

THE NCS™

The National Community Survey™

Bettendorf, IA

Technical Appendices
2020



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Appendix A: Complete Survey Responses

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 1: 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 | 61% | N=303 | 35% | N=176 | 3% | N=17 | 0% | N=2 | 100% | N=499 |
| Your neighborhood as a place to live | 53% | N=268 | 36% | N=181 | 10% | N=51 | 1% | N=3 | 100% | N=503 |
| Bettendorf as a place to raise children | 62% | N=294 | 32% | N=150 | 5% | N=26 | 1% | N=5 | 100% | N=474 |
| Bettendorf as a place to work | 32% | N=124 | 44% | N=173 | 21% | N=81 | 3% | N=12 | 100% | N=390 |
| Bettendorf as a place to visit | 24% | N=115 | 38% | N=184 | 33% | N=158 | 6% | N=29 | 100% | N=485 |
| Bettendorf as a place to retire | 37% | N=162 | 40% | N=178 | 19% | N=82 | 5% | N=21 | 100% | N=443 |
| The overall quality of life in Bettendorf | 48% | N=242 | 44% | N=222 | 6% | N=29 | 1% | N=7 | 100% | N=500 |
| Sense of community | 28% | N=134 | 49% | N=240 | 20% | N=97 | 3% | N=16 | 100% | N=487 |

Table 2: 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 | 61% | N=303 | 35% | N=176 | 3% | N=17 | 0% | N=2 | 0% | N=0 | 100% | N=499 |
| Your neighborhood as a place to live | 53% | N=268 | 36% | N=181 | 10% | N=51 | 1% | N=3 | 0% | N=0 | 100% | N=503 |
| Bettendorf as a place to raise children | 59% | N=294 | 30% | N=150 | 5% | N=26 | 1% | N=5 | 5% | N=27 | 100% | N=501 |
| Bettendorf as a place to work | 25% | N=124 | 35% | N=173 | 16% | N=81 | 2% | N=12 | 22% | N=108 | 100% | N=497 |
| Bettendorf as a place to visit | 23% | N=115 | 37% | N=184 | 32% | N=158 | 6% | N=29 | 3% | N=15 | 100% | N=500 |
| Bettendorf as a place to retire | 32% | N=162 | 36% | N=178 | 16% | N=82 | 4% | N=21 | 11% | N=56 | 100% | N=499 |
| The overall quality of life in Bettendorf | 48% | N=242 | 44% | N=222 | 6% | N=29 | 1% | N=7 | 0% | N=1 | 100% | N=500 |

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| 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 |
| Sense of community | 27% | N=134 | 48% | N=240 | 19% | N=97 | 3% | N=16 | 3% | N=15 | 100% | N=502 |

Table 3: 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 | |
|--|-----------|-------|------|-------|------|-------|------|------|-------|-------|
| | % | N | % | N | % | N | % | N | % | N |
| Overall economic health of Bettendorf | 34% | N=159 | 56% | N=265 | 8% | N=40 | 1% | N=7 | 100% | N=471 |
| Overall quality of the transportation system (auto, bicycle, foot, bus) in Bettendorf | 30% | N=148 | 52% | N=253 | 14% | N=67 | 4% | N=19 | 100% | N=486 |
| Overall design or layout of Bettendorf's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.) | 24% | N=110 | 55% | N=253 | 18% | N=80 | 3% | N=14 | 100% | N=457 |
| Overall quality of the utility infrastructure in Bettendorf (water, sewer, storm water, electric/gas) | 31% | N=151 | 53% | N=258 | 15% | N=72 | 1% | N=4 | 100% | N=485 |
| Overall feeling of safety in Bettendorf | 43% | N=215 | 46% | N=232 | 11% | N=53 | 0% | N=1 | 100% | N=501 |
| Overall quality of natural environment in Bettendorf | 34% | N=171 | 52% | N=258 | 13% | N=63 | 2% | N=8 | 100% | N=501 |
| Overall quality of parks and recreation opportunities | 46% | N=228 | 41% | N=203 | 13% | N=63 | 1% | N=5 | 100% | N=498 |
| Overall health and wellness opportunities in Bettendorf | 38% | N=187 | 51% | N=249 | 10% | N=48 | 1% | N=4 | 100% | N=487 |
| Overall opportunities for education, culture, and the arts | 27% | N=133 | 49% | N=242 | 20% | N=99 | 3% | N=17 | 100% | N=491 |
| Residents' connection and engagement with their community | 16% | N=78 | 54% | N=256 | 26% | N=125 | 3% | N=16 | 100% | N=475 |

Table 4: 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 | |
|--|-----------|-------|------|-------|------|------|------|------|------------|------|-------|-------|
| | % | N | % | N | % | N | % | N | % | N | % | N |
| Overall economic health of Bettendorf | 32% | N=159 | 53% | N=265 | 8% | N=40 | 1% | N=7 | 5% | N=27 | 100% | N=497 |
| Overall quality of the transportation system (auto, bicycle, foot, bus) in Bettendorf | 30% | N=148 | 50% | N=253 | 13% | N=67 | 4% | N=19 | 3% | N=14 | 100% | N=500 |
| Overall design or layout of Bettendorf's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.) | 24% | N=110 | 55% | N=253 | 17% | N=80 | 3% | N=14 | 1% | N=3 | 100% | N=460 |
| Overall quality of the utility infrastructure in Bettendorf (water, sewer, storm water, electric/gas) | 30% | N=151 | 51% | N=258 | 14% | N=72 | 1% | N=4 | 3% | N=17 | 100% | N=502 |
| Overall feeling of safety in Bettendorf | 43% | N=215 | 46% | N=232 | 11% | N=53 | 0% | N=1 | 0% | N=0 | 100% | N=501 |

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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 |
| Overall quality of natural environment in Bettendorf | 34% | N=171 | 51% | N=258 | 12% | N=63 | 2% | N=8 | 0% | N=2 | 100% | N=503 |
| Overall quality of parks and recreation opportunities | 45% | N=228 | 40% | N=203 | 13% | N=63 | 1% | N=5 | 1% | N=3 | 100% | N=501 |
| Overall health and wellness opportunities in Bettendorf | 37% | N=187 | 50% | N=249 | 10% | N=48 | 1% | N=4 | 2% | N=12 | 100% | N=500 |
| Overall opportunities for education, culture, and the arts | 27% | N=133 | 48% | N=242 | 20% | N=99 | 3% | N=17 | 2% | N=11 | 100% | N=502 |
| Residents' connection and engagement with their community | 16% | N=78 | 51% | N=256 | 25% | N=125 | 3% | N=16 | 5% | N=28 | 100% | N=503 |

Table 5: 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 | 73% | N=363 | 24% | N=121 | 1% | N=5 | 1% | N=7 | 100% | N=496 |
| Remain in Bettendorf for the next five years | 71% | N=343 | 22% | N=106 | 4% | N=17 | 4% | N=17 | 100% | N=484 |

Table 6: 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 | 73% | N=363 | 24% | N=121 | 1% | N=5 | 1% | N=7 | 1% | N=4 | 100% | N=500 |
| Remain in Bettendorf for the next five years | 69% | N=343 | 21% | N=106 | 4% | N=17 | 3% | N=17 | 3% | N=14 | 100% | N=498 |

Table 7: 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 | 81% | N=410 | 17% | N=85 | 1% | N=7 | 0% | N=1 | 0% | N=0 | 100% | N=503 |
| In Bettendorf's downtown/commercial area during the day | 55% | N=257 | 33% | N=156 | 8% | N=39 | 3% | N=15 | 0% | N=0 | 100% | N=467 |
| From property crime | 37% | N=180 | 47% | N=233 | 10% | N=47 | 6% | N=29 | 1% | N=3 | 100% | N=492 |
| From violent crime | 59% | N=291 | 32% | N=155 | 7% | N=35 | 2% | N=11 | 0% | N=0 | 100% | N=492 |
| From fire, flood, or other natural disaster | 54% | N=269 | 33% | N=165 | 11% | N=55 | 2% | N=11 | 0% | N=1 | 100% | N=501 |

Table 8: 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 | 81% | N=410 | 17% | N=85 | 1% | N=7 | 0% | N=1 | 0% | N=0 | 0% | N=0 | 100% | N=503 |
| In Bettendorf's downtown/commercial area during the day | 51% | N=257 | 31% | N=156 | 8% | N=39 | 3% | N=15 | 0% | N=0 | 7% | N=34 | 100% | N=500 |
| From property crime | 36% | N=180 | 46% | N=233 | 9% | N=47 | 6% | N=29 | 1% | N=3 | 2% | N=10 | 100% | N=502 |
| From violent crime | 58% | N=291 | 31% | N=155 | 7% | N=35 | 2% | N=11 | 0% | N=0 | 2% | N=11 | 100% | N=503 |
| From fire, flood, or other natural disaster | 53% | N=269 | 33% | N=165 | 11% | N=55 | 2% | N=11 | 0% | N=1 | 0% | N=2 | 100% | N=503 |

Table 9: 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 | 28% | N=134 | 54% | N=259 | 15% | N=74 | 3% | N=14 | 100% | N=480 |
| Attracting people from diverse backgrounds | 20% | N=88 | 44% | N=197 | 26% | N=115 | 11% | N=48 | 100% | N=448 |
| Valuing/respecting residents from diverse backgrounds | 22% | N=96 | 50% | N=222 | 22% | N=100 | 6% | N=29 | 100% | N=447 |
| Taking care of vulnerable residents (elderly, disabled, homeless, etc.) | 20% | N=80 | 56% | N=224 | 18% | N=71 | 6% | N=24 | 100% | N=398 |

Table 10: 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 | 27% | N=134 | 51% | N=259 | 15% | N=74 | 3% | N=14 | 5% | N=23 | 100% | N=503 |
| Attracting people from diverse backgrounds | 18% | N=88 | 39% | N=197 | 23% | N=115 | 10% | N=48 | 11% | N=54 | 100% | N=502 |
| Valuing/respecting residents from diverse backgrounds | 19% | N=96 | 45% | N=222 | 20% | N=100 | 6% | N=29 | 10% | N=50 | 100% | N=497 |
| Taking care of vulnerable residents (elderly, disabled, homeless, etc.) | 16% | N=80 | 45% | N=224 | 14% | N=71 | 5% | N=24 | 20% | N=99 | 100% | N=498 |

Table 11: 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 | |
|--|-----------|-------|------|-------|------|-------|------|------|-------|-------|
| | | | | | | | | | | |
| Overall quality of business and service establishments in Bettendorf | 27% | N=135 | 60% | N=294 | 11% | N=55 | 2% | N=8 | 100% | N=492 |
| Variety of business and service establishments in Bettendorf | 20% | N=96 | 50% | N=245 | 27% | N=132 | 4% | N=22 | 100% | N=495 |
| Vibrancy of downtown/commercial area | 8% | N=38 | 30% | N=138 | 42% | N=195 | 21% | N=97 | 100% | N=467 |
| Employment opportunities | 10% | N=40 | 43% | N=169 | 38% | N=149 | 9% | N=36 | 100% | N=394 |
| Shopping opportunities | 11% | N=52 | 38% | N=188 | 39% | N=190 | 12% | N=60 | 100% | N=490 |
| Cost of living in Bettendorf | 10% | N=50 | 41% | N=202 | 38% | N=191 | 11% | N=55 | 100% | N=498 |
| Overall image or reputation of Bettendorf | 44% | N=221 | 45% | N=228 | 9% | N=45 | 1% | N=7 | 100% | N=501 |

Table 12: 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 | |
|--|-----------|-------|------|-------|------|-------|------|------|------------|-------|-------|-------|
| | | | | | | | | | | | | |
| Overall quality of business and service establishments in Bettendorf | 27% | N=135 | 59% | N=294 | 11% | N=55 | 2% | N=8 | 1% | N=6 | 100% | N=499 |
| Variety of business and service establishments in Bettendorf | 19% | N=96 | 49% | N=245 | 26% | N=132 | 4% | N=22 | 1% | N=7 | 100% | N=501 |
| Vibrancy of downtown/commercial area | 8% | N=38 | 28% | N=138 | 39% | N=195 | 19% | N=97 | 7% | N=34 | 100% | N=501 |
| Employment opportunities | 8% | N=40 | 34% | N=169 | 30% | N=149 | 7% | N=36 | 21% | N=106 | 100% | N=501 |
| Shopping opportunities | 10% | N=52 | 38% | N=188 | 38% | N=190 | 12% | N=60 | 2% | N=9 | 100% | N=499 |
| Cost of living in Bettendorf | 10% | N=50 | 40% | N=202 | 38% | N=191 | 11% | N=55 | 0% | N=1 | 100% | N=499 |
| Overall image or reputation of Bettendorf | 44% | N=221 | 45% | N=228 | 9% | N=45 | 1% | N=7 | 0% | N=2 | 100% | N=503 |

Table 13: 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 | |
|--|-----------|-------|------|-------|------|------|------|------|-------|-------|
| | | | | | | | | | | |
| Traffic flow on major streets | 21% | N=104 | 62% | N=308 | 14% | N=70 | 3% | N=14 | 100% | N=497 |
| Ease of public parking | 26% | N=124 | 55% | N=257 | 16% | N=73 | 3% | N=14 | 100% | N=468 |
| Ease of travel by car in Bettendorf | 40% | N=197 | 50% | N=247 | 8% | N=38 | 2% | N=8 | 100% | N=490 |

