2022 City of Davenport Community Survey Findings Report

Presented to the City of Davenport, Iowa

October 2022

ETC INSTITUTE

Contents

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2022 City of Davenport Community Survey
Executive Summary

Purpose and Methodology

During the fall of 2022, 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 ninth time Davenport has administered a community survey; it has been conducted every two years since 2006.

The five-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 (DavenportSurvey.org). Approximately 10 days after the surveys were mailed, residents who received the survey were contacted by email and text message to encourage participation. A total of 835 households completed the survey. The results for the random sample of 835 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."

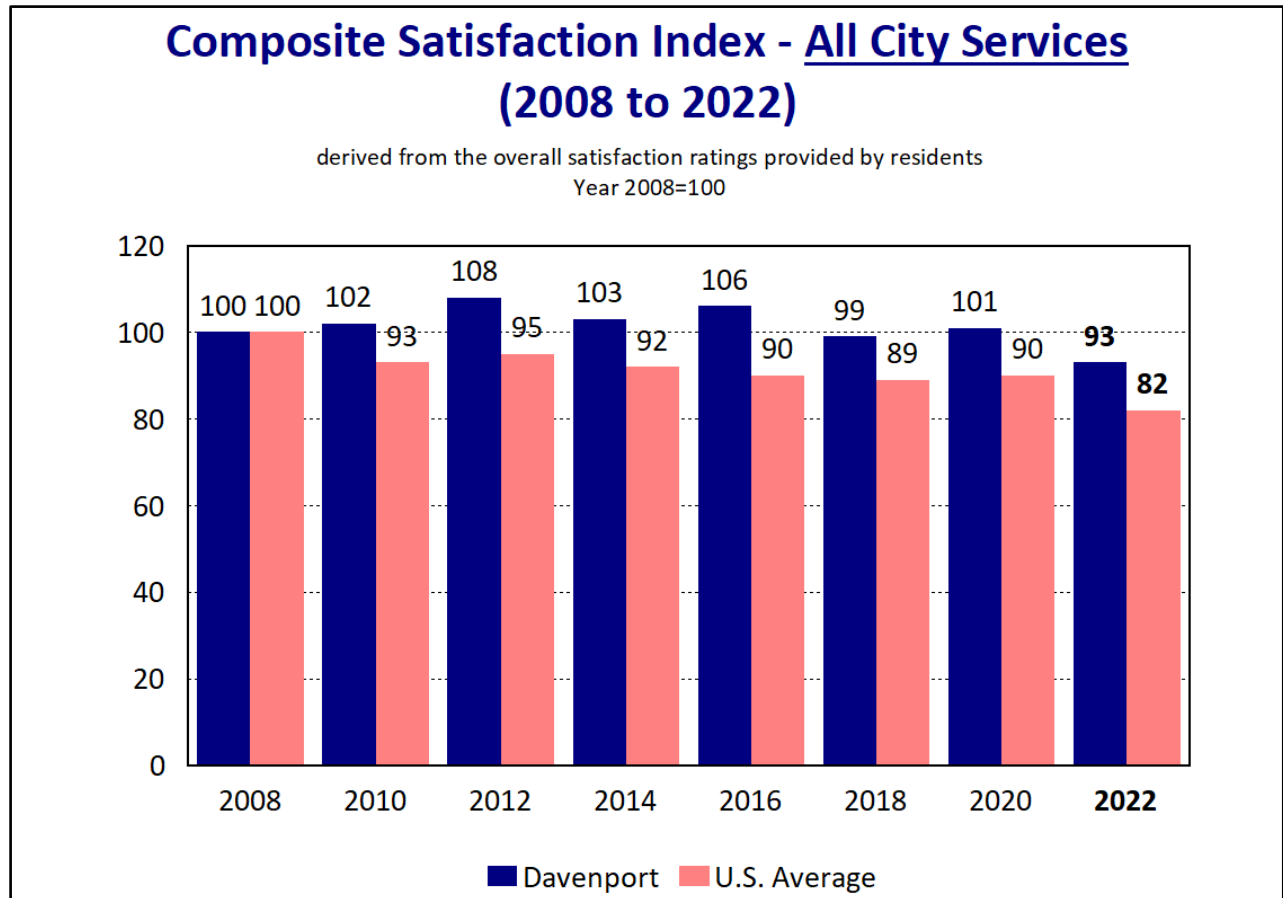This summary report contains:

- 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 2022
- a complete set of charts showing trends from 2008 to 2022
- Importance-Satisfaction analysis
- benchmarking analysis
- tabular data for all questions on the survey
- a copy of the survey instrument.

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Trend Summary

Composite Satisfaction Index - <u>All City Services</u> (2008 to 2022)

derived from the overall satisfaction ratings provided by residents
Year 2008=100

Year	Davenport	U.S. Average
2008	100	100
2010	102	93
2012	108	95
2014	103	92
2016	106	90
2018	99	89
2020	101	90
2022	93	82

■ Davenport ■ U.S. Average

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 since 2008. 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 2022 for the City of Davenport and all U.S. cities. The Composite Satisfaction Index for the City of Davenport has decreased 15 points from 2012 and is 7 points below 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.

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How the City of Davenport Compares to Other Communities Nationally

Satisfaction ratings for the City of Davenport **rated above the U.S. average in 25 of the 40 areas** that were assessed. The City of Davenport rated <u>significantly higher than the U.S. average (difference of 5% or more) in 23 of these areas</u>. Listed below are the comparisons between the City of Davenport and the U.S. average:

Service	Davenport	U.S.	Difference	Category
Bulky waste collection services	84.2%	47.3%	36.9%	Solid Waste Services
Recycling collection services	88.5%	56.6%	31.9%	Solid Waste Services
Fire safety education programs	78.3%	50.7%	27.6%	Public Safety Services
Yard waste collection services	82.0%	54.6%	27.4%	Solid Waste Services
Garbage & recycling collection services	83.5%	56.6%	26.9%	Major Categories of City Services
Library services	92.2%	65.6%	26.6%	Major Categories of City Services
Convenience & ease of registration	63.6%	38.6%	25.0%	Parks and Recreation Services
City parks, recreation programs & facilities	74.9%	50.6%	24.3%	Major Categories of City Services
Police responsiveness to emergency calls for service	80.8%	57.6%	23.2%	Public Safety Services
Residential garbage collection services	91.2%	68.6%	22.6%	Solid Waste Services
Quality of outdoor athletic facilities	71.7%	52.7%	19.0%	Parks and Recreation Services
Police services	73.2%	54.6%	18.6%	Major Categories of City Services
Quality/variety of recreational programs/events	62.7%	44.5%	18.2%	Parks and Recreation Services
Fire & paramedic services	95.2%	77.8%	17.4%	Major Categories of City Services
Quality of walking and biking trails	77.5%	62.5%	15.0%	Parks and Recreation Services
Fire responsiveness to emergency calls for service	86.7%	73.1%	13.6%	Public Safety Services
As a place to live	63.1%	49.7%	13.4%	Overall Ratings of the City
Overall quality of services provided by City	62.7%	50.5%	12.2%	Overall Ratings of the City
Customer experience in City interactions	50.8%	40.6%	10.2%	Major Categories of City Services
Quality of swimming facilities and programs	45.8%	35.8%	10.0%	Parks and Recreation Services
As a place to work	67.7%	58.2%	9.5%	Overall Ratings of the City
Value received for City tax dollars and fees	40.2%	33.8%	6.4%	Overall Ratings of the City
Snow removal on major streets	65.0%	59.5%	5.5%	Streets and Infrastructure
Effectiveness of public engagement	42.0%	38.2%	3.8%	Major Categories of City Services
Police Dept. public education efforts	39.2%	38.6%	0.6%	Public Safety Services
Traffic flow on major City streets	43.5%	46.5%	-3.0%	Streets and Infrastructure
Storm drain system operation	47.6%	51.0%	-3.4%	Streets and Infrastructure
As a place to visit	54.4%	58.0%	-3.6%	Overall Ratings of the City
Snow removal in your neighborhood	44.1%	48.1%	-4.0%	Streets and Infrastructure
City sewer system	50.5%	54.8%	-4.3%	Major Categories of City Services
As a place to retire	46.5%	51.7%	-5.2%	Overall Ratings of the City
Overall image of the City	49.6%	55.0%	-5.4%	Overall Ratings of the City
Traffic enforcement	44.5%	50.6%	-6.1%	Public Safety Services
As a place to raise children	54.1%	62.4%	-8.3%	Overall Ratings of the City
Visibility of police in retail areas	36.1%	52.2%	-16.1%	Public Safety Services
Efforts to prevent crime	33.6%	50.4%	-16.8%	Public Safety Services
Visibility of police in your neighborhood	29.1%	55.4%	-26.3%	Public Safety Services
Condition of streets in your neighborhood	21.4%	50.6%	-29.2%	Streets and Infrastructure
City streets	9.7%	41.4%	-31.7%	Major Categories of City Services
Condition of major City streets	13.5%	50.9%	-37.4%	Streets and Infrastructure

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How the City of Davenport Compares to Other Communities Regionally

Satisfaction ratings for the City of Davenport **rated above the Plains regional average in 30 of the 40 areas** that were assessed. The City of Davenport rated <u>significantly higher than the Plains regional average (difference of 5% or more) in 24 of these areas</u>. Listed below are the comparisons between the City of Davenport and the Plains regional average:

Service	Davenport	Plains Region	Difference	Category
Bulky waste collection services	84.2%	41.3%	42.9%	Solid Waste Services
Recycling collection services	88.5%	49.1%	39.4%	Solid Waste Services
Yard waste collection services	82.0%	45.1%	36.9%	Solid Waste Services
Fire safety education programs	78.3%	43.7%	34.6%	Public Safety Services
Garbage & recycling collection services	83.5%	52.7%	30.8%	Major Categories of City Services
Residential garbage collection services	91.2%	62.4%	28.8%	Solid Waste Services
Library services	92.2%	63.7%	28.5%	Major Categories of City Services
Police responsiveness to emergency calls for service	80.8%	55.6%	25.2%	Public Safety Services
Convenience & ease of registration	63.6%	39.6%	24.0%	Parks and Recreation Services
City parks, recreation programs & facilities	74.9%	53.0%	21.9%	Major Categories of City Services
Quality of outdoor athletic facilities	71.7%	50.9%	20.8%	Parks and Recreation Services
Fire responsiveness to emergency calls for service	86.7%	67.8%	18.9%	Public Safety Services
Fire & paramedic services	95.2%	76.8%	18.4%	Major Categories of City Services
Quality/variety of recreational programs/events	62.7%	46.2%	16.5%	Parks and Recreation Services
Police services	73.2%	57.6%	15.6%	Major Categories of City Services
As a place to work	67.7%	53.4%	14.3%	Overall Ratings of the City
As a place to live	63.1%	49.9%	13.2%	Overall Ratings of the City
Quality of walking and biking trails	77.5%	65.8%	11.7%	Parks and Recreation Services
Overall quality of services provided by City	62.7%	52.6%	10.1%	Overall Ratings of the City
Customer experience in City interactions	50.8%	42.5%	8.3%	Major Categories of City Services
As a place to visit	54.4%	46.2%	8.2%	Overall Ratings of the City
Value received for City tax dollars and fees	40.2%	32.5%	7.7%	Overall Ratings of the City
Quality of swimming facilities and programs	45.8%	40.1%	5.7%	Parks and Recreation Services
Police Dept. public education efforts	39.2%	33.9%	5.3%	Public Safety Services
City sewer system	50.5%	45.8%	4.7%	Major Categories of City Services
Effectiveness of public engagement	42.0%	38.1%	3.9%	Major Categories of City Services
Snow removal on major streets	65.0%	62.8%	2.2%	Streets and Infrastructure
Snow removal in your neighborhood	44.1%	43.2%	0.9%	Streets and Infrastructure
As a place to retire	46.5%	46.2%	0.3%	Overall Ratings of the City
Storm drain system operation	47.6%	47.5%	0.1%	Streets and Infrastructure
Overall image of the City	49.6%	50.7%	-1.1%	Overall Ratings of the City
As a place to raise children	54.1%	58.3%	-4.2%	Overall Ratings of the City
Traffic flow on major City streets	43.5%	50.6%	-7.1%	Streets and Infrastructure
Traffic enforcement	44.5%	56.9%	-12.4%	Public Safety Services
Visibility of police in retail areas	36.1%	49.7%	-13.6%	Public Safety Services
Efforts to prevent crime	33.6%	52.9%	-19.3%	Public Safety Services
Condition of streets in your neighborhood	21.4%	45.6%	-24.2%	Streets and Infrastructure
City streets	9.7%	35.9%	-26.2%	Major Categories of City Services
Condition of major City streets	13.5%	41.7%	-28.2%	Streets and Infrastructure
Visibility of police in your neighborhood	29.1%	61.0%	-31.9%	Public Safety Services

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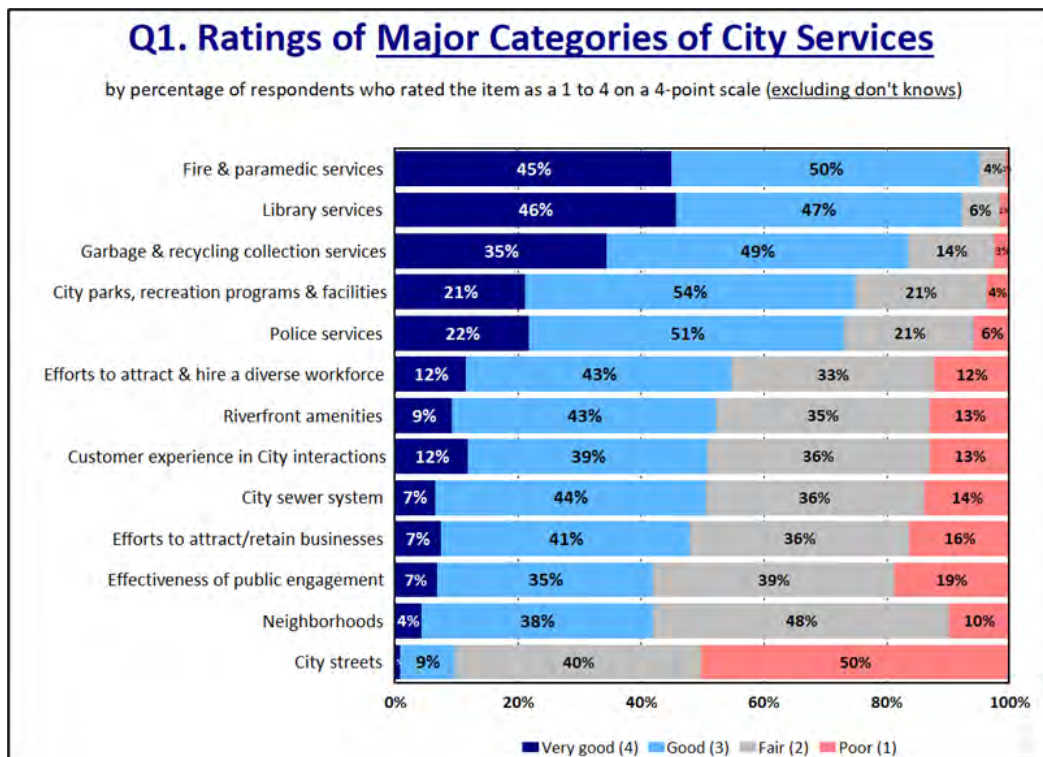## Executive Summary

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 (68%), ratings of the City as a place to live (63%), ratings of the overall quality of services provided the City (63%), and ratings of the City as a welcoming and inclusive community (55%).

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 (77%)
2) City infrastructure (62%)
3) Retaining/attracting jobs (48%)

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 (95%), the overall quality of library services (92%), the quality of garbage and recycling collection (84%) and the overall quality of City parks, recreation programs and facilities (75%). Residents rated the overall quality of City streets lowest (10%).

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)

Category	Very good (4)	Good (3)	Fair (2)	Poor (1)
Fire & paramedic services	45%	50%	4%	
Library services	46%	47%	6%	
Garbage & recycling collection services	35%	49%	14%	3%
City parks, recreation programs & facilities	21%	54%	21%	4%
Police services	22%	51%	21%	6%
Efforts to attract & hire a diverse workforce	12%	43%	33%	12%
Riverfront amenities	9%	43%	35%	13%
Customer experience in City interactions	12%	39%	36%	13%
City sewer system	7%	44%	36%	14%
Efforts to attract/retain businesses	7%	41%	36%	16%
Effectiveness of public engagement	7%	35%	39%	19%
Neighborhoods	4%	38%	48%	10%
City streets	9%	40%	50%	

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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 (82%)
2) Quality of neighborhoods (55%)
3) Quality of police services (49%)
4) Efforts to attract and retain businesses (34%)

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* (77%), *I feel safe in City facilities* (74%), *Overall, I feel safe in the City of Davenport* (57%), and *I feel safe in downtown Davenport* (44%).

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 (81%), responsiveness to non-emergency or assistance calls (50%), responsiveness to investigations of criminal offenses (48%), and traffic enforcement (45%). Residents rated the visibility of police in neighborhoods lowest (29%).

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 (70%)
2) Visibility of police in neighborhoods (36%)
3) Responsiveness to investigations of criminal offenses (34%)

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 (87%) and fire prevention efforts (83%).

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 (55%)
2) Responsiveness to non-emergency calls (44%)

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 (65%), the City's sanitary sewer system (56%), storm drain system operation (48%), and snow removal in neighborhoods (44%). Residents rated the condition of major City streets lowest (14%).

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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 (75%)
2) Condition of neighborhood streets (52%)
3) Traffic flow on major City streets (30%)

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 (91%) and recycling collection services (89%).

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 (42%)
2) residential garbage collection services (40%)

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 (81%), the quality of walking and biking trails (78%), and the overall quality of City parks (75%).

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 (52%)
2) Overall quality of City parks (43%)
3) Quality of walking and biking trails (41%)
4) Number, location, and accessibility of City parks (25%)

Ratings of the Performance of City Libraries. The library services that residents rated highest, based upon a combination of "very good" and "good" responses among residents *who used a City library and had an opinion,* were: the availability and quality of materials needed at City libraries (90%) and the availability of public computers/internet (87%).

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 (40%)

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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* (91%) and *the City employee who helped me was knowledgeable/capable* (84%).

Investment Priorities

Recommended Priorities. In order to help the City identify investment priorities, 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. 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 in order to raise the City's overall satisfaction rating are listed below:

- Overall quality of City streets (I-S Rating = 0.7423)
- Overall quality of neighborhoods (I-S Rating = 0.3202)
- City's efforts to attract and retain businesses (I-S Rating = 0.1747)

The table on the following page shows the Importance-Satisfaction rating and ranking for all 13 major categories of City services that were rated.

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2022 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	82%	1	10%	13	0.7423	1
Neighborhoods	55%	2	42%	12	0.3202	2
High Priority (IS .10-.20)						
Efforts to attract/retain businesses	34%	4	48%	10	0.1747	3
Effectiveness of public engagement	23%	6	42%	11	0.1317	4
Police services	49%	3	73%	5	0.1300	5
City sewer system	26%	5	51%	9	0.1292	6
Riverfront amenities	22%	7	52%	7	0.1047	7
Medium Priority (IS <.10)						
Customer experience in City interactions	13%	10	51%	8	0.0635	8
Efforts to attract & hire a diverse workforce	13%	11	55%	6	0.0580	9
City parks, recreation programs & facilities	20%	8	75%	4	0.0510	10
Garbage & recycling collection services	8%	12	84%	3	0.0127	11
Fire & paramedic services	17%	9	95%	1	0.0080	12
Library services	2%	13	92%	2	0.0016	13

1 Charts and Graphs

City of Davenport

2022 Community Survey Results

Q1. Ratings of <u>Major Categories of City Services</u>

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

Category	Very good (4)	Good (3)	Fair (2)	Poor (1)
Fire & paramedic services	45%	50%	4%	1%
Library services	46%	47%	6%	2%
Garbage & recycling collection services	35%	49%	14%	3%
City parks, recreation programs & facilities	21%	54%	21%	4%
Police services	22%	51%	21%	6%
Efforts to attract & hire a diverse workforce	12%	43%	33%	12%
Riverfront amenities	9%	43%	35%	13%
Customer experience in City interactions	12%	39%	36%	13%
City sewer system	7%	44%	36%	14%
Efforts to attract/retain businesses	7%	41%	36%	16%
Effectiveness of public engagement	7%	35%	39%	19%
Neighborhoods	4%	38%	48%	10%
City streets		9%	40%	50%

Legend: ■ Very good (4) ■ Good (3) ■ Fair (2) ■ Poor (1)

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

Service	Percentage
City streets	82%
Neighborhoods	55%
Police services	49%
Efforts to attract & retain businesses	34%
City sewer system	26%
Effectiveness of public engagement	23%
Riverfront amenities	22%
City parks, recreation programs & facilities	20%
Fire & paramedic services	17%
Customer experience in City interactions	13%
Efforts to attract & hire a diverse workforce	13%
Garbage & recycling collection services	8%
Library services	2%

Legend: ■ 1st Choice ■ 2nd Choice ■ 3rd Choice ■ 4th Choice

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)

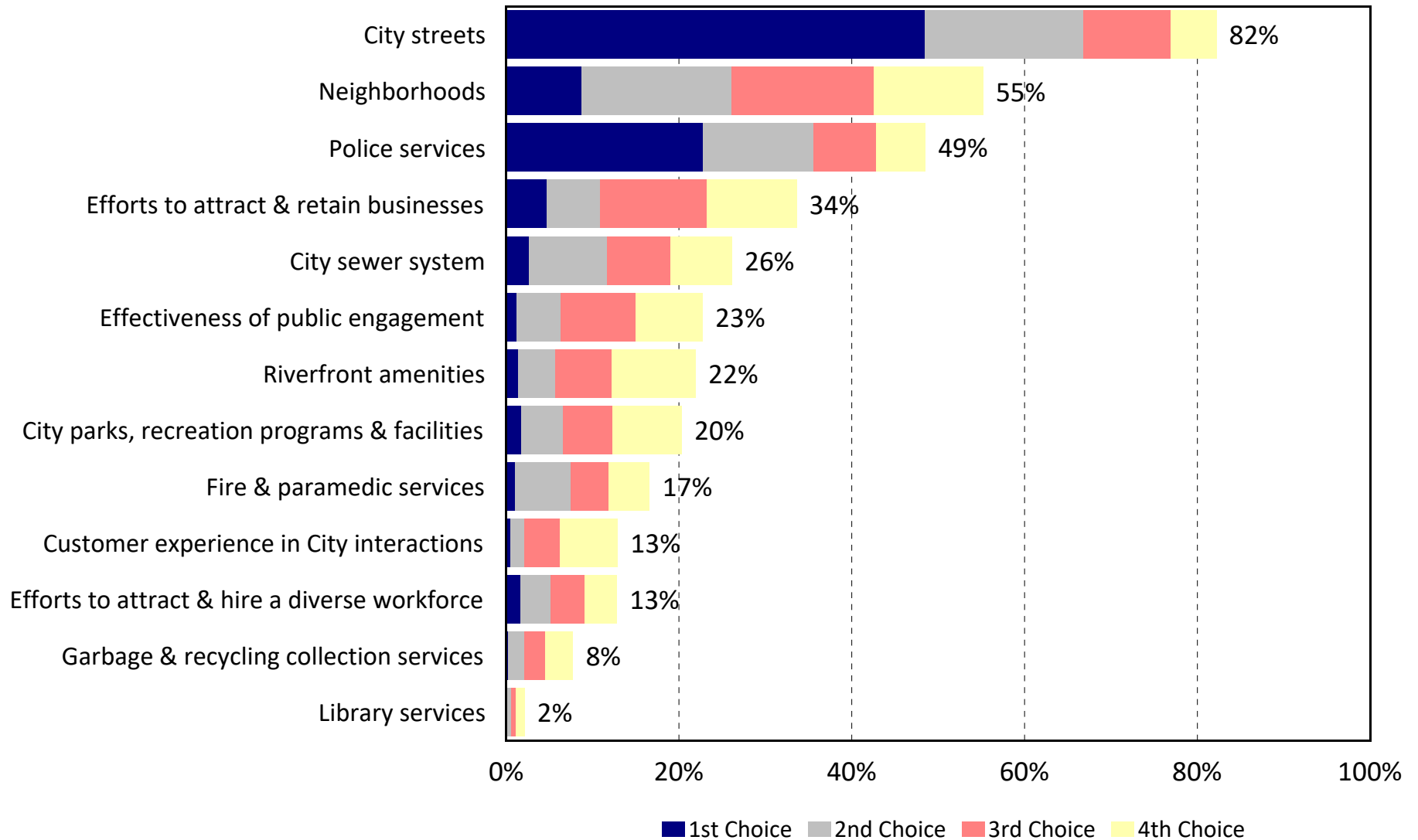|	Strongly agree (4)	Somewhat agree (3)	Somewhat disagree (2)	Strongly disagree (1)
I feel safe in my neighborhood	28%	49%	16%	7%
I feel safe in City facilities	20%	54%	19%	6%
Overall, I feel safe in City of Davenport	8%	49%	28%	16%
I feel safe in downtown Davenport	7%	37%	33%	23%

Q4. Ratings of Police Services

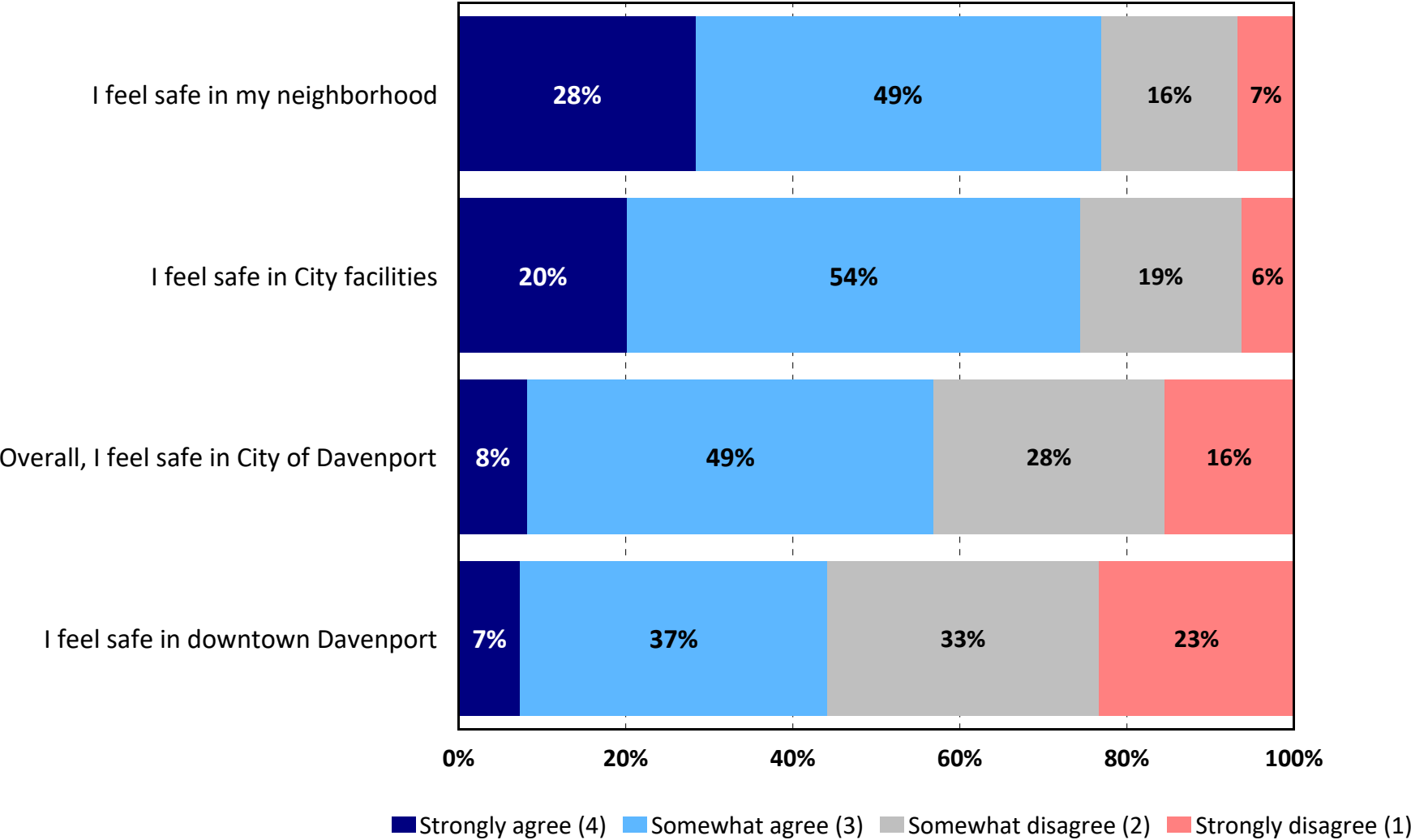by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)

	Very good (4)	Good (3)	Fair (2)	Poor (1)
Responsiveness to emergency calls for service	33%	48%	15%	4%
Responsiveness to non-emergency/assistance	15%	34%	34%	16%
Responsiveness to investigations of offenses	14%	33%	32%	21%
Traffic enforcement	6%	38%	33%	23%
Public education efforts	8%	31%	42%	19%
Visibility of police in retail areas	6%	31%	45%	19%
Efforts to prevent crime	6%	28%	41%	26%
Visibility of police in your neighborhood	7%	23%	39%	32%
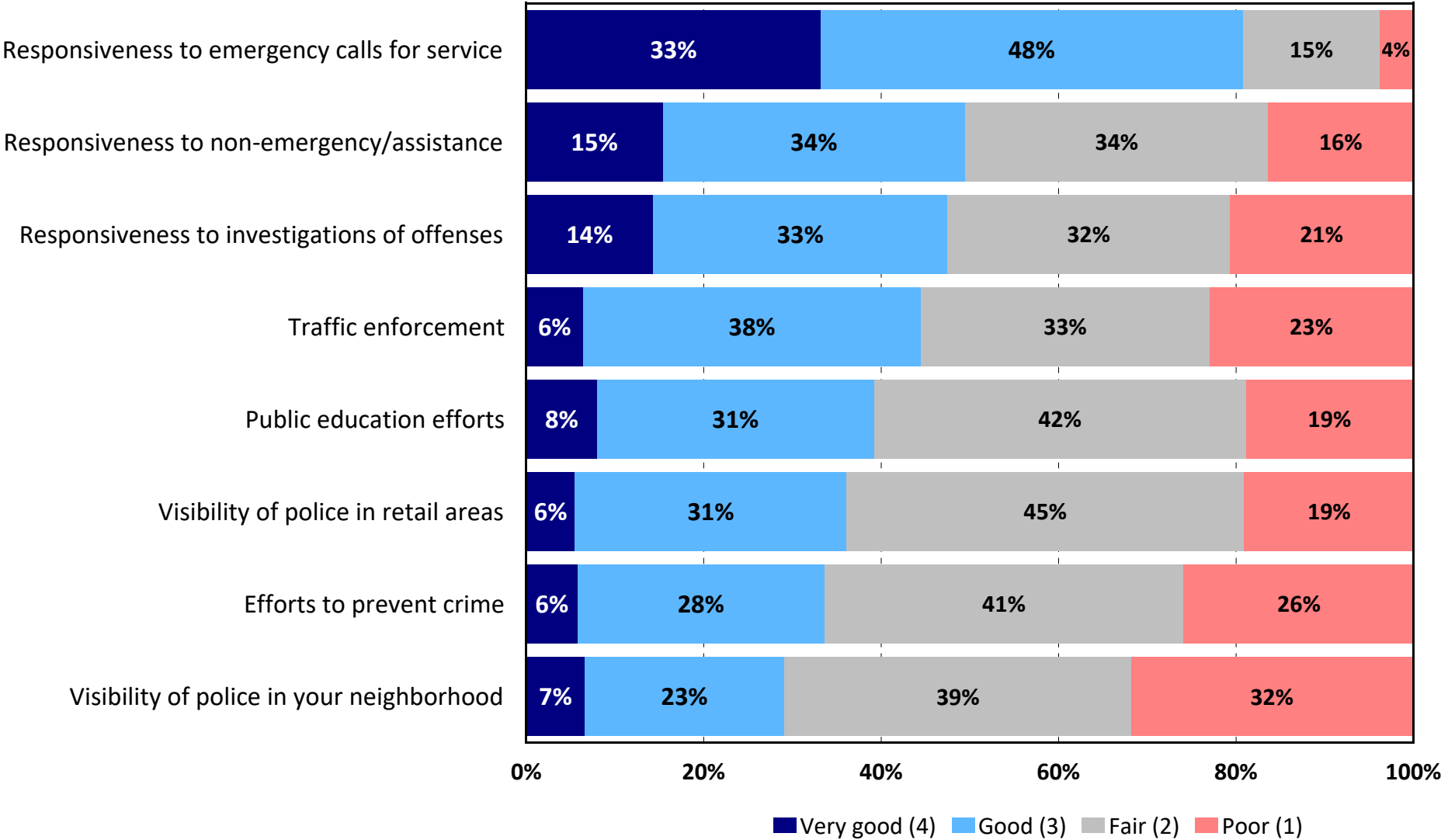
Q5. Police Services That Should Receive the Most Emphasis Over the Next Two Years

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

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

by percentage of respondents

63%
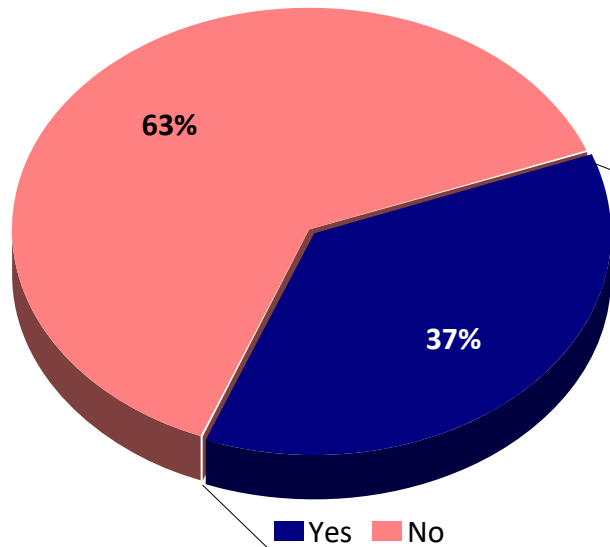
37%

■ Yes ■ No

Q6a. Please rate the following:

(excluding don't knows)

	Very good (4)	Good (3)	Fair (2)	Poor (1)
Professionalism of DPD personnel	48%	29%	15%	8%
Fairness of DPD personnel	41%	34%	13%	12%
Capability of DPD personnel	41%	31%	17%	11%

0% 20% 40% 60% 80% 100%

■ Very good (4) ■ Good (3) ■ Fair (2) ■ Poor (1)
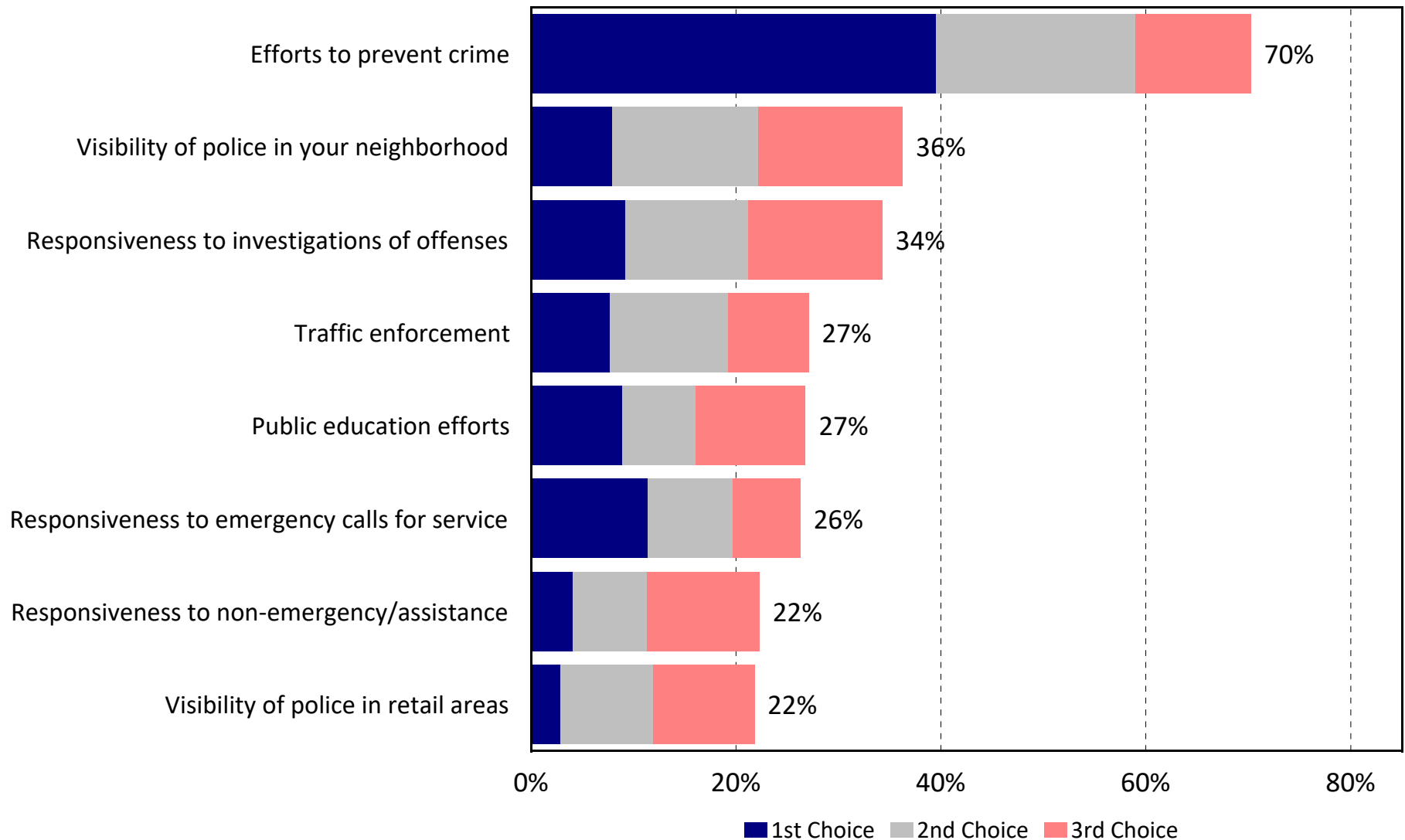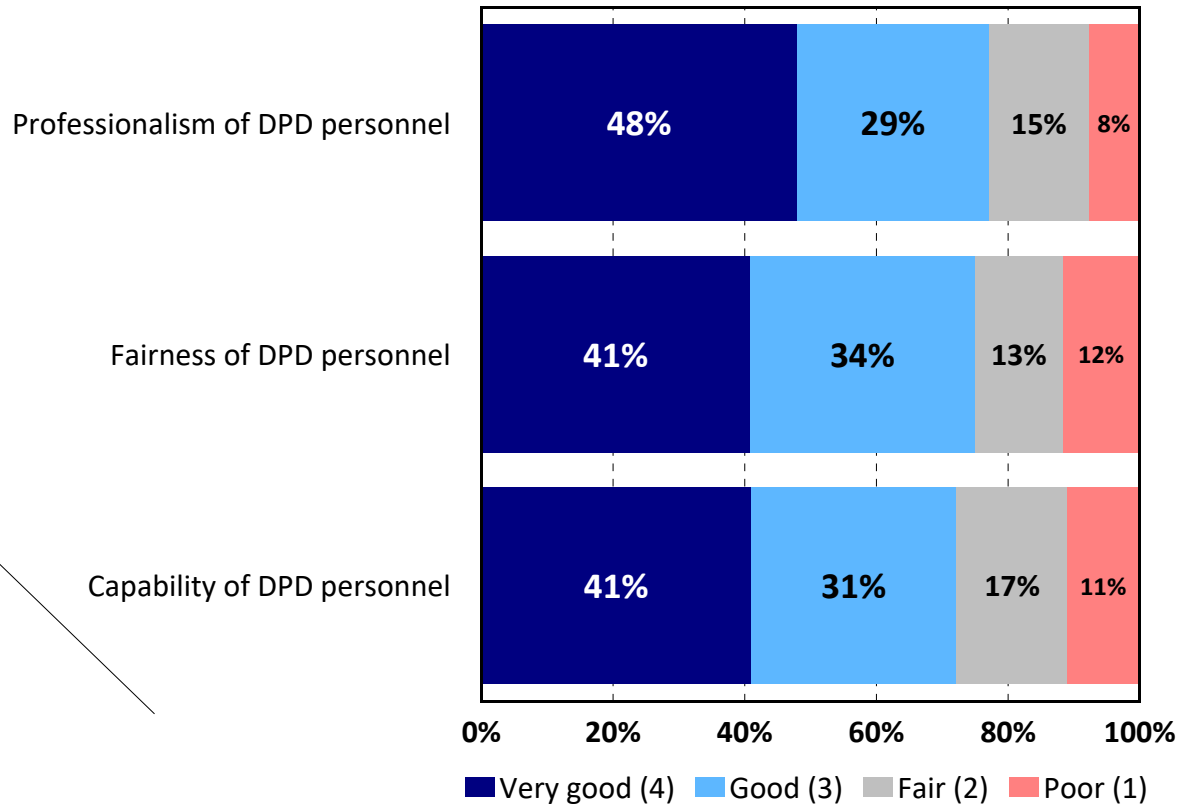
Q7. During the last 12 months, were you or anyone in your household a victim of a crime?

by percentage of respondents

Q7a. What type of crime?

