

PANAMA CITY BEACH CITY COUNCIL AGENDA

NOTE: AT EACH OF ITS REGULAR OR SPECIAL MEETINGS, THE CITY COUNCIL ALSO SITS, EX-OFFICIO, AS THE CITY OF PANAMA CITY BEACH COMMUNITY REDEVELOPMENT AGENCY AND MAY CONSIDER ITEMS AND TAKE ACTION IN THAT LATTER CAPACITY.

MEETING DATE: JUNE 25, 2020

MEETING TIME: 9:00 A.M.

A. CALL TO ORDER

1. ROLL CALL.
2. INVOCATION – COUNCILMAN JARMAN.
3. PLEDGE OF ALLEGIANCE – COUNCILMAN JARMAN.
4. COMMUNITY ANNOUNCEMENTS.
5. APPROVAL OF MINUTES OF MAY 14 REGULAR MEETING.
6. APPROVAL OF AGENDA, AND ADDITIONS OR DELETIONS.
7. PRESENTATION – EMPLOYEE RECOGNITION.
8. PUBLIC COMMENTS – NON-AGENDA BUSINESS (LIMITED TO THREE MINUTES).

B. REGULAR AGENDA – DISCUSSION/ACTION

1. TO RESOLUTION 20-129, COVID-19 RELATED MEASURES.
2. HW ORDINANCE 1523, GENERAL EMPLOYEE PENSION CHARTER OFFICER VESTING, SECOND READING, PUBLIC HEARING
3. TO ORDINANCE 1526, CITY ADVISORY BOARD GOVERNANCE, 2ND READING. PUBLIC HEARING.
- 4.* DC RESOLUTION 20-130, CRA ADVISORY COMMITTEE CREATION.
- 5.* DC APPOINTMENT OF CRA ADVISORY BOARD MEMBERS AND COUNCIL LIAISON.
6. LC RESOLUTION 20-131, BEACH SAFETY SERVICES.
7. TO RESOLUTION 20-132, BID AWARD- CITIZEN ENGAGEMENT STUDY AND BUDGET AMENDMENT #37.
8. KJ RESOLUTION 20-128, BID AWARD- EAGLE DRIVE DRAINAGE IMPROVEMENTS.
9. AS WASTEWATER ODOR CONTROL – DISCUSSION.
10. DC BEACH ACCESS POINT GARBAGE RECEPTACLES – DISCUSSION.
11. JP PARKS AND RECREATION AMENITY UPGRADES – DISCUSSION.

C. CITY MANAGER REPORT

COMMUNITY
ANNOUNCEMENTS

COMMUNITY ANNOUNCEMENTS

6/25/20

- 6/27-6/28/20 Southern Edge Lacrosse Tournament- PCB Sports Complex
- 6/29-7/4/20 USSSA Fastpitch World Series- Frank Brown Park
- 7/3/20 Real. Fun. Fourth. Fireworks Light Up The Gulf, 8PM, behind the Boardwalk Beach Resort and also the Grand Lagoon off Thomas Drive.
- 7/4/20 Bay County Veterans Memorial Ceremony- 9AM Aaron Bessant Park (Mayor has been asked to be guest speaker)
- 7/4/20 Real. Fun. Fourth. Star Spangled Spectacular- largest fireworks display on the Gulf Coast, 9PM at the City Pier (Russell-Fields Pier) and County Pier. (M.B.Miller Pier)
- 6/29-7/5/20 Grand Slam World Series 3- PCB Sports Complex
- 7/2-7/5/20 Football Elite Jr. Liberty Bowl- PCB Sports Complex
- 7/6-7/11/20 USFA Fastpitch World Series 1- Frank Brown Park and PCB Sports Complex
- 7/9-7/12/20 USA High School Football- PCB Sports Complex
- 7/13-7/18/20 USFA Fastpitch World Series 2- Frank Brown Park and PCB Sports Complex

Copies available on the table

DRAFT MINUTES

The Regular Meeting of the City Council of the City of Panama City Beach, Florida, and when permitted or required by the subject matter, the Panama City Beach Community Redevelopment Agency, held on May 14, 2020.

ROLL

MAYOR MARK SHELDON

COUNCILORS:

PAUL CASTO

PHIL CHESTER

GEOFF MCCONNELL

MICHAEL JARMAN

CITY MANAGER:

TONY O'ROURKE

INTERIM CITY CLERK:

JO SMITH

CITY ATTORNEY:

AMY MYERS

Mayor Sheldon called the meeting to order at 9:00 A.M.

Councilman Casto gave the invocation and led the Pledge of Allegiance.

Mayor Sheldon read the Community Announcements.

The Minutes of the Special Meeting of March 23, Workshop of March 23, Regular Meeting of March 26, and Regular Meeting of April 9, 2020 were presented for approval.

Councilman Chester made the motion to approve the Minutes as written. Second was by Councilman Casto and the motion passed by unanimous roll call vote recorded as follows:

Councilman Casto	Aye
Councilman Chester	Aye
Councilman McConnell	Aye
Councilman Jarman	Aye
Mayor Sheldon	Aye

Mayor Sheldon asked if there were any additions or deletions to the Agenda. Ms. Myers asked to table Regular Item #4, **Resolution 20-99, Condemnation of 111 and 113 Arnold Road**, until May 28th. There were no objections.

Councilman Chester made the motion to approve the amended Agenda. Second was by Councilman Casto and the motion passed by unanimous roll call vote recorded as follows:

Councilman Casto	Aye
Councilman Chester	Aye
Councilman McConnell	Aye
Councilman Jarman	Aye
Mayor Sheldon	Aye

PUBLIC COMMENTS - NON-AGENDA BUSINESS (LIMITED TO THREE MINUTES)

Mayor Sheldon opened the Public Comments section at 6:05 P.M. and asked for comments. There were none. He closed the Public Comments section 6:06 P.M.

CONSENT AGENDA

ITEM 1 RESOLUTION 20-101, BID AWARD- MIDSIZE SWB CARGO VAN. "A Resolution of the City of Panama City Beach, authorizing the purchase of one SWB Cargo Van from Bozard Ford Company in the total amount of \$26,996 for the Utilities Department."

ITEM 2* RESOLUTION 20-106, BID AWARD- CRA STREET LIGHTING EVALUATION. "A Resolution of the City of Panama City Beach, Florida, approving an Agreement with Metro Power, Inc., for Street Lighting Evaluation in the amount of \$20,150."

ITEM 3* RESOLUTION 20-108, TASK ORDER #2020-01 ROADWAY DESIGN, FRONT BEACH ROAD SEGMENT 4.2, FBR CRA. "A Resolution of the City of Panama City Beach, Florida, approving Task Order #2020-01 for Roadway Design of the Front Beach Road Community Redevelopment Plan Project Segment 4.2 in the amount of \$1,551,128.46; authorizing execution and providing an immediately effective date."

ITEM 4* RESOLUTION 20-105, FDOT LAP AGREEMENT FOR PORTION OF ALF COLEMAN ROAD. "A Resolution of the City of Panama City Beach, Florida, approving a Local Agency Program Agreement with the State of Florida Department of Transportation relating to funding for the construction of pedestrian and roadway improvements on a portion of Alf Coleman, in the basic amount of \$519,819."

Ms. Smith read the Consent Agenda by titles.

Councilman McConnell made the motion to approve the Consent Agenda. Second was by Councilman Jarman and the motion passed by unanimous roll call vote recorded as follows:

Councilman Casto	Aye
Councilman Chester	Aye
Councilman McConnell	Aye
Councilman Jarman	Aye
Mayor Sheldon	Aye

AMENDED REGULAR AGENDA- DISCUSSION/ACTION

ITEM 1 RESOLUTION 20-102, COUNCIL MEETING PROCEDURES AND CODE OF CONDUCT. Ms. Myers read Resolution 20-102 by title. The Mayor asked for comments.

- 1 Mr. Burnie Thompson. Mr. Thompson said the speaker cards had been burdensome and he asked the Council to repeal Resolution 17-99 in total.
- 2 Mr. Frank Sewell. Mr. Sewell echoed Mr. Thompson's comments and that it was a pleasant atmosphere.
- 3 Ms. Debbie Ward. Ms. Ward said there had been four emails which were not in favor of the speaker cards.

Councilman McConnell agreed that the speaker cards were useless and should be discontinued. Councilman Casto concurred. Councilman Chester said the speaker cards assisted with the Minutes. Councilman Jarman said the cards were merely an organizational tool. Mayor Sheldon said he agreed that the cards were a burden, and now the Council would start a new code of conduct, being respectful and open.

Councilman McConnell made the motion to approve amended Resolution 20-102, removing the speaker cards. Second was by Councilman Jarman and the motion passed by unanimous roll call vote recorded as follows:

Councilman Casto	Aye
Councilman Chester	Aye
Councilman McConnell	Aye
Councilman Jarman	Aye
Mayor Sheldon	Aye

ITEM 2 RESOLUTION 20-103, COVID-19 RELATED MEASURES. Ms. Myers read Resolution 20-103. The Mayor called for comments and there were none, and no emails per Ms. Ward.

Mr. O'Rourke recommended May 16th for opening Frank Brown Park soccer. He said the TDC was working on their protocols to apply universally. He said Staff planned to begin reintroducing the summer programs for the kids with ten or less people, bringing some normalcy. The kiddie pool and open swim were still prohibited, only lap swimming open. For the Summer Concert Series, the City did not want large venues at this time. The City was fortunate with no employees being tested positive. He said some Staff was still teleworking and may continue and would leave that up to individual departments. Mr. O'Rourke said virtual meetings would cease July 7th. He said South Pier Park Road would be closed to reduce the cruising congestion and it had been well received.

Councilman Chester asked if the Police or Fire Departments had any concerns about closing South Pier Park Drive. There were none. Regarding the fields, he asked about insurance. Mr. Ponek replied the TDC took care of the tournaments and we required insurance when the fields were reserved. Councilman Chester said there were good plans in place with Mr. Ponek and the TDC working together.

Councilman Casto suggested a nice sign at the South Pier Park Drive closure instead of the ugly cones. Mr. O'Rourke said that was a good idea.

Councilman McConnell asked about the league play at the Park and if the games could be started when the fields opened.

Mayor Sheldon agreed that he wanted the softball and baseball season with one field set aside for youth games. He urged Mr. Ponek to be creative for the youth of the community.

Councilman Jarman asked about the proposed June 1st date. Mr. O'Rourke said because of the spectators and not allowing as many as in the past.

Mayor Sheldon said it seemed like a good plan and that it was great to see people in City Hall. He said he was comfortable with the current hospital stats from the virus.

Councilman McConnell made the motion to approve Resolution 20-103 with June 1st dates. Second was by Councilman Chester and the motion passed by unanimous roll call vote recorded as follows:

Councilman Casto	Aye
Councilman Chester	Aye
Councilman McConnell	Aye
Councilman Jarman	Aye
Mayor Sheldon	Aye

ITEM 3* RESOLUTION 20-104, FDOT MEMORANDUM OF UNDERSTANDING RELATED TO RIGHTS OF WAYS TRANSFERS. Ms. Myers read Resolution 20-104 by title. The Mayor called for comments from the audience.

1 Mr. Tom Robinson. Mr. Robinson asked if FDOT would have any say in the construction.

There were no other audience comments, no online comments or emails per Ms. Ward.

Mr. O'Rourke said this Resolution only dealt with maintenance, not construction. Mayor Sheldon asked Mr. David Campbell to elaborate.

Mr. Campbell said the City had been acquiring the rights of ways for Bay Parkway and had asked FDOT for the relatively simple agreement for exchange. Bay Parkway was being built to FDOT standards. He continued that this would limit review time and help the CRA.

Councilman McConnell made the motion to approve Resolution 20-104. Second was by Councilman Jarman and the motion passed by unanimous roll call vote recorded as follows:

Councilman Casto	Aye
Councilman Chester	Aye
Councilman McConnell	Aye
Councilman Jarman	Aye
Mayor Sheldon	Aye

ITEM 4* RESOLUTION 20-99, AUTHORIZING CONDEMNATION OF FRONT BEACH ROAD SEGMENT 3 RIGHT OF WAY AT 111 AND 113 ARNOLD ROAD. Tabled.

ITEM 5* RESOLUTION 20-110, TASK ORDER #2020-02 TO MSA WITH DEWBERRY ENGINEERS, INC., FOR POST DESIGN SERVICES, ALF COLEMAN PROJECT, FBR CRA. Ms. Myers read Resolution 20-110 by title. The Mayor called for audience comments; there were none. There were no online comments or emails received per Ms. Ward.

Mr. Campbell said Ms. Kathy Younce had submitted and received a grant for the sidewalk design, and this would improve drainage connections. He spoke of FDOT funding raising the roadway and improvements for turning into Lowe's. Councilman Casto said the roadway would not be widened to a four-lane.

Mayor Sheldon asked about additional employees to do the work in-house and Mr. O'Rourke replied the firm was hired due to the complexity of the project.

Councilman Casto made the motion to approve Resolution 20-110. Second was by Councilman Chester and the motion passed by unanimous roll call vote recorded as follows:

Councilman Casto	Aye
Councilman Chester	Aye
Councilman McConnell	Aye
Councilman Jarman	Aye
Mayor Sheldon	Aye

ITEM 6 RESOLUTION 20-107, BAY PARKWAY PHASE 2 MITIGATION AGREEMENT. Ms. Myers read Resolution 20-107 by title. Mayor Sheldon asked for audience comments; there were none. There were no online comments nor any emails per Ms. Ward. Ms. Jenkins had no comments. Councilman Jarman said this was merely a trade.

Councilman McConnell made the motion to approve Resolution 20-107. Second was by Councilman Chester and the motion passed by unanimous roll call vote recorded as follows:

Councilman Casto	Aye
Councilman Chester	Aye
Councilman McConnell	Aye
Councilman Jarman	Aye
Mayor Sheldon	Aye

ITEM 7 RESOLUTION 20-100, BID AWARD- CONSERVATION PARK 2020 TRAIL STABILIZATION PROJECT. Ms. Myers read Resolution 20-100 by title. The Mayor called for audience comments; there were none. There were no online comments nor any emails received per Ms. Ward.

Mr. Shortt explained the lowest bid was so low, it allowed the opportunity to stabilize other areas, almost double the amount of work. The contractor agreed to the additional tasks.

Councilman McConnell made the motion to approve Resolution 20-100. Second was by Councilman Chester and the motion passed by unanimous roll call vote recorded as follows:

Councilman Casto	Aye
Councilman Chester	Aye
Councilman McConnell	Aye
Councilman Jarman	Aye
Mayor Sheldon	Aye

ITEM 8 BOARD APPOINTMENTS. The Mayor called for audience comments and there were none. There were no online comments nor any emails received per Ms. Ward.

A. PLANNING BOARD. The Mayor said ballots were in front of each Council member for their vote. The Council made their selections and Ms. Smith tabulated and announced the results as follows; three (3) votes for Mr. Reginald Johns, one (1) vote for Ms. Rhonda Davis-Ross, and one (1) vote for Ms. Erin Simmons.

COPIES OF SIGNED BALLOTS FOR THE PLANNING BOARD APPOINTMENT ARE ATTACHED TO AND BECOME AN OFFICIAL PART OF THESE MINUTES.

