



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

## Bettendorf, IA

Trends over Time

2016



**NRC**

National Research Center Inc

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

**ICMA**

*Leaders at the Core of Better Communities*

777 North Capitol Street NE Suite 500  
Washington, DC 20002  
icma.org • 800-745-8780

# Summary

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. The NCS captures residents' opinions within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement). This report discusses trends over time, comparing the 2016 ratings for the City of Bettendorf to its previous survey results in 2006, 2008, 2010, 2012 and 2014. Additional reports and technical appendices are available under separate cover.

Trend data for Bettendorf represent important comparison data and should be examined for improvements or declines. Deviations from stable trends over time, especially, represent opportunities for understanding how local policies, programs or public information may have affected residents' opinions.

Meaningful differences between survey years have been noted within the following tables as being "higher" or "lower" if the differences are greater than seven percentage points between the 2014 and 2016 surveys, otherwise the comparison between 2014 and 2016 are noted as being "similar." Additionally, benchmark comparisons for all survey years are presented for reference. Changes in the benchmark comparison over time can be impacted by various trends, including varying survey cycles for the individual communities that comprise the benchmarks, regional and national economic or other events, as well as emerging survey methodologies.

Overall, ratings in Bettendorf for 2016 generally remained stable. Of the 124 items for which comparisons were available, 109 items were rated similarly in 2014 and 2016 and 15 items showed a decrease in ratings. No items showed an increase in ratings between 2014 and 2016. Notable trends over time included the following:

- Ratings for several aspects in the pillar of Community Characteristics declined between 2014 and 2016. In the facet of Community Engagement, ratings decreased for opportunities to volunteer, opportunities to participate in community matters and the openness and acceptance of the community. Between 2014 and 2016 ratings declined for travel by bicycle, travel by public transportation, quality of public places, shopping opportunities and Bettendorf's downtown/commercial areas. Ratings also declined for several aspects within the facets of Recreation and Wellness and Education and Enrichment.
- Overall, most aspects of Governance remained stable from 2014 to 2016. However, ratings decreased from 2014 to 2016 for sewer services and City-sponsored special events.
- All reported rates of Participation remained stable from 2014 to 2016.

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Table 1: Community Characteristics General

|                         | Percent rating positively (e.g., excellent/good) |      |      |      |      |      | 2016 rating compared to 2014 | Comparison to benchmark |             |             |             |             |         |
|-------------------------|--|------|------|------|------|------|------------------------------|-------------------------|-------------|-------------|-------------|-------------|---------|
|                         | 2006   | 2008 | 2010 | 2012 | 2014 | 2016 |                              | 2006                    | 2008        | 2010        | 2012        | 2014        | 2016    |
| Overall quality of life | 92%  | 95%  | 95%  | 96%  | 95%  | 93%  | Similar                      | Much higher             | Much higher | Much higher | Much higher | Higher      | Similar |
| Overall image           | 91%  | 93%  | 92%  | 94%  | 97%  | 92%  | Similar                      | Much higher             | Much higher | Much higher | Much higher | Much higher | Higher  |
| Place to live           | 96%  | 96%  | 97%  | 96%  | 97%  | 96%  | Similar                      | Much higher             | Much higher | Much higher | Much higher | Higher      | Higher  |
| Neighborhood            | 85%  | 88%  | 90%  | 90%  | 91%  | 92%  | Similar                      | Much higher             | Much higher | Much higher | Much higher | Higher      | Higher  |
| Place to raise children | 96%  | 96%  | 96%  | 98%  | 97%  | 97%  | Similar                      | Much higher             | Much higher | Much higher | Much higher | Higher      | Higher  |
| Place to retire         | 71%  | 70%  | 76%  | 73%  | 76%  | 72%  | Similar                      | 999999.350              | Much higher | Much higher | Much higher | Similar     | Similar |
| Overall appearance      | 83%  | 88%  | 91%  | 88%  | 92%  | 88%  | Similar                      | Much higher             | Much higher | Much higher | Much higher | Higher      | Higher  |