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| 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 |
| Ease of travel by public transportation in Bettendorf | 17% | N=41 | 46% | N=107 | 21% | N=48 | 16% | N=38 | 100% | N=235 |
| Ease of travel by bicycle in Bettendorf | 37% | N=154 | 47% | N=198 | 14% | N=59 | 3% | N=11 | 100% | N=422 |
| Ease of walking in Bettendorf | 42% | N=203 | 48% | N=231 | 8% | N=41 | 2% | N=10 | 100% | N=485 |
| Well-planned residential growth | 27% | N=121 | 48% | N=215 | 20% | N=91 | 5% | N=22 | 100% | N=448 |
| Well-planned commercial growth | 16% | N=71 | 47% | N=202 | 30% | N=128 | 7% | N=32 | 100% | N=432 |
| Well-designed neighborhoods | 25% | N=120 | 54% | N=254 | 18% | N=84 | 3% | N=15 | 100% | N=473 |
| Public places where people want to spend time | 25% | N=122 | 48% | N=228 | 22% | N=105 | 5% | N=25 | 100% | N=480 |
| Variety of housing options | 20% | N=95 | 48% | N=226 | 23% | N=107 | 9% | N=42 | 100% | N=469 |
| Availability of affordable quality housing | 12% | N=54 | 35% | N=160 | 39% | N=175 | 14% | N=65 | 100% | N=453 |
| Overall quality of new development in Bettendorf | 30% | N=139 | 51% | N=239 | 15% | N=72 | 3% | N=16 | 100% | N=465 |
| Overall appearance of Bettendorf | 40% | N=197 | 48% | N=237 | 11% | N=54 | 2% | N=8 | 100% | N=496 |
| Cleanliness of Bettendorf | 43% | N=215 | 47% | N=235 | 8% | N=39 | 1% | N=6 | 100% | N=495 |
| Water resources (beaches, lakes, ponds, riverways, etc.) | 15% | N=67 | 48% | N=219 | 27% | N=127 | 11% | N=49 | 100% | N=462 |
| Availability of paths and walking trails | 47% | N=228 | 42% | N=204 | 9% | N=44 | 2% | N=9 | 100% | N=485 |
| Fitness opportunities (including exercise classes and paths or trails, etc.) | 39% | N=186 | 49% | N=234 | 11% | N=52 | 1% | N=6 | 100% | N=478 |
| Recreational opportunities | 30% | N=143 | 49% | N=238 | 20% | N=97 | 1% | N=6 | 100% | N=483 |
| Availability of affordable quality food | 27% | N=131 | 53% | N=263 | 18% | N=90 | 2% | N=10 | 100% | N=494 |
| Availability of affordable quality mental health care | 16% | N=46 | 48% | N=139 | 23% | N=67 | 13% | N=36 | 100% | N=288 |
| Opportunities to attend cultural/arts/music activities | 11% | N=51 | 45% | N=201 | 31% | N=141 | 12% | N=56 | 100% | N=449 |
| Community support for the arts | 14% | N=57 | 49% | N=203 | 27% | N=112 | 10% | N=41 | 100% | N=413 |
| Sense of civic/community pride | 23% | N=111 | 55% | N=262 | 18% | N=88 | 3% | N=16 | 100% | N=476 |
| Neighborliness of residents in Bettendorf | 26% | N=129 | 52% | N=253 | 20% | N=98 | 2% | N=10 | 100% | N=490 |
| Opportunities to participate in social events and activities | 19% | N=91 | 50% | N=231 | 26% | N=121 | 5% | N=24 | 100% | N=466 |
| Opportunities to attend special events and festivals | 18% | N=87 | 52% | N=247 | 23% | N=107 | 7% | N=33 | 100% | N=474 |
| Opportunities to volunteer | 22% | N=87 | 52% | N=206 | 21% | N=82 | 5% | N=18 | 100% | N=393 |

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| 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 |
| Opportunities to participate in community matters | 17% | N=71 | 52% | N=210 | 24% | N=99 | 7% | N=27 | 100% | N=407 |
| Openness and acceptance of the community toward people of diverse backgrounds | 13% | N=56 | 52% | N=224 | 25% | N=106 | 10% | N=43 | 100% | N=429 |

Table 14: 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 | 21% | N=104 | 62% | N=308 | 14% | N=70 | 3% | N=14 | 0% | N=1 | 100% | N=498 |
| Ease of public parking | 25% | N=124 | 52% | N=257 | 15% | N=73 | 3% | N=14 | 6% | N=31 | 100% | N=499 |
| Ease of travel by car in Bettendorf | 40% | N=197 | 50% | N=247 | 8% | N=38 | 2% | N=8 | 1% | N=7 | 100% | N=498 |
| Ease of travel by public transportation in Bettendorf | 8% | N=41 | 22% | N=107 | 10% | N=48 | 8% | N=38 | 53% | N=260 | 100% | N=495 |
| Ease of travel by bicycle in Bettendorf | 31% | N=154 | 40% | N=198 | 12% | N=59 | 2% | N=11 | 15% | N=76 | 100% | N=498 |
| Ease of walking in Bettendorf | 41% | N=203 | 47% | N=231 | 8% | N=41 | 2% | N=10 | 2% | N=11 | 100% | N=496 |
| Well-planned residential growth | 24% | N=121 | 43% | N=215 | 18% | N=91 | 4% | N=22 | 10% | N=51 | 100% | N=499 |
| Well-planned commercial growth | 14% | N=71 | 40% | N=202 | 26% | N=128 | 6% | N=32 | 13% | N=66 | 100% | N=498 |
| Well-designed neighborhoods | 24% | N=120 | 51% | N=254 | 17% | N=84 | 3% | N=15 | 5% | N=23 | 100% | N=496 |
| Public places where people want to spend time | 25% | N=122 | 46% | N=228 | 21% | N=105 | 5% | N=25 | 3% | N=16 | 100% | N=496 |
| Variety of housing options | 19% | N=95 | 46% | N=226 | 22% | N=107 | 8% | N=42 | 5% | N=27 | 100% | N=496 |
| Availability of affordable quality housing | 11% | N=54 | 32% | N=160 | 35% | N=175 | 13% | N=65 | 9% | N=43 | 100% | N=496 |
| Overall quality of new development in Bettendorf | 28% | N=139 | 48% | N=239 | 14% | N=72 | 3% | N=16 | 6% | N=31 | 100% | N=496 |
| Overall appearance of Bettendorf | 40% | N=197 | 48% | N=237 | 11% | N=54 | 2% | N=8 | 1% | N=3 | 100% | N=499 |
| Cleanliness of Bettendorf | 43% | N=215 | 47% | N=235 | 8% | N=39 | 1% | N=6 | 0% | N=1 | 100% | N=496 |
| Water resources (beaches, lakes, ponds, riverways, etc.) | 14% | N=67 | 44% | N=219 | 26% | N=127 | 10% | N=49 | 7% | N=33 | 100% | N=495 |
| Availability of paths and walking trails | 46% | N=228 | 41% | N=204 | 9% | N=44 | 2% | N=9 | 3% | N=15 | 100% | N=501 |
| Fitness opportunities (including exercise classes and paths or trails, etc.) | 37% | N=186 | 47% | N=234 | 11% | N=52 | 1% | N=6 | 4% | N=19 | 100% | N=498 |
| Recreational opportunities | 29% | N=143 | 48% | N=238 | 19% | N=97 | 1% | N=6 | 3% | N=15 | 100% | N=499 |

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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 |
| Availability of affordable quality food | 26% | N=131 | 53% | N=263 | 18% | N=90 | 2% | N=10 | 1% | N=3 | 100% | N=497 |
| Availability of affordable quality mental health care | 9% | N=46 | 28% | N=139 | 13% | N=67 | 7% | N=36 | 42% | N=210 | 100% | N=497 |
| Opportunities to attend cultural/arts/music activities | 10% | N=51 | 40% | N=201 | 28% | N=141 | 11% | N=56 | 10% | N=51 | 100% | N=500 |
| Community support for the arts | 11% | N=57 | 41% | N=203 | 22% | N=112 | 8% | N=41 | 17% | N=87 | 100% | N=500 |
| Sense of civic/community pride | 22% | N=111 | 52% | N=262 | 18% | N=88 | 3% | N=16 | 5% | N=23 | 100% | N=499 |
| Neighborliness of residents in Bettendorf | 26% | N=129 | 51% | N=253 | 20% | N=98 | 2% | N=10 | 2% | N=9 | 100% | N=499 |
| Opportunities to participate in social events and activities | 18% | N=91 | 46% | N=231 | 24% | N=121 | 5% | N=24 | 7% | N=32 | 100% | N=498 |
| Opportunities to attend special events and festivals | 18% | N=87 | 49% | N=247 | 21% | N=107 | 7% | N=33 | 5% | N=26 | 100% | N=499 |
| Opportunities to volunteer | 17% | N=87 | 41% | N=206 | 16% | N=82 | 4% | N=18 | 21% | N=107 | 100% | N=500 |
| Opportunities to participate in community matters | 14% | N=71 | 42% | N=210 | 20% | N=99 | 6% | N=27 | 18% | N=89 | 100% | N=496 |
| Openness and acceptance of the community toward people of diverse backgrounds | 11% | N=56 | 45% | N=224 | 21% | N=106 | 9% | N=43 | 14% | N=68 | 100% | N=497 |

Table 15: 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 | 50% | N=247 | 50% | N=252 | 100% | N=499 |
| Contacted Bettendorf elected officials (in-person, phone, email or web) to express your opinion | 84% | N=417 | 16% | N=77 | 100% | N=493 |
| Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.) | 83% | N=407 | 17% | N=86 | 100% | N=493 |
| Watched (online or on television) a local public meeting | 81% | N=404 | 19% | N=92 | 100% | N=496 |
| Volunteered your time to some group/activity in Bettendorf | 66% | N=328 | 34% | N=169 | 100% | N=497 |
| Campaigned or advocated for a local issue, cause or candidate | 83% | N=409 | 17% | N=82 | 100% | N=490 |
| Voted in your most recent local election | 31% | N=157 | 69% | N=342 | 100% | N=499 |
| Used bus, rail, subway, or other public transportation instead of driving | 93% | N=463 | 7% | N=33 | 100% | N=496 |
| Carpooled with other adults or children instead of driving alone | 56% | N=279 | 44% | N=218 | 100% | N=497 |
| Walked or biked instead of driving | 37% | N=183 | 63% | N=317 | 100% | N=500 |

Table 16: 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 | 23% | N=99 | 58% | N=247 | 16% | N=69 | 3% | N=12 | 100% | N=427 |
| Economic development | 21% | N=92 | 56% | N=242 | 22% | N=93 | 1% | N=4 | 100% | N=430 |
| Traffic enforcement | 23% | N=105 | 56% | N=252 | 16% | N=73 | 5% | N=20 | 100% | N=451 |
| Traffic signal timing | 12% | N=59 | 51% | N=246 | 26% | N=125 | 11% | N=53 | 100% | N=483 |
| Street repair | 16% | N=77 | 50% | N=247 | 24% | N=116 | 10% | N=49 | 100% | N=490 |
| Street cleaning | 29% | N=139 | 56% | N=266 | 12% | N=56 | 4% | N=18 | 100% | N=480 |
| Street lighting | 23% | N=114 | 56% | N=277 | 17% | N=83 | 4% | N=18 | 100% | N=492 |
| Snow removal | 43% | N=207 | 45% | N=216 | 9% | N=41 | 3% | N=17 | 100% | N=481 |
| Sidewalk maintenance | 26% | N=125 | 49% | N=230 | 19% | N=88 | 6% | N=28 | 100% | N=471 |
| Bus or transit services | 14% | N=32 | 49% | N=109 | 25% | N=56 | 12% | N=28 | 100% | N=224 |
| Land use, planning, and zoning | 14% | N=52 | 49% | N=189 | 29% | N=111 | 8% | N=30 | 100% | N=382 |
| Code enforcement (weeds, abandoned buildings, etc.) | 15% | N=56 | 48% | N=181 | 24% | N=89 | 14% | N=52 | 100% | N=379 |
| Affordable high-speed internet access | 18% | N=83 | 45% | N=204 | 24% | N=108 | 13% | N=61 | 100% | N=456 |
| Garbage collection | 50% | N=241 | 43% | N=211 | 6% | N=30 | 1% | N=3 | 100% | N=486 |
| Sewer services | 39% | N=181 | 51% | N=235 | 9% | N=43 | 0% | N=1 | 100% | N=460 |
| Storm water management (storm drainage, dams, levees, etc.) | 30% | N=134 | 49% | N=219 | 16% | N=71 | 5% | N=22 | 100% | N=445 |
| Utility billing | 26% | N=122 | 57% | N=272 | 15% | N=73 | 2% | N=9 | 100% | N=476 |
| Police/Sheriff services | 45% | N=201 | 47% | N=212 | 7% | N=31 | 1% | N=5 | 100% | N=448 |
| Crime prevention | 36% | N=166 | 49% | N=224 | 12% | N=54 | 3% | N=12 | 100% | N=456 |
| Animal control | 30% | N=102 | 55% | N=190 | 13% | N=44 | 3% | N=9 | 100% | N=345 |
| Emergency medical services | 46% | N=192 | 44% | N=185 | 9% | N=40 | 1% | N=5 | 100% | N=422 |
| Fire services | 46% | N=193 | 44% | N=187 | 8% | N=33 | 2% | N=6 | 100% | N=420 |
| Fire prevention and education | 36% | N=126 | 47% | N=167 | 15% | N=52 | 2% | N=8 | 100% | N=352 |
| Emergency preparedness (services that prepare the community for natural disasters or other emergency situations) | 30% | N=111 | 49% | N=181 | 16% | N=60 | 4% | N=15 | 100% | N=367 |
| Bettendorf open space | 25% | N=108 | 52% | N=228 | 18% | N=79 | 5% | N=20 | 100% | N=436 |

