2014 Citizen Key Survey Questions

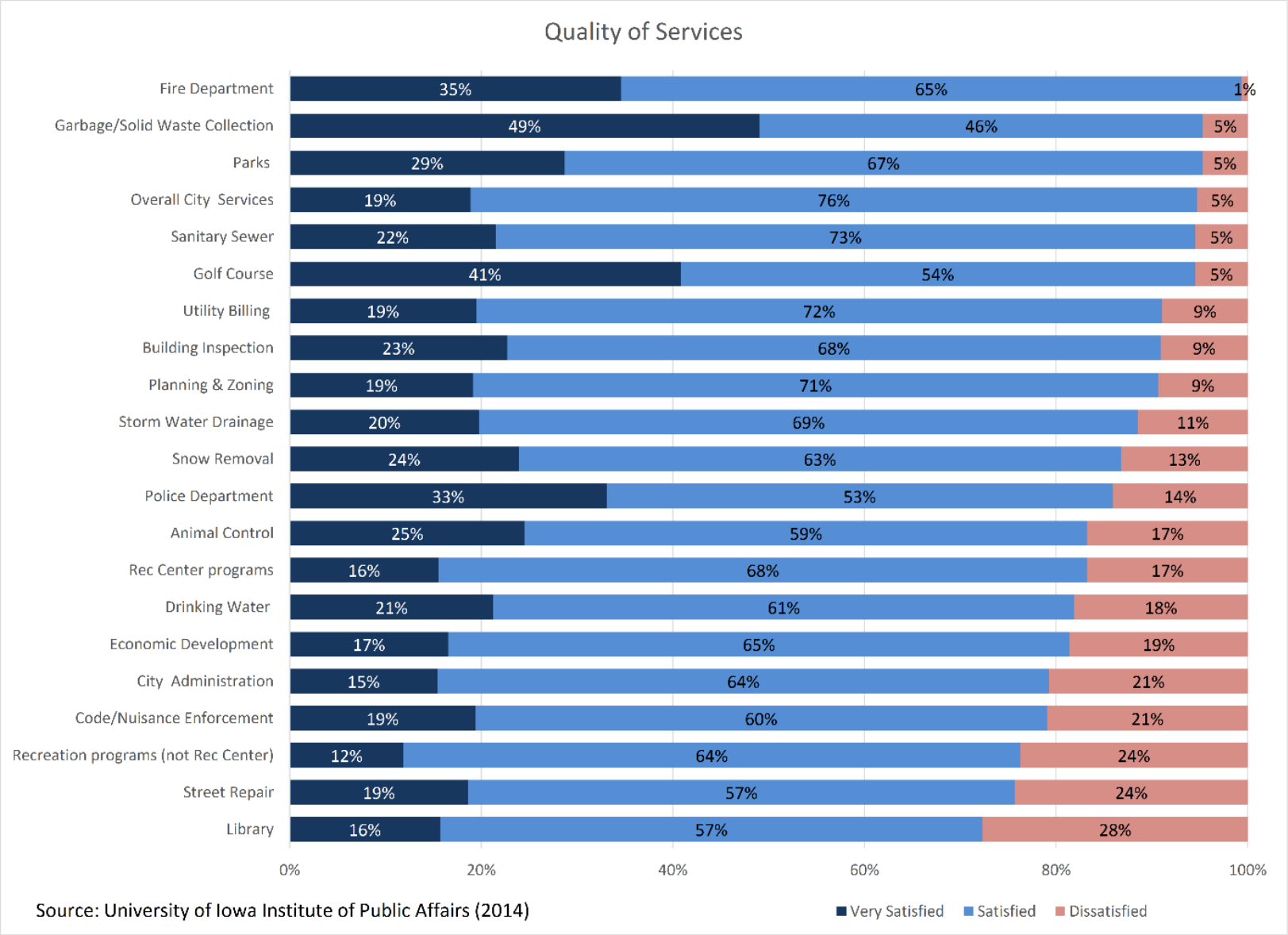
The City of Carroll completed a community survey in the Summer of 2019 to obtain feedback on potential improvements at the Carroll Recreation Center. The last community survey completed by the City of Carroll was in the Winter of 2014.

The City asked two similar questions on both of these surveys, these two questions were:

- How satisfied are you with overall city services?
- What priority do you believe should be placed on overall infrastructure improvement projects?