85%

15%

86%

14%

Yes ■ No

Property crime ░ Violent crime

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

by percentage of respondents

Q7b. Did you report the crime to the police?
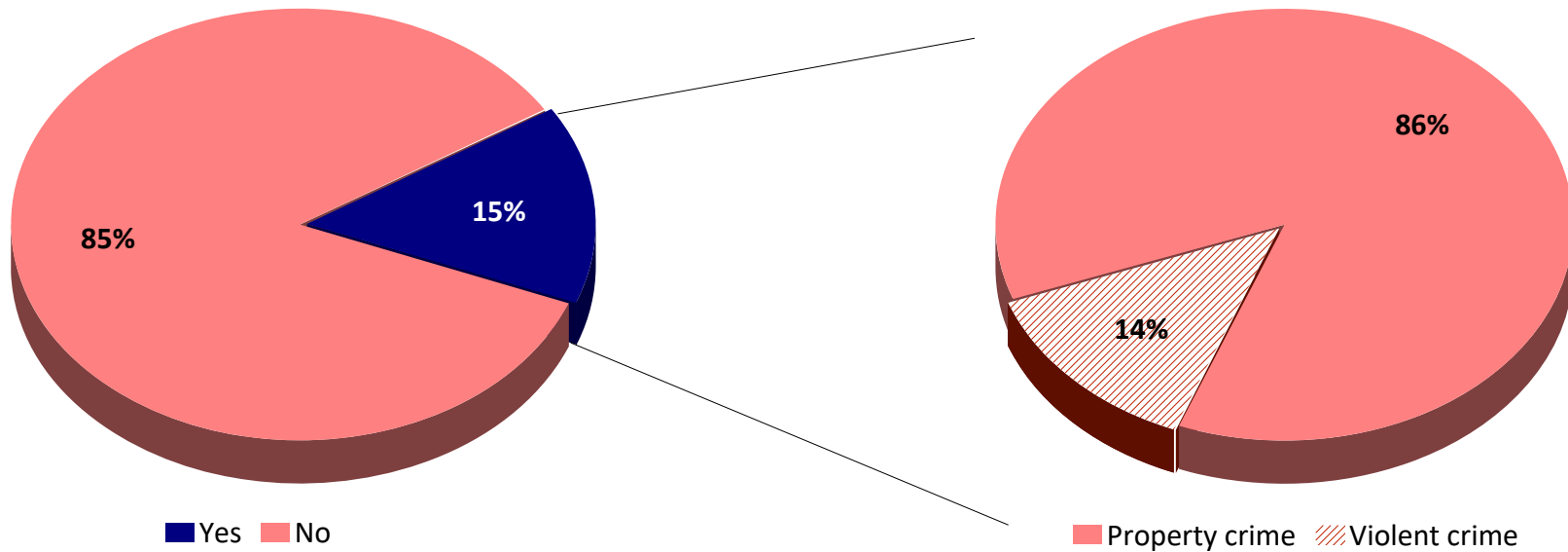
85%

15%

■ Yes ■ No

77%

23%
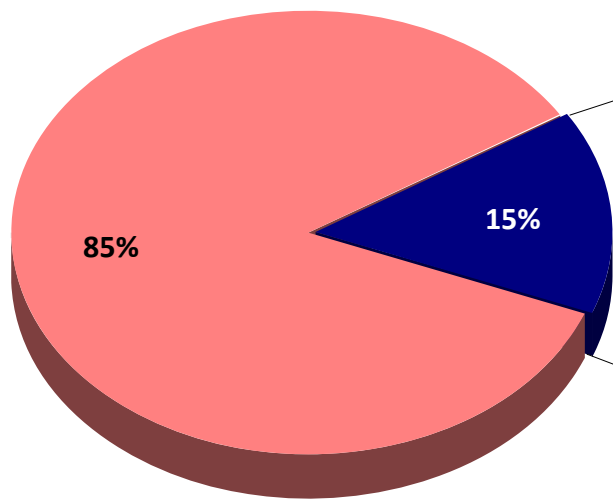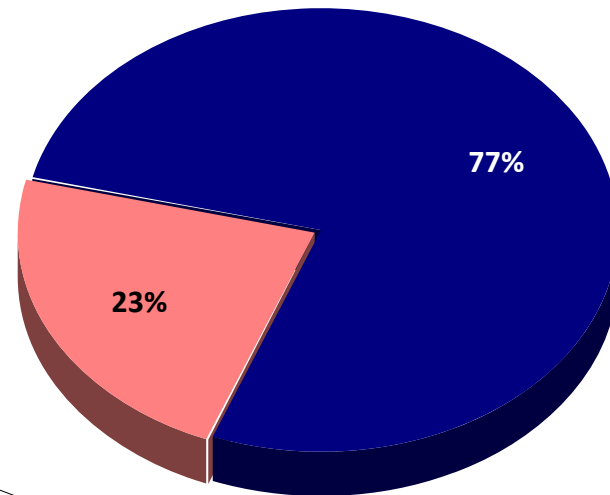
■ Yes ■ No

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)

	Very good (4)	Good (3)	Fair (2)	Poor (1)
Responsiveness to emergency calls for service	45%	42%	11%	2%
Fire prevention efforts	32%	51%	16%	1%
Fire safety education programs	29%	49%	19%	3%
Responsiveness to non-emergency calls	23%	39%	27%	10%

■ Very good (4) ■ Good (3) ■ Fair (2) ■ Poor (1)

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

Responsiveness to emergency calls for service — 55%

Responsiveness to non-emergency calls — 44%

Fire safety education programs — 34%

Fire prevention efforts — 34%

0% 10% 20% 30% 40% 50% 60%

■ 1st Choice ■ 2nd Choice

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

by percentage of respondents

87%

13%

■ Yes   ■ No

Q10a. Please rate the following:

(excluding don't knows)

Professionalism of DFD personnel	76%	22% 2%
Capability of DFD personnel	76%	23% 1%

0% 20% 40% 60% 80% 100%

■ Very good (4) ■ Good (3) ■ Fair (2) ■ Poor (1)
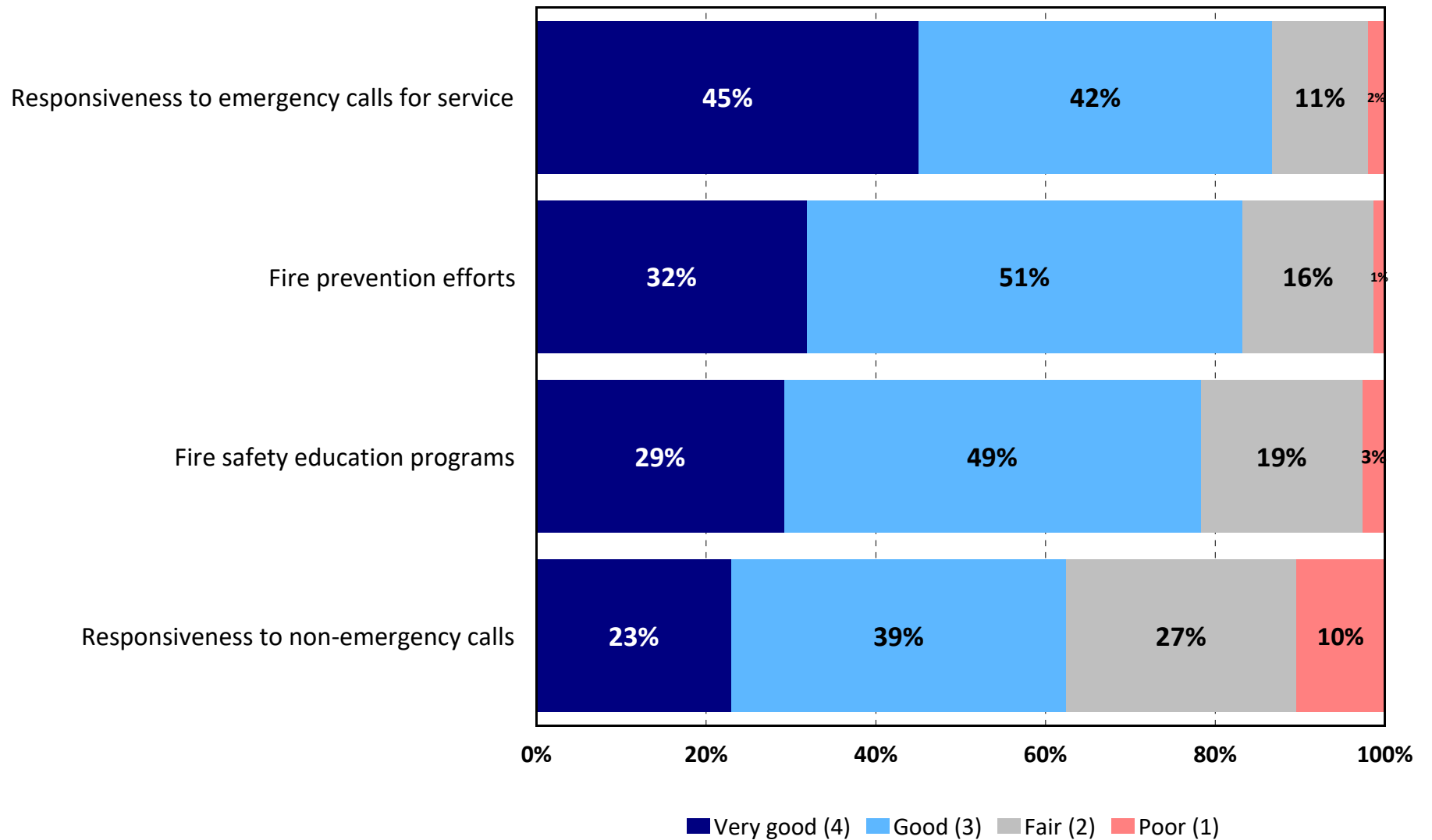
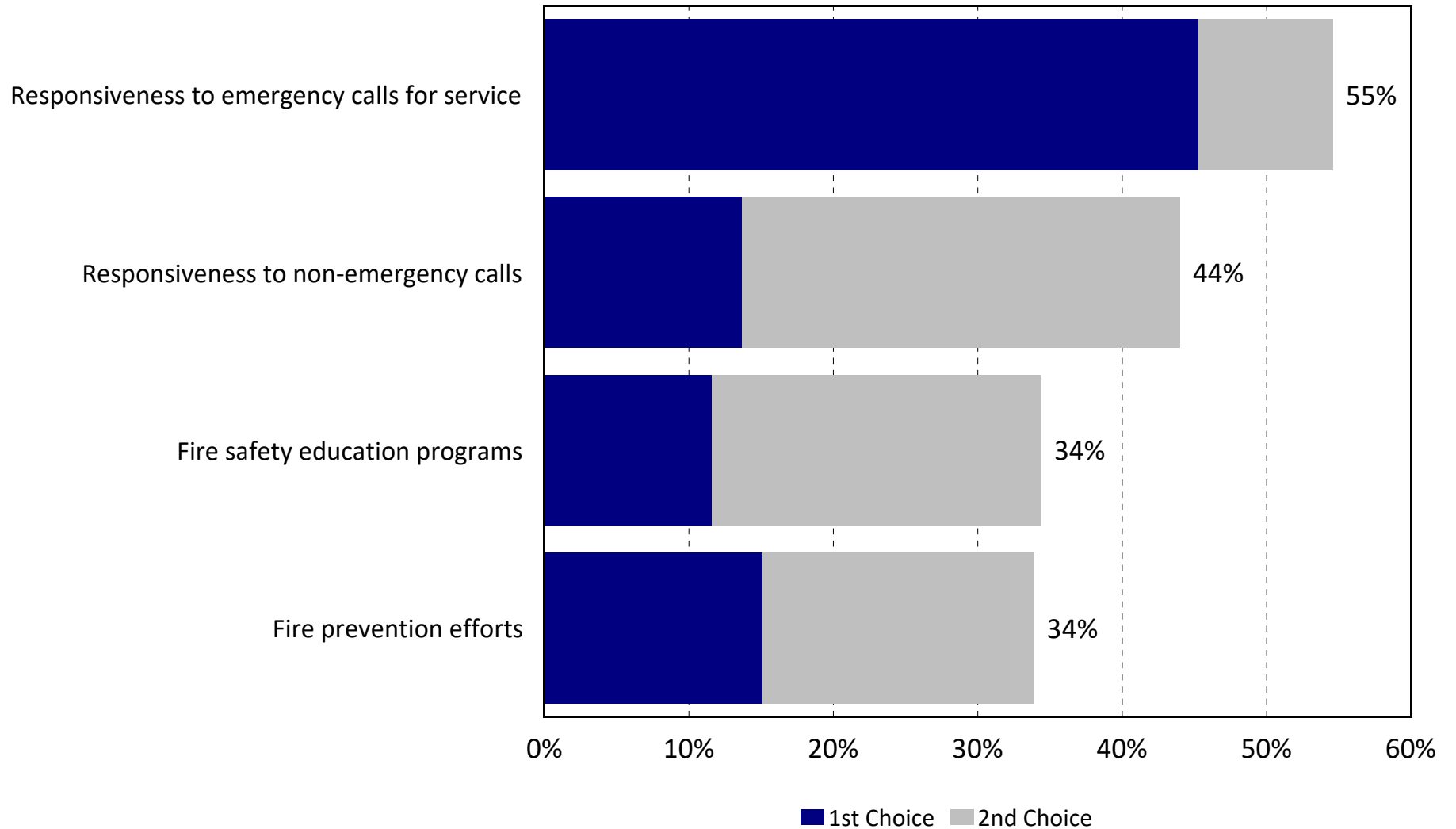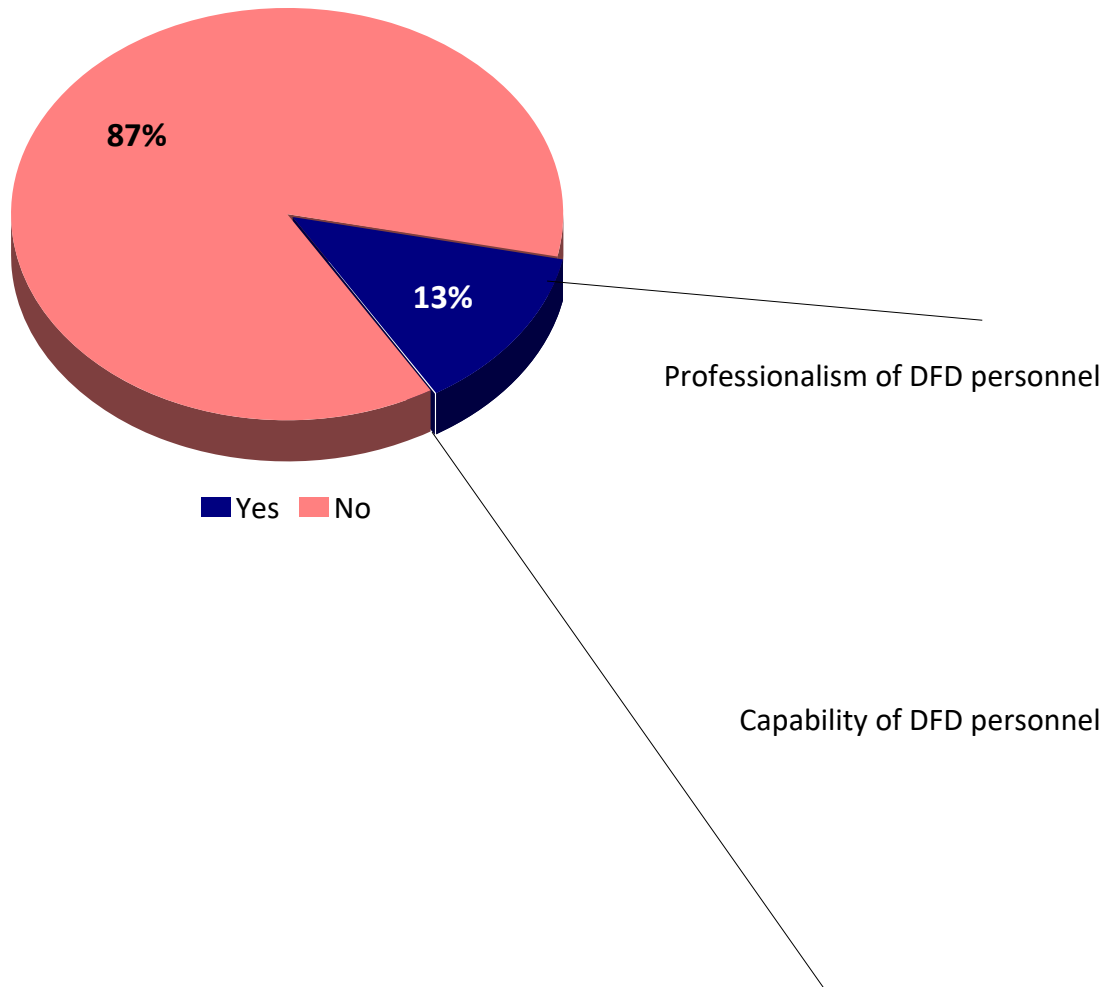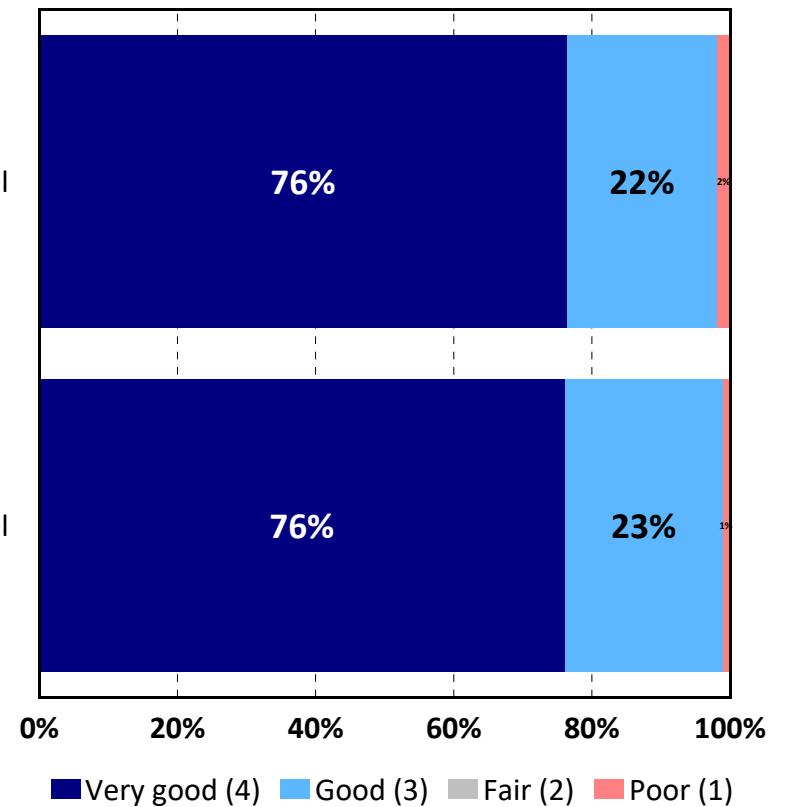# Q11. Ratings of Streets and Infrastructure

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

Item	Very good (4)	Good (3)	Fair (2)	Poor (1)
Snow removal on major streets	15%	50%	27%	9%
City's sanitary sewer system	8%	49%	32%	12%
Storm drain system operation	7%	41%	36%	17%
Snow removal in your neighborhood	11%	33%	30%	26%
Timing/placement of traffic signals on City streets	5%	39%	38%	18%
Traffic flow on major City streets	6%	38%	34%	22%
Flood control & protection efforts	5%	34%	38%	23%
Condition of streets in your neighborhood	5%	17%	36%	43%
Condition of major City streets	2%	12%	35%	52%

■ Very good (4) ■ Good (3) ■ Fair (2) ■ Poor (1)

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

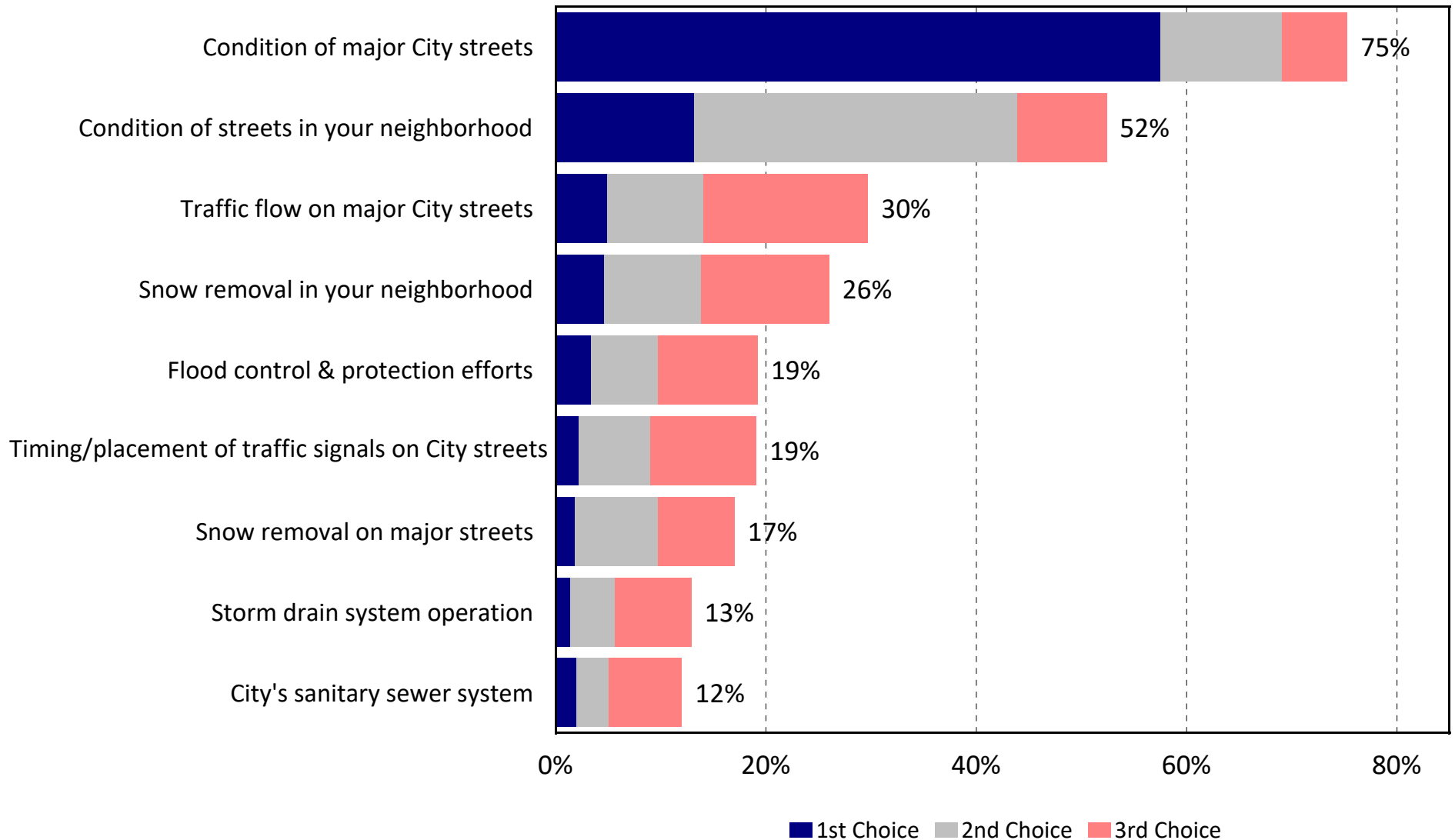| Service	Percentage
Condition of major City streets	75%
Condition of streets in your neighborhood	52%
Traffic flow on major City streets	30%
Snow removal in your neighborhood	26%
Flood control & protection efforts	19%
Timing/placement of traffic signals on City streets	19%
Snow removal on major streets	17%
Storm drain system operation	13%
City's sanitary sewer system	12%

■ 1st Choice ■ 2nd Choice ■ 3rd Choice

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)

Residential garbage collection services: Very good (4) 47%, Good (3) 44%, Fair (2) 7%, Poor (1) 2%

Recycling collection services: Very good (4) 47%, Good (3) 42%, Fair (2) 10%, Poor (1) 2%

Bulky waste collection services: Very good (4) 41%, Good (3) 43%, Fair (2) 12%, Poor (1) 3%

Yard waste collection services: Very good (4) 39%, Good (3) 43%, Fair (2) 15%, Poor (1) 3%
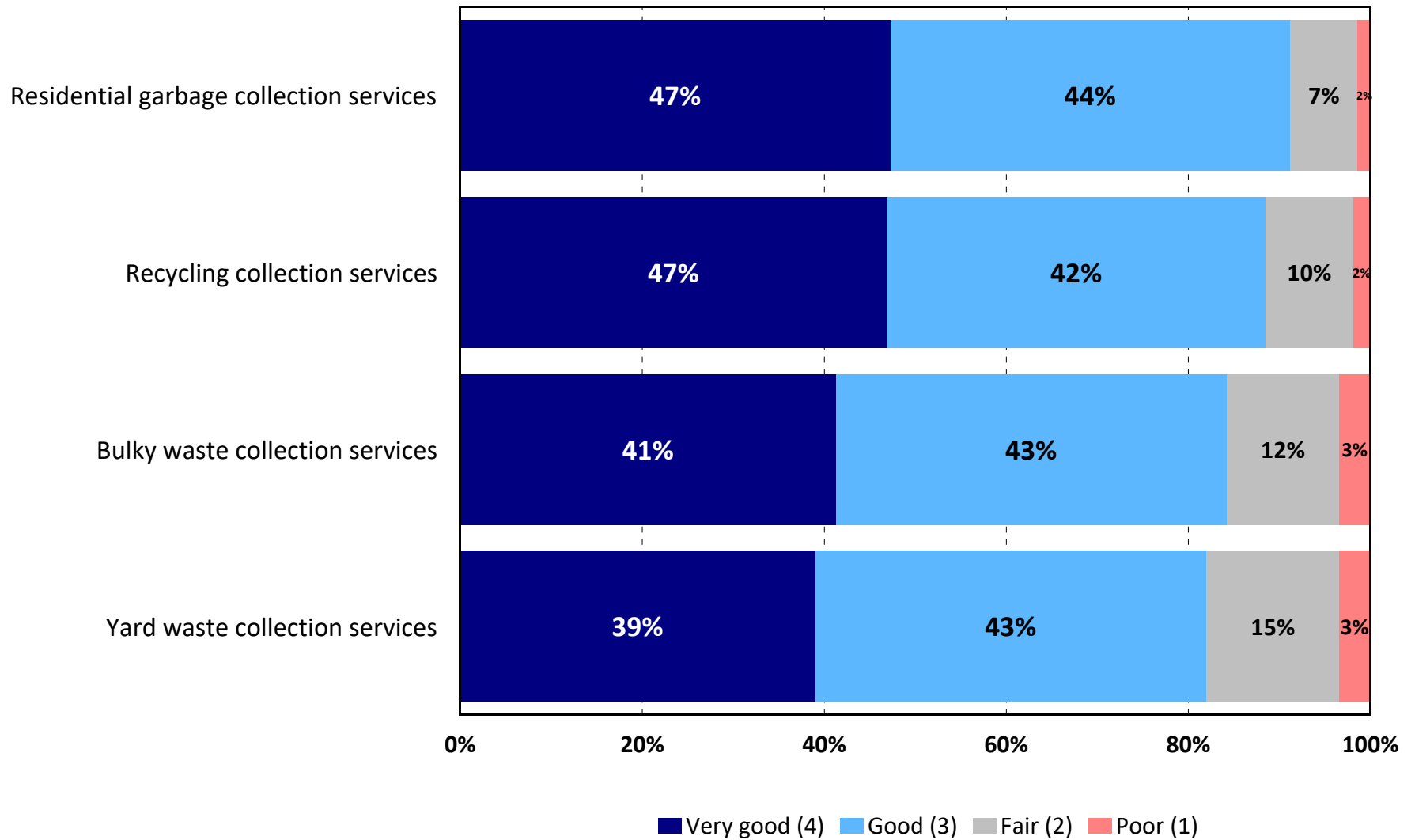
Legend: ■ Very good (4) ■ Good (3) ■ Fair (2) ■ Poor (1)

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

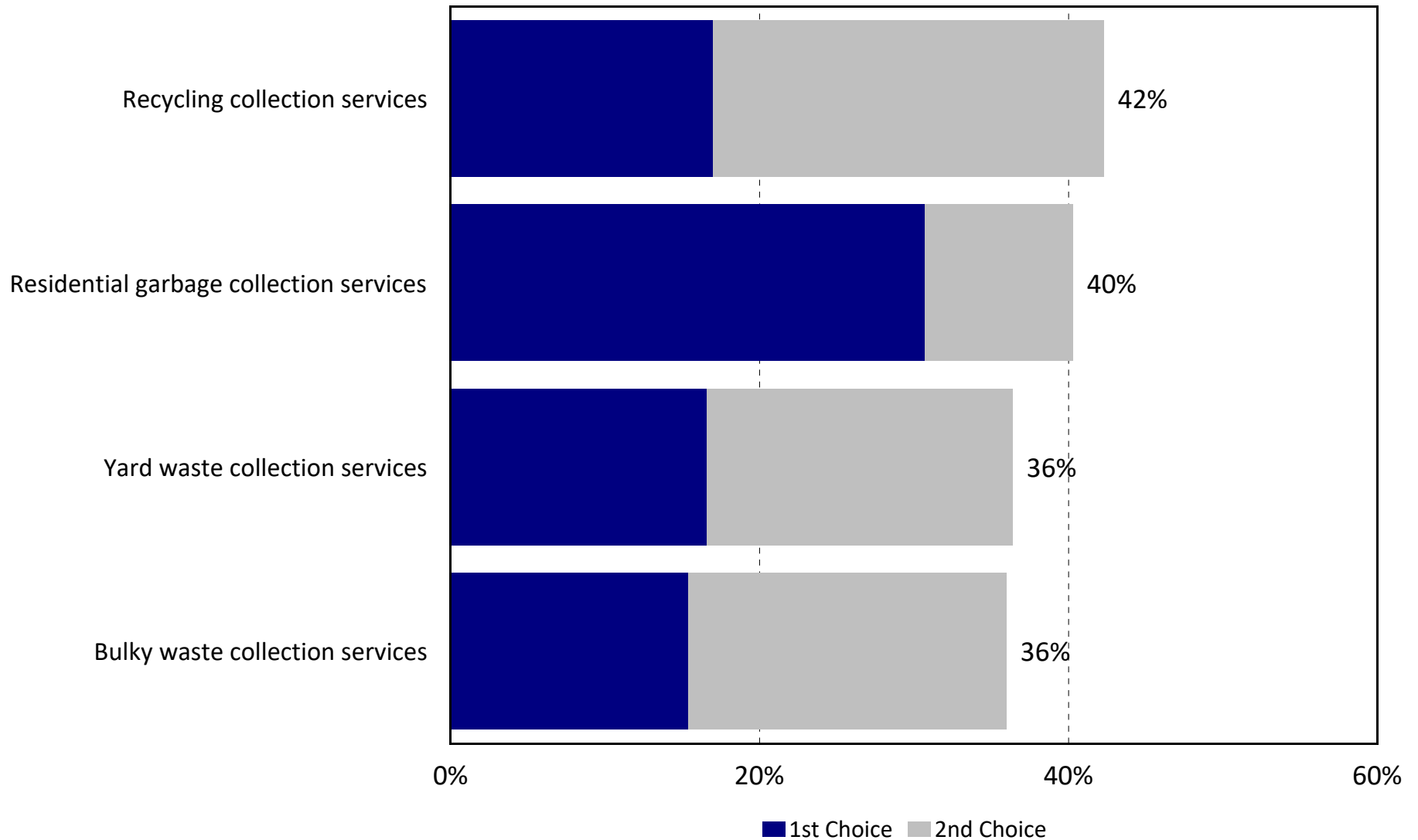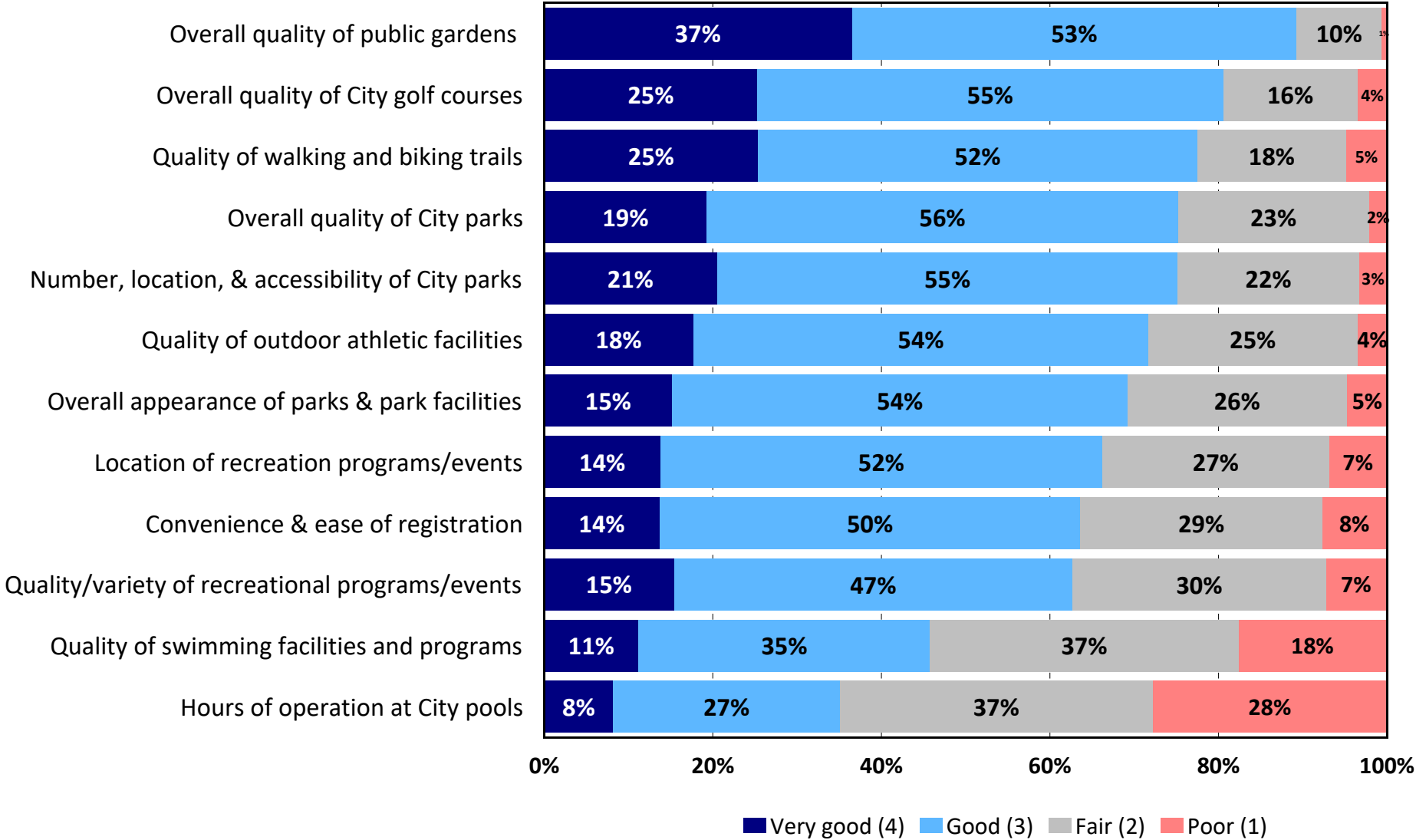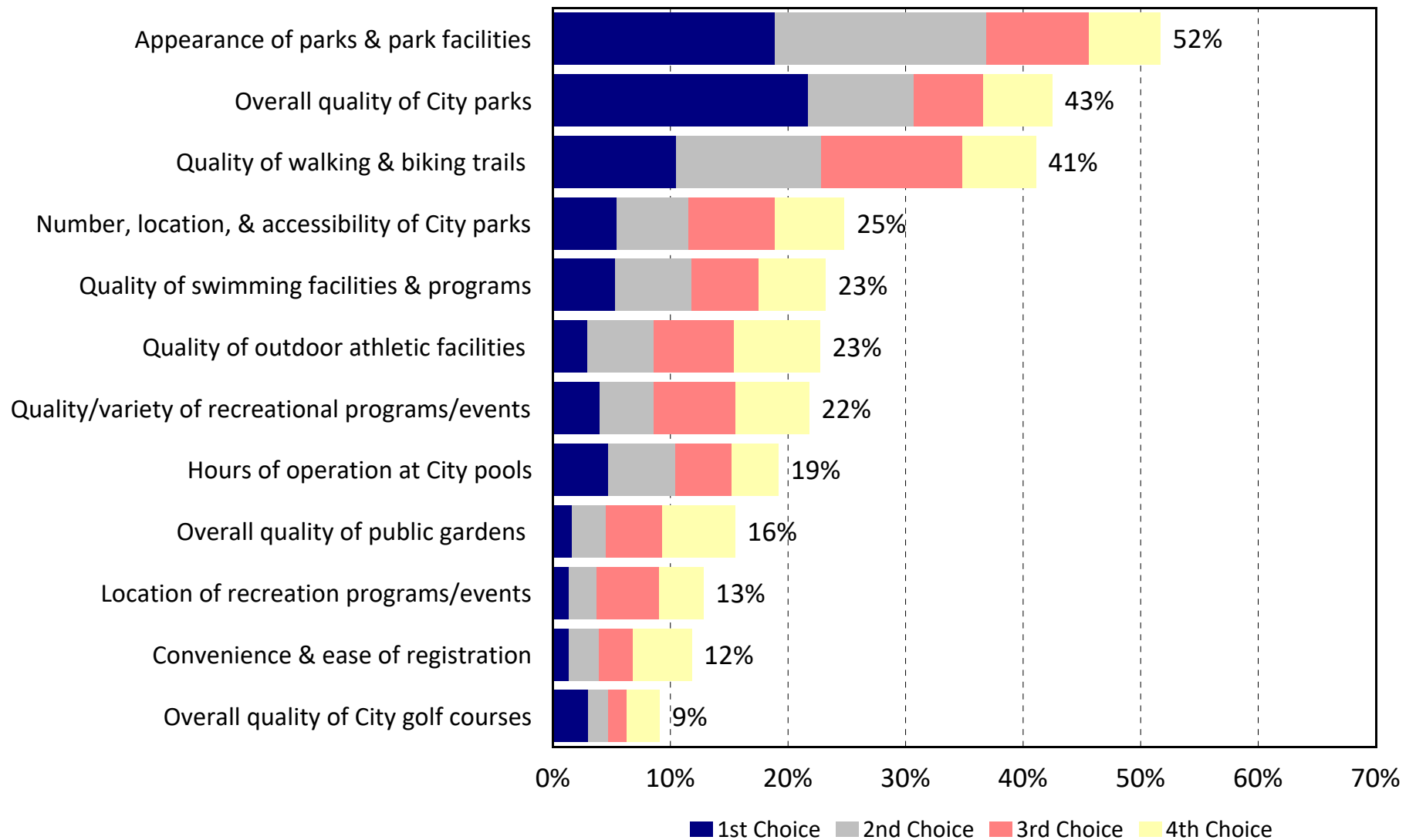by percentage of respondents who selected the item as one of their top two choices

Recycling collection services — 42%

Residential garbage collection services — 40%

Yard waste collection services — 36%

Bulky waste collection services — 36%

■ 1st Choice ■ 2nd Choice

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)

	Very good (4)	Good (3)	Fair (2)	Poor (1)
Overall quality of public gardens	37%	53%	10%	1%
Overall quality of City golf courses	25%	55%	16%	4%
Quality of walking and biking trails	25%	52%	18%	5%
Overall quality of City parks	19%	56%	23%	2%
Number, location, & accessibility of City parks	21%	55%	22%	3%
Quality of outdoor athletic facilities	18%	54%	25%	4%
Overall appearance of parks & park facilities	15%	54%	26%	5%
Location of recreation programs/events	14%	52%	27%	7%
Convenience & ease of registration	14%	50%	29%	8%
Quality/variety of recreational programs/events	15%	47%	30%	7%
Quality of swimming facilities and programs	11%	35%	37%	18%
Hours of operation at City pools	8%	27%	37%	28%

Legend: ■ Very good (4) ■ Good (3) ■ Fair (2) ■ Poor (1)

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

Appearance of parks & park facilities	52%
Overall quality of City parks	43%
Quality of walking & biking trails	41%
Number, location, & accessibility of City parks	25%
Quality of swimming facilities & programs	23%
Quality of outdoor athletic facilities	23%
Quality/variety of recreational programs/events	22%
Hours of operation at City pools	19%
Overall quality of public gardens	16%
Location of recreation programs/events	13%
Convenience & ease of registration	12%
Overall quality of City golf courses	9%

Legend: ■ 1st Choice ■ 2nd Choice ■ 3rd Choice ■ 4th Choice

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?
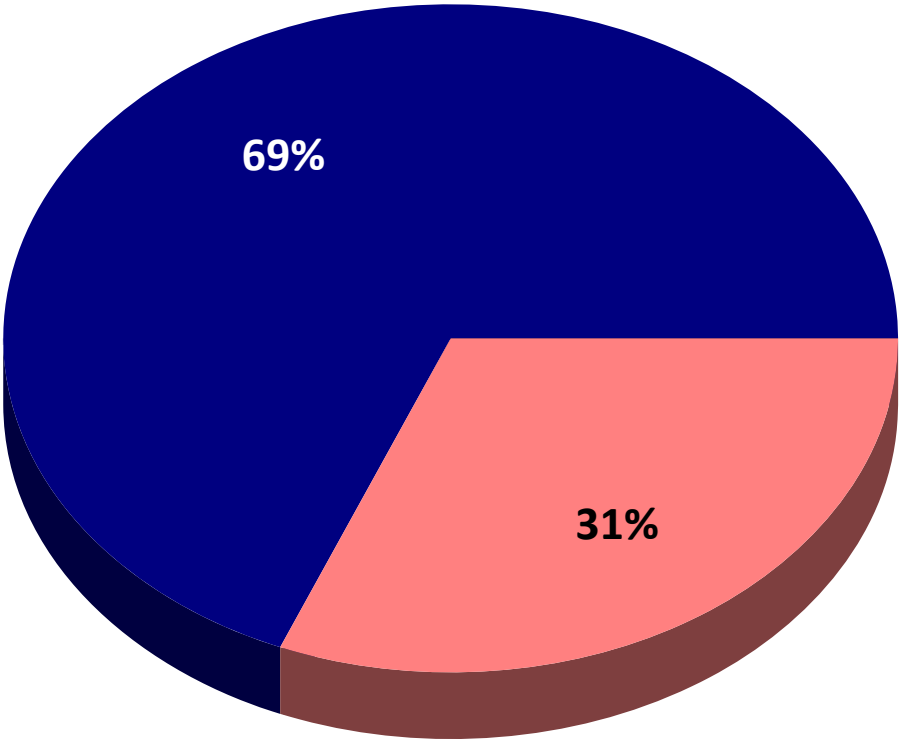
by percentage of respondents

20%

80%
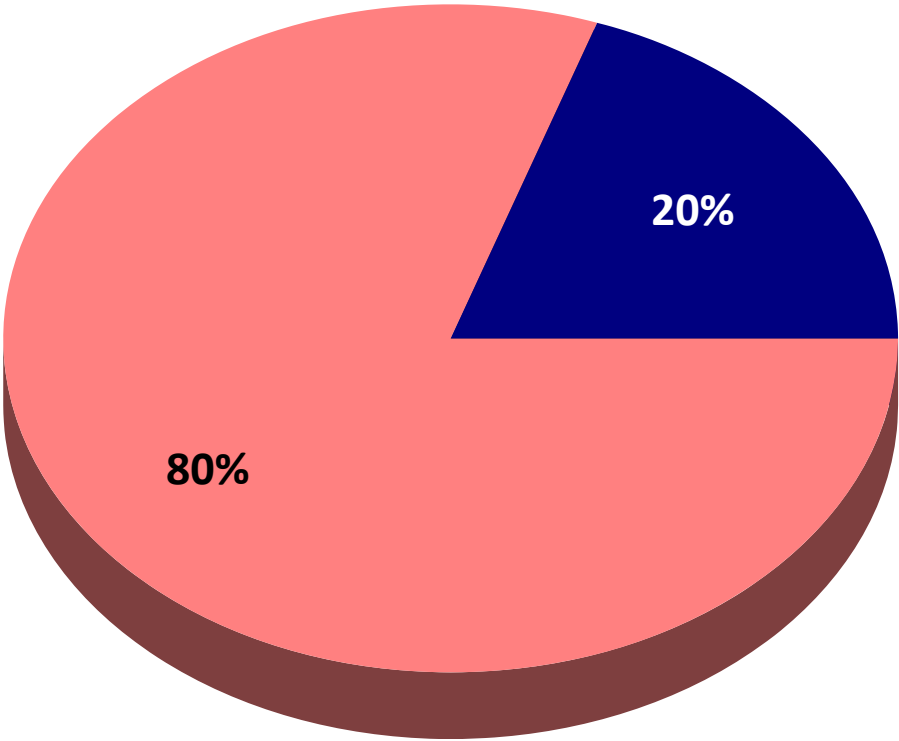
■ Yes ■ No

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

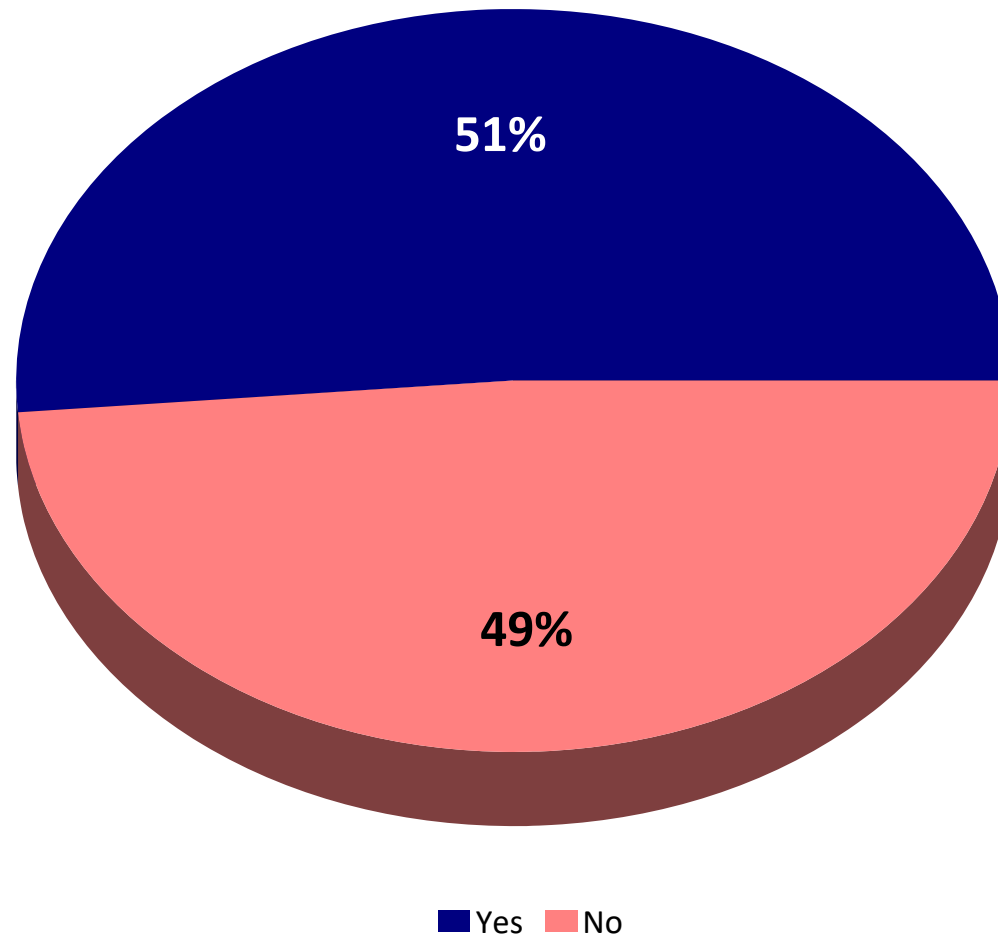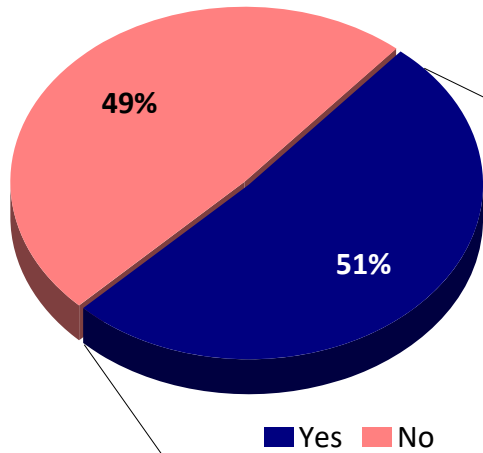by percentage of respondents

