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City Clerk's Office
Hiawatha City Hall
101 Emmons Street
Hiawatha, Iowa 52233

Memo

To: City Council

From: City Administrator Kim Downs and City Clerk Kelly Kornegor

Date: October 5, 2016

Re: Citizen Survey Is Ready For Distribution!!!

One of the initiatives identified during the 2015 Strategic Planning and Goal Setting Session, was the development and distribution of a citizen survey. With the help of Administrative Coordinator Ambyr Young, the questions and rating scale are formatted and we are ready for council approval of the 2016 Citizen Survey.

The last time the city sent out a detailed citizen survey similar to one attached to this memo was 2008. There was a distribution in 2012, but it was a small survey with only 10 questions.

Upon council approval our plan is to get the survey mailed out to a random selection of approximately 800 residents located in different quadrants of the city and ask for the survey to be returned postage paid by October 31.

We are asking for your approval of the 2016 Citizen Survey and authorization to mail the survey out to our residents for feedback.

Thank you for your consideration of this item.

{CITY LETTERHEAD}

HIAWATHA CITIZEN SURVEY

2016

Dear Hiawatha Resident:

The Hiawatha City Council would like to find out what Hiawatha citizens think about various issues facing the city.

You have been selected as part of a random sample of Hiawatha residents to take part in an opinion survey.

Please take a few minutes to answer the attached questionnaire. Please return the completed questionnaire to City Hall, refolded and taped with the City address showing by October 31st, 2016.

Thank you for your assistance.

Sincerely,

William Bennett Jr.
Mayor

Kimberly Downs
City Administrator

OPINION QUESTIONS

Please rate the following information on a scale of 1 to 3, with 1 being agree, 2 being no opinion and 3 being disagree.

	Agree	No Opinion	Disagree
1. Hiawatha is a nice place to live	1	2	3
2. Hiawatha should continue to try to maintain its own identity	1	2	3
3. Hiawatha needs to seek more light industries	1	2	3
4. Hiawatha should continue to encourage commercial and office development	1	2	3
5. Hiawatha is on the right track with the Town Center development creating a downtown atmosphere	1	2	3
6. I feel safe in my neighborhood	1	2	3
7. I am aware of Hiawatha's citizen formed Neighborhood Watch Program	1	2	3
8. Hiawatha should continue to prohibit citizens to park on the grass	1	2	3
9. Hiawatha should continue to seek opportunities for city growth	1	2	3
10. Hiawatha should continue to regulate design guidelines which include architectural design guidelines for multifamily buildings	1	2	3
11. Public art should be a required component of commercial development. *(supported by private funding)*	1	2	3
12. Hiawatha should make major streets into "signature streets" with wider sidewalks, better lighting, and landscaping	1	2	3
13. The Mayor/City Council meet the expectations of the citizens of Hiawatha	1	2	3
14. The city should continue to prohibit all on-street parking during snow removal	1	2	3
15. Hiawatha should continue to invest in streetscape beautification	1	2	3
16. Hiawatha should consider implementing automated curb-side loose leaf (vacuum) collection	1	2	3
17. Hiawatha should adopt a policy to implement a sidewalk repair program	1	2	3
18. Hiawatha should continue to hold an annual Fun Fest celebration	1	2	3
19. Hiawatha should have another organization put on an annual fair or celebration.	1	2	3

QUALITY OF SERVICE

Please rate the quality of each of these services:

