

# City of Bettendorf, Iowa

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## Citizen Survey



2006 – First year City used the Citizen Survey  
46% response (typical response 25-40%)  
94% of respondents thought the quality of life in  
Bettendorf was good or excellent.

2007 – City received Voice of the People Award for  
garbage collection services, library services, park services  
and police.



2008 – Second year City used Citizen Survey  
Response rate of 44%

Residents rated five public safety services above the benchmark comparison. Police and Fire services received the highest ratings.

2009 – City received Voice of the People Award for transformation.



2010 – third year using Citizen Survey

Residents evaluated the local environment and services provided to ensure its quality. Overall quality of the natural environment was rated as “excellent” or “good” by 89% of respondents. Cleanliness of Bettendorf received the highest rating, and it was much above benchmark.



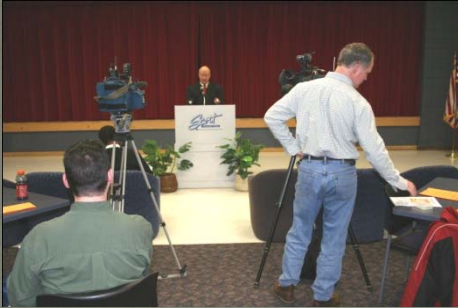


At the 2011 ICMA Conference, The City of Bettendorf received the Voice of the People award in service excellence for police services, garbage collection, recycling, library services, and quality of overall services. The City also received the Transformation Award for street repair services.

To receive the Voice of the People Award for Excellence a community must have a service quality rating that was in the top three among all eligible jurisdictions in 2010 and had to be in the top ten percent among over 500 jurisdictions in the NRC database of citizen surveys.

To receive Voice of the People Award for Transformation, a community must have a service quality rating improvement that was significantly higher than the rating from their most recent prior survey and larger than improvements shown in all other eligible jurisdictions in 2010.

# Uses for the Citizen Survey



- Council Goal Setting
- City Improvements
- Residents Communicate with Council & City Staff

# Result of the Citizen Survey



- Downtown Landscape
- Downtown Lighting
- City Street Conditions
- Transportation Needs
- Snow Removal
- Recycling