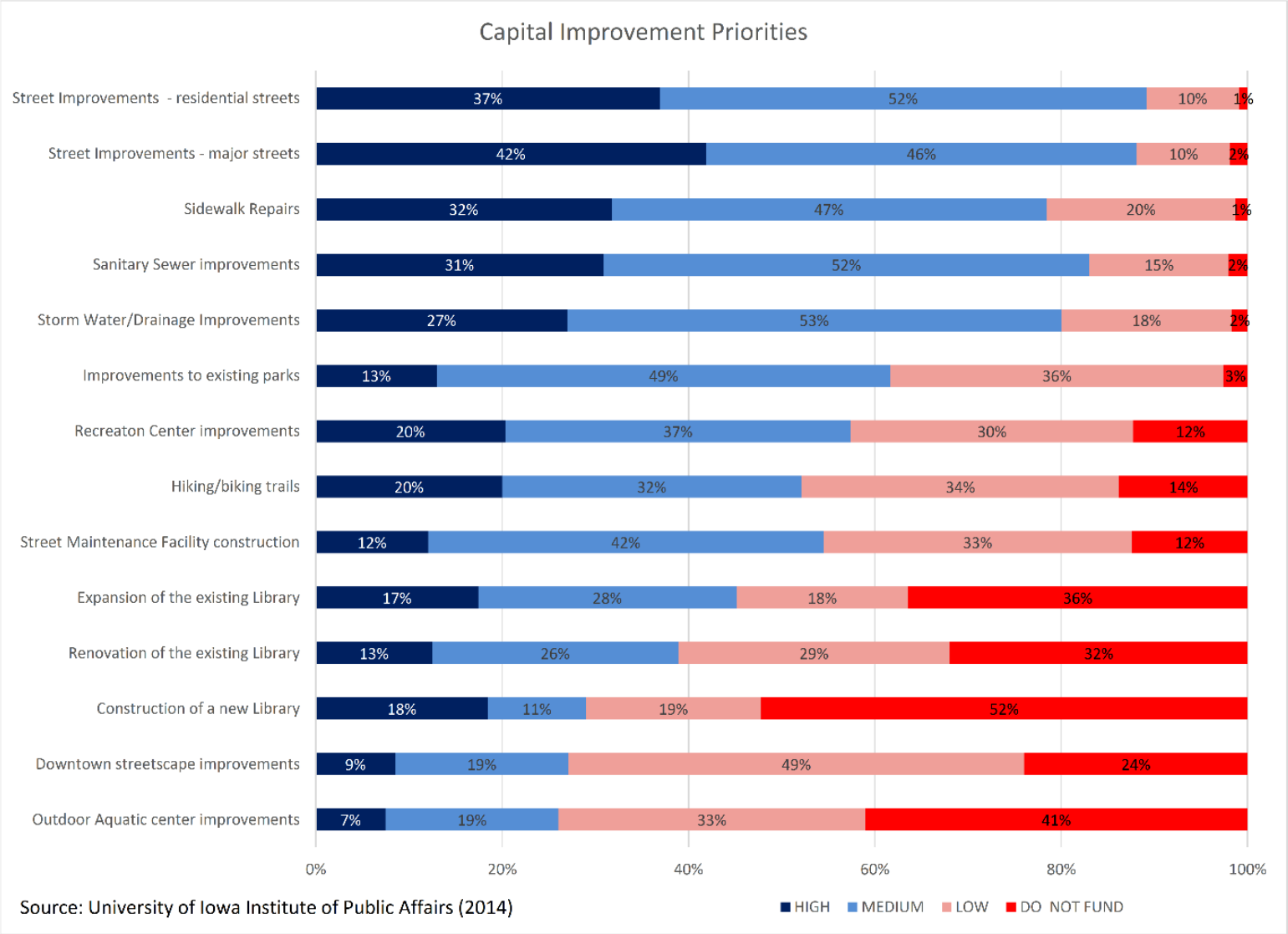
This document highlights the results of these two questions from the Winter 2014 survey.

Question II. Quality of Service. Please rate the quality of each of these services



Source: University of Iowa Institute of Public Affairs (2014)

Question III. Capital Improvements Priorities. The City is developing a five-year capital improvements program. What priorities do you give the following infrastructure improvement projects?



