



**THE NCS**<sup>TM</sup>  
The National Citizen Survey<sup>TM</sup>

## Bettendorf, IA

Technical Appendices  
2016



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# Appendix A: Complete Survey Responses

## Responses excluding “don’t know”

The following pages contain a complete set of responses to each question on the survey, excluding the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Table 1: Question 1

Please rate each of the following aspects of quality of life in Bettendorf:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Bettendorf as a place to live	58%	N=271	38%	N=175	4%	N=19	0%	N=0	100%	N=465
Your neighborhood as a place to live	55%	N=254	37%	N=174	7%	N=34	1%	N=4	100%	N=466
Bettendorf as a place to raise children	66%	N=291	31%	N=136	3%	N=15	0%	N=0	100%	N=442
Bettendorf as a place to work	39%	N=134	42%	N=144	17%	N=57	3%	N=9	100%	N=344
Bettendorf as a place to visit	23%	N=104	41%	N=186	31%	N=138	5%	N=24	100%	N=451
Bettendorf as a place to retire	36%	N=147	37%	N=152	22%	N=91	6%	N=23	100%	N=412
The overall quality of life in Bettendorf	43%	N=202	49%	N=231	7%	N=32	0%	N=1	100%	N=466

Table 2: Question 2

Please rate each of the following characteristics as they relate to Bettendorf as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in Bettendorf	46%	N=217	49%	N=227	5%	N=23	0%	N=0	100%	N=467
Overall ease of getting to the places you usually have to visit	44%	N=207	47%	N=218	8%	N=38	1%	N=3	100%	N=465
Quality of overall natural environment in Bettendorf	40%	N=182	51%	N=235	7%	N=34	1%	N=6	100%	N=456
Overall "built environment" of Bettendorf (including overall design, buildings, parks and transportation systems)	26%	N=118	56%	N=259	16%	N=74	2%	N=9	100%	N=461
Health and wellness opportunities in Bettendorf	43%	N=195	44%	N=202	11%	N=50	2%	N=7	100%	N=455
Overall opportunities for education and enrichment	47%	N=207	39%	N=172	12%	N=51	2%	N=7	100%	N=437
Overall economic health of Bettendorf	37%	N=158	52%	N=219	10%	N=41	2%	N=7	100%	N=425
Sense of community	30%	N=132	51%	N=227	16%	N=73	3%	N=12	100%	N=444
Overall image or reputation of Bettendorf	46%	N=214	46%	N=213	7%	N=33	1%	N=3	100%	N=462

Table 3: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
	%	N	%	N	%	N	%	N	%	N
Recommend living in Bettendorf to someone who asks	76%	N=353	21%	N=99	2%	N=7	1%	N=6	100%	N=465
Remain in Bettendorf for the next five years	75%	N=346	20%	N=91	3%	N=15	2%	N=8	100%	N=460

Table 4: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
In your neighborhood during the day	87%	N=403	12%	N=58	1%	N=3	0%	N=1	0%	N=0	100%	N=464
In Bettendorf's downtown/commercial area during the day	53%	N=229	39%	N=167	6%	N=25	2%	N=7	1%	N=3	100%	N=432

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Table 5: Question 5

Please rate each of the following characteristics as they relate to Bettendorf as a whole:	Excellent		Good		Fair		Poor		Total	
Traffic flow on major streets	23%	N=105	53%	N=244	20%	N=91	5%	N=22	100%	N=462
Ease of public parking	27%	N=120	54%	N=239	16%	N=71	3%	N=13	100%	N=443
Ease of travel by car in Bettendorf	37%	N=170	52%	N=242	10%	N=46	2%	N=7	100%	N=465
Ease of travel by public transportation in Bettendorf	17%	N=31	42%	N=75	30%	N=54	11%	N=20	100%	N=180
Ease of travel by bicycle in Bettendorf	34%	N=122	44%	N=156	20%	N=70	2%	N=8	100%	N=355
Ease of walking in Bettendorf	46%	N=199	43%	N=188	10%	N=46	1%	N=4	100%	N=437
Availability of paths and walking trails	51%	N=224	37%	N=162	11%	N=49	1%	N=4	100%	N=439
Cleanliness of Bettendorf	40%	N=186	50%	N=231	9%	N=41	1%	N=6	100%	N=464
Overall appearance of Bettendorf	35%	N=164	53%	N=245	12%	N=54	0%	N=1	100%	N=464
Public places where people want to spend time	28%	N=123	49%	N=219	20%	N=90	2%	N=10	100%	N=443
Variety of housing options	26%	N=110	47%	N=202	23%	N=97	4%	N=18	100%	N=427
Availability of affordable quality housing	13%	N=55	43%	N=177	34%	N=141	10%	N=42	100%	N=415
Fitness opportunities (including exercise classes and paths or trails, etc.)	48%	N=208	38%	N=163	14%	N=62	0%	N=2	100%	N=435
Recreational opportunities	37%	N=165	41%	N=181	20%	N=89	2%	N=7	100%	N=442
Availability of affordable quality health care	29%	N=123	49%	N=209	19%	N=79	3%	N=13	100%	N=423
Availability of preventive health services	29%	N=119	49%	N=197	21%	N=84	1%	N=5	100%	N=406
Availability of affordable quality mental health care	18%	N=45	31%	N=77	27%	N=68	25%	N=62	100%	N=253

Table 6: Question 6

Please rate each of the following characteristics as they relate to Bettendorf as a whole:	Excellent		Good		Fair		Poor		Total	
Availability of affordable quality child care/preschool	30%	N=77	39%	N=101	24%	N=62	7%	N=18	100%	N=258
K-12 education	61%	N=229	32%	N=121	6%	N=22	1%	N=2	100%	N=374
Adult educational opportunities	28%	N=90	49%	N=159	19%	N=62	3%	N=11	100%	N=321
Opportunities to attend cultural/arts/music activities	19%	N=80	44%	N=185	30%	N=125	8%	N=33	100%	N=423
Opportunities to participate in religious or spiritual events and activities	33%	N=130	48%	N=189	16%	N=62	3%	N=11	100%	N=391
Employment opportunities	13%	N=42	41%	N=135	40%	N=131	7%	N=22	100%	N=331
Shopping opportunities	18%	N=82	38%	N=176	34%	N=155	10%	N=48	100%	N=460
Cost of living in Bettendorf	10%	N=44	49%	N=223	35%	N=159	7%	N=31	100%	N=457
Overall quality of business and service establishments in Bettendorf	19%	N=88	53%	N=238	25%	N=113	3%	N=13	100%	N=452
Vibrant downtown/commercial area	7%	N=32	17%	N=75	40%	N=174	35%	N=153	100%	N=434
Overall quality of new development in Bettendorf	22%	N=95	50%	N=214	24%	N=101	4%	N=19	100%	N=429
Opportunities to participate in social events and activities	19%	N=77	53%	N=222	24%	N=101	4%	N=15	100%	N=416
Opportunities to volunteer	24%	N=87	49%	N=174	24%	N=86	2%	N=8	100%	N=355
Opportunities to participate in community matters	24%	N=91	43%	N=163	28%	N=107	4%	N=16	100%	N=376
Openness and acceptance of the community toward people of diverse backgrounds	20%	N=79	41%	N=163	30%	N=119	9%	N=34	100%	N=394
Neighborliness of residents in Bettendorf	23%	N=102	49%	N=219	23%	N=105	5%	N=22	100%	N=449

Table 7: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Observed a code violation or other hazard in Bettendorf	63%	N=292	37%	N=173	100%	N=464
Household member was a victim of a crime in Bettendorf	91%	N=426	9%	N=40	100%	N=466

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Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Reported a crime to the police in Bettendorf	87%	N=404	13%	N=62	100%	N=465
Contacted the City of Bettendorf (in-person, phone, email or web) for help or information	55%	N=257	45%	N=209	100%	N=466
Contacted Bettendorf elected officials (in-person, phone, email or web) to express your opinion	87%	N=407	13%	N=59	100%	N=466

Table 8: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Bettendorf?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Used Bettendorf recreation centers or their services	20%	N=91	20%	N=92	25%	N=115	35%	N=161	100%	N=460
Visited a neighborhood park or City park	21%	N=99	30%	N=136	33%	N=155	16%	N=72	100%	N=462
Used Bettendorf public libraries or their services	13%	N=59	28%	N=131	34%	N=158	25%	N=114	100%	N=462
Attended a City-sponsored event	3%	N=13	4%	N=18	39%	N=179	54%	N=249	100%	N=458
Used bus or other public transportation instead of driving	2%	N=7	1%	N=7	3%	N=15	94%	N=434	100%	N=463
Carpooled with other adults or children instead of driving alone	10%	N=44	11%	N=50	15%	N=69	65%	N=298	100%	N=461
Walked or biked instead of driving	12%	N=56	16%	N=74	23%	N=108	49%	N=225	100%	N=463
Volunteered your time to some group/activity in Bettendorf	7%	N=34	13%	N=58	18%	N=80	63%	N=287	100%	N=459
Participated in a club	6%	N=28	13%	N=60	12%	N=56	68%	N=312	100%	N=456
Talked to or visited with your immediate neighbors	51%	N=237	28%	N=131	15%	N=71	5%	N=24	100%	N=462
Done a favor for a neighbor	24%	N=109	29%	N=134	35%	N=160	13%	N=58	100%	N=462

Table 9: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Attended a local public meeting	1%	N=3	2%	N=8	17%	N=78	81%	N=369	100%	N=458
Watched (online or on television) a local public meeting	2%	N=9	3%	N=12	15%	N=67	81%	N=370	100%	N=457

Table 10: Question 10

Please rate the quality of each of the following services in Bettendorf:	Excellent		Good		Fair		Poor		Total	
Police services	54%	N=221	41%	N=169	4%	N=15	2%	N=8	100%	N=413
Fire services	58%	N=217	38%	N=143	3%	N=11	0%	N=1	100%	N=372
Ambulance or emergency medical services	57%	N=209	39%	N=143	4%	N=13	0%	N=1	100%	N=367
Crime prevention	42%	N=151	48%	N=175	9%	N=32	1%	N=4	100%	N=363
Fire prevention and education	43%	N=139	48%	N=154	7%	N=22	2%	N=5	100%	N=320
Traffic enforcement	35%	N=143	45%	N=183	16%	N=67	4%	N=16	100%	N=409
Street repair	15%	N=67	46%	N=200	27%	N=118	12%	N=55	100%	N=439
Street cleaning	27%	N=120	52%	N=229	18%	N=78	4%	N=16	100%	N=443
Street lighting	30%	N=135	51%	N=231	17%	N=77	2%	N=11	100%	N=454
Snow removal	46%	N=206	41%	N=186	11%	N=50	1%	N=7	100%	N=449
Sidewalk maintenance	27%	N=117	47%	N=203	21%	N=90	4%	N=18	100%	N=428
Traffic signal timing	18%	N=83	49%	N=222	24%	N=110	8%	N=36	100%	N=451
Bus or transit services	25%	N=40	46%	N=74	22%	N=36	7%	N=11	100%	N=162
Garbage collection	49%	N=216	45%	N=198	5%	N=24	1%	N=4	100%	N=442

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Please rate the quality of each of the following services in Bettendorf:	Excellent		Good		Fair		Poor		Total	
Recycling	45%	N=190	39%	N=165	12%	N=52	3%	N=14	100%	N=420
Yard waste pick-up	44%	N=170	45%	N=175	9%	N=36	1%	N=5	100%	N=387
Storm drainage	27%	N=107	52%	N=204	15%	N=60	6%	N=22	100%	N=393
Sewer services	31%	N=120	51%	N=198	16%	N=60	2%	N=7	100%	N=385
Utility billing	28%	N=118	51%	N=214	16%	N=67	5%	N=22	100%	N=421
City parks	47%	N=206	46%	N=200	7%	N=29	1%	N=3	100%	N=438
Recreation programs or classes	40%	N=128	47%	N=152	10%	N=33	4%	N=11	100%	N=324
Recreation centers or facilities	36%	N=126	47%	N=163	13%	N=45	4%	N=13	100%	N=347
Land use, planning and zoning	22%	N=75	47%	N=161	25%	N=85	6%	N=20	100%	N=341
Code enforcement (weeds, abandoned buildings, etc.)	21%	N=67	45%	N=145	24%	N=76	10%	N=34	100%	N=321
Economic development	23%	N=85	47%	N=173	25%	N=93	4%	N=16	100%	N=367
Health services	32%	N=126	50%	N=195	15%	N=57	4%	N=14	100%	N=392
Public library services	58%	N=231	37%	N=146	4%	N=17	0%	N=1	100%	N=394
Public information services	34%	N=119	48%	N=166	16%	N=54	3%	N=9	100%	N=348
Cable television	15%	N=56	34%	N=122	35%	N=127	16%	N=58	100%	N=364
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	32%	N=99	46%	N=143	19%	N=59	2%	N=8	100%	N=309
Preservation of natural areas such as open space, farmlands and greenbelts	19%	N=65	48%	N=170	23%	N=81	10%	N=36	100%	N=352
Bettendorf open space	22%	N=82	53%	N=198	21%	N=80	5%	N=17	100%	N=377
City-sponsored special events	27%	N=89	44%	N=147	26%	N=88	3%	N=11	100%	N=336
Overall customer service by Bettendorf employees (police, receptionists, planners, etc.)	41%	N=163	48%	N=193	9%	N=36	2%	N=8	100%	N=400

