

VII. BACKGROUND

Please provide some basic background information:

1. At what location are you registered to vote?

- 23.6%** Warren County Administration Building
- 24.3%** Saint Thomas Aquinas Church
- 15.8%** Masonic Hall
- 15.1%** American Legion Hall

Absentee	— 21.2%
Don't know	
Not registered	

2. Please indicate your sex: **42.5%** Male **55.2%** Female

3. Please indicate your age group:

- | | | |
|-----------------------------|-----------------------------|--------------------------------|
| 1.9% 18 to 25 years | 13.9% 26 to 35 years | 13.9% 36 to 45 years |
| 17.8% 46 to 55 years | 16.2% 56 to 65 years | 33.2% 66 years and over |

4. How many years have you lived in Indianola? **50.2% were 21 years or more**

5. Have you always lived in Indianola? **9.7%** Yes **87.7%** No

If you checked "No" above, where did you live before?

- 19.7%** Warren County
- 14.7%** Des Moines Metro Area
- 34.0%** Elsewhere in Iowa
- 19.3%** Outside of Iowa (Name of State/Country **IL, MO, CA, MN, CO** _____)

6. Do you have access to a computer with Internet? (Please check all that apply):

At Home	81.1%	At Work	14.3%	No Internet Access
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7. Are you interested in news or information about Indianola city government?

82.6% Yes **13.5%** No

8. How do you usually get news or information about Indianola city government? (Please check all that apply.):

- 73.0%** Record Herald Tribune
- 29.7%** Des Moines Register
- 71.0%** IMU/City Newsletter
- 25.9%** City of Indianola Weekly Update
- 15.1%** City Website
- 22.8%** Channel 7 – Govt Access Channel
- 5.0%** City meetings/city officials
- 57.5%** Conversations with Friends or Family
- 7.7%** Radio Stations
- 32.8%** Television News
- 2.3%** Other (Please specify) _____



INDIANOLA CITIZEN SURVEY

2009

Dear Indianola Resident:

Every two years the City of Indianola conducts a "Citizen Survey" to measure our service levels and receive input on community issues.

You have been selected as part of a random sample of Indianola residents to take part in this survey. We ask that the member of your household with the most recent birthday and who is at least 18 years of age fill out the survey.

Please return the completed questionnaire using the attached self-addressed stamped envelope by **May 15th**.

The results of the survey will be posted on the city's web site, www.cityofindianola.com, and inserted in our "Community Update" newsletter.

Thank you for your time and comments.

Sincerely,

Mayor

Tim Zisoff
City Manager

I. OPINION QUESTIONS

Please respond to each statement whether you agree, disagree, or have no opinion.

	<u>AGREE</u>	<u>DISAGREE</u>	<u>NO OPINION</u>
1. I enjoy living in Indianola.	92.7%	1.5%	5.8%
2. I am pleased with the overall direction that the city is taking.	61.0%	18.5%	20.5%
3. I receive good value for the city taxes I pay.	49.8%	28.6%	21.6%
4. I support “user fees”, including franchise fees, utility fees, and/or activity fees for the purpose of providing property tax relief.	54.4%	20.1%	25.5%
5. I support a taxpayer subsidy for bus service between Indianola and Des Moines.	39.8%	40.2%	20.1%
6. I am well informed on major issues in Indianola.	53.3%	20.8%	25.9%
7. Indianola’s government welcomes citizen involvement.	45.6%	19.7%	34.7%
8. The Mayor/City Council meet the expectations of the citizens of Indianola.	40.2%	24.7%	35.1%

VI. OPEN-ENDED QUESTIONS

1. What are the things you like most about Indianola?

Small town atmosphere; size	21.2%
Friendly/nice people	17.8%
Location to Des Moines	16.6%
Schools	16.6%
Safety/low crime rate	10.4%
Clean city	8.1%
Simpson College	7.7%
Community spirit/involvement	6.6%
Community activities/festivals	6.2%
Parks	6.2%
Programs for improvement	5.4%
Balloon Classic	4.6%

2. What are the things you like least about Indianola?

Lack of shopping opportunities	13.1%
High property taxes	7.3%
Lack of upscale restaurants	5.4%
Bike night	5.0%

3. In your opinion, what are Indianola’s highest priority needs?

Economic development/jobs/industries	20.1%
More shopping opportunities	11.6%
Revitalize Town Square	6.9%
Lower property taxes	6.6%
Quality restaurants	5.0%

V. COMMUNITY CHARACTERISTICS

Please rate the following characteristics as they relate to Indianola.

