



THE NCSTM
The National Citizen SurveyTM

Bettendorf, IA

Open Ended Responses

2016



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Summary

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. This report includes the verbatim responses to an open ended question included on The NCS 2016 survey for Bettendorf. Additional reports and the technical appendices are available under separate cover.

Respondents were asked to record their opinions about a specific concern in their neighborhoods in the following question:

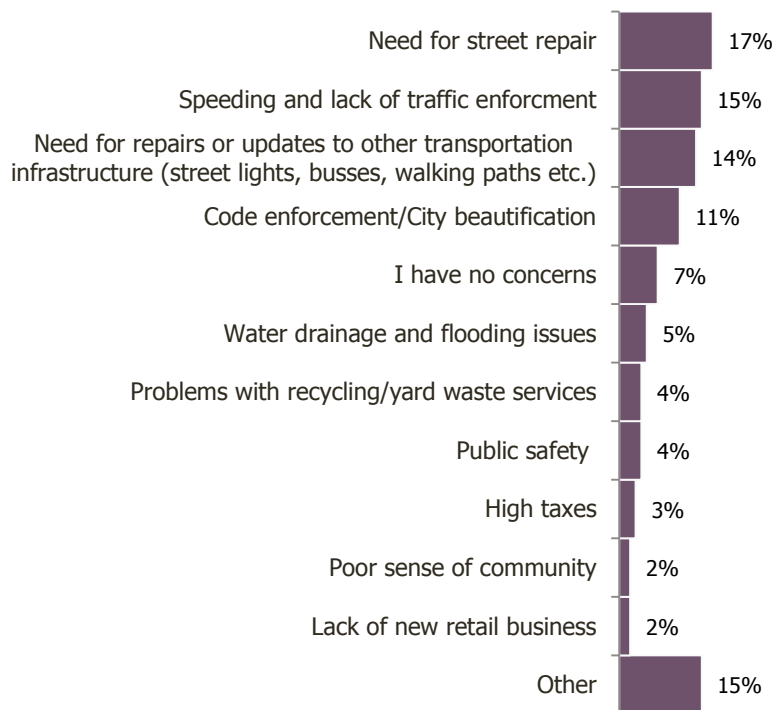
- Please share a single specific concern in your neighborhood that you would like the City to know about, if any. If relevant, please list the street or location that is being discussed.

The verbatim responses were categorized by topic area and those topics are reported in the following chart with the percent of responses given in each category. Because some comments from residents covered more than a single topic, those verbatim responses are grouped by the first topic listed in each comment whenever a respondent mentioned more than a single topic.

Results from the open-ended question are best understood by reviewing the frequencies that summarize responses as well as the actual verbatim responses themselves. A total of 476 surveys were completed by Bettendorf residents; of these 218 respondents wrote in responses for the open-ended question. About 17% of respondents listed a street repair issue, while 15% listed a speeding or traffic enforcement problem.

Figure 1: Concerns in Resident Neighborhoods

Please share a single specific concern in your neighborhood that you would like the City to know about, if any. If relevant, please list the street or location that is being discussed.



Verbatim Responses to Open Ended Question

The following pages contain the respondents' verbatim responses as written on the survey and have not been edited for spelling or grammar. Responses have been organized by coded topic areas.

Please share a single specific concern in your neighborhood that you would like the City to know about, if any. If relevant, please list the street or location that is being discussed.

Need for street repair

- Alley in need of repair/resurfacing. Lots of very large potholes in the alley! (Alley between Oak St. and Bellevue Ave., between 26th & 28th Streets)
- Alleys need to be resurfaced badly- Ally between Hall St. Jones St.
- Allies improvement 25th to 26th Oak & Bellevue.
- Ally between 25th/26th streets & between Central Ave/Bellevue Ave square block It do in real bad shape and need to be replaced like the rest of the neighborhood.
- Citywide-If you're going to "patch "a street, get all potholes last year some patched streets only got the larger potholes. The smaller ones are now getting worse. The "squirt & chip" method of filling potholes is ugly.
- Clover Hills has a lot of pot holes at the edge (near the curb) where we walk and ride bikes.
- Condition of alley Roberts Street.
- Condition of Baron Court is deteriorating - As it is not a through street or bus route, neighbors are concerned that it will not be addresses.
- Cough roads particularly Middle Road.
- Do a high quality job when you fix roads so you don't have all the re-do's what a waste of our tax dollars!
- Field Sike roadway is narrow and with a blind spot there should be no parking allowed on either side.
- Finish 53rd St between Middle Road & devils Glen too much traffic, too many new residents on the road to continue to be a two lane road.
- * Fix Cedarwood Ct.* Don't allow bikes on the road, not safe. Slows down traffic. Isn't that why we have built the wide sidewalks- Devils Glenn Rd.
- Fixing city streets. Especially all of Middle Rd and south end of Greenwood. Also the west side of Bettendorf needs more business and landscaping.
- For several years we have been asking the City to pave a section of road on Crow Creek. It is in front of the Surrey Heights fire station on the south side of the road. * Crow Creek Rd. between Middle and Wyndham Dr. That section gets muddy very quickly and walkers, bikes and runners have to either run in the street or cross to the other side of the street to avoid the mud as they are trying to get to the bike path along Middle Rd.
- Get the bridge done!
- Glad to hear you are going to fix our alley this summer.
- Greenbrier Dr, Spruce to Tanglefoot falling apart and bad snow removal.
- Greenbrier Dr.- potholes, damaged roads, and higher than speed limit drivers constantly.
- Need turning lanes for commercial businesses in the area of Middle Rd, and devil glen.
- Our neighborhood has an HOA that is inept. We have reached out to Decker for assistance and guidance to give these additions to the city. Unfortunately not all neighbors agree. The road continues to deteriorate – I wish the city could help us. It is very frustrating I wish the city could enforce code issues to and make the HOA accountable for its lack of enforcement & inconsistent enforcement of neighborhood guidelines.
- Please repair Middle Road! Police force is diligent but overzealous in traffic stops and demeanor towards young people. Being respectful earns respect. I have witnessed or been told of several missed opportunities to change this perception. I am thankful for the job they do but feel this area needs work.
- Quality of roads are very poor. Pot holes in Middle Road!!
- Street (Middle & 18th) are in terrible shape. Any patches are speed bumps. whoever patched them should be fired.
- Street repairs - Woodfield drive; Trails end Road.
- Streets-all our Bettendorf are in poor condition!

