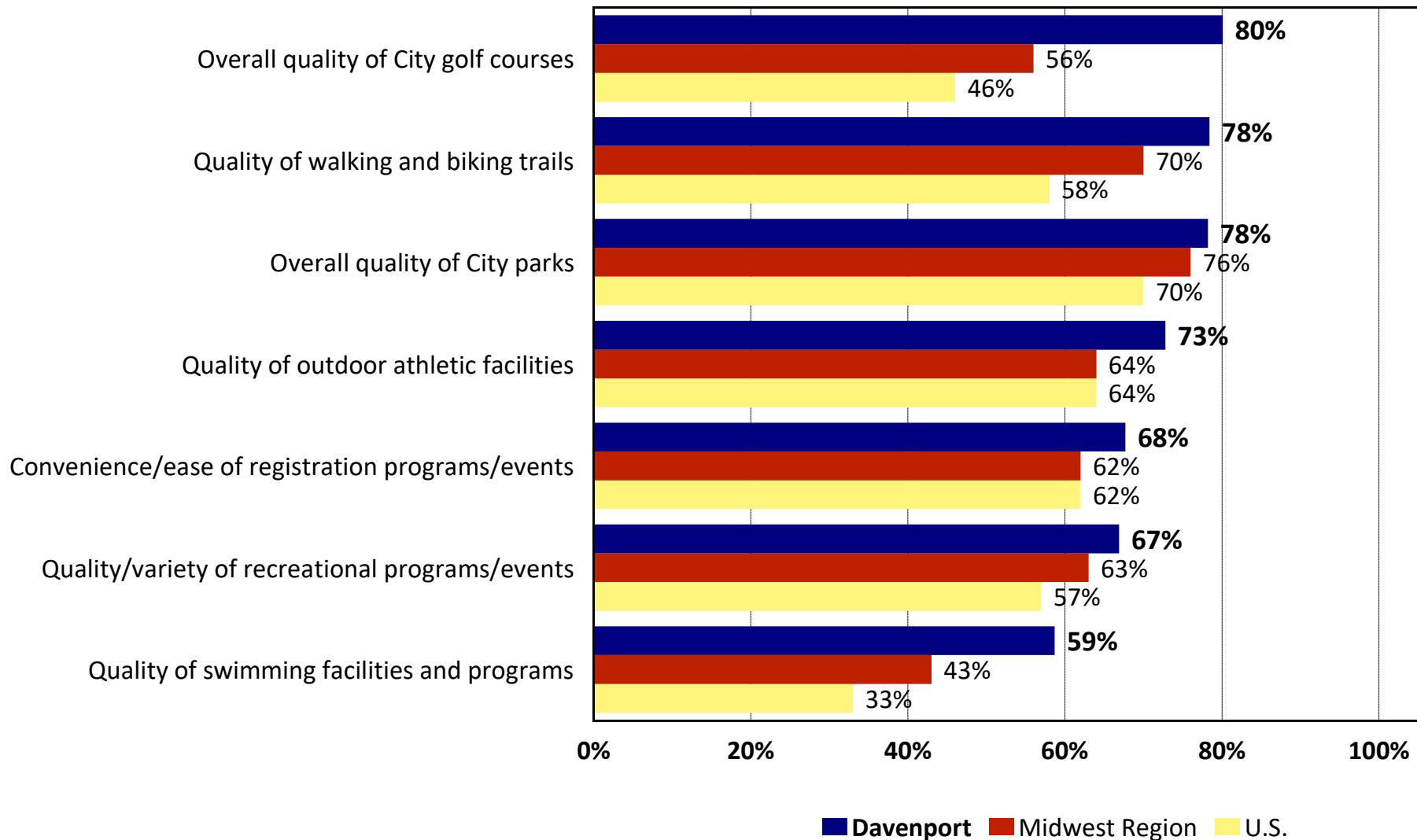


Source: ETC Institute (2020)

Ratings of Parks and Recreation Services

Davenport vs. Midwest Region vs. the U.S.

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

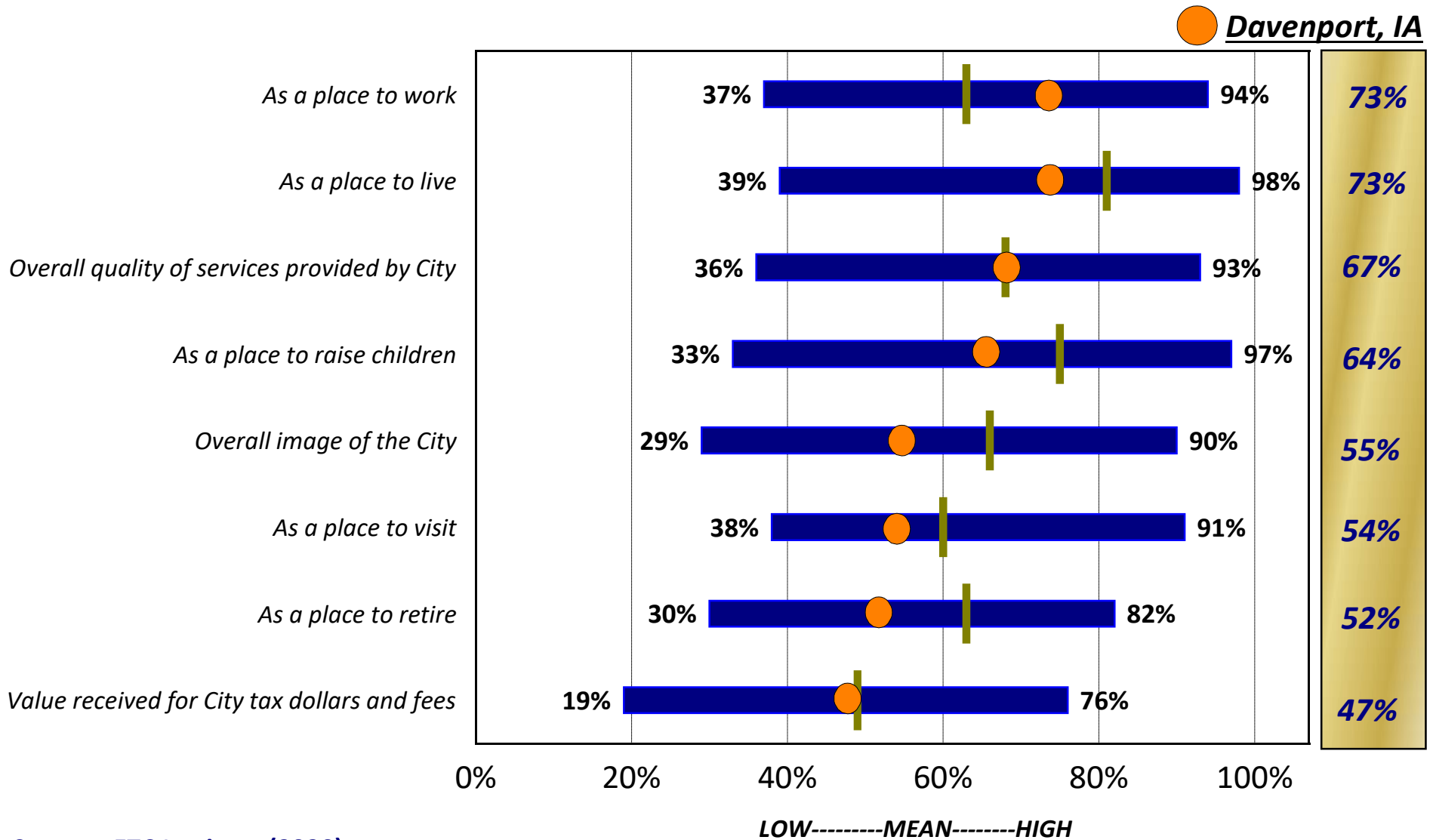


Source: ETC Institute (2020)

Performance Range Data

Overall Ratings of the City in Which Residents Live 2020

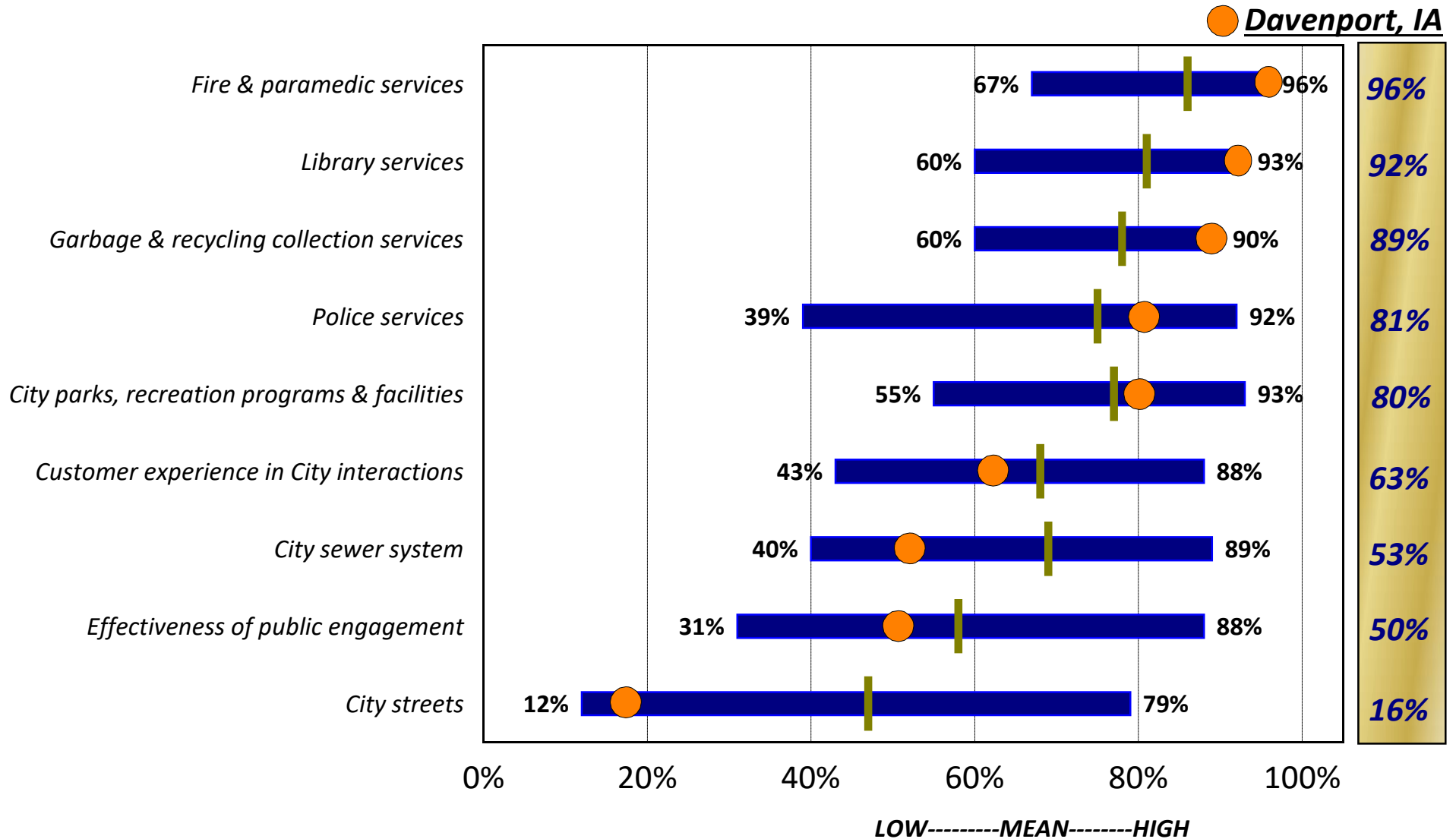
by percentage of respondents who gave positive responses (excluding don't knows)