Table 2: Community Characteristics by Facet

|                     |                                 | Percent rating positively (e.g., excellent/good, very/somewhat safe) |      |      |      |      |      | 2016 rating compared to 2014 | Comparison to benchmark |             |             |             |             |             |
|---------------------|---------------------------------|--|------|------|------|------|------|------------------------------|-------------------------|-------------|-------------|-------------|-------------|-------------|
|                     |                                 | 2006   | 2008 | 2010 | 2012 | 2014 | 2016 |                              | 2006                    | 2008        | 2010        | 2012        | 2014        | 2016        |
| Safety              | Overall feeling of safety       | NA   | NA   | NA   | NA   | 95%  | 95%  | Similar                      | NA                      | NA          | NA          | NA          | Higher      | Higher      |
|                     | Safe in neighborhood            | 98%  | 98%  | 99%  | 98%  | 97%  | 99%  | Similar                      | Much higher             | Much higher | Much higher | Much higher | Similar     | Similar     |
|                     | Safe downtown/commercial area   | 91%  | 89%  | 94%  | 90%  | 88%  | 92%  | Similar                      | Higher                  | Higher      | Much higher | Higher      | Similar     | Similar     |
|                     | Overall ease of travel          | NA   | NA   | NA   | NA   | 90%  | 91%  | Similar                      | NA                      | NA          | NA          | NA          | Higher      | Higher      |
|                     | Paths and walking trails        | NA   | 72%  | 81%  | 86%  | 93%  | 88%  | Similar                      | NA                      | Much higher | Much higher | Much higher | Much higher | Much higher |
|                     | Ease of walking                 | 83%  | 76%  | 82%  | 87%  | 89%  | 89%  | Similar                      | Much higher             | Much higher | Much higher | Much higher | Much higher | Higher      |
|                     | Travel by bicycle               | 74%  | 62%  | 72%  | 77%  | 86%  | 78%  | Lower                        | Much higher             | Much higher | Much higher | Much higher | Much higher | Higher      |
|                     | Travel by public transportation | NA   | NA   | NA   | NA   | 69%  | 59%  | Lower                        | NA                      | NA          | NA          | NA          | Higher      | Higher      |
|                     | Travel by car                   | 87%  | 89%  | 88%  | 90%  | 90%  | 89%  | Similar                      | Much higher             | Much higher | Much higher | Much higher | Higher      | Higher      |
| Mobility            | Public parking                  | NA   | NA   | NA   | NA   | 83%  | 81%  | Similar                      | NA                      | NA          | NA          | NA          | Higher      | Higher      |
|                     | Traffic flow                    | 74%  | 75%  | 76%  | 75%  | 80%  | 76%  | Similar                      | NA                      | Much higher | Much higher | Much higher | Higher      | Higher      |
| Natural Environment | Overall natural environment     | NA   | 83%  | 89%  | 89%  | 94%  | 91%  | Similar                      | NA                      | Much higher | Much higher | Much higher | Higher      | Higher      |
|                     | Cleanliness                     | NA   | 89%  | 94%  | 90%  | 93%  | 90%  | Similar                      | NA                      | Much higher | Much higher | Much higher | Higher      | Higher      |
| Built Environment   | Overall built environment       | NA   | NA   | NA   | NA   | 86%  | 82%  | Similar                      | NA                      | NA          | NA          | NA          | Higher      | Higher      |
|                     | New development in Bettendorf   | 82%  | 83%  | 82%  | 81%  | 68%  | 72%  | Similar                      | Much higher             | Much higher | Much higher | Much higher | Similar     | Higher      |