- The roads close to River Drive and Grant are in need of repairing as well as the alleys.
- The street we live on has been partially reconstructed with concrete. We have only 1 street into our neighborhood for over a block. Our section has not been reconstructed. The street has determinate & the turn into our neighborhood is dangerous in wet & snowy weather. I hope our section will be reconstructed with concrete & not just resurfaced with asphalt as I am seeing in other streets in the city.
- The streets of the Dodds/ Valley View addition are essentially are upgraded gravel roads without sidewalks/storm sewers.
- Valley Drive at the bottom of Crow Creek (on East side). The road is crumbling due to only being 2-3 thick. The contractor who messed up Valley Drive should be made to repair it right. What a waste of our tax dollars. Let us have a pleasant Valley address they would take care of us right!! Also not lie to us about about a special use permit for a cement factory.
- We live on River Drive. Our parking on River Drive is often torn up by either the city or dot of Iowa. It's a mess. A word patch! The property next door's parkway is bare dirt and dandelions. Our house is at corner of Greenwood and River Drive. We mow the weeds. We wish that could be sodded.
- Weindruch Road off State Street needs to be paved. Also-Home on SW corner of South Field Place needs fence fixed it is on city property. Still waiting for trailer park to go away so our neighborhood can be included in Bettendorf "Premier city" slogan. Wish city officials world spend \$ on our end of town. Can't say there is no \$ city creating new parks & schools for richer people- even though my neighbor & me pay plenty in tax.

Speeding and traffic enforcement

- 1 People running stop signs in my neighborhood. 2 Cars speeding on terrace park.3 4th of July - baseball diamond - lack of law enforcement and illegal fireworks in the crowd.4 Illegal fireworks in my neighborhood year round.
- 1. Far, Far too much speeding traffic on major roads and in residential areas- see below2. Many major & side roads in extremely poor condition e.g. Middle Rd. 29th by Chateau Knoll. Parts of park wild. 31st -North of park wild. A lot of excessive speeding noted within these boundaries.
- 1200 block of Crow Creek RD - from Utica Ridge to Green briar. Speeding traffic. Rarely patrols or rarely speeders arrested! Been this way for years!
- Central Ave "green" zone between streets & sidewalks make me very nervous for my kids to walk on without my worry of them being struck by a car.
- City bike path alone Devils Glen Rd has stop signs at all intersections which are completely ignored and not enforced. I have had close call with bicycles two times. Its just a matter of the before a biker gets run over & injured or killed.
- Dangerous intersection of Forest Grove & Middle Road (needs a light!) Full elementary schools & growth in PV area .Would like access to retail/restaurants downtown Bettendorf. Bridge status & updates.
- Forest grove Rd & Middle Rd intersection is dangerous and extremely busy/difficult to cross about 7:30-8:00 Am and 4:45-5:15 Pm.
- I am concerned about the speed limits on 53rd St between Middle Rd and Utica Ridge. I feel that 45 mph is too fast in an area of growing residential housing.
- I live near the Middle Road round a bout and people do not know how to use it correctly have seen or been part of "near misses" with drivers not knowing who has the right of way.
- Increased problems with speeding on Pigeon Creek Trail now that this road goer through. Speed bump??? School house road continues to have speeding problems. Imagine this will increase as our neighborhood becomes cut through.
- Many drivers run the stop sign at Raleigh & Ashford.
- More surveillance for elderly or cross walks, lights change to quick. Devil's Glen Rd we need a light at corner for elderly.
- Motorcycles with loud pipes that speed between 18th St & 23rd St on Central Ave. Or north of central going south on 21st.
- People who drive thru stop sign at 26th and oak St some at 25 mph usually going east on oak St.
- See more and more distracted drivers texting (all ages) on streets all over Bettendorf. See people running red lights frequently. Stop light turning (L) from Starbucks to Middle Road too short. turns yellow or 2nd car.
- Speed limit at Spruce Hill & Arden is 30mph almost all cars speed- hard to get out on Spruce Hills-can't see til cars are coming up from west. Have never seen anyone stopped for speeding.