Source: ETC Institute (2020)

Overall Satisfaction with Various City Services by Major Category - 2020

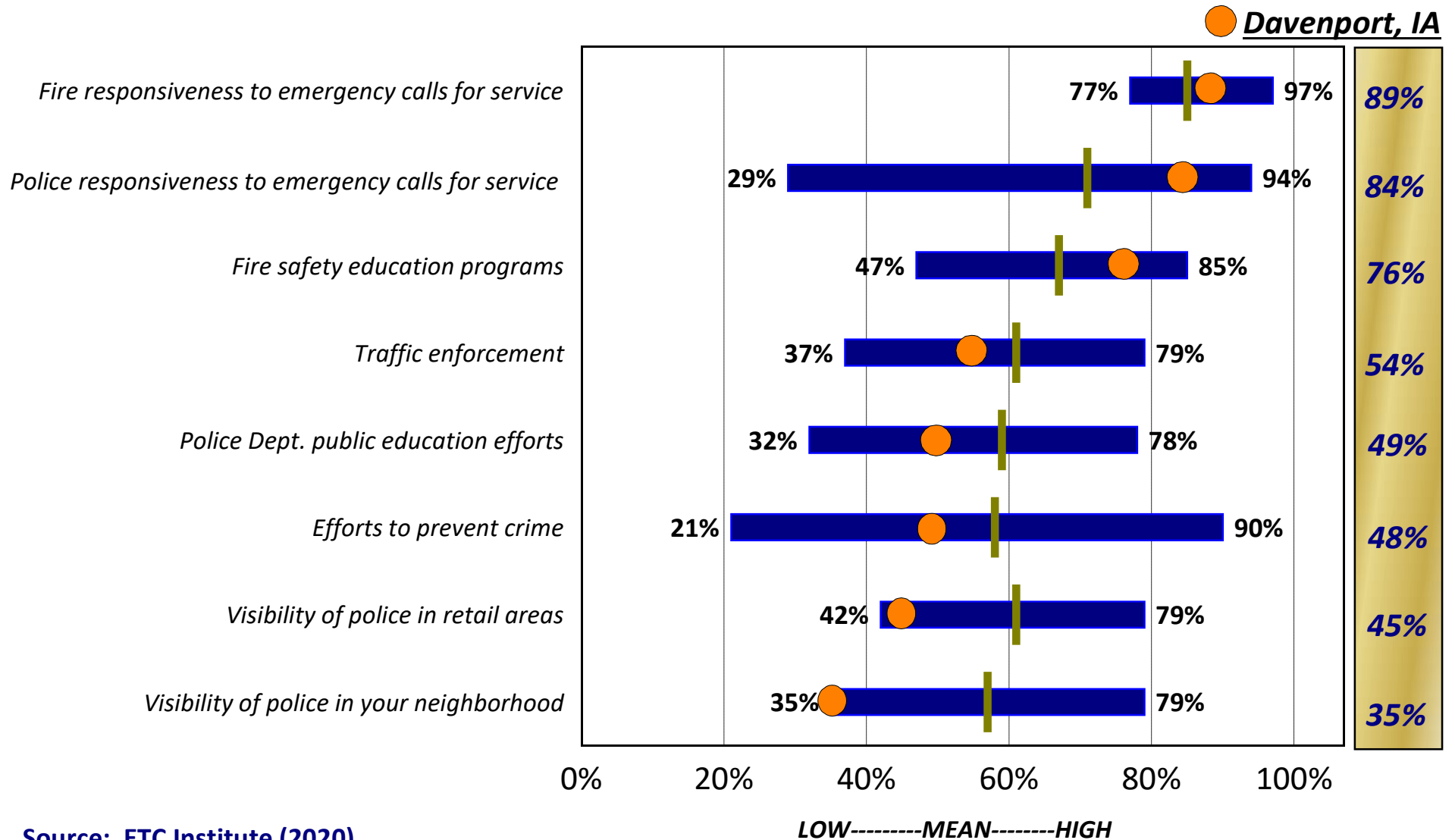
by percentage of respondents who gave positive responses (excluding don't knows)



Source: ETC Institute (2020)

Satisfaction with Various Public Safety Services Provided by Cities - 2020

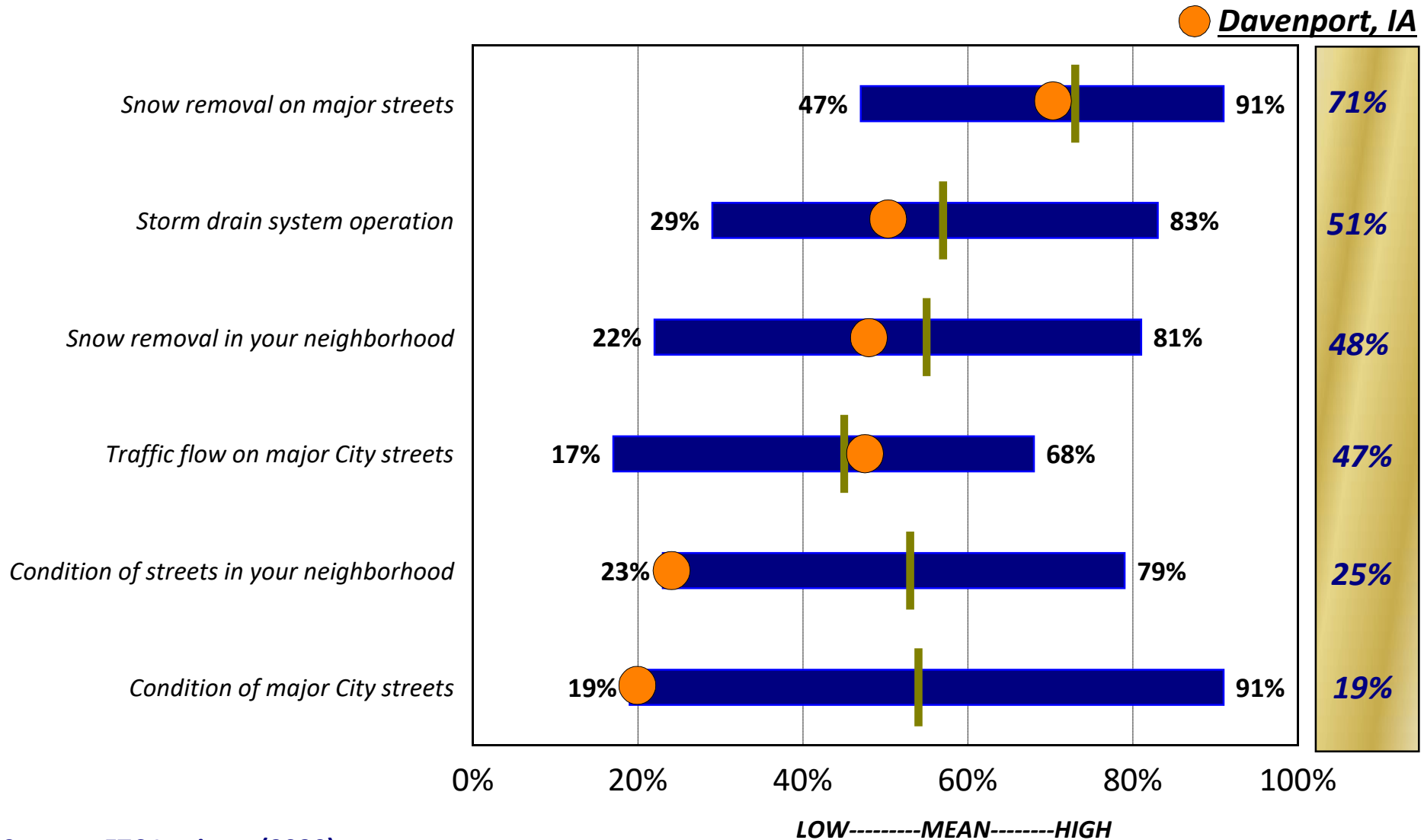
by percentage of respondents who gave positive responses (excluding don't knows)



Source: ETC Institute (2020)