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|                            |  | Percent rating positively (e.g., excellent/good, very/somewhat safe) |      |      |      |      |      | 2016 rating compared to 2014 | Comparison to benchmark |             |             |             |             |             |
|----------------------------|--|--|------|------|------|------|------|------------------------------|-------------------------|-------------|-------------|-------------|-------------|-------------|
|                            |  | 2006   | 2008 | 2010 | 2012 | 2014 | 2016 |                              | 2006                    | 2008        | 2010        | 2012        | 2014        | 2016        |
|                            | Affordable quality housing                   | 53%  | 55%  | 65%  | 64%  | 59%  | 56%  | Similar                      | Much higher             | Much higher | Much higher | Much higher | Similar     | Similar     |
|                            | Housing options                              | NA   | 67%  | 73%  | 74%  | 77%  | 73%  | Similar                      | NA                      | Much higher | Much higher | Much higher | Higher      | Higher      |
|                            | Public places                                | NA   | NA   | NA   | NA   | 88%  | 77%  | Lower                        | NA                      | NA          | NA          | NA          | Higher      | Similar     |
| Economy                    | Overall economic health                      | NA   | NA   | NA   | NA   | 90%  | 89%  | Similar                      | NA                      | NA          | NA          | NA          | Higher      | Higher      |
|                            | Vibrant downtown/commercial area             | NA   | NA   | NA   | NA   | 32%  | 25%  | Lower                        | NA                      | NA          | NA          | NA          | Similar     | Lower       |
|                            | Business and services                        | NA   | 75%  | 78%  | 75%  | 77%  | 72%  | Similar                      | NA                      | Much higher | Much higher | Much higher | Similar     | Similar     |
|                            | Cost of living                               | NA   | NA   | NA   | NA   | 56%  | 59%  | Similar                      | NA                      | NA          | NA          | NA          | Similar     | Similar     |
|                            | Shopping opportunities                       | 47%  | 46%  | 48%  | 54%  | 63%  | 56%  | Lower                        | Similar                 | Similar     | Similar     | Higher      | Similar     | Similar     |
|                            | Employment opportunities                     | 37%  | 43%  | 36%  | 49%  | 55%  | 54%  | Similar                      | Higher                  | Much higher | Much higher | Much higher | Higher      | Higher      |
|                            | Place to visit                               | NA   | NA   | NA   | NA   | 69%  | 64%  | Similar                      | NA                      | NA          | NA          | NA          | Similar     | Similar     |
|                            | Place to work                                | 70%  | 78%  | 75%  | 77%  | 83%  | 81%  | Similar                      | Much higher             | Much higher | Much higher | Much higher | Higher      | Higher      |
|                            | Recreation and Wellness                      | Health and wellness  | NA   | NA   | NA   | NA   | 92%  | 87%                          | Similar                 | NA          | NA          | NA          | NA          | Higher      |
| Mental health care         |  | NA   | NA   | NA   | NA   | 64%  | 48%  | Lower                        | NA                      | NA          | NA          | NA          | Higher      | Similar     |
| Preventive health services |  | NA   | NA   | NA   | NA   | 84%  | 78%  | Similar                      | NA                      | NA          | NA          | NA          | Higher      | Higher      |
| Health care                |  | 73%  | NA   | 76%  | NA   | 82%  | 78%  | Similar                      | Much higher             | NA          | Much higher | NA          | Higher      | Higher      |
| Recreational opportunities |  | 72%  | 71%  | 75%  | 77%  | 88%  | 78%  | Lower                        | Much higher             | Much higher | Much higher | Much higher | Higher      | Higher      |
| Education and Enrichment   | Fitness opportunities                        | NA   | NA   | NA   | NA   | 94%  | 85%  | Lower                        | NA                      | NA          | NA          | NA          | Higher      | Higher      |
|                            | Religious or spiritual events and activities | NA   | NA   | NA   | NA   | 90%  | 82%  | Lower                        | NA                      | NA          | NA          | NA          | Similar     | Similar     |
|                            | Cultural/arts/music activities               | 52%  | NA   | 43%  | 52%  | 68%  | 63%  | Similar                      | Similar                 | NA          | Lower       | Similar     | Similar     | Similar     |
|                            | Adult education                              | NA   | NA   | NA   | NA   | 79%  | 77%  | Similar                      | NA                      | NA          | NA          | NA          | Higher      | Higher      |
|                            | K-12 education                               | 93%  | NA   | 92%  | 95%  | 96%  | 94%  | Similar                      | Much higher             | NA          | Much higher | Much higher | Much higher | Much higher |
|                            | Child care/preschool                         | 65%  | NA   | 68%  | NA   | 78%  | 69%  | Lower                        | Much higher             | NA          | Much higher | NA          | Much higher | Higher      |
| Community Engagement       | Social events and activities                 | NA   | NA   | 70%  | 74%  | 75%  | 72%  | Similar                      | NA                      | NA          | Much higher | Much higher | Similar     | Similar     |
|                            | Neighborliness                               | NA   | NA   | NA   | NA   | 77%  | 72%  | Similar                      | NA                      | NA          | NA          | NA          | Higher      | Similar     |
|                            | Openness and acceptance                      | 62%  | 64%  | 70%  | 71%  | 77%  | 61%  | Lower                        | Similar                 | Higher      | Much higher | Much higher | Similar     | Similar     |

