

THE NCS™

The National Community Survey™

Bettendorf, IA

*Supplemental Online Survey Results
2020*



POWERED BY POLCO

National Research Center, Inc.
2955 Valmont Road Suite 300
Boulder, Colorado 80301
n-r-c.com • 303-444-7863



Leaders at the Core of Better Communities

International City/County Management Association
777 North Capitol Street NE Suite 500
Washington, DC 20002
icma.org • 800-745-8780

Contents

About the Open Participation Online Survey 1

Complete Survey Responses to Online Open Participation Survey 3



The National Community Survey™
© 2001-2020 National Research Center, Inc.

The NCS™ is presented by NRC in collaboration with ICMA.

NRC is a charter member of the AAPOR Transparency Initiative, providing clear disclosure of our sound and ethical survey research practices.

About the Open Participation Online Survey

As part of its participation in The National Community Survey™ (The NCS™), the City of Bettendorf conducted a mailed survey of 1,700 residents. Surveys were mailed to randomly selected households in May of 2020 and data were collected through July 3, 2020 (see the report, *The National Community Survey: Community Livability Report, Bettendorf, IA, 2020*). The results from this main survey effort represent the most robust estimate of your residents' opinions.

While the above data collection period was underway, a web-based survey was made available to Bettendorf residents on Polco. Respondents were able to complete the survey during May and June of 2020 and 206 surveys were received. This report contains the results of this opt-in administration of the web-based survey. These data were not collected through a random sample; therefore, a level of confidence in the representativeness of the sample cannot be estimated. However, to reduce bias where possible, these data were weighted to match the demographic characteristics of the 2010 Census and 2017 American Community Survey estimates for adults in the City of Bettendorf.

The results of the weighting scheme for the opt-in survey are presented in the following table.

Table 1: Bettendorf, IA 2020 Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
Housing			
Rent home	23%	6%	20%
Own home	77%	94%	80%
Detached unit*	75%	93%	76%
Attached unit*	25%	7%	24%
Race and Ethnicity			
White	90%	91%	93%
Not white	10%	9%	7%
Not Hispanic	97%	98%	99%
Hispanic	3%	2%	1%
Sex and Age			
Female	53%	58%	53%
Male	47%	42%	47%
18-34 years of age	22%	9%	20%
35-54 years of age	38%	54%	40%
55+ years of age	40%	37%	40%
Females 18-34	11%	7%	11%
Females 35-54	20%	32%	20%
Females 55+	22%	19%	22%
Males 18-34	11%	2%	9%
Males 35-54	18%	21%	19%
Males 55+	18%	18%	18%

* U.S. Census Bureau, ACS 2017 5-year estimates

Complete Survey Responses to Online Open Participation Survey

The following pages contain a complete set of responses to each question on the survey. For questions that included a “don’t know” response option, two tables for that question are provided: the first that excludes the “don’t know” responses, and the second that includes those responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Table 2: Question 1 without "don't know" responses

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	64%	N=124	30%	N=59	6%	N=12	0%	N=1	100%	N=195
Your neighborhood as a place to live	56%	N=109	35%	N=69	7%	N=13	2%	N=4	100%	N=195
Bettendorf as a place to raise children	66%	N=126	31%	N=59	3%	N=5	0%	N=1	100%	N=191
Bettendorf as a place to work	44%	N=62	42%	N=59	12%	N=17	2%	N=3	100%	N=141
Bettendorf as a place to visit	20%	N=37	42%	N=79	31%	N=58	7%	N=13	100%	N=188
Bettendorf as a place to retire	36%	N=59	42%	N=68	17%	N=27	5%	N=8	100%	N=162
The overall quality of life in Bettendorf	49%	N=97	45%	N=88	5%	N=10	0%	N=1	100%	N=195
Sense of community	31%	N=61	51%	N=99	12%	N=24	5%	N=10	100%	N=194

Table 3: Question 1 with "don't know" responses

Please rate each of the following aspects of quality of life in Bettendorf.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Bettendorf as a place to live	64%	N=124	30%	N=59	6%	N=12	0%	N=1	0%	N=0	100%	N=195
Your neighborhood as a place to live	56%	N=109	35%	N=69	7%	N=13	2%	N=4	0%	N=0	100%	N=195
Bettendorf as a place to raise children	64%	N=126	30%	N=59	3%	N=5	0%	N=1	2%	N=5	100%	N=195
Bettendorf as a place to work	32%	N=62	30%	N=59	9%	N=17	1%	N=3	28%	N=54	100%	N=195
Bettendorf as a place to visit	19%	N=37	41%	N=79	30%	N=58	7%	N=13	4%	N=8	100%	N=195
Bettendorf as a place to retire	30%	N=59	35%	N=68	14%	N=27	4%	N=8	17%	N=33	100%	N=195

The National Community Survey™ - Supplemental Online Survey Report

Please rate each of the following aspects of quality of life in Bettendorf.	Excellent		Good		Fair		Poor		Don't know		Total	
The overall quality of life in Bettendorf	49%	N=97	45%	N=88	5%	N=10	0%	N=1	0%	N=0	100%	N=195
Sense of community	31%	N=61	51%	N=99	12%	N=24	5%	N=10	0%	N=0	100%	N=194