Satisfaction with Streets and Infrastructure - 2020

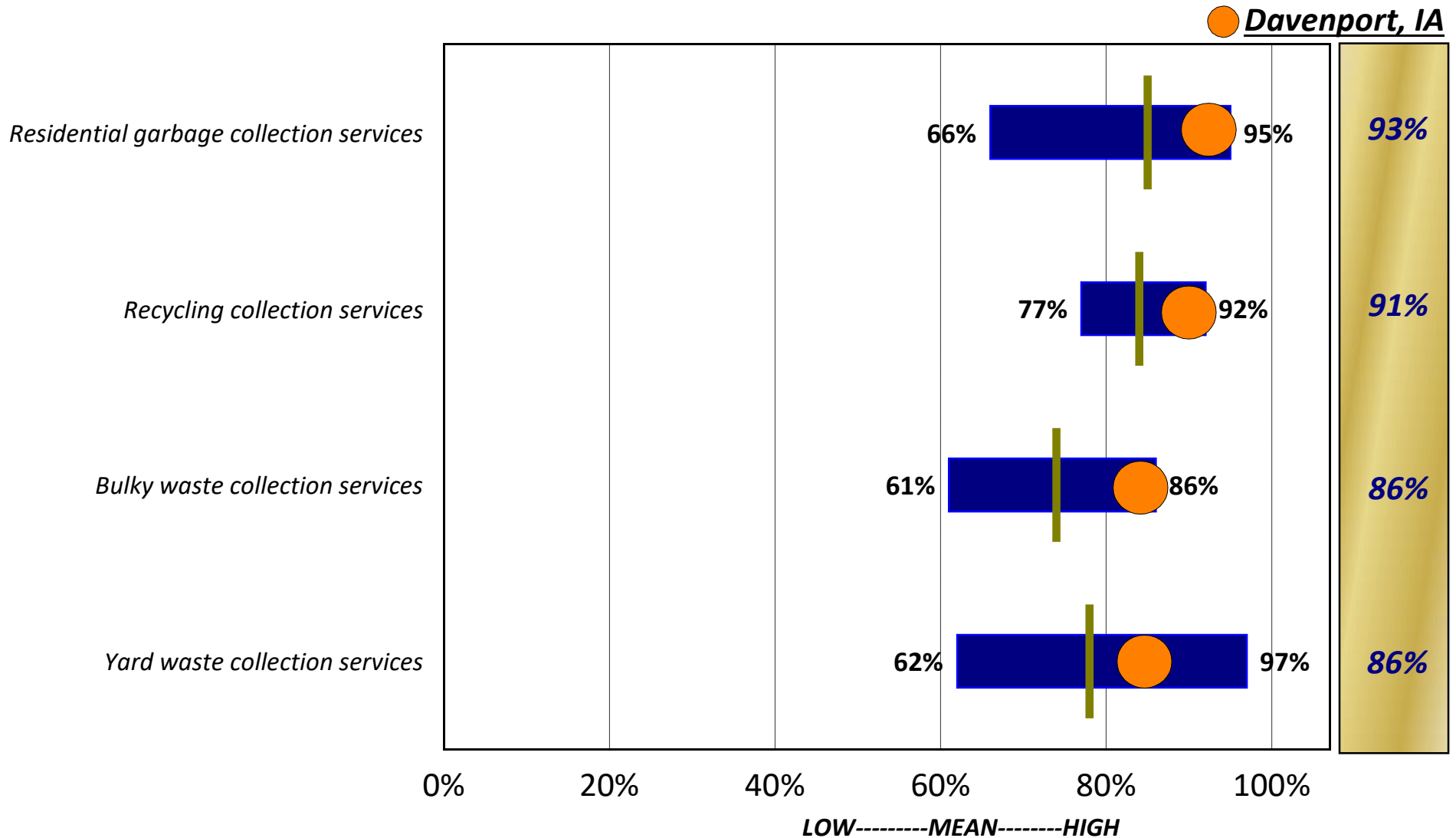
by percentage of respondents who gave positive responses (excluding don't knows)



Source: ETC Institute (2020)

Satisfaction with Solid Waste Services Provided by Cities - 2020

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

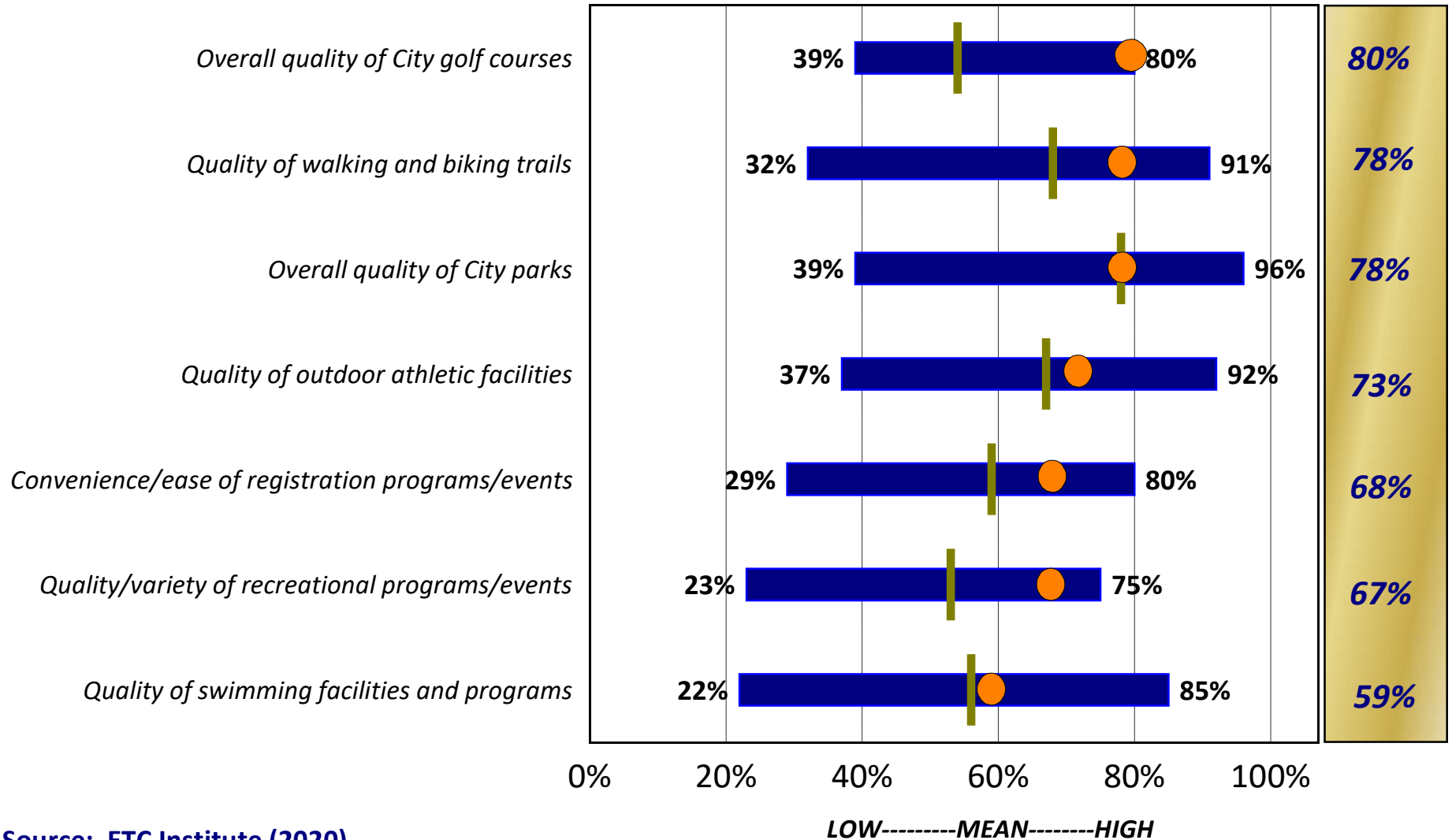


Source: ETC Institute (2020)

Satisfaction with Parks and Recreation Services Provided by Cities - 2020

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

● Davenport, IA



Source: ETC Institute (2020)

Section 5

Tabular Data

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

(N=844)

	Very good	Good	Fair	Poor	Don't know
Q1-1. Overall quality of police services	32.3%	42.8%	13.9%	3.8%	7.2%
Q1-2. Overall quality of fire & paramedic services	48.2%	36.0%	2.6%	0.7%	12.4%
Q1-3. Overall quality of City streets	1.8%	13.6%	45.7%	38.6%	0.2%
Q1-4. Overall quality of City sewer system	7.9%	39.8%	32.9%	9.1%	10.2%
Q1-5. Overall quality of garbage & recycling collection services	42.9%	44.3%	9.5%	1.9%	1.4%
Q1-6. Overall quality of City parks, recreation programs & facilities	22.9%	51.4%	15.2%	3.7%	6.9%
Q1-7. Overall quality of neighborhoods	5.8%	42.4%	41.5%	7.8%	2.5%
Q1-8. Overall quality of library services	38.9%	35.2%	6.3%	0.2%	19.4%
Q1-9. Overall effectiveness of City's engagement with the public	7.8%	37.0%	32.8%	12.0%	10.4%
Q1-10. Overall quality of customer experience in City interactions	11.5%	38.9%	22.2%	7.7%	19.8%
Q1-11. City's efforts to attract & hire a diverse workforce	6.6%	25.2%	15.2%	7.1%	45.9%
Q1-12. City's efforts to attract & retain businesses	5.3%	32.1%	27.8%	13.2%	21.6%
Q1-13. Overall quality of Davenport's riverfront amenities	7.8%	38.3%	34.1%	13.6%	6.2%

WITHOUT "DON'T KNOW"

Q1. Major Categories of City Services. Please rate the City's overall performance in each of the following areas. (without "don't know")

(N=844)

	Very good	Good	Fair	Poor
Q1-1. Overall quality of police services	34.9%	46.1%	14.9%	4.1%
Q1-2. Overall quality of fire & paramedic services	55.1%	41.1%	3.0%	0.8%
Q1-3. Overall quality of City streets	1.8%	13.7%	45.8%	38.7%
Q1-4. Overall quality of City sewer system	8.8%	44.3%	36.7%	10.2%
Q1-5. Overall quality of garbage & recycling collection services	43.5%	45.0%	9.6%	1.9%
Q1-6. Overall quality of City parks, recreation programs & facilities	24.6%	55.2%	16.3%	3.9%
Q1-7. Overall quality of neighborhoods	6.0%	43.5%	42.5%	8.0%
Q1-8. Overall quality of library services	48.2%	43.7%	7.8%	0.3%
Q1-9. Overall effectiveness of City's engagement with the public	8.7%	41.3%	36.6%	13.4%
Q1-10. Overall quality of customer experience in City interactions	14.3%	48.4%	27.6%	9.6%
Q1-11. City's efforts to attract & hire a diverse workforce	12.3%	46.6%	28.0%	13.1%
Q1-12. City's efforts to attract & retain businesses	6.8%	40.9%	35.5%	16.8%
Q1-13. Overall quality of Davenport's riverfront amenities	8.3%	40.8%	36.4%	14.5%

Q2. Which FOUR of the services listed in Question 1 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	200	23.7 %
Overall quality of fire & paramedic services	9	1.1 %
Overall quality of City streets	378	44.8 %
Overall quality of City sewer system	18	2.1 %
Overall quality of garbage & recycling collection services	4	0.5 %
Overall quality of City parks, recreation programs & facilities	11	1.3 %
Overall quality of neighborhoods	68	8.1 %
Overall quality of library services	1	0.1 %
Overall effectiveness of City's engagement with the public	15	1.8 %
Overall quality of customer experience in City interactions	10	1.2 %
City's efforts to attract & hire a diverse workforce	15	1.8 %
City's efforts to attract & retain businesses	52	6.2 %
Overall quality of Davenport's riverfront amenities	21	2.5 %
None chosen	42	5.0 %
Total	844	100.0 %

Q2. Which FOUR of the services listed in Question 1 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	87	10.3 %
Overall quality of fire & paramedic services	79	9.4 %
Overall quality of City streets	143	16.9 %
Overall quality of City sewer system	70	8.3 %
Overall quality of garbage & recycling collection services	18	2.1 %
Overall quality of City parks, recreation programs & facilities	29	3.4 %
Overall quality of neighborhoods	149	17.7 %
Overall quality of library services	2	0.2 %
Overall effectiveness of City's engagement with the public	38	4.5 %
Overall quality of customer experience in City interactions	19	2.3 %
City's efforts to attract & hire a diverse workforce	33	3.9 %
City's efforts to attract & retain businesses	68	8.1 %
Overall quality of Davenport's riverfront amenities	46	5.5 %
None chosen	63	7.5 %
Total	844	100.0 %