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|   | Percent rating positively (e.g., excellent/good, very/somewhat safe) |      |      |      |      |      | 2016 rating compared to 2014 | Comparison to benchmark |             |             |             |         |         |
|---|--|------|------|------|------|------|------------------------------|-------------------------|-------------|-------------|-------------|---------|---------|
|   | 2006   | 2008 | 2010 | 2012 | 2014 | 2016 |                              | 2006                    | 2008        | 2010        | 2012        | 2014    | 2016    |
| Opportunities to participate in community matters | NA   | 74%  | 75%  | 74%  | 76%  | 67%  | Lower                        | NA                      | Much higher | Much higher | Much higher | Similar | Similar |
| Opportunities to volunteer                        | NA   | 81%  | 81%  | 78%  | 82%  | 74%  | Lower                        | NA                      | Higher      | Higher      | Higher      | Similar | Similar |

Table 3: Governance General

|   | Percent rating positively (e.g., excellent/good) |      |      |      |      |      | 2016 rating compared to 2014 | Comparison to benchmark |             |             |             |         |         |
|---|--|------|------|------|------|------|------------------------------|-------------------------|-------------|-------------|-------------|---------|---------|
|   | 2006   | 2008 | 2010 | 2012 | 2014 | 2016 |                              | 2006                    | 2008        | 2010        | 2012        | 2014    | 2016    |
| Services provided by Bettendorf             | 89%  | 89%  | 91%  | 91%  | 91%  | 92%  | Similar                      | Much higher             | Much higher | Much higher | Much higher | Higher  | Higher  |
| Customer service                            | 86%  | 84%  | 86%  | 83%  | 86%  | 89%  | Similar                      | Much higher             | Much higher | Much higher | Much higher | Similar | Higher  |
| Value of services for taxes paid            | 72%  | 73%  | 77%  | 76%  | 76%  | 74%  | Similar                      | Much higher             | Much higher | Much higher | Much higher | Higher  | Higher  |
| Overall direction                           | 74%  | 78%  | 76%  | 84%  | 83%  | 82%  | Similar                      | Much higher             | Much higher | Much higher | Much higher | Higher  | Higher  |
| Welcoming citizen involvement               | 70%  | 62%  | 67%  | 67%  | 74%  | 68%  | Similar                      | Much higher             | Similar     | Much higher | Much higher | Higher  | Higher  |
| Confidence in City government               | NA   | NA   | NA   | NA   | 78%  | 77%  | Similar                      | NA                      | NA          | NA          | NA          | Higher  | Higher  |
| Acting in the best interest of Bettendorf   | NA   | NA   | NA   | NA   | 80%  | 79%  | Similar                      | NA                      | NA          | NA          | NA          | Higher  | Higher  |
| Being honest                                | NA   | NA   | NA   | NA   | 81%  | 78%  | Similar                      | NA                      | NA          | NA          | NA          | Higher  | Higher  |
| Treating all residents fairly               | NA   | NA   | NA   | NA   | 75%  | 75%  | Similar                      | NA                      | NA          | NA          | NA          | Higher  | Higher  |
| Services provided by the Federal Government | 48%  | 47%  | 42%  | 40%  | 38%  | 39%  | Similar                      | Higher                  | Higher      | Similar     | Similar     | Similar | Similar |