Source: University of Iowa Institute of Public Affairs (2014)

	VERY SATIS.	SATIS	NOT SATIS	VERY DISSATIS	UNSURE/NO OPINION		VERY SATIS.	SATIS	NOT SATIS	VERY DISSATIS	UNSURE/NO OPINION
II. QUALITY OF SERVICE											
1. Animal Control	66	158	37	8	60	329	20.1%	48.0%	11.2%	2.4%	18.2%
2. Building Inspection	50	150	12	8	109	329	15.2%	45.6%	3.6%	2.4%	33.1%
3. Code/Nuisance Enforcement	50	154	41	13	71	329	15.2%	46.8%	12.5%	4.0%	21.6%
4. Economic Development	49	192	48	7	33	329	14.9%	58.4%	14.6%	2.1%	10.0%
5. Fire Department	109	204	2	0	14	329	33.1%	62.0%	0.6%	0.0%	4.3%
6. Garbage/Solid Waste Collection	158	149	12	3	7	329	48.0%	45.3%	3.6%	0.9%	2.1%
7. Golf Course	82	108	7	4	128	329	24.9%	32.8%	2.1%	1.2%	38.9%
8. Library	46	166	58	23	36	329	14.0%	50.5%	17.6%	7.0%	10.9%
9. Parks	91	211	14	1	12	329	27.7%	64.1%	4.3%	0.3%	3.6%
10. Planning & Zoning	41	153	17	3	115	329	12.5%	46.5%	5.2%	0.9%	35.0%
11. Police Department	101	161	36	7	24	329	30.7%	48.9%	10.9%	2.1%	7.3%
12. Rec Center programs	39	170	37	5	78	329	11.9%	51.7%	11.2%	1.5%	23.7%
13. Recreation programs (not Rec Center)	26	141	46	6	110	329	7.9%	42.9%	14.0%	1.8%	33.4%
14. Sanitary Sewer	63	214	13	3	36	329	19.1%	65.0%	4.0%	0.9%	10.9%
15. Snow Removal	76	200	40	2	11	329	23.1%	60.8%	12.2%	0.6%	3.3%
16. Street Repair	59	181	68	9	12	329	17.9%	55.0%	20.7%	2.7%	3.6%
17. Storm Water Drainage	57	198	26	7	41	329	17.3%	60.2%	7.9%	2.1%	12.5%
18. Utility Billing	59	217	24	3	26	329	17.9%	66.0%	7.3%	0.9%	7.9%
19. Drinking Water	67	191	44	13	14	329	20.4%	58.1%	13.4%	4.0%	4.3%
20. City Administration	44	182	34	25	44	329	13.4%	55.3%	10.3%	7.6%	13.4%
21. Overall City Services	57	229	14	2	27	329	17.3%	69.6%	4.3%	0.6%	8.2%
III. CAPITAL IMPROVEMENTS PRIORITIES	HIGH	MEDIUM	LOW	DO NOT FUND	NO OPINION		HIGH	MEDIUM	LOW	DO NOT FUND	NO OPINION
1. Street Improvements - residential streets	119	168	32	3	7	329	36.2%	51.1%	9.7%	0.9%	2.1%
2. Street Improvements - major streets	134	148	32	6	9	329	40.7%	45.0%	9.7%	1.8%	2.7%
3. Downtown streetscape improvements	27	59	155	76	12	329	8.2%	17.9%	47.1%	23.1%	3.6%
4. Storm Water/Drainage Improvements	81	159	55	5	29	329	24.6%	48.3%	16.7%	1.5%	8.8%
5. Sanitary Sewer improvements	91	154	44	6	34	329	27.7%	46.8%	13.4%	1.8%	10.3%
6. Sidewalk Repairs	100	147	64	4	14	329	30.4%	44.7%	19.5%	1.2%	4.3%
7. Improvements to existing parks	40	150	110	8	21	329	12.2%	45.6%	33.4%	2.4%	6.4%
8. Hiking/biking trails	61	98	104	42	24	329	18.5%	29.8%	31.6%	12.8%	7.3%
9. Construction of a new Library	58	33	59	164	15	329	17.6%	10.0%	17.9%	49.8%	4.6%
10. Expansion of the existing Library	54	86	57	113	19	329	16.4%	26.1%	17.3%	34.3%	5.8%
11. Renovation of the existing Library	36	76	84	92	41	329	10.9%	23.1%	25.5%	28.0%	12.5%
12. Outdoor Aquatic center improvements	23	57	101	126	22	329	7.0%	17.3%	30.7%	38.3%	6.7%
13. Recreaton Center improvements	63	115	94	38	19	329	19.1%	35.0%	28.6%	11.6%	5.8%
14. Street Maintenance Facility construction	35	123	96	36	39	329	10.6%	37.4%	29.2%	10.9%	11.9%

Source: University of Iowa Institute of Public Affairs (2014)