Q2. Which FOUR of the services listed in Question 1 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	54	6.4 %
Overall quality of fire & paramedic services	41	4.9 %
Overall quality of City streets	118	14.0 %
Overall quality of City sewer system	65	7.7 %
Overall quality of garbage & recycling collection services	14	1.7 %
Overall quality of City parks, recreation programs & facilities	52	6.2 %
Overall quality of neighborhoods	134	15.9 %
Overall quality of library services	2	0.2 %
Overall effectiveness of City's engagement with the public	48	5.7 %
Overall quality of customer experience in City interactions	28	3.3 %
City's efforts to attract & hire a diverse workforce	32	3.8 %
City's efforts to attract & retain businesses	98	11.6 %
Overall quality of Davenport's riverfront amenities	68	8.1 %
None chosen	90	10.7 %
Total	844	100.0 %

Q2. Which FOUR of the services listed in Question 1 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	47	5.6 %
Overall quality of fire & paramedic services	24	2.8 %
Overall quality of City streets	45	5.3 %
Overall quality of City sewer system	58	6.9 %
Overall quality of garbage & recycling collection services	23	2.7 %
Overall quality of City parks, recreation programs & facilities	57	6.8 %
Overall quality of neighborhoods	100	11.8 %
Overall quality of library services	2	0.2 %
Overall effectiveness of City's engagement with the public	75	8.9 %
Overall quality of customer experience in City interactions	40	4.7 %
City's efforts to attract & hire a diverse workforce	41	4.9 %
City's efforts to attract & retain businesses	98	11.6 %
Overall quality of Davenport's riverfront amenities	101	12.0 %
None chosen	133	15.8 %
Total	844	100.0 %

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

<u>Q2. Sum of top 4 choices</u>	<u>Number</u>	<u>Percent</u>
Overall quality of police services	388	46.0 %
Overall quality of fire & paramedic services	153	18.1 %
Overall quality of City streets	684	81.0 %
Overall quality of City sewer system	211	25.0 %
Overall quality of garbage & recycling collection services	59	7.0 %
Overall quality of City parks, recreation programs & facilities	149	17.7 %
Overall quality of neighborhoods	451	53.4 %
Overall quality of library services	7	0.8 %
Overall effectiveness of City's engagement with the public	176	20.9 %
Overall quality of customer experience in City interactions	97	11.5 %
City's efforts to attract & hire a diverse workforce	121	14.3 %
City's efforts to attract & retain businesses	316	37.4 %
Overall quality of Davenport's riverfront amenities	236	28.0 %
<u>None chosen</u>	<u>42</u>	<u>5.0 %</u>
Total	3090	

Q3. Please rate your level of agreement with the following statements.

(N=844)

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Don't know
Q3-1. Overall, I feel safe in City of Davenport	11.5%	56.0%	22.5%	8.9%	1.1%
Q3-2. I feel safe in my neighborhood	32.8%	46.8%	14.3%	4.7%	1.3%
Q3-3. I feel safe in Downtown Davenport	8.2%	38.2%	30.7%	16.0%	7.0%
Q3-4. I feel safe in City facilities (parks, libraries, buildings)	22.4%	53.3%	14.1%	4.5%	5.7%

WITHOUT "DON'T KNOW"

Q3. Please rate your level of agreement with the following statements. (without "don't know")

(N=844)

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree
Q3-1. Overall, I feel safe in City of Davenport	11.6%	56.6%	22.8%	9.0%
Q3-2. I feel safe in my neighborhood	33.3%	47.4%	14.5%	4.8%
Q3-3. I feel safe in Downtown Davenport	8.8%	41.0%	33.0%	17.2%
Q3-4. I feel safe in City facilities (parks, libraries, buildings)	23.7%	56.5%	14.9%	4.8%

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

(N=844)

	Very good	Good	Fair	Poor	Don't know
Q4-1. Responsiveness to emergency calls for service	29.4%	33.6%	9.1%	3.1%	24.8%
Q4-2. Responsiveness to non-emergency/ assistance calls for service	16.0%	30.3%	18.2%	9.8%	25.6%
Q4-3. Responsiveness to investigations of criminal offenses	11.3%	23.1%	18.0%	8.9%	38.7%
Q4-4. Efforts to prevent crime	9.5%	30.6%	29.1%	13.6%	17.2%
Q4-5. Visibility of police in retail areas	9.5%	27.3%	31.2%	13.9%	18.2%
Q4-6. Visibility of police in your neighborhood	8.9%	24.2%	36.1%	24.5%	6.3%
Q4-7. Traffic enforcement	11.1%	36.1%	26.9%	13.5%	12.3%
Q4-8. Public education efforts	7.5%	29.0%	23.7%	13.9%	25.9%

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

(N=844)

	Very good	Good	Fair	Poor
Q4-1. Responsiveness to emergency calls for service	39.1%	44.7%	12.1%	4.1%
Q4-2. Responsiveness to non-emergency/ assistance calls for service	21.5%	40.8%	24.5%	13.2%
Q4-3. Responsiveness to investigations of criminal offenses	18.4%	37.7%	29.4%	14.5%
Q4-4. Efforts to prevent crime	11.4%	36.9%	35.2%	16.5%
Q4-5. Visibility of police in retail areas	11.6%	33.3%	38.1%	17.0%
Q4-6. Visibility of police in your neighborhood	9.5%	25.8%	38.6%	26.2%
Q4-7. Traffic enforcement	12.7%	41.2%	30.7%	15.4%
Q4-8. Public education efforts	10.1%	39.2%	32.0%	18.7%

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

<u>Q5. Top choice</u>	<u>Number</u>	<u>Percent</u>
Responsiveness to emergency calls for service	120	14.2 %
Responsiveness to non-emergency/assistance calls for service	39	4.6 %
Responsiveness to investigations of criminal offenses	52	6.2 %
Efforts to prevent crime	357	42.3 %
Visibility of police in retail areas	23	2.7 %
Visibility of police in your neighborhood	66	7.8 %
Traffic enforcement	43	5.1 %
Public education efforts	90	10.7 %
None chosen	54	6.4 %
Total	844	100.0 %

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

<u>Q5. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Responsiveness to emergency calls for service	77	9.1 %
Responsiveness to non-emergency/assistance calls for service	79	9.4 %
Responsiveness to investigations of criminal offenses	116	13.7 %
Efforts to prevent crime	160	19.0 %
Visibility of police in retail areas	80	9.5 %
Visibility of police in your neighborhood	124	14.7 %
Traffic enforcement	47	5.6 %
Public education efforts	87	10.3 %
None chosen	74	8.8 %
Total	844	100.0 %

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

<u>Q5. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Responsiveness to emergency calls for service	58	6.9 %
Responsiveness to non-emergency/assistance calls for service	79	9.4 %
Responsiveness to investigations of criminal offenses	93	11.0 %
Efforts to prevent crime	112	13.3 %
Visibility of police in retail areas	81	9.6 %
Visibility of police in your neighborhood	120	14.2 %
Traffic enforcement	67	7.9 %
Public education efforts	114	13.5 %
None chosen	120	14.2 %
Total	844	100.0 %

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

<u>Q5. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Responsiveness to emergency calls for service	255	30.2 %
Responsiveness to non-emergency/assistance calls for service	197	23.3 %
Responsiveness to investigations of criminal offenses	261	30.9 %
Efforts to prevent crime	629	74.5 %
Visibility of police in retail areas	184	21.8 %
Visibility of police in your neighborhood	310	36.7 %
Traffic enforcement	157	18.6 %
Public education efforts	291	34.5 %
None chosen	54	6.4 %
Total	2338	

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	305	36.1 %
No	536	63.5 %
Not provided	3	0.4 %
Total	844	100.0 %

WITHOUT "NOT PROVIDED"

Q6. Have you had contact with the Davenport Police Department (DPD) in the last 12 months? (without "not provided")

Q6. Have you had contact with Davenport Police Department (DPD) in last 12 months	Number	Percent
Yes	305	36.3 %
No	536	63.7 %
Total	841	100.0 %

Q6a. Please rate the following aspects of the Davenport Police Department.

(N=305)

	Very good	Good	Fair	Poor	Don't know
Q6a-1. Professionalism of DPD personnel	52.1%	29.5%	10.5%	5.9%	2.0%
Q6a-2. Capability of DPD personnel	42.6%	30.8%	15.4%	5.6%	5.6%
Q6a-3. Fairness of DPD personnel	43.0%	27.2%	14.4%	7.9%	7.5%

WITHOUT "DON'T KNOW"

Q6a. Please rate the following aspects of the Davenport Police Department. (without "don't know")

(N=305)

	Very good	Good	Fair	Poor
Q6a-1. Professionalism of DPD personnel	53.2%	30.1%	10.7%	6.0%
Q6a-2. Capability of DPD personnel	45.1%	32.6%	16.3%	5.9%
Q6a-3. Fairness of DPD personnel	46.5%	29.4%	15.6%	8.5%

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

Q7. Were you or anyone in your household a victim of a crime during last 12 months	Number	Percent
Yes	97	11.5 %
No	740	87.7 %
Not provided	7	0.8 %
Total	844	100.0 %

WITHOUT "NOT PROVIDED"**Q7. During the last 12 months, were you or anyone in your household a victim of a crime? (without "not provided")**

Q7. Were you or anyone in your household a victim of a crime during last 12 months	Number	Percent
Yes	97	11.6 %
No	740	88.4 %
Total	837	100.0 %

Q7a. What type of crime?

Q7a. What type of crime	Number	Percent
Property crime (e.g. burglary, theft)	84	86.6 %
Violent crime (e.g. assault, robbery)	10	10.3 %
Not provided	3	3.1 %
Total	97	100.0 %

WITHOUT "NOT PROVIDED"**Q7a. What type of crime? (without "not provided")**

Q7a. What type of crime	Number	Percent
Property crime (e.g. burglary, theft)	84	89.4 %
Violent crime (e.g. assault, robbery)	10	10.6 %
Total	94	100.0 %

Q7b. Did you report the crime to the police?