Table 11: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Total	
The City of Bettendorf	39%	N=173	53%	N=237	7%	N=33	1%	N=4	100%	N=446
The Federal Government	8%	N=30	31%	N=124	41%	N=161	20%	N=81	100%	N=397

Table 12: Question 12

Please rate the following categories of Bettendorf government performance:	Excellent		Good		Fair		Poor		Total	
The value of services for the taxes paid to Bettendorf	23%	N=97	51%	N=211	22%	N=93	4%	N=16	100%	N=417
The overall direction that Bettendorf is taking	26%	N=111	56%	N=241	14%	N=59	4%	N=17	100%	N=429
The job Bettendorf government does at welcoming citizen involvement	24%	N=84	45%	N=158	26%	N=92	6%	N=20	100%	N=354
Overall confidence in Bettendorf government	22%	N=91	54%	N=221	19%	N=76	4%	N=18	100%	N=406
Generally acting in the best interest of the community	26%	N=107	53%	N=217	17%	N=69	5%	N=19	100%	N=414
Being honest	28%	N=104	51%	N=191	17%	N=65	4%	N=16	100%	N=377
Treating all residents fairly	25%	N=91	50%	N=183	18%	N=67	7%	N=25	100%	N=367

Table 13: Question 13

Please rate how important, if at all, you think it is for the Bettendorf community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
Overall feeling of safety in Bettendorf	60%	N=279	31%	N=145	8%	N=38	0%	N=1	100%	N=463
Overall ease of getting to the places you usually have to visit	26%	N=118	55%	N=252	18%	N=83	2%	N=9	100%	N=463
Quality of overall natural environment in Bettendorf	26%	N=118	54%	N=246	20%	N=90	1%	N=5	100%	N=459

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Please rate how important, if at all, you think it is for the Bettendorf community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
	%	N	%	N	%	N	%	N	%	N
Overall "built environment" of Bettendorf (including overall design, buildings, parks and transportation systems)	31%	N=140	44%	N=203	23%	N=106	2%	N=9	100%	N=459
Health and wellness opportunities in Bettendorf	33%	N=148	43%	N=196	21%	N=97	3%	N=14	100%	N=456
Overall opportunities for education and enrichment	46%	N=213	36%	N=166	16%	N=75	1%	N=6	100%	N=460
Overall economic health of Bettendorf	50%	N=233	38%	N=177	11%	N=51	0%	N=2	100%	N=464
Sense of community	31%	N=141	46%	N=213	21%	N=98	2%	N=8	100%	N=461

Table 14: Question 14

Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about the City government and its activities, events and services:	Major source		Minor source		Not a source		Total	
	%	N	%	N	%	N	%	N
City website (www.bettendorf.org)	62%	N=275	23%	N=104	14%	N=64	100%	N=444
City Cable Channel 9	10%	N=45	30%	N=133	60%	N=264	100%	N=441
Citizen Information Email	25%	N=110	31%	N=137	44%	N=194	100%	N=441
City Facebook page	16%	N=73	29%	N=131	54%	N=241	100%	N=444
City Twitter account	5%	N=20	20%	N=89	75%	N=334	100%	N=443
Talking with City officials	25%	N=113	39%	N=175	35%	N=157	100%	N=446
Word-of-mouth	31%	N=141	51%	N=228	18%	N=79	100%	N=448

Table 15: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Recycle at home	5%	N=24	4%	N=19	8%	N=37	17%	N=77	65%	N=291	100%	N=448
Purchase goods or services from a business located in Bettendorf	1%	N=6	1%	N=6	25%	N=110	49%	N=222	23%	N=104	100%	N=448
Eat at least 5 portions of fruits and vegetables a day	4%	N=16	17%	N=74	36%	N=160	31%	N=135	13%	N=56	100%	N=441
Participate in moderate or vigorous physical activity	4%	N=16	11%	N=49	29%	N=128	36%	N=161	20%	N=89	100%	N=443
Read or watch local news (via television, paper, computer, etc.)	2%	N=8	7%	N=31	21%	N=94	29%	N=131	41%	N=183	100%	N=447
Vote in local elections	9%	N=41	8%	N=38	17%	N=76	28%	N=126	37%	N=166	100%	N=447

Table 16: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	23%	N=103
Very good	41%	N=182
Good	29%	N=131
Fair	6%	N=25
Poor	2%	N=7
Total	100%	N=447

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Table 17: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	4%	N=19
Somewhat positive	21%	N=91
Neutral	55%	N=245
Somewhat negative	18%	N=80
Very negative	1%	N=6
Total	100%	N=441

Table 18: Question D4

What is your employment status?	Percent	Number
Working full time for pay	64%	N=284
Working part time for pay	8%	N=34
Unemployed, looking for paid work	1%	N=5
Unemployed, not looking for paid work	3%	N=13
Fully retired	25%	N=110
Total	100%	N=446

Table 19: Question D5

Do you work inside the boundaries of Bettendorf?	Percent	Number
Yes, outside the home	21%	N=90
Yes, from home	6%	N=24
No	73%	N=313
Total	100%	N=427

Table 20: Question D6

How many years have you lived in Bettendorf?	Percent	Number
Less than 2 years	12%	N=55
2 to 5 years	20%	N=88
6 to 10 years	17%	N=75
11 to 20 years	16%	N=70
More than 20 years	35%	N=158
Total	100%	N=446

Table 21: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	74%	N=334
Building with two or more homes (duplex, townhome, apartment or condominium)	25%	N=111
Mobile home	0%	N=0
Other	1%	N=4
Total	100%	N=449

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Table 22: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	23%	N=102
Owned	77%	N=346
Total	100%	N=448

Table 23: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	6%	N=24
\$300 to \$599 per month	16%	N=67
\$600 to \$999 per month	24%	N=105
\$1,000 to \$1,499 per month	27%	N=116
\$1,500 to \$2,499 per month	19%	N=81
\$2,500 or more per month	9%	N=37
Total	100%	N=429

Table 24: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	59%	N=267
Yes	41%	N=182
Total	100%	N=448

Table 25: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	73%	N=326
Yes	27%	N=120
Total	100%	N=447

Table 26: Question D12

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	9%	N=38
\$25,000 to \$49,999	17%	N=71
\$50,000 to \$99,999	30%	N=124
\$100,000 to \$149,999	23%	N=97
\$150,000 or more	21%	N=90
Total	100%	N=421

Table 27: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	97%	N=426
Yes, I consider myself to be Spanish, Hispanic or Latino	3%	N=12
Total	100%	N=438

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Table 28: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	0%	N=2
Asian, Asian Indian or Pacific Islander	5%	N=22
Black or African American	1%	N=6
White	93%	N=405
Other	1%	N=4

Total may exceed 100% as respondents could select more than one option.

Table 29: Question D15

In which category is your age?	Percent	Number
18 to 24 years	2%	N=11
25 to 34 years	20%	N=87
35 to 44 years	18%	N=80
45 to 54 years	20%	N=90
55 to 64 years	15%	N=66
65 to 74 years	13%	N=59
75 years or older	11%	N=46
Total	100%	N=439

Table 30: Question D16

What is your sex?	Percent	Number
Female	53%	N=232
Male	47%	N=204
Total	100%	N=436

Table 31: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	68%	N=301
Land line	16%	N=73
Both	16%	N=69
Total	100%	N=444

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Responses including “don’t know”

The following pages contain a complete set of responses to each question on the survey, including the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Table 32: Question 1

Please rate each of the following aspects of quality of life in Bettendorf:	Excellent		Good		Fair		Poor		Don't know		Total	
Bettendorf as a place to live	58%	N=271	37%	N=175	4%	N=19	0%	N=0	0%	N=2	100%	N=467
Your neighborhood as a place to live	54%	N=254	37%	N=174	7%	N=34	1%	N=4	0%	N=1	100%	N=467
Bettendorf as a place to raise children	62%	N=291	29%	N=136	3%	N=15	0%	N=0	5%	N=25	100%	N=467
Bettendorf as a place to work	29%	N=134	31%	N=144	12%	N=57	2%	N=9	26%	N=118	100%	N=463
Bettendorf as a place to visit	22%	N=104	40%	N=186	30%	N=138	5%	N=24	3%	N=13	100%	N=463
Bettendorf as a place to retire	31%	N=147	32%	N=152	19%	N=91	5%	N=23	12%	N=55	100%	N=467
The overall quality of life in Bettendorf	43%	N=202	49%	N=231	7%	N=32	0%	N=1	0%	N=1	100%	N=467

Table 33: Question 2

Please rate each of the following characteristics as they relate to Bettendorf as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Overall feeling of safety in Bettendorf	46%	N=217	48%	N=227	5%	N=23	0%	N=0	0%	N=1	100%	N=468
Overall ease of getting to the places you usually have to visit	44%	N=207	47%	N=218	8%	N=38	1%	N=3	0%	N=1	100%	N=466
Quality of overall natural environment in Bettendorf	40%	N=182	51%	N=235	7%	N=34	1%	N=6	1%	N=3	100%	N=459
Overall "built environment" of Bettendorf (including overall design, buildings, parks and transportation systems)	25%	N=118	56%	N=259	16%	N=74	2%	N=9	1%	N=5	100%	N=466
Health and wellness opportunities in Bettendorf	42%	N=195	43%	N=202	11%	N=50	2%	N=7	2%	N=10	100%	N=465
Overall opportunities for education and enrichment	45%	N=207	37%	N=172	11%	N=51	2%	N=7	6%	N=27	100%	N=464
Overall economic health of Bettendorf	34%	N=158	47%	N=219	9%	N=41	1%	N=7	9%	N=41	100%	N=466
Sense of community	28%	N=132	49%	N=227	16%	N=73	2%	N=12	5%	N=22	100%	N=466
Overall image or reputation of Bettendorf	46%	N=214	46%	N=213	7%	N=33	1%	N=3	1%	N=3	100%	N=464

Table 34: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
Recommend living in Bettendorf to someone who asks	76%	N=353	21%	N=99	2%	N=7	1%	N=6	0%	N=2	100%	N=466
Remain in Bettendorf for the next five years	74%	N=346	19%	N=91	3%	N=15	2%	N=8	1%	N=7	100%	N=466

Table 35: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
In your neighborhood during the day	87%	N=403	12%	N=58	1%	N=3	0%	N=1	0%	N=0	0%	N=1	100%	N=465
In Bettendorf's downtown/commercial area during the day	49%	N=229	36%	N=167	5%	N=25	2%	N=7	1%	N=3	7%	N=33	100%	N=464

Table 36: Question 5

Please rate each of the following characteristics as they relate to Bettendorf as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Traffic flow on major streets	23%	N=105	53%	N=244	20%	N=91	5%	N=22	0%	N=1	100%	N=463
Ease of public parking	26%	N=120	52%	N=239	15%	N=71	3%	N=13	4%	N=19	100%	N=462

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Please rate each of the following characteristics as they relate to Bettendorf as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Ease of travel by car in Bettendorf	36%	N=170	52%	N=242	10%	N=46	2%	N=7	0%	N=1	100%	N=466
Ease of travel by public transportation in Bettendorf	7%	N=31	16%	N=75	12%	N=54	4%	N=20	61%	N=278	100%	N=458
Ease of travel by bicycle in Bettendorf	26%	N=122	34%	N=156	15%	N=70	2%	N=8	24%	N=110	100%	N=465
Ease of walking in Bettendorf	43%	N=199	41%	N=188	10%	N=46	1%	N=4	5%	N=24	100%	N=461
Availability of paths and walking trails	48%	N=224	35%	N=162	11%	N=49	1%	N=4	6%	N=26	100%	N=465
Cleanliness of Bettendorf	40%	N=186	50%	N=231	9%	N=41	1%	N=6	0%	N=1	100%	N=464
Overall appearance of Bettendorf	35%	N=164	53%	N=245	12%	N=54	0%	N=1	0%	N=1	100%	N=464
Public places where people want to spend time	27%	N=123	48%	N=219	20%	N=90	2%	N=10	4%	N=17	100%	N=459
Variety of housing options	24%	N=110	44%	N=202	21%	N=97	4%	N=18	8%	N=36	100%	N=463
Availability of affordable quality housing	12%	N=55	38%	N=177	30%	N=141	9%	N=42	11%	N=50	100%	N=466
Fitness opportunities (including exercise classes and paths or trails, etc.)	45%	N=208	35%	N=163	13%	N=62	0%	N=2	6%	N=30	100%	N=465
Recreational opportunities	36%	N=165	39%	N=181	19%	N=89	1%	N=7	4%	N=17	100%	N=459
Availability of affordable quality health care	27%	N=123	45%	N=209	17%	N=79	3%	N=13	8%	N=38	100%	N=462
Availability of preventive health services	26%	N=119	43%	N=197	18%	N=84	1%	N=5	12%	N=53	100%	N=459
Availability of affordable quality mental health care	10%	N=45	17%	N=77	15%	N=68	13%	N=62	45%	N=209	100%	N=462