Table 4: Question 2 without "don't know" responses

Please rate each of the following characteristics as they relate to Bettendorf as a whole.	Excellent		Good		Fair		Poor		Total	
Overall economic health of Bettendorf	31%	N=56	58%	N=104	9%	N=16	1%	N=3	100%	N=179
Overall quality of the transportation system (auto, bicycle, foot, bus) in Bettendorf	33%	N=61	46%	N=86	19%	N=35	3%	N=5	100%	N=187
Overall design or layout of Bettendorf's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	26%	N=53	53%	N=105	17%	N=34	3%	N=7	100%	N=199
Overall quality of the utility infrastructure in Bettendorf (water, sewer, storm water, electric/gas)	37%	N=73	52%	N=101	11%	N=21	0%	N=1	100%	N=196
Overall feeling of safety in Bettendorf	47%	N=92	44%	N=85	9%	N=17	0%	N=1	100%	N=195
Overall quality of natural environment in Bettendorf	39%	N=75	51%	N=100	8%	N=15	2%	N=4	100%	N=194
Overall quality of parks and recreation opportunities	49%	N=95	40%	N=78	9%	N=17	2%	N=5	100%	N=194
Overall health and wellness opportunities in Bettendorf	37%	N=71	51%	N=97	11%	N=21	0%	N=1	100%	N=189
Overall opportunities for education, culture, and the arts	25%	N=47	51%	N=96	21%	N=39	4%	N=8	100%	N=189
Residents' connection and engagement with their community	22%	N=41	52%	N=98	23%	N=43	2%	N=4	100%	N=187

Table 5: Question 2 with "don't know" responses

Please rate each of the following characteristics as they relate to Bettendorf as a whole.	Excellent		Good		Fair		Poor		Don't know		Total	
Overall economic health of Bettendorf	28%	N=56	52%	N=104	8%	N=16	1%	N=3	10%	N=21	100%	N=199
Overall quality of the transportation system (auto, bicycle, foot, bus) in Bettendorf	31%	N=61	43%	N=86	17%	N=35	2%	N=5	6%	N=13	100%	N=199
Overall design or layout of Bettendorf's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	26%	N=53	53%	N=105	17%	N=34	3%	N=7	0%	N=0	100%	N=199
Overall quality of the utility infrastructure in Bettendorf (water, sewer, storm water, electric/gas)	37%	N=73	51%	N=101	11%	N=21	0%	N=1	1%	N=3	100%	N=199
Overall feeling of safety in Bettendorf	47%	N=92	44%	N=85	9%	N=17	0%	N=1	0%	N=0	100%	N=195

The National Community Survey™ - Supplemental Online Survey Report

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
Overall quality of natural environment in Bettendorf	38%	N=75	51%	N=100	8%	N=15	2%	N=4	0%	N=1	100%	N=195
Overall quality of parks and recreation opportunities	48%	N=95	39%	N=78	8%	N=17	2%	N=5	3%	N=5	100%	N=199
Overall health and wellness opportunities in Bettendorf	36%	N=71	49%	N=97	10%	N=21	0%	N=1	5%	N=9	100%	N=198
Overall opportunities for education, culture, and the arts	24%	N=47	48%	N=96	20%	N=39	4%	N=8	4%	N=8	100%	N=198
Residents' connection and engagement with their community	21%	N=41	50%	N=98	22%	N=43	2%	N=4	6%	N=11	100%	N=199

Table 6: Question 3 without "don't know" responses

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	74%	N=144	23%	N=46	2%	N=4	1%	N=2	100%	N=196
Remain in Bettendorf for the next five years	71%	N=137	21%	N=42	4%	N=9	3%	N=7	100%	N=194

Table 7: Question 3 with "don't know" responses

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	
	%	N	%	N	%	N	%	N	%	N	%	N
Recommend living in Bettendorf to someone who asks	72%	N=144	23%	N=46	2%	N=4	1%	N=2	2%	N=3	100%	N=199
Remain in Bettendorf for the next five years	69%	N=137	21%	N=42	4%	N=9	3%	N=7	3%	N=5	100%	N=199

Table 8: Question 4 without "don't know" responses

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	83%	N=166	14%	N=28	2%	N=4	0%	N=0	0%	N=1	100%	N=199
In Bettendorf's downtown/commercial area during the day	61%	N=118	30%	N=57	9%	N=16	0%	N=1	0%	N=0	100%	N=192
From property crime	31%	N=62	52%	N=103	9%	N=18	7%	N=14	1%	N=2	100%	N=199
From violent crime	65%	N=129	25%	N=49	8%	N=15	2%	N=5	0%	N=0	100%	N=198
From fire, flood, or other natural disaster	60%	N=118	29%	N=57	6%	N=12	4%	N=8	1%	N=3	100%	N=197