Q7b. Did you report the crime to police	Number	Percent
Yes	79	81.4 %
No	15	15.5 %
Not provided	3	3.1 %
Total	97	100.0 %

WITHOUT "NOT PROVIDED"

Q7b. Did you report the crime to the police? (without "not provided")

Q7b. Did you report the crime to police	Number	Percent
Yes	79	84.0 %
No	15	16.0 %
Total	94	100.0 %

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

(N=844)

	Very good	Good	Fair	Poor	Don't know
Q8-1. Responsiveness to emergency calls for service, including medical emergencies	35.2%	25.8%	6.2%	1.2%	31.6%
Q8-2. Responsiveness to non-emergency/ assistance calls for service	20.1%	25.4%	11.8%	4.9%	37.8%
Q8-3. Fire prevention efforts	22.3%	29.6%	8.4%	1.4%	38.3%
Q8-4. Fire safety education programs (e.g. smoke house, school programs)	18.8%	24.8%	11.3%	2.3%	42.9%

WITHOUT "DON'T KNOW"

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

(N=844)

	Very good	Good	Fair	Poor
Q8-1. Responsiveness to emergency calls for service, including medical emergencies	51.5%	37.8%	9.0%	1.7%
Q8-2. Responsiveness to non-emergency/ assistance calls for service	32.4%	40.8%	19.0%	7.8%
Q8-3. Fire prevention efforts	36.1%	48.0%	13.6%	2.3%
Q8-4. Fire safety education programs (e.g. smoke house, school programs)	33.0%	43.4%	19.7%	3.9%

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

<u>Q9. Top choice</u>	<u>Number</u>	<u>Percent</u>
Responsiveness to emergency calls for service, including medical emergencies	360	42.7 %
Responsiveness to non-emergency/assistance calls for service	97	11.5 %
Fire prevention efforts	137	16.2 %
Fire safety education programs (e.g. smoke house, school programs)	104	12.3 %
None chosen	146	17.3 %
Total	844	100.0 %

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

<u>Q9. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Responsiveness to emergency calls for service, including medical emergencies	77	9.1 %
Responsiveness to non-emergency/assistance calls for service	205	24.3 %
Fire prevention efforts	184	21.8 %
Fire safety education programs (e.g. smoke house, school programs)	197	23.3 %
None chosen	181	21.4 %
Total	844	100.0 %

SUM OF TOP 2 CHOICES**Q9. Which TWO of the services listed in Question 8 do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 2)**

<u>Q9. Sum of top 2 choices</u>	<u>Number</u>	<u>Percent</u>
Responsiveness to emergency calls for service, including medical emergencies	437	51.8 %
Responsiveness to non-emergency/assistance calls for service	302	35.8 %
Fire prevention efforts	321	38.0 %
Fire safety education programs (e.g. smoke house, school programs)	301	35.7 %
None chosen	146	17.3 %
Total	1507	

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

Q10. Have you had contact with the Davenport Fire Department (DFD) in last 12 months	Number	Percent
Yes	99	11.7 %
No	742	87.9 %
Not provided	3	0.4 %
Total	844	100.0 %

WITHOUT "NOT PROVIDED"

Q10. Have you had contact with the Davenport Fire Department (DFD) in the last 12 months? (without "not provided")

Q10. Have you had contact with the Davenport Fire Department (DFD) in last 12 months	Number	Percent
Yes	99	11.8 %
No	742	88.2 %
Total	841	100.0 %

Q10a. Please rate the following aspects of the Davenport Fire Department.

(N=99)

	Very good	Good	Fair	Poor	Don't know
Q10a-1. Professionalism of DFD personnel	73.7%	21.2%	3.0%	0.0%	2.0%
Q10a-2. Capability of DFD personnel	70.7%	24.2%	2.0%	1.0%	2.0%

WITHOUT "DON'T KNOW"

Q10a. Please rate the following aspects of the Davenport Fire Department. (without "don't know")

(N=99)

	Very good	Good	Fair	Poor
Q10a-1. Professionalism of DFD personnel	75.3%	21.6%	3.1%	0.0%
Q10a-2. Capability of DFD personnel	72.2%	24.7%	2.1%	1.0%

Q11. Please rate the City's performance in the following areas concerning City Streets and Infrastructure Services.

(N=844)

	Very good	Good	Fair	Poor	Don't know
Q11-1. Condition of major City streets (e.g. potholes, cleanliness)	1.4%	17.2%	37.1%	43.6%	0.7%
Q11-2. Condition of streets in your neighborhood (e.g. potholes)	3.4%	21.1%	36.5%	38.4%	0.6%
Q11-3. Snow removal on major streets	21.4%	48.2%	21.7%	7.2%	1.4%
Q11-4. Snow removal in your neighborhood	14.0%	32.9%	27.6%	23.7%	1.8%
Q11-5. Traffic flow on major City streets	6.2%	39.8%	38.9%	13.5%	1.7%
Q11-6. Timing & placement of traffic signals on City streets	7.7%	40.9%	34.5%	14.1%	2.8%
Q11-7. Storm drain system operation	7.6%	36.6%	28.6%	13.4%	13.9%
Q11-8. Flood control & protection efforts	5.6%	28.1%	30.1%	23.6%	12.7%
Q11-9. City's sanitary sewer system	7.9%	35.8%	27.1%	7.5%	21.7%

WITHOUT "DON'T KNOW"**Q11. Please rate the City's performance in the following areas concerning City Streets and Infrastructure Services. (without "don't know")**

(N=844)

	Very good	Good	Fair	Poor
Q11-1. Condition of major City streets (e.g. potholes, cleanliness)	1.4%	17.3%	37.4%	43.9%
Q11-2. Condition of streets in your neighborhood (e.g. potholes)	3.5%	21.2%	36.7%	38.6%
Q11-3. Snow removal on major streets	21.8%	48.9%	22.0%	7.3%
Q11-4. Snow removal in your neighborhood	14.2%	33.5%	28.1%	24.1%
Q11-5. Traffic flow on major City streets	6.3%	40.5%	39.5%	13.7%
Q11-6. Timing & placement of traffic signals on City streets	7.9%	42.1%	35.5%	14.5%
Q11-7. Storm drain system operation	8.8%	42.5%	33.1%	15.5%
Q11-8. Flood control & protection efforts	6.4%	32.2%	34.5%	27.0%
Q11-9. City's sanitary sewer system	10.1%	45.7%	34.6%	9.5%

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

<u>Q12. Top choice</u>	<u>Number</u>	<u>Percent</u>
Condition of major City streets (e.g. potholes, cleanliness)	424	50.2 %
Condition of streets in your neighborhood (e.g. potholes)	136	16.1 %
Snow removal on major streets	22	2.6 %
Snow removal in your neighborhood	32	3.8 %
Traffic flow on major City streets	33	3.9 %
Timing & placement of traffic signals on City streets	22	2.6 %
Storm drain system operation	26	3.1 %
Flood control & protection efforts	79	9.4 %
City's sanitary sewer system	23	2.7 %
None chosen	47	5.6 %
Total	844	100.0 %

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

<u>Q12. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Condition of major City streets (e.g. potholes, cleanliness)	129	15.3 %
Condition of streets in your neighborhood (e.g. potholes)	208	24.6 %
Snow removal on major streets	75	8.9 %
Snow removal in your neighborhood	81	9.6 %
Traffic flow on major City streets	82	9.7 %
Timing & placement of traffic signals on City streets	40	4.7 %
Storm drain system operation	41	4.9 %
Flood control & protection efforts	87	10.3 %
City's sanitary sewer system	33	3.9 %
None chosen	68	8.1 %
Total	844	100.0 %

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

<u>Q12. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Condition of major City streets (e.g. potholes, cleanliness)	64	7.6 %
Condition of streets in your neighborhood (e.g. potholes)	70	8.3 %
Snow removal on major streets	74	8.8 %
Snow removal in your neighborhood	86	10.2 %
Traffic flow on major City streets	119	14.1 %
Timing & placement of traffic signals on City streets	74	8.8 %
Storm drain system operation	61	7.2 %
Flood control & protection efforts	113	13.4 %
City's sanitary sewer system	77	9.1 %
None chosen	106	12.6 %
Total	844	100.0 %

SUM OF TOP 3 CHOICES

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

<u>Q12. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Condition of major City streets (e.g. potholes, cleanliness)	617	73.1 %
Condition of streets in your neighborhood (e.g. potholes)	414	49.1 %
Snow removal on major streets	171	20.3 %
Snow removal in your neighborhood	199	23.6 %
Traffic flow on major City streets	234	27.7 %
Timing & placement of traffic signals on City streets	136	16.1 %
Storm drain system operation	128	15.2 %
Flood control & protection efforts	279	33.1 %
City's sanitary sewer system	133	15.8 %
None chosen	47	5.6 %
Total	2358	

Q13. Solid Waste. Please rate the City's performance in the following areas.

(N=844)

	Very good	Good	Fair	Poor	Don't know
Q13-1. Residential garbage collection services	56.0%	34.5%	6.8%	0.6%	2.1%
Q13-2. Recycling collection services	57.2%	31.6%	7.1%	1.4%	2.6%
Q13-3. Yard waste collection services	44.9%	35.9%	9.5%	3.3%	6.4%
Q13-4. Bulky waste collection services	47.0%	34.1%	9.8%	3.0%	6.0%

WITHOUT "DON'T KNOW"

Q13. Solid Waste. Please rate the City's performance in the following areas. (without "don't know")

(N=844)

	Very good	Good	Fair	Poor
Q13-1. Residential garbage collection services	57.3%	35.2%	6.9%	0.6%
Q13-2. Recycling collection services	58.8%	32.5%	7.3%	1.5%
Q13-3. Yard waste collection services	48.0%	38.4%	10.1%	3.5%
Q13-4. Bulky waste collection services	50.1%	36.3%	10.5%	3.2%

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

<u>Q14. Top choice</u>	<u>Number</u>	<u>Percent</u>
Residential garbage collection services	235	27.8 %
Recycling collection services	137	16.2 %
Yard waste collection services	141	16.7 %
Bulky waste collection services	91	10.8 %
None chosen	240	28.4 %
Total	844	100.0 %

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

<u>Q14. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Residential garbage collection services	74	8.8 %
Recycling collection services	178	21.1 %
Yard waste collection services	133	15.8 %
Bulky waste collection services	183	21.7 %
None chosen	276	32.7 %
Total	844	100.0 %

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

<u>Q14. Sum of top 2 choices</u>	<u>Number</u>	<u>Percent</u>
Residential garbage collection services	309	36.6 %
Recycling collection services	315	37.3 %
Yard waste collection services	274	32.5 %
Bulky waste collection services	274	32.5 %
None chosen	240	28.4 %
Total	1412	

Q15. Parks and Recreation Services. Please rate the City's performance in the following areas.