Table 37: Question 6

Please rate each of the following characteristics as they relate to Bettendorf as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Availability of affordable quality child care/preschool	17%	N=77	22%	N=101	13%	N=62	4%	N=18	44%	N=203	100%	N=461
K-12 education	50%	N=229	26%	N=121	5%	N=22	0%	N=2	19%	N=89	100%	N=463
Adult educational opportunities	20%	N=90	35%	N=159	13%	N=62	2%	N=11	30%	N=138	100%	N=459
Opportunities to attend cultural/arts/music activities	17%	N=80	40%	N=185	27%	N=125	7%	N=33	8%	N=39	100%	N=462
Opportunities to participate in religious or spiritual events and activities	28%	N=130	41%	N=189	13%	N=62	2%	N=11	15%	N=71	100%	N=462
Employment opportunities	9%	N=42	29%	N=135	29%	N=131	5%	N=22	28%	N=128	100%	N=459
Shopping opportunities	18%	N=82	38%	N=176	33%	N=155	10%	N=48	1%	N=4	100%	N=463
Cost of living in Bettendorf	10%	N=44	48%	N=223	34%	N=159	7%	N=31	1%	N=5	100%	N=462
Overall quality of business and service establishments in Bettendorf	19%	N=88	52%	N=238	25%	N=113	3%	N=13	1%	N=5	100%	N=457
Vibrant downtown/commercial area	7%	N=32	16%	N=75	38%	N=174	33%	N=153	6%	N=26	100%	N=460
Overall quality of new development in Bettendorf	21%	N=95	47%	N=214	22%	N=101	4%	N=19	7%	N=30	100%	N=459
Opportunities to participate in social events and activities	17%	N=77	48%	N=222	22%	N=101	3%	N=15	10%	N=45	100%	N=461
Opportunities to volunteer	19%	N=87	38%	N=174	19%	N=86	2%	N=8	23%	N=108	100%	N=462
Opportunities to participate in community matters	20%	N=91	36%	N=163	24%	N=107	3%	N=16	17%	N=76	100%	N=451
Openness and acceptance of the community toward people of diverse backgrounds	17%	N=79	35%	N=163	26%	N=119	7%	N=34	15%	N=68	100%	N=462
Neighborliness of residents in Bettendorf	22%	N=102	47%	N=219	23%	N=105	5%	N=22	3%	N=14	100%	N=462

Table 38: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
	%	N	%	N	%	N
Observed a code violation or other hazard in Bettendorf	63%	N=292	37%	N=173	100%	N=464
Household member was a victim of a crime in Bettendorf	91%	N=426	9%	N=40	100%	N=466
Reported a crime to the police in Bettendorf	87%	N=404	13%	N=62	100%	N=465
Contacted the City of Bettendorf (in-person, phone, email or web) for help or information	55%	N=257	45%	N=209	100%	N=466

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Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Contacted Bettendorf elected officials (in-person, phone, email or web) to express your opinion	87%	N=407	13%	N=59	100%	N=466

Table 39: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Bettendorf?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Used Bettendorf recreation centers or their services	20%	N=91	20%	N=92	25%	N=115	35%	N=161	100%	N=460
Visited a neighborhood park or City park	21%	N=99	30%	N=136	33%	N=155	16%	N=72	100%	N=462
Used Bettendorf public libraries or their services	13%	N=59	28%	N=131	34%	N=158	25%	N=114	100%	N=462
Attended a City-sponsored event	3%	N=13	4%	N=18	39%	N=179	54%	N=249	100%	N=458
Used bus or other public transportation instead of driving	2%	N=7	1%	N=7	3%	N=15	94%	N=434	100%	N=463
Carpooled with other adults or children instead of driving alone	10%	N=44	11%	N=50	15%	N=69	65%	N=298	100%	N=461
Walked or biked instead of driving	12%	N=56	16%	N=74	23%	N=108	49%	N=225	100%	N=463
Volunteered your time to some group/activity in Bettendorf	7%	N=34	13%	N=58	18%	N=80	63%	N=287	100%	N=459
Participated in a club	6%	N=28	13%	N=60	12%	N=56	68%	N=312	100%	N=456
Talked to or visited with your immediate neighbors	51%	N=237	28%	N=131	15%	N=71	5%	N=24	100%	N=462
Done a favor for a neighbor	24%	N=109	29%	N=134	35%	N=160	13%	N=58	100%	N=462

Table 40: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Attended a local public meeting	1%	N=3	2%	N=8	17%	N=78	81%	N=369	100%	N=458
Watched (online or on television) a local public meeting	2%	N=9	3%	N=12	15%	N=67	81%	N=370	100%	N=457

Table 41: Question 10

Please rate the quality of each of the following services in Bettendorf:	Excellent		Good		Fair		Poor		Don't know		Total	
Police services	48%	N=221	36%	N=169	3%	N=15	2%	N=8	11%	N=50	100%	N=462
Fire services	47%	N=217	31%	N=143	2%	N=11	0%	N=1	19%	N=90	100%	N=462
Ambulance or emergency medical services	45%	N=209	31%	N=143	3%	N=13	0%	N=1	20%	N=94	100%	N=461
Crime prevention	33%	N=151	38%	N=175	7%	N=32	1%	N=4	21%	N=96	100%	N=459
Fire prevention and education	30%	N=139	34%	N=154	5%	N=22	1%	N=5	30%	N=140	100%	N=460
Traffic enforcement	31%	N=143	40%	N=183	15%	N=67	4%	N=16	11%	N=51	100%	N=461
Street repair	15%	N=67	44%	N=200	26%	N=118	12%	N=55	4%	N=17	100%	N=456
Street cleaning	26%	N=120	50%	N=229	17%	N=78	3%	N=16	3%	N=14	100%	N=457
Street lighting	30%	N=135	51%	N=231	17%	N=77	2%	N=11	1%	N=3	100%	N=457
Snow removal	45%	N=206	40%	N=186	11%	N=50	1%	N=7	3%	N=13	100%	N=462
Sidewalk maintenance	26%	N=117	44%	N=203	20%	N=90	4%	N=18	6%	N=29	100%	N=457
Traffic signal timing	18%	N=83	48%	N=222	24%	N=110	8%	N=36	2%	N=10	100%	N=462
Bus or transit services	9%	N=40	16%	N=74	8%	N=36	2%	N=11	65%	N=299	100%	N=461
Garbage collection	47%	N=216	43%	N=198	5%	N=24	1%	N=4	4%	N=17	100%	N=459
Recycling	42%	N=190	36%	N=165	11%	N=52	3%	N=14	8%	N=35	100%	N=455
Yard waste pick-up	37%	N=170	38%	N=175	8%	N=36	1%	N=5	16%	N=74	100%	N=461

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Please rate the quality of each of the following services in Bettendorf:	Excellent		Good		Fair		Poor		Don't know		Total	
Storm drainage	23%	N=107	45%	N=204	13%	N=60	5%	N=22	14%	N=65	100%	N=458
Sewer services	26%	N=120	43%	N=198	13%	N=60	2%	N=7	15%	N=70	100%	N=455
Utility billing	26%	N=118	47%	N=214	15%	N=67	5%	N=22	8%	N=38	100%	N=459
City parks	45%	N=206	44%	N=200	6%	N=29	1%	N=3	4%	N=20	100%	N=458
Recreation programs or classes	28%	N=128	33%	N=152	7%	N=33	3%	N=11	29%	N=130	100%	N=454
Recreation centers or facilities	28%	N=126	36%	N=163	10%	N=45	3%	N=13	23%	N=103	100%	N=451
Land use, planning and zoning	17%	N=75	36%	N=161	19%	N=85	4%	N=20	25%	N=111	100%	N=452
Code enforcement (weeds, abandoned buildings, etc.)	15%	N=67	32%	N=145	17%	N=76	7%	N=34	29%	N=130	100%	N=451
Economic development	19%	N=85	38%	N=173	21%	N=93	4%	N=16	19%	N=84	100%	N=451
Health services	28%	N=126	43%	N=195	13%	N=57	3%	N=14	13%	N=58	100%	N=450
Public library services	50%	N=231	32%	N=146	4%	N=17	0%	N=1	14%	N=65	100%	N=460
Public information services	27%	N=119	37%	N=166	12%	N=54	2%	N=9	22%	N=97	100%	N=445
Cable television	13%	N=56	27%	N=122	28%	N=127	13%	N=58	19%	N=84	100%	N=448
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	22%	N=99	31%	N=143	13%	N=59	2%	N=8	33%	N=150	100%	N=459
Preservation of natural areas such as open space, farmlands and greenbelts	14%	N=65	37%	N=170	18%	N=81	8%	N=36	23%	N=104	100%	N=456
Bettendorf open space	18%	N=82	44%	N=198	18%	N=80	4%	N=17	16%	N=73	100%	N=450
City-sponsored special events	20%	N=89	33%	N=147	20%	N=88	2%	N=11	26%	N=116	100%	N=452
Overall customer service by Bettendorf employees (police, receptionists, planners, etc.)	35%	N=163	42%	N=193	8%	N=36	2%	N=8	13%	N=61	100%	N=461

Table 42: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
The City of Bettendorf	38%	N=173	52%	N=237	7%	N=33	1%	N=4	2%	N=11	100%	N=456
The Federal Government	7%	N=30	27%	N=124	35%	N=161	18%	N=81	13%	N=57	100%	N=454

Table 43: Question 12

Please rate the following categories of Bettendorf government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
The value of services for the taxes paid to Bettendorf	21%	N=97	46%	N=211	20%	N=93	4%	N=16	9%	N=41	100%	N=458
The overall direction that Bettendorf is taking	24%	N=111	52%	N=241	13%	N=59	4%	N=17	7%	N=32	100%	N=461
The job Bettendorf government does at welcoming citizen involvement	18%	N=84	34%	N=158	20%	N=92	4%	N=20	23%	N=106	100%	N=460
Overall confidence in Bettendorf government	20%	N=91	48%	N=221	16%	N=76	4%	N=18	12%	N=54	100%	N=460
Generally acting in the best interest of the community	23%	N=107	47%	N=217	15%	N=69	4%	N=19	10%	N=48	100%	N=462
Being honest	23%	N=104	42%	N=191	14%	N=65	4%	N=16	18%	N=84	100%	N=461
Treating all residents fairly	20%	N=91	40%	N=183	15%	N=67	5%	N=25	20%	N=94	100%	N=461

Table 44: Question 13

Please rate how important, if at all, you think it is for the Bettendorf community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
Overall feeling of safety in Bettendorf	60%	N=279	31%	N=145	8%	N=38	0%	N=1	100%	N=463
Overall ease of getting to the places you usually have to visit	26%	N=118	55%	N=252	18%	N=83	2%	N=9	100%	N=463
Quality of overall natural environment in Bettendorf	26%	N=118	54%	N=246	20%	N=90	1%	N=5	100%	N=459

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Please rate how important, if at all, you think it is for the Bettendorf community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
	Percentage	N	Percentage	N	Percentage	N	Percentage	N	Percentage	N
Overall "built environment" of Bettendorf (including overall design, buildings, parks and transportation systems)	31%	N=140	44%	N=203	23%	N=106	2%	N=9	100%	N=459
Health and wellness opportunities in Bettendorf	33%	N=148	43%	N=196	21%	N=97	3%	N=14	100%	N=456
Overall opportunities for education and enrichment	46%	N=213	36%	N=166	16%	N=75	1%	N=6	100%	N=460
Overall economic health of Bettendorf	50%	N=233	38%	N=177	11%	N=51	0%	N=2	100%	N=464
Sense of community	31%	N=141	46%	N=213	21%	N=98	2%	N=8	100%	N=461

Table 45: Question 14

Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about the City government and its activities, events and services:	Major source		Minor source		Not a source		Total	
	Percentage	N	Percentage	N	Percentage	N	Percentage	N
City website (www.bettendorf.org)	62%	N=275	23%	N=104	14%	N=64	100%	N=444
City Cable Channel 9	10%	N=45	30%	N=133	60%	N=264	100%	N=441
Citizen Information Email	25%	N=110	31%	N=137	44%	N=194	100%	N=441
City Facebook page	16%	N=73	29%	N=131	54%	N=241	100%	N=444
City Twitter account	5%	N=20	20%	N=89	75%	N=334	100%	N=443
Talking with City officials	25%	N=113	39%	N=175	35%	N=157	100%	N=446
Word-of-mouth	31%	N=141	51%	N=228	18%	N=79	100%	N=448