Yes **No**

Q19. Have you used a Davenport library facility within the past 12 months?
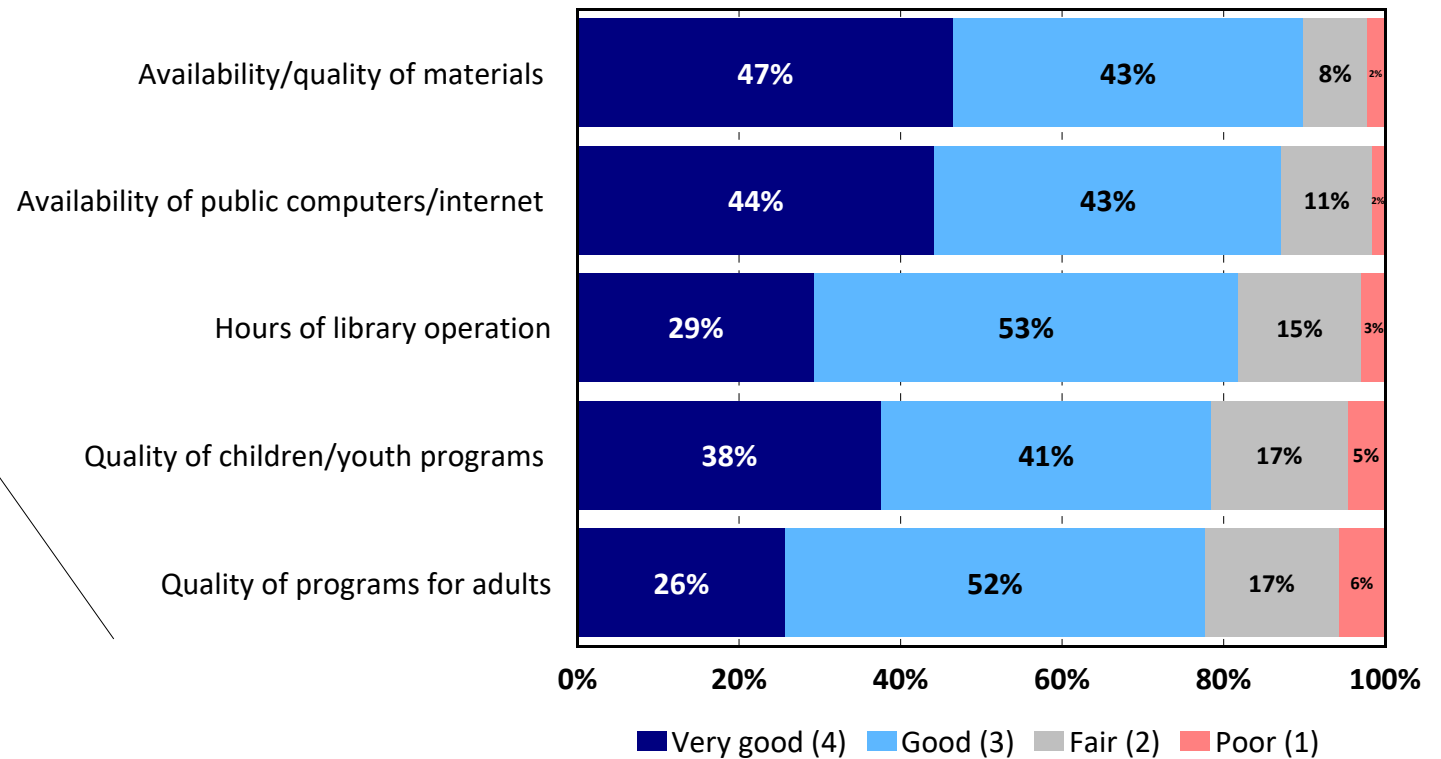
by percentage of respondents

51%

49%

■ Yes ■ No

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

by percentage of respondents

49%

51%

■ Yes ■ No

Q19a. How the City performed in the following areas

(excluding don't knows)

Availability/quality of materials	47%	43%	8%	2%
Availability of public computers/internet	44%	43%	11%	2%
Hours of library operation	29%	53%	15%	3%
Quality of children/youth programs	38%	41%	17%	5%
Quality of programs for adults	26%	52%	17%	6%

0%   20%   40%   60%   80%   100%

■ Very good (4)   ■ Good (3)   ■ Fair (2)   ■ Poor (1)

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

by percentage of respondents

49%

51%
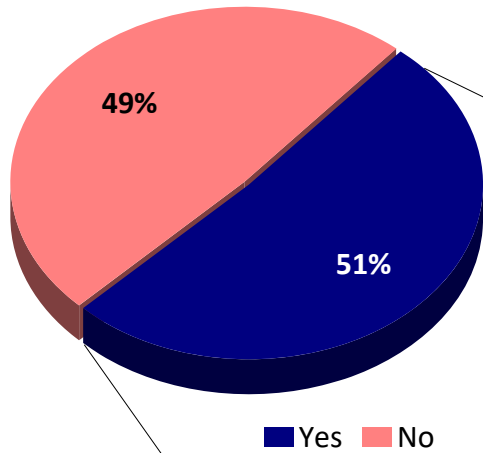
■ Yes ■ No
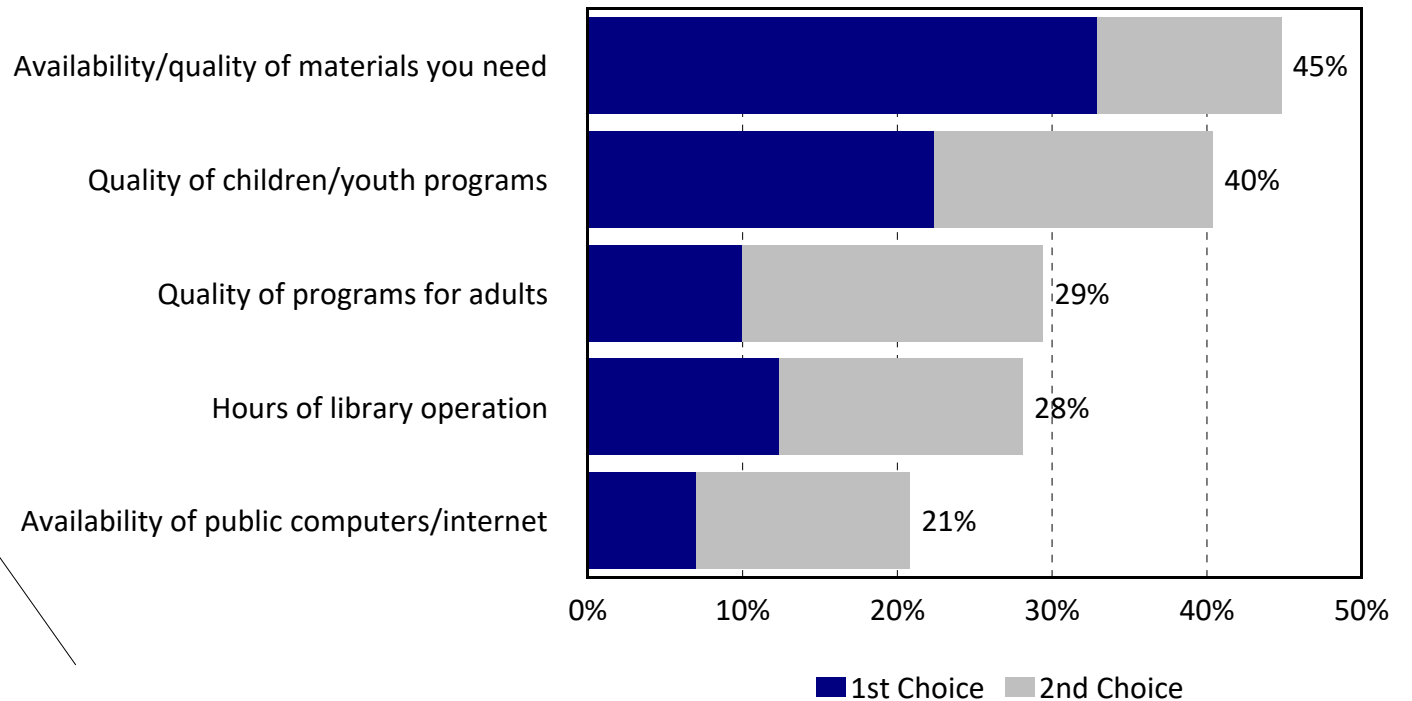
Q19b. Library Services That Should be the City's Top Priorities for Improvement

Availability/quality of materials you need	45%
Quality of children/youth programs	40%
Quality of programs for adults	29%
Hours of library operation	28%
Availability of public computers/internet	21%

0%   10%   20%   30%   40%   50%

■ 1st Choice ■ 2nd Choice

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

by percentage of respondents (multiple answers allowed)
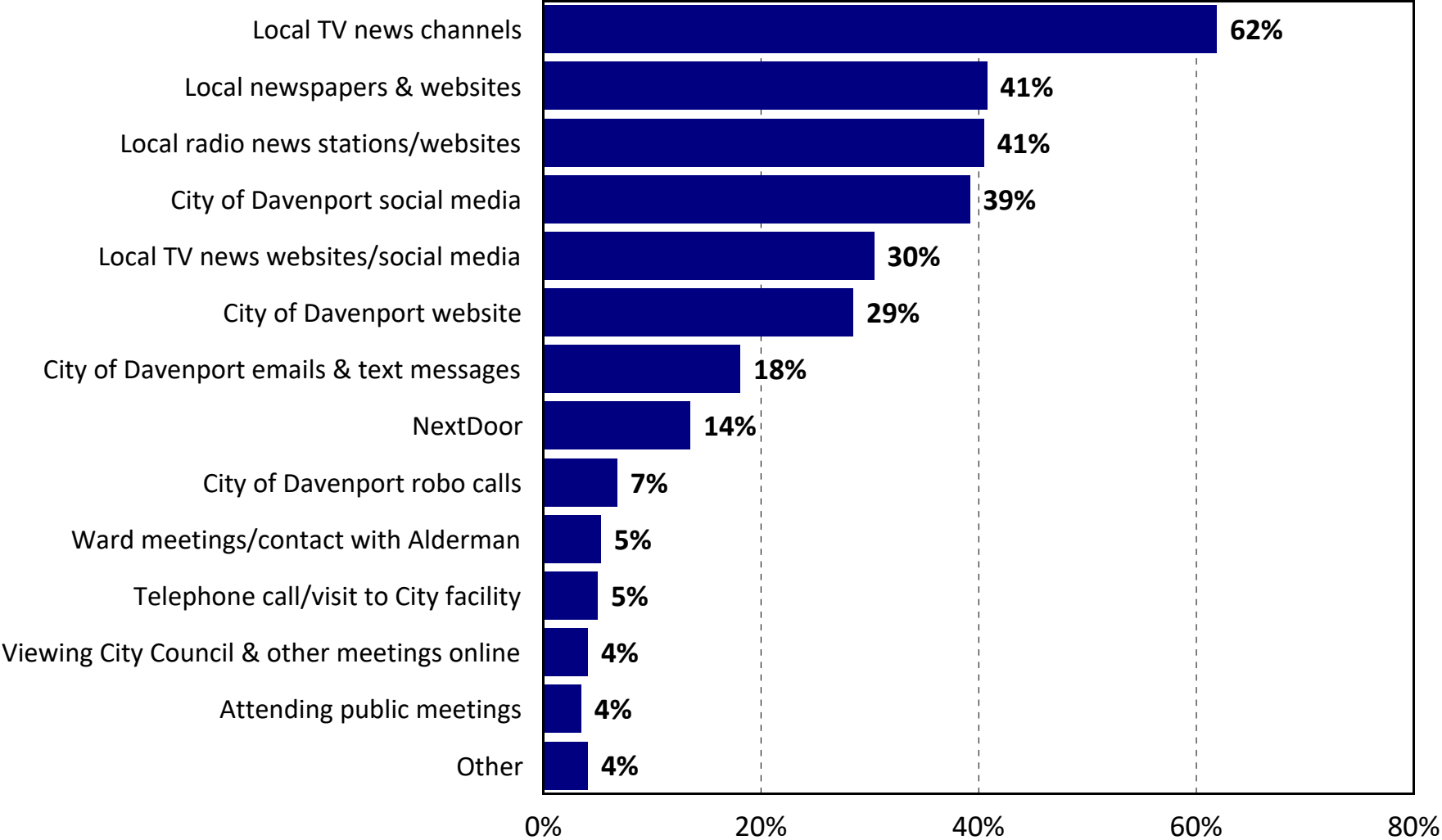
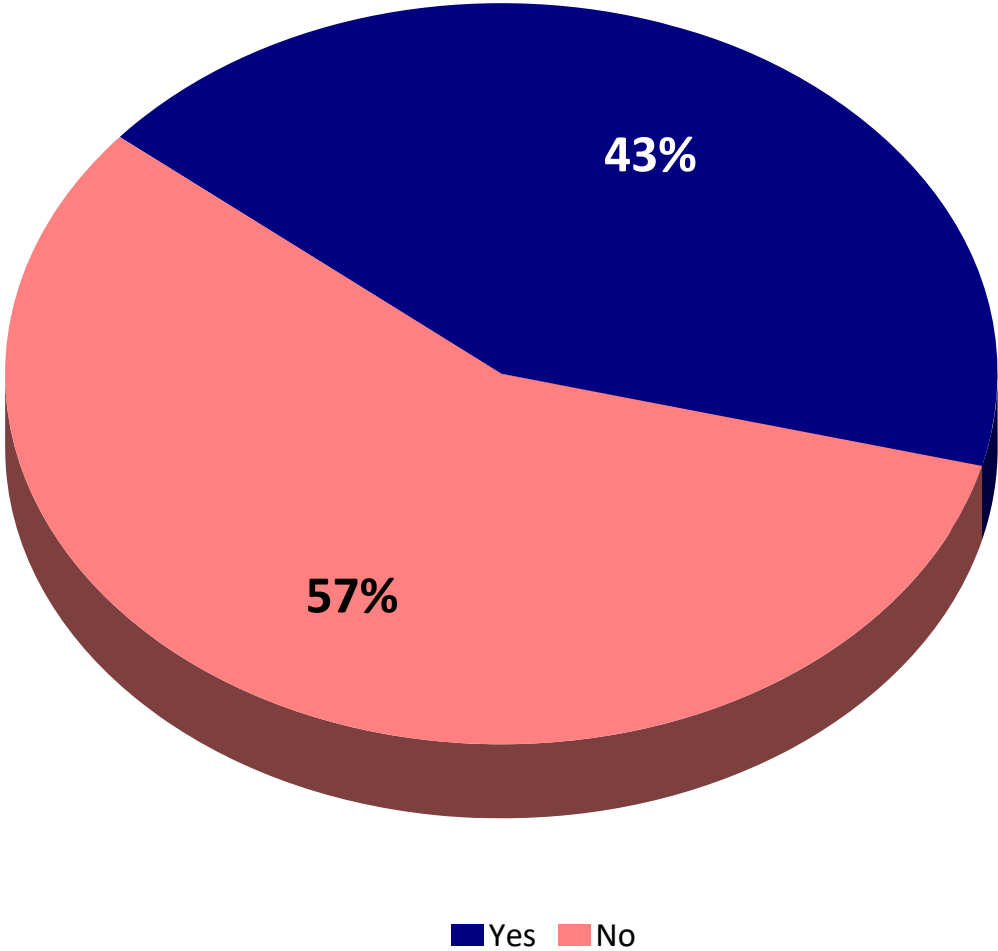| Category	Percentage
Local TV news channels	62%
Local newspapers & websites	41%
Local radio news stations/websites	41%
City of Davenport social media	39%
Local TV news websites/social media	30%
City of Davenport website	29%
City of Davenport emails & text messages	18%
NextDoor	14%
City of Davenport robo calls	7%
Ward meetings/contact with Alderman	5%
Telephone call/visit to City facility	5%
Viewing City Council & other meetings online	4%
Attending public meetings	4%
Other	4%

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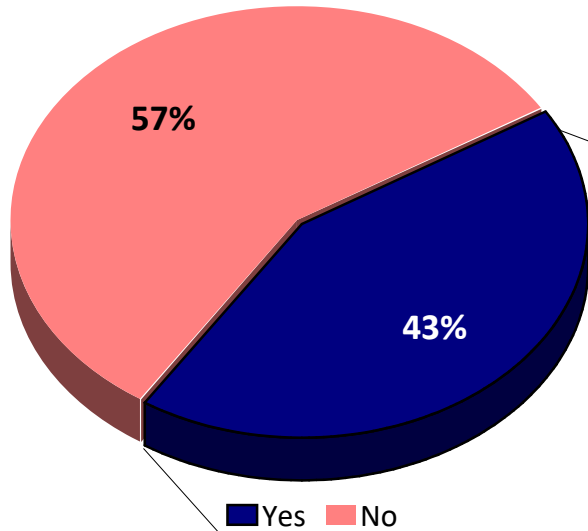
by percentage of respondents

43%

57%

■ Yes ■ No

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

by percentage of respondents

57%

43%

■ Yes ■ No

Q21a. Which department did you contact most recently?

Department	Percentage
Public Works	44%
City Administration/City Clerk's Office	9%
Police	8%
City Council	7%
Development & Neighborhood Svcs/Code Enforcement	6%
Finance/Bill Payment	6%
Library	5%
Parks & Recreation	5%
Mayor	3%
Fire	1%
Human Resources	1%
Legal Department	1%
Planning & Economic Development	1%
Planning	1%
Civil Rights Department	0%
Other	1%

0%   10%   20%   30%   40%   50%   60%

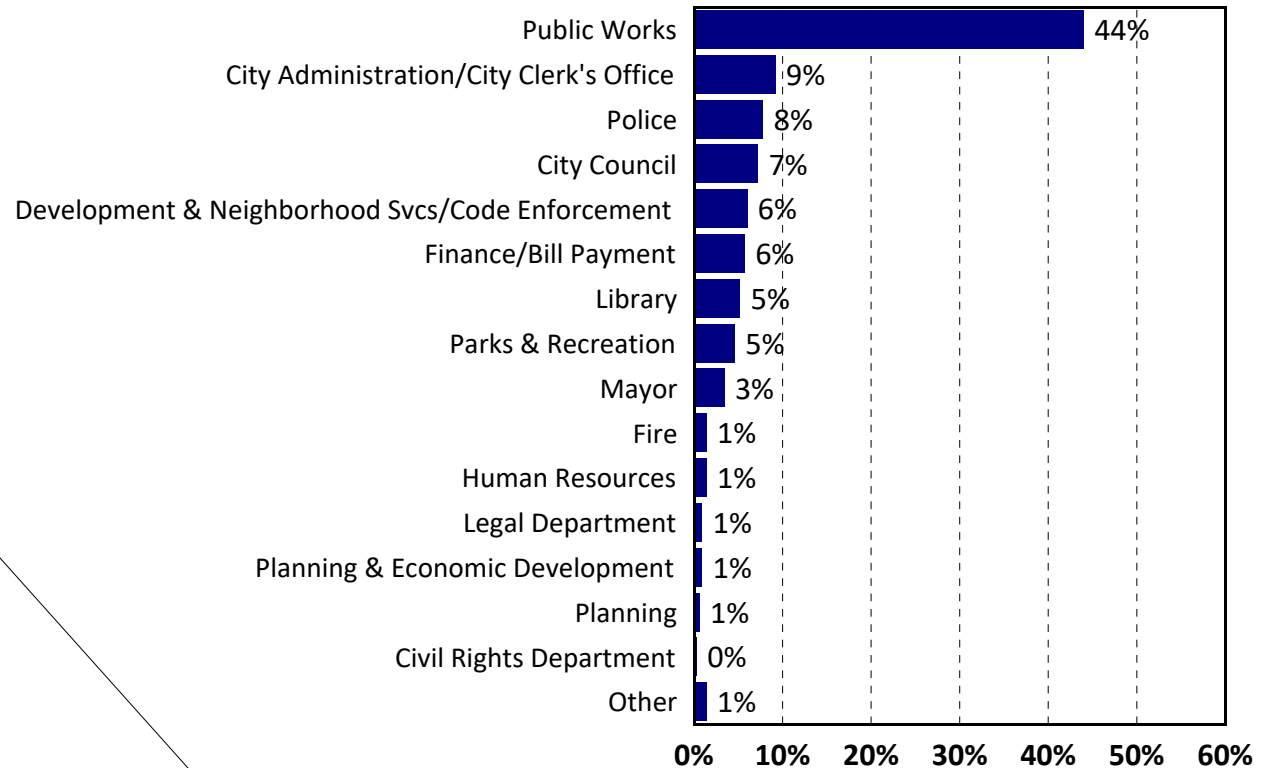# Q21. Have you called, emailed or visited the City with a question, problem, or comment during the past year?
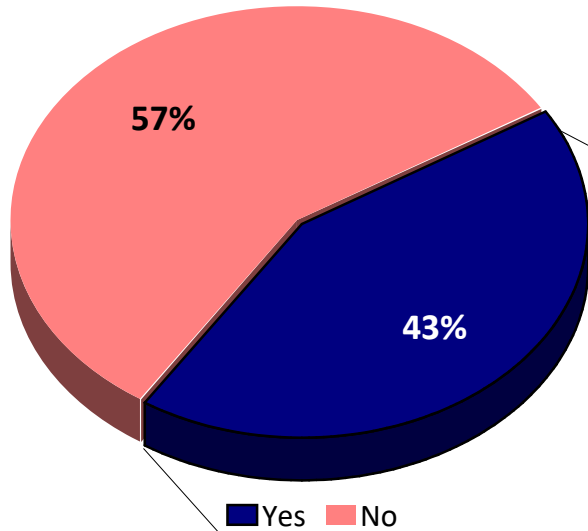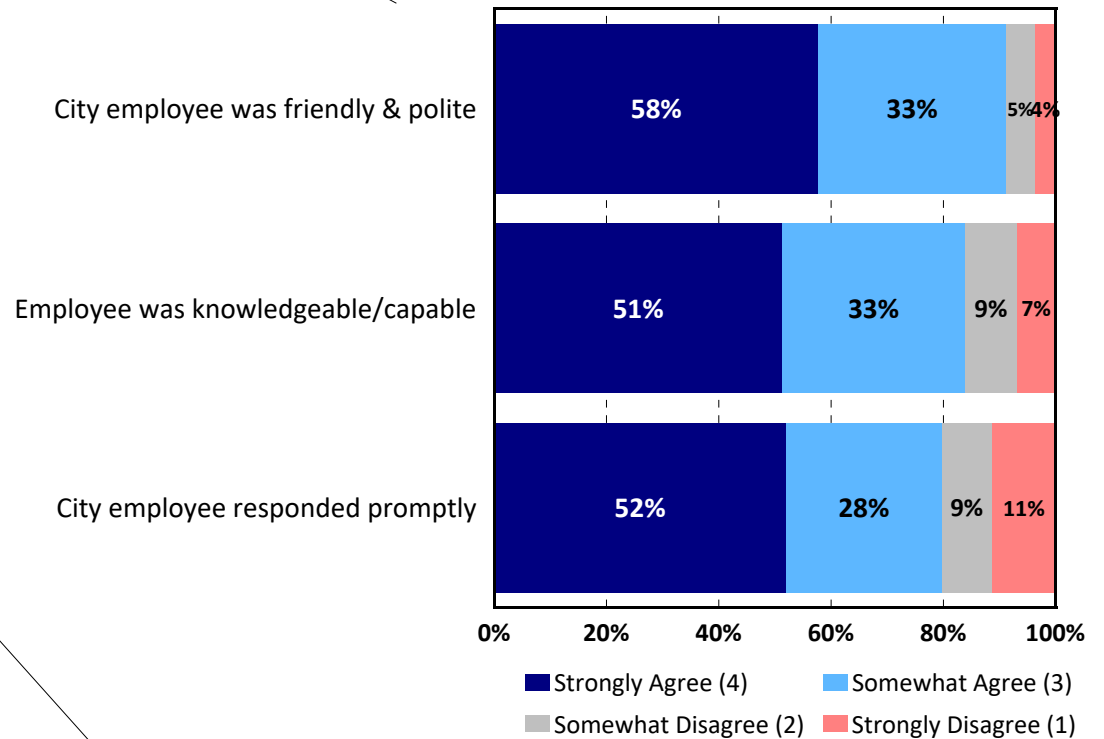
by percentage of respondents

57%

43%

■ Yes ■ No

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

Statement	Strongly Agree (4)	Somewhat Agree (3)	Somewhat Disagree (2)	Strongly Disagree (1)
City employee was friendly & polite	58%	33%	5%	4%
Employee was knowledgeable/capable	51%	33%	9%	7%
City employee responded promptly	52%	28%	9%	11%

0% 20% 40% 60% 80% 100%

■ Strongly Agree (4) ■ Somewhat Agree (3)
■ Somewhat Disagree (2) ■ Strongly Disagree (1)

Q22. Overall Ratings of the City

by percentage of respondents (excluding don't knows)

	Very good (4)	Good (3)	Fair (2)	Poor (1)
As a place to work	15%	52%	27%	5%
As a place to live	16%	47%	30%	7%
Overall quality of services provided by City	11%	52%	30%	7%
As a welcoming and inclusive community	13%	42%	35%	11%
As a place to visit	13%	42%	31%	15%
As a place to raise children	14%	40%	34%	12%
Overall image of the City	8%	42%	36%	15%
As a place to retire	13%	33%	34%	19%
Value received for City tax dollars and fees	8%	33%	37%	23%

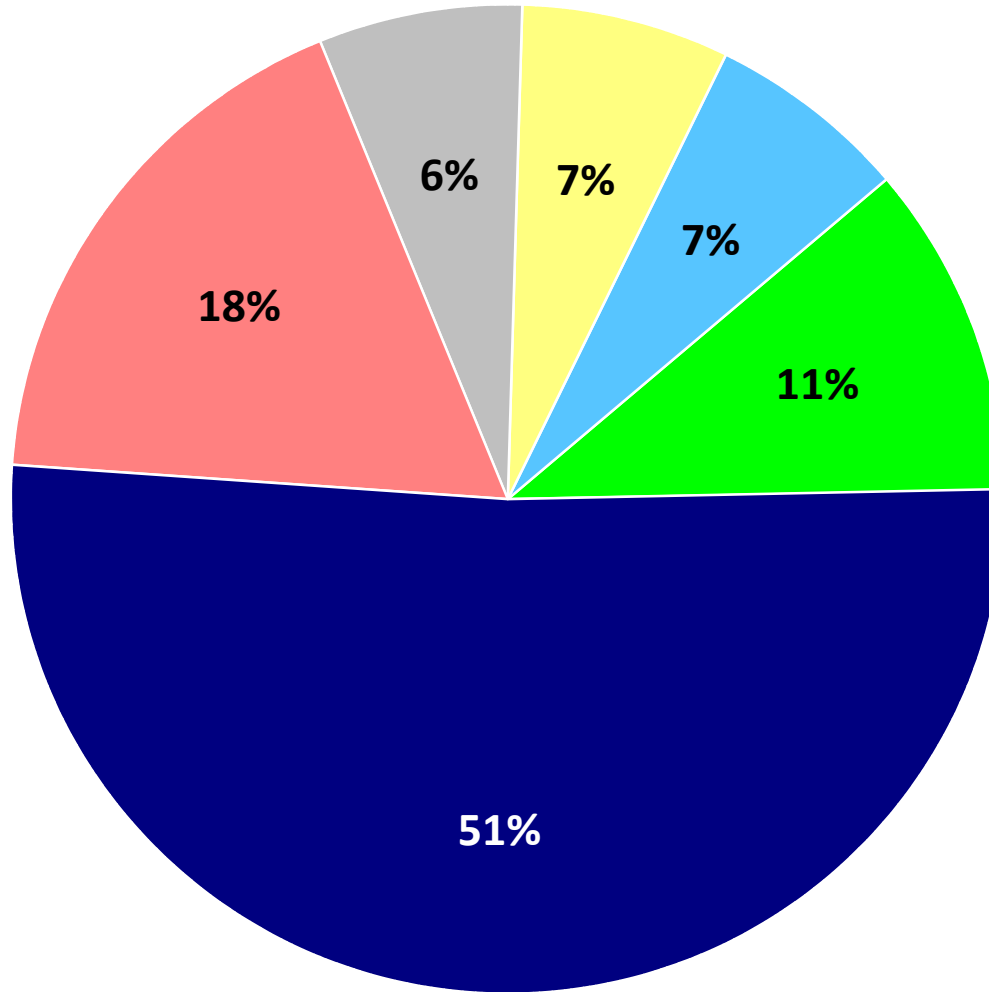■ Very good (4) ■ Good (3) ■ Fair (2) ■ Poor (1)

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

Issue	Percentage
Public safety	77%
City infrastructure	62%
Retaining/attracting jobs	48%
Neighborhood pride	30%
Riverfront amenities	19%
Environmental stewardship	15%
Recreation/leisure activities	15%
City customer experience	8%
Other	6%
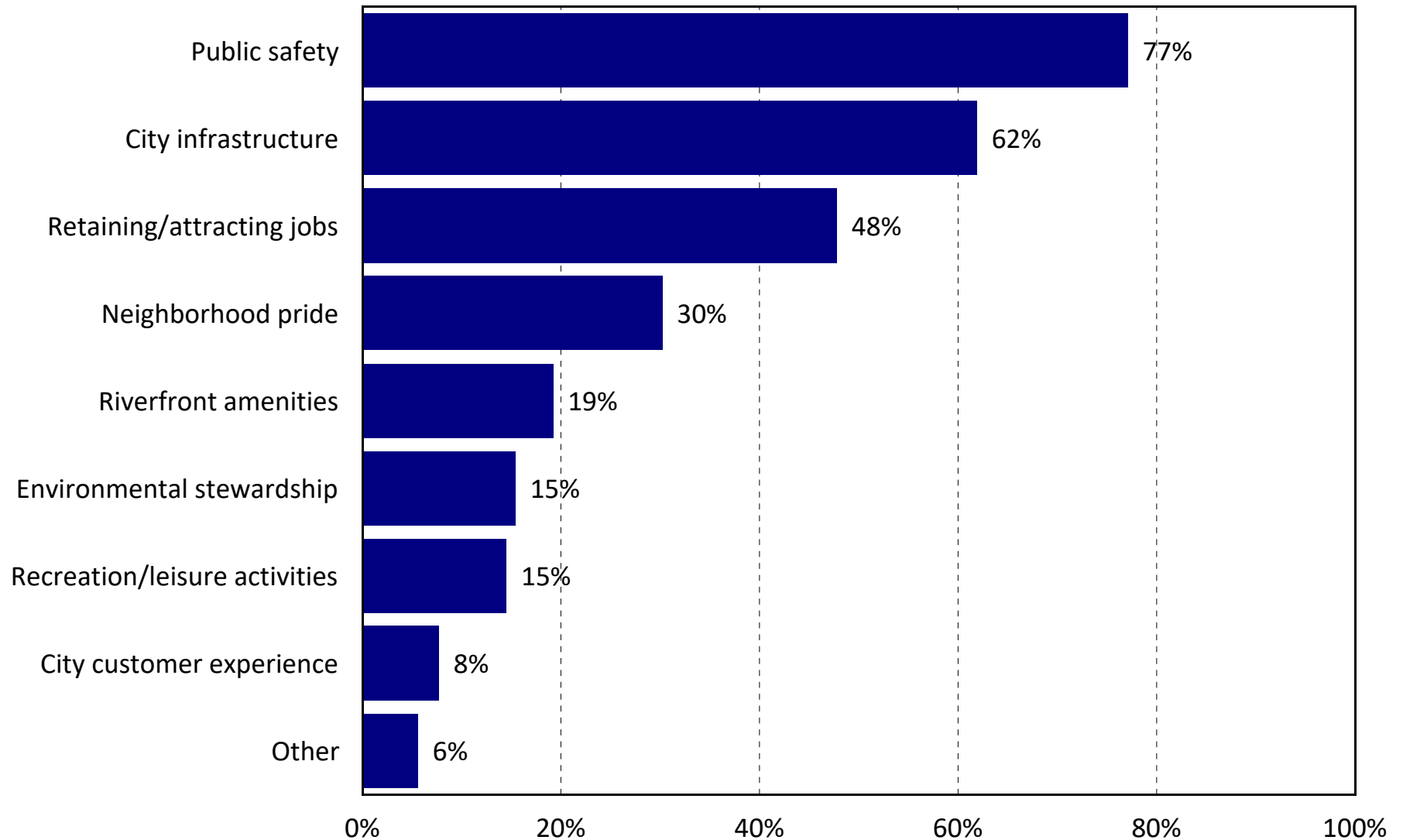
Q24. Demographics: How many years have you lived in Davenport?

by percentage of respondents

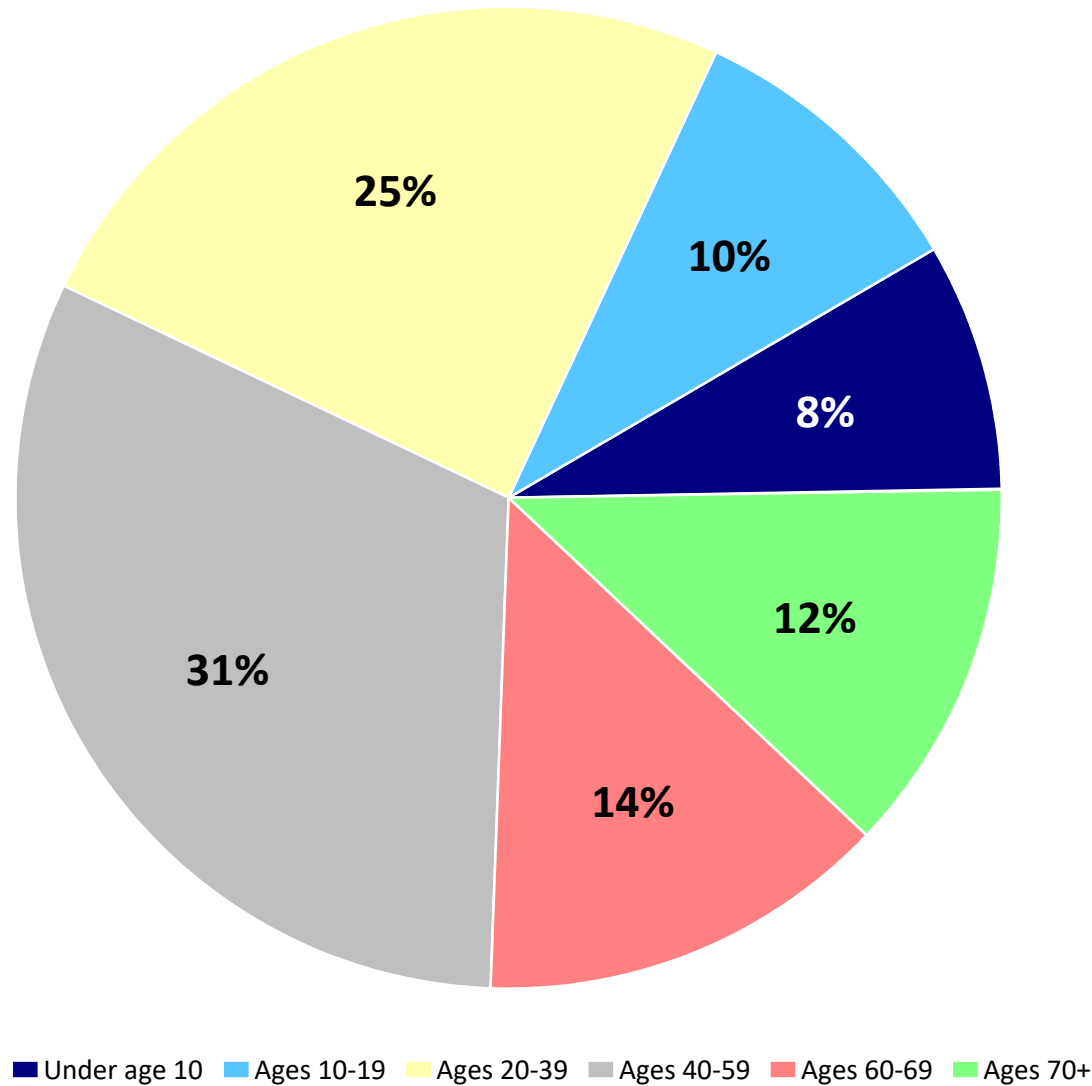|					
■ 5 years or less	■ 6 to 10	■ 11 to 15	■ 16 to 20	■ 21 to 30	■ 31+

Q25. Demographics: Ages of All Household Members

by percentage of respondents

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

Pie chart values: 25%, 10%, 8%, 12%, 14%, 31%

Q26. Demographics: Gender

by percentage of respondents

50%

50%

■ Male ■ Female
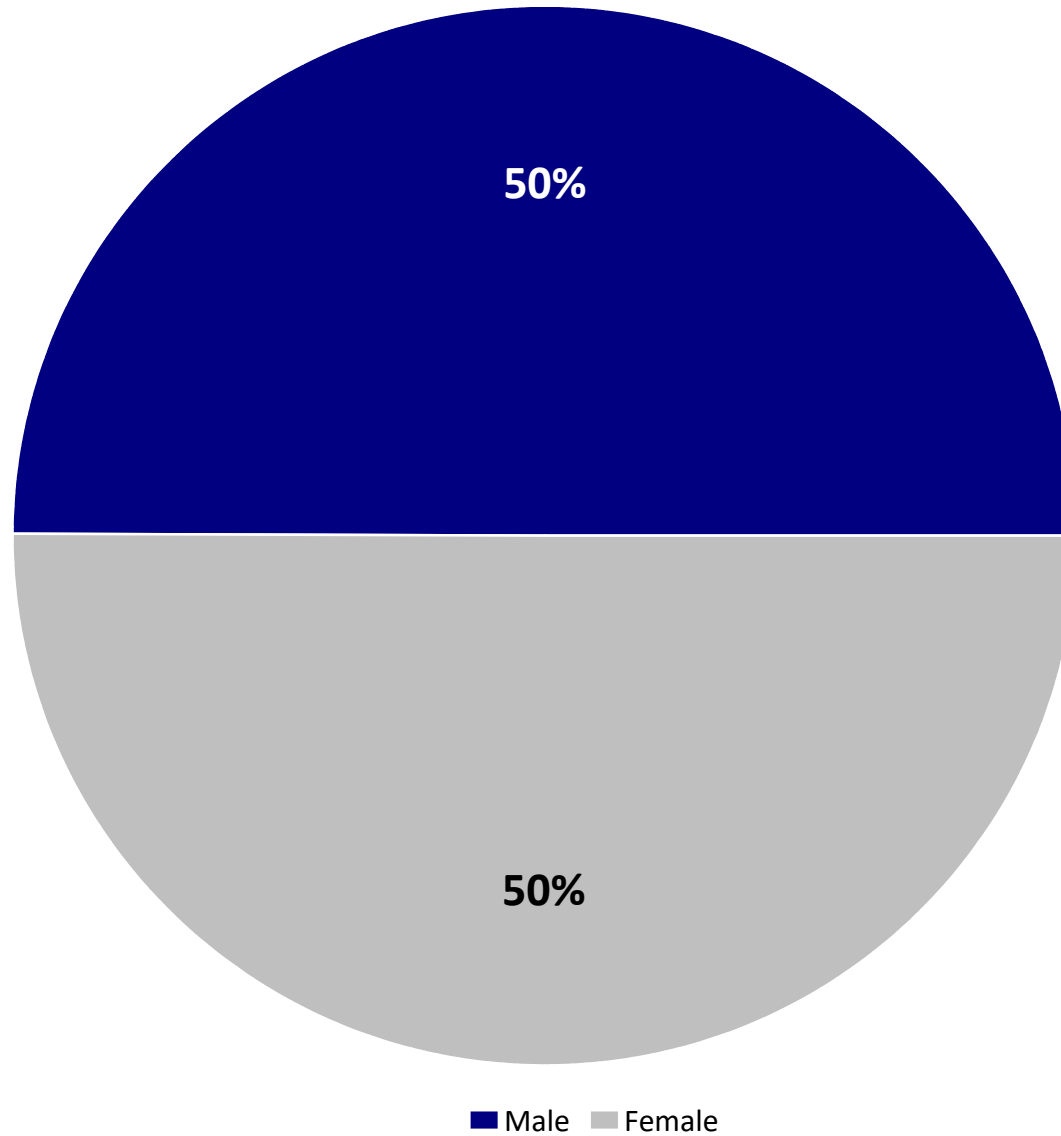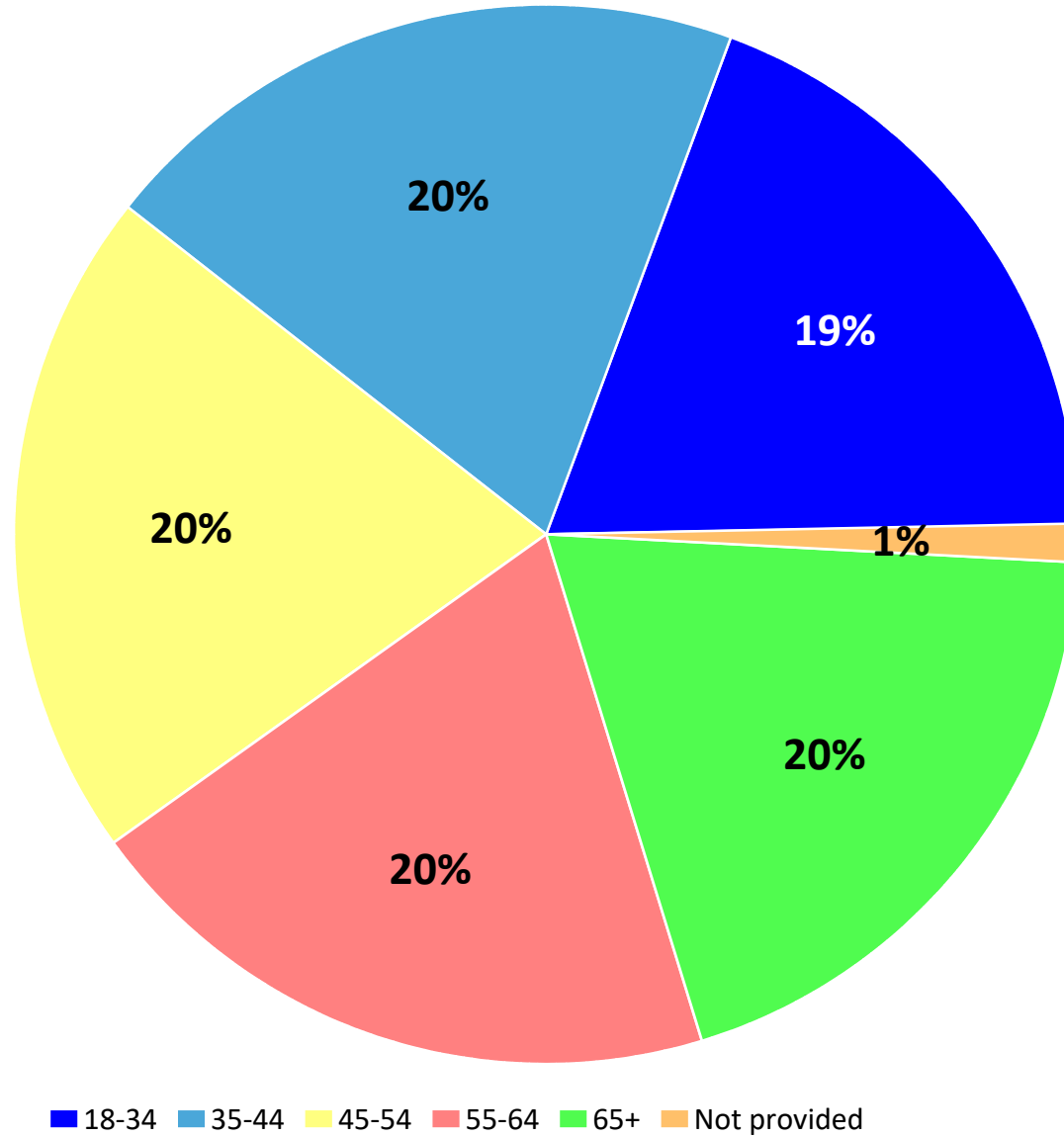
0.4% selected "non-binary" or "prefer to self-describe"