B. EMERALD COAST REGIONAL COUNCIL (FORMERLY WEST FLORIDA REGIONAL PLANNING COUNCIL).

Councilman Casto made the motion to appoint Councilman Jarman to the ECRC. Second was by Councilman Chester and the motion passed by unanimous roll call vote recorded as follows:

Councilman Casto	Aye
Councilman Chester	Aye
Councilman McConnell	Aye
Councilman Jarman	Aye
Mayor Sheldon	Aye

C. AUDIT COMMITTEE. Mayor Sheldon said he would defer to Councilman Jarman for a choice since it was a four-member Board. Councilman Jarman chose Mr. Cameron

Skinner. Councilman McConnell said his earlier appointment this year had to resign, so he chose Mr. Jeremy Hinton to be on the Audit Committee.

Councilman Jarman made the motion to approve the two appointments. Second was by Councilman Casto and the motion passed by unanimous roll call vote recorded as follows:

Councilman Casto	Aye
Councilman Chester	Aye
Councilman McConnell	Aye
Councilman Jarman	Aye
Mayor Sheldon	Aye

D. HALF CENT SALES TAX CITIZENS OVERSIGHT COMMITTEE (MAYOR AND WARD 4). Mayor Sheldon chose Mr. Chris Jennings. Councilman Chester chose Mr. David Scruggs. Councilman Jarman chose Mr. Doug Gilmore. The Council accepted the nominations.

ITEM 9 ORDINANCE 1518, MILITARY OVERLAY AMENDMENT, FIRST READING, PUBLIC HEARING. Ms. Myers read Ordinance 1518 by title. Mayor Sheldon opened the Public Hearing at 6:52 P.M. and called for audience comments. There were none. He called for online comments and there were none. Ms. Ward confirmed she had received no emails. The Mayor closed the Public Hearing at 6:53 P.M. Mr. Leonard had no comments.

Councilman McConnell said this was critical for national security.

Councilman Jarman made the motion to approve Ordinance 1518. Second was by Councilman McConnell and the motion passed by unanimous roll call vote recorded as follows:

Councilman Casto	Aye
Councilman Chester	Aye
Councilman McConnell	Aye
Councilman Jarman	Aye
Mayor Sheldon	Aye

ITEM 10 RESOLUTION 20-109, FINANCE MANAGEMENT POLICIES. Ms. Myers read Resolution 20-109 by title. The Mayor called for audience comments; there were none. There were no online comments nor any emails received per Ms. Ward.

Ms. White gave a brief overview, explaining being public stewards and transparency. She spoke of the upcoming new website and creating an easier to understand pictorial presentation of the budget, and this was the policy on how to get there, the first step.

Councilman McConnell asked if this should be tabled to allow input from the Finance Management Advisory Committee first. Discussion ensued concerning the 25% reserve. Mayor Sheldon recommended moving forward as this would be the roadmap. Councilman McConnell made suggestions for revisions concerning the audit process, temporary positions, and inventory. Mayor Sheldon said he appreciated the work of Ms. White. Ms. Myers said she would bring the super majority vote portion of the discussion back to Council.

Councilman Casto made the motion to approve Resolution 20-109. Second was by Councilman Chester and the motion passed by unanimous roll call vote recorded as follows:

Councilman Casto	Aye
Councilman Chester	Aye
Councilman McConnell	Aye
Councilman Jarman	Aye
Mayor Sheldon	Aye

ITEM 11 CREATION OF NEW COMMITTEES- DISCUSSION.

- A. CRA OVERSIGHT COMMITTEE**
- B. FINANCIAL MANAGEMENT ADVISORY COMMITTEE**
- C. ECONOMIC DEVELOPMENT COMMITTEE**

Mayor Sheldon called for audience comments; there were none. There were no online comments nor any emails received by Ms. Ward.

Mr. O'Rourke said these committees were not restricted to only City residents. He said these Committees would raise the trust and bring transparency and value to the City. He continued that these Committees would be advisory but would have clear missions, mandates, assignments, responsibilities and roles. The new members would be trained on the Open Meeting laws and the Sunshine Laws. Individual Council members would be chosen as liaison to each Committee and twice per year, the Chair would come to the City Council to report.

Councilman McConnell suggested doing one Committee at a time, then 30-45 days later another Committee. The Mayor said he felt there was a need and recommended sooner than later. Councilman McConnell spoke of the burden on staff with the training and agendas. He said there was a lot of work to be done in the next six months. Councilman Jarman said the monthly spacing would not be detrimental. Both Councilman Casto and Chester agreed with spacing the Committee creations.

Councilman McConnell suggested the Financial Management Advisory Committee be created first. Councilman Jarman suggested the CRA second.

Mr. O'Rourke suggested the Financial Management Advisory Committee be on the May 28th Agenda, and the CRA on June 28th. Ms. Myers said the tasks would need to be included in the Resolution creating the Committees.

ITEM 12 WATER SUPPLY REDUNDANCY PLAN- DISCUSSION. The Mayor called for audience comments; there were none. There were no online comments nor any emails received per Ms. Ward.

Mr. Shortt presented a powerpoint presentation with a brief history of the City and that 60 years ago, there was no municipal running system. With the four municipalities being combined, the decision was made for Bay County to let the City have the franchise to provide water to the entire beach and eventually do away with the old well system. Mr. Shortt talked about the County improving its lines, especially the one under Hathaway Bridge.

Mr. Shortt identified the one water line going down SR79 which supplies 60% of the island's water. The recent leak was at the worst possible location. He said the contractor struggled to repair the leak without shutting the water off to the customers. He spoke of the interconnection with all the lines and difficulties shutting off water when leaks occurred.

He spoke of a proposed 20" water line on the other side of SR79, which would allow extra time for repairs to be made on the existing pipe if necessary, about a \$4.7

Million Dollar project. He said with the change in reserves, the \$4.7 Million Dollars could be spent without incurring new debt if the Council directed. He said it was currently in the budget for FY20-21. He said the system was getting too large to rely on one pipe. He said we were the largest utility in the County, and 50% of the County's production came to the City.

Councilman McConnell asked if this was included in the five-year plan. Mr. Shortt replied affirmatively. He said because the CRA was being accelerated, some of the utility projects were being moved forward. Discussion ensued concerning additional storage tanks and the balancing act of storing chlorinated water.

ITEM 13 LIFEGUARD PARTNERSHIPS-DISCUSSION. The Mayor called for audience comments; there were none. There were no online comments nor any emails received per Ms. Ward.

Fire Chief Couch said he had reached out to several beachside businesses for public/private partnerships but all were on holding patterns due to the economy. He spoke of the 50/50 split with the City supplying the capital items and private industry paying for the guards. Unfortunately, no businesses were coming forward due to the economy.

Mayor Sheldon recommended sending out an RFP to all businesses to see who would be interested. Councilman McConnell said that was a great idea.

Regarding beach bonfires, the County had entered into a no-burn. Chief Couch spoke of the illegal burns and with it being extremely dry, it was not worth the risk. He spoke of the South Walton fire and our department responding, and other fires occurring now.

ITEM 14 STRATEGIC PLAN-DISCUSSION. The Mayor called for audience comments; there were none. There were no online comments nor any emails received per Ms. Ward.

Mr. O'Rourke spoke of this being a blueprint, a roadmap. He spoke of the focus groups, less than ten people each. He explained about the strategic planning, working towards a plan. He spoke of community engagement, committed to see it through. He proposed hosting smaller focus groups, a positive experience. The Council would supply ten to twelve people who would be interested in participating and being involved with these groups. He spoke of an aggressive schedule, with the first meeting tentatively June 12th, rather sooner than later. He said these groups would help drive the Council's decision-making both long-term and short-term.

Mr. O'Rourke spoke of the areas for the focus groups, SWOT, the government's role in this community, core values, the mission, and the priorities. He elaborated at length. He said the budget should be driven by the strategic plan, projected out five years and the Council's priorities.

Mayor Sheldon said that was his biggest platform and added priorities into the SWOT section.

ITEM 15 CITIZEN SURVEY RFP-DISCUSSION. The Mayor called for audience comments; there were none. There were no online comments nor any emails received per Ms. Ward.

Mr. O'Rourke said this survey would help the citizens evaluate the City's current services, their quality of life, community engagement, the economy, recreation, and makeup. He said the survey would go to approximately 1500 households and allow other citizens to take the survey online. This would also allow the opportunity to create

customized policy questions, especially from the new Council members. Councilman Jarman had mentioned questions about the broadband and garbage services. The Mayor had asked about interest in charter schools and STEM program.

Mr. O'Rourke said the City would issue a RFP and the firm chosen would create the survey and Staff would bring it back to Council for review, to add or delete questions. The final product would be brought back for Council review before issuance,

Mayor Sheldon asked the cost for this survey. Mr. O'Rourke said it would be relatively small, approximately \$15,000, budgeted through the Operating Reserves. The Mayor said this along with the Strategic Plan would supply good data going forward.

CITY MANAGER REPORT

Mr. O'Rourke said last week, the Mayor wrote a letter to the Governor concerning short-term rentals. He said he felt it was important for the Mayor to be granted the ability to communicate with other government officials on matters that were time-sensitive. He said the communication would then come back to the Council for ratification, after keeping in mind the best interests of the community.

Mr. O'Rourke said shade structures were being installed at Frank Brown Park and would be a significant enhancement for the Park.

CITY ATTORNEY REPORT

Ms. Myers said the City requested and received an approximately One Million Dollar appropriation for Bay Parkway and she requested permission to draft a letter to the Governor in support of that appropriation this week. The Council members agreed. The Governor's Executive Order for virtual meetings expires July 7th so tentatively the July 9th meeting would be back to normal.

COUNCIL COMMENTS

Councilman Casto thanked Chief Couch and the Fire Department for their assistance with the recent wildfire. Councilman Chester echoed those thanks.

Councilman McConnell said the response to the Census had been poor and asked for the community to respond. He said he hoped to have another of his Townhall meetings in August. He thanked Mr. Ponek for the shade improvements at the Park.

Councilman Jarman thanked Chief Couch and praised the Fire Department for the mutual aid call. He said he looked forward to the strategic planning.

Mayor Sheldon agreed with Councilman McConnell on the importance of the Census. He also asked for more bike racks at the beach accesses. Related to short-term rentals, the City did not have the ability for enforcement. He suggested looking at our parking lots and carving out spaces for the residents.

With nothing further, the meeting was adjourned at 8:16 P.M.

**** ACTION ITEMS NOTED WITH AN ASTERISK ARE TAKEN BOTH BY THE CITY COUNCIL AND THE PANAMA CITY BEACH REDEVELOPMENT AGENCY JOINTLY AND CONCURRENTLY.**

READ AND APPROVED this 25th of June, 2020.

IN THE EVENT OF A CONFLICT BETWEEN THE FOREGOING MINUTES AND A VERBATIM TRANSCRIPT OF THESE MINUTES, THE FOREGOING MINUTES SHALL CONTROL.

Mayor

ATTEST:

City Clerk

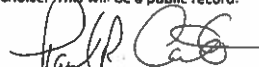
DRAFT

BALLOT

PLANNING BOARD APPLICANTS

- MINERVE BATRONY
- ED BENJAMIN
- MATT BUSH
- RHONDA DAVIS-ROSS
- STEVEN DRAPER
- AL FEINSTEIN
- REGINALD JOHNS
- KEN MCVAY
- REX REID
- THOMAS ROBINSON
- ERIN SIMMONS
- WILLIAM STROUPE
- EDDIE VALLE

Mark an "X" for your choice. This will be a public record.



 Signature 5/14/20

BALLOT

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 Signature 5/14/20

PRESENTATIONS

EMPLOYEE RECOGNITION

30 Years

Bo Reeves
James Creamer
David Jordan

15 Years

Buster Pate
Cpl. Joey Pettys
Greg Andrews

10 Years

Bill Woodcock
Michael Sparks
Allison Marshall
Robert Williams

5 Years

Gary Godsey
Steve Holley
Jeremiah Jagers
Jonah Pokipala
Robert Moss
Anthony Malko

RETIREMENT

Danny McDonald, 24 years
Michelle McDonald, 19 years

REGULAR ITEM

1



City of Panama City Beach

June 18, 2020

TO: Mayor and City Council
FROM: Tony O'Rourke, City Manager
RE: COVID-19 Actions

The staff is recommending the following revisions to the City Council prior COVID-19 actions:

- ✓ Permit public access to all City buildings and facilities and suspend required temperature checks effective July 1, 2020
- ✓ End suspension of involuntary water utility shut offs and late payment charges effective July 1, 2020; late payments will not be charged between April 1 and July 1.
- ✓ Staff recommends the initiation of the City Summer Concert Series beginning on Thursday, July 16, subject to a COVID-19 mitigation plan (attached)
- ✓ Reinstigate voluntary early payout of accrued sick leave to the City's Deferred Retirement Option Plan (DROP)
- ✓ Permit access to the Aquatic Center children's pool and open swim at 50% capacity effective July 1, 2020

All these recommended actions are contingent on the following criteria:

- Evidence of declining or flatter COVID-19 case growth rate in Bay County as measured by the Florida Department of Health.
- Evidence that Bay County ICU bed capacity is adequate to treat all patients without a crisis/surge of COVID-19 patients.
- Sufficient supply of personal protective equipment (PPE) to handle a COVID-19 surge.



Summer ²⁰²⁰ Concert Series

• **FREE ENTRY** •

THURSDAY | *July 16- Oct 8*
NIGHTS | **7-9PM**

AARON BESSANT PARK
500 WEST PARK DRIVE

JULY

16 **BAND NAME**
MUSIC GENRE

23 **BAND NAME**
MUSIC GENRE

30 **BAND NAME**
MUSIC GENRE

AUGUST

6 **BAND NAME**
MUSIC GENRE

13 **BAND NAME**
MUSIC GENRE

20 **BAND NAME**
MUSIC GENRE

27 **BAND NAME**
MUSIC GENRE

SEPTEMBER

10 **BAND NAME**
MUSIC GENRE

17 **BAND NAME**
MUSIC GENRE

24 **BAND NAME**
MUSIC GENRE

OCTOBER

1 **BAND NAME**
MUSIC GENRE

8 **BAND NAME**
MUSIC GENRE



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RESOLUTION 20-129

A RESOLUTION OF THE CITY OF PANAMA CITY BEACH, FLORIDA, REOPENING CITY FACILITIES SUBJECT TO SOCIAL DISTANCING; REPEALING THE SUSPENSION OF EARLY SICK-LEAVE PAYOUTS; REPEALING THE SUSPENSION OF INVOLUNTARY WATER UTILITY DISCONNECTIONS; REOPENING THE FRANK BROWN PARK SPLASH PARK;

WHEREAS, the City of Panama City Beach (“City”) is a municipality granted home rule authority pursuant to Article VIII, Section 2 of the Constitution of the State of Florida and may exercise its governmental, corporate, and proprietary powers for municipal purposes, including to regulate for the protection of the public health, safety, and welfare; and

WHEREAS, the World Health Organization, U.S. Health and Human Services Secretary, President of the United States, Governor of the State of Florida, and Bay County have all declared the outbreak of the novel coronavirus, COVID-19, to be an international, national, state, and local emergency; and

WHEREAS, since March 17, 2020, the City Council has taken careful and measured action by Resolutions and Emergency Ordinances to balance the public health and safety while also monitoring the need to allow for recreational and commercial activity to safely continue; and

WHEREAS, on June 3, 2020, the Governor of the State of Florida issued Executive Order 20-139 enacting the “ Phase 12: Safe. Smart. Step-By-Step. Plan for Florida’s Recovery” which expanded guidelines on safe congregations and recreational activities; and

WHEREAS, the City Council finds that Governor DeSantis’s Plan for Florida’s Recovery enables the City to reopen its government and recreational facilities; and

NOW, THEREFORE BE IT RESOLVED by the City Council of the City of Panama City Beach, Florida as follows:

1. Beginning July 1, 2020, all public buildings of the City shall reopen to the public subject to then-in-place guidelines on social distancing and congregation size.
2. Resolution 20-84, Section 2, suspending early sick-leave payouts pursuant to Resolution 20-14 is hereby repealed.
3. Involuntary water utility disconnections and late payment delinquency actions, suspended by operation of Resolution 20-80E, shall resume on July 1.
4. Beginning July 1, 2020, the Frank Brown Park Aquatic Center Splash Park shall reopen to public at 50% capacity.