- Speed of traffic in Remington Rd. N South of Hopewell. We like Decker Ploehn as city administration-great guy!
- Speed on Utica Ridge Road.
- Speeding cars on Olympia and parkway - many children walk to and from school (Grant wood) on these two roads and most people drive 35 mph plus on them.
- Speeding on 18th St from Tanglefoot to 53rd.
- Speeding on 6th St. And not stopping at stop signs.
- Speeding on Devils Glen Rd gets dangerous!
- Speeding on Devils Glen Rd north of Middle Rd.
- Tam-o-Shanter Dr. north of Hoover School. Too much traffic on this street during school year & cars drive too fast. Busses fly down this street also. Not safe for kids to play near street, don't like the fact that street sweepers come down the streets when weather permits windows to be open; when they do this I have a film of dirt all over my tables.
- The curve on 48th Ave and 34th Street- Cars have a tendency to take that curve too fast- so far my mail box was wiped out (no one took responsibility for this incident). Fire Hydrant was hit so February of 2016. Various close calls with cars coming too close to walkers and kids. Plus cars driving up on my yard.
- The intersection of Deerbrook Drive and Deertrail Road - it is a two way stop for traffic North and South, and we continue to have people blow through those stop signs. We had a motorcycle accident there just two weeks ago. We need better traffic enforcement at that intersection.
- The kids that cut through the parking lot before & after school. I have stopped a few (B)boys trying to get in to the cars in the lot in AM time the street is tech dr. apt. and the speeding on the street tech dr by young & old people are doing it. where are the police when we need them. Doing what they should. Thank you for.
- The stop sign one block in to Lundy Lane (West from devils Glen) is not observed by all motorists, making it dangerous for all, but especially for young children in the neighborhood. Many tend to drive fast as well as Lundy Ln.
- Traffic at Bettendorf high deplorable when students getting out of school.
- Traffic enforcement at Scott community college Belmont road entrance/exit. Continual speeding & excessive muffler noise, squealing tires during peak traffic times at college. The college needs to pay for traffic enforcement to control this problem.
- Vehicles speeding on Utica Ridge Road and noise from motorcycles on such road.
- We live on 29th St close to Middle Road-dangerous with people turning on to 29th St and accelerating speed. Also excessive speed between Maplecrest & Middle and slamming on brakes at stop single at Middle Rd.
- With more families with small children's moving in the area, there is frequent speeding on terrace Park Drive-will over the unposted 25 mile limit on residential streets.

Repair or update other transportation infrastructure (street lights, busses, walking paths etc.)

- 2205 Kimberly-Thomas place needs a light so the elderly drivers can get out safely. Please stop lights would at the driveway save lives. I truly believe Thank you Carol Moon 2205 Kimberly #200 Bett IA 52752.
- At the corner of Lincoln Road & 14th St, the old handicapped ramp who not turned into a curb once the new sidewalks were created & new ramps built. We were told this was not necessary. However, it was done at Lincoln Road & 23rd St. Also, sod was put down while in the 'west end' of town, we got lousy dirt w/poor fertilizer. We have also contacted code enforcement in the past about vehicles being parked on 14th St that never moved, and basically called 'liars' by the code 'enforcer' at the time. I must add that we greatly appreciate the police department for always doing vocation watches on our home.
- Bettendorf public bus- the seen transfer station in the middle of Hy-Vee parking lot is a hazard- the old transfer stations worked great- more the 3 senior apt complexes surrounded Hy-Vee parking lot is a risk to fight the traffic to walk to the middle of the road to get on a bus- Devils Glen and Middle Road. Bett.
- City bus service is not very rider friendly changing routes and different pickup spots have been very inconvenient for myself and many, many people whoever was in charge of the change never relied on public service transportation. He did not have the rider as his first concern. Very - unfriendly for riders - no concern. For the riders here- just politics. Go back to old way!!! Never late on old routes - Always late on new ones. If it isn't broke why fix it!