Table 9: Question 4 with "don't know" responses

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
In your neighborhood during the day	83%	N=166	14%	N=28	2%	N=4	0%	N=0	0%	N=1	0%	N=0	100%	N=199
In Bettendorf's downtown/commercial area during the day	59%	N=118	29%	N=57	8%	N=16	0%	N=1	0%	N=0	4%	N=7	100%	N=199
From property crime	31%	N=62	52%	N=103	9%	N=18	7%	N=14	1%	N=2	0%	N=0	100%	N=199
From violent crime	65%	N=129	25%	N=49	8%	N=15	2%	N=5	0%	N=0	0%	N=0	100%	N=198
From fire, flood, or other natural disaster	60%	N=118	29%	N=57	6%	N=12	4%	N=8	1%	N=3	0%	N=1	100%	N=198

Table 10: Question 5 without "don't know" responses

Please rate the job you feel the Bettendorf community does at each of the following.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Making all residents feel welcome	33%	N=60	47%	N=86	15%	N=28	5%	N=9	100%	N=183
Attracting people from diverse backgrounds	24%	N=44	34%	N=61	27%	N=48	15%	N=28	100%	N=181
Valuing/respecting residents from diverse backgrounds	29%	N=49	43%	N=73	13%	N=22	15%	N=26	100%	N=171
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	25%	N=39	42%	N=67	19%	N=29	14%	N=23	100%	N=157

Table 11: Question 5 with "don't know" responses

Please rate the job you feel the Bettendorf community does at each of the following.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Making all residents feel welcome	30%	N=60	43%	N=86	14%	N=28	5%	N=9	8%	N=16	100%	N=199
Attracting people from diverse backgrounds	22%	N=44	31%	N=61	24%	N=48	14%	N=28	9%	N=18	100%	N=199
Valuing/respecting residents from diverse backgrounds	25%	N=49	37%	N=73	11%	N=22	13%	N=26	14%	N=29	100%	N=199
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	19%	N=39	33%	N=67	15%	N=29	11%	N=23	21%	N=42	100%	N=199

Table 12: Question 6 without "don't know" responses

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 quality of business and service establishments in Bettendorf	29%	N=57	55%	N=109	15%	N=30	0%	N=0	100%	N=197
Variety of business and service establishments in Bettendorf	27%	N=54	46%	N=91	23%	N=45	4%	N=9	100%	N=199

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
Vibrancy of downtown/commercial area	7%	N=13	32%	N=61	34%	N=64	27%	N=52	100%	N=191
Employment opportunities	10%	N=15	53%	N=80	27%	N=41	10%	N=15	100%	N=151
Shopping opportunities	12%	N=24	40%	N=80	33%	N=66	14%	N=29	100%	N=199
Cost of living in Bettendorf	10%	N=21	47%	N=94	33%	N=67	9%	N=18	100%	N=199
Overall image or reputation of Bettendorf	49%	N=98	42%	N=83	8%	N=16	1%	N=2	100%	N=199

Table 13: Question 6 with "don't know" responses

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
Overall quality of business and service establishments in Bettendorf	29%	N=57	55%	N=109	15%	N=30	0%	N=0	1%	N=2	100%	N=199
Variety of business and service establishments in Bettendorf	27%	N=54	46%	N=91	23%	N=45	4%	N=9	0%	N=0	100%	N=199
Vibrancy of downtown/commercial area	7%	N=13	31%	N=61	32%	N=64	26%	N=52	4%	N=9	100%	N=199
Employment opportunities	7%	N=15	40%	N=80	21%	N=41	8%	N=15	24%	N=48	100%	N=199
Shopping opportunities	12%	N=24	40%	N=80	33%	N=66	14%	N=29	0%	N=0	100%	N=199
Cost of living in Bettendorf	10%	N=21	47%	N=94	33%	N=67	9%	N=18	0%	N=0	100%	N=199
Overall image or reputation of Bettendorf	49%	N=98	42%	N=83	8%	N=16	1%	N=2	0%	N=0	100%	N=199

Table 14: Question 7 without "don't know" responses

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
Traffic flow on major streets	34%	N=67	54%	N=107	10%	N=20	3%	N=5	100%	N=199
Ease of public parking	33%	N=61	54%	N=101	9%	N=17	5%	N=9	100%	N=188
Ease of travel by car in Bettendorf	46%	N=91	49%	N=96	5%	N=11	0%	N=1	100%	N=199
Ease of travel by public transportation in Bettendorf	22%	N=20	31%	N=27	21%	N=19	26%	N=23	100%	N=88
Ease of travel by bicycle in Bettendorf	45%	N=76	40%	N=67	12%	N=21	3%	N=4	100%	N=168
Ease of walking in Bettendorf	48%	N=94	38%	N=74	13%	N=26	2%	N=4	100%	N=198
Well-planned residential growth	34%	N=56	40%	N=66	21%	N=35	5%	N=8	100%	N=166