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| Please rate the quality of each of the following services in Bettendorf. | Excellent | | Good | | Fair | | Poor | | Total | |
|--|-----------|-------|------|-------|------|------|------|------|-------|-------|
| | % | N | % | N | % | N | % | N | % | N |
| Recycling | 48% | N=228 | 39% | N=187 | 9% | N=43 | 4% | N=20 | 100% | N=478 |
| Yard waste pick-up | 46% | N=211 | 41% | N=188 | 10% | N=43 | 3% | N=12 | 100% | N=455 |
| City parks | 42% | N=205 | 48% | N=233 | 8% | N=41 | 1% | N=5 | 100% | N=485 |
| Recreation programs or classes | 29% | N=113 | 51% | N=201 | 16% | N=65 | 4% | N=15 | 100% | N=394 |
| Recreation centers or facilities | 27% | N=117 | 51% | N=225 | 19% | N=84 | 4% | N=16 | 100% | N=441 |
| Public library services | 52% | N=235 | 38% | N=174 | 10% | N=45 | 0% | N=2 | 100% | N=456 |
| Overall customer service by Bettendorf employees (police, receptionists, planners, etc.) | 40% | N=180 | 48% | N=215 | 10% | N=45 | 2% | N=7 | 100% | N=448 |

Table 17: 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 | |
|--|-----------|-------|------|-------|------|-------|------|------|------------|-------|-------|-------|
| | % | N | % | N | % | N | % | N | % | N | % | N |
| Public information services | 20% | N=99 | 51% | N=247 | 14% | N=69 | 3% | N=12 | 12% | N=59 | 100% | N=486 |
| Economic development | 19% | N=92 | 49% | N=242 | 19% | N=93 | 1% | N=4 | 12% | N=61 | 100% | N=492 |
| Traffic enforcement | 22% | N=105 | 52% | N=252 | 15% | N=73 | 4% | N=20 | 7% | N=35 | 100% | N=486 |
| Traffic signal timing | 12% | N=59 | 50% | N=246 | 25% | N=125 | 11% | N=53 | 2% | N=9 | 100% | N=492 |
| Street repair | 16% | N=77 | 50% | N=247 | 23% | N=116 | 10% | N=49 | 1% | N=6 | 100% | N=496 |
| Street cleaning | 28% | N=139 | 54% | N=266 | 11% | N=56 | 4% | N=18 | 3% | N=14 | 100% | N=494 |
| Street lighting | 23% | N=114 | 56% | N=277 | 17% | N=83 | 4% | N=18 | 1% | N=3 | 100% | N=496 |
| Snow removal | 42% | N=207 | 44% | N=216 | 8% | N=41 | 3% | N=17 | 3% | N=14 | 100% | N=495 |
| Sidewalk maintenance | 25% | N=125 | 46% | N=230 | 18% | N=88 | 6% | N=28 | 5% | N=26 | 100% | N=497 |
| Bus or transit services | 6% | N=32 | 22% | N=109 | 11% | N=56 | 6% | N=28 | 55% | N=269 | 100% | N=493 |
| Land use, planning, and zoning | 11% | N=52 | 38% | N=189 | 22% | N=111 | 6% | N=30 | 23% | N=112 | 100% | N=493 |
| Code enforcement (weeds, abandoned buildings, etc.) | 11% | N=56 | 37% | N=181 | 18% | N=89 | 11% | N=52 | 23% | N=112 | 100% | N=491 |
| Affordable high-speed internet access | 17% | N=83 | 41% | N=204 | 22% | N=108 | 12% | N=61 | 7% | N=37 | 100% | N=493 |
| Garbage collection | 49% | N=241 | 43% | N=211 | 6% | N=30 | 1% | N=3 | 2% | N=10 | 100% | N=496 |
| Sewer services | 37% | N=181 | 47% | N=235 | 9% | N=43 | 0% | N=1 | 7% | N=35 | 100% | N=496 |

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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 water management (storm drainage, dams, levees, etc.) | 27% | N=134 | 45% | N=219 | 14% | N=71 | 4% | N=22 | 9% | N=45 | 100% | N=491 |
| Utility billing | 25% | N=122 | 55% | N=272 | 15% | N=73 | 2% | N=9 | 3% | N=15 | 100% | N=491 |
| Police/Sheriff services | 41% | N=201 | 43% | N=212 | 6% | N=31 | 1% | N=5 | 9% | N=46 | 100% | N=494 |
| Crime prevention | 34% | N=166 | 45% | N=224 | 11% | N=54 | 2% | N=12 | 8% | N=40 | 100% | N=496 |
| Animal control | 21% | N=102 | 38% | N=190 | 9% | N=44 | 2% | N=9 | 30% | N=151 | 100% | N=496 |
| Emergency medical services | 39% | N=192 | 37% | N=185 | 8% | N=40 | 1% | N=5 | 15% | N=75 | 100% | N=497 |
| Fire services | 39% | N=193 | 38% | N=187 | 7% | N=33 | 1% | N=6 | 15% | N=75 | 100% | N=495 |
| Fire prevention and education | 26% | N=126 | 34% | N=167 | 11% | N=52 | 2% | N=8 | 28% | N=139 | 100% | N=491 |
| Emergency preparedness (services that prepare the community for natural disasters or other emergency situations) | 22% | N=111 | 37% | N=181 | 12% | N=60 | 3% | N=15 | 26% | N=127 | 100% | N=494 |
| Bettendorf open space | 22% | N=108 | 46% | N=228 | 16% | N=79 | 4% | N=20 | 12% | N=57 | 100% | N=492 |
| Recycling | 46% | N=228 | 38% | N=187 | 9% | N=43 | 4% | N=20 | 3% | N=17 | 100% | N=495 |
| Yard waste pick-up | 43% | N=211 | 38% | N=188 | 9% | N=43 | 2% | N=12 | 8% | N=42 | 100% | N=497 |
| City parks | 41% | N=205 | 47% | N=233 | 8% | N=41 | 1% | N=5 | 2% | N=12 | 100% | N=496 |
| Recreation programs or classes | 23% | N=113 | 40% | N=201 | 13% | N=65 | 3% | N=15 | 21% | N=102 | 100% | N=496 |
| Recreation centers or facilities | 24% | N=117 | 46% | N=225 | 17% | N=84 | 3% | N=16 | 10% | N=49 | 100% | N=490 |
| Public library services | 48% | N=235 | 35% | N=174 | 9% | N=45 | 0% | N=2 | 7% | N=35 | 100% | N=491 |
| Overall customer service by Bettendorf employees (police, receptionists, planners, etc.) | 36% | N=180 | 43% | N=215 | 9% | N=45 | 2% | N=7 | 10% | N=48 | 100% | N=496 |

Table 18: Question 10 without "don't know" responses

| Please rate the following categories of Bettendorf government performance. | Excellent | | Good | | Fair | | Poor | | Total | |
|--|-----------|-------|------|-------|------|------|------|------|-------|-------|
| | | | | | | | | | | |
| The value of services for the taxes paid to Bettendorf | 21% | N=96 | 53% | N=244 | 19% | N=89 | 7% | N=31 | 100% | N=460 |
| The overall direction that Bettendorf is taking | 22% | N=104 | 58% | N=274 | 16% | N=77 | 4% | N=21 | 100% | N=476 |
| The job Bettendorf government does at welcoming resident involvement | 16% | N=65 | 55% | N=218 | 19% | N=73 | 9% | N=37 | 100% | N=392 |
| Overall confidence in Bettendorf government | 20% | N=95 | 59% | N=273 | 14% | N=67 | 7% | N=32 | 100% | N=467 |
| Generally acting in the best interest of the community | 25% | N=118 | 54% | N=258 | 15% | N=71 | 6% | N=26 | 100% | N=473 |

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| Please rate the following categories of Bettendorf government performance. | Excellent | | Good | | Fair | | Poor | | Total | |
|--|-----------|-------|------|-------|------|------|------|------|-------|-------|
| | % | N | % | N | % | N | % | N | % | N |
| Being honest | 27% | N=113 | 48% | N=204 | 18% | N=76 | 8% | N=32 | 100% | N=425 |
| Being open and transparent to the public | 23% | N=100 | 48% | N=208 | 20% | N=85 | 9% | N=37 | 100% | N=431 |
| Informing residents about issues facing the community | 19% | N=87 | 50% | N=226 | 19% | N=85 | 11% | N=50 | 100% | N=448 |
| Treating all residents fairly | 21% | N=88 | 54% | N=220 | 18% | N=73 | 7% | N=29 | 100% | N=409 |
| Treating residents with respect | 26% | N=116 | 56% | N=244 | 13% | N=58 | 5% | N=21 | 100% | N=439 |

Table 19: 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 | 19% | N=96 | 50% | N=244 | 18% | N=89 | 6% | N=31 | 6% | N=31 | 100% | N=491 |
| The overall direction that Bettendorf is taking | 21% | N=104 | 55% | N=274 | 15% | N=77 | 4% | N=21 | 5% | N=23 | 100% | N=499 |
| The job Bettendorf government does at welcoming resident involvement | 13% | N=65 | 44% | N=218 | 15% | N=73 | 8% | N=37 | 21% | N=102 | 100% | N=495 |
| Overall confidence in Bettendorf government | 19% | N=95 | 55% | N=273 | 13% | N=67 | 6% | N=32 | 6% | N=31 | 100% | N=498 |
| Generally acting in the best interest of the community | 24% | N=118 | 52% | N=258 | 14% | N=71 | 5% | N=26 | 5% | N=25 | 100% | N=499 |
| Being honest | 23% | N=113 | 41% | N=204 | 15% | N=76 | 6% | N=32 | 14% | N=72 | 100% | N=497 |
| Being open and transparent to the public | 20% | N=100 | 42% | N=208 | 17% | N=85 | 7% | N=37 | 13% | N=67 | 100% | N=498 |
| Informing residents about issues facing the community | 18% | N=87 | 45% | N=226 | 17% | N=85 | 10% | N=50 | 10% | N=50 | 100% | N=498 |
| Treating all residents fairly | 18% | N=88 | 44% | N=220 | 15% | N=73 | 6% | N=29 | 18% | N=87 | 100% | N=496 |
| Treating residents with respect | 23% | N=116 | 49% | N=244 | 12% | N=58 | 4% | N=21 | 12% | N=58 | 100% | N=498 |

Table 20: 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 | 34% | N=170 | 55% | N=275 | 10% | N=50 | 1% | N=7 | 100% | N=501 |
| The Federal Government | 7% | N=34 | 39% | N=185 | 40% | N=190 | 14% | N=69 | 100% | N=478 |

Table 21: 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 | 34% | N=170 | 55% | N=275 | 10% | N=50 | 1% | N=7 | 1% | N=3 | 100% | N=504 |
| The Federal Government | 7% | N=34 | 37% | N=185 | 38% | N=190 | 14% | N=69 | 4% | N=20 | 100% | N=498 |

Table 22: 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 | 53% | N=268 | 40% | N=204 | 6% | N=31 | 0% | N=1 | 100% | N=504 |
| Overall quality of the transportation system (auto, bicycle, foot, bus) in Bettendorf | 24% | N=120 | 48% | N=243 | 25% | N=126 | 3% | N=13 | 100% | N=503 |
| Overall design or layout of Bettendorf's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.) | 28% | N=142 | 49% | N=248 | 20% | N=100 | 3% | N=13 | 100% | N=504 |
| Overall quality of the utility infrastructure in Bettendorf (water, sewer, storm water, electric/gas) | 46% | N=227 | 44% | N=222 | 9% | N=47 | 1% | N=3 | 100% | N=498 |
| Overall feeling of safety in Bettendorf | 63% | N=317 | 31% | N=153 | 6% | N=30 | 0% | N=1 | 100% | N=501 |
| Overall quality of natural environment in Bettendorf | 36% | N=178 | 48% | N=241 | 15% | N=76 | 1% | N=4 | 100% | N=498 |
| Overall quality of parks and recreation opportunities | 34% | N=174 | 49% | N=248 | 14% | N=72 | 2% | N=10 | 100% | N=504 |
| Overall health and wellness opportunities in Bettendorf | 32% | N=162 | 48% | N=243 | 18% | N=90 | 1% | N=7 | 100% | N=502 |
| Overall opportunities for education, culture and the arts | 35% | N=175 | 44% | N=224 | 19% | N=93 | 2% | N=11 | 100% | N=503 |
| Residents' connection and engagement with their community | 27% | N=136 | 45% | N=227 | 27% | N=133 | 1% | N=5 | 100% | N=502 |