Q27. Demographics: What is your age?

by percentage of respondents

Legend: 18-34 | 35-44 | 45-54 | 55-64 | 65+ | Not provided

Pie chart values: 19% (18-34), 20% (35-44), 20% (45-54), 20% (55-64), 20% (65+), 1% (Not provided)
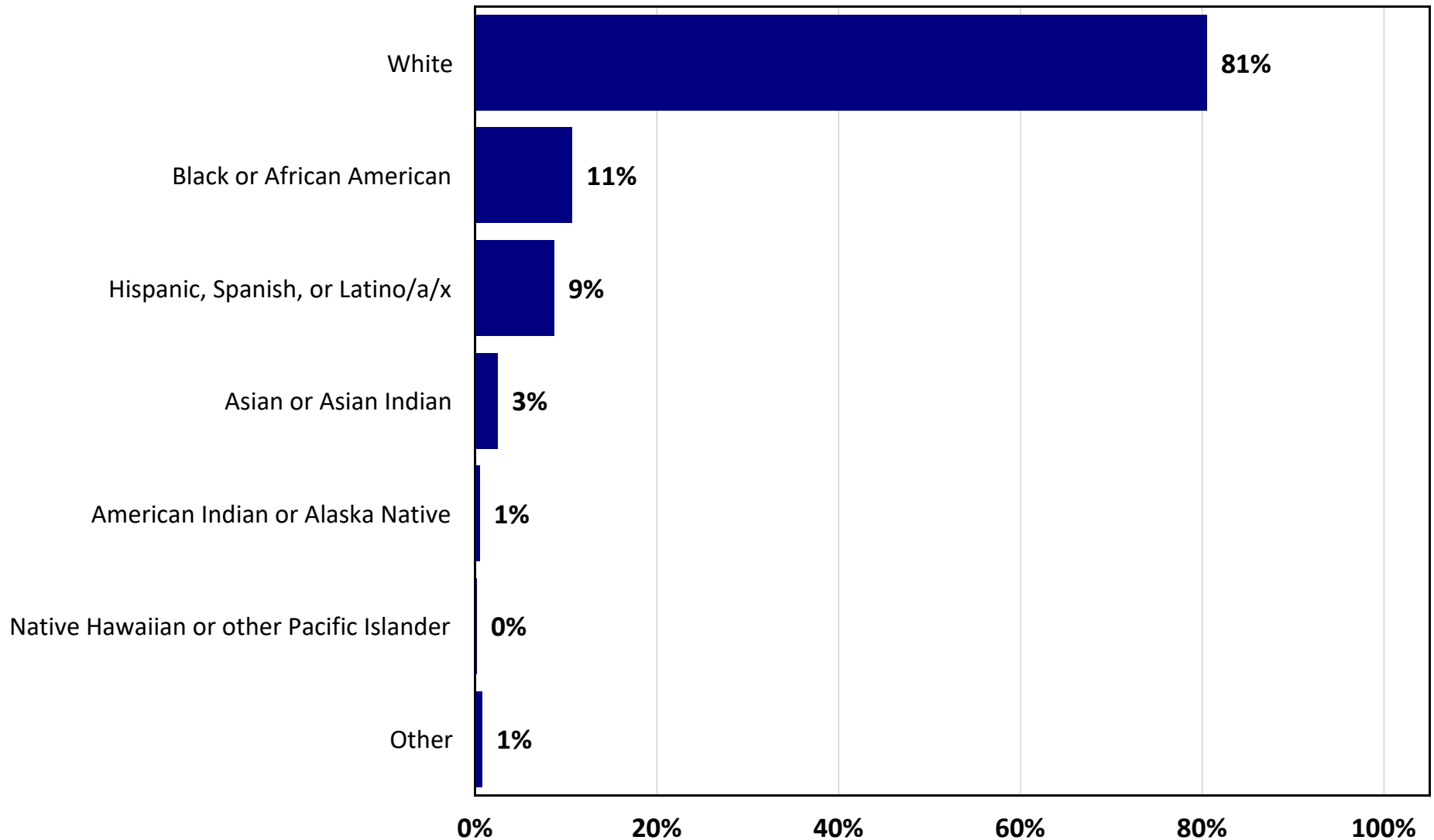
Q28. Demographics: Do you own or rent your home?

by percentage of respondents

78%

22%

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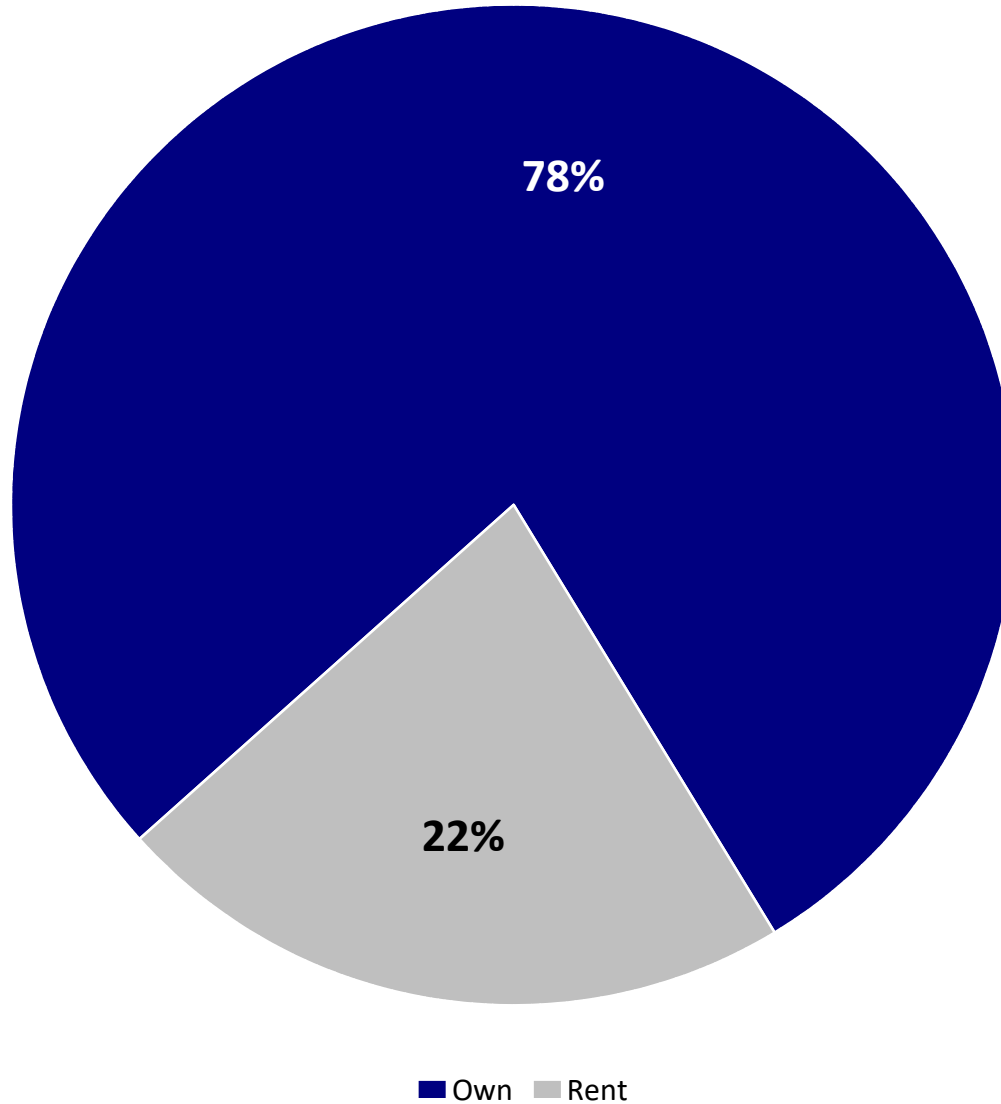
Q29. Demographics: Which of the following best describes your race/ethnicity?

by percentage of respondents (multiple selections could be made)

Category	Percentage
White	81%
Black or African American	11%
Hispanic, Spanish, or Latino/a/x	9%
Asian or Asian Indian	3%
American Indian or Alaska Native	1%
Native Hawaiian or other Pacific Islander	0%
Other	1%

Q30. Demographics: What was your total annual household income in 2021?

by percentage of respondents
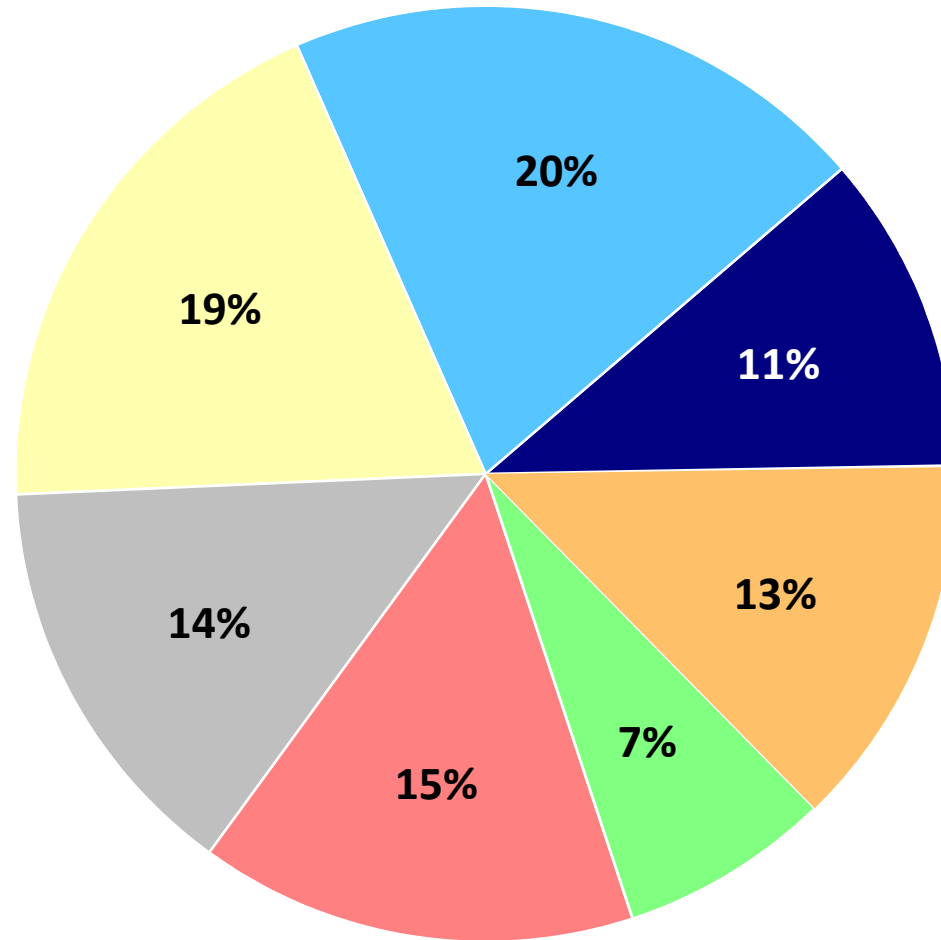
Legend:
- Less than $25K
- $25K to $49,999
- $50K to $74,999
- $75K to $99,999
- $100K to $149,999
- $150K+
- Not provided

2

Trend Analysis

Trend Analysis

Overview

Beginning in 2006, ETC Institute has conducted nine 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 2022 survey compare to the results of the City's 2008 and 2020 surveys, as many of the same questions were included on each of these surveys. This analysis summarizes significant changes from 2008 to 2022; given the sample size of both surveys, changes of 3.0% or more from 2008 to 2022 were statistically significant.

There were increases in positive ratings in 12 of the 67 items rated in both 2008 and 2022; and there were decreases in 55 items. There were <u>significant increases</u> in 5 of the 67 items rated from 2008 to 2022 and <u>significant decreases</u> in 47 items. The <u>significant</u> changes from 2008 to 2022 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 one of the nine overall performance items that were assessed in 2008 and 2022: overall image of the city increased 2.6% from 47% in 2008 to 49.6% in 2022.

  There were decreases in positive ratings in eight overall performance items that were rated in 2008 and 2022. There was a <u>significant decrease</u> in seven areas:

  o Ratings of the City as a place to raise children decreased 19.9% from 74% in 2008 to 54.1% in 2022.
  o Ratings of the City as a place to live decreased 18.9% from 82% in 2008 to 63.1% in 2022.
  o Ratings of the City as a welcoming and inclusive community decreased 10.1% from 65% in 2008 to 54.9% in 2022.
  o Ratings of the overall quality of City services decreased 9.3% from 72% in 2008 to 62.7% in 2022.
  o Ratings of the City as a place to work decreased 4.3% from 72% in 2008 to 67.7% in 2022.
  o Ratings of the value received for City tax dollars and fees decreased 3.8% from 44% in 2008 to 40.2% in 2022.
  o Ratings of the City as a place to visit decreased 3.6% from 58% in 2008 to 54.4% in 2022.

- **Ratings of the Major Categories of City Services.** Positive ratings ("very good" and "good") increased in three of the ten overall performance items that were assessed in 2008 and 2022. There was a <u>significant increase</u> in one area: ratings of the City's overall efforts to attract and retain businesses increased 16% from 32% in 2008 to 48% in 2022.

Trend Analysis

There were decreases in positive ratings in seven overall performance items that were rated in 2008 and 2022. There was a <u>significant decrease</u> in six areas:

o   Ratings of the overall quality of City streets decreased 18.3% from 28% in 2008 to 9.7% in 2022.
o   Ratings of customer experience in City interactions decreased 15.2% from 66% in 2008 to 50.8% in 2022.
o   Ratings of the effectiveness of City engagement with the public decreased 10% from 52% in 2008 to 42% in 2022.
o   Ratings of the overall quality of neighborhoods decreased 7% from 49% in 2008 to 42% in 2022.
o   Ratings of the overall quality of City parks and recreation programs and facilities decreased 6.1% from 81% in 2008 to 74.9% in 2022.
o   Ratings of the overall quality of police services decreased 4.8% from 78% in 2008 to 73.2% in 2022.

- **Ratings of Police Services.** There were no increases in positive ratings ("very good" and "good") in any of the eight police service areas that were assessed in 2008 and 2022. There were decreases in positive ratings in all eight police service areas that were rated in 2008 and 2022. There was a <u>significant decrease</u> in seven areas:

o   Ratings of efforts to prevent crime decreased 21.4% from 55% in 2008 to 33.6% in 2022.
o   Ratings of traffic enforcement decreased 17.5% from 62% in 2008 to 44.5% in 2022.
o   Ratings of public education efforts decreased 12.8% from 52% in 2008 to 39.2% in 2022.
o   Ratings of responsiveness to investigation of criminal offenses decreased 10.5% from 58% in 2008 to 47.5% in 2022.
o   Ratings of responsiveness to non-emergency calls for service decreased 8.5% from 58% in 2008 to 49.5% in 2022.
o   Ratings of visibility of police in retail areas decreased 5.9% from 42% in 2008 to 36.1% in 2022.
o   Ratings of visibility of police in neighborhoods decreased 4.5% from 34% in 2008 to 29.1% in 2022.

- **Ratings of Police Department Personnel.** Positive ratings have significantly decreased in all three areas of police department personnel that were rated in 2008 and 2022:

o   Ratings of the responsiveness of DPD personnel to non-emergency/assistance calls decreased 7.9% from 85% in 2008 to 77.1% in 2002.
o   Ratings of the fairness of DPD personnel decreased 6% from 81% in 2008 to 75% in 2022.
o   Ratings of the capability of DPD personnel decreased 5.8% from 78% in 2008 to 72.2% in 2022.

- **Ratings of Fire Services.** Positive ratings have decreased in all four fire service areas that were rated in 2008 and 2022. There was a <u>significant decrease</u> in three areas:

Trend Analysis

- o Ratings of the responsiveness of fire personnel to non-emergency or assistance calls decreased 20.6% from 83% in 2008 to 62.4% in 2022.
- o Ratings of fire safety education programs decreased 9.7% from 88% in 2008 to 78.3% in 2022.
- o Ratings of the responsiveness of fire personnel to emergency or medical calls decreased 8.3% from 95% in 2008 to 86.7% in 2022.

- **Ratings of Streets and Infrastructure.** Positive ratings increased in three of the nine areas of streets and infrastructure that were rated in 2008 and 2022. There were <u>significant increases</u> in all three areas:

  - o Ratings of snow removal in your neighborhood increased 9.1% from 35% in 2008 to 44.1% in 2022.
  - o Ratings of the storm drain system operation increased 8.6% from 39% in 2008 to 47.6% in 2022.
  - o Ratings of City's sanitary sewer system increased 6.4% from 50% in 2008 to 56.4% in 2022.

  There were decreases in positive ratings in six of the nine areas of streets and infrastructure that were rated in 2008 and 2022. There were <u>significant decreases</u> in five areas:

  - o Ratings of the condition of streets in your neighborhood decreased 20.6% from 42% in 2008 to 21.4% in 2022.
  - o Ratings of traffic flow on major City streets decreased 17.5% from 61% in 2008 to 43.5% in 2022.
  - o Ratings of the condition of major City streets decreased 11.5% from 25% in 2008 to 13.5% in 2022.
  - o Ratings of snow removal on major streets decreased 11% from 76% in 2008 to 65% in 2022.

  - o Ratings of the timing/placement of traffic signals on City streets decreased 9.1% from 53% in 2008 to 43.9% in 2022.

- **Ratings of Solid Waste Services.** Positive ratings have increased in one of the four solid waste services that were rated in 2008 and 2022. There were <u>no significant increases</u>. There were three decreases in positive ratings in the solid waste services that were rated in 2008 and 2022. There were <u>significant decreases</u> in two areas:

  - o Ratings of yard waste collection services decreased 5% from 87% in 2008 to 82% in 2022.
  - o Ratings of residential garbage collection services decreased 4.8% from 96% in 2008 to 91.2% in 2022.

- **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 2022. There were <u>significant decreases</u> in all of these areas:

  - o Ratings of the overall swimming facilities and programs decreased 30.2% from 76% in 2008 to 45.8% in 2022.
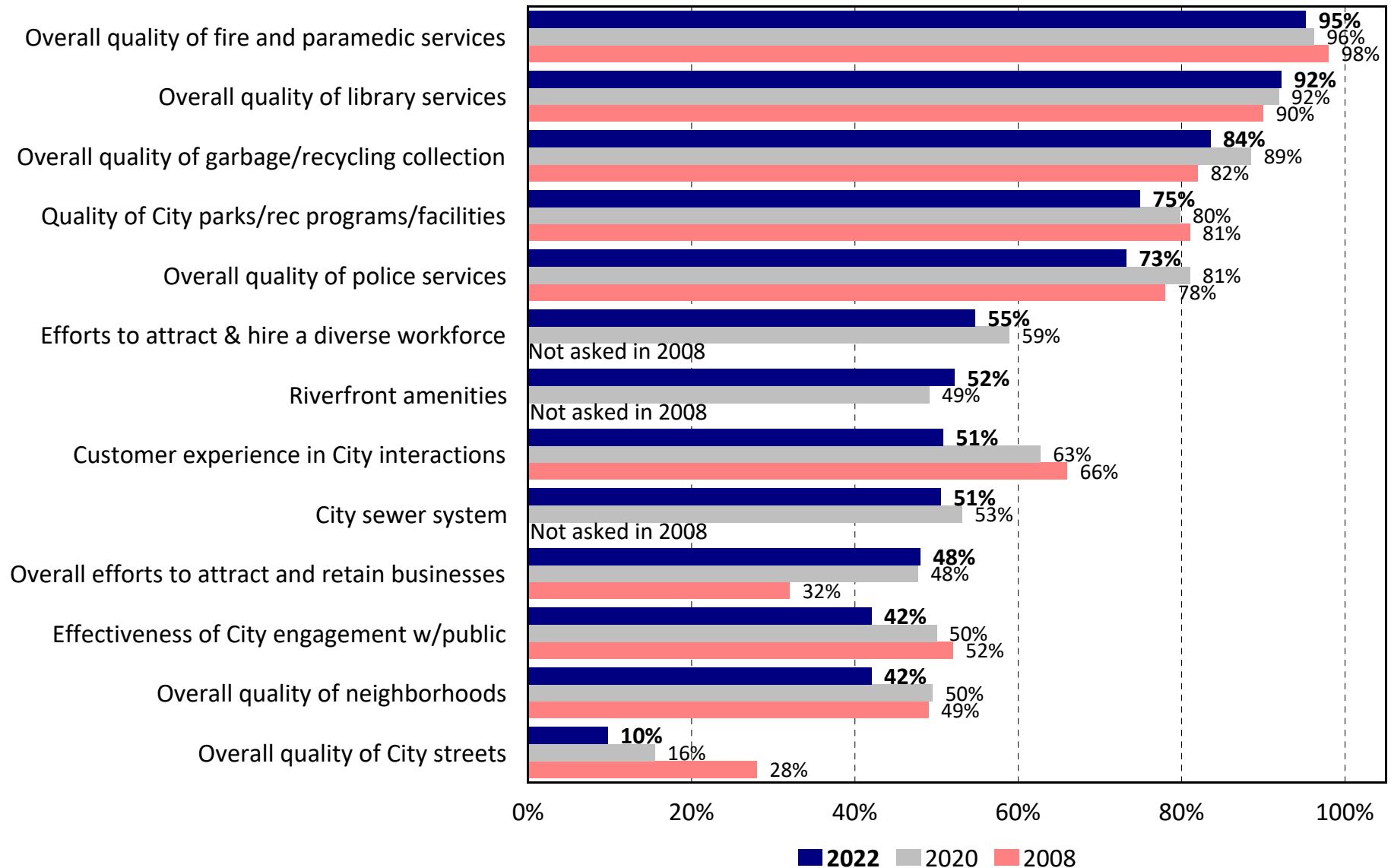
Trend Analysis

- o Ratings of the hours of operation of City pools decreased 24.9% from 60% in 2008 to 35.1% in 2022.
- o Ratings of the overall quality and variety of recreational programs and events decreased 17.3% from 80% in 2008 to 62.7% in 2022.
- o Ratings of the overall quality of City golf courses decreased 13.4% from 94% in 2008 to 80.6% in 2022.
- o Ratings of the overall quality of City parks decreased 11.8% from 87% in 2008 to 72.2% in 2022.
- o Ratings of the overall quality of walking and biking trails in the City decreased 11.5% from 89% in 2008 to 77.5% in 2022.
- o Ratings of the location of recreation programs and events decreased 8.8% from 75% in 2008 to 66.2% in 2022.
- o Ratings of the overall appearance of parks and park facilities decreased 8.8% from 78% in 2008 to 69.2% in 2022.
- o Ratings of the convenience and ease of registration for programs/events decreased 7.4% from 71% in 2008 to 63.6% in 2022.
- o Ratings of the quality of outdoor athletic facilities decreased 7.3% from 79% in 2008 to 71.7% in 2022.
- o Ratings of the overall quality of public gardens decreased 5.7% from 95% in 2008 to 89.3% in 2022.
- o Ratings of the number, location, and accessibility of city parks decreased 3.8% from 79% in 2008 to 75.2% in 2022.

- o **Ratings of Library Services**. Positive ratings have increased in two of the five library services that were rated in 2008 and 2022. There was a significant increase in one area: ratings of the hours of library operation increased 7.8% from 74% in 2008 to 81.8% in 2022.

There were decreases in positive ratings in three of the five areas of library services that were rated in 2008 and 2022. There were significant decreases in two areas:

- o Ratings of the quality of children/youth programs decreased 10.5% from 89% in 2008 to 78.5% in 2022.
- o Ratings of the quality of programs for adults decreased 5.3% from 83% in 2008 to 77.7% in 2022.

- **Ratings of City Customer Service**. Positive ratings have increased in two of the three city customer service areas that were rated in 2008 and 2022. There were no significant increases or decreases.

Trends: Ratings of Major Categories of City Services 2008 to 2022

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

Overall quality of fire and paramedic services
- 95%
- 96%
- 98%

Overall quality of library services
- 92%
- 92%
- 90%

Overall quality of garbage/recycling collection
- 84%
- 89%
- 82%

Quality of City parks/rec programs/facilities
- 75%
- 80%
- 81%

Overall quality of police services
- 73%
- 81%
- 78%

Efforts to attract & hire a diverse workforce
- 55%
- 59%
- Not asked in 2008

Riverfront amenities
- 52%
- 49%
- Not asked in 2008

Customer experience in City interactions
- 51%
- 63%
- 66%

City sewer system
- 51%
- 53%
- Not asked in 2008

Overall efforts to attract and retain businesses
- 48%
- 48%
- 32%

Effectiveness of City engagement w/public
- 42%
- 50%
- 52%

Overall quality of neighborhoods
- 42%
- 50%
- 49%

Overall quality of City streets
- 10%
- 16%
- 28%

0% 20% 40% 60% 80% 100%

2022 ■ 2020 ■ 2008

Trends: Ratings of Police Services
2008 to 2022

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

Category	2022	2020	2008
Responsiveness to emergency calls for service	81%	84%	83%
Responsiveness to non-emergency calls for service	50%	62%	58%
Responsiveness to investig. of criminal offenses	48%	56%	58%
Traffic enforcement	45%	54%	62%
Public education efforts	39%	49%	52%
Visibility of police in retail areas	36%	45%	42%
Efforts to prevent crime	34%	48%	55%
Visibility of police in neighborhoods	29%	35%	34%

Legend: **2022** 2020 2008

Trends: Ratings of Contact With the Davenport Police Dept. 2008 to 2022

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

2022 ■ 2020 ■ 2008
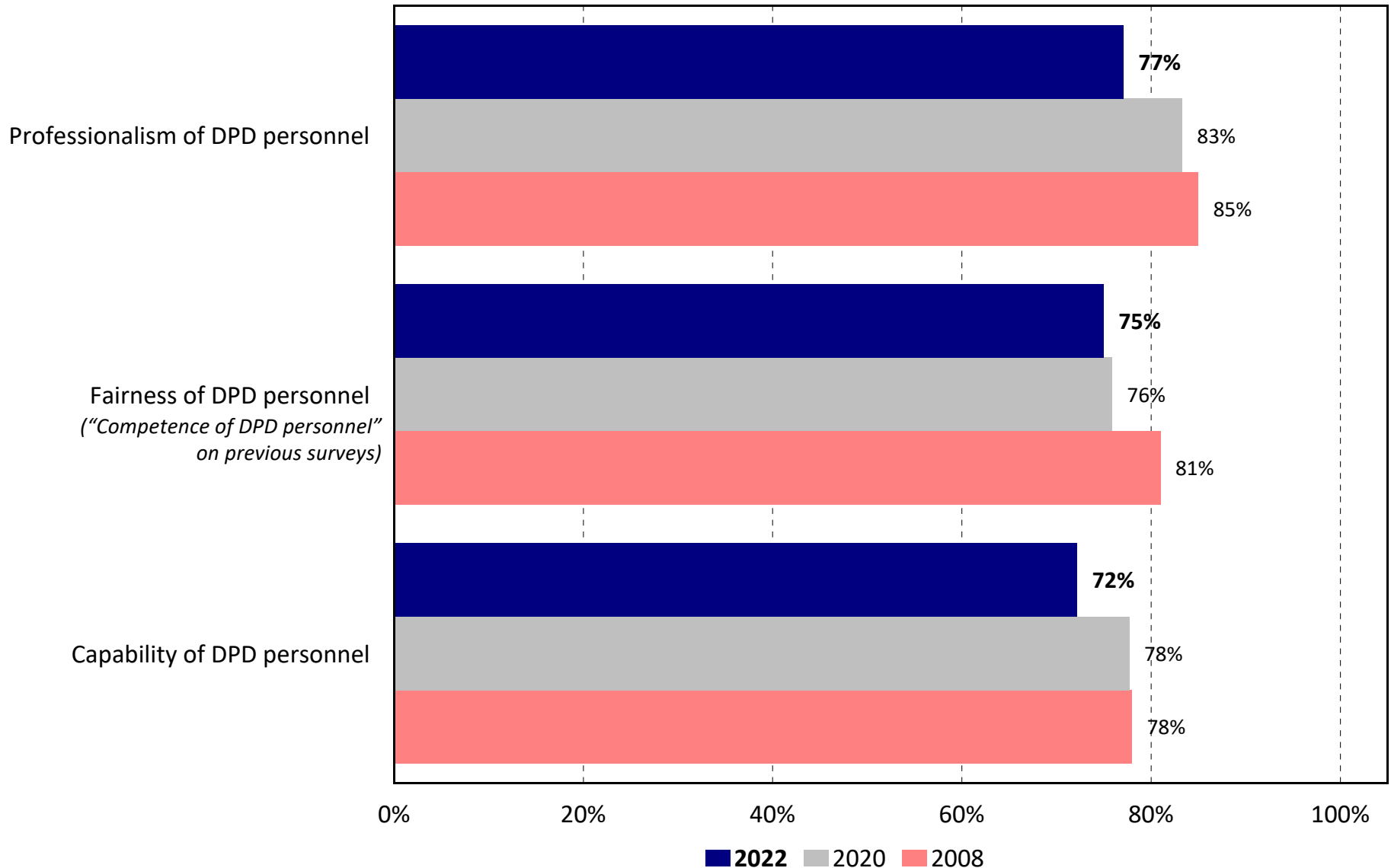
Trends: During the last 12 months, were you or anyone in your household a victim of a crime?
2008 to 2022

by percentage of respondents

Legend: **2022** | 2020 | 2008

Yes: 15%, 12%, 13%
No: 85%, 88%, 86%
Not provided: 1%
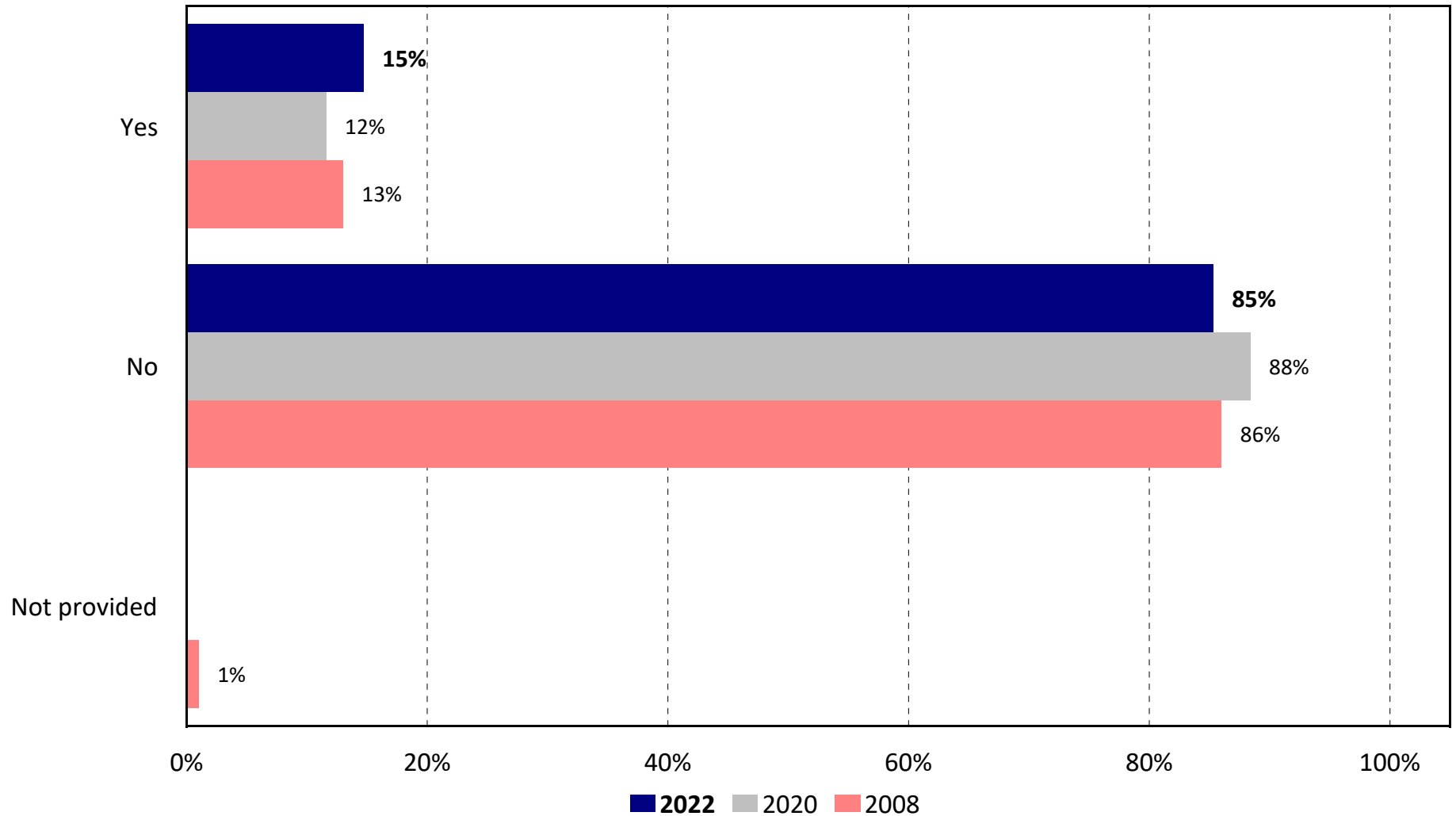
Trends: Ratings of Fire Services
2008 to 2022

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

Responsiveness to emergency/medical calls
- 2022: **87%**
- 2020: 89%
- 2008: 95%

Fire prevention efforts
- 2022: **83%**
- 2020: 84%
- 2008: 85%

Fire safety education programs
- 2022: **78%**
- 2020: 76%
- 2008: 88%

Responsiveness to non-emergency/ assistance calls
- 2022: **62%**
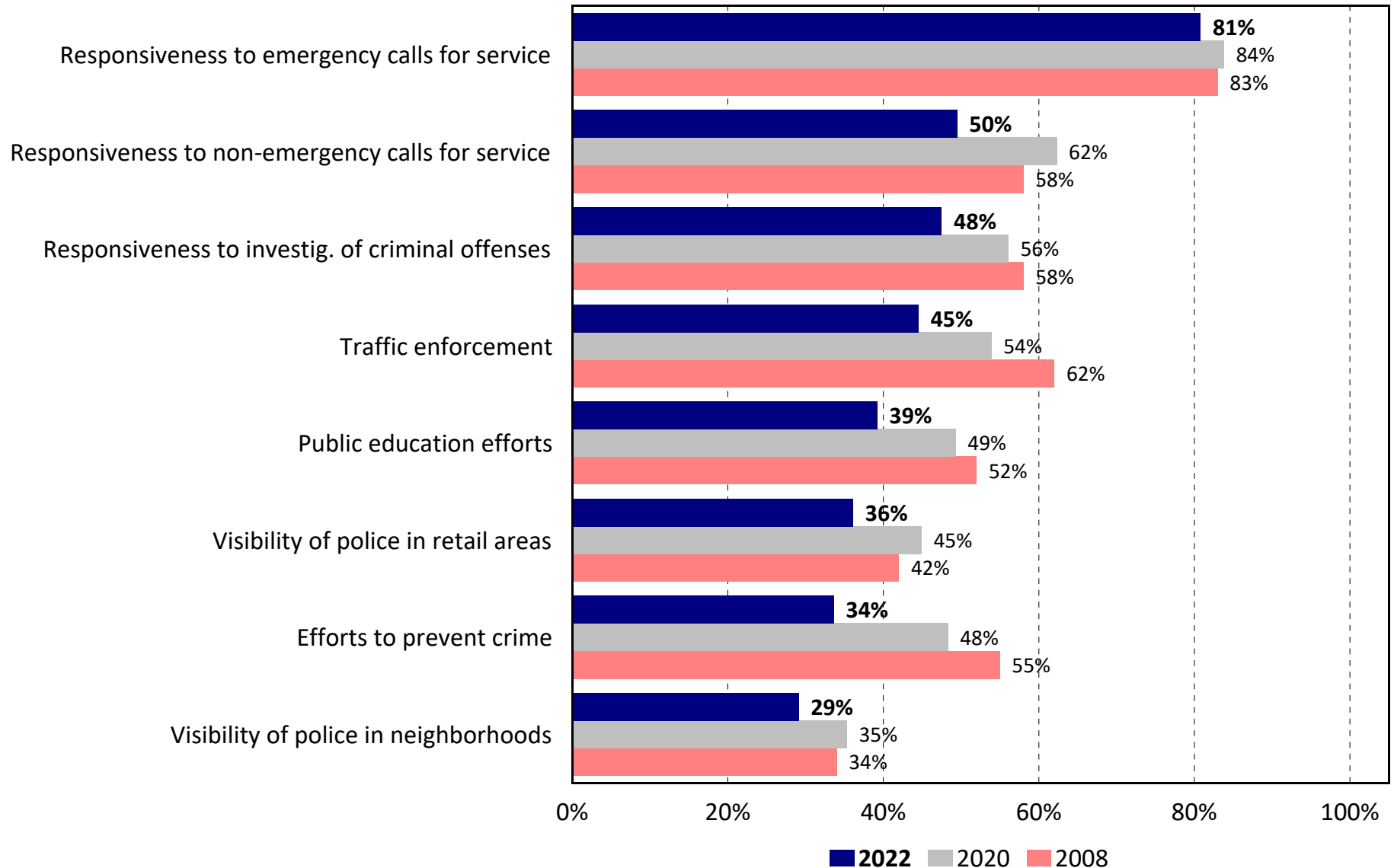- 2020: 73%
- 2008: 83%

Legend: **2022** 2020 2008
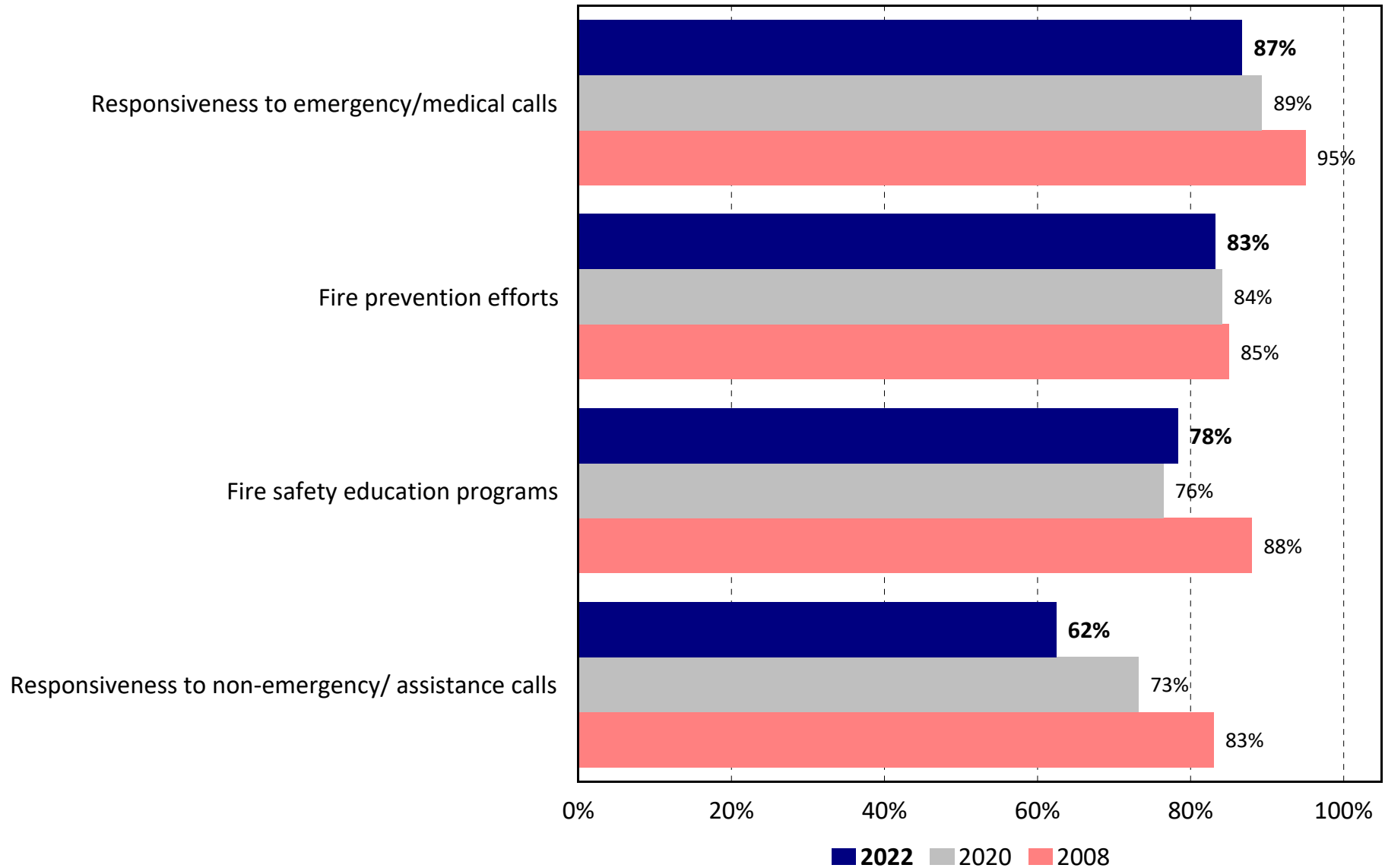
Trends: Ratings of Streets and Infrastructure 2008 to 2022