The National Community Survey™ - Supplemental Online Survey Report

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
Well-planned commercial growth	21%	N=33	40%	N=64	30%	N=48	9%	N=15	100%	N=161
Well-designed neighborhoods	27%	N=51	50%	N=96	20%	N=38	3%	N=7	100%	N=192
Public places where people want to spend time	28%	N=56	50%	N=99	17%	N=33	4%	N=9	100%	N=198
Variety of housing options	22%	N=41	46%	N=83	24%	N=43	8%	N=15	100%	N=181
Availability of affordable quality housing	8%	N=14	42%	N=72	29%	N=49	20%	N=35	100%	N=171
Overall quality of new development in Bettendorf	30%	N=52	47%	N=82	20%	N=35	4%	N=6	100%	N=175
Overall appearance of Bettendorf	39%	N=78	49%	N=98	11%	N=22	1%	N=1	100%	N=199
Cleanliness of Bettendorf	45%	N=89	47%	N=92	8%	N=15	0%	N=1	100%	N=197
Water resources (beaches, lakes, ponds, riverways, etc.)	19%	N=35	31%	N=56	36%	N=65	14%	N=24	100%	N=180
Availability of paths and walking trails	51%	N=101	40%	N=80	7%	N=13	2%	N=4	100%	N=198
Fitness opportunities (including exercise classes and paths or trails, etc.)	44%	N=86	44%	N=87	11%	N=22	1%	N=2	100%	N=197
Recreational opportunities	30%	N=59	49%	N=96	20%	N=40	1%	N=3	100%	N=199
Availability of affordable quality food	28%	N=54	52%	N=102	15%	N=29	5%	N=10	100%	N=196
Availability of affordable quality mental health care	22%	N=23	24%	N=26	27%	N=29	27%	N=29	100%	N=107
Opportunities to attend cultural/arts/music activities	12%	N=22	51%	N=98	31%	N=59	7%	N=13	100%	N=192
Community support for the arts	19%	N=34	42%	N=75	31%	N=54	8%	N=13	100%	N=177
Sense of civic/community pride	30%	N=57	52%	N=100	15%	N=28	3%	N=6	100%	N=191
Neighborliness of residents in Bettendorf	23%	N=45	59%	N=114	12%	N=23	6%	N=12	100%	N=194
Opportunities to participate in social events and activities	18%	N=34	56%	N=107	20%	N=37	6%	N=12	100%	N=189
Opportunities to attend special events and festivals	21%	N=41	51%	N=99	21%	N=41	7%	N=13	100%	N=194
Opportunities to volunteer	26%	N=43	56%	N=95	17%	N=30	1%	N=2	100%	N=169
Opportunities to participate in community matters	17%	N=31	58%	N=103	19%	N=34	6%	N=10	100%	N=178
Openness and acceptance of the community toward people of diverse backgrounds	19%	N=32	45%	N=76	20%	N=35	16%	N=28	100%	N=172

Table 15: Question 7 with "don't know" responses

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
Traffic flow on major streets	34%	N=67	54%	N=107	10%	N=20	3%	N=5	0%	N=0	100%	N=199
Ease of public parking	31%	N=61	51%	N=101	8%	N=17	5%	N=9	6%	N=11	100%	N=199
Ease of travel by car in Bettendorf	46%	N=91	49%	N=96	5%	N=11	0%	N=1	0%	N=0	100%	N=199
Ease of travel by public transportation in Bettendorf	10%	N=20	14%	N=27	9%	N=19	12%	N=23	55%	N=110	100%	N=198
Ease of travel by bicycle in Bettendorf	38%	N=76	34%	N=67	10%	N=21	2%	N=4	15%	N=30	100%	N=198
Ease of walking in Bettendorf	48%	N=94	38%	N=74	13%	N=26	2%	N=4	0%	N=0	100%	N=198
Well-planned residential growth	28%	N=56	33%	N=66	18%	N=35	4%	N=8	16%	N=32	100%	N=198
Well-planned commercial growth	17%	N=33	33%	N=64	24%	N=48	8%	N=15	19%	N=37	100%	N=198
Well-designed neighborhoods	26%	N=51	48%	N=96	19%	N=38	3%	N=7	4%	N=8	100%	N=199
Public places where people want to spend time	28%	N=56	50%	N=99	17%	N=33	4%	N=9	0%	N=1	100%	N=199
Variety of housing options	21%	N=41	43%	N=83	22%	N=43	8%	N=15	7%	N=13	100%	N=194
Availability of affordable quality housing	7%	N=14	37%	N=72	25%	N=49	18%	N=35	13%	N=25	100%	N=196
Overall quality of new development in Bettendorf	27%	N=52	42%	N=82	18%	N=35	3%	N=6	10%	N=19	100%	N=194
Overall appearance of Bettendorf	39%	N=78	49%	N=98	11%	N=22	1%	N=1	0%	N=0	100%	N=199
Cleanliness of Bettendorf	45%	N=89	47%	N=92	8%	N=15	0%	N=1	0%	N=0	100%	N=197
Water resources (beaches, lakes, ponds, riverways, etc.)	18%	N=35	28%	N=56	33%	N=65	12%	N=24	9%	N=18	100%	N=198
Availability of paths and walking trails	51%	N=101	40%	N=80	7%	N=13	2%	N=4	0%	N=0	100%	N=198
Fitness opportunities (including exercise classes and paths or trails, etc.)	43%	N=86	44%	N=87	11%	N=22	1%	N=2	1%	N=3	100%	N=199
Recreational opportunities	30%	N=59	48%	N=96	20%	N=40	1%	N=3	0%	N=1	100%	N=199
Availability of affordable quality food	28%	N=54	52%	N=102	15%	N=29	5%	N=10	1%	N=2	100%	N=197
Availability of affordable quality mental health care	12%	N=23	13%	N=26	15%	N=29	15%	N=29	46%	N=91	100%	N=198
Opportunities to attend cultural/arts/music activities	11%	N=22	50%	N=98	30%	N=59	7%	N=13	2%	N=5	100%	N=197
Community support for the arts	17%	N=34	38%	N=75	28%	N=54	7%	N=13	10%	N=19	100%	N=197