Table 46: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
	Percentage	N	Percentage	N	Percentage	N	Percentage	N	Percentage	N	Percentage	N
Recycle at home	5%	N=24	4%	N=19	8%	N=37	17%	N=77	65%	N=291	100%	N=448
Purchase goods or services from a business located in Bettendorf	1%	N=6	1%	N=6	25%	N=110	49%	N=222	23%	N=104	100%	N=448
Eat at least 5 portions of fruits and vegetables a day	4%	N=16	17%	N=74	36%	N=160	31%	N=135	13%	N=56	100%	N=441
Participate in moderate or vigorous physical activity	4%	N=16	11%	N=49	29%	N=128	36%	N=161	20%	N=89	100%	N=443
Read or watch local news (via television, paper, computer, etc.)	2%	N=8	7%	N=31	21%	N=94	29%	N=131	41%	N=183	100%	N=447
Vote in local elections	9%	N=41	8%	N=38	17%	N=76	28%	N=126	37%	N=166	100%	N=447

Table 47: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	23%	N=103
Very good	41%	N=182
Good	29%	N=131
Fair	6%	N=25
Poor	2%	N=7
Total	100%	N=447

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Table 48: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	4%	N=19
Somewhat positive	21%	N=91
Neutral	55%	N=245
Somewhat negative	18%	N=80
Very negative	1%	N=6
Total	100%	N=441

Table 49: Question D4

What is your employment status?	Percent	Number
Working full time for pay	64%	N=284
Working part time for pay	8%	N=34
Unemployed, looking for paid work	1%	N=5
Unemployed, not looking for paid work	3%	N=13
Fully retired	25%	N=110
Total	100%	N=446

Table 50: Question D5

Do you work inside the boundaries of Bettendorf?	Percent	Number
Yes, outside the home	21%	N=90
Yes, from home	6%	N=24
No	73%	N=313
Total	100%	N=427

Table 51: Question D6

How many years have you lived in Bettendorf?	Percent	Number
Less than 2 years	12%	N=55
2 to 5 years	20%	N=88
6 to 10 years	17%	N=75
11 to 20 years	16%	N=70
More than 20 years	35%	N=158
Total	100%	N=446

Table 52: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	74%	N=334
Building with two or more homes (duplex, townhome, apartment or condominium)	25%	N=111
Mobile home	0%	N=0
Other	1%	N=4
Total	100%	N=449

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Table 53: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	23%	N=102
Owned	77%	N=346
Total	100%	N=448

Table 54: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	6%	N=24
\$300 to \$599 per month	16%	N=67
\$600 to \$999 per month	24%	N=105
\$1,000 to \$1,499 per month	27%	N=116
\$1,500 to \$2,499 per month	19%	N=81
\$2,500 or more per month	9%	N=37
Total	100%	N=429

Table 55: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	59%	N=267
Yes	41%	N=182
Total	100%	N=448

Table 56: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	73%	N=326
Yes	27%	N=120
Total	100%	N=447

Table 57: Question D12

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	9%	N=38
\$25,000 to \$49,999	17%	N=71
\$50,000 to \$99,999	30%	N=124
\$100,000 to \$149,999	23%	N=97
\$150,000 or more	21%	N=90
Total	100%	N=421

Table 58: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	97%	N=426
Yes, I consider myself to be Spanish, Hispanic or Latino	3%	N=12
Total	100%	N=438

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Table 59: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	0%	N=2
Asian, Asian Indian or Pacific Islander	5%	N=22
Black or African American	1%	N=6
White	93%	N=405
Other	1%	N=4

Total may exceed 100% as respondents could select more than one option.

Table 60: Question D15

In which category is your age?	Percent	Number
18 to 24 years	2%	N=11
25 to 34 years	20%	N=87
35 to 44 years	18%	N=80
45 to 54 years	20%	N=90
55 to 64 years	15%	N=66
65 to 74 years	13%	N=59
75 years or older	11%	N=46
Total	100%	N=439

Table 61: Question D16

What is your sex?	Percent	Number
Female	53%	N=232
Male	47%	N=204
Total	100%	N=436

Table 62: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	68%	N=301
Land line	16%	N=73
Both	16%	N=69
Total	100%	N=444

## Appendix B: Benchmark Comparisons

### Comparison Data

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 500 communities whose residents evaluated the same kinds of topics on The National Citizen Survey™. The comparison evaluations are from the most recent survey completed in each community; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. The City of Bettendorf chose to have comparisons made to the entire database.

### Interpreting the Results

Ratings are compared when there are at least five communities in which a similar question was asked. Where comparisons are available, four columns are provided in the table. The first column is Bettendorf’s “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” “essential” and “very important,” etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month. The second column is the rank assigned to Bettendorf’s rating among communities where a similar question was asked. The third column is the number of communities that asked a similar question. The final column shows the comparison of Bettendorf’s rating to the benchmark.

In that final column, Bettendorf’s results are noted as being “higher” than the benchmark, “lower” than the benchmark or “similar” to the benchmark, meaning that the average rating given by Bettendorf residents is statistically similar to or different (greater or lesser) than the benchmark. More extreme differences are noted as “much higher” or “much lower.”

Benchmark Database Characteristics	
Region	Percent
New England	3%
Middle Atlantic	5%
East North Central	15%
West North Central	13%
South Atlantic	22%
East South Central	3%
West South Central	7%
Mountain	16%
Pacific	16%
Population	Percent
Less than 10,000	10%
10,000 to 24,999	22%
25,000 to 49,999	23%
50,000 to 99,999	22%
100,000 or more	23%

## National Benchmark Comparisons

Table 63: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Bettendorf	93%	68	428	Similar
Overall image or reputation of Bettendorf	92%	28	321	Higher
Bettendorf as a place to live	96%	58	370	Higher
Your neighborhood as a place to live	92%	33	286	Higher
Bettendorf as a place to raise children	97%	17	362	Higher
Bettendorf as a place to retire	72%	81	343	Similar
Overall appearance of Bettendorf	88%	57	335	Higher

Table 64: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Overall feeling of safety in Bettendorf	95%	56	259	Higher
	In your neighborhood during the day	99%	13	330	Similar
	In Bettendorf's downtown/commercial area during the day	92%	151	279	Similar
Mobility	Overall ease of getting to the places you usually have to visit	91%	12	170	Higher
	Availability of paths and walking trails	88%	11	284	Much higher
	Ease of walking in Bettendorf	89%	13	267	Higher
	Ease of travel by bicycle in Bettendorf	78%	16	271	Higher
	Ease of travel by public transportation in Bettendorf	59%	27	147	Higher
	Ease of travel by car in Bettendorf	89%	8	276	Higher
	Ease of public parking	81%	11	138	Higher
	Traffic flow on major streets	76%	13	326	Higher
Natural Environment	Quality of overall natural environment in Bettendorf	91%	49	253	Higher
	Cleanliness of Bettendorf	90%	47	249	Higher
Built Environment	Overall "built environment" of Bettendorf (including overall design, buildings, parks and transportation systems)	82%	21	161	Higher
	Overall quality of new development in Bettendorf	72%	33	261	Higher
	Availability of affordable quality housing	56%	67	278	Similar
	Variety of housing options	73%	35	254	Higher
	Public places where people want to spend time	77%	36	155	Similar
Economy	Overall economic health of Bettendorf	89%	16	166	Higher
	Vibrant downtown/commercial area	25%	121	149	Lower
	Overall quality of business and service establishments in Bettendorf	72%	66	247	Similar
	Cost of living in Bettendorf	59%	31	163	Similar
	Shopping opportunities	56%	129	272	Similar
	Employment opportunities	54%	36	287	Higher
	Bettendorf as a place to visit	64%	87	177	Similar
	Bettendorf as a place to work	81%	34	335	Higher
	Health and wellness opportunities in Bettendorf	87%	18	163	Higher
	Availability of affordable quality mental health care	48%	64	140	Similar
Recreation and Wellness	Availability of preventive health services	78%	21	210	Higher
	Availability of affordable quality health care	78%	22	236	Higher
	Recreational opportunities	78%	41	278	Higher
	Fitness opportunities (including exercise classes and paths or trails, etc.)	85%	12	156	Higher

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Education and Enrichment	Overall opportunities for education and enrichment	87%	19	162	Higher
	Opportunities to participate in religious or spiritual events and activities	82%	69	184	Similar
	Opportunities to attend cultural/arts/music activities	63%	107	272	Similar
	Adult educational opportunities	77%	17	146	Higher
	K-12 education	94%	9	241	Much higher
	Availability of affordable quality child care/preschool	69%	18	232	Higher
Community Engagement	Opportunities to participate in social events and activities	72%	59	235	Similar
	Neighborliness of Bettendorf	72%	27	156	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	61%	120	265	Similar
	Opportunities to participate in community matters	67%	64	250	Similar
	Opportunities to volunteer	74%	88	241	Similar

Table 65: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the City of Bettendorf	92%	15	417	Higher
Overall customer service by Bettendorf employees (police, receptionists, planners, etc.)	89%	34	345	Higher
Value of services for the taxes paid to Bettendorf	74%	15	372	Higher
Overall direction that Bettendorf is taking	82%	17	301	Higher
Job Bettendorf government does at welcoming citizen involvement	68%	19	292	Higher
Overall confidence in Bettendorf government	77%	5	163	Higher
Generally acting in the best interest of the community	79%	5	163	Higher
Being honest	78%	6	157	Higher
Treating all residents fairly	75%	10	162	Higher
Services provided by the Federal Government	39%	91	226	Similar

Table 66: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Police/Sheriff services	94%	13	426	Higher
	Fire services	97%	38	342	Similar
	Ambulance or emergency medical services	96%	36	324	Similar
	Crime prevention	90%	15	332	Higher
	Fire prevention and education	92%	21	265	Higher
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	78%	13	260	Higher
Mobility	Traffic enforcement	80%	12	351	Higher
	Street repair	61%	122	396	Similar
	Street cleaning	79%	43	299	Higher
	Street lighting	81%	11	298	Higher
	Snow removal	87%	7	274	Much higher
	Sidewalk maintenance	75%	13	297	Higher
	Traffic signal timing	68%	14	236	Higher
	Bus or transit services	71%	25	200	Higher
Natural Environment	Garbage collection	94%	17	331	Similar
	Recycling	84%	78	339	Similar
	Yard waste pick-up	89%	23	248	Higher

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Preservation of natural areas such as open space, farmlands and greenbelts	67%	89	239	Similar
	Bettendorf open space	74%	32	148	Similar
Built Environment	Storm drainage	79%	35	339	Higher
	Sewer services	83%	76	299	Similar
	Utility billing	79%	22	143	Similar
	Land use, planning and zoning	69%	17	276	Higher
	Code enforcement (weeds, abandoned buildings, etc.)	66%	68	342	Higher
	Cable television	49%	99	178	Similar
Economy	Economic development	70%	27	262	Higher
Recreation and Wellness	City parks	93%	37	306	Higher
	Recreation programs or classes	86%	30	319	Higher
	Recreation centers or facilities	83%	49	263	Similar
	Health services	82%	21	185	Higher
Education and Enrichment	City-sponsored special events	70%	54	176	Similar
	Public library services	96%	14	322	Higher
Community Engagement	Public information services	82%	13	268	Higher

Table 67: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	81%	32	283	Higher
Recommend living in Bettendorf to someone who asks	97%	13	259	Higher
Remain in Bettendorf for the next five years	95%	4	252	Higher
Contacted Bettendorf (in-person, phone, email or web) for help or information	45%	160	291	Similar

Table 68: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Did NOT report a crime to the police	87%	23	159	Higher
	Household member was NOT a victim of a crime	91%	72	250	Similar
Mobility	Used bus, rail, subway or other public transportation instead of driving	6%	114	130	Much lower
	Carpooled with other adults or children instead of driving alone	35%	132	151	Similar
	Walked or biked instead of driving	51%	95	156	Similar
Natural Environment	Recycle at home	90%	100	234	Similar
Built Environment	Did NOT observe a code violation or other hazard in Bettendorf	63%	37	150	Similar
	NOT experiencing housing costs stress	82%	12	230	Higher
Economy	Purchase goods or services from a business located in Bettendorf	97%	72	153	Similar
	Economy will have positive impact on income	25%	133	232	Similar
	Work inside boundaries of Bettendorf	27%	130	153	Lower
Recreation and Wellness	Used Bettendorf recreation centers or their services	65%	46	219	Similar
	Visited a neighborhood park or City park	84%	127	251	Similar
	Eat at least 5 portions of fruits and vegetables a day	80%	111	149	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Participate in moderate or vigorous physical activity	85%	70	152	Similar
	In very good to excellent health	64%	71	152	Similar
Education and Enrichment	Used Bettendorf public libraries or their services	75%	34	218	Higher
	Attended City-sponsored event	46%	105	156	Similar
Community Engagement	Contacted Bettendorf elected officials (in-person, phone, email or web) to express your opinion	13%	121	152	Similar
	Volunteered your time to some group/activity in Bettendorf	37%	140	240	Similar
	Participated in a club	32%	74	216	Similar
	Talked to or visited with your immediate neighbors	95%	28	153	Similar
	Done a favor for a neighbor	87%	32	147	Similar
	Attended a local public meeting	19%	141	240	Similar
	Watched (online or on television) a local public meeting	19%	159	203	Similar
	Read or watch local news (via television, paper, computer, etc.)	91%	13	153	Similar
	Vote in local elections	82%	92	232	Similar

Communities included in national comparisons

The communities included in Bettendorf's comparisons are listed on the following pages along with their population according to the 2010 Census.