(N=844)

	Very good	Good	Fair	Poor	Don't know
Q15-1. Overall quality of City parks	18.7%	51.8%	16.6%	3.1%	9.8%
Q15-2. Overall appearance of parks & park facilities (cleanliness of open spaces, restrooms, shelters/lodges, landscaping, etc.)	16.8%	45.5%	23.0%	4.1%	10.5%
Q15-3. Number, location, & accessibility of City parks	21.2%	48.7%	17.3%	3.3%	9.5%
Q15-4. Quality of outdoor athletic facilities (e. g. soccer & baseball fields, tennis courts)	15.3%	40.4%	16.1%	4.7%	23.5%
Q15-5. Quality of walking & biking trails in City of Davenport	21.3%	46.7%	15.4%	3.3%	13.3%
Q15-6. Quality of swimming facilities & programs	7.0%	26.1%	16.2%	7.0%	43.7%
Q15-7. Hours of operation at City pools	5.8%	22.5%	14.6%	7.8%	49.3%
Q15-8. Overall quality of public gardens (Vander Veer, Duck Creek)	32.9%	46.3%	9.6%	0.7%	10.4%
Q15-9. Quality & variety of recreational programs/events offered by City	10.7%	34.5%	17.2%	5.1%	32.6%
Q15-10. Convenience & ease of registration for recreation programs/events	9.4%	27.0%	13.9%	3.4%	46.3%
Q15-11. Location of recreation programs/ events	8.6%	32.8%	13.7%	3.7%	41.1%
Q15-12. Overall quality of City golf courses	12.1%	25.1%	8.1%	1.2%	53.6%

WITHOUT "DON'T KNOW"**Q15. Parks and Recreation Services. Please rate the City's performance in the following areas. (without "don't know")**

(N=844)

	Very good	Good	Fair	Poor
Q15-1. Overall quality of City parks	20.8%	57.4%	18.4%	3.4%
Q15-2. Overall appearance of parks & park facilities (cleanliness of open spaces, restrooms, shelters/lodges, landscaping, etc.)	18.8%	50.9%	25.7%	4.6%
Q15-3. Number, location, & accessibility of City parks	23.4%	53.8%	19.1%	3.7%
Q15-4. Quality of outdoor athletic facilities (e. g. soccer & baseball fields, tennis courts)	20.0%	52.8%	21.1%	6.2%
Q15-5. Quality of walking & biking trails in City of Davenport	24.6%	53.8%	17.8%	3.8%
Q15-6. Quality of swimming facilities & programs	12.4%	46.3%	28.8%	12.4%
Q15-7. Hours of operation at City pools	11.4%	44.4%	28.7%	15.4%
Q15-8. Overall quality of public gardens (Vander Veer, Duck Creek)	36.8%	51.7%	10.7%	0.8%
Q15-9. Quality & variety of recreational programs/events offered by City	15.8%	51.1%	25.5%	7.6%
Q15-10. Convenience & ease of registration for recreation programs/events	17.4%	50.3%	25.8%	6.4%
Q15-11. Location of recreation programs/ events	14.7%	55.7%	23.3%	6.2%
Q15-12. Overall quality of City golf courses	26.0%	54.1%	17.3%	2.6%

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

<u>Q16. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of City parks	203	24.1 %
Overall appearance of parks & park facilities (cleanliness of open spaces, restrooms, shelters/lodges, landscaping, etc.)	117	13.9 %
Number, location, & accessibility of City parks	31	3.7 %
Quality of outdoor athletic facilities (e.g. soccer & baseball fields, tennis courts)	33	3.9 %
Quality of walking & biking trails in City of Davenport	104	12.3 %
Quality of swimming facilities & programs	27	3.2 %
Hours of operation at City pools	17	2.0 %
Overall quality of public gardens (Vander Veer, Duck Creek)	8	0.9 %
Quality & variety of recreational programs/events offered by City	42	5.0 %
Convenience & ease of registration for recreation programs/events	9	1.1 %
Location of recreation programs/events	9	1.1 %
Overall quality of City golf courses	30	3.6 %
<u>None chosen</u>	<u>214</u>	<u>25.4 %</u>
Total	844	100.0 %

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

<u>Q16. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of City parks	77	9.1 %
Overall appearance of parks & park facilities (cleanliness of open spaces, restrooms, shelters/lodges, landscaping, etc.)	167	19.8 %
Number, location, & accessibility of City parks	51	6.0 %
Quality of outdoor athletic facilities (e.g. soccer & baseball fields, tennis courts)	39	4.6 %
Quality of walking & biking trails in City of Davenport	91	10.8 %
Quality of swimming facilities & programs	36	4.3 %
Hours of operation at City pools	26	3.1 %
Overall quality of public gardens (Vander Veer, Duck Creek)	22	2.6 %
Quality & variety of recreational programs/events offered by City	44	5.2 %
Convenience & ease of registration for recreation programs/events	19	2.3 %
Location of recreation programs/events	18	2.1 %
Overall quality of City golf courses	8	0.9 %
<u>None chosen</u>	<u>246</u>	<u>29.1 %</u>
Total	844	100.0 %

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

<u>Q16. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of City parks	55	6.5 %
Overall appearance of parks & park facilities (cleanliness of open spaces, restrooms, shelters/lodges, landscaping, etc.)	57	6.8 %
Number, location, & accessibility of City parks	61	7.2 %
Quality of outdoor athletic facilities (e.g. soccer & baseball fields, tennis courts)	48	5.7 %
Quality of walking & biking trails in City of Davenport	107	12.7 %
Quality of swimming facilities & programs	35	4.1 %
Hours of operation at City pools	22	2.6 %
Overall quality of public gardens (Vander Veer, Duck Creek)	45	5.3 %
Quality & variety of recreational programs/events offered by City	56	6.6 %
Convenience & ease of registration for recreation programs/events	25	3.0 %
Location of recreation programs/events	28	3.3 %
Overall quality of City golf courses	21	2.5 %
<u>None chosen</u>	<u>284</u>	<u>33.6 %</u>
Total	844	100.0 %

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

<u>Q16. 4th choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of City parks	48	5.7 %
Overall appearance of parks & park facilities (cleanliness of open spaces, restrooms, shelters/lodges, landscaping, etc.)	45	5.3 %
Number, location, & accessibility of City parks	44	5.2 %
Quality of outdoor athletic facilities (e.g. soccer & baseball fields, tennis courts)	38	4.5 %
Quality of walking & biking trails in City of Davenport	60	7.1 %
Quality of swimming facilities & programs	33	3.9 %
Hours of operation at City pools	16	1.9 %
Overall quality of public gardens (Vander Veer, Duck Creek)	63	7.5 %
Quality & variety of recreational programs/events offered by City	51	6.0 %
Convenience & ease of registration for recreation programs/events	29	3.4 %
Location of recreation programs/events	45	5.3 %
Overall quality of City golf courses	35	4.1 %
<u>None chosen</u>	<u>337</u>	<u>39.9 %</u>
Total	844	100.0 %

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

<u>Q16. Sum of top 4 choices</u>	<u>Number</u>	<u>Percent</u>
Overall quality of City parks	383	45.4 %
Overall appearance of parks & park facilities (cleanliness of open spaces, restrooms, shelters/lodges, landscaping, etc.)	386	45.7 %
Number, location, & accessibility of City parks	187	22.2 %
Quality of outdoor athletic facilities (e.g. soccer & baseball fields, tennis courts)	158	18.7 %
Quality of walking & biking trails in City of Davenport	362	42.9 %
Quality of swimming facilities & programs	131	15.5 %
Hours of operation at City pools	81	9.6 %
Overall quality of public gardens (Vander Veer, Duck Creek)	138	16.4 %
Quality & variety of recreational programs/events offered by City	193	22.9 %
Convenience & ease of registration for recreation programs/ events	82	9.7 %
Location of recreation programs/events	100	11.8 %
Overall quality of City golf courses	94	11.1 %
<u>None chosen</u>	<u>214</u>	<u>25.4 %</u>
Total	2509	

Q17. Have you or other members of your household participated in any Parks and Recreation programs (e.g. fitness class, summer camp, junior theater, crafts, therapeutic programs, environmental programs, swimming lessons, learn-to-skate) offered by the City of Davenport during the past 12 months?

Q17. Have you participated in any recreation programs offered by City of Davenport during past 12 months	Number	Percent
Yes	153	18.1 %
No	677	80.2 %
Not provided	14	1.7 %
Total	844	100.0 %

WITHOUT "NOT PROVIDED"

Q17. Have you or other members of your household participated in any Parks and Recreation programs (e.g. fitness class, summer camp, junior theater, crafts, therapeutic programs, environmental programs, swimming lessons, learn-to-skate) offered by the City of Davenport during the past 12 months? (without "not provided")

Q17. Have you participated in any recreation programs offered by City of Davenport during past 12 months	Number	Percent
Yes	153	18.4 %
No	677	81.6 %
Total	830	100.0 %

Q18. Have you or any other members of your household visited a City park or outdoor recreational facility (e.g. soccer complex, disc golf course, pickleball or tennis courts, baseball diamonds, sand volleyball, basketball courts, aquatic centers, spray parks) during the last 12 months?

Q18. Have you visited a City park or outdoor recreational facility during last 12 months	Number	Percent
Yes	563	66.7 %
No	271	32.1 %
Not provided	10	1.2 %
Total	844	100.0 %

WITHOUT "NOT PROVIDED"

Q18. Have you or any other members of your household visited a City park or outdoor recreational facility (e.g. soccer complex, disc golf course, pickleball or tennis courts, baseball diamonds, sand volleyball, basketball courts, aquatic centers, spray parks) during the last 12 months? (without "not provided")

Q18. Have you visited a City park or outdoor recreational facility during last 12 months	Number	Percent
Yes	563	67.5 %
No	271	32.5 %
Total	834	100.0 %

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

Q19. Have you used a Davenport library facility within past 12 months	Number	Percent
Yes	413	48.9 %
No	420	49.8 %
Not provided	11	1.3 %
Total	844	100.0 %

WITHOUT "NOT PROVIDED"

Q19. Libraries. Have you used a Davenport library facility within the past 12 months? (without "not provided")

Q19. Have you used a Davenport library facility within past 12 months	Number	Percent
Yes	413	49.6 %
No	420	50.4 %
Total	833	100.0 %

Q19a. Please rate the City's performance in the following areas.