The National Community Survey™ - Supplemental Online Survey Report

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
Sense of civic/community pride	29%	N=57	51%	N=100	14%	N=28	3%	N=6	3%	N=5	100%	N=196
Neighborliness of residents in Bettendorf	23%	N=45	58%	N=114	12%	N=23	6%	N=12	1%	N=2	100%	N=196
Opportunities to participate in social events and activities	17%	N=34	55%	N=107	19%	N=37	6%	N=12	2%	N=5	100%	N=194
Opportunities to attend special events and festivals	21%	N=41	51%	N=99	21%	N=41	7%	N=13	1%	N=2	100%	N=196
Opportunities to volunteer	22%	N=43	48%	N=95	15%	N=30	1%	N=2	13%	N=26	100%	N=195
Opportunities to participate in community matters	16%	N=31	53%	N=103	17%	N=34	5%	N=10	9%	N=18	100%	N=196
Openness and acceptance of the community toward people of diverse backgrounds	17%	N=32	39%	N=76	18%	N=35	14%	N=28	12%	N=24	100%	N=195

Table 16: Question 8

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
	%	N	%	N	%	N
Contacted the City of Bettendorf (in-person, phone, email or web) for help or information	38%	N=72	62%	N=119	100%	N=192
Contacted Bettendorf elected officials (in-person, phone, email or web) to express your opinion	77%	N=147	23%	N=45	100%	N=192
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)	81%	N=155	19%	N=37	100%	N=192
Watched (online or on television) a local public meeting	73%	N=140	27%	N=52	100%	N=192
Volunteered your time to some group/activity in Bettendorf	52%	N=99	48%	N=92	100%	N=191
Campaigned or advocated for a local issue, cause or candidate	78%	N=150	22%	N=42	100%	N=192
Voted in your most recent local election	14%	N=26	86%	N=164	100%	N=191
Used bus, rail, subway, or other public transportation instead of driving	93%	N=180	7%	N=13	100%	N=192
Carpooled with other adults or children instead of driving alone	56%	N=107	44%	N=85	100%	N=192
Walked or biked instead of driving	38%	N=74	62%	N=119	100%	N=192

Table 17: Question 9 without "don't know" responses

Please rate the quality of each of the following services in Bettendorf.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Public information services	28%	N=49	60%	N=106	13%	N=22	0%	N=0	100%	N=177
Economic development	29%	N=52	54%	N=98	14%	N=25	3%	N=5	100%	N=180

The National Community Survey™ - Supplemental Online Survey Report

Please rate the quality of each of the following services in Bettendorf.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Traffic enforcement	29%	N=54	50%	N=94	18%	N=34	3%	N=6	100%	N=187
Traffic signal timing	13%	N=26	49%	N=96	28%	N=54	10%	N=19	100%	N=195
Street repair	25%	N=48	46%	N=90	19%	N=38	10%	N=19	100%	N=195
Street cleaning	41%	N=80	48%	N=93	11%	N=22	0%	N=0	100%	N=195
Street lighting	30%	N=58	54%	N=106	14%	N=26	3%	N=5	100%	N=195
Snow removal	52%	N=101	40%	N=78	7%	N=13	1%	N=2	100%	N=194
Sidewalk maintenance	28%	N=52	49%	N=91	18%	N=34	6%	N=11	100%	N=187
Bus or transit services	19%	N=16	48%	N=42	18%	N=15	15%	N=13	100%	N=87
Land use, planning, and zoning	20%	N=28	50%	N=68	26%	N=36	4%	N=5	100%	N=137
Code enforcement (weeds, abandoned buildings, etc.)	17%	N=25	45%	N=68	27%	N=40	11%	N=17	100%	N=150
Affordable high-speed internet access	18%	N=34	37%	N=68	25%	N=47	20%	N=37	100%	N=186
Garbage collection	58%	N=110	36%	N=68	4%	N=8	1%	N=3	100%	N=188
Sewer services	43%	N=80	51%	N=94	6%	N=11	0%	N=0	100%	N=185
Storm water management (storm drainage, dams, levees, etc.)	40%	N=73	46%	N=83	12%	N=22	2%	N=4	100%	N=182
Utility billing	34%	N=64	44%	N=82	17%	N=33	5%	N=8	100%	N=187
Police/Sheriff services	48%	N=90	44%	N=82	5%	N=10	3%	N=5	100%	N=186
Crime prevention	34%	N=62	52%	N=96	10%	N=19	4%	N=7	100%	N=183
Animal control	27%	N=37	52%	N=72	16%	N=22	5%	N=7	100%	N=138
Emergency medical services	43%	N=70	50%	N=82	7%	N=11	0%	N=1	100%	N=164
Fire services	50%	N=80	40%	N=64	9%	N=14	2%	N=3	100%	N=160
Fire prevention and education	42%	N=58	47%	N=64	6%	N=8	5%	N=6	100%	N=136
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	23%	N=32	61%	N=85	14%	N=19	3%	N=4	100%	N=139
Bettendorf open space	34%	N=59	46%	N=80	18%	N=31	2%	N=3	100%	N=174
Recycling	64%	N=120	28%	N=53	8%	N=15	0%	N=0	100%	N=189
Yard waste pick-up	51%	N=95	32%	N=59	15%	N=29	2%	N=3	100%	N=186

