

VII. BACKGROUND

Please provide some basic background information:

THANK YOU FOR YOUR
COOPERATION IN COMPLETING THIS
CITIZEN SURVEY BY DECEMBER 5

1. Did you fill this survey out as a **90.5% Resident** or a **0.8% Business Owner** or **8.7% Both?**

2. At what location are you registered to vote?

8.3% Indianola Church of Christ **11.6%** Masonic Hall **8.7%** Don't Know

20.2% County Administration Building **5.4%** First Assembly of God Church **3.3%** Not Registered

4.1% Community of Christ Church **15.3%** Indianola American Legion Hall

8.7% St. Thomas Aquinas Church **10.7%** Absentee

3. Please indicate your sex: **47.5%** Male **50%** Female

4. Please indicate your age group:

1.7% 18 to 25 years **7.4%** 26 to 35 years **11.2%** 36 to 45 years

19.8% 46 to 55 years **25.2%** 56 to 65 years **33.9%** 66 years and over

5. How many years have you lived in Indianola? **55.8% had lived in Indianola over 21 years**

6. Have you always lived in Indianola? Yes No

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

14.9% Warren County **14.9%** Des Moines Metro Area

47.5% Elsewhere in Iowa

21.5% Outside of Iowa

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

74.8% At Home **40.1%** At Work **14.9%** No Internet Access

8. Are you interested in news or information about Indianola city government?

81.4% Yes **18.6%** No

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

69% Record Herald Tribune **35.5%** Des Moines Register **11.6%** Radio Stations

74.4% Indianola Magazine **13.6%** City of Indianola Weekly Update **34.3%** Television News

25.2% City Website **5.8%** Government Access Channel **8.3%** Twitter/Facebook

10.3% City Meetings/City Officials **61.2%** Conversations with Friends or Family

1.2% City Hall Message Board **3.7%** Other



INDIANOLA CITIZEN SURVEY

2014

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 December 5.

The results of the survey will be posted on the city's website, www.indianolaiowa.gov, and inserted in a future issue of the Indianola Magazine.

Thank you for your time and comments.

Sincerely,

Kelly B. Shaw
Mayor

I. OPINION QUESTIONS

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

	AGREE	DISAGREE	NO OPINION
1. I enjoy living in Indianola.	93%	2.5%	4.5%
2. I am pleased with the overall direction that the city is taking.	62.8%	16.9%	20.2%
3. I receive good value for the city taxes I pay.	50.8%	21.9%	27.3%
4. I see positive value in Indianola being connected to the Des Moines metro area.	77.7%	13.2%	9.1%
5. I support a taxpayer subsidy for mass transit opportunities between Indianola and Des Moines.	31.4%	43.8%	24.8%
6. I am well informed on major issues in Indianola.	50.8%	23.6%	25.6%
7. Indianola's government welcomes citizen involvement.	48.8%	17.8%	33.5%
8. I would like to see additional options for curbside appliance pick-up.	44.6%	18.2%	37.2%
9. The Mayor meets the expectations of the citizens of Indianola.	46.7%	6.2%	47.1%
Comments: _____ _____ _____			
10. The City Council meets the expectations of the citizens of Indianola.	35.5%	21.9%	42.6%
Comments: _____ _____ _____			

VI. OPEN-ENDED QUESTIONS

- What are the things you like most about Indianola?
 - Size/small town atmosphere** 31.8%
 - Location to DSM/ convenience to shopping/medical/employment** 18.2%
 - Schools** 14.0%
 - Safety/low crime rate** 10.3%
 - Friendly/nice people** 9.9%
 - Clean/quiet city** 7.4%
 - Parks** 7.4%
 - Trails - Biking/Hiking** 6.6%
 - Community Activities/festivals** 6.2%
 - Simpson College** 5.4%
 - Community spirit/involvement** 5.0%
 - YMCA** 5.0%
- What are the things you like least about Indianola?
 - Restaurants - lack of good, sit-down** 10.3%
 - Lack of shopping opportunities** 9.1%
 - Lack of economic development** 4.5%
 - Property taxes - high** 4.5%
 - Traffic congestion/Traffic lights** 4.5%
 - Simpson College** 3.7%
 - Lack of jobs/low paying jobs** 3.3%
 - Leadership allowing citizen input** 3.3%
 - Attractive corridor - lack** 2.9%
 - Attractive residential properties - lack** 2.9%
- In your opinion, what are Indianola's highest priority needs?
 - Economic development/jobs/industries** 21.1%
 - Street maintenance/repair** 8.7%
 - Shopping opportunities - more** 6.2%
 - Sewer maintenance/repair/expansion** 5.0%
 - Restaurants - better/more** 4.1%
 - Lower taxes** 4.1%
 - City-wide fiber system for high speed internet** 2.1%
 - Schools** 2.1%
- Are there any services currently provided by the city that should be reduced or eliminated?
 - Too many parks/trails not being utilized** 1.7%
 - Police dept could be reduced in size** 1.2%
 - Giving Simpson property and/or money** 0.8%
 - Low income housing** 0.8%
- Are there any services that are currently not available that should be provided by the city?
 - Curbside leaf pickup** 4.1%
 - Better transportation for retired/handicapped people** 2.1%
 - Continued expansion of city internet** 2.1%
 - Bowling alley** 1.2%