Table 23: 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 | 81% | N=395 | 7% | N=32 | 5% | N=23 | 1% | N=5 | 6% | N=31 | 100% | N=485 |
| Access the internet from your cell phone | 83% | N=401 | 4% | N=22 | 3% | N=14 | 1% | N=4 | 9% | N=43 | 100% | N=484 |
| Visit social media sites such as Facebook, Twitter, WhatsApp, etc. | 64% | N=309 | 10% | N=47 | 7% | N=35 | 1% | N=6 | 18% | N=89 | 100% | N=487 |

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| 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 | |
|---|---------------------|-------|------------|------|--------------------|-------|-----------------|-------|---------------------|-------|-------|-------|
| | | | | | | | | | | | | |
| Use or check email | 79% | N=382 | 9% | N=46 | 4% | N=20 | 1% | N=4 | 7% | N=32 | 100% | N=483 |
| Share your opinions online | 13% | N=60 | 5% | N=26 | 12% | N=58 | 12% | N=58 | 57% | N=270 | 100% | N=472 |
| Shop online | 16% | N=80 | 7% | N=36 | 30% | N=148 | 28% | N=135 | 18% | N=87 | 100% | N=485 |

Table 24: 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 | 81% | N=395 | 7% | N=32 | 5% | N=23 | 1% | N=5 | 6% | N=31 | 0% | N=2 | 100% | N=487 |
| Access the internet from your cell phone | 82% | N=401 | 4% | N=22 | 3% | N=14 | 1% | N=4 | 9% | N=43 | 1% | N=3 | 100% | N=487 |
| Visit social media sites such as Facebook, Twitter, WhatsApp, etc. | 63% | N=309 | 10% | N=47 | 7% | N=35 | 1% | N=6 | 18% | N=89 | 1% | N=3 | 100% | N=490 |
| Use or check email | 78% | N=382 | 9% | N=46 | 4% | N=20 | 1% | N=4 | 7% | N=32 | 1% | N=3 | 100% | N=486 |
| Share your opinions online | 12% | N=60 | 5% | N=26 | 12% | N=58 | 12% | N=58 | 56% | N=270 | 3% | N=14 | 100% | N=486 |
| Shop online | 16% | N=80 | 7% | N=36 | 30% | N=148 | 28% | N=135 | 18% | N=87 | 1% | N=5 | 100% | N=490 |

Table 25: Question D2

| Would you say that in general your health is: | Percent | Number |
|---|---------|--------|
| Excellent | 26% | N=128 |
| Very good | 47% | N=231 |
| Good | 22% | N=109 |
| Fair | 4% | N=18 |
| Poor | 1% | N=5 |
| Total | 100% | N=492 |

Table 26: 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 | 9% | N=44 |
| Somewhat positive | 21% | N=102 |
| Neutral | 44% | N=216 |
| Somewhat negative | 23% | N=111 |
| Very negative | 4% | N=19 |
| Total | 100% | N=492 |

Table 27: Question D4

| How many years have you lived in Bettendorf? | Percent | Number |
|--|---------|--------|
| Less than 2 years | 12% | N=60 |
| 2 to 5 years | 15% | N=72 |
| 6 to 10 years | 17% | N=83 |
| 11 to 20 years | 16% | N=79 |
| More than 20 years | 40% | N=199 |
| Total | 100% | N=493 |

Table 28: Question D5

| Which best describes the building you live in? | Percent | Number |
|--|---------|--------|
| One family house detached from any other houses | 74% | N=361 |
| Building with two or more homes (duplex, townhome, apartment or condominium) | 25% | N=121 |
| Mobile home | 0% | N=2 |
| Other | 1% | N=3 |
| Total | 100% | N=487 |

Table 29: Question D6

| Do you rent or own your home? | Percent | Number |
|-------------------------------|---------|--------|
| Rent | 22% | N=109 |
| Own | 78% | N=383 |
| Total | 100% | N=492 |

Table 30: 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 | 7% | N=35 |
| \$500 to \$999 per month | 30% | N=142 |
| \$1,000 to \$1,499 per month | 20% | N=96 |
| \$1,500 to \$1,999 per month | 18% | N=86 |
| \$2,000 to \$2,499 per month | 10% | N=45 |
| \$2,500 to \$2,999 per month | 5% | N=24 |
| \$3,000 to \$3,499 per month | 4% | N=20 |
| \$3,500 or more per month | 5% | N=25 |
| Total | 100% | N=473 |

Table 31: Question D8

| Do any children 17 or under live in your household? | Percent | Number |
|---|---------|--------|
| No | 62% | N=302 |
| Yes | 38% | N=188 |
| Total | 100% | N=490 |

Table 32: Question D9

| Are you or any other members of your household aged 65 or older? | Percent | Number |
|--|---------|--------|
| No | 66% | N=326 |
| Yes | 34% | N=165 |
| Total | 100% | N=491 |

Table 33: 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 | 10% | N=47 |
| \$25,000 to \$49,999 | 16% | N=73 |
| \$50,000 to \$74,999 | 14% | N=64 |
| \$75,000 to \$99,999 | 17% | N=80 |
| \$100,000 to \$149,999 | 18% | N=83 |
| \$150,000 or more | 25% | N=113 |
| Total | 100% | N=460 |

Table 34: Question D11

| Are you Spanish, Hispanic or Latino? | Percent | Number |
|--|---------|--------|
| No, not Spanish, Hispanic or Latino | 97% | N=463 |
| Yes, I consider myself to be Spanish, Hispanic or Latino | 3% | N=15 |
| Total | 100% | N=478 |

Table 35: 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 | 2% | N=8 |
| Asian, Asian Indian or Pacific Islander | 3% | N=17 |
| Black or African American | 1% | N=3 |
| White | 94% | N=450 |
| Other | 3% | N=12 |

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

Table 36: Question D13

| In which category is your age? | Percent | Number |
|--------------------------------|---------|--------|
| 18 to 24 years | 5% | N=25 |
| 25 to 34 years | 16% | N=79 |
| 35 to 44 years | 19% | N=91 |
| 45 to 54 years | 19% | N=92 |
| 55 to 64 years | 13% | N=62 |
| 65 to 74 years | 18% | N=87 |
| 75 years or older | 11% | N=51 |
| Total | 100% | N=486 |

Table 37: Question D14

| What is your gender? | Percent | Number |
|-------------------------|---------|--------|
| Female | 53% | N=256 |
| Male | 47% | N=228 |
| Identify in another way | 0% | N=0 |
| Total | 100% | N=483 |

Appendix B: Benchmark Comparisons

Comparison Data

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 600 communities whose residents evaluated the same kinds of topics on The National Community 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,” 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. Being rated as “higher” or “lower” than the benchmark means that Bettendorf’s average rating for a particular item was more than 10 points different than the benchmark. If a rating was “much higher” or “much lower,” then Bettendorf’s average rating was more than 20 points different when compared to the benchmark.

| 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 38: Quality of Life

| Quality of Life Items | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark |
|--|------------------|------|-------------------------------------|-------------------------|
| Overall image or reputation of Bettendorf | 90% | 47 | 354 | Higher |
| The overall quality of life in Bettendorf | 93% | 48 | 455 | Higher |
| Bettendorf as a place to live | 96% | 42 | 398 | Higher |
| Recommend living in Bettendorf to someone who asks | 98% | 6 | 295 | Higher |
| Remain in Bettendorf for the next five years | 93% | 16 | 288 | Similar |

Table 39: Governance

| Governance Items | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark |
|--|------------------|------|-------------------------------------|-------------------------|
| Overall confidence in Bettendorf government | 79% | 9 | 279 | Higher |
| The overall direction that Bettendorf is taking | 80% | 16 | 322 | Higher |
| The value of services for the taxes paid to Bettendorf | 74% | 17 | 399 | Higher |
| Generally acting in the best interest of the community | 79% | 7 | 279 | Higher |
| Being honest | 74% | 19 | 270 | Higher |
| Being open and transparent to the public | 72% | 3 | 13 | Higher |
| Informing residents about issues facing the community | 70% | 5 | 13 | Similar |
| The job Bettendorf government does at welcoming resident involvement | 72% | 36 | 325 | Higher |
| Treating all residents fairly | 75% | 27 | 276 | Higher |
| Treating residents with respect | 82% | 3 | 13 | Similar |
| Overall customer service by Bettendorf employees | 88% | 29 | 386 | Higher |
| Public information services | 81% | 55 | 300 | Similar |
| Quality of services provided by the City of Bettendorf | 89% | 36 | 423 | Higher |
| Quality of services provided by the Federal Government | 46% | 46 | 260 | Similar |

Table 40: Economy

| Economy Items | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark |
|--|------------------|------|-------------------------------------|-------------------------|
| Overall economic health of Bettendorf | 90% | 28 | 280 | Higher |
| Economic development | 78% | 16 | 290 | Higher |
| Overall quality of business and service establishments in Bettendorf | 87% | 15 | 281 | Higher |
| Variety of business and service establishments in Bettendorf | 69% | 5 | 12 | Similar |
| Vibrancy of downtown/commercial area | 38% | 173 | 256 | Similar |
| Shopping opportunities | 49% | 182 | 300 | Similar |
| Bettendorf as a place to visit | 61% | 143 | 296 | Similar |
| Bettendorf as a place to work | 76% | 68 | 367 | Higher |
| Employment opportunities | 53% | 94 | 316 | Similar |
| Cost of living in Bettendorf | 51% | 84 | 275 | Similar |
| Economy will have positive impact on income | 30% | 163 | 267 | Similar |
| NOT experiencing housing costs stress | 72% | 106 | 266 | Similar |

Table 41: Mobility

| Mobility Items | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark |
|---|------------------|------|-------------------------------------|-------------------------|
| Overall quality of the transportation system in Bettendorf | 82% | 89 | 283 | Similar |
| Traffic flow on major streets | 83% | 5 | 345 | Much higher |
| Ease of travel by car in Bettendorf | 91% | 7 | 312 | Higher |
| Ease of travel by public transportation in Bettendorf | 63% | 37 | 247 | Higher |
| Ease of travel by bicycle in Bettendorf | 83% | 11 | 311 | Much higher |
| Ease of walking in Bettendorf | 90% | 20 | 312 | Higher |
| Ease of public parking | 81% | 11 | 240 | Higher |
| Bus or transit services | 63% | 78 | 245 | Similar |
| Traffic enforcement | 79% | 46 | 371 | Similar |
| Traffic signal timing | 63% | 56 | 273 | Similar |
| Street repair | 66% | 64 | 382 | Higher |
| Street cleaning | 85% | 20 | 329 | Higher |
| Street lighting | 79% | 27 | 336 | Higher |
| Snow removal | 88% | 8 | 279 | Higher |
| Sidewalk maintenance | 75% | 15 | 321 | Higher |
| Used bus, rail, subway, or other public transportation instead of driving | 7% | 188 | 226 | Lower |

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| Mobility Items | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark |
|--|------------------|------|-------------------------------------|-------------------------|
| Carpooled with other adults or children instead of driving alone | 44% | 111 | 259 | Similar |
| Walked or biked instead of driving | 63% | 89 | 268 | Similar |

Table 42: Community Design

| Community Design Items | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark |
|---|------------------|------|-------------------------------------|-------------------------|
| Overall design or layout of Bettendorf's residential and commercial areas | 79% | 34 | 273 | Higher |
| Overall appearance of Bettendorf | 88% | 55 | 354 | Higher |
| Your neighborhood as a place to live | 89% | 50 | 319 | Similar |
| Overall quality of new development in Bettendorf | 81% | 8 | 298 | Higher |
| Well-planned residential growth | 75% | 2 | 16 | Higher |
| Well-planned commercial growth | 63% | 4 | 16 | Similar |
| Well-designed neighborhoods | 79% | 4 | 17 | Similar |
| Public places where people want to spend time | 73% | 97 | 267 | Similar |
| Variety of housing options | 68% | 59 | 286 | Higher |
| Availability of affordable quality housing | 47% | 86 | 310 | Similar |
| Land use, planning, and zoning | 63% | 41 | 307 | Higher |
| Code enforcement | 63% | 106 | 387 | Similar |

Table 43: Utilities

| Utilities Items | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark |
|---|------------------|------|-------------------------------------|-------------------------|
| Overall quality of the utility infrastructure in Bettendorf | 84% | 5 | 13 | Similar |
| Affordable high-speed internet access | 63% | 4 | 10 | Similar |
| Garbage collection | 93% | 21 | 350 | Similar |
| Sewer services | 90% | 12 | 321 | Higher |
| Storm water management | 79% | 30 | 344 | Higher |
| Utility billing | 83% | 33 | 241 | Similar |

Table 44: Safety

| Safety Items | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark |
|---|------------------|------|-------------------------------------|-------------------------|
| Overall feeling of safety in Bettendorf | 89% | 113 | 366 | Similar |
| Police/Sheriff services | 92% | 63 | 448 | Similar |
| Crime prevention | 86% | 53 | 364 | Higher |

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| Safety Items | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark |
|---|------------------|------|-------------------------------------|-------------------------|
| Animal control | 85% | 10 | 333 | Higher |
| Ambulance or emergency medical services | 89% | 165 | 342 | Similar |
| Fire services | 91% | 198 | 381 | Similar |
| Fire prevention and education | 83% | 85 | 290 | Similar |
| Emergency preparedness | 79% | 22 | 290 | Higher |
| In your neighborhood during the day | 98% | 63 | 363 | Similar |
| In Bettendorf's downtown/commercial area during the day | 88% | 182 | 328 | Similar |
| From property crime | 84% | 5 | 28 | Similar |
| From violent crime | 91% | 7 | 28 | Similar |
| From fire, flood, or other natural disaster | 87% | 3 | 13 | Similar |