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

| Category	2022	2020	2008
Snow removal on major streets	**65%**	71%	76%
City's sanitary sewer system	**56%**	56%	50%
Storm drain system operation	**48%**	51%	39%
Snow removal in your neighborhood	**44%**	48%	35%
Timing/placement of traffic signals on City streets (*"Timing of traffic signals on City streets" on 2008 survey*)	**44%**	50%	53%
Traffic flow on major city streets	**44%**	47%	61%
Flood control and protection efforts	**40%**	39%	42%
Condition of streets in your neighborhood	**21%**	25%	42%
Condition of major city streets	**14%**	19%	25%

■ **2022** ■ 2020 ■ 2008

Trends: Ratings of Solid Waste Services
2008 to 2022

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

Residential garbage collection services
- 2022: 91%
- 2020: 93%
- 2008: 96%

Recycling collection services
("All-in recycling collection services" on previous surveys)
- 2022: 89%
- 2020: 91%
- 2008: 89%

Bulky waste collection services
- 2022: 84%
- 2020: 86%
- 2008: 84%

Yard waste collection services
- 2022: 82%
- 2020: 86%
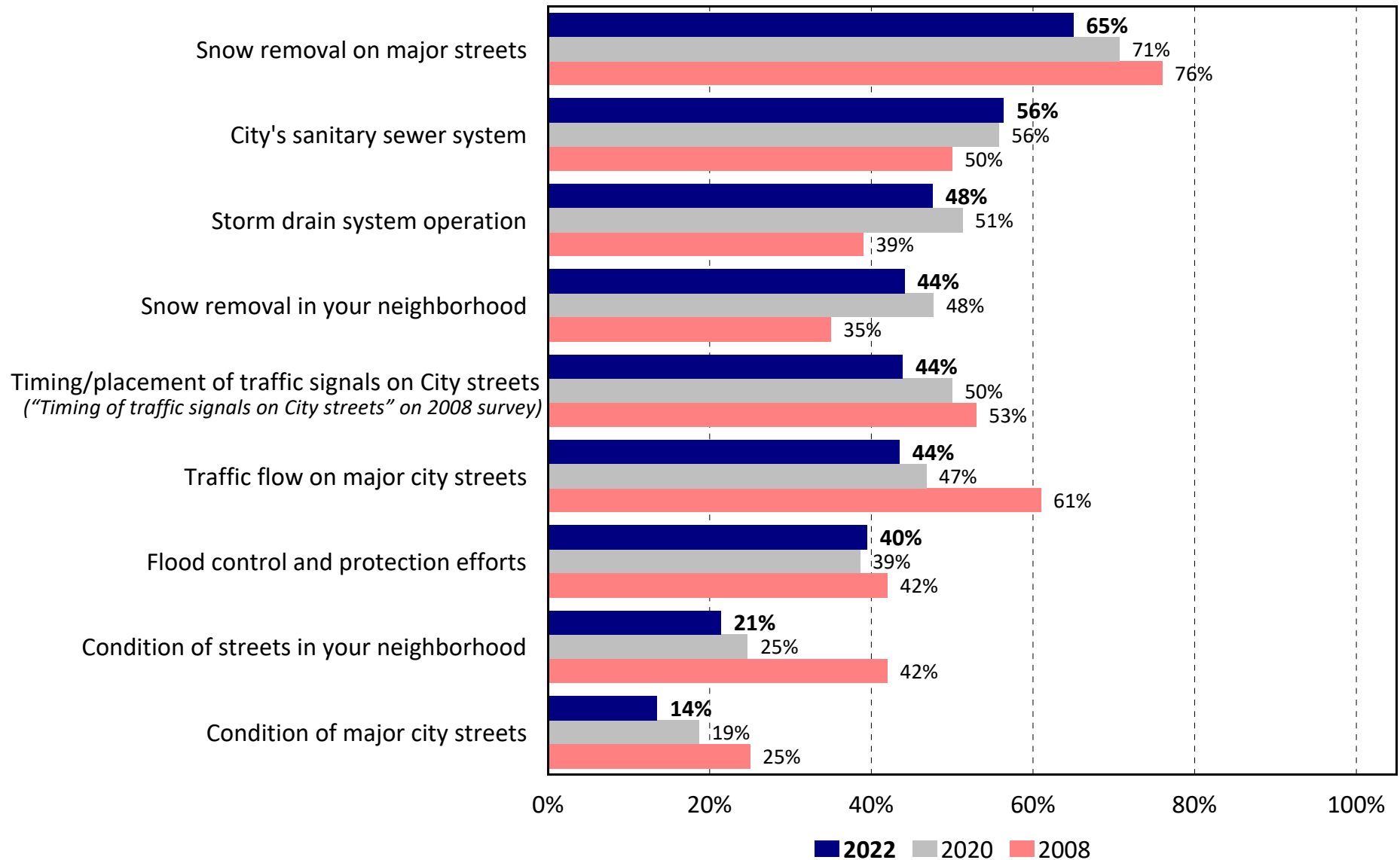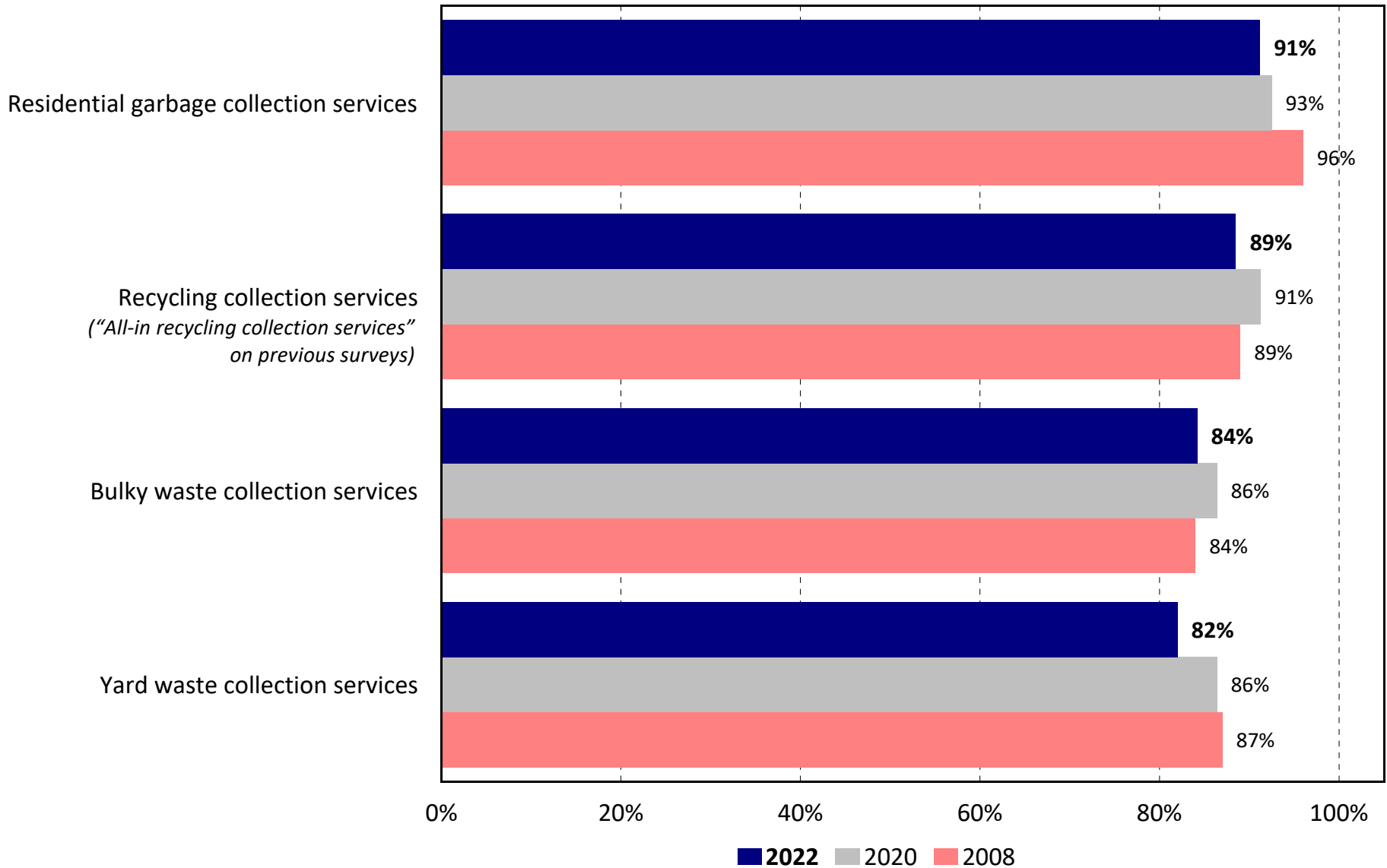- 2008: 87%

Legend: **2022** 2020 2008

Trends: Ratings of Parks and Recreation 2008 to 2022

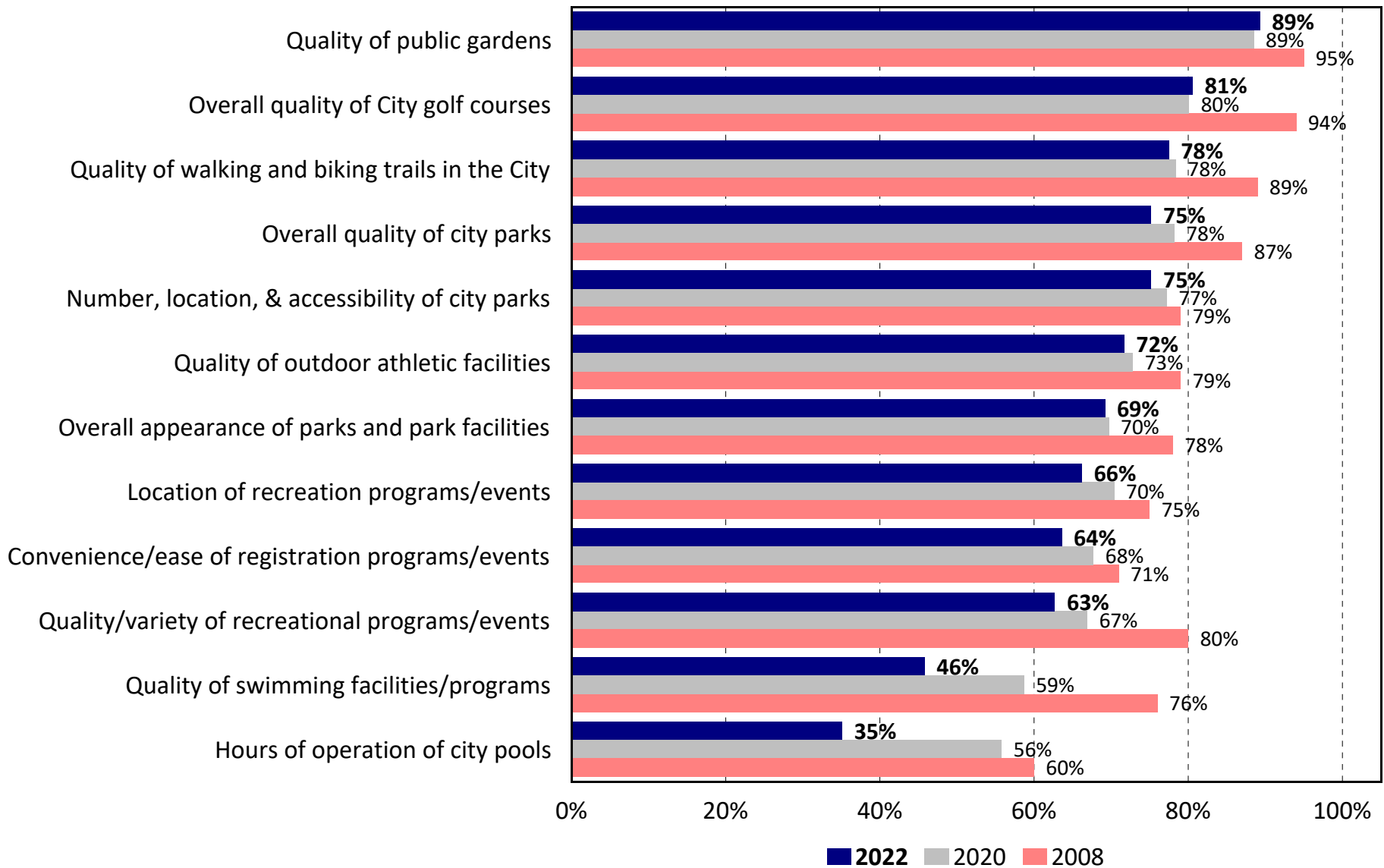by percentage of respondents who rated the item as a 3 or 4 on a 4-point scale (<u>excluding don't knows</u>)

Legend: **2022** (dark blue), 2020 (gray), 2008 (pink/red)

Category	2022	2020	2008
Quality of public gardens	89%	89%	95%
Overall quality of City golf courses	81%	80%	94%
Quality of walking and biking trails in the City	78%	78%	89%
Overall quality of city parks	75%	78%	87%
Number, location, & accessibility of city parks	75%	77%	79%
Quality of outdoor athletic facilities	72%	73%	79%
Overall appearance of parks and park facilities	69%	70%	78%
Location of recreation programs/events	66%	70%	75%
Convenience/ease of registration programs/events	64%	68%	71%
Quality/variety of recreational programs/events	63%	67%	80%
Quality of swimming facilities/programs	46%	59%	76%
Hours of operation of city pools	35%	56%	60%

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 2022

by percentage of respondents

2022 2020 2008
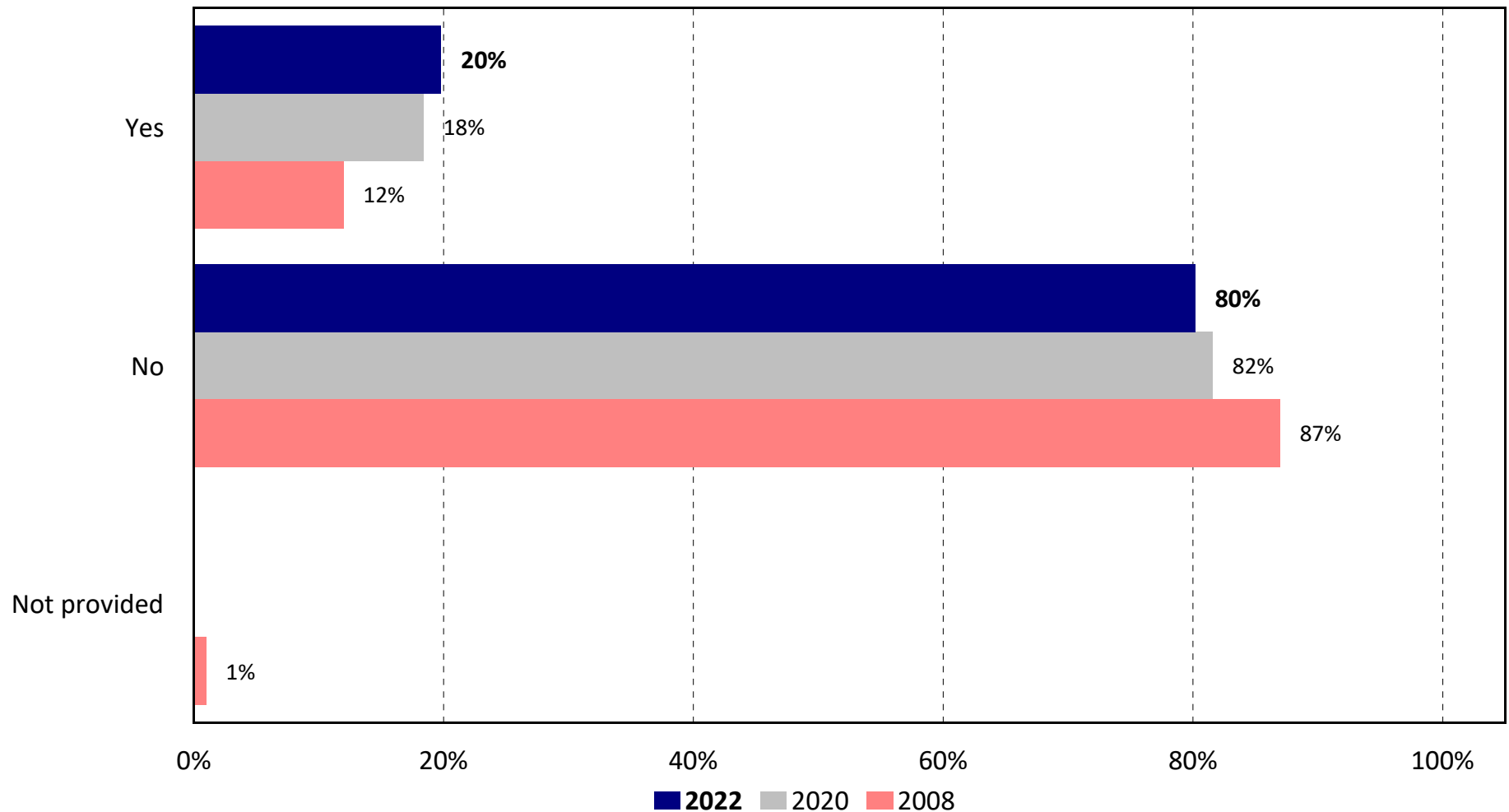
Trends: Have you or other members of your household visited a City park or outdoor recreational facility during the past 12 months?
2020 vs. 2022
by percentage of respondents
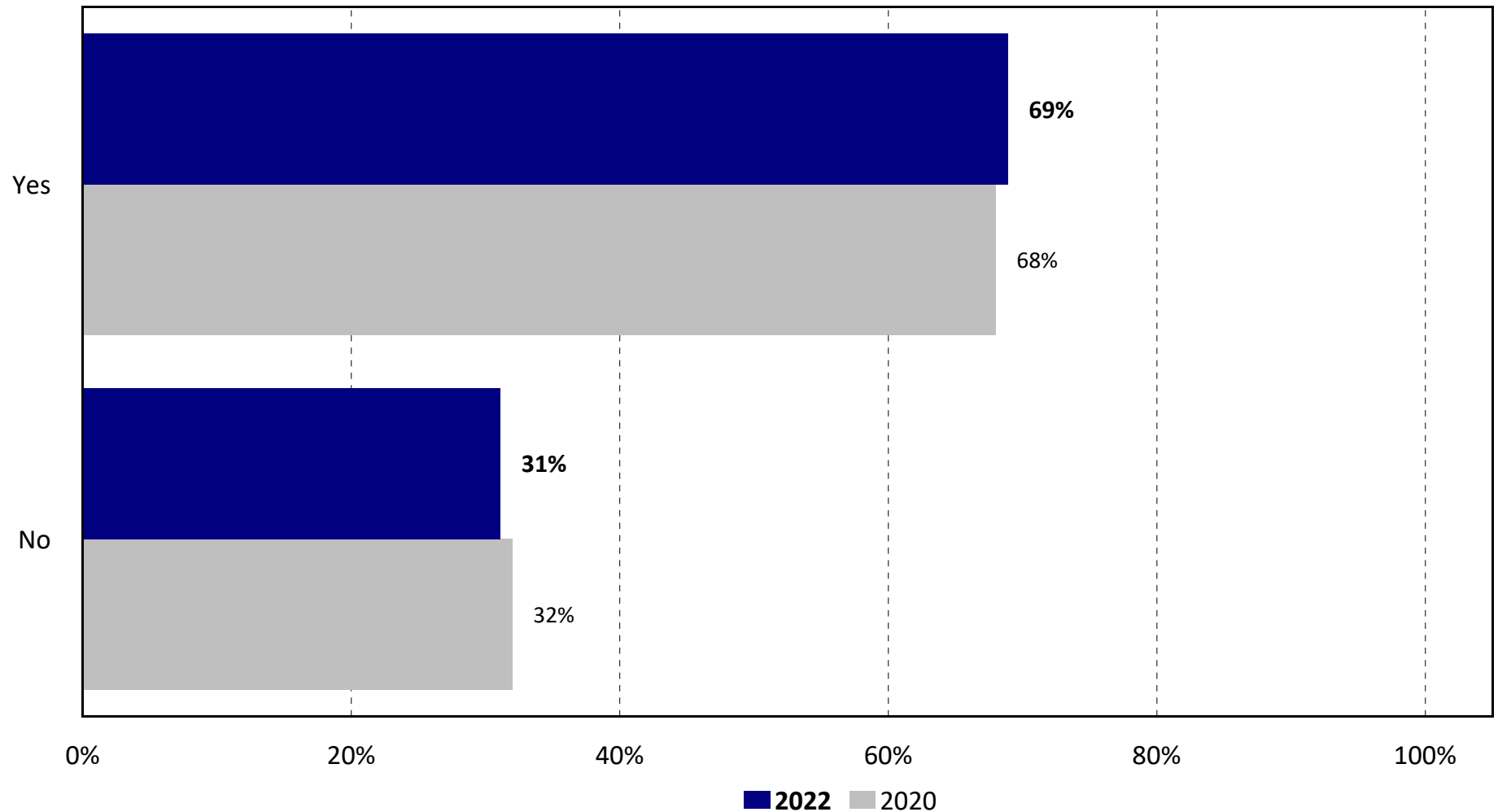
Legend: **2022** (dark blue), 2020 (gray)

Yes: 69% (2022), 68% (2020)
No: 31% (2022), 32% (2020)

Trends: Have you used a Davenport library facility within the past 12 months?
2008 to 2022

by percentage of respondents

Yes
- 51%
- 50%
- 54%

No
- 49%
- 50%
- 43%

Not provided
- 3%

0%   20%   40%   60%   80%   100%

■ 2022   ■ 2020   ■ 2008
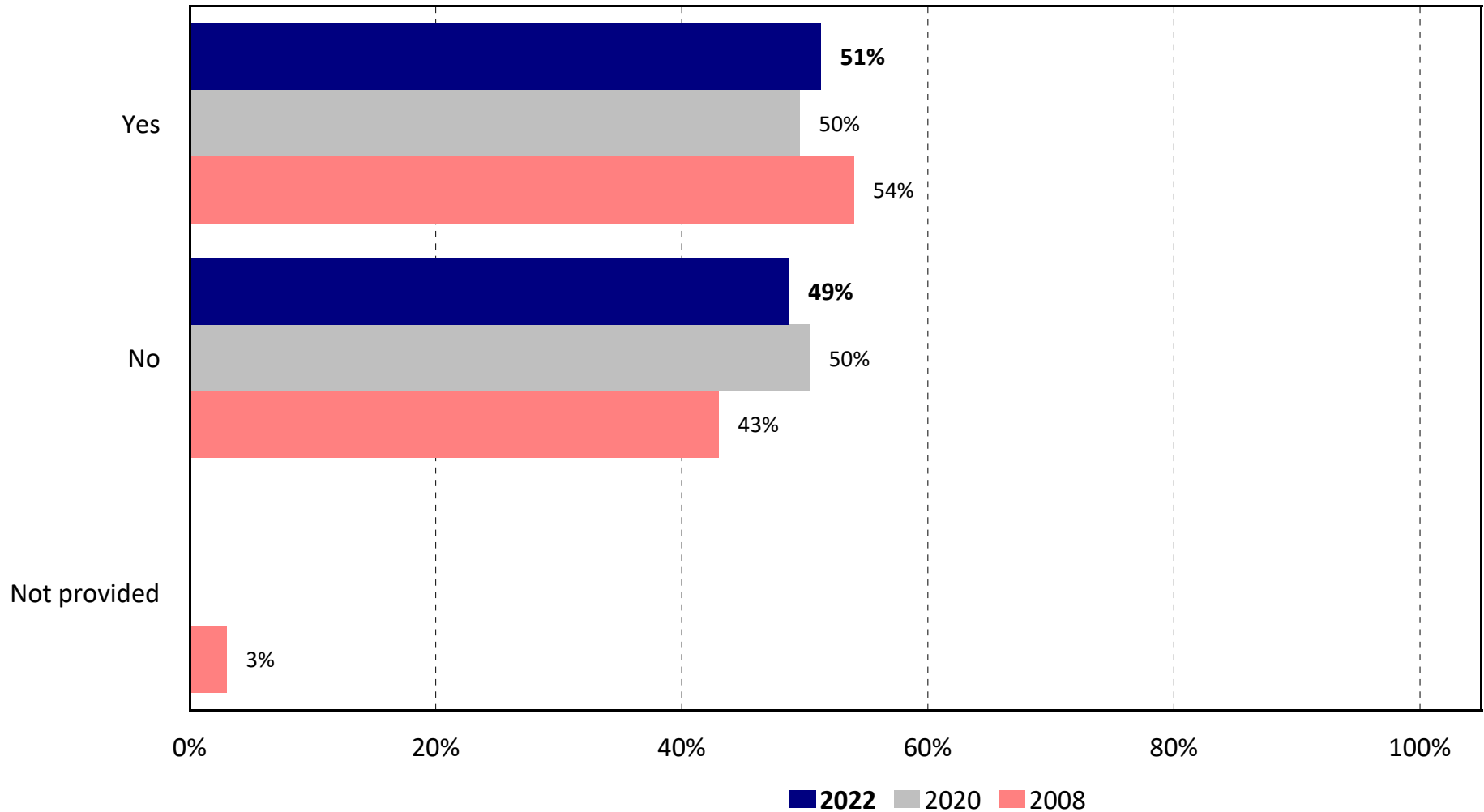
Trends: Ratings of Libraries
2008 to 2022

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

Availability/quality of materials — **90%** (2022), 93% (2020), 89% (2008)

Availability of public computers/internet access — **87%** (2022), 88% (2020), 88% (2008)

Hours of library operation — **82%** (2022), 83% (2020), 74% (2008)

Quality of children/youth programs — **79%** (2022), 89% (2020), 89% (2008)

Quality of programs for adults — **78%** (2022), 81% (2020), 83% (2008)

■ **2022** ■ 2020 ■ 2008
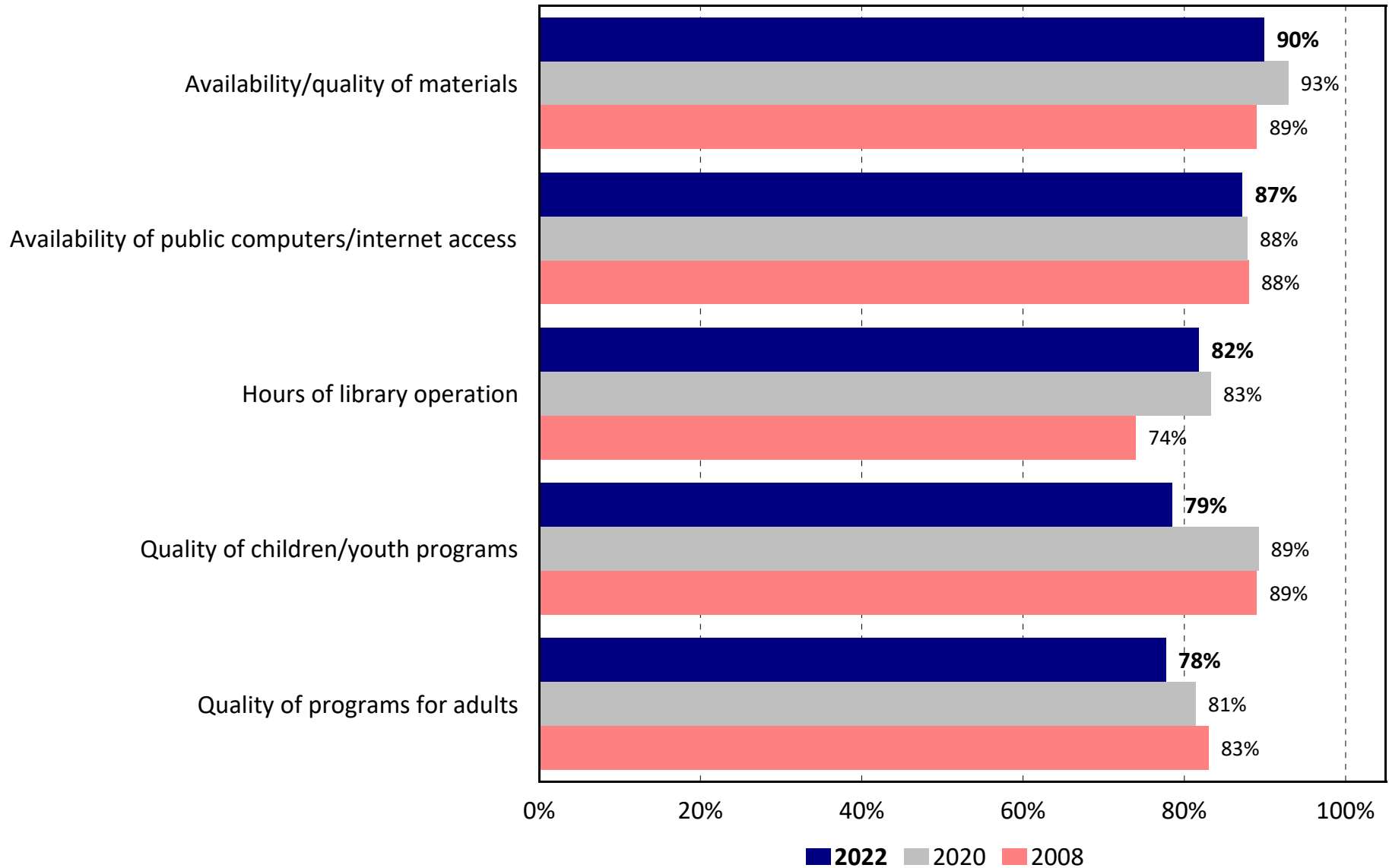
Trends: Agreement With Statements About
Customer Service Received
2008 to 2022

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

City employee was friendly & polite
- 91% (2022)
- 90% (2020)
- 89% (2008)

Employee was knowledgeable/competent
- 84% (2022)
- 84% (2020)
- 83% (2008)

City employee responded promptly
- 80% (2022)
- 82% (2020)
- 80% (2008)

Legend: **2022** | 2020 | 2008
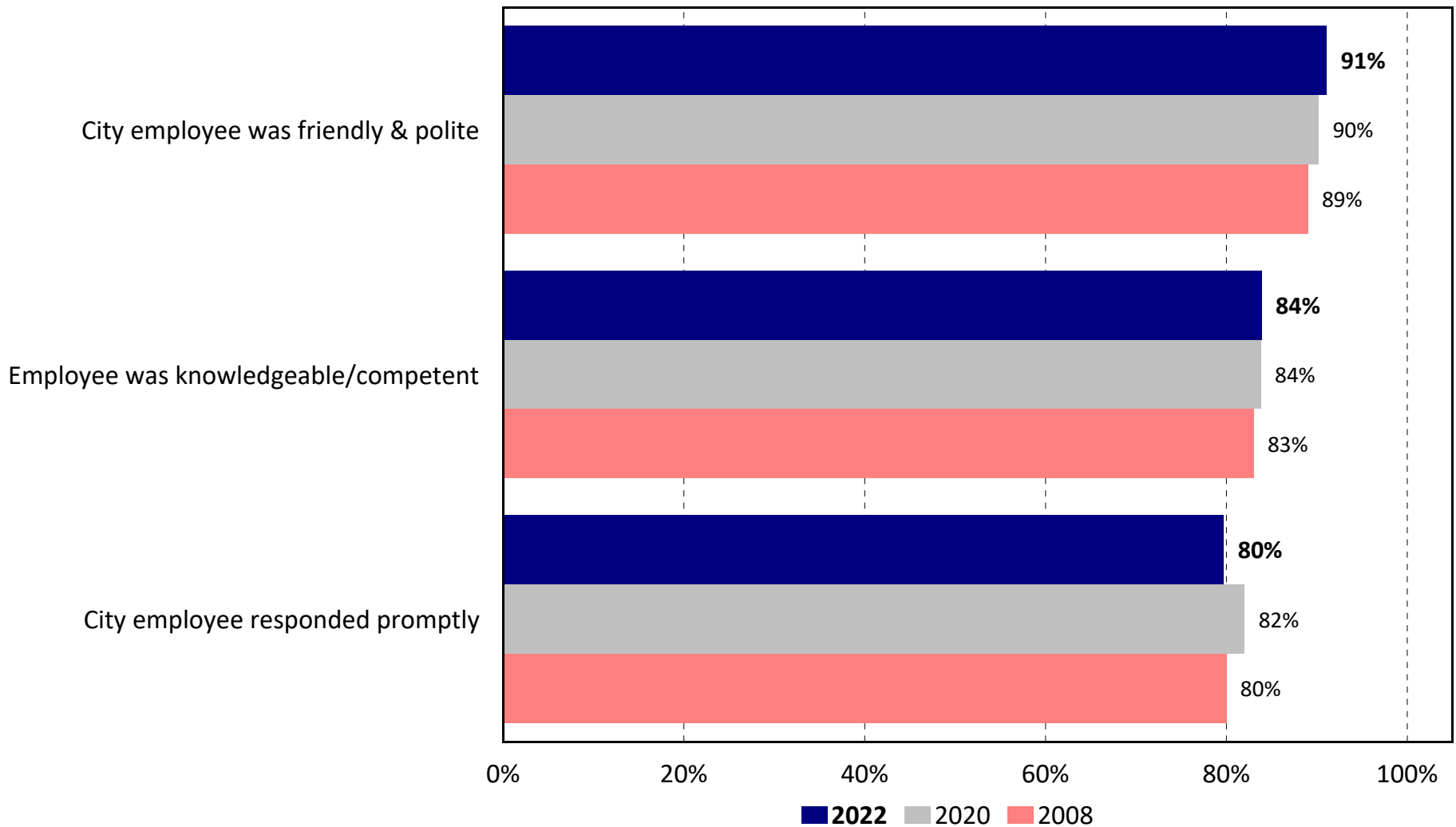
Trends: Overall Ratings of the City
2008 to 2022

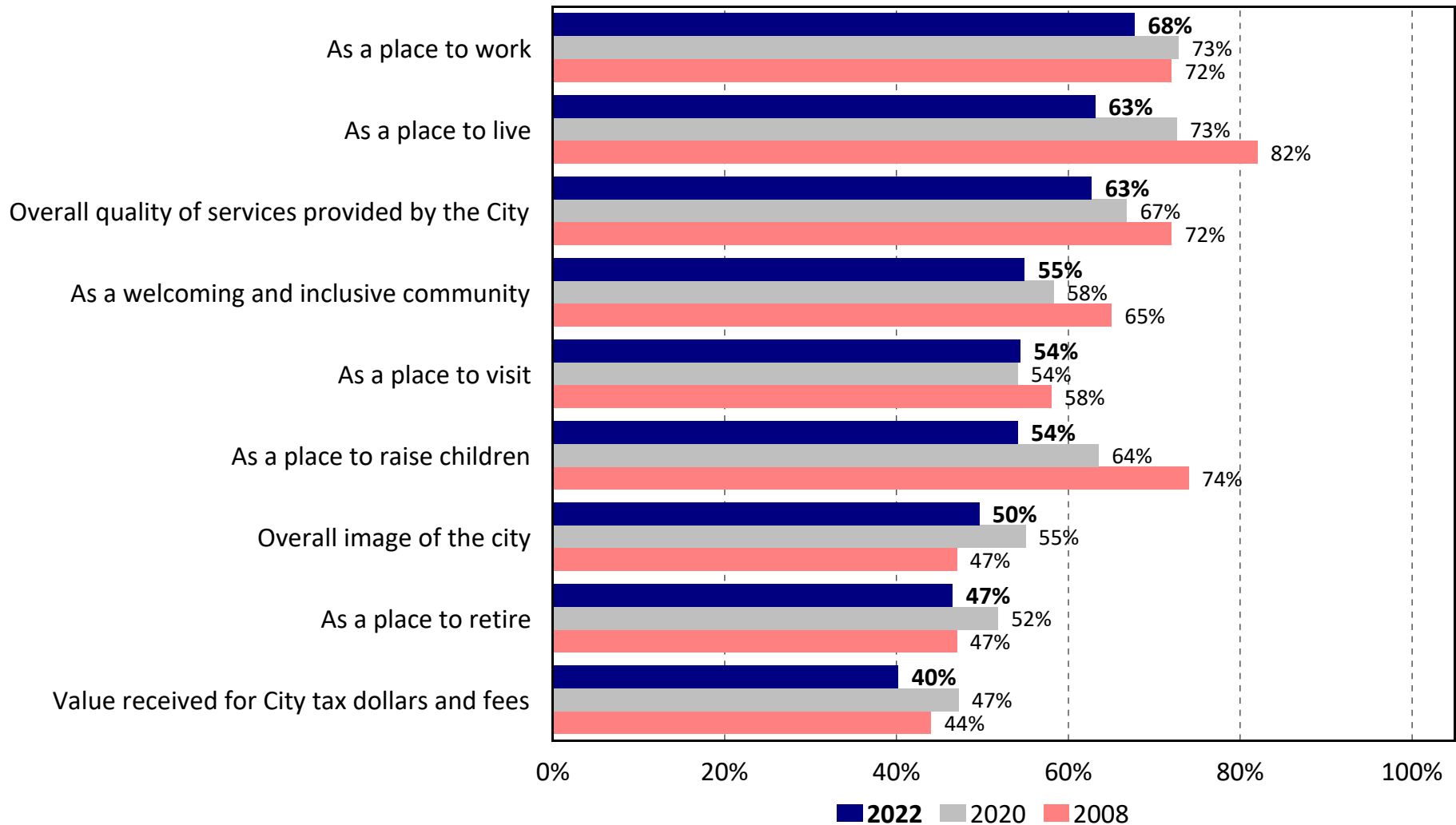by percentage of respondents who rated the item as a 3 or 4 on a 4-point scale (<u>excluding don't knows</u>)

	2022	2020	2008
As a place to work	68%	73%	72%
As a place to live	63%	73%	82%
Overall quality of services provided by the City	63%	67%	72%
As a welcoming and inclusive community	55%	58%	65%
As a place to visit	54%	54%	58%
As a place to raise children	54%	64%	74%
Overall image of the city	50%	55%	47%
As a place to retire	47%	52%	47%
Value received for City tax dollars and fees	40%	47%	44%

■ **2022** ■ 2020 ■ 2008

3 Importance-Satisfaction Analysis

Importance-Satisfaction Analysis

Overview

Today, community leaders 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 <u>highest importance to citizens</u>; and (2) to target resources toward those services where <u>citizens are the least satisfied.</u>

The Importance-Satisfaction (I-S) 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 (I-S) 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.

The rating is calculated by summing the percentage of responses for items selected as the first, second, third, and fourth most important services for the City to prioritize. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "Don't Know" responses). "Don't Know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable.

I-S Rating = Importance x (1-Satisfaction)

Example of the Calculation

Respondents were asked to identify the major categories of City services that were most important to their household. More than half (55.2%) of the respondent households selected *"overall quality of neighborhoods"* as one of the most important services for the City to prioritize.

With regard to satisfaction, 42% of respondents surveyed rated *"overall quality of neighborhoods"* as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example, 55.2% was multiplied by 58% (1-0.42). This calculation yielded an I-S rating of 0.3202, which ranked second out of thirteen categories of City services analyzed.

Importance-Satisfaction Analysis

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices of importance and 0% indicate they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either 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 three most important areas.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- *Definitely Increase* Emphasis (I-S > 0.20)
- *Increase* Current Emphasis (I-S = 0.10 - 0.20)
- *Maintain* Current Emphasis (I-S < 0.10)

Tables showing the results for the City of Davenport are provided on the following pages.

2022 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	82%	1	10%	13	0.7423	1
Neighborhoods	55%	2	42%	12	0.3202	2
High Priority (IS .10-.20)						
Efforts to attract/retain businesses	34%	4	48%	10	0.1747	3
Effectiveness of public engagement	23%	6	42%	11	0.1317	4
Police services	49%	3	73%	5	0.1300	5
City sewer system	26%	5	51%	9	0.1292	6
Riverfront amenities	22%	7	52%	7	0.1047	7
Medium Priority (IS <.10)						
Customer experience in City interactions	13%	10	51%	8	0.0635	8
Efforts to attract & hire a diverse workforce	13%	11	55%	6	0.0580	9
City parks, recreation programs & facilities	20%	8	75%	4	0.0510	10
Garbage & recycling collection services	8%	12	84%	3	0.0127	11
Fire & paramedic services	17%	9	95%	1	0.0080	12
Library services	2%	13	92%	2	0.0016	13

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

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

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

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2022 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	70%	1	34%	7	0.4668	1
Visibility of police in your neighborhood	36%	2	29%	8	0.2574	2
High Priority (IS .10-.20)						
Responsiveness to investigations of offenses	34%	3	48%	3	0.1801	3
Public education efforts	27%	5	39%	5	0.1629	4
Traffic enforcement	27%	4	45%	4	0.1504	5
Visibility of police in retail areas	22%	8	36%	6	0.1393	6
Responsiveness to non-emergency/assistance	22%	7	50%	2	0.1126	7
Medium Priority (IS <.10)						
Responsiveness to emergency calls for service	26%	6	81%	1	0.0505	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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2022 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
High Priority (IS .10-.20)						
Responsiveness to non-emergency calls	44%	2	62%	4	0.1654	1
Medium Priority (IS <.10)						
Fire safety education programs	34%	3	78%	3	0.0746	2
Responsiveness to emergency calls for service	55%	1	87%	1	0.0726	3
Fire prevention efforts	34%	4	83%	2	0.0570	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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2022 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	75%	1	14%	9	0.6513	1
Condition of streets in your neighborhood	52%	2	21%	8	0.4119	2
High Priority (IS .10-.20)						
Traffic flow on major City streets	30%	3	44%	6	0.1678	3
Snow removal in your neighborhood	26%	4	44%	4	0.1453	4
Flood control & protection efforts	19%	5	40%	7	0.1162	5
Timing/placement of traffic signals on City streets	19%	6	44%	5	0.1072	6
Medium Priority (IS <.10)						
Storm drain system operation	13%	8	48%	3	0.0676	7
Snow removal on major streets	17%	7	65%	1	0.0595	8
City's sanitary sewer system	12%	9	56%	2	0.0523	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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2022 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)						
Yard waste collection services	36%	3	82%	4	0.0655	1
Bulky waste collection services	36%	4	84%	3	0.0569	2
Recycling collection services	42%	1	89%	2	0.0486	3
Residential garbage collection services	40%	2	91%	1	0.0355	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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2022 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	52%	1	69%	7	0.1592	1
Quality of swimming facilities and programs	23%	5	46%	11	0.1257	2
Hours of operation at City pools	19%	8	35%	12	0.1246	3
Overall quality of City parks	43%	2	75%	4	0.1054	4
Medium Priority (IS <.10)						
Quality of walking and biking trails	41%	3	78%	3	0.0925	5
Quality/variety of recreational programs/events	22%	7	63%	10	0.0813	6
Quality of outdoor athletic facilities	23%	6	72%	6	0.0642	7
Number, location, & accessibility of City parks	25%	4	75%	5	0.0615	8
Location of recreation programs/events	13%	10	66%	8	0.0433	9
Convenience & ease of registration	12%	11	64%	9	0.0430	10
Overall quality of City golf courses	9%	12	81%	2	0.0177	11
Overall quality of public gardens	16%	9	89%	1	0.0166	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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2022 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)						
Quality of children/youth programs	40%	2	79%	4	0.0869	1
Quality of programs for adults	29%	3	78%	5	0.0656	2
Hours of library operation	28%	4	82%	3	0.0511	3
Availability/quality of materials	45%	1	90%	1	0.0452	4
Availability of public computers/internet	21%	5	87%	2	0.0266	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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Importance-Satisfaction Analysis

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).