Table 4: Governance by Facet

|        | Percent rating positively (e.g., excellent/good) |      |      |      |      |      | 2016 rating compared to 2014 | Comparison to benchmark |             |             |             |             |         |         |
|--------|--|------|------|------|------|------|------------------------------|-------------------------|-------------|-------------|-------------|-------------|---------|---------|
|        | 2006   | 2008 | 2010 | 2012 | 2014 | 2016 |                              | 2006                    | 2008        | 2010        | 2012        | 2014        | 2016    |         |
| Safety | Police   | 74%  | 92%  | 93%  | 93%  | 95%  | 94%                          | Similar                 | Much higher | Much higher | Much higher | Much higher | Higher  | Higher  |
|        | Fire   | 75%  | 92%  | 96%  | 95%  | 98%  | 97%                          | Similar                 | Much higher | Higher      | Much higher | Much higher | Similar | Similar |
|        | Ambulance/EMS                                    | 69%  | NA   | 96%  | 97%  | 98%  | 96%                          | Similar                 | Much higher | NA          | Much higher | Much higher | Similar | Similar |
|        | Crime prevention                                 | 86%  | 88%  | 89%  | 92%  | 93%  | 90%                          | Similar                 | Much higher | Much higher | Much higher | Much higher | Higher  | Higher  |
|        | Fire prevention                                  | 74%  | 88%  | 91%  | 93%  | 94%  | 92%                          | Similar                 | Much higher | Much higher | Much higher | Much higher | Higher  | Higher  |

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|                     |                               | Percent rating positively (e.g., excellent/good) |      |      |      |      |      | 2016 rating compared to 2014 | Comparison to benchmark |             |             |             |             |             |
|---------------------|-------------------------------|--|------|------|------|------|------|------------------------------|-------------------------|-------------|-------------|-------------|-------------|-------------|
|                     |                               | 2006   | 2008 | 2010 | 2012 | 2014 | 2016 |                              | 2006                    | 2008        | 2010        | 2012        | 2014        | 2016        |
|                     | Emergency preparedness        | NA   | NA   | 79%  | 76%  | 75%  | 78%  | Similar                      | NA                      | NA          | Much higher | Much higher | Similar     | Higher      |
|                     | Traffic enforcement           | NA   | 79%  | 83%  | 83%  | 86%  | 80%  | Similar                      | NA                      | Much higher | Much higher | Much higher | Higher      | Higher      |
|                     | Street repair                 | NA   | 45%  | 62%  | 64%  | 59%  | 61%  | Similar                      | NA                      | Similar     | Much higher | Much higher | Similar     | Similar     |
|                     | Street cleaning               | NA   | 72%  | 77%  | 77%  | 80%  | 79%  | Similar                      | NA                      | Much higher | Much higher | Much higher | Higher      | Higher      |
|                     | Street lighting               | NA   | 73%  | 77%  | 74%  | 79%  | 81%  | Similar                      | NA                      | Much higher | Much higher | Much higher | Higher      | Higher      |
|                     | Snow removal                  | NA   | 80%  | 89%  | 88%  | 92%  | 87%  | Similar                      | NA                      | Much higher | Much higher | Much higher | Much higher | Much higher |
|                     | Sidewalk maintenance          | 63%  | 70%  | 81%  | 76%  | 79%  | 75%  | Similar                      | Much higher             | Much higher | Much higher | Much higher | Higher      | Higher      |
|                     | Traffic signal timing         | 74%  | 65%  | 66%  | 69%  | 68%  | 68%  | Similar                      | NA                      | Much higher | Much higher | Much higher | Similar     | Higher      |
| Mobility            | Bus or transit services       | NA   | 67%  | 72%  | 79%  | 78%  | 71%  | Similar                      | NA                      | Much higher | Much higher | Much higher | Higher      | Higher      |
|                     | Garbage collection            | NA   | 92%  | 95%  | 93%  | 92%  | 94%  | Similar                      | NA                      | Much higher | Much higher | Much higher | Similar     | Similar     |
|                     | Recycling                     | NA   | 87%  | 92%  | 92%  | 90%  | 84%  | Similar                      | NA                      | Much higher | Much higher | Much higher | Higher      | Similar     |
|                     | Yard waste pick-up            | NA   | 82%  | 90%  | 87%  | 87%  | 89%  | Similar                      | NA                      | Much higher | Much higher | Much higher | Higher      | Higher      |
| Natural Environment | Natural areas preservation    | NA   | NA   | 67%  | 69%  | 67%  | 67%  | Similar                      | NA                      | NA          | Much higher | Much higher | Similar     | Similar     |
|                     | Open space                    | NA   | NA   | NA   | NA   | 74%  | 74%  | Similar                      | NA                      | NA          | NA          | NA          | Similar     | Similar     |
|                     | Storm drainage                | 87%  | 74%  | 79%  | 81%  | 83%  | 79%  | Similar                      | Much higher             | Much higher | Much higher | Much higher | Higher      | Higher      |
|                     | Sewer services                | NA   | 81%  | 86%  | 86%  | 90%  | 83%  | Lower                        | NA                      | Much higher | Much higher | Much higher | Similar     | Similar     |
|                     | Utility billing               | NA   | NA   | NA   | NA   | 83%  | 79%  | Similar                      | NA                      | NA          | NA          | NA          | Similar     | Similar     |
|                     | Land use, planning and zoning | 61%  | 62%  | 66%  | 67%  | 73%  | 69%  | Similar                      | Much higher             | Much higher | Much higher | Much higher | Higher      | Higher      |
|                     | Code enforcement              | 74%  | 59%  | 70%  | 69%  | 66%  | 66%  | Similar                      | Much higher             | Much higher | Much higher | Much higher | Higher      | Higher      |
| Built Environment   | Cable television              | 57%  | NA   | 60%  | 60%  | 55%  | 49%  | Similar                      | Higher                  | NA          | Higher      | Higher      | Similar     | Similar     |
| Economy             | Economic development          | 68%  | 60%  | 65%  | 69%  | 77%  | 70%  | Similar                      | Much higher             | Much higher | Much higher | Much higher | Higher      | Higher      |