Adams County, CO.....	441,603	Bartonville town, TX.....	1,469
Airway Heights city, WA.....	6,114	Battle Creek city, MI.....	52,347
Albany city, OR.....	50,158	Bay City city, MI.....	34,932
Albemarle County, VA.....	98,970	Baytown city, TX.....	71,802
Albert Lea city, MN.....	18,016	Bedford city, TX.....	46,979
Alexandria city, VA.....	139,966	Bedford town, MA.....	13,320
Algonquin village, IL.....	30,046	Bellevue city, WA.....	122,363
Aliso Viejo city, CA.....	47,823	Bellingham city, WA.....	80,885
Altoona city, IA.....	14,541	Beltrami County, MN.....	44,442
American Canyon city, CA.....	19,454	Benbrook city, TX.....	21,234
Ames city, IA.....	58,965	Bend city, OR.....	76,639
Andover CDP, MA.....	8,762	Benicia city, CA.....	26,997
Ankeny city, IA.....	45,582	Bettendorf city, IA.....	33,217
Ann Arbor city, MI.....	113,934	Billings city, MT.....	104,170
Annapolis city, MD.....	38,394	Blaine city, MN.....	57,186
Apache Junction city, AZ.....	35,840	Bloomfield Hills city, MI.....	3,869
Apple Valley town, CA.....	69,135	Bloomington city, MN.....	82,893
Arapahoe County, CO.....	572,003	Blue Springs city, MO.....	52,575
Arkansas City city, AR.....	366	Boise City city, ID.....	205,671
Arlington city, TX.....	365,438	Boone County, KY.....	118,811
Arlington County, VA.....	207,627	Boulder city, CO.....	97,385
Arvada city, CO.....	106,433	Bowling Green city, KY.....	58,067
Asheville city, NC.....	83,393	Bozeman city, MT.....	37,280
Ashland city, OR.....	20,078	Brentwood city, MO.....	8,055
Ashland town, VA.....	7,225	Brentwood city, TN.....	37,060
Aspen city, CO.....	6,658	Brighton city, CO.....	33,352
Athens-Clarke County, GA.....	115,452	Brighton city, MI.....	7,444
Auburn city, AL.....	53,380	Bristol city, TN.....	26,702
Auburn city, WA.....	70,180	Broken Arrow city, OK.....	98,850
Augusta CCD, GA.....	134,777	Brookfield city, WI.....	37,920
Aurora city, CO.....	325,078	Brookline CDP, MA.....	58,732
Austin city, TX.....	790,390	Broomfield city, CO.....	55,889
Bainbridge Island city, WA.....	23,025	Brownsburg town, IN.....	21,285
Baltimore city, MD.....	620,961	Bryan city, TX.....	76,201

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Burien city, WA.....	33,313	Decatur city, GA.....	19,335
Burleson city, TX.....	36,690	Del Mar city, CA.....	4,161
Cabarrus County, NC.....	178,011	Delaware city, OH.....	34,753
Cambridge city, MA.....	105,162	Delray Beach city, FL.....	60,522
Cannon Beach city, OR.....	1,690	Denison city, TX.....	22,682
Canton city, SD.....	3,057	Denton city, TX.....	113,383
Cape Coral city, FL.....	154,305	Denver city, CO.....	600,158
Cape Girardeau city, MO.....	37,941	Derby city, KS.....	22,158
Carlisle borough, PA.....	18,682	Des Peres city, MO.....	8,373
Carlsbad city, CA.....	105,328	Destin city, FL.....	12,305
Carroll city, IA.....	10,103	Dorchester County, MD.....	32,618
Cartersville city, GA.....	19,731	Dothan city, AL.....	65,496
Cary town, NC.....	135,234	Douglas County, CO.....	285,465
Casa Grande city, AZ.....	48,571	Dover city, NH.....	29,987
Casper city, WY.....	55,316	Dublin city, CA.....	46,036
Castine town, ME.....	1,366	Dublin city, OH.....	41,751
Castle Pines North city, CO.....	10,360	Duluth city, MN.....	86,265
Castle Rock town, CO.....	48,231	Duncanville city, TX.....	38,524
Cedar Hill city, TX.....	45,028	Durham city, NC.....	228,330
Cedar Rapids city, IA.....	126,326	Durham County, NC.....	267,587
Centennial city, CO.....	100,377	Eagle town, CO.....	6,508
Centralia city, IL.....	13,032	East Baton Rouge Parish, LA.....	440,171
Chambersburg borough, PA.....	20,268	East Grand Forks city, MN.....	8,601
Chandler city, AZ.....	236,123	East Lansing city, MI.....	48,579
Chanhassen city, MN.....	22,952	Eau Claire city, WI.....	65,883
Chapel Hill town, NC.....	57,233	Eden Prairie city, MN.....	60,797
Charlotte city, NC.....	731,424	Edgerton city, KS.....	1,671
Charlotte County, FL.....	159,978	Edgewater city, CO.....	5,170
Charlottesville city, VA.....	43,475	Edina city, MN.....	47,941
Chattanooga city, TN.....	167,674	Edmond city, OK.....	81,405
Chesterfield County, VA.....	316,236	Edmonds city, WA.....	39,709
Chippewa Falls city, WI.....	13,661	El Cerrito city, CA.....	23,549
Citrus Heights city, CA.....	83,301	El Dorado County, CA.....	181,058
Clackamas County, OR.....	375,992	El Paso city, TX.....	649,121
Clarendon Hills village, IL.....	8,427	Elk Grove city, CA.....	153,015
Clayton city, MO.....	15,939	Elk River city, MN.....	22,974
Clearwater city, FL.....	107,685	Elko New Market city, MN.....	4,110
Cleveland Heights city, OH.....	46,121	Elmhurst city, IL.....	44,121
Clinton city, SC.....	8,490	Encinitas city, CA.....	59,518
Clive city, IA.....	15,447	Englewood city, CO.....	30,255
Clovis city, CA.....	95,631	Erie town, CO.....	18,135
College Park city, MD.....	30,413	Escambia County, FL.....	297,619
College Station city, TX.....	93,857	Estes Park town, CO.....	5,858
Colleyville city, TX.....	22,807	Fairview town, TX.....	7,248
Collinsville city, IL.....	25,579	Farmington Hills city, MI.....	79,740
Columbia city, MO.....	108,500	Fayetteville city, NC.....	200,564
Columbia city, SC.....	129,272	Fishers town, IN.....	76,794
Columbia Falls city, MT.....	4,688	Flower Mound town, TX.....	64,669
Columbus city, WI.....	4,991	Forest Grove city, OR.....	21,083
Commerce City city, CO.....	45,913	Fort Collins city, CO.....	143,986
Concord city, CA.....	122,067	Fort Smith city, AR.....	86,209
Concord town, MA.....	17,668	Fort Worth city, TX.....	741,206
Cookeville city, TN.....	30,435	Fountain Hills town, AZ.....	22,489
Coon Rapids city, MN.....	61,476	Franklin city, TN.....	62,487
Copperas Cove city, TX.....	32,032	Fredericksburg city, VA.....	24,286
Coronado city, CA.....	18,912	Fremont city, CA.....	214,089
Corvallis city, OR.....	54,462	Friendswood city, TX.....	35,805
Creve Coeur city, MO.....	17,833	Fruita city, CO.....	12,646
Cross Roads town, TX.....	1,563	Gahanna city, OH.....	33,248
Crystal Lake city, IL.....	40,743	Gaithersburg city, MD.....	59,933
Dacono city, CO.....	4,152	Galveston city, TX.....	47,743
Dade City city, FL.....	6,437	Gardner city, KS.....	19,123
Dakota County, MN.....	398,552	Geneva city, NY.....	13,261
Dallas city, OR.....	14,583	Georgetown city, TX.....	47,400
Dallas city, TX.....	1,197,816	Gilbert town, AZ.....	208,453
Danville city, KY.....	16,218	Gillette city, WY.....	29,087
Dardenne Prairie city, MO.....	11,494	Glendora city, CA.....	50,073
Davenport city, IA.....	99,685	Glenview village, IL.....	44,692
Davidson town, NC.....	10,944	Globe city, AZ.....	7,532
Dayton city, OH.....	141,527	Golden city, CO.....	18,867

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Golden Valley city, MN.....	20,371	Kirkland city, WA.....	48,787
Goodyear city, AZ .....	65,275	Kirkwood city, MO.....	27,540
Grafton village, WI.....	11,459	Knoxville city, IA.....	7,313
Grand Blanc city, MI.....	8,276	La Mesa city, CA.....	57,065
Grand Island city, NE.....	48,520	La Plata town, MD.....	8,753
Grants Pass city, OR.....	34,533	La Porte city, TX.....	33,800
Grass Valley city, CA.....	12,860	La Vista city, NE.....	15,758
Greeley city, CO.....	92,889	Lafayette city, CO.....	24,453
Green Valley CDP, AZ.....	21,391	Laguna Beach city, CA.....	22,723
Greenville city, NC.....	84,554	Laguna Hills city, CA.....	30,344
Greenwich town, CT.....	61,171	Laguna Niguel city, CA.....	62,979
Greenwood Village city, CO.....	13,925	Lake Oswego city, OR.....	36,619
Greer city, SC.....	25,515	Lake Stevens city, WA.....	28,069
Guilford County, NC.....	488,406	Lake Worth city, FL.....	34,910
Gunnison County, CO.....	15,324	Lake Zurich village, IL.....	19,631
Gurnee village, IL.....	31,295	Lakeville city, MN.....	55,954
Hailey city, ID.....	7,960	Lakewood city, CO.....	142,980
Haines Borough, AK.....	2,508	Lakewood city, WA.....	58,163
Hallandale Beach city, FL.....	37,113	Lane County, OR.....	351,715
Hamilton city, OH.....	62,477	Larimer County, CO.....	299,630
Hanover County, VA.....	99,863	Las Cruces city, NM.....	97,618
Harrisonburg city, VA.....	48,914	Las Vegas city, NV.....	583,756
Harrisonville city, MO.....	10,019	Lawrence city, KS.....	87,643
Hayward city, CA.....	144,186	League City city, TX.....	83,560
Henderson city, NV.....	257,729	Lee's Summit city, MO.....	91,364
Herndon town, VA.....	23,292	Lehi city, UT.....	47,407
High Point city, NC.....	104,371	Lenexa city, KS.....	48,190
Highland Park city, IL.....	29,763	Lewis County, NY.....	27,087
Highlands Ranch CDP, CO.....	96,713	Lewiston city, ID.....	31,894
Hillsborough town, NC.....	6,087	Lewisville city, TX.....	95,290
Holland city, MI.....	33,051	Libertyville village, IL.....	20,315
Honolulu County, HI.....	953,207	Lincoln city, NE.....	258,379
Hooksett town, NH.....	13,451	Lindsborg city, KS.....	3,458
Hopkins city, MN.....	17,591	Littleton city, CO.....	41,737
Hopkinton town, MA.....	14,925	Livermore city, CA.....	80,968
Hoquiam city, WA.....	8,726	Lombard village, IL.....	43,165
Horry County, SC.....	269,291	Lone Tree city, CO.....	10,218
Hudson city, OH.....	22,262	Long Grove village, IL.....	8,043
Hudson town, CO.....	2,356	Longmont city, CO.....	86,270
Hudsonville city, MI.....	7,116	Longview city, TX.....	80,455
Huntersville town, NC.....	46,773	Los Alamos County, NM.....	17,950
Hurst city, TX.....	37,337	Louisville city, CO.....	18,376
Hutchinson city, MN.....	14,178	Lynchburg city, VA.....	75,568
Hutto city, TX.....	14,698	Lynnwood city, WA.....	35,836
Hyattsville city, MD.....	17,557	Macomb County, MI.....	840,978
Independence city, MO.....	116,830	Madison city, WI.....	233,209
Indian Trail town, NC.....	33,518	Manhattan Beach city, CA.....	35,135
Indianola city, IA.....	14,782	Mankato city, MN.....	39,309
Iowa City city, IA.....	67,862	Maple Grove city, MN.....	61,567
Irving city, TX.....	216,290	Maple Valley city, WA.....	22,684
Issaquah city, WA.....	30,434	Maricopa County, AZ.....	3,817,117
Jackson County, MI.....	160,248	Martinez city, CA.....	35,824
James City County, VA.....	67,009	Maryland Heights city, MO.....	27,472
Jefferson City city, MO.....	43,079	Matthews town, NC.....	27,198
Jefferson County, CO.....	534,543	McAllen city, TX.....	129,877
Jefferson County, NY.....	116,229	McDonough city, GA.....	22,084
Jerome city, ID.....	10,890	McKinney city, TX.....	131,117
Johnson City city, TN.....	63,152	McMinnville city, OR.....	32,187
Johnston city, IA.....	17,278	Medford city, OR.....	74,907
Jupiter town, FL.....	55,156	Menlo Park city, CA.....	32,026
Kalamazoo city, MI.....	74,262	Mercer Island city, WA.....	22,699
Kansas City city, KS.....	145,786	Meridian charter township, MI.....	39,688
Kansas City city, MO.....	459,787	Meridian city, ID.....	75,092
Keizer city, OR.....	36,478	Merriam city, KS.....	11,003
Kenmore city, WA.....	20,460	Mesa County, CO.....	146,723
Kennedale city, TX.....	6,763	Miami Beach city, FL.....	87,779
Kennett Square borough, PA.....	6,072	Miami city, FL.....	399,457
Kettering city, OH.....	56,163	Middleton city, WI.....	17,442
Key West city, FL.....	24,649	Midland city, MI.....	41,863
King County, WA.....	1,931,249	Milford city, DE.....	9,559