THIS RESOLUTION shall be effective immediately upon passage.

PASSED in regular session this ____ day of _____, 2020.

CITY OF PANAMA CITY BEACH

By: _____
Mark Sheldon, Mayor

ATTEST:

Jo Smith, Interim City Clerk

REGULAR ITEM

2



CITY OF PANAMA CITY BEACH AGENDA ITEM SUMMARY

1. DEPARTMENT MAKING REQUEST/NAME:
FINANCE/HOLLY WHITE

2. MEETING DATE:
JUNE 25, 2020

3. REQUESTED MOTION/ACTION:
HOLD PUBLIC HEARING AND CONSIDER SECOND READING AND ADOPTION OF ORDINANCE 1523

4. AGENDA

PRESENTATION
PUBLIC HEARING
CONSENT
REGULAR

5. IS THIS ITEM BUDGETED (IF APPLICABLE)? Yes No N/A
BUDGET AMENDMENT OR N/A

DETAILED BUDGET AMENDMENT ATTACHED Yes No N/A

6. BACKGROUND: (WHY IS THE ACTION NECESSARY, WHAT GOAL WILL BE ACHIEVED)

THE CITY'S GENERAL EMPLOYEES' PENSION PLAN ALLOWS EMPLOYEES' BENEFITS TO VEST UPON ACHIEVING TEN (10) YEARS OF SERVICE WITH THE CITY.

DURING THE RECRUITMENT OF A NEW CITY MANAGER, THE COUNCIL COMMITTED TO CONSIDER IN GOOD FAITH A CHANGE TO THE CITY'S PENSION PLAN WHICH WOULD ALLOW EMPLOYEES WHO ARE NOT MEMBERS OF CIVIL SERVICE AND HIRED AFTER OCTOBER 1, 2019, TO VEST THEIR PENSION BENEFITS UPON ACHIEVING FIVE (5) YEARS OF SERVICE WITH THE CITY. THE CURRENT NON-CIVIL SERVICE POSITIONS WITH THE CITY ARE THE CITY MANAGER, CITY CLERK, AND ASSISTANT TO THE CITY MANAGER.

THE CITY'S GENERAL EMPLOYEES' PENSION BOARD HAS REVIEWED AND APPROVED THIS CHANGE.

STAFF BELIEVES THIS WILL STRENGTHEN FUTURE RECRUITMENT FOR HIGHLY SKILLED POSITIONS. STAFF HAS SOUGHT AN ACTUARIAL ANALYSIS OF THE FISCAL IMPACT OF THIS CHANGE TO THE GENERAL EMPLOYEES' PENSION PLAN AND BELIEVES THAT THE CHANGE WILL HAVE A SMALL EFFECT ON THE LIABILITY AND CONTRIBUTION TO THE PLAN.

ORDINANCE NO. 1523

AN ORDINANCE OF THE CITY OF PANAMA CITY BEACH;
FURTHER AMENDING THE CITY OF PANAMA CITY BEACH
GENERAL MUNICIPAL EMPLOYEES' PENSION PLAN,
ADOPTED PURSUANT TO ORDINANCE NO. 1158; AS
SUBSEQUENTLY AMENDED; AMENDING SECTION 9,
VESTING; REPEALING ALL ORDINANCES IN CONFLICT
HEREWITH AND PROVIDING AN EFFECTIVE DATE.

BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF PANAMA CITY
BEACH, FLORIDA;

SECTION 1: That the City of Panama City Beach General Municipal Employees' Pension Plan, adopted pursuant to Ordinance No. 1158, as subsequently amended, is hereby further amended by add Section 9, Vesting, subsection 3., to read as follows:

If a Member terminates his employment as a General Employee, either voluntarily or by discharge, and is not eligible for any other benefits under the System, the Member shall be entitled to the following:

1. If the Member has less than ten (10) years of Credited Service upon termination, the Member shall be entitled to a refund of his Accumulated Contributions or the Member may leave it deposited with the Fund.

2. If the Member has ten (10) or more years of Credited Service upon termination, the Member shall be entitled to a monthly retirement benefit, determined in the same manner as for normal or early retirement and based upon the Member's Credited Service, Average Final Compensation and the benefit accrual rate as of the date of termination, payable to him commencing at Member's otherwise normal or early retirement date, determined based upon his actual years of Credited Service, provided he does not elect to withdraw his Accumulated Contributions and provided the Member survives to his otherwise normal or early retirement date. If the Member does not withdraw this Accumulated Contributions and does not survive to his otherwise normal or early retirement date, his designated Beneficiary shall be entitled to a benefit as provided herein for a deceased Member, vested or eligible for Retirement under Pre-Retirement Death.

3. Effective October 1, 2019, non-civil service employees of the City who are Members of the System and who have five (5) or more years of Credited Service upon termination, shall be entitled to the monthly retirement benefit described above.

* * *

SECTION 2: All Ordinances or parts of Ordinances in conflict herewith be and the same are hereby repealed.

SECTION 3: That this Ordinance shall become effective upon its adoption.

PASSED, APPROVED AND ADOPTED at the regular meeting of the City Council of the City of Panama City Beach, Florida, this _____ day of _____, 2020.

CITY OF PANAMA CITY BEACH, FLORIDA

MARK SHELDON, MAYOR

Attest:

JO SMITH, INTERIM CITY CLERK

EXAMINED AND APPROVED by me this _____ day of _____, 2020.

MAYOR

Published in the Panama City News Herald on the 12th day of June, 2020.

Posted on pcbgov.com on the _____ day of _____, 2020.

REGULAR ITEM

3



CITY OF PANAMA CITY BEACH AGENDA ITEM SUMMARY

1. DEPARTMENT MAKING REQUEST/NAME:
ADMINISTRATION

2. MEETING DATE:
JUNE 25, 2020

3. REQUESTED MOTION/ACTION:
HOLD PUBLIC HEARING AND ADOPT ORDINANCE 1526 REGARDING THE ESTABLISHMENT OF CITY ADVISORY COMMITTEES

4. AGENDA

PRESENTATION
PUBLIC HEARING
CONSENT
REGULAR

5. IS THIS ITEM BUDGETED (IF APPLICABLE)? Yes No N/A
BUDGET AMENDMENT OR N/A

DETAILED BUDGET AMENDMENT ATTACHED Yes No N/A

6. BACKGROUND: (WHY IS THE ACTION NECESSARY, WHAT GOAL WILL BE ACHIEVED)

AT ITS REGULAR MEETING ON MAY 14, 2020, THE COUNCIL DISCUSSED THE CREATION OF VARIOUS CITY ADVISORY COMMITTEES, THEIR POSSIBLE PURPOSES AND GENERAL GOVERNING PROVISIONS. THE ATTACHED ORDINANCE PROPOSED TO CODIFY THE CREATION, DURATION, SIZE, DUTIES AND EXPECTATIONS THAT WOULD BE APPLICABLE TO ANY ADVISORY COMMITTEE CREATED BY THE COUNCIL. THE PROPOSED ORDINANCE DOES NOT CREATE ANY ADVISORY COMMITTEES, BUT AUTHORIZES THEIR CREATION BY A RESOLUTION SETTING FORTH THE SPECIFIC PURPOSE, OBJECTIVES AND SIZE OF THE COMMITTEE AND THE ELIGIBILITY CRITERIA FOR ITS MEMBERS.

THIS ORDINANCE HAS BEEN MODIFIED FROM FIRST READING TO ALLOW FOR COMMITTEES LARGER THAN 5 PERSONS. THIS MODIFICATION DOES NOT AMEND THE PURPOSE AND INTENT OF THE ORDINANCE. THE ORDINANCE IS AVAILABLE FOR ADOPTION FOLLOWING A PUBLIC HEARING AND SECOND READING.

ORDINANCE NO. 1526

AN ORDINANCE OF THE CITY OF PANAMA CITY BEACH, FLORIDA, AMENDING CHAPTER 2 OF THE CITY'S CODE OF ORDINANCES RELATING TO BOARDS, COMMISSIONS AND COMMITTEES; AUTHORIZING THE ESTABLISHMENT OF ADVISORY COMMITTEES BY RESOLUTION; PROVIDING FOR THE PURPOSE, DURATION, AND MEMBERSHIP OF COMMITTEES; ESTABLISHING THE GENERAL TERMS, DUTIES AND EXPECTATIONS OF COMMITTEE MEMBERS; REPEALING ALL ORDINANCES OR PARTS OF ORDINANCES IN CONFLICT; PROVIDING FOR CODIFICATION; AND PROVIDING AN IMMEDIATELY EFFECTIVE DATE.

BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF PANAMA CITY BEACH:

SECTION 1. From and after the effective date of this ordinance, Article V, Chapter 2 of the Code of Ordinances of the City of Panama City Beach, related to Boards, Commissions and Committees is amended to read as follows (new text **bold and underlined**, deleted text ~~struckthrough~~):

ARTICLE V. - BOARDS, COMMISSIONS AND COMMITTEES
DIVISION 1. – GENERALLY

Sec. 2-202. - Compensation for persons serving on non-advisory boards.

Each member serving upon a non-advisory board created by this Code or any other ordinance of the city shall be entitled to receive as compensation for his service, the sum of ten dollars (\$10.00) for each meeting attended at which official business of the board is conducted. No member shall receive compensation in excess of one hundred twenty dollars (\$120.00) per fiscal year.

Sec. 2-203. Advisory committees.

A. Establishment of committees. Advisory committees may be established by resolution of the City Council. The implementing resolution shall articulate the mission, purposes and objectives or tasks of the advisory committee.

- together with any eligibility criteria for membership on the committee. A Councilperson shall be selected to serve as a non-voting committee liaison.
- B. Dissolution of committees. Unless otherwise directed by resolution of the City Council, the duration of an advisory committee shall be two years.**
- C. Membership. Committees shall consist of at least five members. Each Councilmember shall nominate at least one member to the committee. It is the intent of the City Council that as many persons as possible be invited to serve on the City's advisory committees. To that end, no person shall serve as a member of more than one committee if other qualified applicants are available to serve.**
- D. Term of Office. Unless otherwise established by the Council, the term of office for persons appointed to advisory committees shall be two years in length. A member whose term expires, or whose seat is deemed vacant, shall continue to serve until a successor is appointed.**
- E. General Duties.**
- 1. Committees shall meet at least quarterly, or more often as may be needed to fulfill their duties and responsibilities.**
 - 2. At its first meeting, each committee shall elect from its membership a chairperson, who shall serve in that capacity for one year to preside over the meeting protocols of the committee.**
 - 3. No less than annually, each Committee shall make a report to the Council regarding its activities, findings and recommendations.**
 - 4. Committees and their members have no authority to expend funds or make obligations on behalf of the City. Committees shall have no authority to make final decisions, but shall provide advice to the City Council and staff.**
- F. Expectations of committee Members.**
- 1. Compliance with State laws. The committee and all its proceedings shall be governed by and comply with the provisions of the Florida Sunshine Law, the Florida Public Records Law, the Florida Ethics Code, and all other applicable local or state rules. All meetings, records and reports of the committee shall be open to the public in accordance with Section 286.011 and section 119.07, Florida Statutes.**
 - 2. Compliance with City rules. Committees and their members shall comply with applicable City ordinances, rules and policies.**
 - 3. Code of Conduct. Committee members shall:**
 - i. Operate with integrity;**
 - ii. Treat the public, staff and each other with civility, dignity and trust.**
 - iii. Respect the limitations of their individual and collective authority.**
 - iv. Remain focused on tasks.**
 - v. Respect and ensure multiple opinions and contributions are heard.**
 - vi. Take collective responsibility for the committee's performance.**
 - 4. Attendance. Committee members shall attend no less than 80% of all**

meetings unless excused by majority vote of the committee. The committee shall recommend removal of any member with unexcused absences at three or more consecutive meetings.

5. Members of advisory committees shall serve without compensation but may be reimbursed for expenses reasonably incurred by them in the performance of their duties as members when authorized by their respective committee and the City Council.
6. Unless otherwise required by law, a member of an advisory committee may be removed from their office for any reason or no reason by a majority vote of the City Council.

Secs. 2-204—2-215. - Reserved.

SECTION 2. All ordinances or parts of ordinances in conflict herewith are repealed to the extent of such conflict.

SECTION 3. The appropriate officers and agents of the City are authorized and directed to codify, include and publish in electronic format the provisions of this Ordinance within the Panama City Beach Code, and unless a contrary ordinance is adopted within ninety (90) days following such publication, the codification of this Ordinance shall become the final and official record of the matters herein ordained. Section numbers may be assigned and changed whenever necessary or convenient.

SECTION 4. This Ordinance shall take effect immediately upon passage.

PASSED, APPROVED AND ADOPTED at the regular meeting of the City Council of the City of Panama City Beach, Florida, this ____ day of _____, 2020.

MAYOR

ATTEST:

CITY CLERK

EXAMINED AND APPROVED by me this _____ day of _____, 2020.

MAYOR

Published in the News Herald on the 12th day of June, 2020.

Posted on pcbgov.com on the _____ day of _____, 2020.

REGULAR ITEM

4



CITY OF PANAMA CITY BEACH AGENDA ITEM SUMMARY

1. DEPARTMENT MAKING REQUEST/NAME:

Public Works (CRA), David O. Campbell

2. MEETING DATE:

6/25/2020

3. REQUESTED MOTION/ACTION:

APPROVE A RESOLUTION OF THE CITY OF PANAMA CITY BEACH, FLORIDA, ESTABLISHING A COMMUNITY REDEVELOPMENT AREA ADVISORY COMMITTEE

4. AGENDA

PRESENTATION
PUBLIC HEARING
CONSENT
REGULAR

5. IS THIS ITEM BUDGETED (IF APPLICABLE) YES NO
BUDGET AMENDMENT OR N/A

N/A

DETAILED BUDGET AMENDMENT ATTACHED YES NO

N/A

6. BACKGROUND: (WHY IS THE ACTION NECESSARY, WHAT GOAL WILL BE ACHIEVED)

The function and purpose of the CRA Advisory Committee is to provide oversight, recommendations and guidance of measures to advance the execution of the goals and objectives of the Front Beach Road Community Redevelopment Plan, and to serve as a liaison between the community within the Front Beach Road Community Redevelopment Area boundaries and the Panama City Beach Community Redevelopment Agency.