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|                          |                     | Percent rating positively (e.g., excellent/good) |      |      |      |      |      | 2016 rating compared to 2014 | Comparison to benchmark |             |             |             |         |         |
|--------------------------|---------------------|--|------|------|------|------|------|------------------------------|-------------------------|-------------|-------------|-------------|---------|---------|
|                          |                     | 2006   | 2008 | 2010 | 2012 | 2014 | 2016 |                              | 2006                    | 2008        | 2010        | 2012        | 2014    | 2016    |
| Recreation and Wellness  | City parks          | 86%  | 94%  | 96%  | 95%  | 94%  | 93%  | Similar                      | Much higher             | Much higher | Much higher | Much higher | Higher  | Higher  |
|                          | Recreation programs | 80%  | 86%  | 90%  | 87%  | 90%  | 86%  | Similar                      | Much higher             | Much higher | Much higher | Much higher | Higher  | Higher  |
|                          | Recreation centers  | 79%  | NA   | 87%  | 85%  | 90%  | 83%  | Similar                      | Much higher             | NA          | Much higher | Much higher | Higher  | Similar |
|                          | Health services     | 79%  | NA   | NA   | NA   | 86%  | 82%  | Similar                      | Much higher             | NA          | NA          | NA          | Higher  | Higher  |
|                          | Special events      | NA   | NA   | NA   | NA   | 83%  | 70%  | Lower                        | NA                      | NA          | NA          | NA          | Similar | Similar |
| Education and Enrichment | Public libraries    | 95%  | 97%  | 96%  | 95%  | 94%  | 96%  | Similar                      | Much higher             | Much higher | Much higher | Much higher | Higher  | Higher  |
| Community Engagement     | Public information  | 83%  | 83%  | 80%  | 85%  | 86%  | 82%  | Similar                      | Much higher             | Much higher | Much higher | Much higher | Higher  | Higher  |