- I was disappointed to hear about the bribery case involving the traffic signals. I think building is done and then the traffic is an after thought. An example the McDonald's at 53rd & 18th St. There have been more accidents at the intersection.
- Lack of street lights in the survey heights addition.
- LED street lights in front our houses are extremely bright. We had to rearrange rooms even after black out curtains and neighborhood dogs bark more with the bright light.
- Lighting could be enriched; Added to on 53rd Ave near Devil's Glen Rd. And on to area of the turn-a-bout on Middle Rd and 53rd Ave. Also add lighting near speed limit signs on Devil's Glen Rd. and 53rd as cars speed up after going through the lights stop at 53rd & Devil's Glen toward Thunder Ridge. The light should also brighten view of the information sign regarding cars coming over the hill and cannot be seen well-for drivers coming out of Black Lion Circle and Thunder Ridge.
- More roundabouts on Middle Rd from Belmont Rd to Forest Grove Rd.
- No walking access to Hopewell elementary school. Current plan is bike path on forest grove, however I'd like to see path as indicated Below.
- None really note: it would be nice to have a stop light at Middle & 14th St for busy hours.
- Our new street light is way too bright. A small shield has been put on one side, but that is not enough. It needs a bigger sort of shield all the way around. It's even worse for our neighbors. We are down in the cul-de-sac on Norfolk court.
- Parking for location on state St.
- Sidewalk repair- Greenbrier Dr.
- Sidewalks condition on Utica Ridge Court has been deteriorating ever since a new sewer line was run into the gutter in front of 1145 Utica Ridge court. Sidewalk and drive way aprons are uneven and cracked. It seems that the new sewer line altered the stability of the sidewalk.
- Sidewalks near of Tanglefoot on 18th.
- Some crack sidewalks on Kimberly Ridge Rd. Along Geo. sq. building condo.
- Still waiting for the bike path between Middle Road & Devils Glen Rd to be repaired or raised because of the water always on it. Make the bus system more friendly also to advertise how the bus system works and the routes.
- Street lights being replaced if burned out- Judge Rd.
- That damned (!) Traffic light at Middle Rd & Belmont Rd. West bound Belmont Rd traffic making left turn onto Middle Rd waits a long time before getting left turn arrow. And it's not like there's heavy cross traffic on Middle Rd, either. The sensor for left turning traffic (West bound Belmont traffic making left onto Middle Rd) seems off as well. Several times I have driven up & stopped in the left-turn lane as Middle Rd traffic went by then & slowed for their yellow light. When their red light came on & they were all stopped, I should have gotten a green arrow, but it's like it skips me- giving a green for the straight-ahead on Belmont before going green for Middle Rd again. By this time another 10 cars have joined me in the 2 left-turn lanes & we all wait. And wait.
- The "2 hour parking" & "No parking" signs on quail Ridge road are not enforced and not clear. The "No parking" signs should read "No parking this side of street". (Weed control on the Medan strips could improve throughout the city).
- The sidewalk in front of our address (3111 18th St) has been excavated 2 times for sewage line problems for the house across the street. Each time the section of concrete has settled over one inch on the north side. Walkers constantly complain to us about this, saying it's a tripping hazard - we have informed the city with no response - We have told the walkers to bug you too...still no fix.
- The street light at the corner of Crow Creek & Coachman road has been going off on constantly all night long last night it was on all night and brighter than ever- maybe the city put a new LED bulb in it. I am not a technocrat so I am not familiar with all those things I mainly talk with humans in various offices.
- Traffic light or solution needed at Devils Glen at Hy-Vee entrance & exit. Dangerous city previously stated will be addressed when a significant number of accidents occur. Where is downtown Bettendorf? Also Downtown Bettendorf is not a destination for anyone. If it wasn't for K & K no one would go there. You need a better plan. There isn't a reason for anyone to shop in Bettendorf except for groceries.
- Traffic signal timing is terrible. Waiting over 60 seconds for a red light, especially when there is minimal or no traffic on the other street, is ridiculous.
- Transportation for the elderly-home bound elderly. Not enough buses transporting to and from doctor appointments want time is awful & scheduling is awful. Also lights at devils Glenn & Middle Road by Hy-Vee

are awful & dangerous for kids to cross. Not enough time given for kids or wheelchairs to make it across intersection!

- Valley Drive needs a bike and walking lane. I see multiple near accidents daily on the road. The Riverdale bike path extension has made the danger worst.
- We need more street lighting and Utica Ridge Road between Tanglefoot and 53rd Street.
- Working out a better busing system between Davenport & Bettendorf.