Membership on the committee shall be open to any interested person.

Staff recommends approval of the Resolution to help further the goals and objectives of the CRA.

RESOLUTION 20-130

A RESOLUTION OF THE CITY OF PANAMA CITY BEACH, FLORIDA, ESTABLISHING A COMMUNITY REDEVELOPMENT AREA ADVISORY COMMITTEE TO PROVIDE OVERSIGHT, RECOMMENDATIONS AND GUIDANCE TO ADVANCE THE EXECUTION OF THE GOALS AND OBJECTIVES OF THE FRONT BEACH ROAD COMMUNITY REDEVELOPMENT PLAN.

BE IT RESOLVED by the City Council of the City of Panama City Beach, Florida, that a Community Redevelopment Area Citizen Advisory Committee (the "CRA Committee" is hereby established subject to the following:

- A. Mission and Purpose. The mission of the CRA Committee is to provide oversight, recommendations and guidance of measures to advance the execution of the goals and objectives of the Front Beach Road Community Redevelopment Plan, and to serve as a liaison between the community within the Front Beach Road Community Redevelopment Area boundaries and the Panama City Beach Community Redevelopment Agency.
- B. Membership Criteria Unrestricted. The Committee shall be comprised of 10 members. Membership on the committee shall be open to any interested person.
- C. Duties. The Committee shall:
 - i. Study and familiarize themselves with the Front Beach Road Community Redevelopment Plan;
 - ii. Review the City's Near Term Workplan for the CRA and CRA Annual Report;
 - iii. Review and ascertain that the tax increment and 2020 Bond Series revenues are being used as required by law;
 - iv. Review and recommend updates to the non-technical requirements of the CRA Design Manual;
 - v. Research and identify opportunities for public/private partnerships that advance the Front Beach Road Community Redevelopment Plan; and
 - vi. Review and make recommendations re sequencing of project construction; and
 - vii. Undertake additional projects assigned by the City Council; and
 - viii. At least twice annually, the Committee shall make a report to the Agency and Council regarding its activities, findings and recommendations.
- D. Meetings. The Committee shall meet monthly.
- E. Duration and Sunset.

The Committee shall dissolve on September 30, 2022, unless its duration is extended by Resolution of the City Council.

THIS RESOLUTION shall be effective immediately upon passage.

PASSED in regular session this ____ day of _____, 2020.

CITY OF PANAMA CITY BEACH

By: _____
Mark Sheldon, Mayor

ATTEST:

Jo Smith, Interim City Clerk

REGULAR ITEM

5



CITY OF PANAMA CITY BEACH AGENDA ITEM SUMMARY

1. DEPARTMENT MAKING REQUEST/NAME:
CRA/DAVID CAMPBELL

2. MEETING DATE:
JUNE 25, 2020

3. REQUESTED MOTION/ACTION:
APPOINT COUNCIL LIAISON AND APPROVE SLATE OF PROPOSED COMMITTEE MEMBERS

4. AGENDA

PRESENTATION
PUBLIC HEARING
CONSENT
REGULAR

5. IS THIS ITEM BUDGETED (IF APPLICABLE)? YES NO N/A
BUDGET AMENDMENT OR N/A

DETAILED BUDGET AMENDMENT ATTACHED YES NO N/A

6. BACKGROUND: (WHY IS THE ACTION NECESSARY, WHAT GOAL WILL BE ACHIEVED)
RESOLUTION 20-130 ESTABLISHES A 10 MEMBER CRA ADVISORY COMMITTEE. STAFF REQUESTS THE COUNCIL APPOINT A COUNCIL LIAISON AND COMMITTEE MEMBERS, AND APPROVE THE SLATE OF PROPOSED COMMITTEE MEMBERS.

REGULAR ITEM

6



CITY OF PANAMA CITY BEACH AGENDA ITEM SUMMARY

1. DEPARTMENT MAKING REQUEST/NAME:
FIRE & RESCUE / LARRY COUCH

2. MEETING DATE:
JUNE 25, 2020

3. REQUESTED MOTION/ACTION:
APPROVE RESOLUTION 20-131 ESTABLISHING A PUBLIC OFFERING OF BEACH SAFETY SERVICES THROUGH AN AGREEMENT BETWEEN THE CITY AND HOST BEACHES.

4. AGENDA

PRESENTATION
PUBLIC HEARING
CONSENT
REGULAR

5. IS THIS ITEM BUDGETED (IF APPLICABLE)? YES NO N/A
BUDGET AMENDMENT OR N/A

DETAILED BUDGET AMENDMENT ATTACHED YES NO N/A

6. BACKGROUND: (WHY IS THE ACTION NECESSARY, WHAT GOAL WILL BE ACHIEVED)

BEGINNING ON OCTOBER 1, 2019, THE FIRE AND RESCUE DEPARTMENT ASSUMED RESPONSIBILITY FOR THE CITY'S LIFEGUARD PROGRAM. SINCE THAT TIME, THE CITY HAS BEEN DEVELOPING A PROGRAM BY WHICH THE CITY WILL PROVIDE BEACH SAFETY AND LIFEGUARD SERVICES TO HOST BEACH PROPERTIES. IN EXCHANGE THESE PROPERTIES WILL REIMBURSE THE CITY THE COST OF PROVIDING THE SERVICE. THIS PROGRAM ALLOWS HOST BEACHES TO PROVIDE RESIDENTS AND GUESTS LIFEGUARDED BEACHES WHILE THE CITY TAKES ON THE TASK OF ADMINISTERING, INSURING, AND MAINTAINING THE PROGRAM.

RESOLUTION 20-131 ESTABLISHES THAT PROGRAM AND PROVIDES INVITATION FOR HOST BEACHES TO PARTICIPATE IN THE BEACH SAFETY PROGRAM. HOST BEACHES WILL HAVE UNTIL AUGUST 1 TO APPLY FOR THE PROGRAM. AT THAT POINT FIRE AND RESCUE WILL ASSESS THE BEACH NEEDS AND NEGOTIATE AN AGREEMENT. THIS PROGRAM IS MODELED AFTER SIMILAR AGREEMENTS BETWEEN THE SOUTH WALTON FIRE DISTRICT AND HOST BEACHES IN WALTON COUNTY, INCLUDING ROSEMARY BEACH.

STAFF RECOMMENDS APPROVAL. IF APPROVED, THE INVITATION TO PARTICIPATE WILL BE PUBLICLY NOTICED.

RESOLUTION 20-131

A RESOLUTION OF THE CITY OF PANAMA CITY BEACH, FLORIDA, RELATED TO THE PROVISION OF BEACH SAFETY SERVICES; ESTABLISHING A PUBLIC-PRIVATE PARTNERSHIP PROGRAM FOR THE PROVISION OF BEACH SAFETY SERVICES BY THE CITY; ESTABLISHING A SCOPE OF SERVICES FOR CITY BEACH SAFETY SERVICES; APPROVING AN INVITATION TO PARTICIPATE IN THE CITY'S BEACH SAFETY SERVICE PROGRAM; APPROVING A FORM AGREEMENT FOR BEACH SAFETY SERVICE WITH HOST BEACHES; APPROVING RATES FOR THE CITY'S PROVISION OF BEACH SAFETY SERVICES ON HOST BEACHES; AND PROVIDING AN IMMEDIATELY EFFECTIVE DATE.

BE IT RESOLVED by the City Council of the City of Panama City Beach that:

1. Intent. The City's Fire and Rescue Department presently manages the City's Beach and Surf Program which provides lifeguard and beach safety services to the beach at the Russell-Fields Pier. The City desires to expand this service in partnership with private entities seeking to acquire beach safety services during the 2021, 2022 and 2023 Seasons. This partnership will provide financial to provide expanded beach safety services to the City of Panama City Beach in exchange for the enhancing the safety and security of the portions of the sandy gulf beach under private party control.
2. Program. Beach Safety Services shall be provided as set forth in the Scope of Work attached as Exhibit A.
3. Eligibility. The program shall be open to a maximum of six (6) interested and eligible parties who do not have a policy or practice in place which prohibits or precludes members of the public from

recreational use of the sandy gulf beach, and who meet one of the following criteria (“Hosts”):

- a. Own in fee simple real property contiguous to any portion of the sandy gulf beach within the jurisdictional limits of the City.
- b. Be an “Association” or “Homeowners’ Association” which maintains, controls, or manages real property contiguous to any portion of the sandy gulf beach within the jurisdictional limits of the City.
- c. Be a “Beach Service” as defined by Chapter 7 of the City’s Code of Ordinances which currently provides Beach Commerce to any portion of the sandy gulf beach within the jurisdictional limits of the City.

The appropriate officers of the City are authorized to accept and deliver on behalf of the City that certain Beach Safety Services Agreement between the City and responsive Hosts relating to the City’s provision of Beach Safety Services.

4. Invitation to participate. The appropriate officers of the City are authorized and directed to publish an invitation to apply for and receive Beach Safety Services, in substantially the form of the Notice attached and incorporated as Exhibit B.
5. Agreement. The general form of the Beach Safety Services Agreement between the City and responsive Hosts relating to the City’s provision of Beach Safety Services is hereby approved in substantially the terms attached as Exhibit C and presented to the Council today, at the rates specifically set forth in the attached Exhibit D, with such changes, insertions or omissions as may be approved by the City Manager and whose execution shall be conclusive evidence of such approval.

THIS RESOLUTION shall be effective immediately upon passage.

PASSED in regular session this ___ day of _____, 2020.

CITY OF PANAMA CITY BEACH

By: _____
Mark Sheldon, Mayor

ATTEST:

Jo Smith, Interim City Clerk

Att:

EXHIBIT A	SCOPE OF PROGRAM SERVICES
EXHIBIT B	INVITATION TO PARTICIPATE
EXHIBIT C	BEACH SAFETY SERVICES AGREEMENT
EXHIBIT D	RATE SHEET

EXHIBIT A

SCOPE OF PROGRAM SERVICES

The City will supply beach safety services including, but not limited to, LIFE GUARD services, beach safety education, patrolling and supervising of beach and Gulf areas from an assigned lifeguard location, patrol vehicle, or vessel; performing rescue and accident prevention activities at the beach and in the open water environment; monitoring and advising beach and water users of local, state, and federal laws, rules, and ordinances; providing and coordinating emergency medical and water-rescue activities and emergency response. Priority duties include:

- Assessing the prevailing surf conditions at a minimum of twice daily, determining the appropriate beach safety flag based on that assessment and change the beach flags to reflect the appropriate color.
- Implementing beach safety management plans so as to best minimize risk to the public.
- Determining and clearly designating, on a daily basis, a safe swim area based on surf conditions and inherent hazards at each lifeguard-protected Host Beach.
- Closely monitoring all aquatic users within designated areas of supervision.
- Maintaining a proactive approach to beach and water safety by advising the public, when necessary, of dangers and providing advice to best minimize risk.
- Educating the public on beach safety and the beach flag system.
- Carrying out the rescue of any person(s) in difficulty and informing other services (patrol members/PCB Fire and Rescue/ PCBPD) if and when backup is required.
- Carrying out other duties such as Emergency Medical Response and Minor First Aid, Dry-Land and In-Water Missing Person Searches, and Safety Interventions and Preventive Actions as required to prevent/treat death or injury, minimizing risk, and maintaining public safety.
- Providing written reports of incidents and Daily Activity Reports (DAR's) for required beach statistics and verbally notifying, as timely as possible, the Host Beach, the Fire Chief and the City Manager or identified designee should a drowning or a serious near drowning incident occur.

- Providing established Standard Operating Guidelines for the safe and efficient operations of the beach safety and education service.
- Monitoring the condition of lifeguard equipment and reporting deficiencies as necessary.
- Undertaking scheduled cleaning and maintenance of surf rescue equipment and facilities on a daily, weekly and monthly basis.
- Providing routine maintenance and as-needed repairs of the all-terrain vehicles (ATV's) so as to ensure a maximum number of ATVs are available for deployment along the coastline at all times between 10 a.m. and 6 p.m. daily during the months of March through October.

Program Specifications

The City shall meet the United States Lifesaving Association's (USLA) guidelines for an open water lifeguard agency.

The City shall provide personnel, training, and management, supervision of equipment and facilities and level of service to be provided. Employees who are acting as lifeguards under this offering shall be trained to and meet the USLA Open Water Lifeguard Standards.

The City will supply lifeguard coverage within sight distance of the lifeguard tower at Host Beaches as defined in the resulting Agreement.

"Within sight distance" of the lifeguard tower shall be defined as **not more than TWO HUNDRED (200) meters of linear shoreline with not more than a FIFTY (50) meter bathing limit.**

Peak season lifeguard services shall commence on March 1st and shall continue through October 31st. The City shall supply full lifeguard staffing at each of Host Beach from 10:00 a.m. until 6:00 p.m. daily.

"Shoulder season" lifeguard services shall be offered for an additional sum on November 1st and shall continue through February 28th. During Shoulder Season the City shall supply reduced lifeguard staffing (roaming coverage if appropriate) from 8:30 a.m. until 5:00 p.m. daily, or as lighting, weather, and visitor density requires.

From March 1 to October 31, Lifeguards will mobilize and rove between all towers via ATVs, as demand, equipment maintenance, and staffing coverage allows. At no time shall a tower be unscheduled or unstaffed ("within sight distance"), during the hours of coverage from March 1 to October 31. Exceptions to this requirement are during active emergency responses, rescues when one or more lifeguards are in the water and during emergency beach evacuation.

The City shall supply lifeguard staffing at each Host Beach from 10:00 a.m. until 6:00 p.m. daily, or as lighting, weather, and visitor density requires, with an additional half (.5) hour allowance for shift preparation and conclusion. Limited staff may be scheduled both prior to the season and after the season to address mobilization and de-mobilization.

The City shall ensure adequate staffing to meet educational, preventive, and response coverage at all times during the contract term. The number of lifeguards needed to adequately staff is at the determination of City. Standard staffing levels are two (2) lifeguards per tower location, except as otherwise addressed in the resulting Agreement. During peak periods or special demands, additional lifeguards may be activated at the discretion of the City.

All lifeguards employed by the City pursuant hereto must be at least 17 years of age, be able to complete an approved United States Lifesaving Association Open Water Lifeguard training course or equivalent, have participated in first responder training and possess current CPR certification through the American Safety and Health Institute (ASHI) or equivalent. Any lifeguard hired under the age of 18 shall be assigned to work with a senior lifeguard only and not allowed to work alone.

The City shall furnish and be responsible for the maintenance of the following equipment at each Host Beach:

- Lifeguard Tower
- First Aid Kit to include a pocket mask and rubber medical gloves
- Buoys
- Rescue Type Surfboard
- Lifeguard Identification
- Flag Information Signs
- A radio for each tower capable of communicating with Panama City Beach Fire dispatch center.
- ATVs will be deployed along the coastline, except as otherwise addressed in the resulting Agreement.

EXHIBIT B

CITY OF PANAMA CITY BEACH
INVITATION TO PARTICIPATE IN
BEACH SAFETY SERVICES PROGRAM

Located along the Gulf of Mexico in Florida's Great Northwest, Panama City Beach enjoys a population of 14,000 permanent residents and an estimated 25,000 daily visitors attracted to the "World's Most Beautiful Beaches." The City's beaches span approximately 9.1 miles along the shores of the Gulf of Mexico. Historically, the City's beaches have been enjoyed by the public for recreation, relaxation, and rejuvenation. The City's Fire and Rescue Department presently manages the City's Beach and Surf Program which provides lifeguard and beach safety services to the beach at the Russell-Fields Pier. The City desires to expand this service in partnership with private entities seeking to acquire beach safety services during the 2021, 2022 and 2023 Seasons.