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Milton city, GA .....	32,661	Petoskey city, MI .....	5,670
Minneapolis city, MN .....	382,578	Pflugerville city, TX .....	46,936
Mission Viejo city, CA .....	93,305	Phoenix city, AZ .....	1,445,632
Modesto city, CA .....	201,165	Pinal County, AZ .....	375,770
Monterey city, CA .....	27,810	Pinehurst village, NC .....	13,124
Montgomery County, VA .....	94,392	Piqua city, OH .....	20,522
Monticello city, UT .....	1,972	Pitkin County, CO .....	17,148
Monument town, CO .....	5,530	Plano city, TX .....	259,841
Mooreville town, NC .....	32,711	Platte City city, MO .....	4,691
Morristown city, TN .....	29,137	Plymouth city, MN .....	70,576
Morrisville town, NC .....	18,576	Pocatello city, ID .....	54,255
Moscow city, ID .....	23,800	Polk County, IA .....	430,640
Mountain Village town, CO .....	1,320	Pompano Beach city, FL .....	99,845
Mountlake Terrace city, WA .....	19,909	Port Huron city, MI .....	30,184
Muscataine city, IA .....	22,886	Port Orange city, FL .....	56,048
Naperville city, IL .....	141,853	Portland city, OR .....	583,776
Needham CDP, MA .....	28,886	Post Falls city, ID .....	27,574
New Braunfels city, TX .....	57,740	Prince William County, VA .....	402,002
New Brighton city, MN .....	21,456	Prior Lake city, MN .....	22,796
New Hanover County, NC .....	202,667	Provo city, UT .....	112,488
New Orleans city, LA .....	343,829	Pueblo city, CO .....	106,595
New Smyrna Beach city, FL .....	22,464	Purcellville town, VA .....	7,727
Newberg city, OR .....	22,068	Queen Creek town, AZ .....	26,361
Newport Beach city, CA .....	85,186	Radnor township, PA .....	31,531
Newport city, RI .....	24,672	Ramsey city, MN .....	23,668
Newport News city, VA .....	180,719	Rapid City city, SD .....	67,956
Newton city, IA .....	15,254	Raymond town, ME .....	4,436
Noblesville city, IN .....	51,969	Raymore city, MO .....	19,206
Nogales city, AZ .....	20,837	Redmond city, WA .....	54,144
Norfolk city, VA .....	242,803	Rehoboth Beach city, DE .....	1,327
North Port city, FL .....	57,357	Reno city, NV .....	225,221
North Richland Hills city, TX .....	63,343	Reston CDP, VA .....	58,404
Northglenn city, CO .....	35,789	Richmond city, CA .....	103,701
Novato city, CA .....	51,904	Richmond Heights city, MO .....	8,603
Novi city, MI .....	55,224	Rifle city, CO .....	9,172
O'Fallon city, IL .....	28,281	Rio Rancho city, NM .....	87,521
O'Fallon city, MO .....	79,329	River Falls city, WI .....	15,000
Oak Park village, IL .....	51,878	Riverdale city, UT .....	8,426
Oakland city, CA .....	390,724	Riverside city, CA .....	303,871
Oakland Park city, FL .....	41,363	Riverside city, MO .....	2,937
Oakley city, CA .....	35,432	Rochester Hills city, MI .....	70,995
Ogdensburg city, NY .....	11,128	Rock Hill city, SC .....	66,154
Oklahoma City city, OK .....	579,999	Rockford city, IL .....	152,871
Olathe city, KS .....	125,872	Rockville city, MD .....	61,209
Old Town city, ME .....	7,840	Rogers city, MN .....	8,597
Olmsted County, MN .....	144,248	Rolla city, MO .....	19,559
Olympia city, WA .....	46,478	Roselle village, IL .....	22,763
Oregon town, WI .....	3,184	Rosemount city, MN .....	21,874
Orland Park village, IL .....	56,767	Rosenberg city, TX .....	30,618
Oshkosh city, WI .....	66,083	Roseville city, MN .....	33,660
Oshtemo charter township, MI .....	21,705	Roswell city, GA .....	88,346
Otsego County, MI .....	24,164	Round Rock city, TX .....	99,887
Overland Park city, KS .....	173,372	Royal Oak city, MI .....	57,236
Oviedo city, FL .....	33,342	Saco city, ME .....	18,482
Paducah city, KY .....	25,024	Sahuarita town, AZ .....	25,259
Palm Beach Gardens city, FL .....	48,452	Sammamish city, WA .....	45,780
Palm Coast city, FL .....	75,180	San Anselmo town, CA .....	12,336
Palo Alto city, CA .....	64,403	San Antonio city, TX .....	1,327,407
Papillion city, NE .....	18,894	San Carlos city, CA .....	28,406
Paradise Valley town, AZ .....	12,820	San Diego city, CA .....	1,307,402
Park City city, UT .....	7,558	San Francisco city, CA .....	805,235
Parker town, CO .....	45,297	San Jose city, CA .....	945,942
Parkland city, FL .....	23,962	San Juan County, NM .....	130,044
Pasadena city, CA .....	137,122	San Marcos city, CA .....	83,781
Pasco city, WA .....	59,781	San Marcos city, TX .....	44,894
Pasco County, FL .....	464,697	San Rafael city, CA .....	57,713
Pearland city, TX .....	91,252	Sandy Springs city, GA .....	93,853
Peoria city, AZ .....	154,065	Sanford city, FL .....	53,570
Peoria city, IL .....	115,007	Sangamon County, IL .....	197,465
Peoria County, IL .....	186,494	Santa Clarita city, CA .....	176,320

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Santa Fe County, NM .....	144,170	Thornton city, CO.....	118,772
Santa Monica city, CA.....	89,736	Thousand Oaks city, CA.....	126,683
Sarasota County, FL.....	379,448	Tigard city, OR.....	48,035
Savage city, MN.....	26,911	Tracy city, CA .....	82,922
Scarborough CDP, ME.....	4,403	Trinidad CCD, CO.....	12,017
Schaumburg village, IL.....	74,227	Tualatin city, OR.....	26,054
Scott County, MN.....	129,928	Tulsa city, OK .....	391,906
Scottsdale city, AZ .....	217,385	Twin Falls city, ID .....	44,125
Seaside city, CA.....	33,025	Tyler city, TX .....	96,900
SeaTac city, WA.....	26,909	Umatilla city, OR.....	6,906
Sevierville city, TN .....	14,807	Upper Arlington city, OH.....	33,771
Shawnee city, KS .....	62,209	Urbandale city, IA .....	39,463
Sheboygan city, WI.....	49,288	Vail town, CO.....	5,305
Shoreview city, MN .....	25,043	Vancouver city, WA.....	161,791
Shorewood city, MN .....	7,307	Vernon Hills village, IL.....	25,113
Shorewood village, IL.....	15,615	Vestavia Hills city, AL .....	34,033
Shorewood village, WI .....	13,162	Victoria city, MN.....	7,345
Sierra Vista city, AZ.....	43,888	Vienna town, VA .....	15,687
Sioux Center city, IA .....	7,048	Virginia Beach city, VA.....	437,994
Sioux Falls city, SD.....	153,888	Wake Forest town, NC.....	30,117
Skokie village, IL.....	64,784	Walnut Creek city, CA.....	64,173
Snellville city, GA .....	18,242	Washington County, MN.....	238,136
Snowmass Village town, CO.....	2,826	Washington town, NH .....	1,123
South Kingstown town, RI.....	30,639	Washoe County, NV .....	421,407
South Lake Tahoe city, CA.....	21,403	Watauga city, TX .....	23,497
South Portland city, ME .....	25,002	Wauwatosa city, WI .....	46,396
Southborough town, MA.....	9,767	Waverly city, IA .....	9,874
Southlake city, TX.....	26,575	Weddington town, NC .....	9,459
Sparks city, NV .....	90,264	Wentzville city, MO.....	29,070
Spokane Valley city, WA .....	89,755	West Carrollton city, OH .....	13,143
Spring Hill city, KS.....	5,437	West Chester borough, PA.....	18,461
Springboro city, OH.....	17,409	West Des Moines city, IA.....	56,609
Springfield city, MO.....	159,498	West Richland city, WA.....	11,811
Springfield city, OR .....	59,403	Western Springs village, IL .....	12,975
Springville city, UT .....	29,466	Westerville city, OH.....	36,120
St. Augustine city, FL .....	12,975	Westlake town, TX .....	992
St. Charles city, IL.....	32,974	Westminster city, CO.....	106,114
St. Cloud city, FL.....	35,183	Weston town, MA.....	11,261
St. Cloud city, MN .....	65,842	Wheat Ridge city, CO .....	30,166
St. Joseph city, MO.....	76,780	White House city, TN .....	10,255
St. Louis County, MN.....	200,226	Wichita city, KS.....	382,368
St. Louis Park city, MN .....	45,250	Williamsburg city, VA.....	14,068
Stallings town, NC.....	13,831	Willowbrook village, IL .....	8,540
State College borough, PA.....	42,034	Wilmington city, NC.....	106,476
Steamboat Springs city, CO .....	12,088	Wilsonville city, OR.....	19,509
Sterling Heights city, MI .....	129,699	Winchester city, VA .....	26,203
Sugar Grove village, IL.....	8,997	Windsor town, CO.....	18,644
Sugar Land city, TX.....	78,817	Windsor town, CT .....	29,044
Summit city, NJ.....	21,457	Winnetka village, IL .....	12,187
Summit County, UT.....	36,324	Winston-Salem city, NC.....	229,617
Sunnyvale city, CA .....	140,081	Winter Garden city, FL.....	34,568
Surprise city, AZ.....	117,517	Woodbury city, MN.....	61,961
Suwanee city, GA.....	15,355	Woodland city, CA.....	55,468
Tacoma city, WA.....	198,397	Woodland city, WA.....	5,509
Takoma Park city, MD .....	16,715	Wrentham town, MA .....	10,955
Tamarac city, FL .....	60,427	Yakima city, WA.....	91,067
Temecula city, CA .....	100,097	York County, VA.....	65,464
Tempe city, AZ .....	161,719	Yorktown town, IN .....	9,405
Temple city, TX.....	66,102	Yountville city, CA .....	2,933
Texarkana city, TX.....	36,411		
The Woodlands CDP, TX.....	93,847		

## Appendix C: Detailed Survey Methods

The National Citizen Survey (The NCS™), conducted by National Research Center, Inc., was developed to provide communities an accurate, affordable and easy way to assess and interpret resident opinion about important local topics. Standardization of common questions and survey methods provide the rigor to assure valid results, and each community has enough flexibility to construct a customized version of The NCS.

Results offer insight into residents' perspectives about the community as a whole, including local amenities, services, public trust, resident participation and other aspects of the community in order to support budgeting, land use and strategic planning and communication with residents. Resident demographic characteristics permit comparison to the Census as well as comparison of results for different subgroups of residents. The City of Bettendorf funded this research. Please contact Lauran Haldeman of the City of Bettendorf at [lhaldeman@bettendorf.org](mailto:lhaldeman@bettendorf.org) address if you have any questions about the survey.

### Survey Validity

The question of survey validity has two parts: 1) how can a community be confident that the results from those who completed the questionnaire are representative of the results that would have been obtained had the survey been administered to the entire population? and 2) how closely do the perspectives recorded on the survey reflect what residents really believe or do?

To answer the first question, the best survey research practices were used for the resources spent to ensure that the results from the survey respondents reflect the opinions of residents in the entire community. These practices include:

- Using a mail-out/mail-back methodology, which typically gets a higher response rate than phone for the same dollars spent. A higher response rate lessens the worry that those who did not respond are different than those who did respond.
- Selecting households at random within the community to receive the survey to ensure that the households selected to receive the survey are representative of the larger community.
- Over-sampling multi-family housing units to improve response from hard-to-reach, lower income or younger apartment dwellers.
- Selecting the respondent within the household using an unbiased sampling procedure; in this case, the "birthday method." The cover letter included an instruction requesting that the respondent in the household be the adult (18 years old or older) who most recently had a birthday, irrespective of year of birth.
- Contacting potential respondents three times to encourage response from people who may have different opinions or habits than those who would respond with only a single prompt.
- Inviting response in a compelling manner (using appropriate letterhead/logos and a signature of a visible leader) to appeal to recipients' sense of civic responsibility.
- Providing a pre-addressed, postage-paid return envelope.
- Offering the survey in Spanish or other language when requested by a given community.
- Weighting the results to reflect the demographics of the population.