Table 5: Participation General

|                                |  | Percent rating positively (e.g., always/sometimes, more than once a month, yes) |      |      |      |      |      | 2016 rating compared to 2014 | Comparison to benchmark |             |             |             |         |         |
|--------------------------------|--|---|------|------|------|------|------|------------------------------|-------------------------|-------------|-------------|-------------|---------|---------|
|                                |  | 2006  | 2008 | 2010 | 2012 | 2014 | 2016 |                              | 2006                    | 2008        | 2010        | 2012        | 2014    | 2016    |
| Sense of community             |  | 73%   | 82%  | 82%  | 82%  | 84%  | 81%  | Similar                      | Much higher             | Much higher | Much higher | Much higher | Higher  | Higher  |
| Recommend Bettendorf           |  | NA  | 96%  | 95%  | 98%  | 97%  | 97%  | Similar                      | NA                      | Much higher | Much higher | Much higher | Higher  | Higher  |
| Remain in Bettendorf           |  | NA  | 92%  | 90%  | 90%  | 93%  | 95%  | Similar                      | NA                      | Much higher | Much higher | Much higher | Higher  | Higher  |
| Contacted Bettendorf employees |  | 55%   | 55%  | 50%  | 47%  | 44%  | 45%  | Similar                      | NA                      | Lower       | Much lower  | Much lower  | Similar | Similar |

Table 6: Participation by Facet

|          |   | Percent rating positively (e.g., always/sometimes, more than once a month, yes) |      |      |      |      |      | 2016 rating compared to 2014 | Comparison to benchmark |             |             |             |            |            |
|----------|---|---|------|------|------|------|------|------------------------------|-------------------------|-------------|-------------|-------------|------------|------------|
|          |   | 2006  | 2008 | 2010 | 2012 | 2014 | 2016 |                              | 2006                    | 2008        | 2010        | 2012        | 2014       | 2016       |
| Safety   | Did NOT report a crime                        | NA  | NA   | NA   | NA   | 85%  | 87%  | Similar                      | NA                      | NA          | NA          | NA          | Similar    | Higher     |
|          | Was NOT the victim of a crime                 | 91%   | 92%  | 95%  | 96%  | 93%  | 91%  | Similar                      | NA                      | Much higher | Much higher | Much higher | Similar    | Similar    |
| Mobility | Used public transportation instead of driving | NA  | NA   | NA   | NA   | 4%   | 6%   | Similar                      | NA                      | NA          | NA          | NA          | Much lower | Much lower |
|          | Carpooled instead of driving alone            | NA  | NA   | NA   | NA   | 40%  | 35%  | Similar                      | NA                      | NA          | NA          | NA          | Similar    | Similar    |
|          | Walked or biked instead of driving            | NA  | NA   | NA   | NA   | 52%  | 51%  | Similar                      | NA                      | NA          | NA          | NA          | Similar    | Similar    |