The City hereby invites interested persons to apply for the provision of these services. Application packages will be received at Panama City Beach City Hall, 17007 Panama City Beach Parkway, Florida 32413, beginning on July 1, 2020, through July 31, 2020. Applications received on or after August 1, 2020 will not be considered. Applications should be presented in a sealed envelope, plainly marked on the outside **INVITATION TO PARTICIPATE IN BEACH SAFETY SERVICES PROGRAM**, and indicate the applicant's name and address. It is the sole responsibility of interested parties to ensure their application package is timely received by the City. Incomplete applications or applications submitted electronically shall be rejected. Applications may be withdrawn prior to August 1, 2020.

Information regarding the proposed Beach Safety Services Program, Rates, Agreement and Application can be obtained at the City Hall, Panama City Beach, FL 32413 between the hours of 8:00AM and 4:00PM, Monday through Friday. Inquiries and requests for further information concerning this Invitation to Participate should be directed in writing to Fire Chief Larry Couch, at lcouch@pcb.gov.

The City reserves the right to accept or reject any or all applications in whole or in part, to waive informalities in the application documents, to obtain additional applications, and to postpone the submittal deadline.

EXHIBIT C

BEACH SAFETY SERVICES AGREEMENT 2021 – 2023

THIS AGREEMENT is made this _____ day of _____, 2019, between **THE CITY OF PANAMA CITY BEACH, FLORIDA**, a political subdivision of the State of Florida, whose address is 17007 Panama City Beach Parkway, Panama City Beach, FL 32413, hereinafter referred to as the "City", and _____, a Florida, whose address is _____, hereinafter referred to as "Owner".

WHEREAS, the City's Fire Department desires to provide beach safety and education services as described in the Scope of Services attached hereto and incorporated as **Exhibit A**, and has the qualifications, experience, staff and resources to perform those services, including but not limited to advising beach and water users concerning surf conditions and safety issues and providing/coordinating rescue activities and emergency response, and

WHEREAS, the beachfront property of the Owner is available for the use and enjoyment of Owner's guests as well as for the recreational use of the public;

WHEREAS, the Owner desires to have proficient lifeguard services for the protection of beachgoers who use the water along said beachfront for swimming and other recreational purposes;

NOW, THEREFORE, in consideration of the mutual covenants and agreements hereinafter contained, the parties hereto agree as follows:

- 1. ENGAGEMENT OF THE CITY.** Owner hereby hires the City to provide services as defined in this Agreement (the "Beach Safety Services") on those beach areas within the East and West boundaries of the Owner's property (the "Property"), as further illustrated on the map attached hereto as Exhibit "A."
- 2. TERM.** This Agreement is effective upon execution by both parties for a 2-year term which is to end on October 1, 2022. Owner may exercise a 1 year renewal option, at its discretion, 60 days prior to the termination of this contract term. This contract may be cancelled by either party upon 90 days written notice.
- 3. COMPENSATION.** Subject to the provisions of this Agreement, the cost of the Beach Safety Service as described herein and the cost of the equipment necessary for the performance of Beach Safety Services is attached and incorporated hereto as Exhibit "B". The Parties hereby acknowledge and agree that there may be maintenance or additional equipment costs that are not

included in Exhibit "B" but may be incurred. Owner agrees to reimburse these additional costs to the City so long as they are reasonable and necessary.

a. Schedule of Payments. Upon execution of this contract, Owner shall make an initial payment equal to 50% of the capital expenses listed in Exhibit B. Thereafter, payments for each contract year shall be in eight (8) equal installments on a monthly basis and shall begin to be due and payable on February 15, 2021 and be due the first day of each subsequent month covered by the terms of the contract. For each subsequent year of the contract, monthly installment payments shall resume on February 15th. All financial obligations shall terminate on the final day of service or upon termination after notification, and any accounts due will be paid in full within 30 days

4. SCOPE OF BEACH SAFETY SERVICES. The City shall ensure adequate staffing to meet educational, preventive, and response coverage at all times during the term as follows:

- a. The City shall provide ___ lifeguard towers, and typically _____ () lifeguards, with the lifeguards serving at the same time between the tower(s). Staffing needs may call for fewer lifeguards and a Supervisory patrol during off-peak periods of the season and additional lifeguards and Supervisory staff patrol during peak periods and/or during event conditions requiring additional staff. The number of lifeguards needed to adequately staff is in the sole discretion of the City.
- b. Beach Safety Services shall commence at 10:00 a.m. on March 1, 2021, and end at 6:00 p.m., October 1, 2022, unless otherwise mutually agreed to in writing by the Parties. The same service term shall commence and end for the second-year term of 2022; as well as for 2023 if the Owner exercises its 1-year renewal option at the end of the original term ending October 1, 2022.
- c. The City will monitor persons present on the beach and swimmers within the designated lifeguard areas as defined by Exhibit "A", and educate them on the beach flag system, rip currents, surf conditions and safety issues. In addition, the City will provide and coordinate rescue activities and emergency response. The City agrees to perform its duties through public education, adoption and implementation of national lifeguard standards of training, recordkeeping and high levels of lifeguard readiness in accordance with the City Lifeguard Standard Operating Procedures.
- d. The City shall meet and maintain compliance with the United States Lifesaving Association's (USLA) guidelines for an open water lifeguard agency.

- e. The City shall provide lifeguard services including, but not limited to, patrolling and supervising beach and Gulf areas defined in Exhibit A from the assigned lifeguard tower; performing rescue and preventative actions at the beach and in the open water environment; monitoring and advising beach and water users of local, state, and federal laws, rules and ordinances that are known and may be applicable to the services rendered by City lifeguards; providing and coordinating emergency medical and water rescue activities and emergency response. All duties will be consistent with all City standard operating procedures.
- f. The City shall perform the following duties within the area defined by Exhibit A on a constant and consistent basis:
 - i. Implementing a beach safety management plan. This may include the placement of warning flags or other markers on either side of an identified rip current.
 - ii. Determining and clearly designating, on a daily basis, a safe swim area based on local surf conditions.
 - iii. Closely monitoring all aquatic users within designated areas of supervision.
 - iv. Maintaining a proactive approach to beach and water safety by advising the public, when necessary, of dangers and providing advice to best minimize risk.
 - v. Educating the public on beach safety and the beach flag warning system.
 - vi. Carrying out the rescue of any person(s) in difficulty and informing other service providers, including but not limited to, patrol members, City Fire and Rescue, and the Panama City Beach Police Department, if and when backup is required.
 - vii. Carrying out other duties such as emergency medical response and minor first aid, dry-land and in-water rescues, missing person searches, safety interventions and preventive actions as required, prevention or treatment of injury, prevention of death, minimizing risk, and maintaining public safety.
 - viii. Providing Owner with monthly written reports of incidents and Daily Activity Reports (DAR's) for required beach statistics that are consistent with the forms currently used by the City for such reports and DARs.
 - ix. Providing and promoting established Standard Operating Guidelines for the safe and efficient operations of the lifeguard service.

- x. Monitoring the condition of lifeguard equipment and reporting deficiencies and repairs needed.
 - xi. Undertaking scheduled cleaning and maintenance of surf rescue equipment and facilities on a daily, weekly and monthly basis.
- g. City employees who are acting as lifeguards under this contract shall be trained in and shall meet the USLA Open Water Lifeguard Standards. All lifeguards employed pursuant hereto must be at least 17 years of age, must be USLA Open Water Lifeguard certified, have participated in first responder training and possess current CPR certification acceptable by the Florida Department of Health. Any lifeguard hired under the age of 18 shall be assigned to work with a senior lifeguard only and not allowed to work alone. The City shall subject all lifeguards to a background check, professional references, drug screen, and physical evaluation.
- h. The City shall be responsible for training the lifeguards. However, should Owner request any additional training above the training provided by the City, which is mutually agreed upon, and if that training was outside the normal scope of duties as provided by the City, then the Owner will be required to reimburse the City for those expenses.
- i. The City shall be responsible for assuring at all times while lifeguards are on duty that one (1) lifeguard shall be on the lifeguard tower and at minimum one (1) lifeguard shall be patrolling the defined beach area. The City and its employees will act with due diligence to observe the area of their responsibility/coverage for swimmers or beachgoers in distress and will make reasonable efforts to perform first responder rescue and assistance to such persons. The City shall have the authority to close the water (fly double red flags) or close the beach when deemed necessary. Owner acknowledges that City lifeguards have an affirmative duty to attempt any and all rescues including those that may be outside the area defined in this contract. Once such duties of rescue are carried out, the lifeguard(s) shall return to their assigned area as soon as reasonably possible.
- j. All City lifeguards shall be dressed in the uniform of the City lifeguards and such uniforms shall be neat and orderly, consistent with those uniforms normally worn by City lifeguards.

5. DUTIES OF THE OWNER.

- a. **BEACH SAFETY EQUIPMENT.** Beach safety equipment, vehicle(s), lifeguard tower(s) (the "Beach Safety Equipment), and other personal property required in connection with the City's performance of this

Agreement shall be selected in the sole discretion of the City and purchased directly by the City. Once purchased, all equipment shall be the property of the City. The parties agree that Owner shall reimburse the City for any equipment, maintenance, or repair costs not included in Exhibit B within thirty (30) days of the City submission of an invoice. Beach Safety Equipment shall include, at a minimum, the following:

- i. Lifeguard tower
- ii. First Aid Kit to include a pocket mask and rubber medical gloves
- iii. Automated External Defibrillator (AED)
- iv. Buoys
- v. Rescue type surfboard
- vi. Lifeguard identification sign
- vii. Flag information sign
- viii. A radio for each Lifeguard capable of communicating with City Fire and Rescue Dispatch Center
- ix. All-Terrain Vehicle(s)
- x. Other equipment as needed and agreed upon by the Parties.

b. BEACH ACCESS. Owner acknowledges that this Agreement is intended to provide a municipal purpose to the residents, guests, and visitors of Panama City Beach. Owner agrees that the public shall be granted access to the sandy gulf beach located on the Property for customary recreational uses. Additionally, Owner grants the City the right to access all areas of the sandy gulf beach and other common areas on the Owner's property for purposes of carrying out its normal duties.

c. LIFEGUARD TOWERS. The lifeguard tower(s) will be placed at such locations mutually agreed upon by the City and Owner provided that such placement is adequate for the City's supervision of beachgoers. Should Owner object to the placement of a lifeguard tower that the City deems reasonably necessary for the provision of Beach Safety Services, the City shall require an additional tower , associated lifeguard(s), and equipment, at the Owner's expense, to accommodate the Owner's desired tower placement.

6. INSURANCE. Prior to providing lifeguard services, the City shall provide Owner proof of Public Liability and Workers Compensation insurance with limits commensurate with statutory requirements, and any Certificate of Insurance shall name Owner as an additionally insured.

7. CONTROLLING LAW AND ATTORNEY FEES.

- a. This Agreement is to be governed by the laws of the State of Florida. The venue for any litigation resulting out of this Agreement shall be in Bay County, Florida.
- b. Should any litigation, notice of claim, or other adversary action or proceeding arising out of, or relating to, this Agreement be initiated by either party, in addition to any other relief that may be granted, then all reasonable litigation and collection expenses, witness fees, expert witness fees, court costs and reasonable attorneys' fees shall be paid to the prevailing party.

8. SUCCESSORS AND ASSIGNS. The City and Owner bind themselves, their partners, successors, assigns and legal representatives to the other party to this Agreement and to the partners, successors, assigns and legal representatives of such other party with respect to all covenants of this Agreement. Neither the City nor Owner shall assign or transfer any interest in this Agreement without the written consent of the other.

9. EXTENT OF AGREEMENT.

- a. This Agreement represents the entire and integrated agreement between the Owner and the City and supersedes all prior negotiations, representations or agreement, either written or oral.
- b. This Agreement may only be amended, supplemented, modified, changed or canceled by the agreement of both parties by a duly executed written instrument.
- c. This Agreement's Scope of Services may be amended, supplemented, changed or canceled by the agreement of both parties by a duly executed written instrument

10. SEVERABILITY. In the event any one or more of the provisions contained in this Agreement shall for any reason be held invalid, illegal, or unenforceable in any respect, the invalidity, illegality, or unenforceability shall not affect any other provision and this Agreement shall be construed as if the invalid, illegal, or unenforceable provision had never been contained in it.

11. NOTICES. Any notices to be given under this Agreement shall be given by United States Mail, addressed to the City at its address stated herein, and to the Owner at its address stated herein.

[SIGNATURE PAGE TO FOLLOW]

IN WITNESS WHEREOF, the parties hereto have executed this Agreement as of the day and year first written above.

Witness:

Owner

By: _____ Date _____

Its:

CITY OF PANAMA CITY BEACH, FL

ATTEST:

By:

Date _____

Interim City Clerk

EXHIBIT D

BEACH SAFETY SERVICES RATE SHEET

Beach Safety Services shall be based upon the following estimate:

Personnel Costs*:

1 Tower/ Guards & Supervisor at 11 hours per day	\$64,350
Overtime due to double red flag conditions, weather, etc.	\$1,000
FICA taxes	\$5,000
Worker's compensation insurance	\$2,709
Unemployment insurance	\$1,000
Lifeguard physicals	\$851
Background and drug screens	\$392
Administration costs	<u>\$3,500</u>
Annual Personnel Costs	\$78,802

Equipment / Operating Costs*:

Radios / Communication Equipment	2,066
Rescue Boards for tower and rover	3,500
First Aid & Rescue Equipment for tower	2,750
First Aid & Rescue Equipment for Rover	2,950
Fuel, Maintenance & Repairs	1,074
Flags and signage	500
Gen Insurance	2,103
Uniforms	<u>1,680</u>
Total Recurring Equipment / Operating Costs:	\$16,623

Capital Equipment Costs for 2020*:

1 ATV with racks/emergency lights PA - Will last life of contract	\$6,950
1 Portable Lifeguard towers- Will last life of contract	\$25,000

****All purchased equipment shall at all times be and remain the property of the City of Panama City Beach****

REGULAR ITEM

7



CITY OF PANAMA CITY BEACH AGENDA ITEM SUMMARY

1. DEPARTMENT MAKING REQUEST/NAME:
ADMINISTRATION / TONY O'ROURKE

2. MEETING DATE:
JUNE 25, 2020

3. REQUESTED MOTION/ACTION:
APPROVE RESOLUTION 20-132 AUTHORIZING AN AGREEMENT WITH POLICY CONFLUENCE, INC. FOR THE CONDUCT OF A CITIZEN SURVEY AND APPROVING A BUDGET AMENDMENT.

4. AGENDA

PRESENTATION
PUBLIC HEARING
CONSENT
REGULAR

5. IS THIS ITEM BUDGETED (IF APPLICABLE)? Yes No N/A
BUDGET AMENDMENT OR N/A

DETAILED BUDGET AMENDMENT ATTACHED Yes No N/A

6. BACKGROUND: (WHY IS THE ACTION NECESSARY, WHAT GOAL WILL BE ACHIEVED)
ON MAY 14, THE CITY COUNCIL APPROVED THE RELEASE OF A REQUEST FOR PROPOSALS SEEKING QUALIFIED FIRMS TO CONDUCT A DETAILED SURVEY OF THE CITY'S RESIDENT AND COMMUNITY ENGAGEMENT. THAT RFP WAS RELEASED ON MAY 18, 2020.