	<u>EXCELLENT</u>	<u>GOOD</u>	<u>FAIR</u>	<u>POOR</u>	<u>NO OPINION</u>
1. Sense of community	24.7%	50.6%	15.4%	4.2%	5.0%
2. Opportunities for cultural activities	16.2%	44.4%	23.2%	5.8%	10.4%
3. Opportunities for leisure time activities	20.8%	46.7%	24.3%	3.9%	4.2%
4. Shopping opportunities	3.1%	24.3%	42.9%	28.6%	1.2%
5. Job opportunities	.8%	11.2%	42.1%	29.7%	16.2%
6. Opportunities for city government input	5.0%	30.5%	28.2%	12.4%	23.9%
7. Opportunities to serve on city boards and commissions	4.6%	24.3%	22.8%	10.4%	37.8%

II. QUALITY OF SERVICE

Please rate the quality of each of these services:

	<u>VERY SATISFIED</u>	<u>SATISFIED</u>	<u>NOT SATISFIED</u>	<u>VERY DISSATISFIED</u>	<u>UNSURE/ NO OPINION</u>
1. Animal Control	21.2%	49.0%	10.0%	.8%	18.9%
2. Brush Facility	24.7%	44.0%	11.2%	4.6%	15.4%
3. Building Inspection	7.3%	37.5%	8.9%	3.1%	43.2%
5. Emergency Medical Services (Ambulance)	38.2%	41.7%	11.2%	2.7%	.4%
6. Fire Department	46.7%	42.9%	.8%	.4%	9.3%
7. Library	39.4%	47.5%	2.3%	1.2%	7.7%
8. Parks/Trails/Open Space	45.9%	42.1%	2.7%	.4%	8.9%
9. Police Department	31.7%	49.4%	8.5%	3.1%	7.3%
10. Recreation Programs	39.8%	45.2%	3.1%	1.9%	10.0%
11. Recycling Programs	33.2%	54.4%	4.2%	.8%	7.3%
12. Sanitary Sewer	19.7%	59.1%	5.4%	3.1%	12.7%
13. Senior Programs	17.4%	55.9%	2.7%	.8%	43.2%
14. Snow Removal	32.0%	57.9%	6.6%	2.3%	1.2%
15. Street Repair	15.4%	54.1%	17.4%	7.7%	5.4%
16. Stormwater/Drainage	14.7%	54.1%	11.2%	4.6%	15.4%
17. Spring & Fall Cleanup	47.5%	40.9%	5.4%	.8%	5.4%
18. City Newsletter	20.5%	64.9%	5.0%	.4%	9.3%
20. City Web Site	25.4%	35.5%	2.3%	.8%	45.9%

III. CAPITAL IMPROVEMENTS PRIORITIES

Indianola is a rapidly growing community with future needs. How would you prioritize each of these types of infrastructure or facility projects?

	<u>HIGH PRIORITY</u>	<u>MEDIUM PRIORITY</u>	<u>LOW PRIORITY</u>	<u>DO NOT FUND</u>	<u>NO OPINION</u>
1. Municipally owned & operated cable television, telephone systems, and internet services	22.8%	27.8%	19.7%	12.7%	17.0%
2. Commercial/Industrial development	40.5%	36.7%	9.7%	2.3%	10.8%
3. Major street improvements	38.6%	46.7%	8.5%	.4%	5.8%
4. Hiking/biking trails	15.8%	39.0%	31.3%	6.6%	7.3%
5. Historic preservation of buildings	20.1%	42.5%	23.9%	5.0%	8.5%
6. Four-season lodge at Pickard Park	9.7%	24.7%	39.0%	18.1%	8.5%
7. Recreation Center	22.8%	37.8%	22.4%	9.7%	7.3%
8. Library	39.0%	31.7%	17.8%	5.4%	6.2%
9. Traffic signals at: "K" and West Highway 92	22.0%	20.5%	28.6%	11.2%	17.8%
10. Traffic signals at: Kenwood and West Highway 92	29.7%	27.8%	20.5%	10.8%	11.2%
11. Traffic signals at: R63 and West Highway 92	30.9%	25.5%	22.0%	11.6%	10.0%

IV. NEIGHBORHOOD CONCERNS

Please indicate whether any of these are a concern to you in your neighborhood:

	<u>NOT A PROBLEM IN MY NEIGHBORHOOD</u>	<u>SOMEWHAT OF A PROBLEM</u>	<u>A BIG PROBLEM</u>
1. Crime	84.6%	13.1%	1.2%
2. Abandoned/junked cars	78.8%	15.4%	5.0%
3. Abandoned/rundown buildings	80.3%	13.5%	5.4%
4. Appearance of properties (trash, tall grass, weeds, etc.)	74.1%	17.8%	7.3%
5. Street repair	73.7%	21.6%	4.2%
6. Sidewalk repair	78.4%	19.3%	2.3%
7. Lack of sidewalks	76.4%	17.4%	5.4%
8. Problems with neighbors	85.7%	12.0%	1.5%
9. Noise	74.9%	17.0%	7.3%
10. Animals running at large	71.4%	23.6%	4.6%