The National Community Survey™ - Supplemental Online Survey Report

Please rate the quality of each of the following services in Bettendorf.	Excellent		Good		Fair		Poor		Total	
City parks	51%	N=98	44%	N=84	5%	N=10	0%	N=1	100%	N=193
Recreation programs or classes	37%	N=59	50%	N=80	13%	N=20	1%	N=1	100%	N=160
Recreation centers or facilities	25%	N=45	50%	N=91	19%	N=34	6%	N=10	100%	N=181
Public library services	55%	N=105	38%	N=73	6%	N=11	0%	N=0	100%	N=189
Overall customer service by Bettendorf employees (police, receptionists, planners, etc.)	54%	N=103	41%	N=79	4%	N=9	0%	N=1	100%	N=191

Table 18: Question 9 with "don't know" responses

Please rate the quality of each of the following services in Bettendorf.	Excellent		Good		Fair		Poor		Don't know		Total	
Public information services	25%	N=49	54%	N=106	11%	N=22	0%	N=0	9%	N=17	100%	N=194
Economic development	27%	N=52	50%	N=98	13%	N=25	2%	N=5	7%	N=14	100%	N=194
Traffic enforcement	28%	N=54	48%	N=94	18%	N=34	3%	N=6	3%	N=6	100%	N=194
Traffic signal timing	13%	N=26	49%	N=96	28%	N=54	10%	N=19	0%	N=0	100%	N=195
Street repair	25%	N=48	46%	N=90	19%	N=38	10%	N=19	0%	N=0	100%	N=195
Street cleaning	41%	N=80	48%	N=93	11%	N=22	0%	N=0	0%	N=0	100%	N=195
Street lighting	30%	N=58	54%	N=106	14%	N=26	3%	N=5	0%	N=0	100%	N=195
Snow removal	52%	N=101	40%	N=78	7%	N=13	1%	N=2	0%	N=0	100%	N=194
Sidewalk maintenance	26%	N=52	47%	N=91	17%	N=34	6%	N=11	4%	N=8	100%	N=195
Bus or transit services	8%	N=16	22%	N=42	8%	N=15	7%	N=13	55%	N=108	100%	N=195
Land use, planning, and zoning	15%	N=28	36%	N=68	19%	N=36	3%	N=5	27%	N=51	100%	N=187
Code enforcement (weeds, abandoned buildings, etc.)	13%	N=25	35%	N=68	20%	N=40	9%	N=17	23%	N=45	100%	N=195
Affordable high-speed internet access	17%	N=34	35%	N=68	24%	N=47	19%	N=37	4%	N=9	100%	N=195
Garbage collection	56%	N=110	35%	N=68	4%	N=8	1%	N=3	3%	N=7	100%	N=195
Sewer services	41%	N=80	48%	N=94	6%	N=11	0%	N=0	5%	N=9	100%	N=194
Storm water management (storm drainage, dams, levees, etc.)	38%	N=73	43%	N=83	11%	N=22	2%	N=4	6%	N=12	100%	N=194
Utility billing	33%	N=64	42%	N=82	17%	N=33	4%	N=8	4%	N=8	100%	N=195

The National Community Survey™ - Supplemental Online Survey Report

Please rate the quality of each of the following services in Bettendorf.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Police/Sheriff services	46%	N=90	42%	N=82	5%	N=10	3%	N=5	4%	N=8	100%	N=194
Crime prevention	32%	N=62	49%	N=96	10%	N=19	3%	N=7	6%	N=12	100%	N=195
Animal control	19%	N=37	37%	N=72	11%	N=22	4%	N=7	29%	N=57	100%	N=195
Emergency medical services	36%	N=70	42%	N=82	6%	N=11	0%	N=1	16%	N=31	100%	N=195
Fire services	41%	N=80	33%	N=64	7%	N=14	1%	N=3	18%	N=35	100%	N=195
Fire prevention and education	30%	N=58	33%	N=64	4%	N=8	3%	N=6	30%	N=59	100%	N=195
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	17%	N=32	45%	N=85	10%	N=19	2%	N=4	26%	N=48	100%	N=187
Bettendorf open space	31%	N=59	42%	N=80	17%	N=31	1%	N=3	8%	N=15	100%	N=189
Recycling	62%	N=120	27%	N=53	8%	N=15	0%	N=0	2%	N=4	100%	N=193
Yard waste pick-up	49%	N=95	31%	N=59	15%	N=29	2%	N=3	4%	N=8	100%	N=194
City parks	51%	N=98	44%	N=84	5%	N=10	0%	N=1	0%	N=0	100%	N=193
Recreation programs or classes	30%	N=59	41%	N=80	10%	N=20	1%	N=1	17%	N=34	100%	N=194
Recreation centers or facilities	23%	N=45	47%	N=91	18%	N=34	5%	N=10	7%	N=14	100%	N=195
Public library services	54%	N=105	38%	N=73	6%	N=11	0%	N=0	2%	N=5	100%	N=193
Overall customer service by Bettendorf employees (police, receptionists, planners, etc.)	53%	N=103	41%	N=79	4%	N=9	0%	N=1	2%	N=3	100%	N=195