	Very Satisfied	Satisfied	Unsure/No Opinion	Very Dissatisfied	Dissatisfied
20. Ambulance Service.....	1	2	3	4	5
21. Building Inspection..... *(inspection of buildings to ensure safe, secure, stable structures)*	1	2	3	4	5
22. Bus Service..... *(contracted with Ground Transportation Center)*	1	2	3	4	5
23. Code Enforcement..... *(enforcement of property maintenance, nuisance codes)*	1	2	3	4	5
24. Fire Department..... *(emergency medical service and fire response)*	1	2	3	4	5
25. Library.....	1	2	3	4	5
26. Parks & Recreation.....	1	2	3	4	5
27. Planning & Zoning..... *(coordinating orderly development of the community)*	1	2	3	4	5
28. Police Department.....	1	2	3	4	5
29. Sanitary Sewer..... *(system for transporting sewage from houses/commercial buildings for treatment/disposal)*	1	2	3	4	5
30. Snow Removal.....	1	2	3	4	5
31. Street Repair..... *(improvements to streets, includes: pothole patches to complete reconstruction)*	1	2	3	4	5
32. Stormwater/Drainage.....	1	2	3	4	5
33. Water Service..... *(department responsible for water main installationand repair, well maintenance, billing)*	1	2	3	4	5
34. Hiawatha Insights..... *(city newsletter)*	1	2	3	4	5
35. City Web Site.....	1	2	3	4	5
36. Overall City Services.....	1	2	3	4	5
37. Communications..... *(City's efforts in providing information the public)*	1	2	3	4	5
38. Fire Code Enforcement..... *(Fire Department plan review and inspections)*	1	2	3	4	5
39. Amnesty Collection.....	1	2	3	4	5
40. Earth Day Collection.....	1	2	3	4	5

41. Fun Fest - Annual event.....

1	2	3	4	5

42. Leaves and Brush.....
(fall and spring pick up)

1	2	3	4	5

PARKS & RECREATION

43. How often do you attend Concerts in the Park held at Guthridge Park in August?

Weekly	2 or 3 Times	Once	Never
1	2	3	4

44. How often do you use city trails, including trails at Guthridge, Tucker and Clark park?

Weekly	Monthly	Every few Months	Once a Year	Never
1	2	3	4	5

	Yes	Unsure	No
45. Should the trails be lighted?.....	1	2	3
46. Do you feel there is a need for a community recreation center?.....	1	2	3
47. Do you feel the city should pursue the development for a city aquatic center?....	1	2	3

48. What types of new or additional recreational activities for *children* would you like to see offered by the city?

49. What types of new or additional recreational activities for *teens* would you like to see offered by the city?

50. What types of new or additional recreational activities for *adults* would you like to see offered by the city?

LIBRARY SERVICES

51. How often do you use the Hiawatha Public Library?

Weekly	Monthly	Every few Months	Once a Year	Never
1	2	3	4	5

52. If you don't use the Hiawatha Public Library, why not?

1	Too far away
2	It doesn't have what I want
3	I buy what I need
4	I don't need to use the library
5	It's too hard to use
6	Other *(please explain)*_____

	Yes	Unsure	No
53. Would you support a facility expansion at the library?	1	2	3

54. If you use the library, how important are the following features for an expanded library? Please rate the importance of the following:

	Very Important	Important	Unsure/No Opinion	Not Important	Do Not Fund
a) More public access computers.....	1	2	3	4	5
b) More electronic/ web-based services.....	1	2	3	4	5
c) Collaborative work/ meeting space with media and/or computer access.....	1	2	3	4	5
d) Meeting space for public/cultural events.....	1	2	3	4	5
e) Expanded children's programming facilities....	1	2	3	4	5
f) Separate/identifiable young adult area.....	1	2	3	4	5
g) Coffee shop/café.....	1	2	3	4	5
h) Bookstore look/feel.....	1	2	3	4	5

CAPITAL IMPROVEMENT PRIORITIES

The City of Hiawatha is redeveloping its five-year capital improvements program. What priority would you give to each of these types of projects to build infrastructure or facilities?

	High Priority	Medium Priority	No Opinion	Low Priority	Do Not Fund
55. New neighborhood parks.....	1	2	3	4	5
56. Improvements to existing parks...	1	2	3	4	5
57. Off-street hiking/biking trails.....	1	2	3	4	5
58. On-street bike lanes.....	1	2	3	4	5
59. Street repairs/reconstruction residential streets.....	1	2	3	4	5
60. Street repairs/reconstruction of major streets.....	1	2	3	4	5
61. Town Center/Downtown Redevelopment.....	1	2	3	4	5

	High Priority	Medium Priority	No Opinion	Low Priority	Do Not Fund
62. Boyson Road interchange improvement.....	1	2	3	4	5
63. Tower Terrace Interchange.....	1	2	3	4	5
64. Sanitary sewer repairs.....	1	2	3	4	5
65. Storm sewer/drain improvements	1	2	3	4	5
66. Water main repairs.....	1	2	3	4	5
67. Library expansion.....	1	2	3	4	5
68. Dog park.....	1	2	3	4	5
69. Recreation center.....	1	2	3	4	5
70. Second fire station/public safety building.....	1	2	3	4	5