(N=413)

	Very good	Good	Fair	Poor	Don't know
Q19a-1. Availability & quality of materials you need at libraries	52.5%	39.2%	6.1%	1.0%	1.2%
Q19a-2. Quality of children/youth programs	24.2%	27.6%	5.3%	1.0%	41.9%
Q19a-3. Quality of programs for adults	20.1%	31.7%	10.7%	1.2%	36.3%
Q19a-4. Availability of public computers & internet access at libraries	33.2%	34.9%	8.0%	1.5%	22.5%
Q19a-5. Hours of library operation	32.4%	47.5%	13.3%	2.7%	4.1%

WITHOUT "DON'T KNOW"**Q19a. Please rate the City's performance in the following areas. (without "don't know")**

(N=413)

	Very good	Good	Fair	Poor
Q19a-1. Availability & quality of materials you need at libraries	53.2%	39.7%	6.1%	1.0%
Q19a-2. Quality of children/youth programs	41.7%	47.5%	9.2%	1.7%
Q19a-3. Quality of programs for adults	31.6%	49.8%	16.7%	1.9%
Q19a-4. Availability of public computers & internet access at libraries	42.8%	45.0%	10.3%	1.9%
Q19a-5. Hours of library operation	33.8%	49.5%	13.9%	2.8%

Q19b. Which TWO of the services listed in Question 19a do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q19b. Top choice	Number	Percent
Availability & quality of materials you need at libraries	138	33.4 %
Quality of children/youth programs	84	20.3 %
Quality of programs for adults	34	8.2 %
Availability of public computers & internet access at libraries	30	7.3 %
Hours of library operation	48	11.6 %
None chosen	79	19.1 %
Total	413	100.0 %

Q19b. Which TWO of the services listed in Question 19a do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q19b. 2nd choice	Number	Percent
Availability & quality of materials you need at libraries	48	11.6 %
Quality of children/youth programs	60	14.5 %
Quality of programs for adults	68	16.5 %
Availability of public computers & internet access at libraries	53	12.8 %
Hours of library operation	73	17.7 %
None chosen	111	26.9 %
Total	413	100.0 %

SUM OF TOP 2 CHOICES

Q19b. Which TWO of the services listed Question 19a do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 2)

Q19b. Sum of top 2 choices	Number	Percent
Availability & quality of materials you need at libraries	186	45.0 %
Quality of children/youth programs	144	34.9 %
Quality of programs for adults	102	24.7 %
Availability of public computers & internet access at libraries	83	20.1 %
Hours of library operation	121	29.3 %
None chosen	79	19.1 %
Total	715	

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	313	37.1 %
City of Davenport social media (Facebook, Twitter, Instagram, LinkedIn)	272	32.2 %
NextDoor	150	17.8 %
Viewing City Council & other meetings online	34	4.0 %
Local radio news stations/websites	433	51.3 %
Telephone call/visit to City facility	68	8.1 %
Attending public meetings	36	4.3 %
City of Davenport emails & text messages	132	15.6 %
City of Davenport robo calls	72	8.5 %
Local newspapers & websites	352	41.7 %
Local TV news channels	562	66.6 %
Local TV news websites/social media	252	29.9 %
Ward meetings/contact with Alderman	46	5.5 %
Other	31	3.7 %
Total	2753	

Q20-14. Other

Q20-14. Other	Number	Percent
Mailings	4	12.9 %
Word of mouth	3	9.7 %
Friends and family	3	9.7 %
Neighbors	3	9.7 %
Water bill inserts and the library	1	3.2 %
Friends	1	3.2 %
CHANNEL 4 ONLY	1	3.2 %
INFORMATION IN UTILITY BILLS	1	3.2 %
Water bill inserts	1	3.2 %
News on phone	1	3.2 %
Mailings.	1	3.2 %
Friends, neighbors, signs posted on corner of VanderVeer	1	3.2 %
I live near VanderVeer Park and see the signs for their events	1	3.2 %
Mailings, friends' social media posts about city's events	1	3.2 %
Google news feeds	1	3.2 %
Bill inserts	1	3.2 %
Friends' social media posts	1	3.2 %
Don't look for information as I very seldom leave my house	1	3.2 %
NEWSPAPER	1	3.2 %
ONLINE NEWS APP	1	3.2 %
SCHOOLS	1	3.2 %
Facebook	1	3.2 %
Total	31	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 with a question, problem, or comment during past year	Number	Percent
Yes	366	43.4 %
No	465	55.1 %
Not provided	13	1.5 %
Total	844	100.0 %

WITHOUT "NOT PROVIDED"**Q21. Customer Experience. Have you called, emailed, or visited the City with a question, problem, or comment during the past year? (without "not provided")**

Q21. Have you called, emailed, or visited City with a question, problem, or comment during past year	Number	Percent
Yes	366	44.0 %
No	465	56.0 %
Total	831	100.0 %

Q21a. Which area did you contact most recently?

<u>Q21a. Which area did you contact most recently</u>	<u>Number</u>	<u>Percent</u>
City Administration/City Clerk's Office	41	11.2 %
Mayor	8	2.2 %
City Council	20	5.5 %
Public Works	175	47.8 %
Legal Department	1	0.3 %
Finance/Bill Payment	15	4.1 %
Human Resources	1	0.3 %
Planning & Economic Development	1	0.3 %
Planning	4	1.1 %
Development & Neighborhood Services/Code Enforcement	21	5.7 %
Parks & Recreation	15	4.1 %
Library	10	2.7 %
Police	30	8.2 %
Fire	4	1.1 %
Civil Rights Department	1	0.3 %
Other	12	3.3 %
Not provided	7	1.9 %
Total	366	100.0 %

WITHOUT "NOT PROVIDED"**Q21a. Which area did you contact most recently? (without "not provided")**

<u>Q21a. Which area did you contact most recently</u>	<u>Number</u>	<u>Percent</u>
City Administration/City Clerk's Office	41	11.4 %
Mayor	8	2.2 %
City Council	20	5.6 %
Public Works	175	48.7 %
Legal Department	1	0.3 %
Finance/Bill Payment	15	4.2 %
Human Resources	1	0.3 %
Planning & Economic Development	1	0.3 %
Planning	4	1.1 %
Development & Neighborhood Services/Code Enforcement	21	5.8 %
Parks & Recreation	15	4.2 %
Library	10	2.8 %
Police	30	8.4 %
Fire	4	1.1 %
Civil Rights Department	1	0.3 %
Other	12	3.3 %
Total	359	100.0 %

Q21a-16. Other

<u>Q21a-16. Other</u>	<u>Number</u>	<u>Percent</u>
SMS	1	8.3 %
ASSESOR	1	8.3 %
AUDITOR	1	8.3 %
FORESTRY	1	8.3 %
RECYCLING	1	8.3 %
Potholes	1	8.3 %
Alderman	1	8.3 %
TITLE REGISTRATION	1	8.3 %
STREET MAINTENANCE	1	8.3 %
I have had contact with police	1	8.3 %
CITY ALDERMAN	1	8.3 %
<u>Rozine Mortz office</u>	<u>1</u>	<u>8.3 %</u>
Total	12	100.0 %

Q21b. Please rate your level of agreement with the following statements about your customer experience with the department you contacted most recently.

(N=366)

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Don't know
Q21b-1. City employee was friendly & polite	60.4%	26.0%	4.9%	4.4%	4.4%
Q21b-2. City employee responded promptly & dealt with my issue or directed me to appropriate person/department	52.2%	27.0%	8.5%	9.0%	3.3%
Q21b-3. City employee was knowledgeable, capable, & provided accurate information	53.8%	25.1%	9.3%	6.0%	5.7%

WITHOUT "DON'T KNOW"

Q21b. Please rate your level of agreement with the following statements about your customer experience with the department you contacted most recently. (without "don't know")

(N=366)

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree
Q21b-1. City employee was friendly & polite	63.1%	27.1%	5.1%	4.6%
Q21b-2. City employee responded promptly & dealt with my issue or directed me to appropriate person/department	54.0%	28.0%	8.8%	9.3%
Q21b-3. City employee was knowledgeable, capable, & provided accurate information	57.1%	26.7%	9.9%	6.4%

Q22. Please rate the City's performance in the following areas.

(N=844)

	Very good	Good	Fair	Poor	Don't know
Q22-1. As a place to live	20.5%	51.3%	22.0%	5.0%	1.2%
Q22-2. As a place to raise children	16.8%	41.9%	24.8%	9.0%	7.5%
Q22-3. As a place to work	20.5%	48.9%	20.6%	5.3%	4.6%
Q22-4. As a place to retire	13.9%	33.4%	28.8%	15.3%	8.6%
Q22-5. As a place to visit	13.4%	38.0%	32.7%	10.9%	5.0%
Q22-6. As a welcoming & inclusive community for all people	13.4%	41.1%	29.4%	9.5%	6.6%
Q22-7. Overall image of City	9.8%	44.2%	32.8%	11.4%	1.8%
Q22-8. Overall quality of services that are provided by City	13.2%	51.3%	27.6%	4.4%	3.6%
Q22-9. Overall value that you receive for your City tax dollars & fees	9.0%	36.6%	34.5%	16.6%	3.3%

WITHOUT "DON'T KNOW"

Q22. Please rate the City's performance in the following areas. (without "don't know")

(N=844)

	Very good	Good	Fair	Poor
Q22-1. As a place to live	20.7%	51.9%	22.3%	5.0%
Q22-2. As a place to raise children	18.2%	45.3%	26.8%	9.7%
Q22-3. As a place to work	21.5%	51.3%	21.6%	5.6%
Q22-4. As a place to retire	15.2%	36.6%	31.5%	16.7%
Q22-5. As a place to visit	14.1%	40.0%	34.4%	11.5%
Q22-6. As a welcoming & inclusive community for all people	14.3%	44.0%	31.5%	10.2%
Q22-7. Overall image of City	10.0%	45.0%	33.4%	11.6%
Q22-8. Overall quality of services that are provided by City	13.6%	53.2%	28.6%	4.5%
Q22-9. Overall value that you receive for your City tax dollars & fees	9.3%	37.9%	35.7%	17.2%

Q23. Which THREE of the following community issues do you think should be the City's TOP PRIORITIES?

Q23. What following community issues should be City's top priorities	Number	Percent
Retaining/attracting jobs	496	58.8 %
Environmental stewardship	142	16.8 %
Public safety	667	79.0 %
Neighborhood pride	267	31.6 %
Recreation/leisure activities	136	16.1 %
City infrastructure	463	54.9 %
City customer experience	61	7.2 %
Riverfront amenities	154	18.2 %
Other	34	4.0 %
Total	2420	

Q24. How many years have you lived in Davenport?

Q24. How many years have you lived in Davenport	Number	Percent
0-5	52	6.2 %
6-10	42	5.0 %
11-15	72	8.5 %
16-20	60	7.1 %
21-30	145	17.2 %
31+	444	52.6 %
Not provided	29	3.4 %
Total	844	100.0 %

WITHOUT "NOT PROVIDED"

Q24. How many years have you lived in Davenport? (without "not provided")

Q24. How many years have you lived in Davenport	Number	Percent
0-5	52	6.4 %
6-10	42	5.2 %
11-15	72	8.8 %
16-20	60	7.4 %
21-30	145	17.8 %
31+	444	54.5 %
Total	815	100.0 %

Q25. Including yourself, how many persons in your household are...

	Mean	Sum
number	2.4	1944
Under age 10	0.3	207
Ages 10-19	0.3	243
Ages 20-39	0.5	367
Ages 40-59	0.7	569
Ages 60-69	0.4	322
Ages 70+	0.3	236

Q26. What is your gender?

Q26. Your gender	Number	Percent
Male	409	48.5 %
Female	411	48.7 %
Prefer not to disclose	12	1.4 %
Not provided	12	1.4 %
Total	844	100.0 %

WITHOUT "NOT PROVIDED"

Q26. What is your gender? (without "not provided")

Q26. Your gender	Number	Percent
Male	409	49.2 %
Female	411	49.4 %
Prefer not to disclose	12	1.4 %
Total	832	100.0 %

Q27. What is your age?