Code enforcement/City beautification

- 1 Alley between 20th St and 21st. South of Mississippi Rd and north of Grant St. 2 And old abandon vehicles with no or outdated plates needs taken care of.
- Allowing empty property to sit not cleaning up my sewer charging a lot.
- Along 18th Street & Mississippi Blvd enforced weed, helps growth to snow removal on sidewalks.
- An unattended dirt berm, located on the east side of Kimberly woods condos (So Kimberly Rd below Middle Rd). The berm is adjacent to our property (Geo sq west condo). It is unsightly & not maintained. Numerous attempts to contact someone with authority to correct the situation has fallen on deaf ears. It's embarrassing! Please help!
- Bettendorf does not have crappy neighborhoods. It does have single dwellings & apt. buildings that make Bettendorf look like any other junky town. Homes with over grown foliage, junk in the yard, lawns over grown, weeds & up keep of property itself. If Bettendorf is a "Premiere City" start making these residents clean up their property & make Bettendorf a town where people want to move to & businesses too. Eyesores apt. building on Grant between 18th & 23rd St. 18th & Central Ave.
- Big concern maintenance of entrances off I 74 Middle Rd, Spruce Hills, now also 53rd. Horrible care weeds, de bas, never moved or planned up regularly. They are a disgrace. People entering or leaving our city. This is what they and all residence look at daily horrible welcome!!
- Builders lots poorly maintained, construction trash. High weeds & grass. Dolan's development on Deckard Dr.
- Cleanup of McLammarak Natural Park (end of Pinebrook Ln) including pond rehabilitation of invasive phragmites species. Nothing done for years. Several attempts to Google web site survey did not result in a successful connection.
- Code enforcement with regard to cutting grass & abandoned vehicles. This is a major issue in my neighborhood and needs to be addressed more quickly! Also snow removal form sidewalks.
- Dos owners not cleaning up after them. Common area near fire pit on Kingston Circle and in neighboring yards.
- Empty lots are full of weeds which spread to our yards and we take pride & a lot of expense to keep them weed-free & beautiful. Please help us!!! Copper Ridge.
- House across street from "our Savior" Lutheran Church appears to be abandoned on "drug house". This is on Middle Road East of Taco Bell 3 or 4 houses.
- I am a senior & go out very little & within a short distance for my home... Kimberly to devil's Glenn - s to k & k & north to Dr. on 53rd & 18th. oh, & eye Dr. at genesis east complex. Concern - loud vehicles & motorcycles - not sounds I equate to a "nice" neighborhood... On Avalon Dr. I appreciate that snow is removed. Streets cleaned & trash collection are reliably taken care of ---- that things are close by CVS, Hy-Vee, B.O.P., Anns, Schnucks, k&K. my bank, dentist & m.d. - & library, & choice of inexpensive restaurants w/ carry out... All at 35 mph!
- I have more than a "single concern" (Westmar Dr.)1)Cars in drive ways with flat tires for months.2)utility trailer packed in street for weeks, it is full of everything basically a storage unit 3)Unkempt yards. Another that has stumped me is the house on the SW corner of Oak wood & Tanglefoot has the second story deck fallen off for over 2years. Not only is it on the ground, it actually blocks the lower level doors! Also the guy down the street with the van that has flashing lights on top and a siren! Drives down my street with lights flashing and sparked up a confrontation with a neighbor who he thought may have had a burn pile, not so then he turned on his lights & siren nut case hey, thanks.
- I live in a condominium complex where sometimes residents do not take their garbage bins in to their area for as much as 2 or 3 days, causing eye sore - traffic hazard & plain nuisance.
- I walk the bike path along duck creek regularly. The maintenance has fallen off. The weeds are bad. Water and ice is left standing. The edges are overgrowing the path. Trimming around things needs to be done. If there were small trash bins along the way it might help with the litter that's left, large bins haven't worked well because of misuse. The bins that are there don't seem to be emptied on a regular basis & the dog waste

dispensers can go days without being refilled. It would make more sense to properly maintain the path rather than continue to build more. This survey is too long & time consuming at the I74 bridge & Middle Road there is always water (scummy) on the sidewalk on the NE side. Where's it coming from? The sidewalk there & under the bridge is always dirty. There's a black snake that likes to come up from under the Middle Rd bridge over duck creek where the sidewalk meets the bridge on the NW corner some could in the big crack might discourage it.

- Just as you come off I 74 on to Middle Rd. The neighborhood to the south is a mess. There are boats, motorcycles, cars and motor homes in the yards. Most are covered with blue plastic. Some have built sheds and extended their garage with the blue plastic. These are infractions. The kind of activity is spreading to other neighborhoods. Code has to be enforced and these must be made to comply. The wide "bicycle" sidewalk along Devils Glen Rd. and Middle Rd are used very little by bikers. I've get to see a biker riding to work. I see many "strollers" from the apartments on devils. Regular sidewalks were sufficient. The money should have been spent on repairing Middle Rd. Were in debt from borrowing to build parks enough!
- Lack of code enforcement. Please explain why the city's code for tall grass & weeds is not being enforced at the following property's note some even have dead trees, According to the Scott County Assessors web site all of these property's deeded to the owners go all the way to the edge of the recreational/trail on 53rd Ave these address's are: 4257, 4281, 4295, 4311, 4319, 4337, 4359, 4371, 4385 & 4397. All are on tranquility court or tranquility trail which is in the beaver meadows subdivision.
- My answers to questions about life in Bettendorf could be answered very negatively if I take into consideration my neighbor, the club house Bar. It is a constant irritant with excessive noise every weekend. This establishment should never have been allowed, then continued in it's location- next to \$300,000 & value single family homes which are very well cared for. My neighbors and I are at a loss to know what we can do to prevent another noisy bar coming into the neighborhood, and how to remove the nuisance the club house is. We were encouraged to call police when it's noise is excessive, but how can one call every weekend when nothing changes? I marked the honesty of the local government poorly because of this. I do intend to contact my city officials to work on this terrible problem. I hope we can make it better.
- Neighbors not maintaining property per city code on 14th St. From Fairlane & Middle RD.
- Nice wide sidewalks-great trees growing over the sidewalk-not great 53rd St-area of a short distance west of devil's glen.
- Noise ordinances specifically lawn mowing & construction noise before 9:00 AM & noise after 11:00PM disturbances shouldn't be allowed summer tree & Norfolk place.
- Our neighborhood is wonderful. Recently someone moved in from Illinois. They seem to think burning is OK. Also they store their trailer on the public street, evidenced by a cement block holding it up - instead of in their driveway or garage. Salem Court.
- The 2 ends of the culvert under East Crest Ave have become heavily overgrown with brush, voluntary trees, etc. This was reported to the city and the response was that I should not do it myself and it would be added to the list of projects, but nothing has been done. In addition, the water runoff area leading to the culvert is overgrown with weeds and brush in certain areas leading to a catch place for trash and a home for undesirable animals.
- There is an old unused, car wash building on the corner of Middle Road and Devils Glen Road at the BP gas station. That is an "eyesore" and waste of space. Tear it down or fix it!!
- Too much loose and blowing trash in the parks. Also lack of tree trimming in the parks (removal of dead branches, wood)
- Traffic noise.
- Trailer park-Devils Glen Rd. Needs to be cleaned up "too much littering" a fine should be assessed.
- Trees behind condos on E. 53rd are overgrown and hazardous on sidewalks if more than I person is running/walking there.
- Vacant lot across front me. Zonal commercial century heights II villas II. Concerned about what building will go there and how it will affect my quality of living & value of property.
- Weeds along the bike path- Along Devils Glen Rd N of 53rd.
- Weeds in public grass untrimmed yards in neighborhoods.
- With the new construction going on around us (Century Heights/Pigeon Creek), I feel more needs to be done to keep the mud off the streets and not going into the sewer system and the open land next to it. The construction sites look terrible with garbage all over, mud on the streets, and tall weeds growing on the open lots.