Table 19: Question 10 without "don't know" responses

Please rate the following categories of Bettendorf government performance.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
The value of services for the taxes paid to Bettendorf	31%	N=55	47%	N=84	18%	N=33	4%	N=7	100%	N=180
The overall direction that Bettendorf is taking	31%	N=55	51%	N=92	16%	N=29	3%	N=5	100%	N=180
The job Bettendorf government does at welcoming resident involvement	26%	N=42	46%	N=75	20%	N=32	8%	N=14	100%	N=163
Overall confidence in Bettendorf government	28%	N=52	48%	N=90	20%	N=37	4%	N=7	100%	N=185
Generally acting in the best interest of the community	29%	N=53	53%	N=96	15%	N=27	3%	N=6	100%	N=182
Being honest	37%	N=59	49%	N=79	10%	N=16	5%	N=8	100%	N=162
Being open and transparent to the public	30%	N=47	51%	N=82	13%	N=20	6%	N=10	100%	N=160

The National Community Survey™ - Supplemental Online Survey Report

Please rate the following categories of Bettendorf government performance.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Informing residents about issues facing the community	25%	N=43	45%	N=78	23%	N=40	6%	N=11	100%	N=173
Treating all residents fairly	36%	N=58	41%	N=66	11%	N=18	12%	N=20	100%	N=162
Treating residents with respect	41%	N=71	43%	N=74	9%	N=15	7%	N=12	100%	N=172

Table 20: Question 10 with "don't know" responses

Please rate the following categories of Bettendorf government performance.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
The value of services for the taxes paid to Bettendorf	29%	N=55	44%	N=84	17%	N=33	4%	N=7	7%	N=13	100%	N=192
The overall direction that Bettendorf is taking	29%	N=55	48%	N=92	15%	N=29	2%	N=5	5%	N=10	100%	N=190
The job Bettendorf government does at welcoming resident involvement	22%	N=42	39%	N=75	17%	N=32	7%	N=14	15%	N=28	100%	N=191
Overall confidence in Bettendorf government	27%	N=52	47%	N=90	19%	N=37	4%	N=7	3%	N=6	100%	N=191
Generally acting in the best interest of the community	28%	N=53	51%	N=96	14%	N=27	3%	N=6	4%	N=8	100%	N=190
Being honest	31%	N=59	41%	N=79	8%	N=16	4%	N=8	15%	N=28	100%	N=190
Being open and transparent to the public	25%	N=47	44%	N=82	11%	N=20	5%	N=10	15%	N=28	100%	N=188
Informing residents about issues facing the community	23%	N=43	41%	N=78	21%	N=40	6%	N=11	9%	N=17	100%	N=190
Treating all residents fairly	31%	N=58	35%	N=66	9%	N=18	11%	N=20	15%	N=28	100%	N=190
Treating residents with respect	37%	N=71	39%	N=74	8%	N=15	6%	N=12	10%	N=18	100%	N=190

Table 21: Question 11 without "don't know" responses

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
The City of Bettendorf	41%	N=77	49%	N=91	8%	N=16	1%	N=2	100%	N=185
The Federal Government	8%	N=15	37%	N=67	34%	N=62	20%	N=37	100%	N=181

Table 22: Question 11 with "don't know" responses

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
The City of Bettendorf	40%	N=77	48%	N=91	8%	N=16	1%	N=2	3%	N=6	100%	N=190

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
The Federal Government	8%	N=15	35%	N=67	33%	N=62	19%	N=37	5%	N=9	100%	N=189

Table 23: Question 12

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 economic health of Bettendorf	60%	N=115	34%	N=66	6%	N=11	0%	N=0	100%	N=193
Overall quality of the transportation system (auto, bicycle, foot, bus) in Bettendorf	31%	N=59	39%	N=76	29%	N=56	1%	N=2	100%	N=193
Overall design or layout of Bettendorf's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	30%	N=59	41%	N=79	28%	N=53	1%	N=2	100%	N=193
Overall quality of the utility infrastructure in Bettendorf (water, sewer, storm water, electric/gas)	50%	N=96	39%	N=75	12%	N=22	0%	N=0	100%	N=193
Overall feeling of safety in Bettendorf	65%	N=125	31%	N=59	5%	N=9	0%	N=0	100%	N=193
Overall quality of natural environment in Bettendorf	32%	N=60	47%	N=89	20%	N=37	1%	N=3	100%	N=189
Overall quality of parks and recreation opportunities	38%	N=72	47%	N=90	15%	N=28	0%	N=0	100%	N=190
Overall health and wellness opportunities in Bettendorf	35%	N=67	44%	N=86	18%	N=35	2%	N=5	100%	N=193
Overall opportunities for education, culture and the arts	35%	N=68	41%	N=80	20%	N=39	4%	N=7	100%	N=193
Residents' connection and engagement with their community	28%	N=55	51%	N=98	19%	N=37	1%	N=3	100%	N=193