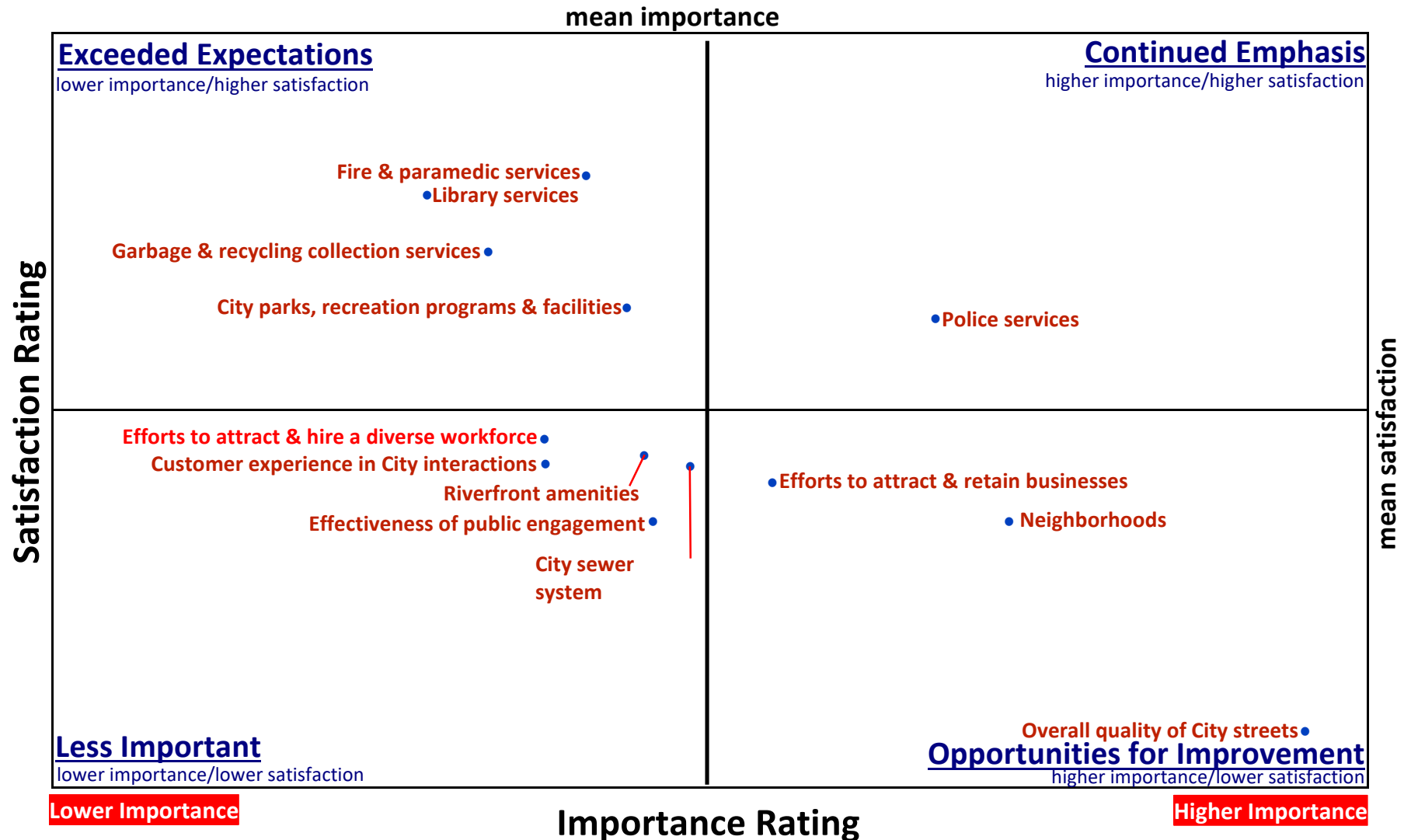The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

- **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 its 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.

Matrix charts showing the results for the City of Davenport are provided on the following pages.

City of Davenport 2022 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)

mean importance

Exceeded Expectations
lower importance/higher satisfaction

Continued Emphasis
higher importance/higher satisfaction

Fire & paramedic services ●

●Library services

Garbage & recycling collection services ●

City parks, recreation programs & facilities ●

●Police services

Satisfaction Rating

Efforts to attract & hire a diverse workforce ●

Customer experience in City interactions ●

Riverfront amenities

Effectiveness of public engagement ●

City sewer
system

● Efforts to attract & retain businesses

● Neighborhoods

mean satisfaction

Overall quality of City streets ●

Less Important
lower importance/lower satisfaction

Opportunities for Improvement
higher importance/lower satisfaction

Lower Importance

Importance Rating

Higher Importance

City of Davenport 2022 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)

mean importance

Exceeded Expectations
lower importance/higher satisfaction

Continued Emphasis
higher importance/higher satisfaction

● Responsiveness to emergency calls for service

Responsiveness to non-emergency/assistance ●

● Responsiveness to investigations of offenses

Traffic enforcement ●

Public education efforts ●

Visibility of police in retail areas ●

Efforts to prevent crime ●

● Visibility of police in your neighborhood

Satisfaction Rating

mean satisfaction

Less Important
lower importance/lower satisfaction

Opportunities for Improvement
higher importance/lower satisfaction

Lower Importance

Importance Rating

Higher Importance

City of Davenport 2022 DirectionFinder
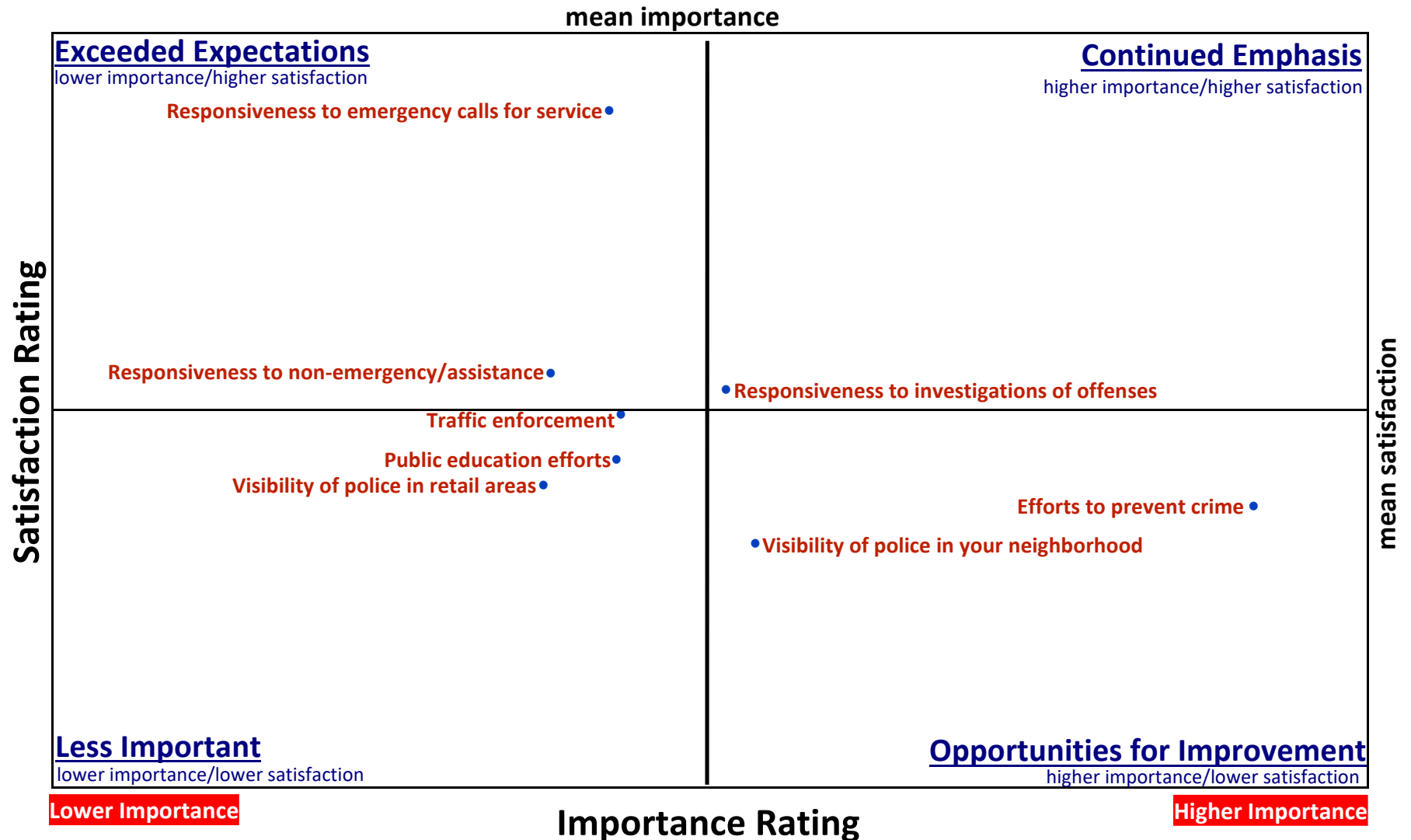# Importance-Satisfaction Assessment Matrix
-Fire Services-

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

mean importance

Exceeded Expectations
lower importance/higher satisfaction

Continued Emphasis
higher importance/higher satisfaction

Responsiveness to
emergency calls for service●

Fire prevention efforts●

Fire safety education programs●

Satisfaction Rating

mean satisfaction

●Responsiveness to non-emergency calls

Less Important
lower importance/lower satisfaction

Opportunities for Improvement
higher importance/lower satisfaction

Lower Importance

Higher Importance

Importance Rating

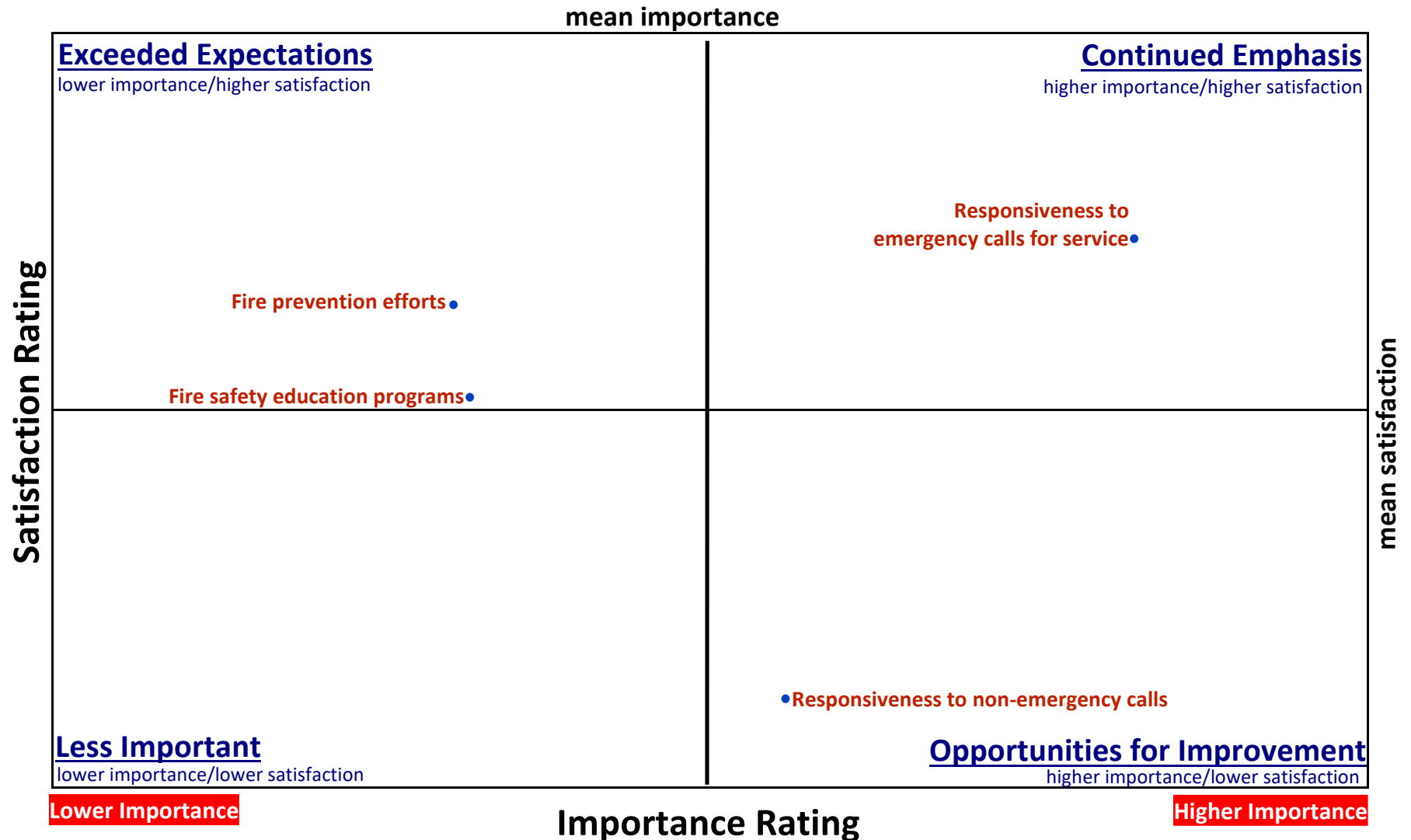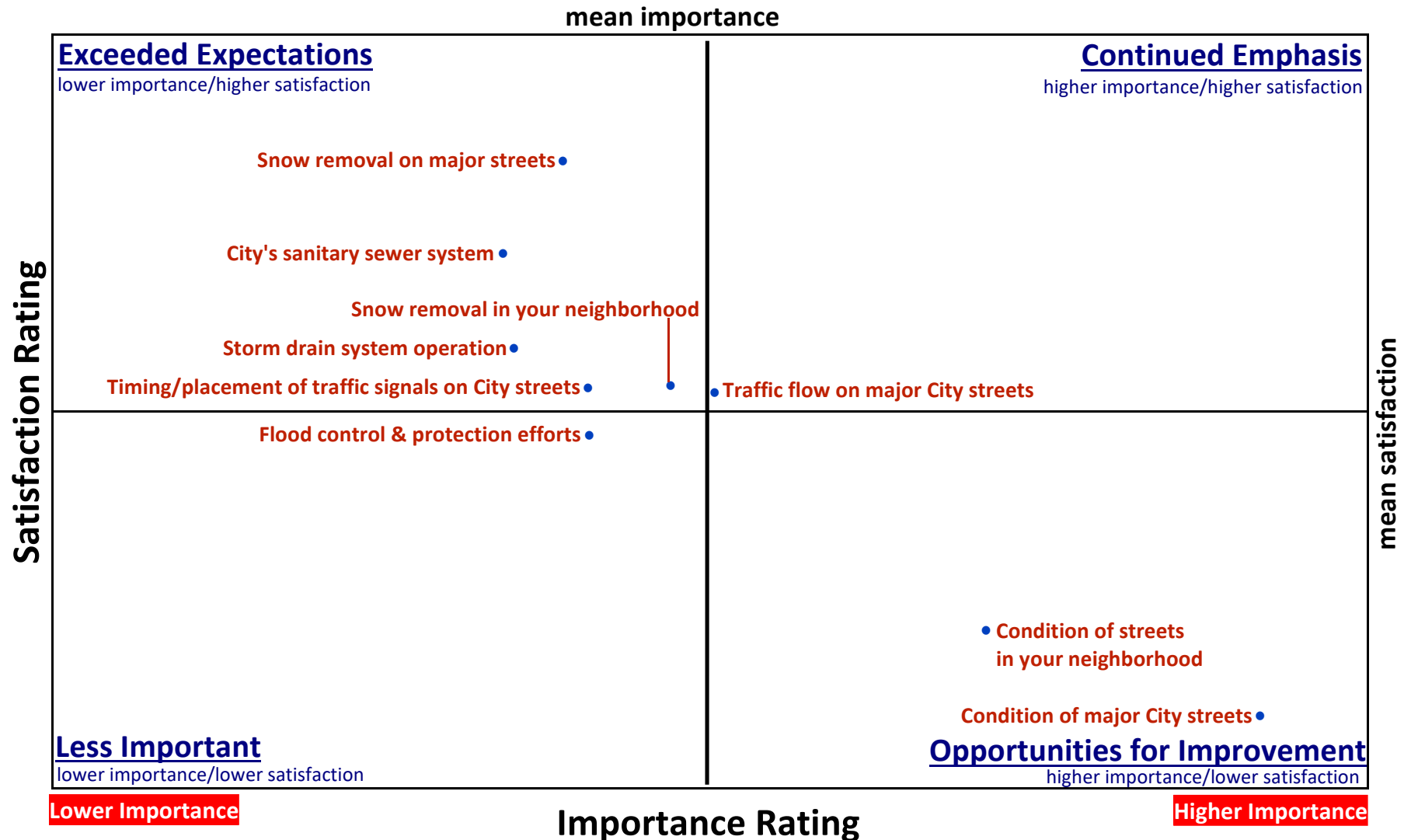# City of Davenport 2022 DirectionFinder Importance-Satisfaction Assessment Matrix
-Streets and Infrastructure-

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

mean importance

Exceeded Expectations
lower importance/higher satisfaction

Continued Emphasis
higher importance/higher satisfaction

Snow removal on major streets ●

City's sanitary sewer system ●

Snow removal in your neighborhood

Storm drain system operation ●

Timing/placement of traffic signals on City streets ●   ●

● Traffic flow on major City streets

mean satisfaction

Flood control & protection efforts ●

● Condition of streets
in your neighborhood

Condition of major City streets ●

Less Important
lower importance/lower satisfaction

Opportunities for Improvement
higher importance/lower satisfaction

Satisfaction Rating

Lower Importance

Higher Importance

Importance Rating

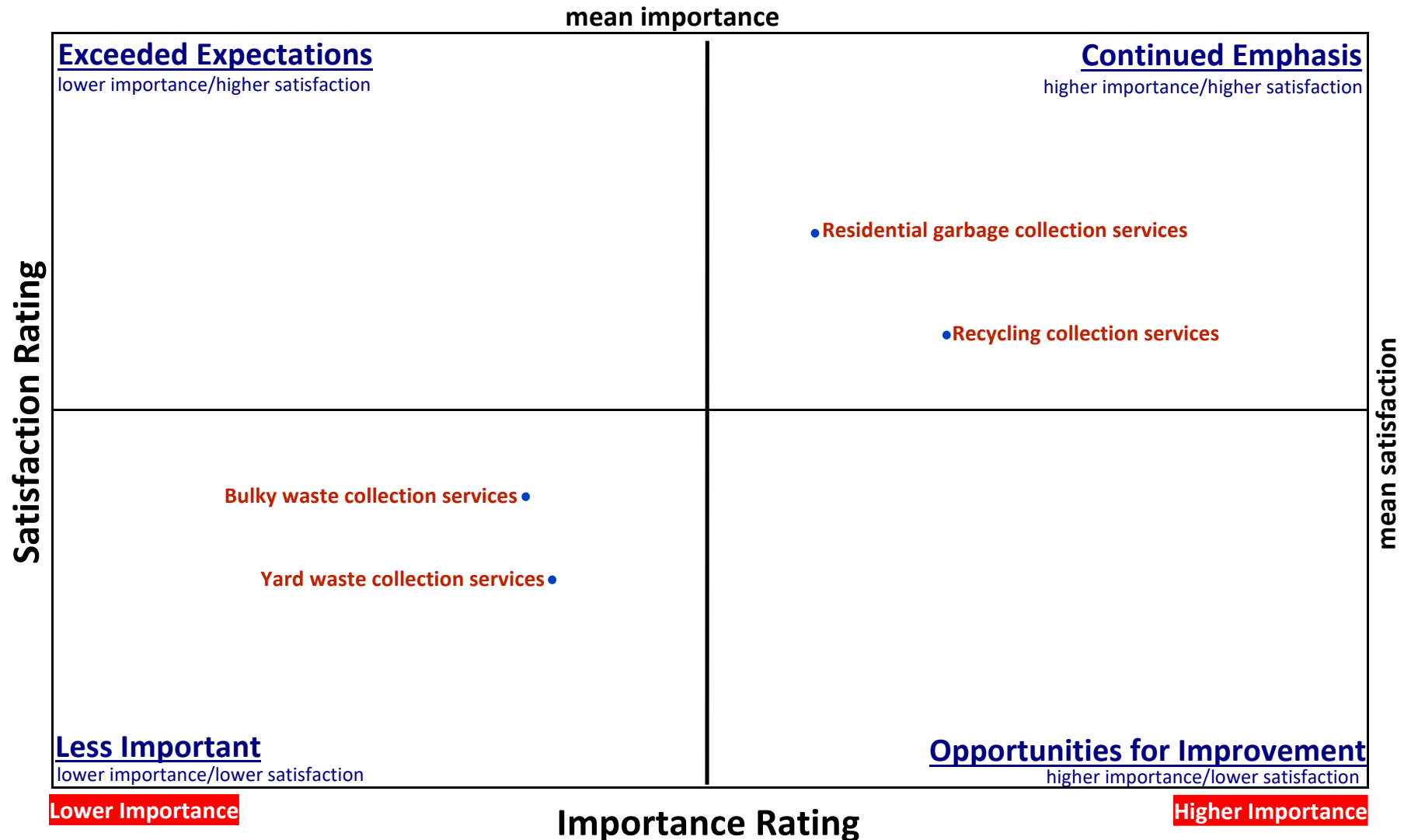# City of Davenport 2022 DirectionFinder Importance-Satisfaction Assessment Matrix
-Solid Waste Services-

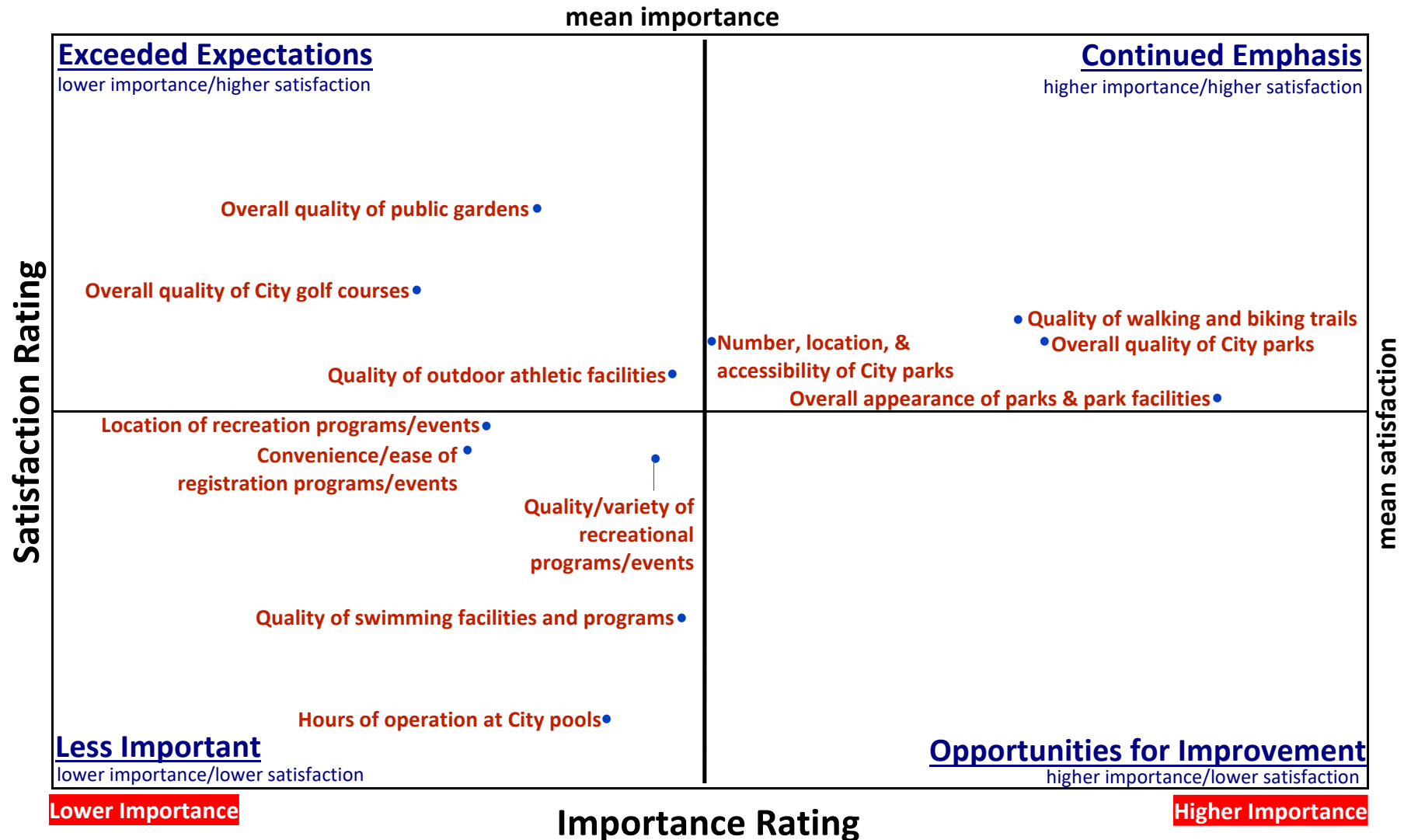(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

mean importance

Exceeded Expectations
lower importance/higher satisfaction

Continued Emphasis
higher importance/higher satisfaction

● Residential garbage collection services

● Recycling collection services

Satisfaction Rating

mean satisfaction

Bulky waste collection services ●

Yard waste collection services ●

Less Important
lower importance/lower satisfaction

Opportunities for Improvement
higher importance/lower satisfaction

Lower Importance

Importance Rating

Higher Importance

City of Davenport 2022 DirectionFinder
Importance-Satisfaction Assessment Matrix
-Parks and Recreation-
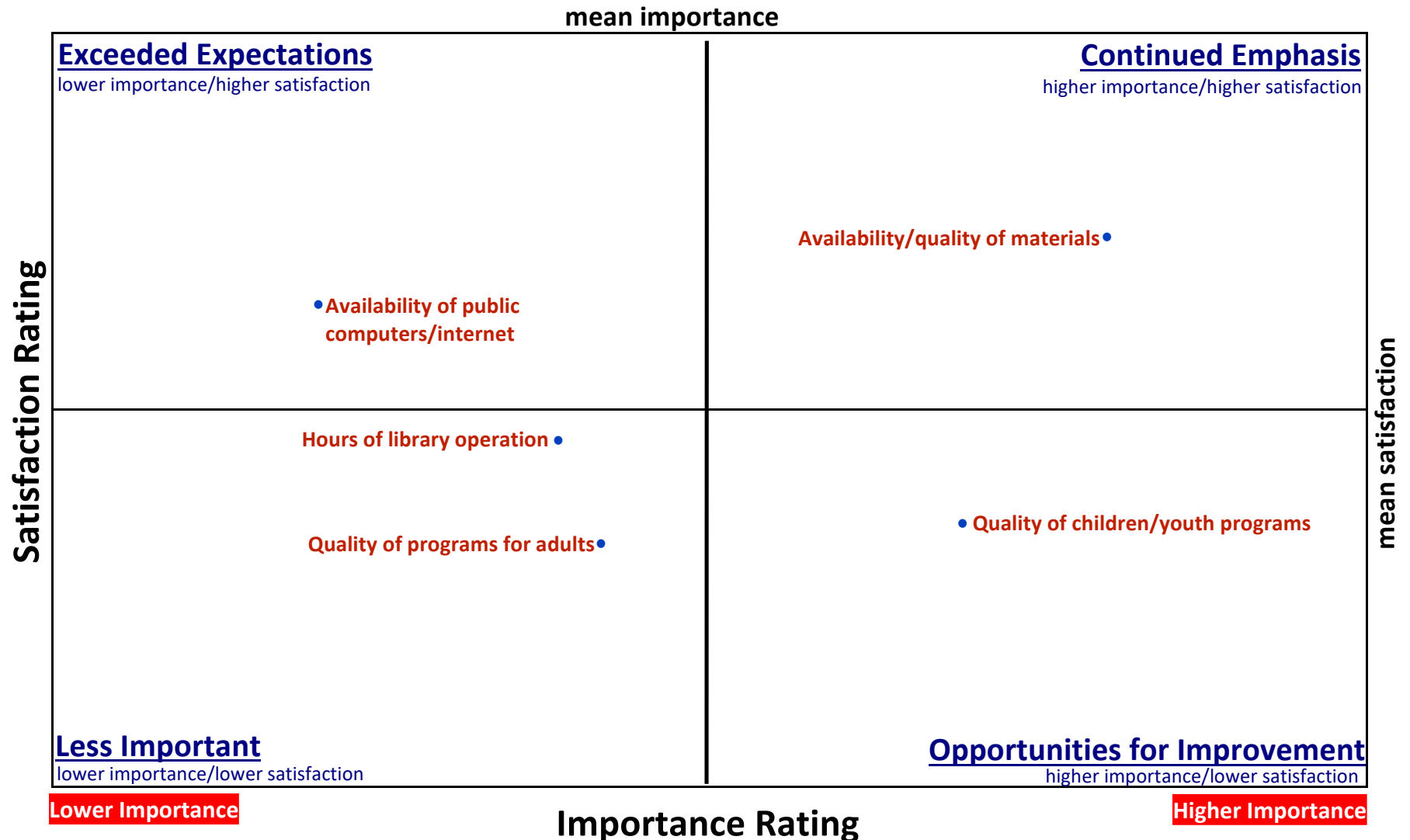
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

mean importance

Exceeded Expectations
lower importance/higher satisfaction

Continued Emphasis
higher importance/higher satisfaction

Overall quality of public gardens •

Overall quality of City golf courses •

• Quality of walking and biking trails

• Number, location, &
accessibility of City parks

• Overall quality of City parks

Quality of outdoor athletic facilities •

Overall appearance of parks & park facilities •

Location of recreation programs/events •

Convenience/ease of •
registration programs/events

Quality/variety of
recreational
programs/events

Quality of swimming facilities and programs •

Hours of operation at City pools •

Less Important
lower importance/lower satisfaction

Opportunities for Improvement
higher importance/lower satisfaction

Satisfaction Rating

mean satisfaction

Lower Importance

Higher Importance

Importance Rating

City of Davenport 2022 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)

mean importance

Satisfaction Rating

mean satisfaction

Exceeded Expectations
lower importance/higher satisfaction

Continued Emphasis
higher importance/higher satisfaction

• Availability/quality of materials•

• Availability of public
computers/internet

Hours of library operation •

• Quality of children/youth programs

Quality of programs for adults•

Less Important
lower importance/lower satisfaction

Opportunities for Improvement
higher importance/lower satisfaction

Lower Importance

Higher Importance

Importance Rating

4

Benchmarking Analysis

Benchmarking Analysis

Overview

ETC Institute's *DirectionFinder®* program was originally developed in 1999 to help community leaders use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 500 cities and counties in 49 states. Most participating communities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from three sources: (1) a national survey that was administered by ETC Institute during the fall of 2021 to a random sample of over 9,000 residents in the continental United States, (2) a regional survey that was administered by ETC Institute during the fall of 2021 to a random sample of residents living in the Plains Region of the United States. The Plains Region includes the states of North and South Dakota, Minnesota, Iowa, Nebraska, Wisconsin, Illinois, Kansas, Missouri and Oklahoma, and 3) survey results from 41 medium-sized communities (population of 50,000 to 200,000) where the *DirectionFinder®* survey has been administered January 2020. The national survey results were used as the basis for the mean performance ratings that are shown in this report.

The 41 communities included in the performance comparisons are listed below and on the following page:

- Amarillo, TX
- Apex, NC
- Auburn, AL
- Baytown, TX
- Blue Springs, MO
- Chapel Hill, NC
- Conroe, TX
- Coral Springs, FL
- DeSoto, TX
- Elgin, IL
- Fort Lauderdale, FL
- Gainesville, FL
- High Point, NC
- Lawrence, KS
- League City, TX
- Lenexa, KS
- Mansfield, TX
- Margate, FL
- Meridian, ID
- Mesquite, TX
- Missouri City, TX
- Mount Prospect, IL
- Olathe, KS
- Overland Park, KS
- Pflugerville, TX
- Pueblo, CO
- Round Rock, TX
- Shoreline, WA
- South Bend, IN
- St. Joseph, MO

Benchmarking Analysis

- Sterling Heights, MI
- Sugar Land, TX
- Tamarac, FL
- Tempe, AZ
- Thornton, CO
- Topeka, KS

- Vancouver, WA
- West Des Moines, IA
- Westminster, CO
- Wilmington, NC
- Wyandotte County, KS

Interpreting the National Charts

The charts on the following pages show how the overall results for Davenport compare to the national average based on the results of an annual survey that was administered by ETC Institute to a random sample of more than 9,000 U.S. residents and the regional survey administered to residents living in the Plains Region of the United States. The City of Davenport's results are shown in blue, the Plains Region's results are shown in red, and the National Averages are shown in yellow.

Interpreting the Performance Range Charts

The performance range charts on the following pages show the range of satisfaction among residents in the communities listed on the previous page. The charts show the highest, lowest, and average (mean) levels of satisfaction for a wide range of city services.   The mean rating is shown as a vertical line and indicates the mean ratings from ETC Institute's national survey for residents who live in communities with a population of 50,000 to 200,000. The actual ratings for Davenport are listed to the right of each chart. The dot on each bar shows how the results for Davenport compare to the other communities where the *DirectionFinder®* survey has been administered.
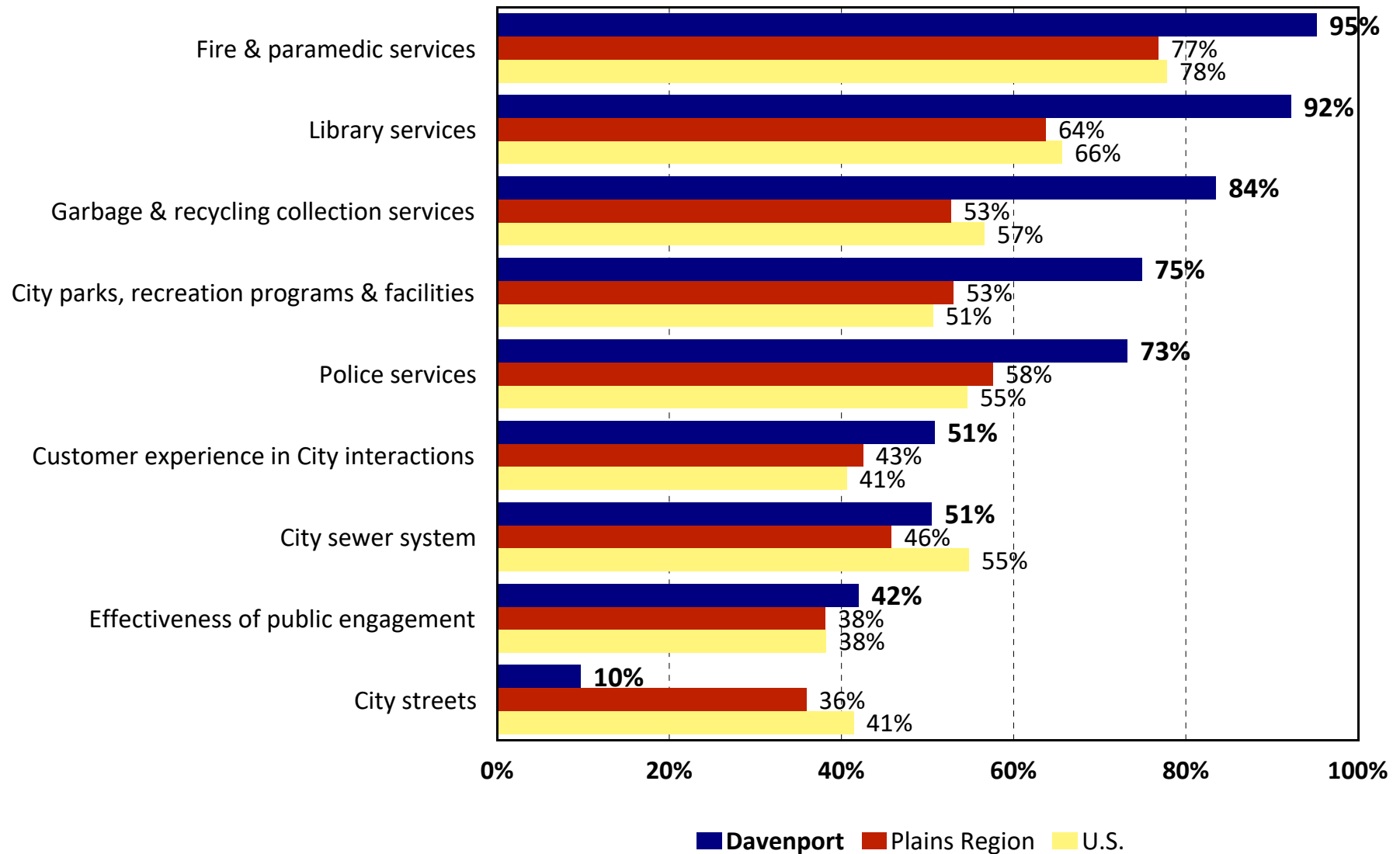
Benchmarking Data

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

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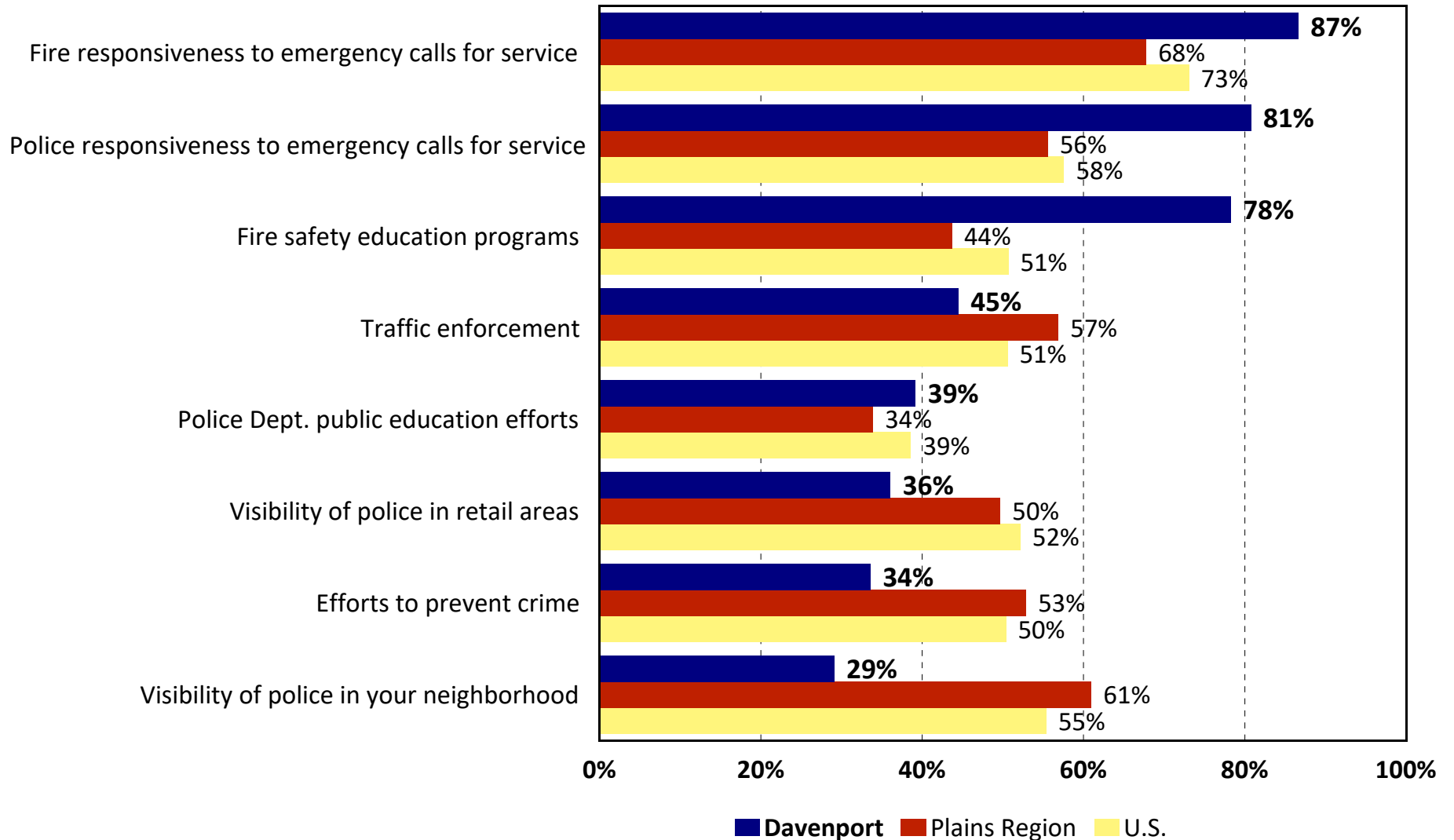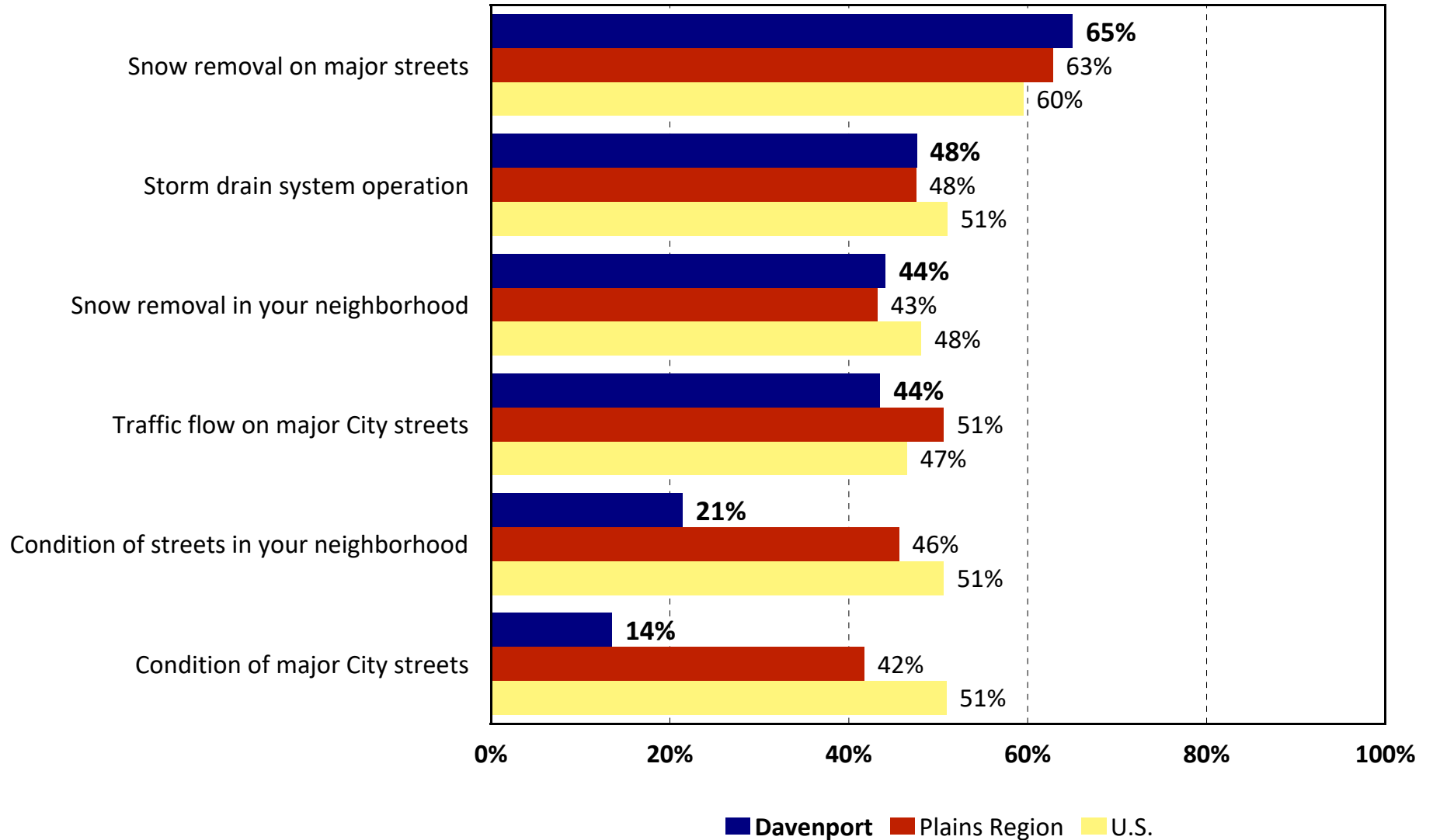## Davenport vs. Plains Region vs. the U.S.

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

Category	Davenport	Plains Region	U.S.
Fire & paramedic services	95%	77%	78%
Library services	92%	64%	66%
Garbage & recycling collection services	84%	53%	57%
City parks, recreation programs & facilities	75%	53%	51%
Police services	73%	58%	55%
Customer experience in City interactions	51%	43%	41%
City sewer system	51%	46%	55%
Effectiveness of public engagement	42%	38%	38%
City streets	10%	36%	41%

Davenport ■ Plains Region □ U.S.