Table 45: Natural Environment

| Natural Environment Items | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark |
|--|------------------|------|-------------------------------------|-------------------------|
| Overall quality of natural environment in Bettendorf | 86% | 95 | 283 | Similar |
| Cleanliness of Bettendorf | 91% | 40 | 303 | Higher |
| Water resources | 62% | 8 | 10 | Similar |
| Bettendorf open space | 77% | 36 | 247 | Similar |
| Recycling | 87% | 41 | 354 | Higher |
| Yard waste pick-up | 88% | 22 | 272 | Higher |

Table 46: Parks and Recreation

| Parks and Recreation Items | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark |
|---|------------------|------|-------------------------------------|-------------------------|
| Overall quality of parks and recreation opportunities | 86% | 5 | 13 | Similar |
| Availability of paths and walking trails | 89% | 19 | 325 | Higher |
| City parks | 91% | 71 | 326 | Similar |
| Recreational opportunities | 79% | 68 | 302 | Similar |
| Recreation programs or classes | 80% | 84 | 333 | Similar |
| Recreation centers or facilities | 77% | 82 | 289 | Similar |
| Fitness opportunities | 88% | 23 | 265 | Higher |

Table 47: Health and Wellness

| Health and Wellness Items | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark |
|---|------------------|------|-------------------------------------|-------------------------|
| Overall health and wellness opportunities in Bettendorf | 89% | 21 | 275 | Higher |
| Availability of affordable quality mental health care | 64% | 35 | 245 | Higher |
| Availability of affordable quality food | 80% | 29 | 254 | Similar |
| In very good to excellent health | 73% | 42 | 260 | Similar |

Table 48: Education, Arts, and Culture

| Education, Arts, and Culture Items | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark |
|--|------------------|------|-------------------------------------|-------------------------|
| Overall opportunities for education, culture, and the arts | 76% | 100 | 276 | Similar |
| Opportunities to attend cultural/arts/music activities | 56% | 185 | 298 | Similar |
| Opportunities to attend special events and festivals | 70% | 147 | 292 | Similar |
| Community support for the arts | 63% | 7 | 13 | Similar |
| Public library services | 90% | 59 | 337 | Similar |

Table 49: Inclusivity and Engagement

| Inclusivity and Engagement Items | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark |
|---|------------------|------|-------------------------------------|-------------------------|
| Residents' connection and engagement with their community | 70% | 6 | 13 | Similar |
| Sense of community | 77% | 42 | 312 | Higher |
| Sense of civic/community pride | 78% | 4 | 13 | Similar |
| Neighborliness of Bettendorf | 78% | 17 | 267 | Higher |
| Bettendorf as a place to raise children | 93% | 41 | 386 | Higher |
| Bettendorf as a place to retire | 77% | 59 | 366 | Higher |
| Openness and acceptance of the community toward people of diverse backgrounds | 65% | 150 | 301 | Similar |
| Making all residents feel welcome | 82% | 4 | 13 | Similar |
| Attracting people from diverse backgrounds | 64% | 5 | 13 | Similar |
| Valuing/respecting residents from diverse backgrounds | 71% | 7 | 13 | Similar |
| Taking care of vulnerable residents | 76% | 3 | 13 | Similar |
| Opportunities to participate in social events and activities | 69% | 88 | 272 | Similar |
| Opportunities to volunteer | 74% | 114 | 274 | Similar |

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| Inclusivity and Engagement Items | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark |
|---|------------------|------|-------------------------------------|-------------------------|
| Opportunities to participate in community matters | 69% | 117 | 284 | Similar |

Table 50: Participation

| Participation Items | Percent positive | Rank | Number of communities in comparison | Comparison to benchmark |
|--|------------------|------|-------------------------------------|-------------------------|
| Contacted Bettendorf for help or information | 50% | 86 | 339 | Similar |
| Contacted Bettendorf elected officials to express your opinion | 16% | 168 | 265 | Similar |
| Attended a local public meeting | 17% | 188 | 272 | Similar |
| Watched (online or on television) a local public meeting | 19% | 162 | 242 | Similar |
| Volunteered your time to some group/activity in Bettendorf | 34% | 158 | 274 | Similar |
| Campaigned or advocated for an issue, cause or candidate | 17% | 199 | 251 | Similar |
| Voted in your most recent local election | 69% | 5 | 13 | Similar |
| Access the internet from your home using a computer, laptop or tablet computer | 93% | 6 | 13 | Similar |
| Access the internet from your cell phone | 90% | 8 | 13 | Similar |
| Visit social media sites such as Facebook, Twitter, WhatsApp, etc. | 80% | 5 | 13 | Similar |
| Use or check email | 93% | 10 | 13 | Similar |
| Share your opinions online | 30% | 8 | 13 | Similar |
| Shop online | 54% | 3 | 13 | Similar |

Table 51: Focus Areas

| Importance Items | Percent essential or very important | Rank | Number of communities in comparison | Comparison to benchmark |
|---|-------------------------------------|------|-------------------------------------|-------------------------|
| Overall economic health of Bettendorf | 94% | 25 | 253 | Similar |
| Overall quality of the transportation system in Bettendorf | 72% | 213 | 253 | Lower |
| Overall design or layout of Bettendorf's residential and commercial areas | 77% | 156 | 253 | Similar |
| Overall quality of the utility infrastructure in Bettendorf | 90% | 6 | 13 | Similar |
| Overall feeling of safety in Bettendorf | 94% | 57 | 253 | Similar |
| Overall quality of natural environment in Bettendorf | 84% | 115 | 253 | Similar |
| Overall quality of parks and recreation opportunities | 84% | 5 | 13 | Similar |

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| Importance Items | Percent essential or very important | Rank | Number of communities in comparison | Comparison to benchmark |
|--|-------------------------------------|------|-------------------------------------|-------------------------|
| Overall health and wellness opportunities in Bettendorf | 81% | 67 | 252 | Similar |
| Overall opportunities for education, culture, and the arts | 79% | 143 | 253 | Similar |
| Residents' connection and engagement with their community | 72% | 211 | 253 | 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 American Community Survey (ACS) 2017 5-year estimates.

| | | | |
|---------------------------------|---------|---------------------------------|---------|
| Adams County, CO..... | 487,850 | Boulder city, CO..... | 106,271 |
| Airway Heights city, WA..... | 8,017 | Bowling Green city, KY..... | 64,302 |
| Albany city, OR..... | 52,007 | Bozeman city, MT..... | 43,132 |
| Albemarle County, VA..... | 105,105 | Brentwood city, TN..... | 41,524 |
| Albert Lea city, MN..... | 17,716 | Brighton city, CO..... | 38,016 |
| Alexandria city, VA..... | 154,710 | Brookline CDP, MA..... | 59,246 |
| Allegan County, MI..... | 114,145 | Brooklyn Center city, MN..... | 30,885 |
| American Canyon city, CA..... | 20,341 | Brooklyn city, OH..... | 10,891 |
| Ames city, IA..... | 65,005 | Broomfield city, CO..... | 64,283 |
| Ankeny city, IA..... | 56,237 | Brownsburg town, IN..... | 24,625 |
| Ann Arbor city, MI..... | 119,303 | Buffalo Grove village, IL..... | 41,551 |
| Apache Junction city, AZ..... | 38,452 | Burlingame city, CA..... | 30,401 |
| Arapahoe County, CO..... | 626,612 | Cabarrus County, NC..... | 196,716 |
| Arlington city, TX..... | 388,225 | Cambridge city, MA..... | 110,893 |
| Arvada city, CO..... | 115,320 | Canandaigua city, NY..... | 10,402 |
| Asheville city, NC..... | 89,318 | Cannon Beach city, OR..... | 1,517 |
| Ashland city, OR..... | 20,733 | Cañon City city, CO..... | 16,298 |
| Ashland town, MA..... | 17,478 | Canton city, SD..... | 3,352 |
| Ashland town, VA..... | 7,554 | Cape Coral city, FL..... | 173,679 |
| Aspen city, CO..... | 7,097 | Carlsbad city, CA..... | 113,147 |
| Athens-Clarke County, GA..... | 122,292 | Carroll city, IA..... | 9,937 |
| Auburn city, AL..... | 61,462 | Cartersville city, GA..... | 20,235 |
| Augusta CCD, GA..... | 136,103 | Cary town, NC..... | 159,715 |
| Aurora city, CO..... | 357,323 | Castle Rock town, CO..... | 57,274 |
| Austin city, TX..... | 916,906 | Cedar Hill city, TX..... | 48,149 |
| Avon town, CO..... | 6,503 | Cedar Park city, TX..... | 70,010 |
| Avon town, IN..... | 16,479 | Cedar Rapids city, IA..... | 130,330 |
| Avondale city, AZ..... | 81,590 | Celina city, TX..... | 7,910 |
| Azusa city, CA..... | 49,029 | Centennial city, CO..... | 108,448 |
| Bainbridge Island city, WA..... | 23,689 | Chandler city, AZ..... | 245,160 |
| Baltimore city, MD..... | 619,796 | Chandler city, TX..... | 2,896 |
| Baltimore County, MD..... | 828,637 | Chanhassen city, MN..... | 25,108 |
| Battle Creek city, MI..... | 51,505 | Chapel Hill town, NC..... | 59,234 |
| Bay Village city, OH..... | 15,426 | Chardon city, OH..... | 5,166 |
| Baytown city, TX..... | 76,205 | Charles County, MD..... | 156,021 |
| Beaumont city, CA..... | 43,641 | Charlotte County, FL..... | 173,236 |
| Bedford city, TX..... | 49,082 | Charlottesville city, VA..... | 46,487 |
| Bedford town, MA..... | 14,105 | Chattanooga city, TN..... | 176,291 |
| Bellevue city, WA..... | 139,014 | Chautauqua town, NY..... | 4,362 |
| Bellingham city, WA..... | 85,388 | Chesterfield County, VA..... | 335,594 |
| Bend city, OR..... | 87,167 | Clackamas County, OR..... | 399,962 |
| Bethlehem township, PA..... | 23,800 | Clayton city, MO..... | 16,214 |
| Bettendorf city, IA..... | 35,293 | Clearwater city, FL..... | 112,794 |
| Billings city, MT..... | 109,082 | Cleveland Heights city, OH..... | 45,024 |
| Bloomington city, IN..... | 83,636 | Clinton city, SC..... | 8,538 |
| Bloomington city, MN..... | 85,417 | Clive city, IA..... | 17,134 |
| Boise City city, ID..... | 220,859 | Clovis city, CA..... | 104,411 |
| Bonner Springs city, KS..... | 7,644 | College Park city, MD..... | 32,186 |

