

2006 CITIZEN SURVEY

CITY OF URBANDALE, IOWA

Dear Urbandale Resident:

You have been randomly selected to participate in the City of Urbandale's 2006 Citizen Survey!

Your opinions are important, and your input will help the City provide better service. Please return your completed survey in the postage paid envelope by June 30, 2006.

All of your responses will be kept strictly confidential, and you won't be individually identified in any way. Thank you for your time!



Bob Andeweg
Mayor

Section One: General Satisfaction

- 1 For each of the following City services, please indicate how satisfied you are **based on your experiences or observations during the past 12 months**. Please circle the number corresponding to your choice. If you have no opinion, please circle the number corresponding to "No Opinion".

	No Opinion	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
a. Animal Control	0	5	4	3	2	1
b. Building Inspections	0	5	4	3	2	1
c. City Hall / City Administration	0	5	4	3	2	1
d. Fire and EMS	0	5	4	3	2	1
e. Library	0	5	4	3	2	1
f. Mosquito Control	0	5	4	3	2	1
g. Parks & Recreation	0	5	4	3	2	1
h. Planning & Zoning	0	5	4	3	2	1
i. Police	0	5	4	3	2	1
j. Sanitary Sewers	0	5	4	3	2	1
k. Storm Sewers	0	5	4	3	2	1
l. Senior Center	0	5	4	3	2	1
m. Snow & Ice Removal	0	5	4	3	2	1
n. Garbage Collection	0	5	4	3	2	1
o. Yard Waste Collection	0	5	4	3	2	1
p. Recycling Collection	0	5	4	3	2	1
q. Street Lighting	0	5	4	3	2	1
r. Street Maintenance	0	5	4	3	2	1
s. Street Sweeping	0	5	4	3	2	1
t. Swimming Pool	0	5	4	3	2	1
u. Traffic Signals	0	5	4	3	2	1
v. Water	0	5	4	3	2	1

Section Three: Public Safety Services

13 How safe would you feel walking alone in your neighborhood during the day?

No Opinion	Very Safe	Somewhat Safe	Somewhat Unsafe	Very Unsafe
0	4	3	2	1

14 How safe would you feel walking alone in your neighborhood after dark?

No Opinion	Very Safe	Somewhat Safe	Somewhat Unsafe	Very Unsafe
0	4	3	2	1

15 How safe would you feel walking alone in the City's business areas during the day?

No Opinion	Very Safe	Somewhat Safe	Somewhat Unsafe	Very Unsafe
0	4	3	2	1

16 How safe would you feel walking alone in the City's business areas after dark?

No Opinion	Very Safe	Somewhat Safe	Somewhat Unsafe	Very Unsafe
0	4	3	2	1

17 How safe would you feel walking alone on the City's trail system during the day?

No Opinion	Very Safe	Somewhat Safe	Somewhat Unsafe	Very Unsafe
0	4	3	2	1

18 How safe would you feel walking alone on the City's trail system after dark?

No Opinion	Very Safe	Somewhat Safe	Somewhat Unsafe	Very Unsafe
0	4	3	2	1

19 In the past 12 months, were you or any member of your household the victim of a crime in Urbandale?

- 1. No
- 2. Yes, and I DID report it to the Urbandale Police
- 3. Yes, but I DID NOT report it to the Urbandale Police

20 Has your household requested any service from the Urbandale Police Department in the past 12 months?

- 1. Yes
- 2. No (Please skip to question 22)

21 If you answered "yes" on question 20, how would you rate the service you received?

	No Opinion	Excellent	Good	Fair	Poor
a. Response time.....	0	4	3	2	1
b. Professionalism of responders	0	4	3	2	1
c. Resolution of the problem.....	0	4	3	2	1
d. Adequacy of follow-up information	0	4	3	2	1
e. Overall service.....	0	4	3	2	1

22 Overall, how safe do you feel living in Urbandale?

No Opinion	Very Safe	Somewhat Safe	Somewhat Unsafe	Very Unsafe
0	4	3	2	1

23 Has your household requested **medical services** from the Urbandale Fire Department **in the past 12 months**?
 ___ 1. Yes ___ 2. No (Please skip to question 25)

24 If you answered "yes" on question 23, how would you rate the service you received?

	No Opinion	Excellent	Good	Fair	Poor
a. Response time.....	0.....4321	
b. Professionalism of responders.....	0.....4321	
c. Resolution of the problem.....	0.....4321	
d. Adequacy of follow-up information.....	0.....4321	
e. Overall service.....	0.....4321	

25 Has your household requested **fire services** from the Urbandale Fire Department **in the past 12 months**?
 ___ 1. Yes ___ 2. No (Please skip to question 27)

26 If you answered "yes" on question 25, how would you rate the service you received?

	No Opinion	Excellent	Good	Fair	Poor
a. Response time.....	0.....4321	
b. Professionalism of responders.....	0.....4321	
c. Resolution of the problem.....	0.....4321	
d. Adequacy of follow-up information.....	0.....4321	
e. Overall service.....	0.....4321	

Section Four: Water

The Urbandale Water Board of Trustees and the Urbandale Water Utility are very interested in receiving feedback regarding its services. Please answer the following questions related to water service in Urbandale.