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

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

	Davenport	Plains Region	U.S.
Fire responsiveness to emergency calls for service	87%	68%	73%
Police responsiveness to emergency calls for service	81%	56%	58%
Fire safety education programs	78%	44%	51%
Traffic enforcement	45%	57%	51%
Police Dept. public education efforts	39%	34%	39%
Visibility of police in retail areas	36%	50%	52%
Efforts to prevent crime	34%	53%	50%
Visibility of police in your neighborhood	29%	61%	55%

■ **Davenport** ■ Plains Region ▢ U.S.

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

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

Snow removal on major streets
- Davenport: **65%**
- Plains Region: 63%
- U.S.: 60%

Storm drain system operation
- Davenport: **48%**
- Plains Region: 48%
- U.S.: 51%

Snow removal in your neighborhood
- Davenport: **44%**
- Plains Region: 43%
- U.S.: 48%

Traffic flow on major City streets
- Davenport: **44%**
- Plains Region: 51%
- U.S.: 47%

Condition of streets in your neighborhood
- Davenport: **21%**
- Plains Region: 46%
- U.S.: 51%

Condition of major City streets
- Davenport: **14%**
- Plains Region: 42%
- U.S.: 51%

Legend: ■ **Davenport** ■ Plains Region ■ U.S.

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

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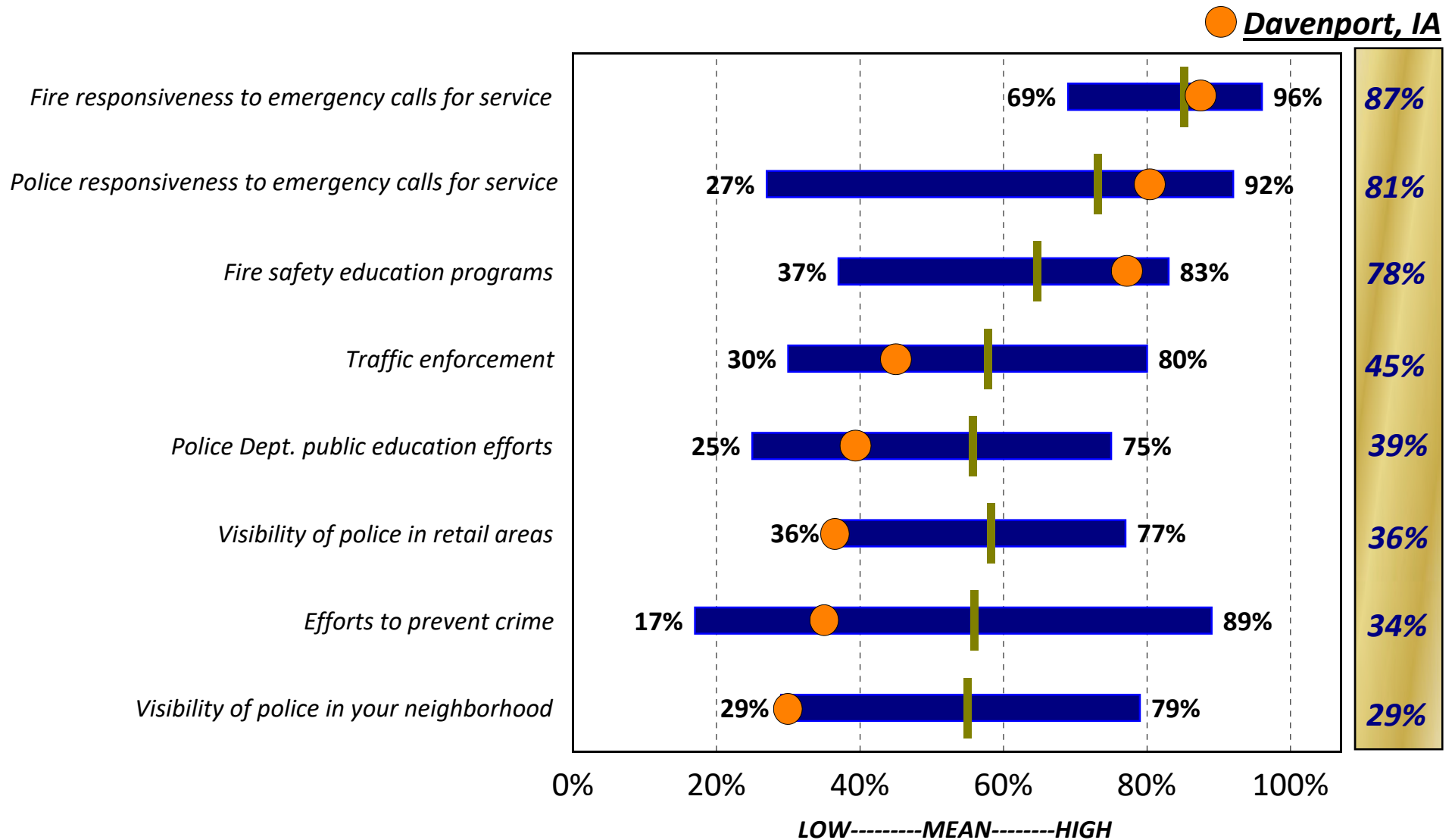

Legend: Davenport | Plains Region | U.S.

Service	Davenport	Plains Region	U.S.
Residential garbage collection services	91%	62%	69%
Recycling collection services	89%	49%	57%
Bulky waste collection services	84%	41%	47%
Yard waste collection services	82%	45%	55%
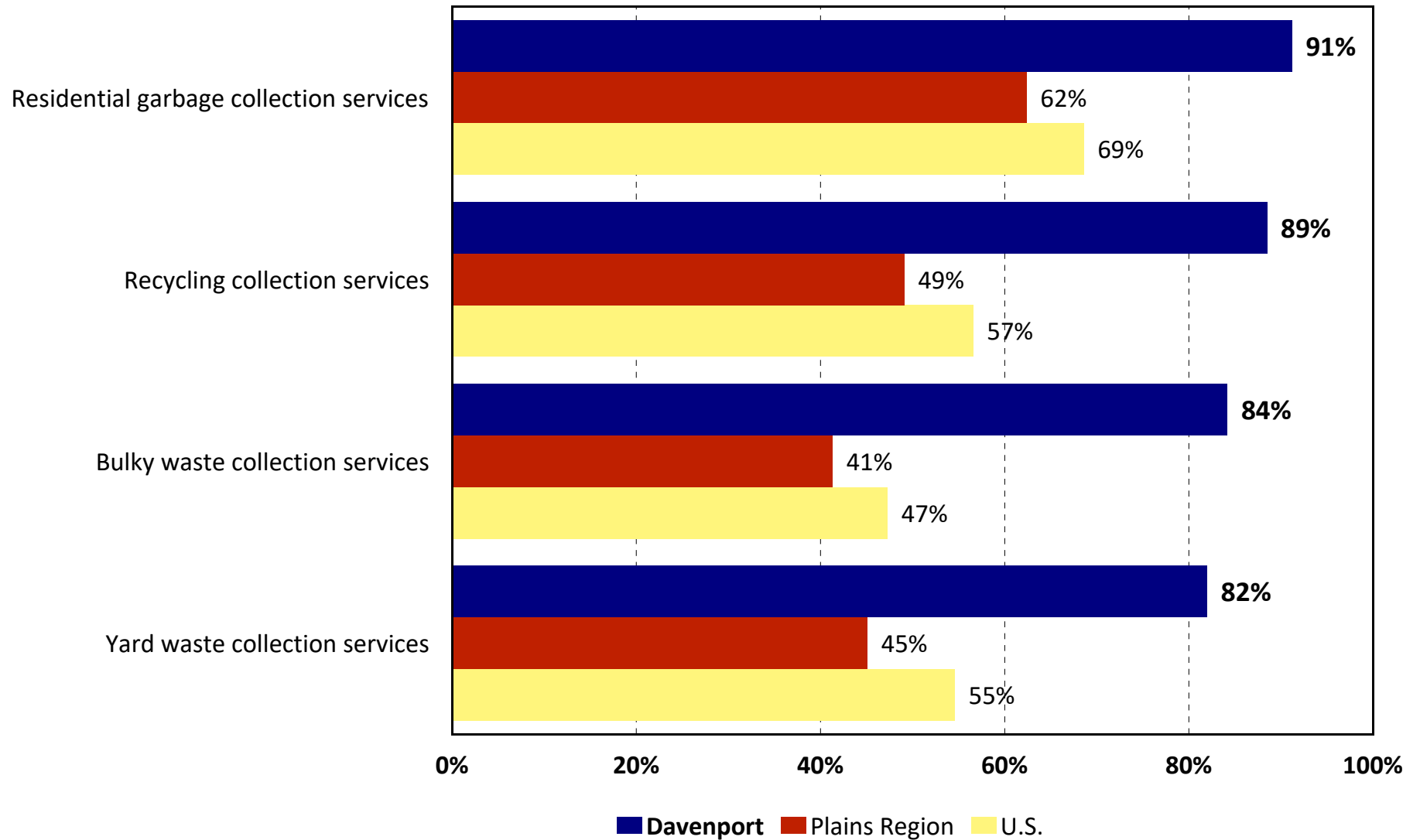
Ratings of Parks and Recreation Services
Davenport vs. Plains Region vs. the U.S.

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

Quality of walking and biking trails
- Davenport: **78%**
- Plains Region: 66%
- U.S.: 63%

Quality of outdoor athletic facilities
- Davenport: **72%**
- Plains Region: 51%
- U.S.: 53%

Convenience & ease of registration
- Davenport: **64%**
- Plains Region: 40%
- U.S.: 39%

Quality/variety of recreational programs/events
- Davenport: **63%**
- Plains Region: 46%
- U.S.: 45%

Quality of swimming facilities and programs
- Davenport: **46%**
- Plains Region: 40%
- U.S.: 36%

Legend: ■ **Davenport** ■ Plains Region ■ U.S.
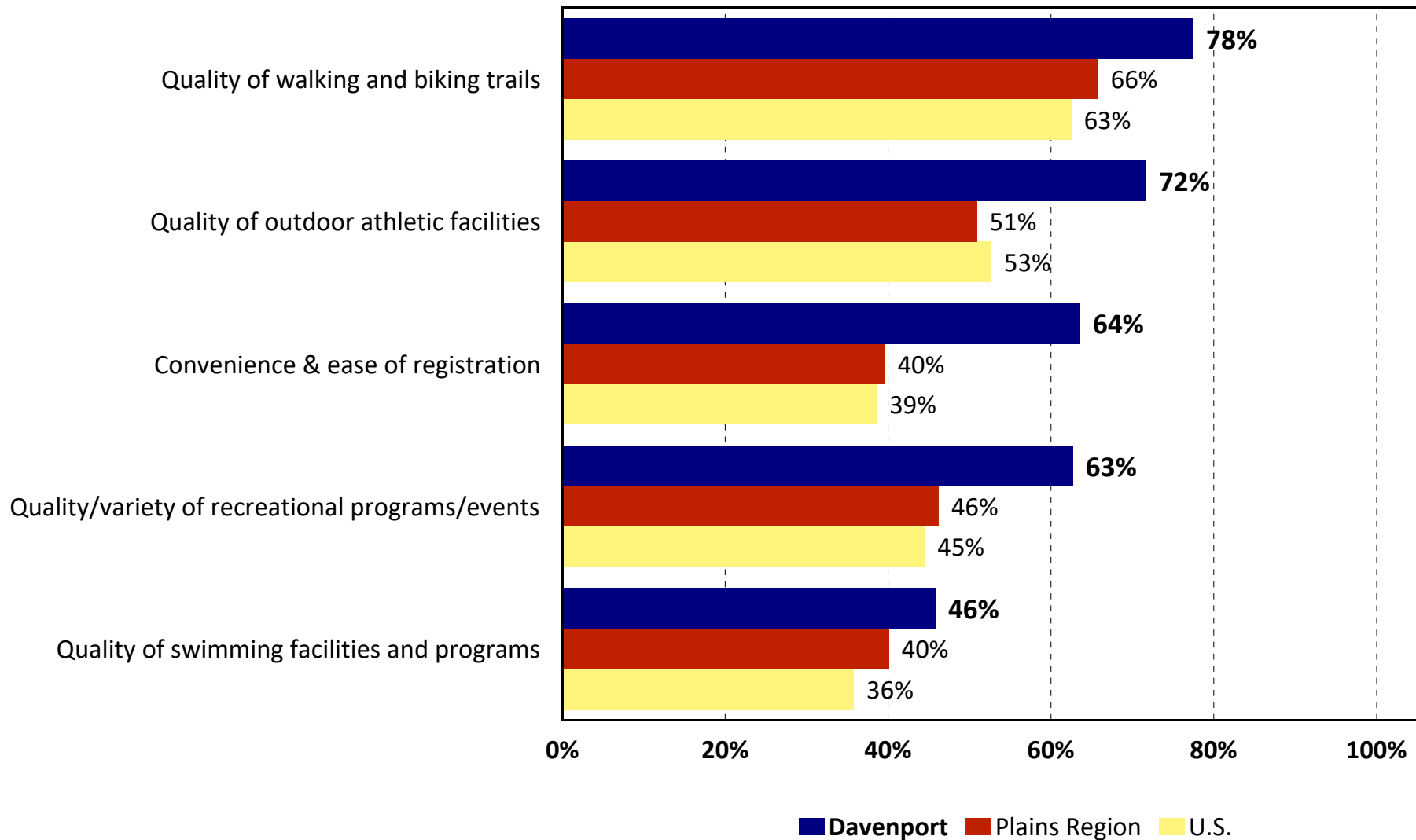
Overall Ratings of the City
Davenport vs. Plains Region vs. the U.S.

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

	Davenport	Plains Region	U.S.
As a place to work	68%	53%	58%
As a place to live	63%	50%	50%
Overall quality of services provided by City	63%	53%	51%
As a place to visit	54%	46%	58%
As a place to raise children	54%	58%	62%
Overall image of the City	50%	51%	55%
As a place to retire	47%	46%	52%
Value received for City tax dollars and fees	40%	33%	34%

Davenport ▮ Plains Region ▮ U.S.
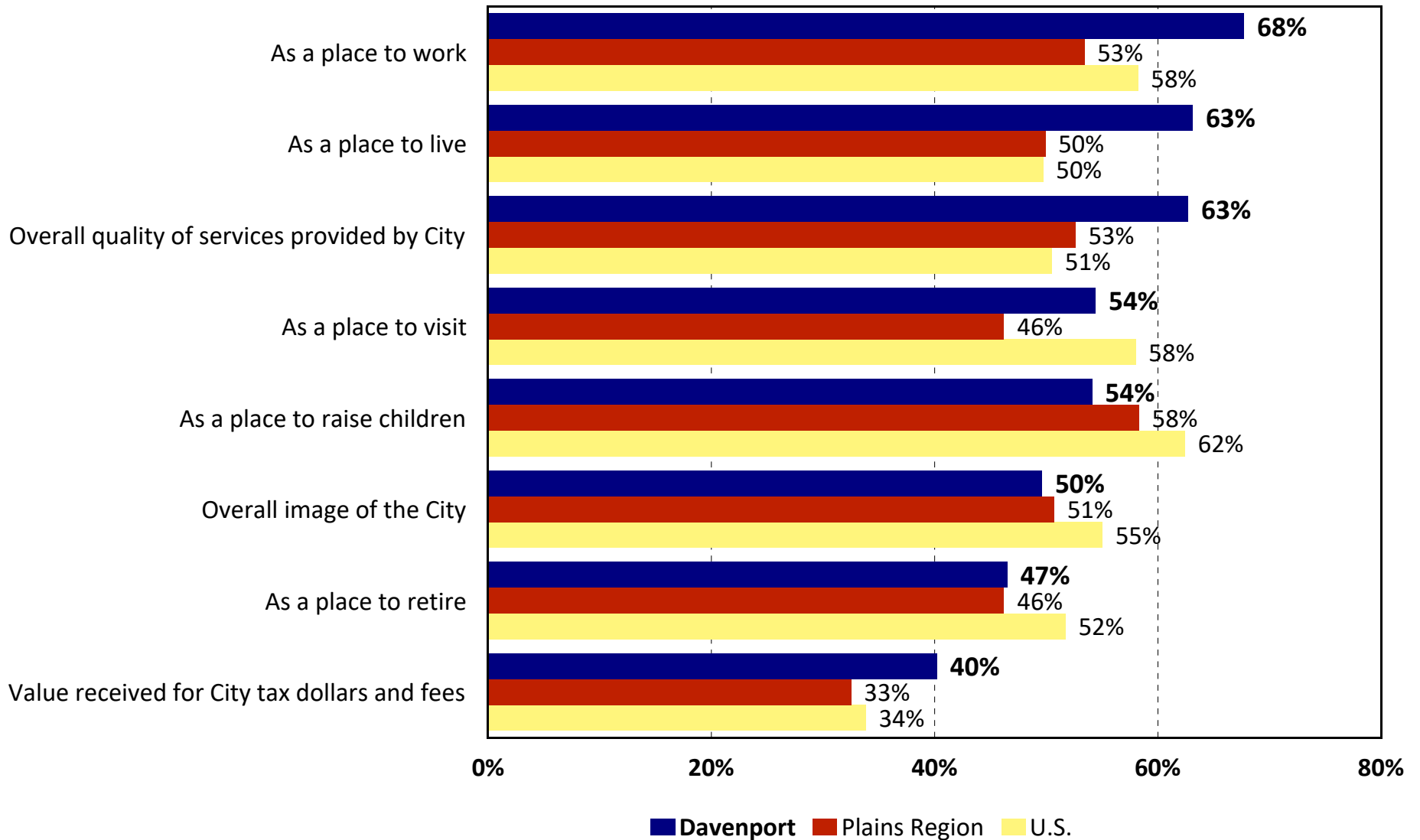
Performance Range Data

Overall Satisfaction with Various City Services
by Major Category - 2022

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

🟠 **_Davenport, IA_**

Service	Low	Davenport	High	
Fire & paramedic services	71%		98%	**95%**
Library services	76%		92%	**92%**
Garbage & recycling collection services	43%		95%	**84%**
City parks, recreation programs & facilities	45%		94%	**75%**
Police services	47%		94%	**73%**
Customer experience in City interactions	32%		90%	**51%**
City sewer system	42%		89%	**51%**
Effectiveness of public engagement	24%		84%	**42%**
City streets	7%		87%	**10%**

0%   20%   40%   60%   80%   100%

LOW---------MEAN--------HIGH
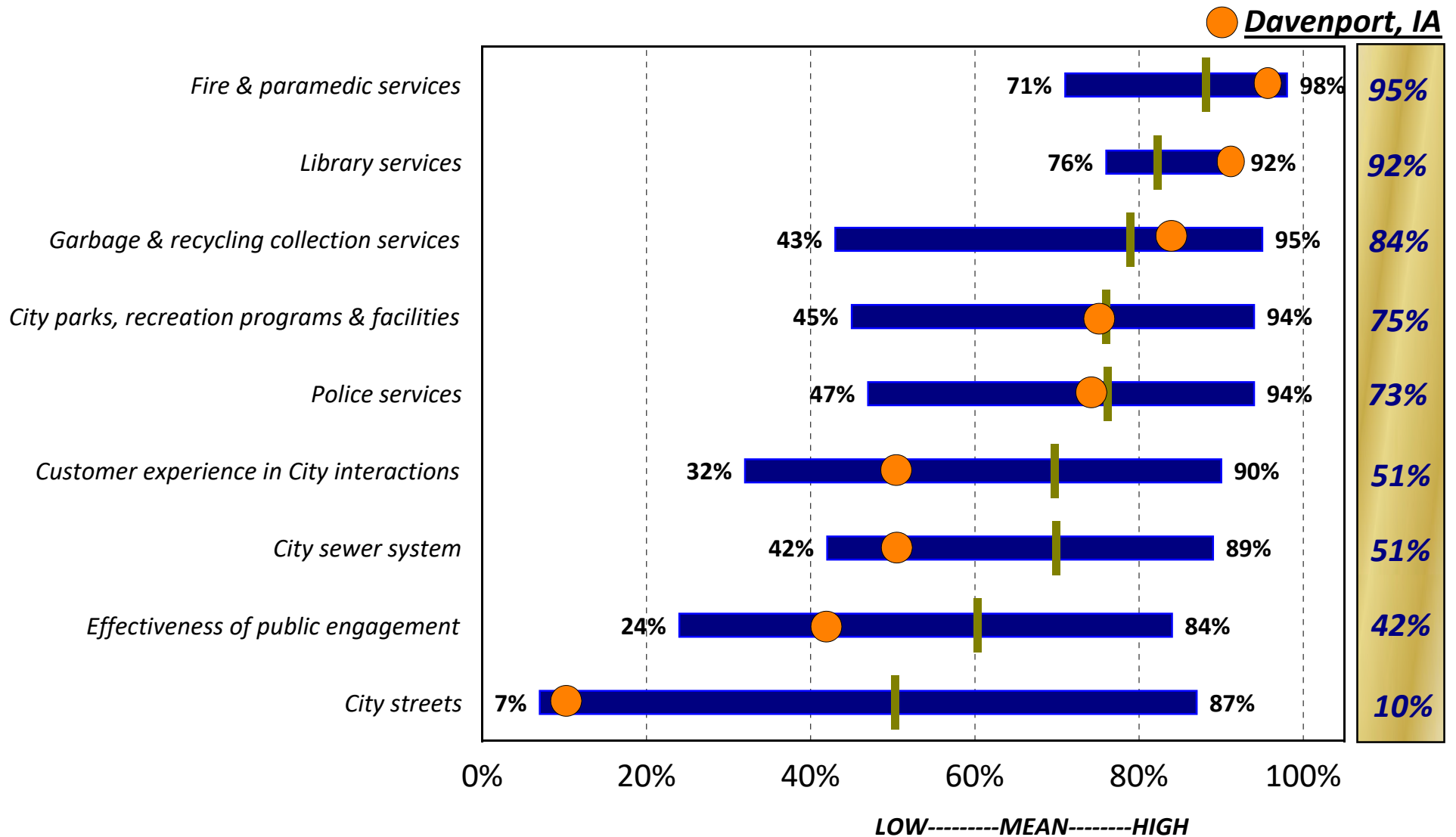
Satisfaction with Various Public Safety Services
Provided by Cities - 2022

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

⬤ **_Davenport, IA_**

Service	Low	High	Davenport, IA
Fire responsiveness to emergency calls for service	69%	96%	**87%**
Police responsiveness to emergency calls for service	27%	92%	**81%**
Fire safety education programs	37%	83%	**78%**
Traffic enforcement	30%	80%	**45%**
Police Dept. public education efforts	25%	75%	**39%**
Visibility of police in retail areas	36%	77%	**36%**
Efforts to prevent crime	17%	89%	**34%**
Visibility of police in your neighborhood	29%	79%	**29%**

0%   20%   40%   60%   80%   100%

LOW---------MEAN--------HIGH

Satisfaction with Streets and Infrastructure - 2022

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

🟠 **_Davenport, IA_**

Snow removal on major streets	46% ... 93%	**65%**
Storm drain system operation	26% ... 88%	**48%**
Snow removal in your neighborhood	33% ... 87%	**44%**
Traffic flow on major City streets	19% ... 80%	**44%**
Condition of streets in your neighborhood	21% ... 83%	**21%**
Condition of major City streets	14% ... 87%	**14%**

0%   20%   40%   60%   80%   100%

LOW---------MEAN--------HIGH
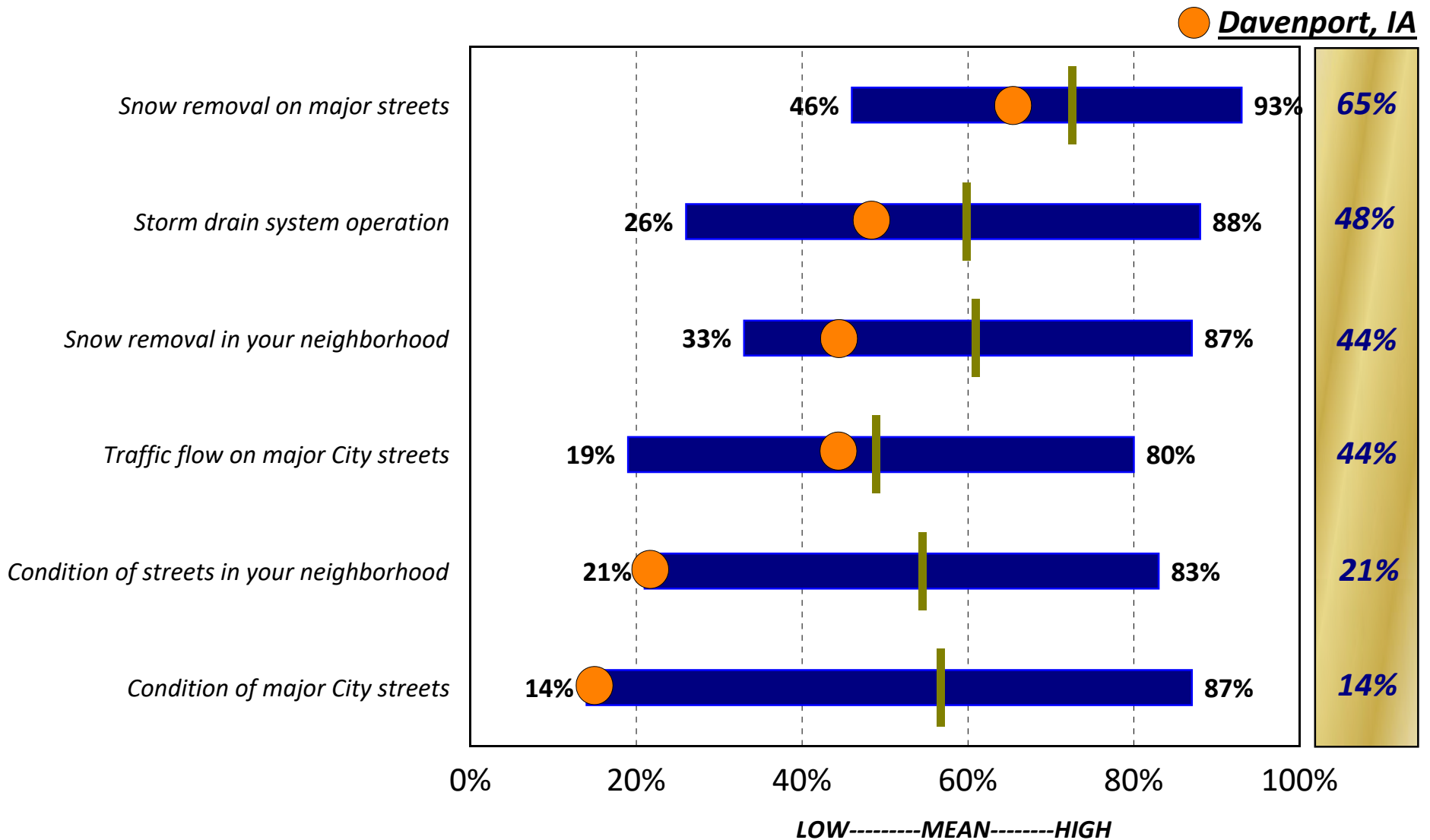
Satisfaction with Solid Waste Services
Provided by Cities - 2022

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

🟠 *Davenport, IA*

Residential garbage collection services	54% ... 97%	**91%**
Recycling collection services	59% ... 94%	**89%**
Bulky waste collection services	53% ... 89%	**84%**
Yard waste collection services	37% ... 92%	**82%**

0%   20%   40%   60%   80%   100%

LOW---------MEAN--------HIGH
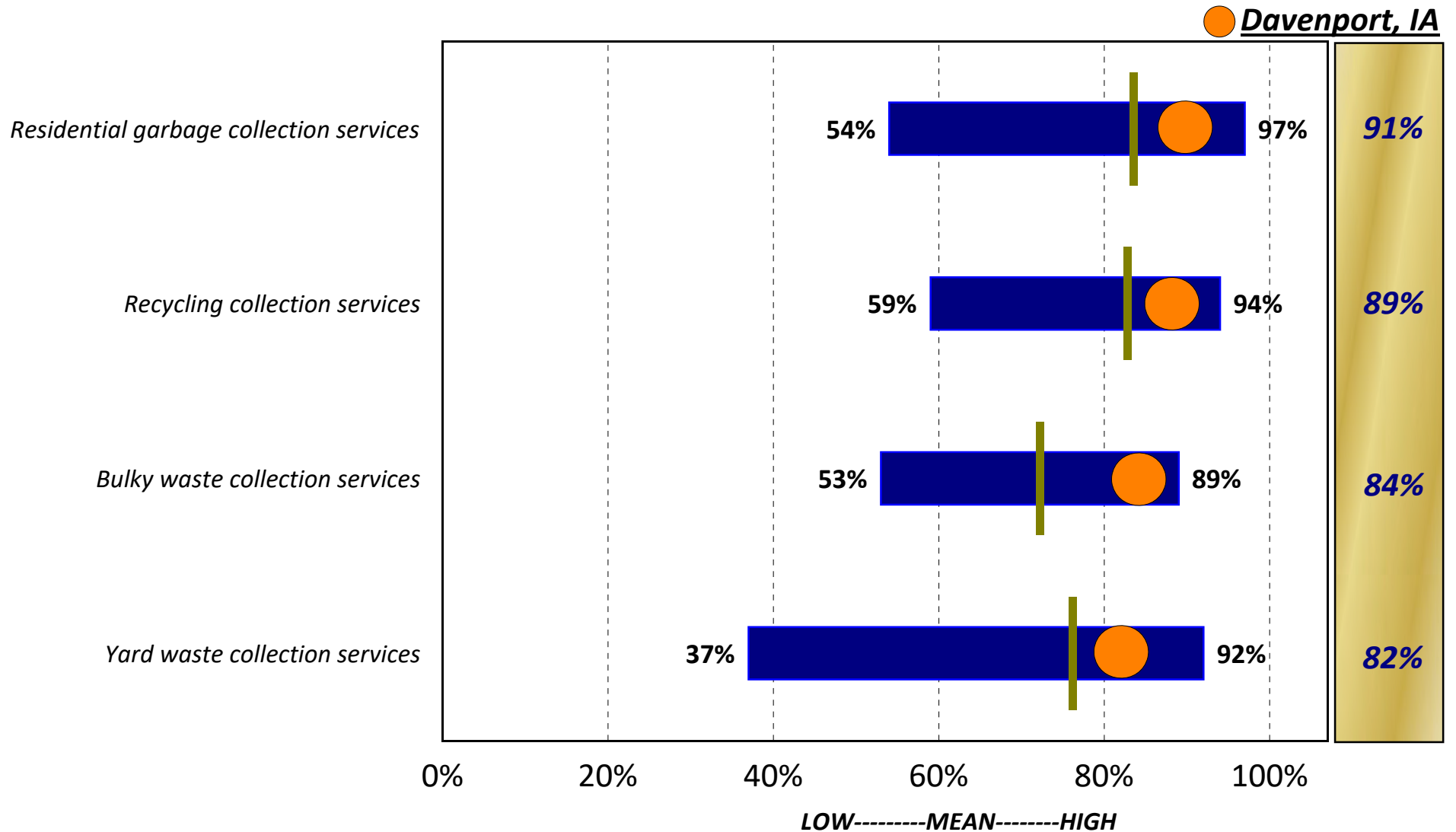
Satisfaction with Parks and Recreation Services
Provided by Cities - 2022

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

🟠 **_Davenport, IA_**

	Davenport, IA
Overall quality of City golf courses	36% ... 81%	**_81%_**
Quality of walking and biking trails	31% ... 93%	**_78%_**
Overall quality of City parks	39% ... 97%	**_75%_**
Quality of outdoor athletic facilities	35% ... 88%	**_72%_**
Convenience & ease of registration	23% ... 77%	**_64%_**
Quality/variety of recreational programs/events	19% ... 73%	**_63%_**
Quality of swimming facilities and programs	14% ... 81%	**_46%_**

0% 20% 40% 60% 80% 100%

LOW--------MEAN--------HIGH
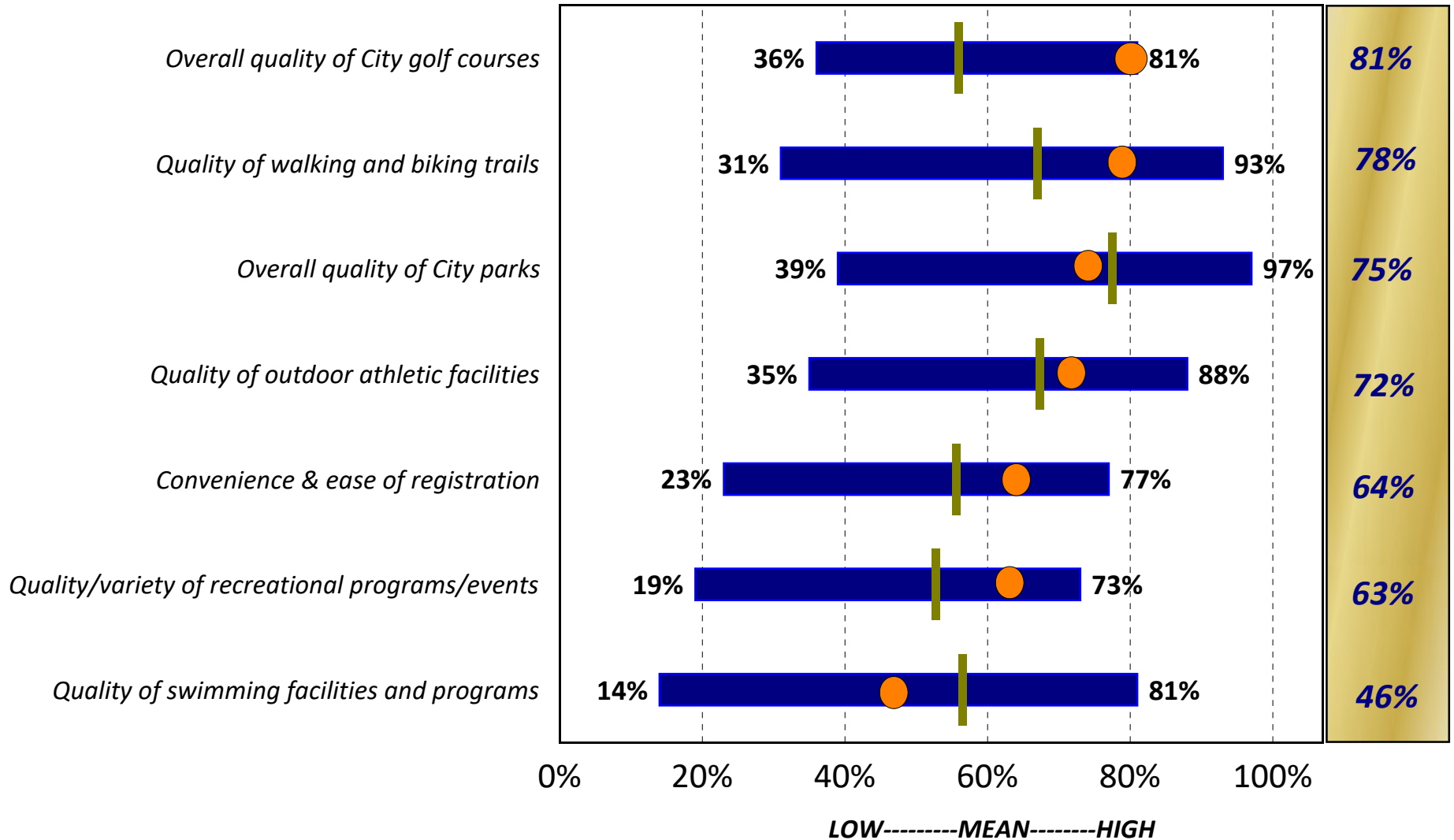
Overall Ratings of the City in Which Residents Live 2022

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

🟠 **_Davenport, IA_**

Rating	Low	High	Mean
As a place to work	37%	93%	**_68%_**
As a place to live	37%	98%	**_63%_**
Overall quality of services provided by City	28%	95%	**_63%_**
As a place to visit	41%	89%	**_54%_**
As a place to raise children	29%	97%	**_54%_**
Overall image of the City	24%	94%	**_50%_**
As a place to retire	33%	82%	**_47%_**
Value received for City tax dollars and fees	13%	78%	**_40%_**

0%   20%   40%   60%   80%   100%

LOW---------MEAN--------HIGH
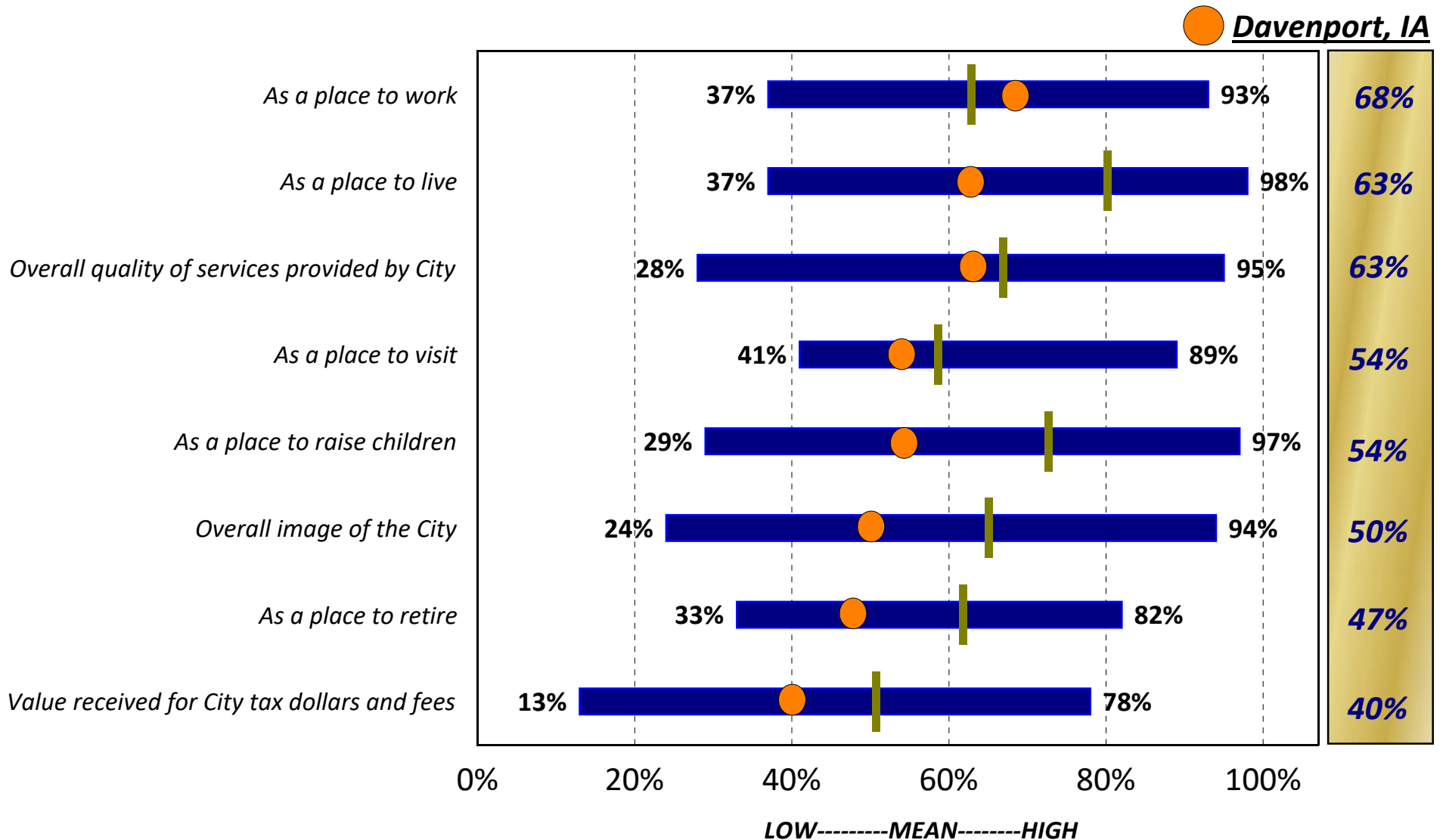
5

Tabular Data

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

(N=835)

	Very good	Good	Fair	Poor	Don't know
Q1-1. Overall quality of police services	19.9%	46.8%	19.2%	5.1%	9.0%
Q1-2. Overall quality of fire & paramedic services	39.6%	44.2%	3.7%	0.5%	12.0%
Q1-3. Overall quality of City streets	0.8%	8.9%	40.0%	49.9%	0.4%
Q1-4. Overall quality of City sewer system	5.7%	39.2%	31.7%	12.5%	10.9%
Q1-5. Overall quality of garbage & recycling collection services	33.7%	47.8%	13.7%	2.5%	2.4%
Q1-6. Overall quality of City parks, recreation programs & facilities	20.0%	51.1%	20.4%	3.5%	5.0%
Q1-7. Overall quality of neighborhoods	4.2%	36.4%	46.6%	9.5%	3.4%
Q1-8. Overall quality of library services	37.8%	38.6%	5.1%	1.3%	17.1%
Q1-9. Overall effectiveness of City's engagement with the public	6.0%	31.1%	34.7%	16.6%	11.5%
Q1-10. Overall quality of customer experience in City interactions	9.3%	30.7%	28.5%	10.3%	21.2%
Q1-11. City's efforts to attract & hire a diverse workforce	6.9%	25.9%	19.9%	7.3%	40.0%
Q1-12. City's efforts to attract & retain businesses	6.0%	32.7%	28.7%	13.2%	19.4%
Q1-13. Overall quality of Davenport's riverfront amenities	8.6%	39.8%	32.2%	12.1%	7.3%

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=835)

	Very good	Good	Fair	Poor
Q1-1. Overall quality of police services	21.8%	51.4%	21.1%	5.7%
Q1-2. Overall quality of fire & paramedic services	45.0%	50.2%	4.2%	0.5%
Q1-3. Overall quality of City streets	0.8%	8.9%	40.1%	50.1%
Q1-4. Overall quality of City sewer system	6.5%	44.0%	35.6%	14.0%
Q1-5. Overall quality of garbage & recycling collection services	34.5%	49.0%	14.0%	2.6%
Q1-6. Overall quality of City parks, recreation programs & facilities	21.1%	53.8%	21.4%	3.7%
Q1-7. Overall quality of neighborhoods	4.3%	37.7%	48.2%	9.8%
Q1-8. Overall quality of library services	45.7%	46.5%	6.2%	1.6%
Q1-9. Overall effectiveness of City's engagement with the public	6.8%	35.2%	39.2%	18.8%
Q1-10. Overall quality of customer experience in City interactions	11.9%	38.9%	36.2%	13.1%
Q1-11. City's efforts to attract & hire a diverse workforce	11.6%	43.1%	33.1%	12.2%
Q1-12. City's efforts to attract & retain businesses	7.4%	40.6%	35.7%	16.3%
Q1-13. Overall quality of Davenport's riverfront amenities	9.3%	42.9%	34.8%	13.0%

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

Q2. Top choice	Number	Percent
Overall quality of police services	190	22.8 %
Overall quality of fire & paramedic services	8	1.0 %
Overall quality of City streets	405	48.5 %
Overall quality of City sewer system	22	2.6 %
Overall quality of garbage & recycling collection services	2	0.2 %
Overall quality of City parks, recreation programs & facilities	14	1.7 %
Overall quality of neighborhoods	73	8.7 %
Overall effectiveness of City's engagement with the public	10	1.2 %
Overall quality of customer experience in City interactions	4	0.5 %
City's efforts to attract & hire a diverse workforce	14	1.7 %
City's efforts to attract & retain businesses	39	4.7 %
Overall quality of Davenport's riverfront amenities	12	1.4 %
None chosen	42	5.0 %
Total	835	100.0 %