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| | | | |
|---|-----------|---------------------------------|---------|
| College Station city, TX..... | 107,445 | Escambia County, FL..... | 309,924 |
| Colleyville city, TX..... | 25,557 | Estes Park town, CO..... | 6,248 |
| Collinsville city, IL..... | 24,767 | Euclid city, OH..... | 47,698 |
| Columbia city, MO..... | 118,620 | Fairview town, TX..... | 8,473 |
| Columbia city, SC..... | 132,236 | Farmers Branch city, TX..... | 33,808 |
| Columbia Falls city, MT..... | 5,054 | Farmersville city, TX..... | 3,440 |
| Commerce City city, CO..... | 52,905 | Farmington Hills city, MI..... | 81,235 |
| Concord city, CA..... | 128,160 | Farmington town, CT..... | 25,596 |
| Concord town, MA..... | 19,357 | Fate city, TX..... | 10,339 |
| Conshohocken borough, PA..... | 7,985 | Fayetteville city, GA..... | 17,069 |
| Coolidge city, AZ..... | 12,221 | Fayetteville city, NC..... | 210,324 |
| Coon Rapids city, MN..... | 62,342 | Ferguson township, PA..... | 18,837 |
| Coral Springs city, FL..... | 130,110 | Fernandina Beach city, FL..... | 11,957 |
| Coronado city, CA..... | 24,053 | Flower Mound town, TX..... | 71,575 |
| Corvallis city, OR..... | 56,224 | Forest Grove city, OR..... | 23,554 |
| Cottonwood Heights city, UT..... | 34,214 | Fort Collins city, CO..... | 159,150 |
| Coventry Lake CDP, CT..... | 2,932 | Franklin city, TN..... | 72,990 |
| Coventry town, CT..... | 12,458 | Frederick town, CO..... | 11,397 |
| Creve Coeur city, MO..... | 18,259 | Fremont city, CA..... | 230,964 |
| Cupertino city, CA..... | 60,687 | Frisco town, CO..... | 2,977 |
| Dacono city, CO..... | 4,929 | Fruita city, CO..... | 13,039 |
| Dakota County, MN..... | 414,655 | Gahanna city, OH..... | 34,691 |
| Dallas city, OR..... | 15,413 | Gaithersburg city, MD..... | 67,417 |
| Dallas city, TX..... | 1,300,122 | Galveston city, TX..... | 49,706 |
| Danvers town, MA..... | 27,527 | Gardner city, KS..... | 21,059 |
| Danville city, KY..... | 16,657 | Germantown city, TN..... | 39,230 |
| Darien city, IL..... | 22,206 | Gilbert town, AZ..... | 232,176 |
| Davenport city, FL..... | 3,665 | Gillette city, WY..... | 31,783 |
| Davidson town, NC..... | 12,325 | Glen Ellyn village, IL..... | 27,983 |
| Dayton city, OH..... | 140,939 | Glendora city, CA..... | 51,891 |
| Dayton town, WY..... | 815 | Glenview village, IL..... | 47,066 |
| Dearborn city, MI..... | 95,295 | Golden city, CO..... | 20,365 |
| Decatur city, GA..... | 22,022 | Golden Valley city, MN..... | 21,208 |
| Del Mar city, CA..... | 4,338 | Goodyear city, AZ..... | 74,953 |
| DeLand city, FL..... | 30,315 | Grafton village, WI..... | 11,576 |
| Delaware city, OH..... | 38,193 | Grand Blanc city, MI..... | 7,964 |
| Denison city, TX..... | 23,342 | Grand Rapids city, MI..... | 195,355 |
| Denton city, TX..... | 131,097 | Grants Pass city, OR..... | 36,687 |
| Denver city, CO..... | 678,467 | Grass Valley city, CA..... | 12,893 |
| Des Moines city, IA..... | 214,778 | Greeley city, CO..... | 100,760 |
| Des Peres city, MO..... | 8,536 | Greenville city, NC..... | 90,347 |
| Destin city, FL..... | 13,421 | Greenwich town, CT..... | 62,782 |
| Dothan city, AL..... | 67,784 | Greenwood Village city, CO..... | 15,397 |
| Dover city, NH..... | 30,901 | Greer city, SC..... | 28,587 |
| Dublin city, CA..... | 57,022 | Gunnison County, CO..... | 16,215 |
| Dublin city, OH..... | 44,442 | Haltom City city, TX..... | 44,059 |
| Duluth city, MN..... | 86,066 | Hamilton city, OH..... | 62,216 |
| Durham city, NC..... | 257,232 | Hamilton town, MA..... | 7,991 |
| Durham County, NC..... | 300,865 | Hampton city, VA..... | 136,255 |
| Dyer town, IN..... | 16,077 | Hanover County, VA..... | 103,218 |
| Eagan city, MN..... | 66,102 | Harrisburg city, SD..... | 5,429 |
| Eagle Mountain city, UT..... | 27,773 | Harrisonburg city, VA..... | 53,064 |
| Eau Claire city, WI..... | 67,945 | Harrisonville city, MO..... | 10,025 |
| Eden Prairie city, MN..... | 63,660 | Hastings city, MN..... | 22,620 |
| Eden town, VT..... | 1,254 | Henderson city, NV..... | 284,817 |
| Edgewater city, CO..... | 5,299 | Herndon town, VA..... | 24,545 |
| Edina city, MN..... | 50,603 | High Point city, NC..... | 109,849 |
| Edmond city, OK..... | 89,769 | Highland Park city, IL..... | 29,796 |
| Edmonds city, WA..... | 41,309 | Highlands Ranch CDP, CO..... | 105,264 |
| El Cerrito city, CA..... | 24,982 | Homer Glen village, IL..... | 24,403 |
| El Paso de Robles (Paso Robles) city, CA..... | 31,409 | Honolulu County, HI..... | 990,060 |
| Elgin city, IL..... | 112,628 | Hoquiam city, WA..... | 8,416 |
| Elk Grove city, CA..... | 166,228 | Horry County, SC..... | 310,186 |
| Elmhurst city, IL..... | 46,139 | Hudson town, CO..... | 1,709 |
| Englewood city, CO..... | 33,155 | Huntley village, IL..... | 26,265 |
| Erie town, CO..... | 22,019 | Huntsville city, TX..... | 40,727 |

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| Hutchinson city, MN | 13,836 | Lower Merion township, PA..... | 58,500 |
| Hutto city, TX..... | 22,644 | Lynchburg city, VA..... | 79,237 |
| Hyattsville city, MD | 18,225 | Lynnwood city, WA..... | 37,242 |
| Independence city, MO..... | 117,369 | Manassas city, VA..... | 41,379 |
| Indio city, CA..... | 86,867 | Manhattan Beach city, CA | 35,698 |
| Iowa City city, IA | 73,415 | Manhattan city, KS | 55,427 |
| Irving city, TX..... | 235,648 | Mankato city, MN | 41,241 |
| Issaquah city, WA | 35,629 | Maple Grove city, MN..... | 68,362 |
| Jackson city, MO | 14,690 | Maplewood city, MN..... | 40,127 |
| Jackson County, MI..... | 158,989 | Maricopa County, AZ..... | 4,155,501 |
| James City County, VA | 73,028 | Marin County, CA..... | 260,814 |
| Jefferson County, NY | 116,567 | Marion city, IA..... | 38,014 |
| Jefferson Parish, LA | 437,038 | Mariposa County, CA | 17,658 |
| Jerome city, ID | 11,306 | Marshfield city, WI..... | 18,326 |
| Johnson City city, TN | 65,598 | Martinez city, CA..... | 37,902 |
| Johnston city, IA..... | 20,172 | Marysville city, WA..... | 66,178 |
| Jupiter town, FL | 62,373 | Mauai County, HI..... | 164,094 |
| Kalamazoo city, MI..... | 75,833 | McKinney city, TX | 164,760 |
| Kansas City city, KS..... | 151,042 | McMinnville city, OR | 33,211 |
| Kansas City city, MO | 476,974 | Mecklenburg County, NC..... | 1,034,290 |
| Keizer city, OR..... | 37,910 | Menlo Park city, CA | 33,661 |
| Kent city, WA | 126,561 | Menomonee Falls village, WI | 36,411 |
| Kerrville city, TX..... | 22,931 | Mercer Island city, WA | 24,768 |
| Key West city, FL | 25,316 | Meridian charter township, MI..... | 41,903 |
| King City city, CA..... | 13,721 | Meridian city, ID | 91,917 |
| Kingman city, AZ..... | 28,855 | Merriam city, KS..... | 11,259 |
| Kirkland city, WA..... | 86,772 | Mesa city, AZ | 479,317 |
| Kirkwood city, MO | 27,659 | Mesquite city, TX..... | 144,118 |
| Knoxville city, IA | 7,202 | Miami Beach city, FL | 92,187 |
| La Mesa city, CA..... | 59,479 | Miami city, FL..... | 443,007 |
| La Plata town, MD..... | 9,160 | Middleton city, WI..... | 18,951 |
| La Vista city, NE | 17,062 | Middletown town, RI | 16,100 |
| Laguna Niguel city, CA | 65,429 | Midland city, MI | 41,958 |
| Lake Forest city, IL | 18,931 | Milford city, DE | 10,645 |
| Lake in the Hills village, IL | 28,908 | Milton city, GA | 37,556 |
| Lake Zurich village, IL | 19,983 | Minneapolis city, MN | 411,452 |
| Lakeville city, MN..... | 61,056 | Minnetrista city, MN..... | 7,187 |
| Lakewood city, CO | 151,411 | Missoula County, MT..... | 114,231 |
| Lakewood city, WA..... | 59,102 | Missouri City city, TX..... | 72,688 |
| Lancaster County, SC..... | 86,544 | Moline city, IL..... | 42,644 |
| Lansing city, MI | 115,222 | Monroe city, MI..... | 20,128 |
| Laramie city, WY..... | 32,104 | Montgomery city, MN | 2,921 |
| Larimer County, CO | 330,976 | Montgomery County, MD..... | 1,039,198 |
| Las Cruces city, NM | 101,014 | Monticello city, UT | 2,599 |
| Las Vegas city, NM..... | 13,445 | Montrose city, CO | 18,918 |
| Lawrence city, KS..... | 93,954 | Moraga town, CA | 17,231 |
| Lawrenceville city, GA..... | 29,287 | Morristown city, TN..... | 29,446 |
| Lehi city, UT..... | 58,351 | Morrisville town, NC..... | 23,873 |
| Lenexa city, KS | 52,030 | Morro Bay city, CA..... | 10,568 |
| Lewisville city, TX | 103,638 | Moscow city, ID | 24,833 |
| Lewisville town, NC | 13,516 | Mountlake Terrace city, WA | 20,922 |
| Libertyville village, IL | 20,504 | Murphy city, TX | 20,361 |
| Lincolnwood village, IL..... | 12,637 | Naperville city, IL..... | 146,431 |
| Lindsborg city, KS..... | 3,313 | Napoleon city, OH..... | 8,646 |
| Little Chute village, WI..... | 11,006 | Nederland city, TX | 17,284 |
| Littleton city, CO | 45,848 | Needham CDP, MA..... | 30,429 |
| Livermore city, CA..... | 88,232 | Nevada City city, CA..... | 3,112 |
| Lombard village, IL | 43,776 | Nevada County, CA | 98,838 |
| Lone Tree city, CO | 13,430 | New Braunfels city, TX | 70,317 |
| Long Grove village, IL | 7,980 | New Brighton city, MN..... | 22,440 |
| Longmont city, CO..... | 91,730 | New Concord village, OH..... | 2,561 |
| Lonsdale city, MN | 3,850 | New Hope city, MN | 20,909 |
| Los Alamos County, NM | 18,031 | New Orleans city, LA | 388,182 |
| Los Altos Hills town, CA..... | 8,490 | New Ulm city, MN..... | 13,249 |
| Loudoun County, VA | 374,558 | Newport city, RI | 24,745 |
| Louisville city, CO | 20,319 | Newport News city, VA..... | 180,775 |

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| Newton city, IA | 15,085 | Raymore city, MO | 20,358 |
| Niles village, IL | 29,823 | Redmond city, OR | 28,492 |
| Noblesville city, IN | 59,807 | Redmond city, WA | 60,712 |
| Norcross city, GA | 16,474 | Redwood City city, CA | 84,368 |
| Norfolk city, NE | 24,352 | Reno city, NV | 239,732 |
| Norfolk city, VA | 245,752 | Richfield city, MN | 35,993 |
| North Mankato city, MN | 13,583 | Richland city, WA | 53,991 |
| North Port city, FL | 62,542 | Richmond city, CA | 108,853 |
| North Yarmouth town, ME | 3,714 | Richmond Heights city, MO | 8,466 |
| Northglenn city, CO | 38,473 | Rio Rancho city, NM | 93,317 |
| Novato city, CA | 55,378 | River Falls city, WI | 15,256 |
| Novi city, MI | 58,835 | Riverside city, CA | 321,570 |
| O'Fallon city, IL | 29,095 | Roanoke city, VA | 99,572 |
| Oak Park village, IL | 52,229 | Roanoke County, VA | 93,419 |
| Oakley city, CA | 39,950 | Rochester city, NY | 209,463 |
| Oklahoma City city, OK | 629,191 | Rock Hill city, SC | 70,764 |
| Olmsted County, MN | 151,685 | Rockville city, MD | 66,420 |
| Olympia city, WA | 49,928 | Roeland Park city, KS | 6,810 |
| Orange village, OH | 3,280 | Rohnert Park city, CA | 42,305 |
| Orland Park village, IL | 59,161 | Rolla city, MO | 20,013 |
| Orleans Parish, LA | 388,182 | Rosemount city, MN | 23,474 |
| Oshkosh city, WI | 66,649 | Rosenberg city, TX | 35,867 |
| Oswego village, IL | 33,759 | Roseville city, MN | 35,624 |
| Ottawa County, MI | 280,243 | Round Rock city, TX | 116,369 |
| Overland Park city, KS | 186,147 | Royal Palm Beach village, FL | 37,665 |
| Paducah city, KY | 24,879 | Sacramento city, CA | 489,650 |
| Palm Beach Gardens city, FL | 53,119 | Sahuarita town, AZ | 28,257 |
| Palm Coast city, FL | 82,356 | Sammamish city, WA | 62,877 |
| Palo Alto city, CA | 67,082 | San Carlos city, CA | 29,954 |
| Palos Verdes Estates city, CA | 13,591 | San Diego city, CA | 1,390,966 |
| Papillion city, NE | 19,478 | San Francisco city, CA | 864,263 |
| Paradise Valley town, AZ | 13,961 | San Jose city, CA | 1,023,031 |
| Park City city, UT | 8,167 | San Marcos city, CA | 93,493 |
| Parker town, CO | 51,125 | San Marcos city, TX | 59,935 |
| Parkland city, FL | 28,901 | Sangamon County, IL | 198,134 |
| Pasco city, WA | 70,607 | Santa Fe city, NM | 82,980 |
| Pasco County, FL | 498,136 | Santa Fe County, NM | 147,514 |
| Payette city, ID | 7,366 | Sarasota County, FL | 404,839 |
| Pearland city, TX | 113,693 | Savage city, MN | 30,011 |
| Peoria city, IL | 115,424 | Schaumburg village, IL | 74,427 |
| Pflugerville city, TX | 58,013 | Schertz city, TX | 38,199 |
| Philadelphia city, PA | 1,569,657 | Scott County, MN | 141,463 |
| Pinehurst village, NC | 15,580 | Scottsdale city, AZ | 239,283 |
| Piqua city, OH | 20,793 | Sedona city, AZ | 10,246 |
| Pitkin County, CO | 17,747 | Sevierville city, TN | 16,387 |
| Plano city, TX | 281,566 | Shakopee city, MN | 40,024 |
| Platte City city, MO | 4,867 | Sharonville city, OH | 13,974 |
| Pleasant Hill city, IA | 9,608 | Shawnee city, KS | 64,840 |
| Pleasanton city, CA | 79,341 | Shawnee city, OK | 30,974 |
| Plymouth city, MN | 76,258 | Sherborn town, MA | 4,302 |
| Polk County, IA | 467,235 | Shoreline city, WA | 55,431 |
| Pompano Beach city, FL | 107,542 | Shoreview city, MN | 26,432 |
| Port Orange city, FL | 60,315 | Shorewood village, IL | 16,809 |
| Port St. Lucie city, FL | 178,778 | Sierra Vista city, AZ | 43,585 |
| Portland city, OR | 630,331 | Silverton city, OR | 9,757 |
| Powell city, OH | 12,658 | Sioux Falls city, SD | 170,401 |
| Powhatan County, VA | 28,364 | Skokie village, IL | 64,773 |
| Prairie Village city, KS | 21,932 | Snoqualmie city, WA | 12,944 |
| Prince William County, VA | 450,763 | Snowmass Village town, CO | 2,827 |
| Prior Lake city, MN | 25,452 | Somerset town, MA | 18,257 |
| Pueblo city, CO | 109,122 | South Jordan city, UT | 65,523 |
| Purcellville town, VA | 9,217 | Southlake city, TX | 30,090 |
| Queen Creek town, AZ | 33,298 | Spearfish city, SD | 11,300 |
| Raleigh city, NC | 449,477 | Springfield city, MO | 165,785 |
| Ramsey city, MN | 25,853 | Springville city, UT | 32,319 |
| Raymond town, ME | 4,497 | St. Augustine city, FL | 13,952 |