OPEN-ENDED QUESTIONS

71. What are the things you like most about Hiawatha?

72. What are the things you like least about Hiawatha?

73. In your opinion, what are Hiawatha's highest priority needs?

74. What programs or activities should the city eliminate or reduce?

75. What programs or activities should the city add or increase?

BACKGROUND

76. Please indicate your gender.....

Male	Female
1	2

77. Please indicate your age group:

1	18 to 24 years	4	45 to 54 years
2	25 to 34 years	5	55 to 64 years
3	35 to 44 years	6	65 years and over

78. Do you have children under the age of 18 living in your household?

Yes	No
1	2

79. Type of Residence:

1	Single-family
2	Condominium
3	Apartment
4	Manufactured Home
5	Other: _____

80. How many years have you lived in Hiawatha? [ ] years

81. If you have moved to Hiawatha, where did you live before?

Cedar Rapids.....	1
Marion.....	2
Elsewhere (outside of Cedar Rapids/Marion).....	3
Linn County	4
Elsewhere in Iowa (outside of Linn County).....	5
Outside of Iowa (Name of State _____)...	6
Always lived in Hiawatha.....	7

82. Where are you employed?

1	Hiawatha
2	Cedar Rapids
3	Marion
4	Linn County (Outside of Hiawatha, Cedar Rapids, Marion)
5	Elsewhere in Iowa (outside of Linn County)
6	Student
7	Unemployed
8	Retired
9	Home Occupation
10	Other

83. Where do you access the internet? (Please circle all that apply):

Home	Work	Library	None
1	2	3	4

84. Are you interested in news or information about Hiawatha city government?

Yes	No
1	2

85. Currently, council meetings are shown on Mediacom and ImOn networks. If you'd like to see these on another network, who would that be? _____

86. How do you usually get news or information about Hiawatha city government? (Please circle all that apply.):

1	Facebook
2	Cedar Rapids Gazette
3	City Newsletter
4	Contacting City Officials
5	City website
6	City meetings
7	Conversations with Friends or Family
8	Television News
9	Radio News
10	Text
11	E-mail Blast
	Other (Please specify) _____

87. In our efforts to inform citizens and establish a relationship, would you attend a council meet and greet during city events to become more informed and engaged?

Yes	No
1	2

88. Would you be more likely to watch recorded council meetings online or on television?

Online	Television	No Opinion
1	2	3

89. Would you like to receive the City Newsletter electronically?

Yes	No	No Opinion
1	2	3

90. Would you use a mobile app on a hand-held device to access information about city services, event information, register for a program, or to report an issue?

Yes	No	No Opinion
1	2	3

91. How often should the City Newsletter be produced?

Monthly	Bi-monthly	Quarterly
1	2	3

THANK YOU FOR YOUR COOPERATION IN COMPLETING THIS QUESTIONNAIRE.
PLEASE
RETURN TO CITY HALL
101 EMMONS STREET
HIAWATHA, IOWA 52233-1697
BY OCTOBER 31st, 2016
PLEASE REFOLD THIS SURVEY TO SHOW THE HIAWATHA CITY HALL ADDRESS

DRAFT

RESOLUTION NO. 16-
City Council

RESOLUTION APPROVING THE 2016 CITIZEN SURVEY AND AUTHORIZING DISTRIBUTION TO HIAWATHA RESIDENTS

WHEREAS, during the 2015 Strategic Planning and Goal Setting Session, City Council and City Staff identified the development and distribution of a Hiawatha Citizen Survey as an initiative, and

WHEREAS, City Staff has developed the 2016 Citizen Survey to distribute to a random selection of Hiawatha residents to determine if city government is meeting their needs and determine issues of concern to the residents, and

WHEREAS, City Council deems it vital to the effective operation of city government, to seek input from residents to gain a better understanding of the areas where government is doing well and areas of improvement, and

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF HIAWATHA, IOWA to approve the 2016 Citizen Survey and authorizing distribution to Hiawatha residents.

AYES:
NAYS:
ABSENT:

PASSED AND APPROVED this 5th day of October, 2016.

_____
Bill Bennett, Mayor

ATTEST:

_____
Kelly Kornegor, City Clerk