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

Q2. 2nd choice	Number	Percent
Overall quality of police services	107	12.8 %
Overall quality of fire & paramedic services	54	6.5 %
Overall quality of City streets	153	18.3 %
Overall quality of City sewer system	76	9.1 %
Overall quality of garbage & recycling collection services	16	1.9 %
Overall quality of City parks, recreation programs & facilities	41	4.9 %
Overall quality of neighborhoods	145	17.4 %
Overall quality of library services	5	0.6 %
Overall effectiveness of City's engagement with the public	43	5.1 %
Overall quality of customer experience in City interactions	13	1.6 %
City's efforts to attract & hire a diverse workforce	28	3.4 %
City's efforts to attract & retain businesses	52	6.2 %
Overall quality of Davenport's riverfront amenities	36	4.3 %
None chosen	66	7.9 %
Total	835	100.0 %

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

Q2. 3rd choice	Number	Percent
Overall quality of police services	60	7.2 %
Overall quality of fire & paramedic services	37	4.4 %
Overall quality of City streets	84	10.1 %
Overall quality of City sewer system	61	7.3 %
Overall quality of garbage & recycling collection services	20	2.4 %
Overall quality of City parks, recreation programs & facilities	48	5.7 %
Overall quality of neighborhoods	137	16.4 %
Overall quality of library services	4	0.5 %
Overall effectiveness of City's engagement with the public	73	8.7 %
Overall quality of customer experience in City interactions	34	4.1 %
City's efforts to attract & hire a diverse workforce	33	4.0 %
City's efforts to attract & retain businesses	103	12.3 %
Overall quality of Davenport's riverfront amenities	54	6.5 %
None chosen	87	10.4 %
Total	835	100.0 %

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

Q2. 4th choice	Number	Percent
Overall quality of police services	48	5.7 %
Overall quality of fire & paramedic services	39	4.7 %
Overall quality of City streets	44	5.3 %
Overall quality of City sewer system	59	7.1 %
Overall quality of garbage & recycling collection services	27	3.2 %
Overall quality of City parks, recreation programs & facilities	67	8.0 %
Overall quality of neighborhoods	106	12.7 %
Overall quality of library services	8	1.0 %
Overall effectiveness of City's engagement with the public	64	7.7 %
Overall quality of customer experience in City interactions	56	6.7 %
City's efforts to attract & hire a diverse workforce	31	3.7 %
City's efforts to attract & retain businesses	87	10.4 %
Overall quality of Davenport's riverfront amenities	81	9.7 %
None chosen	118	14.1 %
Total	835	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)

Q2. Sum of top 4 choices	Number	Percent
Overall quality of police services	405	48.5 %
Overall quality of fire & paramedic services	138	16.5 %
Overall quality of City streets	686	82.2 %
Overall quality of City sewer system	218	26.1 %
Overall quality of garbage & recycling collection services	65	7.8 %
Overall quality of City parks, recreation programs & facilities	170	20.4 %
Overall quality of neighborhoods	461	55.2 %
Overall quality of library services	17	2.0 %
Overall effectiveness of City's engagement with the public	190	22.8 %
Overall quality of customer experience in City interactions	107	12.8 %
City's efforts to attract & hire a diverse workforce	106	12.7 %
City's efforts to attract & retain businesses	281	33.7 %
Overall quality of Davenport's riverfront amenities	183	21.9 %
None chosen	42	5.0 %
Total	3069	

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

(N=835)

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Don't know
Q3-1. Overall, I feel safe in City of Davenport	8.0%	47.8%	27.1%	15.2%	1.9%
Q3-2. I feel safe in my neighborhood	27.9%	47.7%	16.2%	6.6%	1.7%
Q-3. I feel safe in Downtown Davenport	6.8%	33.9%	30.2%	21.6%	7.5%
Q3-4. I feel safe in City facilities (parks, libraries, buildings)	19.3%	51.7%	18.4%	6.0%	4.6%

WITHOUT "DON'T KNOW"
Q3. Well Protected Community. Please rate your level of agreement with the following statements. (without "don't know")

(N=835)

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree
Q3-1. Overall, I feel safe in City of Davenport	8.2%	48.7%	27.6%	15.5%
Q3-2. I feel safe in my neighborhood	28.4%	48.5%	16.4%	6.7%
Q-3. I feel safe in Downtown Davenport	7.4%	36.7%	32.6%	23.3%
Q3-4. I feel safe in City facilities (parks, libraries, buildings)	20.2%	54.2%	19.3%	6.3%

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

(N=835)

	Very good	Good	Fair	Poor	Don't know
Q4-1. Responsiveness to emergency calls for service	25.5%	36.5%	11.9%	2.9%	23.2%
Q4-2. Responsiveness to non-emergency/ assistance calls for service	11.1%	24.7%	24.7%	11.9%	27.7%
Q4-3. Responsiveness to investigations of criminal offenses	8.7%	20.4%	19.5%	12.7%	38.7%
Q4-4. Efforts to prevent crime	4.9%	23.6%	34.4%	22.0%	15.1%
Q4-5. Visibility of police in retail areas	4.6%	25.5%	37.4%	16.0%	16.5%
Q4-6. Visibility of police in your neighborhood	6.2%	21.1%	36.6%	29.7%	6.3%
Q4-7. Traffic enforcement	5.7%	34.0%	29.0%	20.5%	10.8%
Q4-8. Public education efforts	6.2%	24.3%	32.7%	14.7%	22.0%

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

(N=835)

	Very good	Good	Fair	Poor
Q4-1. Responsiveness to emergency calls for service	33.2%	47.6%	15.4%	3.7%
Q4-2. Responsiveness to non-emergency/ assistance calls for service	15.4%	34.1%	34.1%	16.4%
Q4-3. Responsiveness to investigations of criminal offenses	14.3%	33.2%	31.8%	20.7%
Q4-4. Efforts to prevent crime	5.8%	27.8%	40.5%	26.0%
Q4-5. Visibility of police in retail areas	5.5%	30.6%	44.8%	19.2%
Q4-6. Visibility of police in your neighborhood	6.6%	22.5%	39.1%	31.7%
Q4-7. Traffic enforcement	6.4%	38.1%	32.5%	23.0%
Q4-8. Public education efforts	8.0%	31.2%	41.9%	18.9%

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

Q5. Top choice	Number	Percent
Responsiveness to emergency calls for service	95	11.4 %
Responsiveness to non-emergency/assistance calls for service	34	4.1 %
Responsiveness to investigations of criminal offenses	77	9.2 %
Efforts to prevent crime	330	39.5 %
Visibility of police in retail areas	24	2.9 %
Visibility of police in your neighborhood	66	7.9 %
Traffic enforcement	64	7.7 %
Public education efforts	74	8.9 %
None chosen	71	8.5 %
Total	835	100.0 %

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

Q5. 2nd choice	Number	Percent
Responsiveness to emergency calls for service	69	8.3 %
Responsiveness to non-emergency/assistance calls for service	60	7.2 %
Responsiveness to investigations of criminal offenses	100	12.0 %
Efforts to prevent crime	163	19.5 %
Visibility of police in retail areas	75	9.0 %
Visibility of police in your neighborhood	119	14.3 %
Traffic enforcement	96	11.5 %
Public education efforts	60	7.2 %
None chosen	93	11.1 %
Total	835	100.0 %

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

Q5. 3rd choice	Number	Percent
Responsiveness to emergency calls for service	55	6.6 %
Responsiveness to non-emergency/assistance calls for service	92	11.0 %
Responsiveness to investigations of criminal offenses	109	13.1 %
Efforts to prevent crime	94	11.3 %
Visibility of police in retail areas	83	9.9 %
Visibility of police in your neighborhood	118	14.1 %
Traffic enforcement	66	7.9 %
Public education efforts	89	10.7 %
None chosen	129	15.4 %
Total	835	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)

Q5. Sum of top 3 choices	Number	Percent
Responsiveness to emergency calls for service	219	26.2 %
Responsiveness to non-emergency/assistance calls for service	186	22.3 %
Responsiveness to investigations of criminal offenses	286	34.3 %
Efforts to prevent crime	587	70.3 %
Visibility of police in retail areas	182	21.8 %
Visibility of police in your neighborhood	303	36.3 %
Traffic enforcement	226	27.1 %
Public education efforts	223	26.7 %
None chosen	71	8.5 %
Total	2283	

Q6. Police Services. 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	36.5 %
No	530	63.5 %
Total	835	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	47.5%	28.9%	15.1%	7.5%	1.0%
Q6a-2. Capability of DPD personnel	39.7%	30.2%	16.4%	10.5%	3.3%
Q6a-3. Fairness of DPD personnel	37.4%	31.1%	12.1%	10.8%	8.5%

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	48.0%	29.1%	15.2%	7.6%
Q6a-2. Capability of DPD personnel	41.0%	31.2%	16.9%	10.8%
Q6a-3. Fairness of DPD personnel	40.9%	34.1%	13.3%	11.8%

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 month	Number	Percent
Yes	123	14.7 %
No	712	85.3 %
Total	835	100.0 %

Q7a. What type of crime?

Q7a. What type of crime	Number	Percent
Property crime (e.g. burglary, theft)	101	82.1 %
Violent crime (e.g. assault, robbery)	16	13.0 %
Not provided	6	4.9 %
Total	123	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)	101	86.3 %
Violent crime (e.g. assault, robbery)	16	13.7 %
Total	117	100.0 %

Q7b. Did you report the crime to the police?

Q7b. Did you report the crime to police	Number	Percent
Yes	91	74.0 %
No	27	22.0 %
Not provided	5	4.1 %
Total	123	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	91	77.1 %
No	27	22.9 %
Total	118	100.0 %

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

(N=835)

	Very good	Good	Fair	Poor	Don't know
Q8-1. Responsiveness to emergency calls for service, including medical emergencies	32.1%	29.6%	8.0%	1.4%	28.9%
Q8-2. Responsiveness to non-emergency/ assistance calls for service	14.9%	25.5%	17.6%	6.7%	35.3%
Q8-3. Fire prevention efforts	20.2%	32.6%	9.8%	0.8%	36.5%
Q8-4. Fire safety education programs (e.g., smoke house, school programs)	17.4%	29.2%	11.4%	1.6%	40.5%

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

(N=835)

	Very good	Good	Fair	Poor
Q8-1. Responsiveness to emergency calls for service, including medical emergencies	45.1%	41.6%	11.3%	2.0%
Q8-2. Responsiveness to non-emergency/ assistance calls for service	23.0%	39.4%	27.2%	10.4%
Q8-3. Fire prevention efforts	31.9%	51.3%	15.5%	1.3%
Q8-4. Fire safety education programs (e.g., smoke house, school programs)	29.2%	49.1%	19.1%	2.6%

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

Q9. Top choice	Number	Percent
Responsiveness to emergency calls for service, including medical emergencies	378	45.3 %
Responsiveness to non-emergency/assistance calls for service	114	13.7 %
Fire prevention efforts	126	15.1 %
Fire safety education programs (e.g. smoke house, school programs)	97	11.6 %
None chosen	120	14.4 %
Total	835	100.0 %

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

Q9. 2nd choice	Number	Percent
Responsiveness to emergency calls for service, including medical emergencies	78	9.3 %
Responsiveness to non-emergency/assistance calls for service	253	30.3 %
Fire prevention efforts	157	18.8 %
Fire safety education programs (e.g. smoke house, school programs)	190	22.8 %
None chosen	157	18.8 %
Total	835	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)

Q9. Sum of top 2 choices	Number	Percent
Responsiveness to emergency calls for service, including medical emergencies	456	54.6 %
Responsiveness to non-emergency/assistance calls for service	367	44.0 %
Fire prevention efforts	283	33.9 %
Fire safety education programs (e.g. smoke house, school programs)	287	34.4 %
None chosen	120	14.4 %
Total	1513	

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

Q10. Have you had contact with Davenport Fire Department (DFD) in last 12 months	Number	Percent
Yes	110	13.2 %
No	725	86.8 %
Total	835	100.0 %

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

(N=110)

	Very good	Good	Poor	Don't know
Q10a-1. Professionalism of DFD personnel	76.4%	21.8%	1.8%	0.0%
Q10a-2. Capability of DFD personnel	75.5%	22.7%	0.9%	0.9%

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

(N=110)

	Very good	Good	Poor
Q10a-1. Professionalism of DFD personnel	76.4%	21.8%	1.8%
Q10a-2. Capability of DFD personnel	76.1%	22.9%	0.9%

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

(N=835)

	Very good	Good	Fair	Poor	Don't know
Q11-1. Condition of major City streets (e.g., potholes, cleanliness)	1.8%	11.6%	34.1%	51.4%	1.1%
Q11-2. Condition of streets in your neighborhood (e.g., potholes)	4.4%	16.8%	35.4%	42.3%	1.1%
Q11-3. Snow removal on major streets	14.6%	48.9%	25.9%	8.4%	2.3%
Q11-4. Snow removal in your neighborhood	10.4%	32.0%	29.1%	24.6%	4.0%
Q11-5. Traffic flow on major City streets	5.7%	37.1%	33.9%	21.7%	1.6%
Q11-6. Timing & placement of traffic signals on City streets	4.7%	37.8%	36.5%	17.8%	3.1%
Q11-7. Storm drain system operation	5.9%	35.4%	30.9%	14.6%	13.2%
Q11-8. Flood control & protection efforts	4.4%	29.1%	32.2%	19.0%	15.2%
Q11-9. City's sanitary sewer system	6.1%	39.0%	25.3%	9.6%	20.0%

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

(N=835)

	Very good	Good	Fair	Poor
Q11-1. Condition of major City streets (e.g., potholes, cleanliness)	1.8%	11.7%	34.5%	51.9%
Q11-2. Condition of streets in your neighborhood (e.g., potholes)	4.5%	16.9%	35.8%	42.7%
Q11-3. Snow removal on major streets	15.0%	50.0%	26.5%	8.6%
Q11-4. Snow removal in your neighborhood	10.8%	33.3%	30.3%	25.6%
Q11-5. Traffic flow on major City streets	5.8%	37.7%	34.4%	22.0%
Q11-6. Timing & placement of traffic signals on City streets	4.8%	39.1%	37.7%	18.4%
Q11-7. Storm drain system operation	6.8%	40.8%	35.6%	16.8%
Q11-8. Flood control & protection efforts	5.2%	34.3%	38.0%	22.5%
Q11-9. City's sanitary sewer system	7.6%	48.8%	31.6%	12.0%

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?

Q12. Top choice	Number	Percent
Condition of major City streets (e.g. potholes, cleanliness)	480	57.5 %
Condition of streets in your neighborhood (e.g. potholes)	110	13.2 %
Snow removal on major streets	15	1.8 %
Snow removal in your neighborhood	38	4.6 %
Traffic flow on major City streets	41	4.9 %
Timing & placement of traffic signals on City streets	18	2.2 %
Storm drain system operation	12	1.4 %
Flood control & protection efforts	28	3.4 %
City's sanitary sewer system	17	2.0 %
None chosen	76	9.1 %
Total	835	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?

Q12. 2nd choice	Number	Percent
Condition of major City streets (e.g. potholes, cleanliness)	97	11.6 %
Condition of streets in your neighborhood (e.g. potholes)	256	30.7 %
Snow removal on major streets	66	7.9 %
Snow removal in your neighborhood	77	9.2 %
Traffic flow on major City streets	77	9.2 %
Timing & placement of traffic signals on City streets	57	6.8 %
Storm drain system operation	35	4.2 %
Flood control & protection efforts	53	6.3 %
City's sanitary sewer system	26	3.1 %
None chosen	91	10.9 %
Total	835	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?

Q12. 3rd choice	Number	Percent
Condition of major City streets (e.g. potholes, cleanliness)	52	6.2 %
Condition of streets in your neighborhood (e.g. potholes)	71	8.5 %
Snow removal on major streets	61	7.3 %
Snow removal in your neighborhood	102	12.2 %
Traffic flow on major City streets	130	15.6 %
Timing & placement of traffic signals on City streets	84	10.1 %
Storm drain system operation	61	7.3 %
Flood control & protection efforts	79	9.5 %
City's sanitary sewer system	58	6.9 %
None chosen	137	16.4 %
Total	835	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)

Q12. Sum of top 3 choices	Number	Percent
Condition of major City streets (e.g. potholes, cleanliness)	629	75.3 %
Condition of streets in your neighborhood (e.g. potholes)	437	52.3 %
Snow removal on major streets	142	17.0 %
Snow removal in your neighborhood	217	26.0 %
Traffic flow on major City streets	248	29.7 %
Timing & placement of traffic signals on City streets	159	19.0 %
Storm drain system operation	108	12.9 %
Flood control & protection efforts	160	19.2 %
City's sanitary sewer system	101	12.1 %
None chosen	76	9.1 %
Total	2277	

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

(N=835)

	Very good	Good	Fair	Poor	Don't know
Q13-1. Residential garbage collection services	45.3%	42.0%	7.1%	1.4%	4.2%
Q13-2. Recycling collection services	44.4%	39.4%	9.1%	1.8%	5.3%
Q13-3. Yard waste collection services	34.5%	38.1%	12.9%	3.0%	11.5%
Q13-4. Bulky waste collection services	36.5%	38.0%	11.0%	3.0%	11.5%

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

(N=835)

	Very good	Good	Fair	Poor
Q13-1. Residential garbage collection services	47.3%	43.9%	7.4%	1.5%
Q13-2. Recycling collection services	46.9%	41.6%	9.6%	1.9%
Q13-3. Yard waste collection services	39.0%	43.0%	14.6%	3.4%
Q13-4. Bulky waste collection services	41.3%	42.9%	12.4%	3.4%

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?

Q14. Top choice	Number	Percent
Residential garbage collection services	256	30.7 %
Recycling collection services	142	17.0 %
Yard waste collection services	139	16.6 %
Bulky waste collection services	129	15.4 %
None chosen	169	20.2 %
Total	835	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?

Q14. 2nd choice	Number	Percent
Residential garbage collection services	80	9.6 %
Recycling collection services	211	25.3 %
Yard waste collection services	165	19.8 %
Bulky waste collection services	172	20.6 %
None chosen	207	24.8 %
Total	835	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)

Q14. Sum of top 2 choices	Number	Percent
Residential garbage collection services	336	40.2 %
Recycling collection services	353	42.3 %
Yard waste collection services	304	36.4 %
Bulky waste collection services	301	36.0 %
None chosen	169	20.2 %
Total	1463	

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

(N=835)

	Very good	Good	Fair	Poor	Don't know
Q15-1. Overall quality of City parks	17.4%	50.3%	20.5%	1.9%	9.9%
Q15-2. Overall appearance of parks & park facilities (cleanliness of open spaces, restrooms, shelters/lodges, landscaping, etc.)	13.7%	48.4%	23.4%	4.2%	10.4%
Q15-3. Number, location, & accessibility of City parks	18.4%	49.1%	19.3%	3.0%	10.2%
Q15-4. Quality of outdoor athletic facilities (e. g., soccer & baseball fields, tennis courts)	13.4%	40.8%	18.8%	2.6%	24.3%
Q15-5. Quality of walking & biking trails in City of Davenport	22.0%	45.1%	15.3%	4.1%	13.4%
Q15-6. Quality of swimming facilities & programs	6.8%	21.1%	22.3%	10.7%	39.2%
Q15-7. Hours of operation at City pools	4.6%	14.9%	20.5%	15.3%	44.8%
Q15-8. Overall quality of public gardens (Vander Veer, Duck Creek)	32.3%	46.8%	9.0%	0.5%	11.4%
Q15-9. Quality & variety of recreational programs/events offered by City	10.4%	32.0%	20.4%	4.8%	32.5%
Q15-10. Convenience & ease of registration for recreation programs/events	7.4%	26.9%	15.6%	4.1%	46.0%
Q15-11. Location of recreation programs/ events	8.1%	30.9%	15.9%	4.0%	41.1%
Q15-12. Overall quality of City golf courses	12.0%	26.2%	7.5%	1.7%	52.6%

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

(N=835)

	Very good	Good	Fair	Poor
Q15-1. Overall quality of City parks	19.3%	55.9%	22.7%	2.1%
Q15-2. Overall appearance of parks & park facilities (cleanliness of open spaces, restrooms, shelters/lodges, landscaping, etc.)	15.2%	54.0%	26.1%	4.7%
Q15-3. Number, location, & accessibility of City parks	20.5%	54.7%	21.5%	3.3%
Q15-4. Quality of outdoor athletic facilities (e.g., soccer & baseball fields, tennis courts)	17.7%	54.0%	24.8%	3.5%
Q15-5. Quality of walking & biking trails in City of Davenport	25.4%	52.1%	17.7%	4.7%
Q15-6. Quality of swimming facilities & programs	11.2%	34.6%	36.6%	17.5%
Q15-7. Hours of operation at City pools	8.2%	26.9%	37.1%	27.8%
Q15-8. Overall quality of public gardens (Vander Veer, Duck Creek)	36.5%	52.8%	10.1%	0.5%
Q15-9. Quality & variety of recreational programs/events offered by City	15.4%	47.3%	30.1%	7.1%
Q15-10. Convenience & ease of registration for recreation programs/events	13.7%	49.9%	28.8%	7.5%
Q15-11. Location of recreation programs/events	13.8%	52.4%	27.0%	6.7%
Q15-12. Overall quality of City golf courses	25.3%	55.3%	15.9%	3.5%

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?

Q16. Top choice	Number	Percent
Overall quality of City parks	181	21.7 %
Overall appearance of parks & park facilities (cleanliness of open spaces, restrooms, shelters/lodges, landscaping, etc.)	158	18.9 %
Number, location, & accessibility of City parks	45	5.4 %
Quality of outdoor athletic facilities (e.g. soccer & baseball fields, tennis courts)	24	2.9 %
Quality of walking & biking trails in City of Davenport	88	10.5 %
Quality of swimming facilities & programs	44	5.3 %
Hours of operation at City pools	39	4.7 %
Overall quality of public gardens (Vander Veer, Duck Creek)	13	1.6 %
Quality & variety of recreational programs/events offered by City	33	4.0 %
Convenience & ease of registration for recreation programs/ events	12	1.4 %
Location of recreation programs/events	12	1.4 %
Overall quality of City golf courses	25	3.0 %
None chosen	161	19.3 %
Total	835	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?

Q16. 2nd choice	Number	Percent
Overall quality of City parks	75	9.0 %
Overall appearance of parks & park facilities (cleanliness of open spaces, restrooms, shelters/lodges, landscaping, etc.)	150	18.0 %
Number, location, & accessibility of City parks	51	6.1 %
Quality of outdoor athletic facilities (e.g. soccer & baseball fields, tennis courts)	48	5.7 %
Quality of walking & biking trails in City of Davenport	103	12.3 %
Quality of swimming facilities & programs	54	6.5 %
Hours of operation at City pools	48	5.7 %
Overall quality of public gardens (Vander Veer, Duck Creek)	24	2.9 %
Quality & variety of recreational programs/events offered by City	38	4.6 %
Convenience & ease of registration for recreation programs/ events	21	2.5 %
Location of recreation programs/events	19	2.3 %
Overall quality of City golf courses	14	1.7 %
None chosen	190	22.8 %
Total	835	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?

Q16. 3rd choice	Number	Percent
Overall quality of City parks	49	5.9 %
Overall appearance of parks & park facilities (cleanliness of open spaces, restrooms, shelters/lodges, landscaping, etc.)	73	8.7 %
Number, location, & accessibility of City parks	62	7.4 %
Quality of outdoor athletic facilities (e.g. soccer & baseball fields, tennis courts)	57	6.8 %
Quality of walking & biking trails in City of Davenport	100	12.0 %
Quality of swimming facilities & programs	48	5.7 %
Hours of operation at City pools	40	4.8 %
Overall quality of public gardens (Vander Veer, Duck Creek)	40	4.8 %
Quality & variety of recreational programs/events offered by City	58	6.9 %
Convenience & ease of registration for recreation programs/ events	24	2.9 %
Location of recreation programs/events	44	5.3 %
Overall quality of City golf courses	13	1.6 %
None chosen	227	27.2 %
Total	835	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?

Q16. 4th choice	Number	Percent
Overall quality of City parks	49	5.9 %
Overall appearance of parks & park facilities (cleanliness of open spaces, restrooms, shelters/lodges, landscaping, etc.)	51	6.1 %
Number, location, & accessibility of City parks	49	5.9 %
Quality of outdoor athletic facilities (e.g. soccer & baseball fields, tennis courts)	61	7.3 %
Quality of walking & biking trails in City of Davenport	53	6.3 %
Quality of swimming facilities & programs	48	5.7 %
Hours of operation at City pools	33	4.0 %
Overall quality of public gardens (Vander Veer, Duck Creek)	52	6.2 %
Quality & variety of recreational programs/events offered by City	53	6.3 %
Convenience & ease of registration for recreation programs/ events	42	5.0 %
Location of recreation programs/events	32	3.8 %
Overall quality of City golf courses	23	2.8 %
None chosen	289	34.6 %
Total	835	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)

Q16. Sum of top 4 choices	Number	Percent
Overall quality of City parks	354	42.4 %
Overall appearance of parks & park facilities (cleanliness of open spaces, restrooms, shelters/lodges, landscaping, etc.)	432	51.7 %
Number, location, & accessibility of City parks	207	24.8 %
Quality of outdoor athletic facilities (e.g. soccer & baseball fields, tennis courts)	190	22.8 %
Quality of walking & biking trails in City of Davenport	344	41.2 %
Quality of swimming facilities & programs	194	23.2 %
Hours of operation at City pools	160	19.2 %
Overall quality of public gardens (Vander Veer, Duck Creek)	129	15.4 %
Quality & variety of recreational programs/events offered by City	182	21.8 %
Convenience & ease of registration for recreation programs/ events	99	11.9 %
Location of recreation programs/events	107	12.8 %
Overall quality of City golf courses	75	9.0 %
None chosen	161	19.3 %
Total	2634	

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 City Recreation programs during past 12 months	Number	Percent
Yes	165	19.8 %
No	670	80.2 %
Total	835	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	575	68.9 %
No	260	31.1 %
Total	835	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	428	51.3 %
No	407	48.7 %
Total	835	100.0 %

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

(N=428)

	Very good	Good	Fair	Poor	Don't know
Q19a-1. Availability & quality of materials you need at libraries	45.6%	42.5%	7.7%	2.1%	2.1%
Q19a-2. Quality of children/youth programs	21.3%	23.1%	9.6%	2.6%	43.5%
Q19a-3. Quality of programs for adults	17.8%	36.0%	11.4%	4.0%	30.8%
Q19a-4. Availability of public computers & internet access at libraries	34.1%	33.2%	8.6%	1.2%	22.9%
Q19a-5. Hours of library operation	27.3%	49.1%	14.3%	2.8%	6.5%

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

(N=428)

	Very good	Good	Fair	Poor
Q19a-1. Availability & quality of materials you need at libraries	46.5%	43.4%	7.9%	2.1%
Q19a-2. Quality of children/youth programs	37.6%	40.9%	16.9%	4.5%
Q19a-3. Quality of programs for adults	25.7%	52.0%	16.6%	5.7%
Q19a-4. Availability of public computers & internet access at libraries	44.2%	43.0%	11.2%	1.5%
Q19a-5. Hours of library operation	29.3%	52.5%	15.3%	3.0%

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. Top choice	Number	Percent
Availability & quality of materials you need at libraries	141	32.9 %
Quality of children/youth programs	96	22.4 %
Quality of programs for adults	43	10.0 %
Availability of public computers & internet access at libraries	30	7.0 %
Hours of library operation	53	12.4 %
None chosen	65	15.2 %
Total	428	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	51	11.9 %
Quality of children/youth programs	77	18.0 %
Quality of programs for adults	83	19.4 %
Availability of public computers & internet access at libraries	59	13.8 %
Hours of library operation	67	15.7 %
None chosen	91	21.3 %
Total	428	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	192	44.9 %
Quality of children/youth programs	173	40.4 %
Quality of programs for adults	126	29.4 %
Availability of public computers & internet access at libraries	89	20.8 %
Hours of library operation	120	28.0 %
None chosen	65	15.2 %
Total	765	

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	238	28.5 %
City of Davenport social media (Facebook, Twitter, Instagram, LinkedIn)	327	39.2 %
NextDoor	113	13.5 %
Viewing City Council & other meetings online	34	4.1 %
Local radio news stations/websites	338	40.5 %
Telephone call/visit to City facility	42	5.0 %
Attending public meetings	29	3.5 %
City of Davenport emails & text messages	151	18.1 %
City of Davenport robo calls	57	6.8 %
Local newspapers & websites	341	40.8 %
Local TV news channels	517	61.9 %
Local TV news websites/social media	254	30.4 %
Ward meetings/contact with Alderman	44	5.3 %
Other	34	4.1 %
Total	2519	

Q20-14. Other

Q20-14. Other	Number	Percent
Word of mouth	8	23.5 %
Sewer bill inserts	3	8.8 %
Mail	3	8.8 %
Email	2	5.9 %
Friends	2	5.9 %
Friends, neighbors, word of mouth	1	2.9 %
Neighbors	1	2.9 %
Library Facebook page	1	2.9 %
Party in the park	1	2.9 %
SOCIAL MEDIA	1	2.9 %
Davenport Pulse Podcast	1	2.9 %
QC events calendar	1	2.9 %
Quarterly sewer and annual garbage/recycle mailing	1	2.9 %
Newsletter	1	2.9 %
Monthly bill inserts	1	2.9 %
City bill inserts	1	2.9 %
Bill inserts	1	2.9 %
Parks catalog	1	2.9 %
Utility bill inserts	1	2.9 %
Neighborhood group	1	2.9 %
City communication text system	1	2.9 %
Total	34	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	358	42.9 %
No	477	57.1 %
Total	835	100.0 %

Q21a. Which area did you contact most recently?

Q21a. Which area did you contact most recently	Number	Percent
City Administration/City Clerk's Office	32	8.9 %
Mayor	12	3.4 %
City Council	25	7.0 %
Public Works	153	42.7 %
Legal Department	3	0.8 %
Finance/Bill Payment	20	5.6 %
Human Resources	5	1.4 %
Planning & Economic Development	3	0.8 %
Planning	2	0.6 %
Development & Neighborhood Services/Code Enforcement	21	5.9 %
Parks & Recreation	16	4.5 %
Library	18	5.0 %
Police	27	7.5 %
Fire	5	1.4 %
Civil Rights Department	1	0.3 %
Other	5	1.4 %
Not provided	10	2.8 %
Total	358	100.0 %

WITHOUT "NOT PROVIDED"

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

Q21a. Which area did you contact most recently	Number	Percent
City Administration/City Clerk's Office	32	9.2 %
Mayor	12	3.4 %
City Council	25	7.2 %
Public Works	153	44.0 %
Legal Department	3	0.9 %
Finance/Bill Payment	20	5.7 %
Human Resources	5	1.4 %
Planning & Economic Development	3	0.9 %
Planning	2	0.6 %
Development & Neighborhood Services/Code Enforcement	21	6.0 %
Parks & Recreation	16	4.6 %
Library	18	5.2 %
Police	27	7.8 %
Fire	5	1.4 %
Civil Rights Department	1	0.3 %
Other	5	1.4 %
Total	348	100.0 %

Q21a-16. Other

Q21a-16. Other	Number	Percent
Transit	1	20.0 %
Animal control	1	20.0 %
Paratransit	1	20.0 %
Alderman	1	20.0 %
Registered my yard as a native plant yard	1	20.0 %
Total	5	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=358)

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Don't know
Q21b-1. City employee was friendly & polite	54.7%	31.6%	5.0%	3.4%	5.3%
Q21b-2. City employee responded promptly & dealt with my issue or directed me to appropriate person/ department	50.3%	26.8%	8.7%	10.9%	3.4%
Q21b-3. City employee was knowledgeable, capable, & provided accurate information	48.3%	30.7%	8.7%	6.4%	5.9%

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=358)

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree
Q21b-1. City employee was friendly & polite	57.8%	33.3%	5.3%	3.5%
Q21b-2. City employee responded promptly & dealt with my issue or directed me to appropriate person/department	52.0%	27.7%	9.0%	11.3%
Q21b-3. City employee was knowledgeable, capable, & provided accurate information	51.3%	32.6%	9.2%	6.8%

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

(N=835)

	Very good	Good	Fair	Poor	Don't know
Q22-1. As a place to live	15.9%	46.3%	29.3%	7.1%	1.3%
Q22-2. As a place to raise children	12.7%	37.1%	31.1%	11.1%	7.9%
Q22-3. As a place to work	14.6%	49.6%	25.6%	4.9%	5.3%
Q22-4. As a place to retire	12.3%	30.8%	31.9%	17.8%	7.2%
Q22-5. As a place to visit	11.9%	39.9%	29.6%	13.9%	4.8%
Q22-6. As a welcoming & inclusive community for all people	11.7%	38.9%	31.9%	9.8%	7.7%
Q22-7. Overall image of City	7.5%	41.0%	34.9%	14.4%	2.3%
Q22-8. Overall quality of services that are provided by City	10.8%	49.7%	29.1%	6.9%	3.5%
Q22-9. Overall value that you receive for your City tax dollars & fees	7.2%	31.1%	35.0%	22.0%	4.7%

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

(N=835)

	Very good	Good	Fair	Poor
Q22-1. As a place to live	16.1%	47.0%	29.7%	7.2%
Q22-2. As a place to raise children	13.8%	40.3%	33.8%	12.1%
Q22-3. As a place to work	15.4%	52.3%	27.1%	5.2%
Q22-4. As a place to retire	13.3%	33.2%	34.3%	19.2%
Q22-5. As a place to visit	12.5%	41.9%	31.1%	14.6%
Q22-6. As a welcoming & inclusive community for all people	12.7%	42.2%	34.5%	10.6%
Q22-7. Overall image of City	7.7%	41.9%	35.7%	14.7%
Q22-8. Overall quality of services that are provided by City	11.2%	51.5%	30.1%	7.2%
Q22-9. Overall value that you receive for your City tax dollars & fees	7.5%	32.7%	36.7%	23.1%

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

Q23. Which following community issues should be City's top priorities	Number	Percent
Retaining/attracting jobs	399	47.8 %
Environmental stewardship	129	15.4 %
Public safety	644	77.1 %
Neighborhood pride	252	30.2 %
Recreation/leisure activities	121	14.5 %
City infrastructure	517	61.9 %
City customer experience	64	7.7 %
Riverfront amenities	160	19.2 %
Other	47	5.6 %
Total	2333	

Q23-9. Other

- Affordable family activities
- City cover alley and sidewalk repairs.
- city streets
- Credits Island needs same attention as downtown riverfront. It is always over looked and allowing grass/ WEEDS to grow without cutting is the most stupidest idea ever. Doing such will allow nefarious activities to take place. Give it attention.
- Crime and appropriate punishment. Criminals should not be released back into the community the same day they offend just because they have the money to post bail. This is a lawless city.
- Crime prevention
- Crime-shootings
- Deal with the homeless since you moved them all to my neighborhood
- dogs should be in fenced yards
- Don't change one ways. Have traveled to larger cities with one ways in their main part of town. Our streets downtown have been fine for too many years to change.
- education
- End the shared cost of alley restoration. The condition of many is deplorable and dangerous, caused by Decades of neglect by city officials. Responsible property owners who maintain their home and yard should not be forced to live on third world alleys or pay for damage largely caused by city-operated vehicles. City officials need to change the policy.
- Enforce dog restraint laws especially in parks and on trails.
- Fix streets, save the one ways
- Fix the streets and sewers.
- flood wall
- Focus on youth crime.   Keep the criminals in jail.
- Improve city streets and alleys.
- keep streets safe, fix potholes, do not change 1 way streets
- Leave the one ways alone
- Leave the one ways alone.
- Leaving the downtown one ways alone
- Lower taxes.
- Lowering taxes.
- More openness to minorities
- Poor transit service
- promote traditional families
- Public schools.
- Public transportation needs a lot of work, and should be run as an amenity/necessity, even if at a financial expense.
- Quit wasting money on changing this that don't need changed such as one ways. Fix more streets with money not wasted on that and beautification.
- Reducing crime.
- Repairs on alleys in the older section.
- Resurfacing streets in my neighborhood especially, right in front of my house. Been patched so many times, it's a mess when vehicles hit it and try to go around it. Have reported it many times.

Q23-9. Other

- roads need attention
- Safety all 3 answers are SAFETY
- Schools
- Southwest end of town is a ghost town.
- Stop the one way conversion   nonsense
- Stop the railroad merger!
- street repairs
- streets
- tax relief on high property tax
- Terrible roads.
- This city has absolutely zero amusement, unless it's the Mississippi valley fair. We have nothing. No water parks. No amusement park, no nothing.   The riverfront generates no revenue, and is a complete waste of money to maintained unless your sightseeing this city is not the place to visit.
- Until the crime is addressed, none of the other areas can flourish.
- We need to concentrate on fixing our streets and storm sewer system. Our streets was so much better when we hired a company to come in and repaved the streets ever year. As u see the recycling paving only short term. No offense but the city crew does not do it fast enough or as good as professional. And patching pot holes is a joke and waste of money if not done correctly. Needs to be cleaned out primed filled with correct mix and compact. Filling a dirty hole and letting cars drive on it is not proper and does not hold. Waste of money. Leaving them is not good either. Let alone all that mix that is pooping out is going in our storm system and damaging it and our environment. Yep Asphalt is made with oil. Our streets are horrible and embarrassing.

Q24. How many years have you lived in Davenport?

Q24. How many years have you lived in Davenport	Number	Percent
0-5	88	10.5 %
6-10	54	6.5 %
11-15	54	6.5 %
16-20	52	6.2 %
21-30	144	17.2 %
31+	414	49.6 %
Not provided	29	3.5 %
Total	835	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	88	10.9 %
6-10	54	6.7 %
11-15	54	6.7 %
16-20	52	6.5 %
21-30	144	17.9 %
31+	414	51.4 %
Total	806	100.0 %

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

	Mean	Sum
number	2.3	1902
Under age 10	0.2	154
Ages 10-19	0.2	187
Ages 20-39	0.6	472
Ages 40-59	0.7	598
Ages 60-69	0.3	257
Ages 70+	0.3	234

Q26. What is your gender?

Q26. Your gender	Number	Percent
Male	413	49.5 %
Female	414	49.6 %
Non-binary	2	0.2 %
Prefer to self-describe	2	0.2 %
Prefer not to answer	4	0.5 %
Total	835	100.0 %

WITHOUT "PREFER NOT TO ANSWER"
Q26. What is your gender? (without "prefer not to answer")

Q26. Your gender	Number	Percent
Male	413	49.7 %
Female	414	49.8 %
Non-binary	2	0.2 %
Prefer to self-describe	2	0.2 %
Total	831	100.0 %

Q26-4. Self-describe your gender:

Q26-4. Self-describe your gender	Number	Percent
Gender fluid	1	50.0 %
Transgender female	1	50.0 %
Total	2	100.0 %

Q27. What is your age?

Q27. Your age	Number	Percent
18-34	160	19.2 %
35-44	167	20.0 %
45-54	170	20.4 %
55-64	165	19.8 %
65+	164	19.6 %
Not provided	9	1.1 %
Total	835	100.0 %

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

Q27. Your age	Number	Percent
18-34	160	19.4 %
35-44	167	20.2 %
45-54	170	20.6 %
55-64	165	20.0 %
65+	164	19.9 %
Total	826	100.0 %

Q28. Do you own or rent your home?

Q28. Do you own or rent your home	Number	Percent
Own	650	77.8 %
Rent	183	21.9 %
Not provided	2	0.2 %
Total	835	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	650	78.0 %
Rent	183	22.0 %
Total	833	100.0 %

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

Q29. Your race/ethnicity	Number	Percent
Asian or Asian Indian	21	2.5 %
Black or African American	89	10.7 %
American Indian or Alaska Native	4	0.5 %
White	672	80.5 %
Native Hawaiian or other Pacific Islander	2	0.2 %
Hispanic, Spanish, or Latino/a/x	73	8.7 %
Other	7	0.8 %
Total	868	

Q29-7. Self-describe your race/ethnicity:

Q29-7. Self-describe your race/ethnicity.	Number	Percent
Mixed	2	28.6 %
Multi-racial	2	28.6 %
More than one	1	14.3 %
German, Scottish, Irish	1	14.3 %
Celtic	1	14.3 %
Total	7	100.0 %

Q30. What was your total annual household income in 2021?

Q30. What was your total annual household income in 2021	Number	Percent
Less than $25K	92	11.0 %
$25K-$49,999	169	20.2 %
$50K-$74,999	160	19.2 %
$75K-$99,999	120	14.4 %
$100K-$149,999	124	14.9 %
$150K+	62	7.4 %
Not provided	108	12.9 %
Total	835	100.0 %

WITHOUT "NOT PROVIDED"
Q30. What was your total annual household income in 2021? (without "not provided")

Q30. What was your total annual household income in 2021	Number	Percent
Less than $25K	92	12.7 %
$25K-$49,999	169	23.2 %
$50K-$74,999	160	22.0 %
$75K-$99,999	120	16.5 %
$100K-$149,999	124	17.1 %
$150K+	62	8.5 %
Total	727	100.0 %

6

Survey Instrument

2022 Community Survey

Dear Davenport Resident,

On behalf of the City of Davenport, thank you for your ongoing involvement in our community. Every two years, we ask our citizens to complete a community survey to help guide the decisions that affect a wide range of City services. These services include public safety, parks and recreation, streets and infrastructure maintenance, and more. Your responses will allow City leadership and staff to identify and address many of the opportunities and challenges facing our community.

In our last survey, citizens expressed their desire to see the City prioritize street improvements, neighborhoods, police services, and efforts to attract and retain businesses. We listened to our citizens and dedicated time and resources to each of these areas. After two years, we want to ensure that the City's priorities are still aligned with the needs of our residents.

We ask that you complete the enclosed survey within the next two weeks. Please return your completed survey in the postage-paid envelope, or visit *DavenportSurvey.org* to complete it online. Your responses will remain confidential. Please contact Hanna Whitehurst at (563) 326-7772 or hanna.whitehurst@davenportiowa.com with any questions.

Thank you for taking the time to help make the City of Davenport a safe, stable, and welcoming community.

Sincerely,

Mike Matson
Mayor, City of Davenport

2022 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 Hanna Whitehurst, 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.]*

<div align="center">1st: ____   2nd: ____   3rd: ____   4th: ____</div>

3. **Well Protected Community. 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. **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.]*

<div align="center">1st: ____   2nd: ____   3rd: ____</div>

6. **Police Services.** **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

11. **Sustainable Infrastructure.** **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 in Question 11 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: ____

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: ____

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

____(01) City of Davenport website
____(02) City of Davenport social media (Facebook, Twitter, Instagram, LinkedIn)
____(03) Nextdoor
____(04) Viewing City Council and other meetings online
____(05) Local radio news stations/websites
____(06) Telephone call/visit to city facility
____(07) Attending public meetings

____(08) City of Davenport emails and text messages
____(09) City of Davenport robo calls
____(10) Local newspapers and websites
____(11) Local TV news channels
____(12) Local TV news websites/social media
____(13) Ward meetings/contact with Alderman
____(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?**

____(01) City Administration/City Clerk's Office
____(02) Mayor
____(03) City Council
____(04) Public Works
____(05) Legal Department
____(06) Finance/Bill Payment
____(07) Human Resources
____(08) Community and Economic Development
____(09) Planning

____(10) Development & Neighborhood Services/Code Enforcement
____(11) Parks and Recreation
____(12) Library
____(13) Police
____(14) Fire
____(15) Civil Rights Department
____(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

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?**

____(1) Retaining/Attracting jobs   ____(6) City infrastructure
____(2) Environmental stewardship   ____(7) City customer experience
____(3) Public safety   ____(8) Riverfront amenities
____(4) Neighborhood pride   ____(9) Other: _____
____(5) Recreation/Leisure activities

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 gender?**

____(1) Male   ____(4) Prefer to self-describe: _____
____(2) Female   ____(5) Prefer not to answer
____(3) Non-binary

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.]*

____(01) Asian or Asian Indian   ____(05) Native Hawaiian or other Pacific Islander
____(02) Black or African American   ____(06) Hispanic, Spanish, or Latino/a/x
____(03) American Indian or Alaska Native   ____(99) Other: _____
____(04) White

30. **What was your total annual household income in 2021?**

____(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