The answer to the second question about how closely the perspectives recorded on the survey reflect what residents really believe or do is more complex. Resident responses to surveys are influenced by a variety of factors. For questions about service quality, residents' expectations for service quality play a role as well as the "objective" quality of the service provided, the way the resident perceives the entire community (that is, the context in which the service is provided), the scale on which the resident is asked to record his or her opinion and, of course, the opinion, itself, that a resident holds about the service. Similarly a resident's report of certain behaviors is colored by what he or she believes is the socially desirable response (e.g., reporting tolerant behaviors toward "oppressed groups," likelihood of voting for a tax increase for services to poor people, use of alternative modes of travel to work besides the single occupancy vehicle), his or her memory of the actual behavior (if it is not a question speculating about future actions, like a vote), his or her confidence that he or she can be honest without suffering any negative consequences (thus the need for anonymity) as well as the actual behavior itself.

How closely survey results come to recording the way a person really feels or behaves often is measured by the coincidence of reported behavior with observed current behavior (e.g., driving habits), reported intentions to behave with observed future behavior (e.g., voting choices) or reported opinions about current community quality

with objective characteristics of the community (e.g., feelings of safety correlated with rates of crime). There is a body of scientific literature that has investigated the relationship between reported behaviors and actual behaviors. Well-conducted surveys, by and large, do capture true respondent behaviors or intentions to act with great accuracy. Predictions of voting outcomes tend to be quite accurate using survey research, as do reported behaviors that are not about highly sensitive issues (e.g., family abuse or other illegal or morally sanctioned activities). For self-reports about highly sensitive issues, statistical adjustments can be made to correct for the respondents' tendency to report what they think the "correct" response should be.

Research on the correlation of resident opinion about service quality and "objective" ratings of service quality vary, with some showing stronger relationships than others. NRC's own research has demonstrated that residents who report the lowest ratings of street repair live in communities with objectively worse street conditions than those who report high ratings of street repair (based on road quality, delay in street repair, number of road repair employees). Similarly, the lowest rated fire services appear to be "objectively" worse than the highest rated fire services (expenditures per capita, response time, "professional" status of firefighters, breadth of services and training provided). Resident opinion commonly reflects objective performance data but is an important measure on its own. NRC principals have written, "If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem."

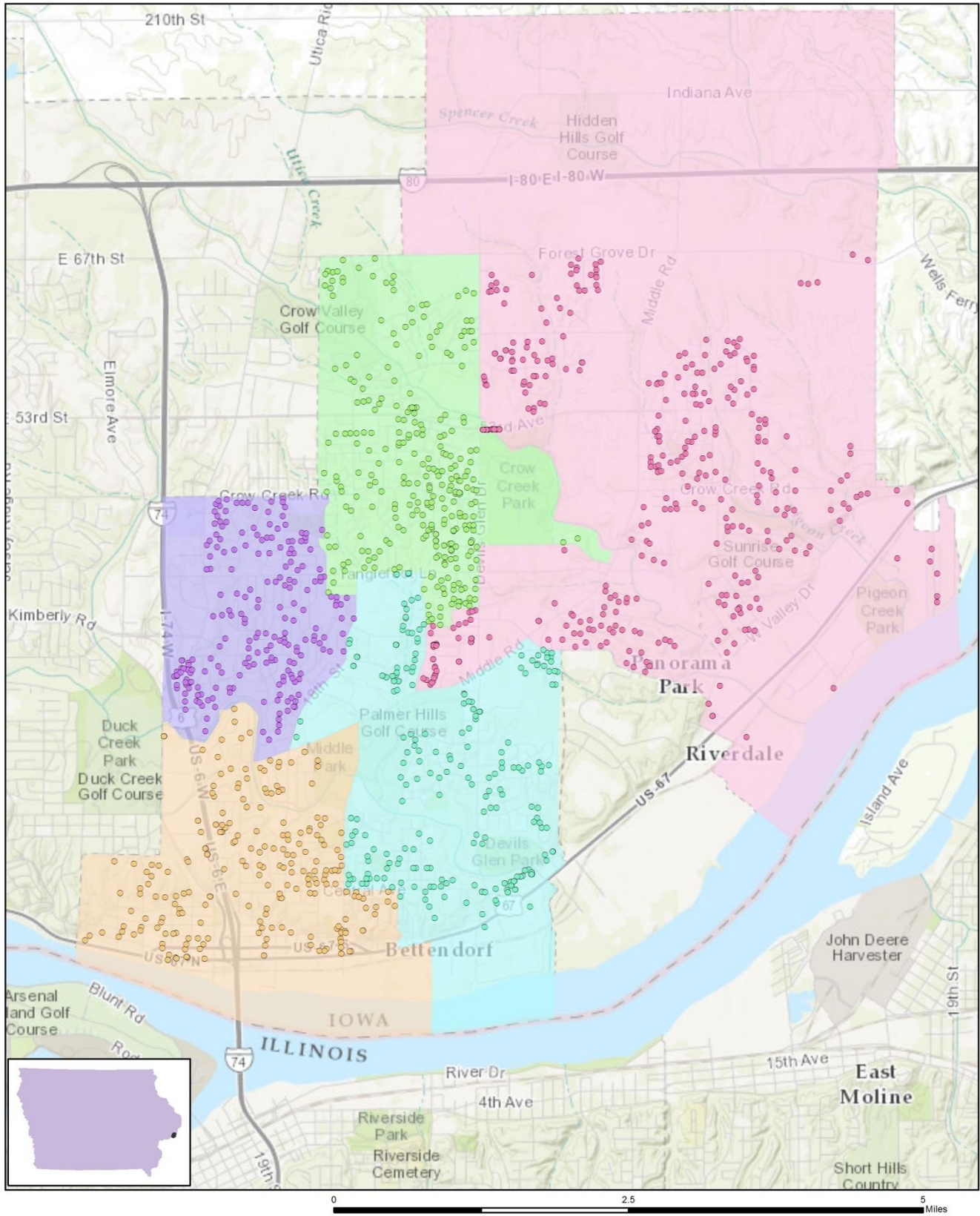
## Survey Sampling

"Sampling" refers to the method by which households were chosen to receive the survey. All households within the City of Bettendorf were eligible to participate in the survey. A list of all households within the zip codes serving Bettendorf was purchased based on updated listings from the United States Postal Service. Since some of the zip codes that serve the City of Bettendorf households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file (updated on a quarterly basis) and addresses located outside of the City of Bettendorf boundaries were removed from consideration. Each address identified as being within City boundaries was further identified as being within one of the five Wards.

To choose the 1,500 survey recipients, a systematic sampling method was applied to the list of households previously screened for geographic location. Systematic sampling is a procedure whereby a complete list of all possible households is culled, selecting every *N*th one, giving each eligible household a known probability of selection, until the appropriate number of households is selected. Multi-family housing units were over sampled as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units. Figure 1 displays a map of the households selected to receive the survey. In general, because of the random sampling techniques used, the displayed sampling density will closely mirror the overall housing unit density (which may be different from the population density). While the theory of probability assumes no bias in selection, there may be some minor variations in practice (meaning, an area with only 15% of the housing units might be sampled at an actual rate that is slightly above or below that).

An individual within each household was selected using the birthday method. The birthday method selects a person within the household by asking the "person whose birthday has most recently passed" to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the cover letter accompanying the questionnaire.

Figure 1: Location of Survey Recipients



**Survey Recipients in Bettendorf, IA**

- In Ward 1   ● In Ward 3   ● In Ward 5   ● Ward 1   ● Ward 3   ● Ward 5
- In Ward 2   ● In Ward 4   ● Ward 2   ● Ward 4

## Survey Administration and Response

Selected households received three mailings, one week apart, beginning on April 22, 2016. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the City Administrator inviting the household to participate, a questionnaire and a postage-paid return envelope. The final mailing contained a reminder letter, another survey and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who had already done so to refrain from turning in another survey. Completed surveys were collected over the following seven weeks.

About 4% of the 1,500 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 1,444 households that received the survey, 476 completed the survey, providing an overall response rate of 33%. Of the 476 completed surveys, 29 were completed online. Additionally, responses were tracked by area; response rates by Ward ranged from 29% to 38%.

Table 69: Survey Response Rates by Ward

	Number mailed	Undeliverable	Eligible	Returned	Response rate
Ward 1	267	17	250	74	30%
Ward 2	217	8	209	79	38%
Ward 3	282	13	269	77	29%
Ward 4	293	7	286	100	35%
Ward 5	441	11	430	146	34%
Overall	1,500	56	1,444	476	33%

## Confidence Intervals

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents’ opinions are relied on to estimate all residents’ opinions.<sup>1</sup>

The margin of error for the City of Bettendorf survey is no greater than plus or minus four percentage points around any given percent reported for the entire sample (476 completed surveys).

For subgroups of responses, the margin of error increases because the sample size for the subgroup is smaller. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points.

## Survey Processing (Data Entry)

Upon receipt, completed surveys were assigned a unique identification number. Additionally, each survey was reviewed and “cleaned” as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; in this case, NRC would use protocols to randomly choose two of the three selected items for inclusion in the dataset.

All surveys then were entered twice into an electronic dataset; any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed.

## Survey Data Weighting

The demographic characteristics of the survey sample were compared to those found in the 2010 Census and American Community Survey estimates for adults in the City of Bettendorf. The primary objective of weighting survey data is to make the survey sample reflective of the larger population of the community. The characteristics used for weighting were housing tenure (rent or own), housing type (attached or detached), sex and age and Ward. The results of the weighting scheme are presented in the following table.

<sup>1</sup> A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the “true” population response. This theory is applied in practice to mean that the “true” perspective of the target population lies within the confidence interval created for a single survey. For example, if 75% of residents rate a service as “excellent” or “good,” then the 4% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire community is between 71% and 79%. This source of uncertainty is called sampling error. In addition to sampling error, other sources of error may affect any survey, including the non-response of residents with opinions different from survey responders. Though standardized on The NCS, on other surveys, differences in question wording, order, translation and data entry, as examples, can lead to somewhat varying results.

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Table 70: Bettendorf, IA 2016 Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
<b>Housing</b>			
Rent home	23%	12%	23%
Own home	77%	88%	77%
Detached unit	75%	75%	74%
Attached unit	25%	25%	26%
<b>Race and Ethnicity</b>			
White	93%	95%	92%
Not white	7%	5%	8%
Not Hispanic	97%	99%	97%
Hispanic	3%	1%	3%
<b>Sex and Age</b>			
Female	52%	54%	53%
Male	48%	46%	47%
18-34 years of age	23%	7%	22%
35-54 years of age	39%	24%	39%
55+ years of age	38%	69%	39%
Females 18-34	12%	4%	12%
Females 35-54	20%	13%	20%
Females 55+	21%	38%	21%
Males 18-34	11%	3%	10%
Males 35-54	19%	11%	19%
Males 55+	17%	31%	17%
<b>Wards</b>			
Ward 1	17%	16%	18%
Ward 2	14%	17%	15%
Ward 3	17%	16%	20%
Ward 4	21%	21%	20%
Ward 5	31%	31%	28%

### Survey Data Analysis and Reporting

The survey dataset was analyzed using the Statistical Package for the Social Sciences (SPSS). For the most part, the percentages presented in the reports represent the “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” “essential” and “very important,” etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month.

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in Appendix A. However, these responses have been removed from the analyses presented in the reports. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

## **Appendix D: Survey Materials**

Dear Bettendorf Resident,

It won't take much of your time to make a big difference!

Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days.

Thank you for helping create a better city!

Sincerely,



Decker Ploehn  
City Administrator

Dear Bettendorf Resident,

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Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days.

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Sincerely,



Decker Ploehn  
City Administrator

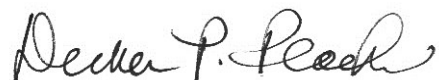
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Sincerely,



Decker Ploehn  
City Administrator



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Boulder, CO  
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1609 State Street • Bettendorf, Iowa 52722 • (563) 344-4000

April 2016

Dear City of Bettendorf Resident:

Please help us shape the future of Bettendorf! You have been selected at random to participate in the 2016 Bettendorf Citizen Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. Your feedback will help Bettendorf make decisions that affect our City.

**A few things to remember:**

- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

**[www.n-r-c.com/survey/2016bettendorf.htm](http://www.n-r-c.com/survey/2016bettendorf.htm)**

If you have any questions about the survey please call 563-344-4033.

Thank you for your time and participation!

Sincerely,

A handwritten signature in black ink that reads "Decker P. Ploehn".