ON JUNE 15, CITY STAFF REVIEWED THE PROPOSALS AND FOUND THE NATIONAL RESEARCH CENTER ("NRC"), A SUBSIDIARY OF POLICY CONFLUENCE, INC., TO BE THE LOWEST AND MOST QUALIFIED BIDDER WITH A BID AMOUNT OF \$21,635.

UNDER THE AGREEMENT, THE NRC WILL CONDUCT A NATIONAL COMMUNITY SURVEY WITH AN INTIAL SAMPLE SIZE OF 1,700 HOMES. THE SURVEY WILL INCLUDE NRC'S STANDARD NATIONAL SURVEY ALONG WITH AN ADDITIONAL PAGE OF QUESTIONS SELECTED BY THE COUNCIL. SURVEY RESULTS WILL BE COMPARED AGAINST SIMILAR COMMUNITIES, ADDITIONAL ANALYTICS, AND A POWER POINT PRESENTATION SYNTHESIZING THE RESULTS.

THE AGREEMENT CALLS FOR THE CITY TO CONDUCT A MINIMUM OF TWO SURVEYS ON A BI-ANNUAL BASIS. HOWEVER, THE RESOLUTION ONLY APPROVES FUNDING FOR THE INITIAL SURVEY. ADDITIONAL FUNDING WILL NEED TO BE BUDGETED IN FISCAL YEAR 2021-2022 FOR THE SECOND SURVEY UNDER THE AGREEMENT. THE CITY ATTORNEYS HAVE SUBMITTED REVISIONS TO THE AGREEMENT AND ANY APPROVAL WILL BE CONTINGENT ON NEGOTIATION OF THOSE REVISIONS. A BUDGET AMENDMENT IS INCLUDED TO FUND THE INITIAL SURVEY'S PURCHASE.



City of Panama City Beach

June 25, 2020

TO: Mayor and City Council
FROM: Tony O'Rourke, City Manager
RE: 2020 Citizen Survey

On June 11, 2020, the City received four sealed proposals from experienced and qualified firms to conduct a random and statistically valid citizen survey to assess citizens' satisfaction with the community's quality of life, City services, community priorities and evaluate potential policies and plans of the City.

Based on the technical quality and cost of services, the staff evaluation committee by consensus ranked National Research Center Inc. of Boulder, Colorado, the preferred vendor to conduct the City's 2020 Citizen Survey at a cost not to exceed \$21,635.

National Research Center Inc. (NRC) has conducted more than 1,000 citizen surveys over the last 25 years. In addition, NRC's recent merger with Polco, an innovative online community engagement platform, offers the City for free, the ability to build a "standing panel" of residents who can be surveyed and asked follow-up questions to the 2020 Citizen Survey or post short surveys or single questions about hot or merging topics.

Additionally, because NRC conducts and collects citizen surveys across the country (including 26 in Florida), they have the longest database of current comparative resident opinions of any firm.

The attached NRC sample citizen/community survey contains standardized evaluative questions about the community's economy, mobility, design, safety, natural environment, recreation, health and wellness, education, arts, culture, inclusivity and engagement. The City also has the opportunity to create a set of customized questions specifically about Panama City Beach. These questions developed by the City Council are attached.

Additional policy questions can be added at a cost of \$2,500 per page.

Based on a proposed sample size of 1,700 households, NRC expects a response rate of between 15 and 25%, which will result in 255 to 425 completed surveys, with a corresponding margin of error of +/- 6.5% to +/- 4.8%.

All households within the City of Panama City Beach, will be eligible for the survey. The list of eligible households will be provided by the United States Postal Service (USPS). The lists are updated every three months. NRC will identify the precise location of each randomly selected household to assume it is within the City boundaries. In addition, the mailing list will be stratified by City Council voting wards.

NRC will contact each selected survey household three times: A prenotification announcement, the survey containing the cover letter signed by the entire City Council with a postage-paid return envelope, and a second survey packet to fill out the survey if they have not already.

All surveyed households have the option of completing the survey online. Generally, a small portion of the survey respondents opt to take the survey online, either on a computer or mobile device.

While the City will be conducting the survey with a random selection of households, NRC, at no added cost, will offer all Panama City Beach residents a web link to an identical survey that anyone can complete once the random household survey deadline has passed. The City can post this survey link on its website and publicize it to encourage maximum participation.

To encourage survey participation in and to boost response, Debbie Ward, the City's Public Information Officer, will work in partnership with NRC to publicize the citizen survey opportunity via traditional and social media platforms.

The Panama City Beach Citizen Survey timeframe to complete the project is:

- Finalize survey instrument – July 16
- Mailed survey – July 23-August 6
- Data Collection/Analysis – September 10-28
- Report finalized – October 9

Proposed Questions:

- Would you be interest in a City-offered high-speed broadband Internet service?
 - o Yes
 - o No

• Which Bay Parkway alignment option do you prefer?

o Option 1 _____

o Option 2 _____

o Option 3 _____

• Are you interested in creating a Charter School or STEM (Science, Technology, Engineering, Math) program in Panama City Beach?

o Charter School: Yes: _____ No: _____

o STEM program: Yes: _____ No: _____

• What kind of information do you want on the City's revised website?

o News and events

o Meeting notices

o Job announcements

o Bid information

o Department services

• Do you have a concern about the number of trash haulers on your street?

o Yes

o No

• Would you prefer a single trash service hauler franchise for the entire City?

o Yes

o No

• Are you interested in a special discount for PCB resident at the City Aquatic Center?

o Yes

o No

• Are you interested in a dedicated pickleball complex for resident's use and tournaments?

o Strongly Support

o Strongly Oppose

o Somewhat Support

o Somewhat Oppose

• Are you interested in any of the following Aquatic Complex additions?

Toddler Splash Pad

o Strongly Support

o Strongly Oppose

o Somewhat Support

o Somewhat Oppose

Thermal warm pool for water exercises

o Strongly Support

- Strongly Oppose
- Somewhat Support
- Somewhat Oppose

Indoor lap pool/water exercises

- Strongly Support
- Strongly Oppose
- Somewhat Support
- Somewhat Oppose

• The City does not collect a City property tax. Would you prefer small assessments, such as the current Fire, Sewer, Community Redevelopment Agency assessments or a property tax?

- Small Assessments
- Property tax

• Are you interested in a Skateboard Park at Frank Brown Park?

- Yes
- No

• What are the top 3 challenges facing Panama City Beach?

1. _____
2. _____
3. _____

The cost for this Citizen Survey is estimated to be approximately \$15,000. Funding for this survey will come from the General Fund Operating Reserves.

RESOLUTION 20-132

A RESOLUTION OF THE CITY OF PANAMA CITY BEACH, FLORIDA, APPROVING AN AGREEMENT WITH POLICY CONFLUENCE, INC., FOR COMMUNITY SURVEY SERVICES IN THE AMOUNT OF \$21,635; AND APPROVING A BUDGET AMENDMENT TO FULLY FUND THE PURCHASE.

BE IT RESOLVED by the City Council of the City of Panama City Beach, that:

1. The appropriate officers of the City are authorized to execute and deliver on behalf of the City that certain Agreement between the City and National Research Center, Inc., relating to Community Survey Services, in the amount of Twenty-One Thousand, Six Hundred Thirty-Five Dollars (\$21,635), as presented to the Council today.

2. The following budget amendment (#37) is adopted for the fiscal year beginning October 1, 2019 and ending September 30, 2020, to fully fund the purchase, in substantially the form attached as Exhibit A.

THIS RESOLUTION shall be effective immediately upon passage.

PASSED in regular session this ____ day of _____, 2020.

CITY OF PANAMA CITY BEACH

By: _____
Mark Sheldon, Mayor

ATTEST:

Jo Smith , Interim City Clerk



Policy Confluence, Inc.

(dba Polco & National Research Center, Inc.)

ENTERPRISE SERVICES AGREEMENT

THIS ENTERPRISE SERVICES AGREEMENT (this "**Agreement**") is effective as of _____, 20__ between Policy Confluence, Inc., a Delaware corporation ("**Polco**" or "**Company**"), and the City of Panama City Beach, a Florida municipality ("**Customer**"). This Agreement includes and incorporates the Company's Website Terms of Use (the "**Terms of Use**" found at <https://info.polco.us/eula>) and Survey Product Terms of Use (the "**Terms of Use**" found at <https://www.n-r-c.com/terms-of-use/>) and the Company's privacy policy (the "**Privacy Policy**" found at <https://info.polco.us/privacy> and), which contain, among other things, warranty disclaimers, liability limitations, and use limitations.

WHEREAS, Customer desires to engage Polco to conduct The National Community Survey in the City of Panama City Beach;

WHEREAS, Customer wishes to procure from Polco the services described herein, and Polco wishes to provide such services to Customer, each on the terms and conditions set forth in this Agreement.

NOW, THEREFORE, in consideration of the mutual covenants, terms and conditions set forth herein, and for other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the parties agree as follows:

1. **Definitions.**

"**Authorized User**" means each of the individuals authorized to use the Services (defined below in Section 2.1) or Polco Materials pursuant to the terms and conditions of this Agreement, or any additional individuals or Persons authorized to use the Services or Polco Materials as approved solely by Polco, as set forth in **Schedule A**.

"**Customer Data**" means, information, data and other content, other than Resultant Data in any form or medium, that is collected, downloaded or otherwise received, directly or indirectly from Customer or an Authorized User by or through the Services or that incorporates or is derived from the Processing of such information, data or content by or through the Services.

"**Intellectual Property Rights**" means any and all registered and unregistered rights granted, applied for or otherwise now or hereafter in existence under or related to any patent, copyright, trademark, trade secret, database protection or other intellectual property rights laws, and all similar or equivalent rights or forms of protection, in any part of the world.

"**Person**" means an individual, corporation, partnership, joint venture, limited liability entity, governmental authority, unincorporated organization, trust, association or other entity.

"**Polco Materials**" means any and all other information, data, documents, materials, works and other content, devices, methods, processes, hardware, software and other technologies and inventions, including any deliverables, technical or functional descriptions, requirements, plans or reports, that are provided or used by Polco in connection with the Services or otherwise comprise or relate to the Services. For the avoidance of doubt, Polco Materials include Resultant Data and any information, data or other content derived from Polco's monitoring of Customer's access to or use of the Services, but do not include Customer Data.

"**Process**" means to take any action or perform any operation or set of operations that the Services are capable of taking or performing on any data, information or other content. "**Processing**" and "**Processed**" have correlative meanings.

"**Representatives**" means, with respect to a party, that party's and its affiliates' employees, officers, directors, consultants, agents, independent contractors, service providers, and legal advisors.

"**Resultant Data**" means information, data and other content that is derived by or through the Services from Processing Customer Data, including, without limitation, statistics and Services analytics, and is sufficiently different from such Customer Data that such Customer Data cannot be reverse engineered or otherwise identified from the inspection, analysis or further Processing of such information, data or content.

2. Services.

2.1. Services. The Company offers a variety of and products and services accessible through the Company's website <https://polco.us> (the "**Website**") free of charge including promoting civic engagement by providing tutorials, example questions, sample result dashboards, and a library of best civic engagement practices and other such functionality as may be provided from time to time (collectively, the "**Free Content and Services**"). During the Term (defined below in **Section 7.1**) and subject to the and conditioned on Customer's and its Authorized Users' compliance with the terms and conditions of this Agreement, Polco shall use commercially reasonable efforts to provide to Customer and its Authorized Users (a) the Free Content and Services, and (b) any custom survey services as described in the attached **Schedule A** and this Agreement (the "**Custom Services**," together with Free Content and Services, the "**Services**"). Polco will use commercially reasonable efforts to make the Services available to the Customer twenty-four (24) hours per day, seven (7) days per week every day of the year, except for: (i) Service downtime or degradation due to a Force Majeure Event (defined below in **Section 12**); (ii) any other circumstances beyond Polco's reasonable control, including Customer's or any Authorized User's use of third party materials or use of the Services other than in compliance with the express terms of this Agreement or the Terms of Use; and (iii) any suspension or termination of Customer's or any Authorized Users' access to or use of the Services as permitted by this Agreement or the Terms of Use.

2.2. Service and System Control. Except as otherwise expressly provided in this Agreement, as between the parties: (a) Company has and will retain sole control over the operation, provision, maintenance, and management of the Services; and (b) Customer has the responsibility for making all arrangements necessary for Customer to have access to the Website and ensuring that all persons who access the Website through Customer's internet connection are aware of this Agreement, the Terms of Use, and the Privacy Policy, and comply therewith.

2.3. Changes. Polco reserves the right, in its sole discretion, to make any changes to the Services or Polco Materials that it deems necessary or useful to: (a) maintain or enhance the quality or delivery of Polco's services to its customers, or (b) to comply with applicable law. Without limiting the foregoing, either party may, at any time during the Term, request in writing changes to the Services or Polco Materials. The parties shall evaluate and, if agreed, implement all such requested changes. No requested changes will be effective unless and until memorialized in a written change order signed by both parties.

2.4. Suspension or Termination of Services. Polco may suspend, terminate or otherwise deny Customer's or any Authorized User's access to or use of all or any part of the Services or Polco Materials if: (a) Polco believes, in its sole discretion, that Customer or any Authorized User has failed to comply with, any term of this Agreement, or accessed or used the Services or Polco Materials beyond the scope of the rights granted or for a purpose not authorized under this Agreement; or (b) this Agreement expires or is terminated. This **Section 2.4** does not limit any of Polco's other rights or remedies, whether at law, in equity or under this Agreement.

2.5. Applicability of Additional Agreements. As a user of Company's Website, Customer is subject to the Terms of Use and the Privacy Policy as are in effect from time to time. In the event of any conflict between this Agreement, the Terms of Use and Privacy Policy, this Agreement shall first govern, followed by the Terms of Use and the Privacy Policy.

3. Authorization and Customer Restrictions.

3.1. Authorization. Subject to and conditioned on Customer's payment of the fees and compliance and performance in accordance with all other terms and conditions of this Agreement, Polco hereby authorizes Customer to access and use, solely during the Term, the Services and Polco Materials as Polco may supply or make available to Customer. This authorization is non-exclusive and, other than as may be expressly set forth in **Section 13.6**, non-transferable. Notwithstanding the foregoing, Polco hereby grants to Customer a perpetual, royalty-free, non-transferable license to use any tangible Polco Materials provided to Customer by or through the Services during the Term, which license shall survive the termination of this Agreement.