Q27. Your age	Number	Percent
18-34	158	18.7 %
35-44	155	18.4 %
45-54	167	19.8 %
55-64	160	19.0 %
65+	172	20.4 %
Not provided	32	3.8 %
Total	844	100.0 %

WITHOUT "NOT PROVIDED"

Q27. What is your age? (without "not provided")

Q27. Your age	Number	Percent
18-34	158	19.5 %
35-44	155	19.1 %
45-54	167	20.6 %
55-64	160	19.7 %
65+	172	21.2 %
Total	812	100.0 %

Q28. Do you own or rent your home?

Q28. Do you own or rent your home	Number	Percent
Own	598	70.9 %
Rent	235	27.8 %
Not provided	11	1.3 %
Total	844	100.0 %

WITHOUT "NOT PROVIDED"

Q28. Do you own or rent your home? (without "not provided")

Q28. Do you own or rent your home	Number	Percent
Own	598	71.8 %
Rent	235	28.2 %
Total	833	100.0 %

Q29. Which of the following best describe your race/ethnicity?

Q29. Your race/ethnicity	Number	Percent
African American	98	11.6 %
Asian/Pacific Islander	24	2.8 %
Caucasian/White	679	80.5 %
Hispanic	71	8.4 %
Native American	7	0.8 %
Other	6	0.7 %
Total	885	

Q29-6. Other

Q29-6. Other	Number	Percent
Multiple races	2	33.3 %
Indian	1	16.7 %
Mixed	1	16.7 %
Middle Eastern	1	16.7 %
More than one	1	16.7 %
Total	6	100.0 %

Q30. What was your total annual household income in 2019?

<u>Q30. Your total annual household income in 2019</u>	<u>Number</u>	<u>Percent</u>
Less than \$25K	73	8.6 %
\$25K-\$49,999	159	18.8 %
\$50K-\$74,999	159	18.8 %
\$75K-\$99,999	123	14.6 %
\$100K-\$149,999	127	15.0 %
\$150K+	72	8.5 %
Not provided	131	15.5 %
Total	844	100.0 %

WITHOUT "NOT PROVIDED"**Q30. What was your total annual household income in 2019? (without "not provided")**

<u>Q30. Your total annual household income in 2019</u>	<u>Number</u>	<u>Percent</u>
Less than \$25K	73	10.2 %
\$25K-\$49,999	159	22.3 %
\$50K-\$74,999	159	22.3 %
\$75K-\$99,999	123	17.3 %
\$100K-\$149,999	127	17.8 %
\$150K+	72	10.1 %
Total	713	100.0 %

Section 6

Survey Instrument



2020 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, the city 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 and we will listen to you! 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 visit DavenportSurvey.org to complete it online. Your responses will remain confidential.

Please call Meghan Murray at (563) 326-7772 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 that reads "Mike Matson".

Mike Matson
Mayor

Thank You!

2020 City of Davenport 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 Meghan Murray, at (563) 326-7772. When you are finished, please return your completed survey in the enclosed postage-paid envelope, or visit DavenportSurvey.org to complete it online. Your responses will remain confidential. 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."

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

	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 diverse 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? [Write in your answers below using the numbers from the list in Question 1.]

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

Well-Protected Community

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

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

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

	Very Good	Good	Fair	Poor	Don't Know
1. Responsiveness to emergency calls for service	4	3	2	1	9
2. Responsiveness to non-emergency/assistance calls for service	4	3	2	1	9
3. Responsiveness to investigations of criminal offenses	4	3	2	1	9
4. Efforts to prevent crime	4	3	2	1	9
5. Visibility of police in retail areas	4	3	2	1	9
6. Visibility of police in your neighborhood	4	3	2	1	9
7. Traffic enforcement	4	3	2	1	9
8. 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 your answers below using the numbers from the list in Question 4.]

1st: ____ 2nd: ____ 3rd: ____

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

____(1) Yes [Answer Q6a.] ____ (2) No [Skip to Q7.]

6a. Please rate the following aspects of the Davenport Police Department.

	Very Good	Good	Fair	Poor	Don't Know
1. Professionalism of DPD personnel	4	3	2	1	9
2. Capability of DPD personnel	4	3	2	1	9
3. 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 Q7a-b.] ____ (2) No [Skip to Q8.]

7a. What type of crime?

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

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

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

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

1st: ____ 2nd: ____

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

____(1) Yes [Answer Q10a.] ____ (2) No [Skip to Q11.]

10a. Please rate the following aspects of the Davenport Fire Department.

	Very Good	Good	Fair	Poor	Don't Know
1. Professionalism of DFD personnel	4	3	2	1	9
2. Capability of DFD personnel	4	3	2	1	9

Sustainable Infrastructure

11. Please rate the City's performance in the following areas concerning City Streets and Infrastructure Services.

	Very Good	Good	Fair	Poor	Don't Know
1. Condition of major City streets (e.g. potholes, cleanliness)	4	3	2	1	9
2. Condition of streets in your neighborhood (e.g. potholes)	4	3	2	1	9
3. Snow removal on major streets	4	3	2	1	9
4. Snow removal in your neighborhood	4	3	2	1	9
5. Traffic flow on major City streets	4	3	2	1	9
6. Timing and placement of traffic signals on City streets	4	3	2	1	9
7. Storm drain system operation	4	3	2	1	9
8. Flood control and protection efforts	4	3	2	1	9
9. 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 your answers below using the numbers from the list in Question 11.]

1st: ____ 2nd: ____ 3rd: ____

13. Solid Waste. Please rate the City's performance in the following areas.

	Very Good	Good	Fair	Poor	Don't Know
1. Residential garbage collection services	4	3	2	1	9
2. Recycling collection services	4	3	2	1	9
3. Yard waste collection services	4	3	2	1	9
4. 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 your answers below using the numbers from the list in Question 13.]

1st: ____ 2nd: ____

Welcoming Neighborhoods

15. Parks and Recreation Services. Please rate the City's performance in the following areas.

		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, and accessibility of City parks	4	3	2	1	9
04.	Quality of outdoor athletic facilities (e.g. soccer and baseball fields, tennis courts)	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 (Vander Veer, 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 and ease of registration for recreation programs/events	4	3	2	1	9
11.	Location of recreation programs/events	4	3	2	1	9
12.	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 your answers below using the numbers from the list in Question 15.]

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

17. Have you or other members of your household participated in any Recreation programs (e.g. fitness class, summer camp, junior theatre, crafts, therapeutic programs, environmental programs, swimming lessons, learn-to-skate) offered by the City of Davenport during the past 12 months?

____(1) Yes ____ (2) No

18. Have you or any other members of your household visited a City park or outdoor recreational facility (e.g. soccer complex, disc golf course, pickleball or tennis courts, baseball diamonds, sand volleyball, basketball courts, aquatic centers, spray parks) during the last 12 months?

____(1) Yes ____ (2) No

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

____(1) Yes [Answer Q19a-b.] ____ (2) No [Skip to Q20.]

19a. Please rate the City's performance in the following areas.

		Very Good	Good	Fair	Poor	Don't Know
1.	Availability and quality of materials you need at libraries	4	3	2	1	9
2.	Quality of children/youth programs	4	3	2	1	9
3.	Quality of programs for adults	4	3	2	1	9
4.	Availability of public computers and internet access at libraries	4	3	2	1	9
5.	Hours of library operation	4	3	2	1	9

19b. 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 your answers below using the numbers from the list in Question 19a.]

1st: ____ 2nd: ____

High Performing Government

20. Citizen Engagement. Where do you currently get news and information about City programs, services, and events? [Check all that apply.]

- | | |
|---|--|
| <input type="checkbox"/> (01) City of Davenport website | <input type="checkbox"/> (07) Attending public meetings |
| <input type="checkbox"/> (02) City of Davenport social media (Facebook, Twitter, Instagram, LinkedIn) | <input type="checkbox"/> (08) City of Davenport emails and text messages |
| <input type="checkbox"/> (03) NextDoor | <input type="checkbox"/> (09) City of Davenport robo calls |
| <input type="checkbox"/> (04) Viewing City Council and other meetings online | <input type="checkbox"/> (10) Local newspapers and websites |
| <input type="checkbox"/> (05) Local radio news stations/websites | <input type="checkbox"/> (11) Local TV news channels |
| <input type="checkbox"/> (06) Telephone call/visit to City facility | <input type="checkbox"/> (12) Local TV news websites/social media |
| | <input type="checkbox"/> (13) Ward Meetings/Contact with Alderman |
| | <input type="checkbox"/> (14) Other: _____ |

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

- (1) Yes [Answer Q21a-b.] (2) No [Skip to Q22.]

21a. Which area did you contact most recently?

- | | |
|---|--|
| <input type="checkbox"/> (01) City Administration/City Clerk's Office | <input type="checkbox"/> (09) Planning |
| <input type="checkbox"/> (02) Mayor | <input type="checkbox"/> (10) Development & Neighborhood Services/Code Enforcement |
| <input type="checkbox"/> (03) City Council | <input type="checkbox"/> (11) Parks and Recreation |
| <input type="checkbox"/> (04) Public Works | <input type="checkbox"/> (12) Library |
| <input type="checkbox"/> (05) Legal Department | <input type="checkbox"/> (13) Police |
| <input type="checkbox"/> (06) Finance/Bill Payment | <input type="checkbox"/> (14) Fire |
| <input type="checkbox"/> (07) Human Resources | <input type="checkbox"/> (15) Civil Rights Department |
| <input type="checkbox"/> (08) Community and Economic Development | <input type="checkbox"/> (16) Other: _____ |

21b. Please rate your level of agreement with the following statements about your customer experience with the department you contacted most recently.

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

Overall Ratings

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

		Very Good	Good	Fair	Poor	Don't Know
1.	As a place to live	4	3	2	1	9
2.	As a place to raise children	4	3	2	1	9
3.	As a place to work	4	3	2	1	9
4.	As a place to retire	4	3	2	1	9
5.	As a place to visit	4	3	2	1	9
6.	As a welcoming and inclusive community for all people	4	3	2	1	9
7.	Overall image of the City	4	3	2	1	9
8.	Overall quality of services that are provided by the City	4	3	2	1	9
9.	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?

- (01) Retaining/Attracting jobs (05) Recreation/Leisure activities (09) Other: _____
 (02) Environmental stewardship (06) City infrastructure
 (03) Public safety (07) City customer experience
 (04) Neighborhood pride (08) Riverfront amenities

Demographics

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

25. Including yourself, how many persons in your household are...

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

26. What is your sex? (1) Male (2) Female (3) Prefer not to disclose

27. What is your age? _____ years

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

29. Which of the following best describe your race/ethnicity? [Check all that apply.]

(1) African American (3) Caucasian/White (5) Native American
 (2) Asian/Pacific Islander (4) Hispanic (6) Other: _____

30. What was your total annual household income in 2019?

(1) Less than \$25,000 (3) \$50,000 - \$74,999 (5) \$100,000 - \$149,999
 (2) \$25,000 - \$49,999 (4) \$75,000 - \$99,999 (6) \$150,000 or more

This concludes the survey. Thank you for your time!

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. Thank you.