- Would like to see people mow their lawns more often Spruce Hills Dr is getting very shabby with lawn care and making leaves in fall descend on corner of Spruce Hills and Olympia Dr. A man never mows or rake leaves in fall and that affects my yard across street, We are 87 years and 83 years and it makes it difficult for us to rake our leaves and all of his that blows across street into our yard. He is not old just neglect and lazy.

Nothing

- 3170 Parkwild Dr- I feel very safe in this area. I think I have only call police 2 home & their response was amazing & the person answering my call was concerned & courteous.
- Best city I have ever resided in. Wonderful place to live, retire, work and raise a family.
- Good neighborhood.
- Harmony drive is a very good place is live, we have no problems on this street.
- I have lived in Bettendorf all of my life (75 yrs). Great place to live.
- I have no concern. I have lived here since the fall of 1972.
- I Like the town. I walk to work 24/7 Get a new sidewalk. Life is good.
- Love the additional bike/ walking trails.
- My neighborhood is great!
- N/A.
- N/A.
- No concerns specifically.
- None.
- None.
- None.
- Not necessarily a concern, but a compliment,... Keep up the snow removal. That is the best thing in the winter. Thank you to all public works employee's.
- Satisfied.
- Thank You!
- Things are well cared for here. Thanks you (19th, Hunter, Lindenwood).
- We feel it a privilege to have resided in Bettendorf for almost forty years. Public service and public servants are incredible. Education is the best. The sense of community, neighborhoods, etc is still in existence. We wouldn't trade living here for anything.

Water drainage and flooding issues

- Amount of runoff water being diverted to creeks due to widening and paving of more & more streets with recreational trails. Creeks run through city & cause erosion.
- Called over a year ago storm drain problem on oxford drive and city has yet to do anything about. There has been something over the drain for over a years now. Would be nice if this gets fixed soon!
- Crow creek "bike path" poorly designed. Most times its flooded and/or covered with mud.
- Do something about all the Illinois plates on the vehicles, our street floods in heavy rains - storm sewers starting to collapse again, Cypress Drive - road is an ice rink in winter from the sump pumps draining into road, backyards flooding due to Holly residents raising backyards so they don't have water in basements, but it's okay for us to deal with it!!! That's a water easement. Clean up the apartments on Hawthorne & Magnolia!!! Portable basketball hoops set up on curb - kids won't get out of the road when cars coming - cars racing up and down the street - we need speed bumps up here!!! At one time we had a really really nice neighborhood. Treat everyone the same we also have a lady that goes around in the middle of the night & picks up bags of leaves and fills her garage with them - so all kinds of raccoons rats & opossums.
- Intersection of 19th/Edgewood Drive in regard to drainage.
- New construction houses-builders removing top soil-repealed law mandating them to replace it. Horrible drainage issues, as a result. Tons of storm drainage run off & flash flooding, soggy lawns. This is ridiculous-our city needs to stop this! Pass a city law that builders must put back native 4 top soil. We are polluting our waterways!!! All those chemical fertilizers are running right off the hard clay into our streams. Give incentives to residents for using organic lawn care. And city parks & landscapes should include native plantings and edible trees & shrubs. Why aren't we planting service berries/June berries, apple/pear trees hazelnuts, high bush cranberry, paw paw, pecan trees, etc!?! Why are we plant hybrid plants like lillies and sedum & burning bush, instead of prairie flowers, native grasses, things that we will support pollinators and our community. We are so far behind Davenport's recycling, conservation, & ecology practices!