3.2. Limitations and Restrictions. Customer shall not, and shall not permit any other Person to, access or use the Services or Polco Materials except as expressly permitted by this Agreement. For purposes of clarity and without limiting the generality of the foregoing, Customer shall not, except as this Agreement expressly permits:

- (a) copy, modify or create derivative works or improvements of the Services or Polco Materials;
- (b) rent, lease, lend, sell, sublicense, assign, distribute, publish, transfer or otherwise make available any Services or Polco Materials to any Person, including on or in connection with the internet or any time-sharing, service bureau, software as a service, cloud or other technology or service;
- (c) reverse engineer, disassemble, decompile, decode, adapt or otherwise attempt to derive or gain access to the source code of the Services, in whole or in part;
- (d) bypass or breach any security device or protection used by the Services or access or use the Services other than by an Authorized User through the use of his or her own then valid access credentials;
- (e) damage, destroy, disrupt, disable, impair, interfere with or otherwise impede or harm in any manner the Services or Polco's provision of services to any third party, in whole or in part;
- (f) access or use the Services or Polco Materials in any manner or for any purpose that infringes, misappropriates or otherwise violates any Intellectual Property Right or other right of any third party (including by any unauthorized access to, misappropriation, use, alteration, destruction or disclosure of the data of any other Polco customer), or that violates any applicable law;
- (g) access or use the Services or Polco Materials for purposes of competitive analysis of the Services, the development, provision or use of a competing software service or product or any other purpose that is to Polco's detriment or commercial disadvantage; or
- (h) otherwise access or use the Services or Polco Materials beyond the scope of the authorization granted under **Section 3.1**.

3.3. Customer Responsibilities. Except as otherwise determined by Polco, Customer shall be responsible for obtaining and maintaining any equipment and ancillary services needed to connect to, access or otherwise use the Services, including, without limitation, modems, hardware, servers, software, operating systems, networking, web servers and the like (collectively, "**Equipment**"). In the event Polco obtains or provides any such Equipment, Polco shall only be responsible for maintaining such Equipment. Customer shall also be responsible for maintaining the security of the Equipment, Customer account, passwords (including but not limited to administrative and user passwords) and files, and for all uses of Customer account or the Equipment with or without Customer's knowledge or consent.

4. Fees; Payment Terms.

4.1. Fees. Customer shall pay Polco the fees ("**Fees**") for the Services on or prior to the date due set forth on **Schedule A**, which shall be payable to Polco in US dollars in the amounts and pursuant to the

payment schedules set forth on **Schedule A**. To the extent Fees are not set forth on **Schedule A**, Polco may, in its sole discretion, modify and increase Fees upon providing written notice to Customer at least sixty (60) calendar days prior to the commencement of any Renewal Term, and the applicable **Schedule A** will be deemed amended accordingly.

4.2. Taxes. All fees and other amounts payable by Customer under this Agreement are exclusive of taxes and similar assessments. Customer is responsible for all sales, use and excise taxes, and any other similar taxes, duties and charges of any kind imposed by any federal, state or local governmental or regulatory authority on any amounts payable by Customer hereunder, other than any taxes imposed on Polco's income.

4.3. Late Payment. If Customer fails to make any payment when due, then a 1.5% charge per month (or the applicable amount allowed by law, whichever is less) shall be assessed on any amount past due. Furthermore, should Customer fail to settle amounts past due within thirty (30) days of Customer's invoice receipt, Polco may, without notice, (i) suspend performance of the Services until all past due amounts and interest thereon have been paid, or (ii) terminate this Agreement. Customer shall reimburse Polco for all costs in collecting any late payments or interest, including actual attorneys' fees, court costs and collection agency fees.

4.4. No Deductions or Setoffs. All amounts payable to Polco under this Agreement shall be paid by Customer to Polco in full without any setoff, recoupment, counterclaim, deduction, debit or withholding for any reason (other than any deduction or withholding of tax as may be required by applicable law).

5. Intellectual Property Rights.

5.1. Ownership of Services and Polco Materials. All right, title and interest in and to the Services, Polco Materials and the Resultant Data, including all Intellectual Property Rights therein, are and will remain with Polco. Customer has no right, license or authorization with respect to any of the Services or Polco Materials except as expressly set forth in **Section 3.1**. All other rights in and to the Services and Polco Materials are expressly reserved by Polco and the respective third-party licensors. In furtherance of the foregoing, Customer hereby unconditionally and irrevocably grants to Polco an assignment of all right, title and interest in and to the Resultant Data, including all Intellectual Property Rights relating thereto.

6. Confidentiality.

6.1. Confidential Information. In connection with this Agreement, each party (as the "**Disclosing Party**") may disclose or make available Confidential Information to the other party (as the "**Receiving Party**"). "**Confidential Information**" means information in any form or medium (whether oral, written, electronic or other) that the Disclosing Party considers confidential or proprietary, including, but not limited to, information relating to the Disclosing Party's technology, software, code, trade secrets, know-how, business operations, plans, strategies, customers, and pricing, in each case whether or not marked, designated or otherwise identified as "Confidential". Without limiting the foregoing, all Polco Materials are the Confidential Information of Polco and the financial terms of this Agreement are the Confidential Information of Polco. Confidential Information does not include information that the Receiving Party can demonstrate by written or other documentary records: (a) was rightfully known to the Receiving Party without restriction on use or disclosure prior to such information's being disclosed or made available to the Receiving Party in connection with this Agreement; (b) was or becomes generally known by the public other than by the Receiving Party's or any of its Representatives' noncompliance with this Agreement; (c) was or is received by the Receiving Party on a non-confidential basis from a third party that was not or is not, at the time of such receipt, under any obligation to maintain its confidentiality; or (d) was or is independently developed by the Receiving Party without reference to or use of any Confidential Information.

6.2. Protection of Confidential Information. As a condition to being provided with any disclosure of or access to Confidential Information, the Receiving Party shall for three (3) years after the Term: (a) not access or use Confidential Information other than as necessary to exercise its rights or perform its obligations under and in accordance with this Agreement; (b) not disclose or permit access to Confidential

Information other than to its Representatives who: (i) need to know such Confidential Information for purposes of performing obligations under and in accordance with this Agreement; (ii) are informed of the confidential nature of the Confidential Information and bound by written confidentiality and restricted use obligations at least as protective as the terms set forth in this **Section 6.2**; (c) safeguard the Confidential Information from unauthorized use, access or disclosure using at least the degree of care it uses to protect its most sensitive information and in no event less than a reasonable degree of care; and (d) ensure its Representatives' compliance with, and be responsible and liable for any of its Representatives' non-compliance with, the terms of this **Section 6**.

6.3. Residual Works. In addition to other rights and provisions in this Agreement, Polco shall be free to use for any purpose the Resultant Data resulting from access to or work with the Confidential Information or any information or ideas provided by Customer with respect to the Services.

6.4. Feedback. The Customer may from time to time provide suggestions, comments or other feedback ("**Feedback**") to Polco with respect to the Services. Both parties agree that all Feedback is and shall be given entirely voluntarily. Feedback, even if designated as confidential by Customer, shall not, absent a separate written agreement, create any confidentiality obligation for Polco. Furthermore, except as otherwise provided herein or in a separate subsequent written agreement between the parties, Polco will own the Feedback and shall be free to use, disclose, protect (e.g., patent, copyright, trademark, trade secret, etc.), reproduce, license or otherwise distribute, and exploit the Feedback provided to it as it sees fit, entirely without obligation or restriction of any kind on account of intellectual property rights or otherwise.

6.5. Compelled Disclosures. If the Receiving Party or any of its Representatives is compelled by applicable law to disclose any Confidential Information then, to the extent permitted by applicable law, the Receiving Party shall: (a) promptly, and prior to such disclosure, notify the Disclosing Party in writing of such requirement so that the Disclosing Party can seek a protective order or other remedy or waive its rights under **Section 6**; and (b) provide reasonable assistance to the Disclosing Party in opposing such disclosure or seeking a protective order or other limitations on disclosure. If the Disclosing Party waives compliance or, after providing the notice and assistance required under this **Section 6.5**, the Receiving Party remains required by law to disclose any Confidential Information, the Receiving Party shall disclose only that portion of the Confidential Information that the Receiving Party is legally required to disclose.

7. Term and Termination.

7.1. Term. The initial term of this Agreement shall be for a period of twelve (12) months from the Effective Date ("**Initial Term**"). The Initial Term shall automatically renew for additional successive twelve (12) month periods (each, a "**Renewal Term**", and together with the Initial Term, the "**Term**"), unless earlier terminated pursuant to this Agreement or either party gives the other party written notice of non-renewal at least thirty (30) days prior to the expiration of the then-current Term.

7.2. Termination. In addition to any other express termination right set forth elsewhere in this Agreement:

(a) Polco may terminate this Agreement, effective immediately upon written notice to Customer, if Customer: (i) fails to pay any amount when due hereunder, and such failure continues more than thirty (30) days after the date such amounts are due; or (ii) breaches any of its obligations under **Section 3.2** (Limitations and Restrictions) or **Section 6** (Confidentiality);

(b) either Party may terminate this Agreement, effective on written notice to the other Party, if the other Party materially breaches this Agreement, and such breach: (a) is incapable of cure; or (b) being capable of cure, remains uncured 30 days after the non-breaching party provides the breaching party with written notice of such breach; or

(c) either party may terminate this Agreement, effective immediately upon written notice to the other party, if the other party: (i) becomes insolvent or is generally unable to pay, or fails to pay, its

debts as they become due; (ii) files or has filed against it, a petition for voluntary or involuntary bankruptcy or otherwise becomes subject, voluntarily or involuntarily, to any proceeding under any domestic or foreign bankruptcy or insolvency law; (iii) makes or seeks to make a general assignment for the benefit of its creditors; or (iv) applies for or has appointed a receiver, trustee, custodian or similar agent appointed by order of any court of competent jurisdiction to take charge of or sell any material portion of its property or business.

7.3. Effect of Expiration or Termination. Upon any expiration or termination of this Agreement, except as expressly otherwise provided in this Agreement:

(a) all rights, licenses, consents and authorizations (including, without limitation, access to the Services) granted by either party to the other hereunder will immediately terminate;

(b) Customer shall immediately cease all use of any Services and Polco Materials and (i) promptly return to Polco, or at Polco's written request destroy, all documents and tangible materials containing, reflecting, incorporating or based on Polco's Confidential Information; and (ii) permanently erase Polco's Confidential Information from all systems Customer directly or indirectly controls; except to the extent and for so long as required by applicable law and all such information and materials will remain subject to all confidentiality requirements of this Agreement;

(c) Polco may disable all Customer and Authorized User access to the Services; and

(d) if Polco terminates this Agreement pursuant to **Section 7.2**, all Fees that would have become payable had the Agreement remained in effect until expiration of the Term will become immediately due and payable.

7.4. Surviving Terms. The provisions set forth in the following sections, and any other right or obligation of the parties in this Agreement that, by its nature, should survive termination or expiration of this Agreement, will survive any expiration or termination of this Agreement: **Section 3.2, Section 5, Section 6, Section 7.3, this Section 7.4, Section 8, Section 9, Section 10, Section 11, and Section 13.**

8. Representations and Warranties.

8.1. Representations and Warranties. Customer represents and warrants to Polco that it has the full right, power and authority to enter into and perform its obligations and grant the rights, licenses, consents and authorizations it grants or is required to grant under this Agreement; and Customer owns or otherwise has and will have the necessary rights and consents in and relating to the Customer Data so that, as received by Polco and Processed in accordance with this Agreement, they do not and will not infringe, misappropriate or otherwise violate any Intellectual Property Rights, or any privacy or other rights of any third party or violate any applicable law. Additionally, Customer represents and warrants that Customer will use (and will cause any Authorized Users to use) the Services and Polco Materials only in compliance this Agreement, and all applicable laws and regulations.

8.2. DISCLAIMER OF WARRANTIES. ALL SERVICES ARE PROVIDED "AS IS" AND POLCO HEREBY DISCLAIMS ALL WARRANTIES, WHETHER EXPRESS, IMPLIED, STATUTORY OR OTHER, AND POLCO SPECIFICALLY DISCLAIMS ALL IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE AND NON-INFRINGEMENT, AND ALL WARRANTIES ARISING FROM COURSE OF DEALING, USAGE OR TRADE PRACTICE. WITHOUT LIMITING THE FOREGOING, POLCO MAKES NO WARRANTY OF ANY KIND THAT THE SERVICES, OR ANY PRODUCTS OR RESULTS OF THE USE THEREOF, WILL MEET CUSTOMER'S OR ANY OTHER PERSON'S REQUIREMENTS, OPERATE WITHOUT INTERRUPTION, ACHIEVE ANY INTENDED RESULT, BE COMPATIBLE OR WORK WITH ANY SOFTWARE, SYSTEM OR OTHER SERVICES, OR BE SECURE, ACCURATE, COMPLETE, FREE OF HARMFUL CODE OR ERROR FREE. ANY THIRD-PARTY MATERIALS ARE PROVIDED "AS IS" AND ANY REPRESENTATION OR WARRANTY OF OR

CONCERNING ANY THIRD-PARTY MATERIALS IS STRICTLY BETWEEN CUSTOMER AND THE THIRD-PARTY OWNER OR DISTRIBUTOR OF THE THIRD-PARTY MATERIALS.

9. Indemnification.

9.1. Indemnification. Customer shall indemnify, hold harmless and defend Polco and its affiliates and their respective officers, directors, employees, agents, successors and assigns from and against any and all losses, liability, claims, damages, actions, penalties, costs, or expenses of whatever kind, including actual attorneys' fees and the costs of enforcing any right to indemnification under this Agreement, arising out of or relating to (a) any actual or alleged infringement of a third party's Intellectual Property Rights from use of Customer Data; (b) any act or omission by Customer or any Authorized Users in connection with use of the Services; (c) Customer's or any Authorized User's use of the Services or Polco Materials other than as expressly allowed by this Agreement; (d) Customer's or any Authorized User's breach of this Agreement; or (e) any actual or alleged infringement of a third party's Intellectual Property Rights resulting from Customer's or any Authorized User's modifications and/or combinations of the Services or Polco Materials. Customer shall inform Polco as soon as practicable of any claim or action alleging such infringement or unauthorized disclosure, and shall not settle any claim or action unless Polco consents to such settlement in writing.

10. Mitigation.

10.1. Mitigation. If any of the Services or Polco Materials are, or in Polco's opinion are likely to be, claimed to infringe, misappropriate or otherwise violate any third-party Intellectual Property Right, or if Customer's or any Authorized User's use of the Services or Polco Materials is enjoined or threatened to be enjoined, Polco may, at its option and sole cost and expense: (a) obtain the right for Customer to continue to use the Services and Polco Materials materially as contemplated by this Agreement; (b) modify or replace the Services and Polco Materials, in whole or in part, to make the Services and Polco Materials non-infringing, or (c) by written notice to Customer, terminate this Agreement with respect to all or part of the Services and Polco Materials, and require Customer to immediately cease any use of the Services and Polco Materials or any specified part or feature thereof. THIS SECTION 10.1 SETS FORTH CUSTOMER'S SOLE REMEDIES AND POLCO'S SOLE LIABILITY AND OBLIGATION FOR ANY ACTUAL, THREATENED OR ALLEGED CLAIMS THAT THIS AGREEMENT OR ANY SUBJECT MATTER HEREOF (INCLUDING THE SERVICES AND POLCO MATERIALS) INFRINGES, MISAPPROPRIATES OR OTHERWISE VIOLATES ANY THIRD PARTY INTELLECTUAL PROPERTY RIGHT.