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| St. Charles city, IL..... | 32,730 | Woodbury city, MN..... | 67,648 |
| St. Cloud city, MN..... | 67,093 | Woodinville city, WA..... | 11,675 |
| St. Joseph city, MO..... | 76,819 | Wyandotte County, KS..... | 163,227 |
| St. Louis County, MN..... | 200,294 | Wyoming city, MI..... | 75,124 |
| St. Lucie County, FL..... | 298,763 | Yakima city, WA..... | 93,182 |
| State College borough, PA..... | 42,224 | York County, VA..... | 67,196 |
| Steamboat Springs city, CO..... | 12,520 | Yorktown town, IN..... | 11,200 |
| Sugar Land city, TX..... | 86,886 | Yorkville city, IL..... | 18,691 |
| Suisun City city, CA..... | 29,280 | Yountville city, CA..... | 2,978 |
| Summit County, UT..... | 39,731 | | |
| Sunnyvale city, CA..... | 151,565 | | |
| Surprise city, AZ..... | 129,534 | | |
| Suwanee city, GA..... | 18,655 | | |
| Tacoma city, WA..... | 207,280 | | |
| Takoma Park city, MD..... | 17,643 | | |
| Temecula city, CA..... | 110,722 | | |
| Tempe city, AZ..... | 178,339 | | |
| Temple city, TX..... | 71,795 | | |
| Texarkana city, TX..... | 37,222 | | |
| The Woodlands CDP, TX..... | 109,608 | | |
| Thousand Oaks city, CA..... | 128,909 | | |
| Tigard city, OR..... | 51,355 | | |
| Tinley Park village, IL..... | 57,107 | | |
| Tracy city, CA..... | 87,613 | | |
| Trinidad CCD, CO..... | 10,819 | | |
| Tualatin city, OR..... | 27,135 | | |
| Tulsa city, OK..... | 401,352 | | |
| Tustin city, CA..... | 80,007 | | |
| Twin Falls city, ID..... | 47,340 | | |
| Unalaska city, AK..... | 4,809 | | |
| University Heights city, OH..... | 13,201 | | |
| University Park city, TX..... | 24,692 | | |
| Urbandale city, IA..... | 42,222 | | |
| Vail town, CO..... | 5,425 | | |
| Ventura CCD, CA..... | 115,218 | | |
| Vernon Hills village, IL..... | 26,084 | | |
| Vestavia Hills city, AL..... | 34,003 | | |
| Victoria city, MN..... | 8,679 | | |
| Vienna town, VA..... | 16,474 | | |
| Virginia Beach city, VA..... | 450,057 | | |
| Walnut Creek city, CA..... | 68,516 | | |
| Warrensburg city, MO..... | 19,890 | | |
| Washington County, MN..... | 250,979 | | |
| Washoe County, NV..... | 445,551 | | |
| Washougal city, WA..... | 15,241 | | |
| Wauwatosa city, WI..... | 47,687 | | |
| Wentzville city, MO..... | 35,768 | | |
| West Carrollton city, OH..... | 12,963 | | |
| West Chester township, OH..... | 62,804 | | |
| West Des Moines city, IA..... | 62,999 | | |
| Western Springs village, IL..... | 13,187 | | |
| Westerville city, OH..... | 38,604 | | |
| Westlake town, TX..... | 1,006 | | |
| Westminster city, CO..... | 111,895 | | |
| Westminster city, MD..... | 18,557 | | |
| Wheat Ridge city, CO..... | 31,162 | | |
| White House city, TN..... | 11,107 | | |
| Wichita city, KS..... | 389,054 | | |
| Williamsburg city, VA..... | 14,817 | | |
| Willowbrook village, IL..... | 8,598 | | |
| Wilmington city, NC..... | 115,261 | | |
| Wilsonville city, OR..... | 22,789 | | |
| Windsor town, CO..... | 23,386 | | |
| Windsor town, CT..... | 29,037 | | |
| Winnetka village, IL..... | 12,504 | | |
| Winter Garden city, FL..... | 40,799 | | |

Appendix C: Detailed Survey Methods

The National Community 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 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."

Selecting Survey Recipients

"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 from Go-Dog Direct 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

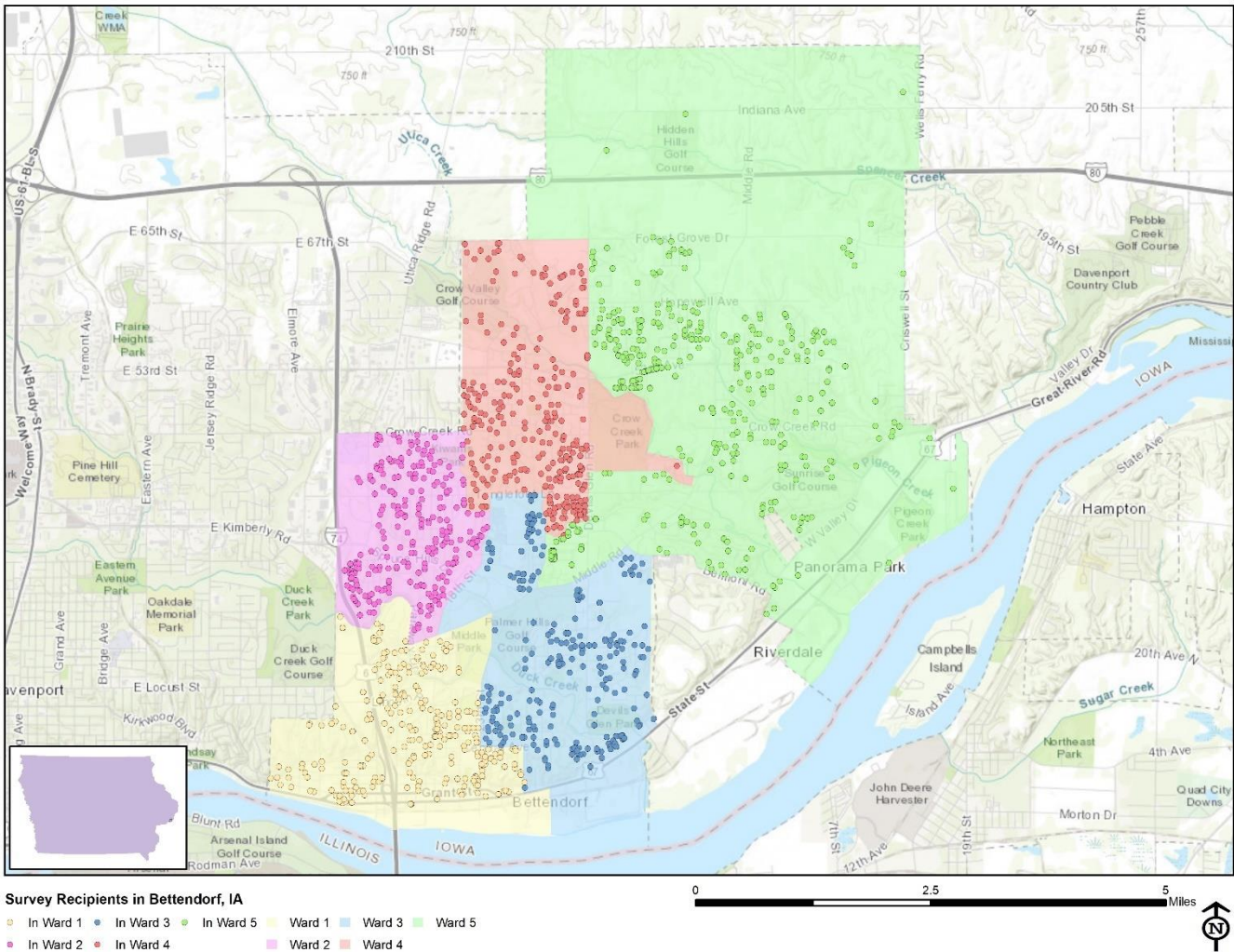
identified as being within City boundaries was further identified as being within one of the City's five Wards.

To choose the 1,700 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 *Nth* one, giving each eligible household a known probability of selection, until the appropriate number of households is selected. Multi-family housing units were selected at a higher rate 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 selected 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.

In addition to the scientific, random selection of households, a link to an online "opt-in" survey was publicized and hosted on Polco. This opt-in survey was identical to the scientific survey and open to all City residents. The data presented in this report exclude the opt-in survey data. (These data can be found in the *Supplemental Online Survey Results* provided under separate cover.)

Figure 1: Location of Survey Recipients



Survey Administration and Response

Selected households received three mailings, one week apart, beginning on May 15, 2020. 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. The survey was available in English. Both cover letters included a URL through which the residents selected for the mail survey could choose respond online rather than by mail. Completed surveys were collected over the following seven weeks.

About 5% of the 1,700 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 1,610 that received the survey, 507 completed the survey, providing an overall response rate of 31%. Of the 507 completed surveys, 32 were completed online. Additionally, responses were tracked by Ward; response rates by Ward ranged from 26% to 35%. The response rate(s) were calculated using

AAPOR’s response rate #2¹ for mailed surveys of unnamed persons. Additionally, 206 residents completed the online opt-in survey.

Table 52: Survey Response Rates by Ward

| | Ward 1 | Ward 2 | Ward 3 | Ward 4 | Ward 5 | Overall |
|---|--------|--------|--------|--------|--------|---------|
| Total sample used | 347 | 258 | 344 | 313 | 438 | 1,700 |
| I=Complete Interviews | 104 | 67 | 80 | 109 | 144 | 504 |
| P=Partial Interviews | 2 | 0 | 1 | 0 | 0 | 3 |
| R=Refusal and break off | 0 | 0 | 0 | 0 | 0 | 0 |
| NC=Non Contact | 0 | 0 | 0 | 0 | 0 | 0 |
| O=Other | 0 | 0 | 0 | 0 | 0 | 0 |
| UH=Unknown household | 0 | 0 | 0 | 0 | 0 | 0 |
| UO=Unknown other | 221 | 176 | 227 | 200 | 279 | 1,103 |
| NE=Not eligible | 20 | 15 | 36 | 4 | 15 | 90 |
| Response rate: (I+P)/(I+P) + (R+NC+O) + (UH+UO) | 32% | 28% | 26% | 35% | 34% | 31% |

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.²

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 all respondents (509 completed surveys).

For subgroups of responses, the margin of error increases because the number of respondents for the subgroup is smaller.

1 See AAPOR’s Standard Definitions for more information:
[http://www.aapor.org/Standards-Ethics/Standard-Definitions-\(1\).aspx](http://www.aapor.org/Standards-Ethics/Standard-Definitions-(1).aspx)

² 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.

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.

NRC uses Polco, an online public engagement tool designed primarily for local governments, to collect online survey data. The Polco platform includes many features of online survey tools, but also includes elements tailored to the civic environment. For example, like NRC’s mailed surveys, surveys on Polco are presented with the City name, logo (or other image) and a description, so residents understand who is asking for input and why. Optionally, Polco can also verify respondents with local public data to ensure respondents are residents or voters. More generally, an advantage of online programming and data gathering is that it allows for more rigid control of the data format, making extensive data cleaning unnecessary.

Survey Data Weighting

Upon completion of data collection for both the scientific (probability) and nonscientific open participation online opt-in (non-probability) surveys, the demographics of each dataset were separately 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 respondents reflective of the larger population of the community. Both survey datasets were weighted independently to best match the Census. The characteristics used for weighting were housing tenure, housing unit type, and sex and age. No adjustments were made for design effects. Results for the opt-in survey have been provided under separate cover.