- Pigeon Creek erosion, banks eroding and taking yards in neighborhood.
- Pigeon Creek is in our backyard. Recently neighbors have been hit with flood insurance costs ranging from 1800-2600/yr. When filing for a Letter of Map Amendment we were told that the projected base flood elevation in our area would likely be reduced if FEMA made revisions to the flood map and considered the changes made (increased drainage under survey drive). Could the city request this of FEMA?
- Poor planning with developments, drainage issues for multi-family developments, town homes, in the Park wild & Prairie Lane area. Also, poor planning for development in the Falcon Ave, 18th St & 53rd St. area.
- Properties affected by Pigeon Creek bank erosion in the culvert area of survey drive/Coachman Road.
- Sometimes the manhole covers come up on my street when it rains. 17th Street, Mississippi Avenue.
- Sump pump water always running over the sidewalk causing a very slippery surface...ongoing for 5 years...2198 Turnberry Lane...corner of James Road and Turnberry Lane...several people have slipped on the sidewalk and fallen...
- Water Drainage summer tee.
- We are concerned about the drainage ditch in our backyard not only is it a safety issue for the neighborhood kids it seems to be washing away on each side - getting wider. Thanks 3014 Somerset Drive.
- We have concerns with all the open creeks. The one creeks we know of after it rains the water moves so fast it could be dangerous if anyone fell in. And the erosion is terrible, lots of exposed tree roots. (Prairie Vista Circle).
- Why do I pay storm drain run fees when I don't have curbs or gutters! This is a service I don't ever have!!(Dodds Drive).

Problems with Recycling/Yard waste services

- Accept more recycling. Invest in internet infrastructure.
- Info sent to house regarding free yard waste pickup. Love living in Bettendorf. Housing prices too high! Can't move up.
- People who are snow birds have to pay the full amount for garbage & sewer, at least a partial discount would be greatly appreciated- especially garbage collection.
- Recycling should be twice a month.
- Snow birds should get a break on garbage collection fees when gone for months at a time.

Public Safety

- Cars being broken into.
- Crime (Detected and not addressed).
- Lack of police patrols on Barcelona St.
- North St. by Moencks Rd. is a danger to your residents who live on that street, especially concerning are the residents who pay Bett taxes & not Panorama Park taxes. If a house on this street caught fire, no emerging vehicles could get to it.
- Our concern is that our neighborhood is not close to hear storm/emergency sirens! In addition we do not live close to fire, ambulance and police service. We need central station to all the community. We live on Thomas Ct.
- The guy who lives off the bike path is allowed to drive his tractor on the bike path & threaten residents for utilizing the bike path by his property between Crow Creek park & Middle Road.
- Twin bridges motel-state St I have personally witnessed drug deals, prostitution and violence in this parking lot while waiting to pick up one of the few honest, hard working person that unfortunately, lives there it is sleazy, dirty and crime ridden an ugly eyesore on the face of downtown Bettendorf!

High taxes

- 1. Not a good place to retire due to high state income taxes and ever increasing local property taxes and fees.2. Why is utility billing stuck in the 20th century? When can we start paying utility bills via the internet?3. I have direct TV so city cable channel is not available.4. Need a street light at Hopewell and Remington Roads.
- Bettendorf, as part of the Quad cities, enjoys the advantages of being as part of the greater community my answers reflect what is specific to Bettendorf. Living here is better than what the city offers. Bettendorf does not need to offer or excel in all things for its residents. Bettendorf is not particularly accommodation for its retired residents. No property tax freeze for those over 55, no provision to suspend garage or sewer fees for

snow birds, expensive emergency call fees and overkill in personal responding to a call (police, fire, and ambulance).

- Housing costs & property taxes are already too high. Spending 1M + for contractors to re-assess is stupid. We all know they will determine a tax increase is needed. After all, they need paid!
- Out of control taxation and city services fees.
- Real estate taxes are very high. Decker does a fantastic job thank you Decker telephone service is very oversold & we cant use our comfort frequently.
- Return on investment of paying Taxes-To much cash in Paths & Trails- No used by 1% of population.
- Taxes to high-homes & business to much importance on - bikes paths for less then 1% to of residents use-waste inside the city government.
- Too long a survey!! Great parks! Thanks. Newer to city so unable to answer many items. Don't servely tax people!! Bike path sidewalk on Devils Glen can be a hazard when pulling out of street to Devils Glen due to close scrubs/trees I'm not a green person so global warming etc) not imp. to me.

Lack of New Retail Business

- Downtown Bettendorf- It takes time, resources, and planning- It would be nice to see downtown Bettendorf as Moline/Naperville.
- I would only like to mention the "Downtown" area. It should have a variety of shops, markets, fresh food, that could draw from all the different neighborhoods. keep it simple and fresh.
- None for my neighborhood, Downtown makes me sad. I have optimism the downtown area could have much greater improvements in shopping dining. Cultural/arts events.
- The city should have a plan for growth besides housing. we need retail & restaurants where city is growing. Need affordable villas especially for seniors with walking to retail. Ft Collins, co, has had a 4 phase plan which has been excellent. They are now in final phase in transitional senior housing with bus transportation. Many cultural events are planned & the bike paths seem to get plowed before the streets in Bettendorf!
- Whoever is involved in bringing new businesses to Bettendorf is doing a terrible job. We don't need any more gas stations, credit Unions, oil change facilities. We need more of a small quaint town feel such as Le Claire Iowa does. We hardly have any good restaurants and shopping avenues.