Table 24: Question D1 without "don't know" responses

Thinking about a typical week, how many times do you:	Several times a day		Once a day		A few times a week		Every few weeks		Less often or never		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Access the internet from your home using a computer, laptop or tablet computer	90%	N=174	6%	N=11	1%	N=2	0%	N=1	3%	N=5	100%	N=192
Access the internet from your cell phone	88%	N=169	2%	N=4	3%	N=5	1%	N=1	7%	N=13	100%	N=192
Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	70%	N=135	12%	N=23	6%	N=11	5%	N=9	7%	N=13	100%	N=192
Use or check email	88%	N=168	9%	N=18	3%	N=6	0%	N=0	0%	N=0	100%	N=192
Share your opinions online	11%	N=21	11%	N=21	22%	N=41	16%	N=30	40%	N=75	100%	N=188

Thinking about a typical week, how many times do you:	Several times a day		Once a day		A few times a week		Every few weeks		Less often or never		Total	
	15%	N=28	11%	N=21	39%	N=75	25%	N=49	10%	N=18	100%	N=191
Shop online												

Table 25: Question D1 with "don't know" responses

Thinking about a typical week, how many times do you:	Several times a day		Once a day		A few times a week		Every few weeks		Less often or never		Don't know		Total	
Access the internet from your home using a computer, laptop or tablet computer	90%	N=174	6%	N=11	1%	N=2	0%	N=1	3%	N=5	0%	N=0	100%	N=192
Access the internet from your cell phone	88%	N=169	2%	N=4	3%	N=5	1%	N=1	7%	N=13	0%	N=0	100%	N=192
Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	70%	N=135	12%	N=23	6%	N=11	5%	N=9	7%	N=13	0%	N=1	100%	N=192
Use or check email	88%	N=168	9%	N=18	3%	N=6	0%	N=0	0%	N=0	0%	N=0	100%	N=192
Share your opinions online	11%	N=21	11%	N=21	21%	N=41	16%	N=30	39%	N=75	2%	N=4	100%	N=191
Shop online	15%	N=28	11%	N=21	39%	N=75	25%	N=49	10%	N=18	0%	N=0	100%	N=191

Table 26: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	35%	N=67
Very good	54%	N=103
Good	11%	N=21
Fair	1%	N=1
Poor	0%	N=0
Total	100%	N=192

Table 27: 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	5%	N=10
Somewhat positive	17%	N=32
Neutral	45%	N=87
Somewhat negative	29%	N=57
Very negative	4%	N=7
Total	100%	N=194

Table 28: Question D4

How many years have you lived in Bettendorf?	Percent	Number
Less than 2 years	5%	N=9
2 to 5 years	13%	N=26
6 to 10 years	24%	N=47
11 to 20 years	20%	N=39
More than 20 years	38%	N=74
Total	100%	N=194

Table 29: Question D5

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	76%	N=147
Building with two or more homes (duplex, townhome, apartment or condominium)	24%	N=47
Mobile home	0%	N=0
Other	0%	N=0
Total	100%	N=194

Table 30: Question D6

Do you rent or own your home?	Percent	Number
Rent	20%	N=39
Own	80%	N=155
Total	100%	N=194

Table 31: Question D7

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 \$500 per month	9%	N=18
\$500 to \$999 per month	26%	N=51
\$1,000 to \$1,499 per month	24%	N=45
\$1,500 to \$1,999 per month	19%	N=36
\$2,000 to \$2,499 per month	12%	N=22
\$2,500 to \$2,999 per month	4%	N=9
\$3,000 to \$3,499 per month	2%	N=5
\$3,500 or more per month	4%	N=7
Total	100%	N=192

Table 32: Question D8

Do any children 17 or under live in your household?	Percent	Number
No	44%	N=86
Yes	56%	N=108
Total	100%	N=194

Table 33: Question D9

Are you or any other members of your household aged 65 or older?	Percent	Number
No	76%	N=148
Yes	24%	N=47
Total	100%	N=195

Table 34: Question D10

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	6%	N=11
\$25,000 to \$49,999	19%	N=36
\$50,000 to \$74,999	17%	N=32
\$75,000 to \$99,999	24%	N=45
\$100,000 to \$149,999	12%	N=24
\$150,000 or more	22%	N=41
Total	100%	N=189

Table 35: Question D11

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	99%	N=191
Yes, I consider myself to be Spanish, Hispanic or Latino	1%	N=3
Total	100%	N=194

Table 36: Question D12

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	1%	N=2
Asian, Asian Indian or Pacific Islander	3%	N=6
Black or African American	2%	N=3
White	95%	N=182
Other	2%	N=4

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

Table 37: Question D13

In which category is your age?	Percent	Number
18 to 24 years	3%	N=5
25 to 34 years	18%	N=34
35 to 44 years	20%	N=39
45 to 54 years	20%	N=38
55 to 64 years	19%	N=37
65 to 74 years	16%	N=32
75 years or older	4%	N=8
Total	100%	N=194

Table 38: Question D14

What is your gender?	Percent	Number
Female	53%	N=103
Male	47%	N=92
Identify in another way	0%	N=0
Total	100%	N=195