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	23.6%	52.5%	16.1%	2.9%	5%
2. Opportunities for cultural activities	21.1%	45.5%	20.7%	5%	7.9%
3. Opportunities for leisure time activities	26.4%	54.5%	12%	2.9%	4.1%
4. Shopping opportunities	7.4%	29.8%	40.5%	20.2%	2.1%
5. Job opportunities	0.8%	16.1%	39.3%	24.8%	19%
6. Opportunities for city government input	7.4%	36%	25.2%	11.2%	20.2%
7. Opportunities to serve on city boards and commissions	5.8%	32.6%	21.5%	7.9%	32.2%

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. Brush Facility	27.3%	41.7%	7.9%	1.2%	21.9%
2. Building Inspection	7.9%	31%	7%	2.9%	51.2%
3. Emergency Medical Services (Ambulance)	41.3%	36.8%	2.1%	0.4%	19.4%
4. Fire Department	46.7%	37.6%	0.8%	0.4%	14.5%
5. Library	42.6%	40.5%	5.4%	0.8%	10.7%
6. Parks/Trails/Open Space	45%	41.3%	4.1%	1.2%	8.3%
7. Police Department	37.2%	50.4%	3.3%	2.1%	7%
8. Recreation Programs	45.5%	43.4%	2.1%	0.4%	8.7%
9. Recycling Programs	43.8%	44.6%	4.1%	2.1%	5.4%
10. Sanitary Sewer	26.9%	44.2%	8.7%	2.9%	17.4%
11. Senior Programs	24%	31.8%	2.5%	0.4%	41.3%
12. Snow Removal	31.4%	49.2%	11.2%	2.1%	6.2%
13. Street Repair	21.1%	48.8%	16.9%	5.4%	7.9%
14. Stormwater/Drainage	21.9%	45.5%	13.6%	5.4%	13.6%
15. Spring & Fall Cleanup	38%	48.8%	4.1%	1.7%	7.4%
16. Indianola Magazine	37.6%	41.7%	2.1%	0.4%	18.2%
17. City Website	16.5%	34.7%	5%	0.8%	43%
18. Water Quality	30.6%	51.2%	9.1%	2.9%	6.2%

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.	Commercial/Industrial development	39.3%	36%	6.2%	4.1%	14.5%
2.	Major street improvements	42.1%	44.2%	7%	1.7%	5%
3.	Hiking/biking trails	13.2%	35.1%	36.8%	6.6%	8.3%
4.	Brush Facility/E-Cycling	18.2%	40.5%	28.9%	2.1%	10.3%
5.	Neighborhood parks	15.3%	57%	20.7%	2.5%	4.5%
6.	City exploring mass transit opportunities that are not taxpayer funded	23.6%	32.6%	21.1%	10.3%	12.4%
7.	Park shelters	7.9%	41.3%	38.4%	3.7%	8.7%
8.	Library	35.5%	36%	21.1%	0.8%	6.6%
9.	Public Safety building expansion (Police & Fire Department)	32.6%	37.2%	16.9%	6.6%	6.6%
10.	Waste Water Treatment Plant	37.6%	42.1%	9.1%	1.7%	9.5%

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	81.8%	14.9%	3.3%
2.	Abandoned/junked cars	82.6%	13.2%	4.1%
3.	Abandoned/rundown buildings	79.8%	12.8%	7.4%
4.	Appearance of properties (trash, tall grass, weeds, etc.)	63.6%	28.5%	7.9%
5.	Street repair	67.8%	24%	8.3%
6.	Sidewalk repair	78.1%	16.5%	5.4%
7.	Lack of sidewalks	78.5%	14.5%	7%
8.	Problems with neighbors	83.9%	12.8%	3.3%
9.	Noise	77.7%	16.5%	5.8%
10.	Animals running at large	78.1%	17.8%	4.1%
11.	Storm water runoff	68.6%	22.3%	9.1%