Table 53: Bettendorf, IA 2020 Weighting Table

| Characteristic | Population Norm | Unweighted Data | Weighted Data |
|---------------------------|-----------------|-----------------|---------------|
| Housing | | | |
| Rent home | 23% | 16% | 22% |
| Own home | 77% | 84% | 78% |
| Detached unit* | 75% | 72% | 75% |
| Attached unit* | 25% | 28% | 25% |
| Race and Ethnicity | | | |
| White | 90% | 93% | 92% |
| Not white | 10% | 7% | 8% |
| Not Hispanic | 97% | 97% | 97% |
| Hispanic | 3% | 3% | 3% |
| Sex and Age | | | |
| Female | 53% | 58% | 53% |
| Male | 47% | 42% | 47% |
| 18-34 years of age | 22% | 6% | 21% |
| 35-54 years of age | 38% | 28% | 38% |
| 55+ years of age | 40% | 66% | 41% |
| Females 18-34 | 11% | 4% | 11% |
| Females 35-54 | 20% | 15% | 20% |
| Females 55+ | 22% | 40% | 22% |
| Males 18-34 | 11% | 3% | 11% |
| Males 35-54 | 18% | 13% | 18% |
| Males 55+ | 18% | 26% | 18% |
| Ward | | | |
| Ward 1 | 20% | 21% | 21% |
| Ward 2 | 16% | 13% | 14% |
| Ward 3 | 19% | 16% | 15% |
| Ward 4 | 18% | 21% | 20% |
| Ward 5 | 27% | 28% | 29% |

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

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. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

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,

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


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Decker Ploehn
City Administrator

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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



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

May 2020

Dear City of Bettendorf Resident:

Please help us shape the future of Bettendorf! You have been selected at random to participate in the 2020 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:**

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 2020

Dear City of Bettendorf Resident:

Here's a second chance if you haven't already responded to the 2020 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 2020 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:**

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 2020 Community Survey

Please complete this survey if you are the adult (age 18 or older) in the household who most recently had a birthday (the year of birth does not matter). 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.

| | <u>Excellent</u> | <u>Good</u> | <u>Fair</u> | <u>Poor</u> | <u>Don't know</u> |
|--|------------------|-------------|-------------|-------------|-------------------|
| 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 |
| Sense of community..... | 1 | 2 | 3 | 4 | 5 |

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

| | <u>Excellent</u> | <u>Good</u> | <u>Fair</u> | <u>Poor</u> | <u>Don't know</u> |
|--|------------------|-------------|-------------|-------------|-------------------|
| Overall economic health of Bettendorf..... | 1 | 2 | 3 | 4 | 5 |
| Overall quality of the transportation system (auto, bicycle, foot, bus) in Bettendorf..... | 1 | 2 | 3 | 4 | 5 |
| Overall design or layout of Bettendorf's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.) | 1 | 2 | 3 | 4 | 5 |
| Overall quality of the utility infrastructure in Bettendorf (water, sewer, storm water, electric/gas) | 1 | 2 | 3 | 4 | 5 |
| Overall feeling of safety in Bettendorf..... | 1 | 2 | 3 | 4 | 5 |
| Overall quality of natural environment in Bettendorf..... | 1 | 2 | 3 | 4 | 5 |
| Overall quality of parks and recreation opportunities..... | 1 | 2 | 3 | 4 | 5 |
| Overall health and wellness opportunities in Bettendorf..... | 1 | 2 | 3 | 4 | 5 |
| Overall opportunities for education, culture and the arts..... | 1 | 2 | 3 | 4 | 5 |
| Residents' connection and engagement with their community | 1 | 2 | 3 | 4 | 5 |

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

| | <u>Very likely</u> | <u>Somewhat likely</u> | <u>Somewhat unlikely</u> | <u>Very unlikely</u> | <u>Don't know</u> |
|---|--------------------|------------------------|--------------------------|----------------------|-------------------|
| 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:

| | <u>Very safe</u> | <u>Somewhat safe</u> | <u>Neither safe nor unsafe</u> | <u>Somewhat unsafe</u> | <u>Very unsafe</u> | <u>Don't know</u> |
|---|------------------|----------------------|--------------------------------|------------------------|--------------------|-------------------|
| 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 |
| From property crime..... | 1 | 2 | 3 | 4 | 5 | 6 |
| From violent crime..... | 1 | 2 | 3 | 4 | 5 | 6 |
| From fire, flood or other natural disaster | 1 | 2 | 3 | 4 | 5 | 6 |

5. Please rate the job you feel the Bettendorf community does at each of the following.

| | <u>Excellent</u> | <u>Good</u> | <u>Fair</u> | <u>Poor</u> | <u>Don't know</u> |
|--|------------------|-------------|-------------|-------------|-------------------|
| Making all residents feel welcome | 1 | 2 | 3 | 4 | 5 |
| Attracting people from diverse backgrounds..... | 1 | 2 | 3 | 4 | 5 |
| Valuing/respecting residents from diverse backgrounds..... | 1 | 2 | 3 | 4 | 5 |
| Taking care of vulnerable residents (elderly, disabled, homeless, etc.)..... | 1 | 2 | 3 | 4 | 5 |

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

| | <u>Excellent</u> | <u>Good</u> | <u>Fair</u> | <u>Poor</u> | <u>Don't know</u> |
|---|------------------|-------------|-------------|-------------|-------------------|
| Overall quality of business and service establishments in Bettendorf..... | 1 | 2 | 3 | 4 | 5 |
| Variety of business and service establishments in Bettendorf | 1 | 2 | 3 | 4 | 5 |
| Vibrancy of downtown/commercial area | 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 image or reputation of Bettendorf | 1 | 2 | 3 | 4 | 5 |

7. Please rate each of the following characteristics as they relate to Bettendorf as a whole.

| | <u>Excellent</u> | <u>Good</u> | <u>Fair</u> | <u>Poor</u> | <u>Don't know</u> |
|---|------------------|-------------|-------------|-------------|-------------------|
| 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 |
| Well-planned residential growth..... | 1 | 2 | 3 | 4 | 5 |
| Well-planned commercial growth..... | 1 | 2 | 3 | 4 | 5 |
| Well-designed neighborhoods..... | 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 |
| Overall quality of new development in Bettendorf..... | 1 | 2 | 3 | 4 | 5 |
| Overall appearance of Bettendorf..... | 1 | 2 | 3 | 4 | 5 |
| Cleanliness of Bettendorf..... | 1 | 2 | 3 | 4 | 5 |
| Water resources (beaches, lakes, ponds, riverways, etc.)..... | 1 | 2 | 3 | 4 | 5 |
| Availability of paths and walking trails..... | 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 food..... | 1 | 2 | 3 | 4 | 5 |
| Availability of affordable quality mental health care..... | 1 | 2 | 3 | 4 | 5 |
| Opportunities to attend cultural/arts/music activities..... | 1 | 2 | 3 | 4 | 5 |
| Community support for the arts..... | 1 | 2 | 3 | 4 | 5 |
| Sense of civic/community pride..... | 1 | 2 | 3 | 4 | 5 |
| Neighborliness of residents in Bettendorf..... | 1 | 2 | 3 | 4 | 5 |
| Opportunities to participate in social events and activities..... | 1 | 2 | 3 | 4 | 5 |
| Opportunities to attend special events and festivals..... | 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 |

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

| | <u>No</u> | <u>Yes</u> |
|--|-----------|------------|
| 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 |
| Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.)..... | 1 | 2 |
| Watched (online or on television) a local public meeting..... | 1 | 2 |
| Volunteered your time to some group/activity in Bettendorf..... | 1 | 2 |
| Campaigned or advocated for a local issue, cause or candidate..... | 1 | 2 |
| Voted in your most recent local election..... | 1 | 2 |
| Used bus, rail, subway or other public transportation instead of driving..... | 1 | 2 |
| Carpooled with other adults or children instead of driving alone..... | 1 | 2 |
| Walked or biked instead of driving..... | 1 | 2 |

The City of Bettendorf 2020 Community Survey

9. Please rate the quality of each of the following services in Bettendorf.

| | <u>Excellent</u> | <u>Good</u> | <u>Fair</u> | <u>Poor</u> | <u>Don't know</u> |
|---|------------------|-------------|-------------|-------------|-------------------|
| Public information services..... | 1 | 2 | 3 | 4 | 5 |
| Economic development..... | 1 | 2 | 3 | 4 | 5 |
| Traffic enforcement..... | 1 | 2 | 3 | 4 | 5 |
| Traffic signal timing..... | 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 |
| Bus or transit services..... | 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 |
| Affordable high-speed internet access..... | 1 | 2 | 3 | 4 | 5 |
| Garbage collection..... | 1 | 2 | 3 | 4 | 5 |
| Sewer services..... | 1 | 2 | 3 | 4 | 5 |
| Storm water management (storm drainage, dams, levees, etc.)..... | 1 | 2 | 3 | 4 | 5 |
| Utility billing..... | 1 | 2 | 3 | 4 | 5 |
| Police/Sheriff services..... | 1 | 2 | 3 | 4 | 5 |
| Crime prevention..... | 1 | 2 | 3 | 4 | 5 |
| Animal control..... | 1 | 2 | 3 | 4 | 5 |
| Emergency medical services..... | 1 | 2 | 3 | 4 | 5 |
| Fire services..... | 1 | 2 | 3 | 4 | 5 |
| Fire prevention and education..... | 1 | 2 | 3 | 4 | 5 |
| Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)..... | 1 | 2 | 3 | 4 | 5 |
| Bettendorf open space..... | 1 | 2 | 3 | 4 | 5 |
| Recycling..... | 1 | 2 | 3 | 4 | 5 |
| Yard waste pick-up..... | 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 |
| Public library services..... | 1 | 2 | 3 | 4 | 5 |
| Overall customer service by Bettendorf employees (police, receptionists, planners, etc.)..... | 1 | 2 | 3 | 4 | 5 |

10. Please rate the following categories of Bettendorf government performance.

| | <u>Excellent</u> | <u>Good</u> | <u>Fair</u> | <u>Poor</u> | <u>Don't know</u> |
|---|------------------|-------------|-------------|-------------|-------------------|
| 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 resident 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 |
| Being open and transparent to the public..... | 1 | 2 | 3 | 4 | 5 |
| Informing residents about issues facing the community..... | 1 | 2 | 3 | 4 | 5 |
| Treating all residents fairly..... | 1 | 2 | 3 | 4 | 5 |
| Treating residents with respect..... | 1 | 2 | 3 | 4 | 5 |

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

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

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.

| | <u>Essential</u> | <u>Very important</u> | <u>Somewhat important</u> | <u>Not at all important</u> |
|---|------------------|-----------------------|---------------------------|-----------------------------|
| Overall economic health of Bettendorf..... | 1 | 2 | 3 | 4 |
| Overall quality of the transportation system (auto, bicycle, foot, bus) in Bettendorf..... | 1 | 2 | 3 | 4 |
| Overall design or layout of Bettendorf's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)..... | 1 | 2 | 3 | 4 |
| Overall quality of the utility infrastructure in Bettendorf (water, sewer, storm water, electric/gas)..... | 1 | 2 | 3 | 4 |
| Overall feeling of safety in Bettendorf..... | 1 | 2 | 3 | 4 |
| Overall quality of natural environment in Bettendorf..... | 1 | 2 | 3 | 4 |
| Overall quality of parks and recreation opportunities..... | 1 | 2 | 3 | 4 |
| Overall health and wellness opportunities in Bettendorf..... | 1 | 2 | 3 | 4 |
| Overall opportunities for education, culture and the arts..... | 1 | 2 | 3 | 4 |
| Residents' connection and engagement with their community..... | 1 | 2 | 3 | 4 |

The City of Bettendorf 2020 Community 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. In general, 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 |
|---|------------------------|---------------|-----------------------|--------------------|------------------------|---------------|
| Access the internet from your home using a computer, laptop or tablet computer | 1 | 2 | 3 | 4 | 5 | 6 |
| Access the internet from your cell phone..... | 1 | 2 | 3 | 4 | 5 | 6 |
| Visit social media sites such as Facebook, Twitter, WhatsApp, etc. | 1 | 2 | 3 | 4 | 5 | 6 |
| Use or check email..... | 1 | 2 | 3 | 4 | 5 | 6 |
| Share your opinions online..... | 1 | 2 | 3 | 4 | 5 | 6 |
| Shop online..... | 1 | 2 | 3 | 4 | 5 | 6 |

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. How many years have you lived in Bettendorf?

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

D5. 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

D6. Do you rent or own your home?

- Rent
 Own

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)?

- Less than \$500 \$2,000 to \$2,499
 \$500 to \$999 \$2,500 to \$2,999
 \$1,000 to \$1,499 \$3,000 to \$3,499
 \$1,500 to \$1,999 \$3,500 or more

D8. Do any children 17 or under live in your household?

- No Yes

D9. Are you or any other members of your household aged 65 or older?

- No Yes

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.)

- Less than \$25,000 \$75,000 to \$99,999
 \$25,000 to \$49,999 \$100,000 to \$149,999
 \$50,000 to \$74,999 \$150,000 or more

D11. Are you Spanish, Hispanic or Latino?

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

D12. 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

D13. 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

D14. What is your gender?

- Female
 Male
 Identify in another way

Thank you! 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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