Poor sense of community

- My neighbors are nosy and need to mind their own business.
- New people to live w/that are friendly & don't gossips. Our person in the office can't make um quiet, they need to go somewhere, where they get talked about leave the poorer people along it's not the janitor or the offices fault. they stay very busy doing the their work, when they can be left alone to work.
- People move in and out so often, never have a neighbor that stays for long. Hoover school neighborhood off Spruce Hills.
- Some neighbors are not very friendly, but it does not matter very much, Nothing's perfect. But its a lot better than most I don't know what we could improve on. We're in an excellent city in a great country! In an opportune time. wait till we get a lady for a president!

Other

- A concern for those on our block of 1600's/1700's of Queens Drive is that in snow and icy weather the slope leading to Greenbrier Dr is never salted or has cinders put on it. It's a real hazard as we leave Queens Drive to go East toward Greenbrier. Thank you for asking. The dept head responsible for this, when contacted, has not been very nice on the phone.
- Bettendorf park band needs a decent place to rehearse. We need a new community center!!!! Tear down the Herbert Goetsch community center! Build new!!!
- Bettendorf should advertise their communication sources above then a letter, emails, or newspaper.
- Continued growth of residential areas to the NE part of town with out growth of services i.e. PD, FD and public works.
- Good progress linking/ expanding bike/walking paths Need more mixed density housing Middle road/ I-80 development.
- Has the city ever considered setting aside land for its own cemetery?!! Please bring up the topic at a city meeting - would love to hear the pros and cons!

- High cost of rent in comparison to the rental offered.
- I live on Tanglefoot lane. The ditch was filled in and seed sown. Winter 2015 killed grass. We need dirt fill to raise the lawn level. Currently need lawn curb.
- I was hoping that the born off of Devil's Glen Rd. could have been preserved & used for something instead of being torn down.
- Info guide for seniors, i.e., meal sites, transportation, activities, local businesses-services offering senior discounts, etc. A "CASI-ish-" approach to those attempting to maintain independence. Occasional daytime info sessions, please. Thank you in advance.
- It would be nice if the city could include all of the property owned by the Goldsteins (river front) or who ever own's the river front from 21st-25th St. Get it built and put on the tax roles, its been empty for too long!!
- I've had a head injury and surgery on my ankle with implants from an accident a year ago. I was wounded and had limited ability to work full time. Changing the answers on survey under these circumstances from the typical answers related to income/activities unable to volunteer at this time, usually do. Had surgery Feb/ I'm a social worker. Do a lot for my neighbors and community but have been in a wheelchair for 2 months.
- Location: Creek hill Dr. The trains horns are very loud at all hours and seem excessive. It is a main source for our desire to move.
- Love my street but have some concern regarding neighborhood near my which is close to blvd Chicago. Not sure how to remedy low income housing can bring people with poor decision making skills.
- Most important.....The fact that telecom/cable companies have the option of coming into a neighborhood and can pigeon hole a set of houses based on where they are running their highspeed services. Century Link and Mediacom have SCREWED the people of Highlands East off Nevada to Idaho simply because it wasn't cost effective to come to 9 houses. Century Link fiber is less then 30 yards from the house and in some cases feet and they refuse to pull fiber to those houses. Mediacom for 3 years has been on California off Hopewell, but yet refusing to pull to the other houses. They should be required to have there over priced SHIT pulled to all houses to the areas they serve within a subdivision they service. At least this way you have a choice instead of nothing outside of under speed DSL that is serviced up now. When I have on one side high speed cable and another side high speed fiber.
- Need multiple month deer hunts in woods next to Scott Community College Belmont road! To many dies.
- Our neighbors had sewer back up in their home due to clogged sewers. People speed all the time on Fair Meadows Drive when they go to/leave the lagoon area.
- Overall lack of public water fountains for avid out door runners.
- Quit using tax dollar to subsidize the Bettendorf life fitness center. Government should not enforcement compete with the YMCA and other providers of these amenities.
- Racial diversity.
- Repeated spring time breaking over last 3 years. Beaver crossing easy access to neighborhood from highway or forest grove - easy target.
- The life fitness center is a very unwelcoming, exclusionary place, unfortunately. It appears to be a senior citizen's center, rather than a facility for all ages/socioeconomic groups.
- The rezoning of the Farmland southwest of the Middle Road and 53rd intersection in support of possible strip malls. There has been no clamoring for this to happen from citizens local to this location and there are plenty of open locations on 53rd and on Middle already. In addition, the remarks of certain board members regarding how the people buying houses nearby should have known were both insensitive and disappointing.
- Would like to see city get away from single source franchise for cable TV media com needs the same competition for cable that dish and direct TV have for satellite.
- You ask about public health programs - I don't think there are any visible programs; what comes to mind are services found Downtown Davenport at the health department or medic services only- no Bettendorf public nursing or health services.