Decker Ploehn  
City Administrator



1609 State Street • Bettendorf, Iowa 52722 • (563) 344-4000

May 2016

Dear City of Bettendorf Resident:

Here's a second chance if you haven't already responded to the 2016 Bettendorf Citizen Survey! **(If you completed it and sent it back, we thank you for your time and ask you to recycle this survey. Please do not respond twice.)**

Please help us shape the future of Bettendorf! You have been selected at random to participate in the 2016 Bettendorf Citizen Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. Your feedback will help Bettendorf make decisions that affect our City.

**A few things to remember:**

- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

**[www.n-r-c.com/survey/surveybettendorf.htm](http://www.n-r-c.com/survey/surveybettendorf.htm)**

If you have any questions about the survey please call 563-344-4033.

Thank you for your time and participation!

Sincerely,

Decker Ploehn  
City Administrator

# The City of Bettendorf 2016 Citizen Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Please select the response (by circling the number or checking the box) that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

**1. Please rate each of the following aspects of quality of life in Bettendorf:**

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Bettendorf as a place to live .....	1	2	3	4	5
Your neighborhood as a place to live.....	1	2	3	4	5
Bettendorf as a place to raise children .....	1	2	3	4	5
Bettendorf as a place to work.....	1	2	3	4	5
Bettendorf as a place to visit .....	1	2	3	4	5
Bettendorf as a place to retire .....	1	2	3	4	5
The overall quality of life in Bettendorf .....	1	2	3	4	5

**2. Please rate each of the following characteristics as they relate to Bettendorf as a whole:**

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Overall feeling of safety in Bettendorf.....	1	2	3	4	5
Overall ease of getting to the places you usually have to visit.....	1	2	3	4	5
Quality of overall natural environment in Bettendorf .....	1	2	3	4	5
Overall "built environment" of Bettendorf (including overall design, buildings, parks and transportation systems) .....	1	2	3	4	5
Health and wellness opportunities in Bettendorf .....	1	2	3	4	5
Overall opportunities for education and enrichment.....	1	2	3	4	5
Overall economic health of Bettendorf.....	1	2	3	4	5
Sense of community.....	1	2	3	4	5
Overall image or reputation of Bettendorf .....	1	2	3	4	5

**3. Please indicate how likely or unlikely you are to do each of the following:**

	<i>Very likely</i>	<i>Somewhat likely</i>	<i>Somewhat unlikely</i>	<i>Very unlikely</i>	<i>Don't know</i>
Recommend living in Bettendorf to someone who asks.....	1	2	3	4	5
Remain in Bettendorf for the next five years .....	1	2	3	4	5

**4. Please rate how safe or unsafe you feel:**

	<i>Very safe</i>	<i>Somewhat safe</i>	<i>Neither safe nor unsafe</i>	<i>Somewhat unsafe</i>	<i>Very unsafe</i>	<i>Don't know</i>
In your neighborhood during the day.....	1	2	3	4	5	6
In Bettendorf's downtown/commercial area during the day .....	1	2	3	4	5	6

**5. Please rate each of the following characteristics as they relate to Bettendorf as a whole:**

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Traffic flow on major streets .....	1	2	3	4	5
Ease of public parking.....	1	2	3	4	5
Ease of travel by car in Bettendorf.....	1	2	3	4	5
Ease of travel by public transportation in Bettendorf .....	1	2	3	4	5
Ease of travel by bicycle in Bettendorf.....	1	2	3	4	5
Ease of walking in Bettendorf .....	1	2	3	4	5
Availability of paths and walking trails .....	1	2	3	4	5
Cleanliness of Bettendorf .....	1	2	3	4	5
Overall appearance of Bettendorf.....	1	2	3	4	5
Public places where people want to spend time .....	1	2	3	4	5
Variety of housing options .....	1	2	3	4	5
Availability of affordable quality housing .....	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.) .....	1	2	3	4	5
Recreational opportunities.....	1	2	3	4	5
Availability of affordable quality health care .....	1	2	3	4	5
Availability of preventive health services .....	1	2	3	4	5
Availability of affordable quality mental health care .....	1	2	3	4	5

**6. Please rate each of the following characteristics as they relate to Bettendorf as a whole:**

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Availability of affordable quality child care/preschool .....	1	2	3	4	5
K-12 education .....	1	2	3	4	5
Adult educational opportunities.....	1	2	3	4	5
Opportunities to attend cultural/arts/music activities .....	1	2	3	4	5
Opportunities to participate in religious or spiritual events and activities .....	1	2	3	4	5
Employment opportunities .....	1	2	3	4	5
Shopping opportunities.....	1	2	3	4	5
Cost of living in Bettendorf.....	1	2	3	4	5
Overall quality of business and service establishments in Bettendorf .....	1	2	3	4	5
Vibrant downtown/commercial area .....	1	2	3	4	5
Overall quality of new development in Bettendorf .....	1	2	3	4	5
Opportunities to participate in social events and activities .....	1	2	3	4	5
Opportunities to volunteer.....	1	2	3	4	5
Opportunities to participate in community matters .....	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds .....	1	2	3	4	5
Neighborliness of residents in Bettendorf.....	1	2	3	4	5

**7. Please indicate whether or not you have done each of the following in the last 12 months.**

	<i>No</i>	<i>Yes</i>
Observed a code violation or other hazard in Bettendorf (weeds, abandoned buildings, etc.) .....	1	2
Household member was a victim of a crime in Bettendorf.....	1	2
Reported a crime to the police in Bettendorf.....	1	2
Contacted the City of Bettendorf (in-person, phone, email or web) for help or information.....	1	2
Contacted Bettendorf elected officials (in-person, phone, email or web) to express your opinion.....	1	2

**8. In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Bettendorf?**

	<i>2 times a week or more</i>	<i>2-4 times a month</i>	<i>Once a month or less</i>	<i>Not at all</i>
Used Bettendorf recreation centers or their services.....	1	2	3	4
Visited a neighborhood park or City park .....	1	2	3	4
Used Bettendorf public libraries or their services .....	1	2	3	4
Attended a City-sponsored event.....	1	2	3	4
Used bus or other public transportation instead of driving.....	1	2	3	4
Carpooled with other adults or children instead of driving alone.....	1	2	3	4
Walked or biked instead of driving .....	1	2	3	4
Volunteered your time to some group/activity in Bettendorf.....	1	2	3	4
Participated in a club .....	1	2	3	4
Talked to or visited with your immediate neighbors .....	1	2	3	4
Done a favor for a neighbor.....	1	2	3	4

**9. Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?**

	<i>2 times a week or more</i>	<i>2-4 times a month</i>	<i>Once a month or less</i>	<i>Not at all</i>
Attended a local public meeting .....	1	2	3	4
Watched (online or on television) a local public meeting.....	1	2	3	4

# The City of Bettendorf 2016 Citizen Survey

## 10. Please rate the quality of each of the following services in Bettendorf:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Police services .....	1	2	3	4	5
Fire services.....	1	2	3	4	5
Ambulance or emergency medical services .....	1	2	3	4	5
Crime prevention.....	1	2	3	4	5
Fire prevention and education.....	1	2	3	4	5
Traffic enforcement .....	1	2	3	4	5
Street repair .....	1	2	3	4	5
Street cleaning .....	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Snow removal .....	1	2	3	4	5
Sidewalk maintenance .....	1	2	3	4	5
Traffic signal timing.....	1	2	3	4	5
Bus or transit services.....	1	2	3	4	5
Garbage collection .....	1	2	3	4	5
Recycling .....	1	2	3	4	5
Yard waste pick-up .....	1	2	3	4	5
Storm drainage .....	1	2	3	4	5
Sewer services .....	1	2	3	4	5
Utility billing .....	1	2	3	4	5
City parks.....	1	2	3	4	5
Recreation programs or classes.....	1	2	3	4	5
Recreation centers or facilities .....	1	2	3	4	5
Land use, planning and zoning.....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.) .....	1	2	3	4	5
Economic development .....	1	2	3	4	5
Health services .....	1	2	3	4	5
Public library services .....	1	2	3	4	5
Public information services .....	1	2	3	4	5
Cable television.....	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations).....	1	2	3	4	5
Preservation of natural areas such as open space, farmlands and greenbelts.....	1	2	3	4	5
Bettendorf open space.....	1	2	3	4	5
City-sponsored special events .....	1	2	3	4	5
Overall customer service by Bettendorf employees (police, receptionists, planners, etc.).....	1	2	3	4	5

## 11. Overall, how would you rate the quality of the services provided by each of the following?

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The City of Bettendorf.....	1	2	3	4	5
The Federal Government .....	1	2	3	4	5

## 12. Please rate the following categories of Bettendorf government performance:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The value of services for the taxes paid to Bettendorf .....	1	2	3	4	5
The overall direction that Bettendorf is taking .....	1	2	3	4	5
The job Bettendorf government does at welcoming citizen involvement .....	1	2	3	4	5
Overall confidence in Bettendorf government.....	1	2	3	4	5
Generally acting in the best interest of the community .....	1	2	3	4	5
Being honest.....	1	2	3	4	5
Treating all residents fairly .....	1	2	3	4	5

**13. Please rate how important, if at all, you think it is for the Bettendorf community to focus on each of the following in the coming two years:**

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>
Overall feeling of safety in Bettendorf.....	1	2	3	4
Overall ease of getting to the places you usually have to visit.....	1	2	3	4
Quality of overall natural environment in Bettendorf .....	1	2	3	4
Overall “built environment” of Bettendorf (including overall design, buildings, parks and transportation systems) .....	1	2	3	4
Health and wellness opportunities in Bettendorf .....	1	2	3	4
Overall opportunities for education and enrichment.....	1	2	3	4
Overall economic health of Bettendorf.....	1	2	3	4
Sense of community.....	1	2	3	4

**14. Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about the City government and its activities, events and services:**

	<i>Major source</i>	<i>Minor source</i>	<i>Not a source</i>
City website (www.bettendorf.org).....	1	2	3
City Cable Channel 9 .....	1	2	3
Citizen Information Email.....	1	2	3
City Facebook page .....	1	2	3
City Twitter account.....	1	2	3
Talking with City officials .....	1	2	3
Word-of-mouth.....	1	2	3

**15. 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.**

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# The City of Bettendorf 2016 Citizen Survey

**Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.**

**D1. How often, if at all, do you do each of the following, considering all of the times you could?**

	<i>Never</i>	<i>Rarely</i>	<i>Sometimes</i>	<i>Usually</i>	<i>Always</i>
Recycle at home .....	1	2	3	4	5
Purchase goods or services from a business located in Bettendorf .....	1	2	3	4	5
Eat at least 5 portions of fruits and vegetables a day .....	1	2	3	4	5
Participate in moderate or vigorous physical activity .....	1	2	3	4	5
Read or watch local news (via television, paper, computer, etc.) .....	1	2	3	4	5
Vote in local elections.....	1	2	3	4	5

**D2. Would you say that in general your health is:**

- Excellent     
  Very good     
  Good     
  Fair     
  Poor

**D3. What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:**

- Very positive     
  Somewhat positive     
  Neutral     
  Somewhat negative     
  Very negative

**D4. What is your employment status?**

- Working full time for pay  
 Working part time for pay  
 Unemployed, looking for paid work  
 Unemployed, not looking for paid work  
 Fully retired

**D5. Do you work inside the boundaries of Bettendorf?**

- Yes, outside the home  
 Yes, from home  
 No

**D6. How many years have you lived in Bettendorf?**

- Less than 2 years       11-20 years  
 2-5 years       More than 20 years  
 6-10 years

**D7. Which best describes the building you live in?**

- One family house detached from any other houses  
 Building with two or more homes (duplex, townhome, apartment or condominium)  
 Mobile home  
 Other

**D8. Is this house, apartment or mobile home...**

- Rented  
 Owned

**D9. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?**

- Less than \$300 per month  
 \$300 to \$599 per month  
 \$600 to \$999 per month  
 \$1,000 to \$1,499 per month  
 \$1,500 to \$2,499 per month  
 \$2,500 or more per month

**D10. Do any children 17 or under live in your household?**

- No       Yes

**D11. Are you or any other members of your household aged 65 or older?**

- No       Yes

**D12. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)**

- Less than \$25,000  
 \$25,000 to \$49,999  
 \$50,000 to \$99,999  
 \$100,000 to \$149,999  
 \$150,000 or more

**Please respond to both questions D13 and D14:**

**D13. Are you Spanish, Hispanic or Latino?**

- No, not Spanish, Hispanic or Latino  
 Yes, I consider myself to be Spanish, Hispanic or Latino

**D14. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)**

- American Indian or Alaskan Native  
 Asian, Asian Indian or Pacific Islander  
 Black or African American  
 White  
 Other

**D15. In which category is your age?**

- 18-24 years       55-64 years  
 25-34 years       65-74 years  
 35-44 years       75 years or older  
 45-54 years

**D16. What is your sex?**

- Female       Male

**D17. Do you consider a cell phone or land line your primary telephone number?**

- Cell       Land line       Both

**Thank you for completing this survey. Please return the completed survey in the postage-paid envelope to: National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502**



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