27 How would you rate your experience with the Water Utility's **office personnel** in the past 12 months?

No Opinion	Excellent	Good	Neutral	Fair	Poor
0.....	5.....	4.....	3.....	2.....	1

28 How would you rate your experience with the Water Utility's **field personnel** in the past 12 months?

No Opinion	Excellent	Good	Neutral	Fair	Poor
0.....	5.....	4.....	3.....	2.....	1

29 How would you rate the **water pressure** in your home?

___ 1. Too High ___ 2. Satisfactory ___ 3. Too Low

30 Is the information on your **water bill clear and easy to understand**?

___ 0. No Opinion ___ 1. Yes ___ 2. No, Suggested changes: _____

31 How would you rate the **overall quality of water** provided by the Urbandale Water Utility?

No Opinion	Excellent	Good	Neutral	Fair	Poor
0.....	5.....	4.....	3.....	2.....	1

Section Five: Streets and Highways

32 Using the following scale, please rate the condition of the streets in Urbandale.

	No Opinion	Excellent	Good	Fair	Poor
<u>A. Under Normal Weather Circumstances</u>					
a. Streets in your neighborhood.....	0	4	3	2	1
b. Arterial streets (e.g., Douglas Ave.)	0	4	3	2	1
c. Cul-de-sacs	0	4	3	2	1
d. Overall	0	4	3	2	1
<u>B. During and Following a Winter Storm</u>					
e. Streets in your neighborhood.....	0	4	3	2	1
f. Arterial streets (e.g., Douglas Ave.)	0	4	3	2	1
g. Cul-de-sacs	0	4	3	2	1
h. Overall	0	4	3	2	1
<u>C. Street Sweeping Services</u>					
i. Streets in your neighborhood.....	0	4	3	2	1
j. Arterial streets (e.g., Douglas Ave.)	0	4	3	2	1
k. Cul-de-sacs	0	4	3	2	1
l. Overall	0	4	3	2	1

33 Overall, how satisfied are you with the development of the street network to keep up with the commercial and residential growth in the City?

No Opinion	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
0	5	4	3	2	1

34 How satisfied are you with the City's efforts to keep you informed of detours or delays that result from street maintenance and construction?

No Opinion	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
0	5	4	3	2	1

35 How satisfied are you with the maintenance of the City's rights-of-way and medians?

No Opinion	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
0	5	4	3	2	1

Section Six: Solid Waste Collection

36 How would you rate Urbandale's **garbage collection services**?

No Opinion	Excellent	Good	Fair	Poor
0.....	4.....	3.....	2.....	1

37 How would you rate Urbandale's **recycling collection services**?

No Opinion	Excellent	Good	Fair	Poor
0.....	4.....	3.....	2.....	1

38 How would you rate Urbandale's **yard waste collection services**?

No Opinion	Excellent	Good	Fair	Poor
0.....	4.....	3.....	2.....	1

39 Please indicate whether you agree with the following statements related to the City's solid waste programs.

	No Opinion	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
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A. All Services Overall

- a. Overall, solid waste collection is timely and reliable.0543.....2 1
- b. Overall, residents are kept informed about solid waste collection services and schedules 0543.....2 1

B. Garbage Collection

- c. The "blue can" system is convenient0543.....2 1
- d. The "blue can" collection regulations are easy to understand and remember0543.....2 1

C. Recycling Collection

- e. The Curb It! "green bin" system is convenient 0543.....2 1
- f. The "green bin" collection regulations are easy to understand and remember0543.....2 1

D. Yard Waste Collection

- g. The Compost It! "bag and sticker" system is convenient0543.....2 1
- h. The yard waste collection regulations are easy to understand and remember0543.....2 1

40 Please circle the response that represents your opinion about the City's **Premium Yard Waste Collection Service** (i.e., the "brown bin" yard waste collection service, not the "bag and sticker" system).

- 1. I do not know what this service is (Please skip to question 42)
- 2. I know what this service is, but I DO NOT use it (Please skip to question 42)
- 3. I know what this service is and I DO use it

41 If you use the City's **Premium Yard Waste Collection Service** (i.e., the "brown bin" yard waste collection service, not the "bag and sticker" system). Please circle your response to the following questions.

	No Opinion	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
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- a. The "brown bin" yard waste collection system is convenient0543.....2 1
- b. The "brown bin" yard waste collection system is a good value0543.....2 1

Section Seven: Public Information and Online Services

42 Of the information sources listed below, please mark your **main source** of information about City services. (Please mark only one.)