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|                         |  | Percent rating positively (e.g., always/sometimes, more than once a month, yes) |      |      |      |      |      | 2016 rating compared to 2014 | Comparison to benchmark |             |             |             |         |         |
|-------------------------|--|---|------|------|------|------|------|------------------------------|-------------------------|-------------|-------------|-------------|---------|---------|
|                         |  | 2006  | 2008 | 2010 | 2012 | 2014 | 2016 |                              | 2006                    | 2008        | 2010        | 2012        | 2014    | 2016    |
| Natural Environment     | Recycled at home                                       | 90%   | 91%  | 89%  | 90%  | 94%  | 90%  | Similar                      | NA                      | Much higher | Much higher | Much higher | Similar | Similar |
| Built Environment       | Did NOT observe a code violation                       | NA  | NA   | NA   | NA   | 63%  | 63%  | Similar                      | NA                      | NA          | NA          | NA          | Similar | Similar |
|                         | NOT under housing cost stress                          | NA  | NA   | 83%  | 81%  | 81%  | 82%  | Similar                      | NA                      | NA          | Much higher | Much higher | Higher  | Higher  |
| Economy                 | Purchased goods or services in Bettendorf              | NA  | NA   | NA   | NA   | 99%  | 97%  | Similar                      | NA                      | NA          | NA          | NA          | Similar | Similar |
|                         | Economy will have positive impact on income            | 31%   | 13%  | 20%  | 26%  | 28%  | 25%  | Similar                      | NA                      | Much lower  | Higher      | Much higher | Similar | Similar |
|                         | Work in Bettendorf                                     | NA  | NA   | NA   | NA   | 30%  | 27%  | Similar                      | NA                      | NA          | NA          | NA          | Lower   | Lower   |
| Recreation and Wellness | Used Bettendorf recreation centers                     | 28%   | 30%  | 61%  | 62%  | 66%  | 65%  | Similar                      | NA                      | Much lower  | Higher      | Much higher | Similar | Similar |
|                         | Visited a City park                                    | 92%   | 92%  | 88%  | 90%  | 88%  | 84%  | Similar                      | NA                      | Much higher | Similar     | Higher      | Similar | Similar |
|                         | Ate 5 portions of fruits and vegetables                | NA  | NA   | NA   | NA   | 80%  | 80%  | Similar                      | NA                      | NA          | NA          | NA          | Similar | Similar |
|                         | Participated in moderate or vigorous physical activity | NA  | NA   | NA   | NA   | 84%  | 85%  | Similar                      | NA                      | NA          | NA          | NA          | Similar | Similar |
|                         | In very good to excellent health                       | NA  | NA   | NA   | NA   | 63%  | 64%  | Similar                      | NA                      | NA          | NA          | NA          | Similar | Similar |
|                         | Used Bettendorf public libraries                       | 85%   | 88%  | 84%  | 86%  | 76%  | 75%  | Similar                      | NA                      | Much higher | Much higher | Much higher | Similar | Higher  |
|                         | Attended a City-sponsored event                        | NA  | NA   | NA   | NA   | 52%  | 46%  | Similar                      | NA                      | NA          | NA          | NA          | Similar | Similar |
| Community Engagement    | Contacted Bettendorf elected officials                 | NA  | NA   | NA   | NA   | 15%  | 13%  | Similar                      | NA                      | NA          | NA          | NA          | Similar | Similar |
|                         | Volunteered  | 45%   | 12%  | 44%  | 40%  | 37%  | 37%  | Similar                      | NA                      | Much lower  | Similar     | Lower       | Similar | Similar |
|                         | Participated in a club                                 | NA  | NA   | 28%  | 30%  | 27%  | 32%  | Similar                      | NA                      | NA          | Lower       | Similar     | Similar | Similar |
|                         | Talked to or visited with neighbors                    | NA  | NA   | NA   | NA   | 95%  | 95%  | Similar                      | NA                      | NA          | NA          | NA          | Similar | Similar |
|                         | Done a favor for a neighbor                            | NA  | NA   | NA   | NA   | 90%  | 87%  | Similar                      | NA                      | NA          | NA          | NA          | Similar | Similar |
|                         | Attended a local public meeting                        | 22%   | 23%  | 25%  | 23%  | 16%  | 19%  | Similar                      | NA                      | Much lower  | Lower       | Lower       | Similar | Similar |
|                         | Watched a local public meeting                         | 50%   | 50%  | 40%  | 37%  | 25%  | 19%  | Similar                      | NA                      | Higher      | Lower       | Similar     | Similar | Similar |



The National Citizen Survey™

|  |                            | Percent rating positively (e.g., always/sometimes, more than once a month, yes) |      |      |      |      |      | 2016 rating compared to 2014 | Comparison to benchmark |      |             |             |         |         |
|--|----------------------------|---|------|------|------|------|------|------------------------------|-------------------------|------|-------------|-------------|---------|---------|
|  |                            | 2006  | 2008 | 2010 | 2012 | 2014 | 2016 |                              | 2006                    | 2008 | 2010        | 2012        | 2014    | 2016    |
|  | Read or watched local news | NA  | NA   | NA   | NA   | 93%  | 91%  | Similar                      | NA                      | NA   | NA          | NA          | Similar | Similar |
|  | Voted in local elections   | 76%   | NA   | 82%  | 80%  | 84%  | 82%  | Similar                      | NA                      | NA   | Much higher | Much higher | Similar | Similar |