- 1. City of Urbandale web site (www.Urbandale.org)
- 2. Urbandale Informational Radio (1210 AM)
- 3. Seasonal Recreation Program Guide
- 4. Quarterly "Citizens' Brief" newsletter
- 5. Des Moines Register
- 6. Urbandale Press-Citizen
- 7. Word of mouth
- 8. City Council meetings on cable TV (Channel 15, 10:30pm, Wednesday after meeting)
- 9. Other _____

43 Do you have one or more functioning personal computers in your household?

- 1. Yes
- 2. No (Please skip to question 45)

44 If you answered "yes" in question 43, please indicate what type of internet access you have on your primary home computer.

- 1. No internet access
- 2. Dial-up internet access (56kbs or slower)
- 3. Broadband internet access (DSL or cable modem)
- 4. Wireless internet access (satellite or line of sight)
- 5. I don't know what type of access it is

45 Please indicate how many times you have visited the City's web site (www.urbandale.org) in the past 12 months either from home, work, or another location.

- 1. 0 times in the past 12 months (please skip to question 47)
- 2. 1 to 2 times in the past 12 months
- 3. 3 to 5 times in the past 12 months
- 4. 6 to 10 times in the past 12 months
- 5. More than 10 times in the past 12 months

46 When you visit the City's web site, do you find the news or information you are looking for?

No Opinion	Always	Usually	Sometimes	Rarely	Never
0	5	4	3	2	1

Section Eight: Potential New Facilities

47 As the City continues to grow, additional services will be required in the coming years to support the needs of a growing population. If a vote were held today, please indicate whether or not you would support a bond referendum for each of the following potential projects.

	No Opinion	Would Support	Might Support	Would Not Support
a. Fire Department Training Facility	0	3	2	1
b. Community Center with Indoor Aquatics Center	0	3	2	1
c. Outdoor Aquatics Center	0	3	2	1
d. Parks and Public Works Maintenance Facility	0	3	2	1
e. Outdoor Performing Arts Amphitheater	0	3	2	1

Section Nine: Demographics

Your responses to the following questions will be used for analysis purposes only. All information will be kept strictly confidential and will not be used to identify you in any way.

- 48 Your gender? ___ 1. Female ___ 2. Male
- 49 Your age range?
- | | |
|-----------------|---------------------|
| ___ 1. 18 to 29 | ___ 4. 50 to 59 |
| ___ 2. 30 to 39 | ___ 5. 60 to 69 |
| ___ 3. 40 to 49 | ___ 6. 70 and above |
- 50 Do you own or rent your home? ___ 1. Own ___ 2. Rent
- 51 What type of dwelling do you live in?
- | | |
|------------------------------------|---|
| ___ 1. Single-family detached home | ___ 4. Condominium or apartment |
| ___ 2. Townhome | ___ 5. Manufactured Home (i.e., Mobile Home, Trailer) |
| ___ 3. Duplex, Triplex, Quadplex | ___ 6. Other _____ |
- 52 Your annual household income?
- | |
|-----------------------------|
| ___ 1. \$0 to \$19,999 |
| ___ 2. \$20,000 to \$39,999 |
| ___ 3. \$40,000 to \$59,999 |
| ___ 4. \$60,000 to \$79,999 |
| ___ 5. \$80,000 and higher |
- 53 How many children under the age of 18 live in your household?
- | |
|------------------------------|
| ___ 1. One child |
| ___ 2. Two children |
| ___ 3. Three children |
| ___ 4. Four or more children |
| ___ 5. Zero children at home |
- 54 In which area of Urbandale do you live?
- | |
|---|
| ___ 1. North of Douglas Avenue between Merle Hay Road and 86th Street |
| ___ 2. North of Douglas Avenue between 86th Street and 142nd Street |
| ___ 3. North of Douglas Avenue between 142nd Street and 184th Street |
| ___ 4. South of Douglas Avenue between Merle Hay Road and 86th Street |
| ___ 5. South of Douglas Avenue between 86th Street and 142nd Street |
| ___ 6. South of Douglas Avenue between 142nd Street and 184th Street |
- 55 a. In what zip code did you live on January 1, 2005? _____ b. On January 1, 2000? _____
- 56 **OPTIONAL: If you would like to be contacted by a City staff person to discuss any of your responses to this survey, please provide your name and daytime phone number in the space below.**
- Name: _____ Daytime Phone: _____
- I would like to discuss my responses to the following question number(s): _____

Please feel free to attach another sheet with any comments that you wish to share! Thank you for your time!

Please mail your completed survey by June 30, 2006, in the postage paid envelope to: City of Urbandale, 3600 86th Street, Urbandale, 50322. For more information, or to receive a copy of the survey results, please call 515.278.3900 or send an email message to Don Gloop at dgloop@Urbandale.org.