11. Limitations of Liability.

11.1. EXCLUSION OF DAMAGES. IN NO EVENT WILL POLCO OR ANY OF ITS LICENSORS, SERVICE PROVIDERS OR SUPPLIERS BE LIABLE UNDER OR IN CONNECTION WITH THIS AGREEMENT OR ITS SUBJECT MATTER UNDER ANY LEGAL OR EQUITABLE THEORY, INCLUDING BREACH OF CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY AND OTHERWISE, FOR ANY: (a) LOSS OF PRODUCTION, USE, BUSINESS, REVENUE OR PROFIT OR DIMINUTION IN VALUE; (b) IMPAIRMENT, INABILITY TO USE OR LOSS, INTERRUPTION OR DELAY OF THE SERVICES, (c) LOSS, DAMAGE, CORRUPTION OR RECOVERY OF DATA, OR BREACH OF DATA OR SYSTEM SECURITY, OR (d) CONSEQUENTIAL, INCIDENTAL, INDIRECT, EXEMPLARY, SPECIAL, ENHANCED OR PUNITIVE DAMAGES, REGARDLESS OF WHETHER SUCH PERSONS WERE ADVISED OF THE POSSIBILITY OF SUCH LOSSES OR DAMAGES OR SUCH LOSSES OR DAMAGES WERE OTHERWISE FORESEEABLE, AND NOTWITHSTANDING THE FAILURE OF ANY AGREED OR OTHER REMEDY OF ITS ESSENTIAL PURPOSE.

11.2. CAP ON MONETARY LIABILITY. IN NO EVENT WILL THE COLLECTIVE AGGREGATE LIABILITY OF POLCO AND ITS LICENSORS, SERVICE PROVIDERS AND SUPPLIERS UNDER OR IN CONNECTION WITH THIS AGREEMENT OR ITS SUBJECT MATTER, UNDER ANY LEGAL OR EQUITABLE THEORY, INCLUDING BREACH OF CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY AND OTHERWISE, EXCEED THE AGGREGATE AMOUNT PAID BY THE CUSTOMER TO POLCO WITHIN THE IMMEDIATELY PRECEDING 12 MONTHS. THE FOREGOING

LIMITATION APPLIES NOTWITHSTANDING THE FAILURE OF ANY AGREED OR OTHER REMEDY OF ITS ESSENTIAL PURPOSE.

12. Force Majeure. In no event will Polco be liable or responsible to Customer, or be deemed to have breached this Agreement, for any failure or delay in fulfilling or performing any term of this Agreement, when and to the extent such failure or delay is caused by any circumstances beyond Polco's reasonable control (a "**Force Majeure Event**"), including, but not limited to, failures or interruptions of communications facilities or equipment of third parties, labor strikes or slowdowns, shortages of resources or materials, acts of God, natural disasters, fire, world events, delay or disruption of shipment or delivery, trespass or interference of third parties, or similar events or circumstances outside Polco's reasonable control, whether or not otherwise enumerated. Either party may terminate this Agreement if a Force Majeure Event continues substantially uninterrupted for a period of thirty (30) days or more.

13. General Provisions.

13.1. **Further Assurances.** Upon a party's reasonable request, the other party shall, at the requesting party's sole cost and expense, execute and deliver all such documents and instruments, and take all such further actions, necessary to give full effect to this Agreement.

13.2. **No Agency.** Nothing in this Agreement shall be construed to create a partnership, joint venture or agency relationship between the parties.

13.3. **Notices.** All notices, requests, claims, demands and other communications hereunder shall be in writing by electronic mail or other electronic means to the address of the party specified by the parties from time to time.

13.4. **Headings.** The headings in this Agreement are for reference only and do not affect the interpretation of this Agreement.

13.5. **Entire Agreement.** This Agreement, including all Schedules attached hereto, constitutes the sole and entire agreement of the parties with respect to the subject matter of this Agreement and supersedes all prior and contemporaneous understandings, agreements, representations and warranties, both written and oral, with respect to such subject matter.

13.6. **Assignment.** Customer shall not assign or otherwise transfer any of its rights or obligations under this Agreement without Polco's prior written consent, which consent Polco may give or withhold in its sole discretion. For purposes of the preceding sentence, and without limiting its generality, any merger, consolidation or reorganization involving Customer will be deemed to be a transfer of rights or obligations under this Agreement for which Polco's prior written consent is required. No delegation or other transfer will relieve Customer of any of its obligations or performance under this Agreement. Any purported assignment, delegation or transfer in violation of this **Section 13.6** is void. This Agreement is binding upon and inures to the benefit of the parties hereto and their respective permitted successors and assigns.

13.7. **Notices.** Any notice, request, consent, claim, demand, waiver, or other communications under this Agreement have legal effect only if in writing and addressed to a party as follows (or to such other address or such other person that such party may designate from time to time in accordance with this **Section 13.2**):

If to Polco: Policy Confluence, Inc.
8001 Terrace Avenue, #201
Middleton, WI 53562
E-mail: alex@polco.us
Attention: Alex Pedersen, Chief Financial Officer

If to Customer: City of Panama City Beach
17007 Panama City Beach Pkwy
Panama City Beach, Florida 32413

E-mail: torourke@pcb.gov.com
Attention: Tony O'Rourke, City Manager

13.8. Notices sent in accordance with this **Section 13.7** will be deemed effectively given: (a) when received, if delivered by hand, with signed confirmation of receipt; (b) when received, if sent by a nationally recognized overnight courier, signature required; (c) when sent, if by email, (with confirmation of transmission), if sent during the addressee's normal business hours, and on the next business day, if sent after the addressee's normal business hours; and (d) on the fifth day after the date mailed by certified or registered mail, return receipt requested, postage prepaid.

13.9. Amendment and Modification; Waiver. No amendment to or modification of this Agreement is effective unless it is in writing and signed by each party. No waiver by any party of any of the provisions hereof shall be effective unless explicitly set forth in writing and signed by the party so waiving.

13.10. Severability. If any provision of this Agreement is invalid, illegal or unenforceable in any jurisdiction, such invalidity, illegality or unenforceability shall not affect any other term or provision of this Agreement or invalidate or render unenforceable such term or provision in any other jurisdiction. Upon such determination that any term or other provision is invalid, illegal or unenforceable, the parties hereto shall negotiate in good faith to modify this Agreement so as to effect the original intent of the parties as closely as possible in a mutually acceptable manner in order that the transactions contemplated hereby be consummated as originally contemplated to the greatest extent possible.

13.11. Governing Law; Venue. This Agreement shall be governed by and construed and enforced in accordance with the laws of the State of Wisconsin. The parties submit all of their disputes arising out of or in connection with this Agreement to the exclusive jurisdiction of the state and/or federal courts located in Dane County, the State of Wisconsin.

13.12. Waiver of Jury Trial. Each party irrevocably and unconditionally waives any right it may have to a trial by jury in respect of any legal action arising out of or relating to this Agreement or the transactions contemplated hereby.

13.13. Equitable Relief. Customer acknowledges and agrees that a breach or threatened breach by Customer of any of its obligations under **Section 3.2** or **Section 6** would cause Polco irreparable harm for which monetary damages would not be an adequate remedy and agrees that, in the event of such breach or threatened breach, Polco will be entitled to equitable relief, without any requirement to post a bond. Such remedies are in addition to all other remedies that may be available at law, in equity or otherwise.

13.14. Counterparts. This Agreement may be executed in counterparts, including by facsimile or pdf, each of which shall be deemed to be an original, but all of which, taken together, shall constitute one and the same agreement.

14. Insurance Requirements

- 14.1 Comprehensive General Liability. The Consultant shall procure and keep in force during the duration of this contract a policy of Comprehensive General Liability insurance insuring the Consultant against any liability for personal injury, bodily injury, or death arising out of the performance of services hereunder and against liability for property damage with a combined single limit of at least \$1,000,000 each occurrence and \$2,000,000 aggregate

Policies described above shall be for the mutual and joint benefit and protection of the Consultant and the Client.

- 14.1.1 Other Insurance. The Consultant shall procure and keep in force during the term of

the Agreement Worker's Compensation and such other insurance as may be required by any law, ordinance or governmental regulation.

- 14.1.2 Prior to commencement of work, the Consultant shall furnish to the Client certificates of insurance policies evidencing the required coverages if the Client so desires.

[Signature Page Follows]



IN WITNESS WHEREOF, the parties hereto have executed this Enterprise Services Agreement as of the date first above written.

POLICY CONFLUENCE, INC.

By: _____
Name: _____
Title: _____

CUSTOMER:

By: _____
Name: _____
Title: _____

SCHEDULE A

SERVICES AND FEES

Features and Services

Feature or Service	Cost	Frequency	Notes
The National Community Survey* - Sample size: 1,700	\$21,635	Bi-annually (June of even years)	Includes: -NCS Basic Service (\$16,000) -Geographic subgroup comparisons (\$945) -Custom benchmark comparisons (\$1,120) -6 th page of questions (\$2,380) -PowerPoint presentation of results (slides only)(\$1,190)
Polco core features - 3 Demographic breakdowns - Map analytics	included	Ongoing	
Full value for 36 month period	\$43,270		

*Reflects 10% discount for ICMA members, NLC members, and repeat clients

Example Payment Schedules (pending renewal)

Term	Payment	Due Date
Initial 12 month term (2020)	\$21,635	Upon delivery of draft reports (Sept. 2020)
12 month renewal term (2021)	N/A	N/A
12 month renewal term (2022)	\$21,635	Upon delivery of draft reports (~Sept. 2022)

**CITY OF PANAMA CITY BEACH
BUDGET TRANSFER FORM BF-10**

No. BA # 37

FUND	GENERAL	ACCOUNT DESCRIPTION	APPROVED BUDGET	BUDGET ADJUSTMENT	NEW BUDGET BALANCE
TO	001-1300-513.31-60	Professional Services-Other	444,000.00	21,635.00	465,635.00
FROM	001-8100-999.96-00	Reserves Available for Expenditures	5,082,775.00	(21,635.00)	5,061,140.00
		Check Adjustment Totals:	5,526,775.00	0.00	5,526,775.00

BRIEF JUSTIFICATION FOR BUDGET ADJUSTMENT:

To appropriate funds from reserves available for expenditures for a citizens survey

ROUTING FOR APPROVAL

_____ DEPARTMENT HEAD _____ DATE _____ CITY MANAGER _____ DATE
 _____ FINANCE DIRECTOR _____ DATE

EXHIBIT A

CONFIDENTIAL

THE NCSTM

The National Community SurveyTM

Clive, IA

*Community Livability Report
2020*



POWERED BY POLCO

National Research Center, Inc.
2955 Valmont Road Suite 300
Boulder, Colorado 80301
n-r-c.com • 303-444-7863



Leaders at the Core of Better Communities

International City/County Management Association
777 North Capitol Street NE Suite 500
Washington, DC 20002
icma.org • 800-745-8780

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The National Community Survey™
© 2001-2020 National Research Center, Inc.

The NCS™ is presented by NRC in collaboration with ICMA.

NRC is a charter member of the AAPOR Transparency Initiative, providing clear disclosure of our sound and ethical survey research practices.

About The NCS™

The National Community Survey™ (The NCS™) report is about the “livability” of Clive. The phrase “livable community” is used here to evoke a place that is not simply habitable, but that is desirable. It is not only where people do live, but where they want to live.

Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS captures residents’ opinions considering ten central facets of a community:

- Economy
- Mobility
- Community Design
- Utilities
- Safety
- Natural Environment
- Parks and Recreation
- Health and Wellness
- Education, Arts and Culture
- Inclusivity & Engagement



The Community Livability Report provides the opinions of a representative sample of 520 residents of the City of Clive. The margin of error around any reported percentage is 4% for all respondents and the response rate for the 2020 survey was 32%. The full description of methods used to garner these opinions can be found in the *Technical Appendices* provided under separate cover.

Overview of Results

Clive continues to be an extremely desirable place to live and trust in City Government is high.

As in previous years, almost all residents rated their overall quality of life and Clive as a place to live as excellent or good and would be likely to recommend living in Clive to others. Additionally, about 9 in 10 residents would be likely to remain in Clive for the next five years. Nine in 10 residents offered positive ratings to Clive as a place to raise children, and their neighborhood as a place to live; these ratings all exceeded national averages.

High ratings across almost all facets of livability have generally remained stable over time. In evaluating Clive governance, at least 8 in 10 respondents positively rated their overall confidence in Clive government, the overall direction that Clive is taking, generally acting in the best interest of the community, being honest, being open and transparent to the public, informing resident about issues facing the community, the job Clive does at welcoming resident involvement, treating all residents fairly and with respect, overall customer service, Public information services, and the quality of services provided by the City of Clive. Not only were most ratings higher than the benchmarks, but some of the ratings were among the highest ever recorded in NRC's benchmarking database. Clive ranked #1 out of hundreds of other jurisdictions nationwide for the job the government does at being honest, being open and transparent to the public, informing residents about issues facing the community and treating residents with respect.

Clive's Economy is a valued asset but resident optimism is on the decline.

As in previous years, the Economy continued to be a key focus area for the Clive community. Ratings within this facet were generally strong and tended to be higher than the national comparisons, including overall economic health of Clive, overall quality and variety of business and service establishments in Clive, Clive as a place to work and employment opportunities. Perceptions of economic development and the cost of living in Clive were much higher than national benchmarks. Residents' assessment of cost of living also ranked #1 when compared to all other jurisdictions in NRC's benchmarking database. Areas that were on par with the rest of the country included vibrancy of the downtown/commercial area, shopping opportunities, Clive as a place to visit, and not experiencing housing cost stress.

The challenge, possibly highlighted by the COVID-19 crisis, was residents' perception of their own personal economic futures. This was the only area of the Economy facet which was lower than the national benchmark and lower than all other prior iterations of The NCS. Clive entered this period of economic uncertainty with a strong economic foundation and positive resident perception well ahead of peers nationwide.

Residents continue to value Safety.

Safety was once again selected by residents as a priority for the Clive community in the coming two years. Ratings within this facet tended to be strong, stable over time and higher than national averages.

Almost all residents gave excellent or good marks to the overall feeling of safety in Clive, which was higher than the national benchmark. Further, almost all respondents felt safe in their neighborhood and in Clive's downtown/commercial area. Clive residents also felt safe from property crime, violent crime, as well as fire, flood or other national disaster. Safety service ratings were strong and generally higher than the national averages; about 9 in 10 gave positive marks to police/sheriff services, crime prevention, ambulance/EMS, fire, and fire prevention services.

Clive residents considered water issues for the community and reported on their water usage.

Local officials sought input from residents about their water use, understanding of water issues facing Clive, and actions they may have taken to address water supply and management concerns.

Residents tended to be less concerned with water shortages with 58% reporting water shortages as "not a problem" while water quality issues (taste, color or odor) were considered a "minor" "moderate" or "major problem" by 64% of respondents. The top three actions residents reported doing to address potential water supply and management concerns were aerating their lawns (46%), performing maintenance of plumbing systems (45%), and replacing plumbing fixtures (44%). Residents reported making more effort to cut domestic water use (24%), and cut irrigation water use (26%) than to reduce discharge of storm water from their property (6%) or to improve the water quality of storm water leaving their property (8%). Finally, about 20% of respondents knew what water shed they live in.

Facets of Livability

Ratings of importance were compared to ratings of quality to help guide City staff and officials with decisions on future resource allocation and strategic planning areas. When competition for limited resources demands that efficiencies or cutbacks be instituted, it is wise not only to know what facets are deemed most important to residents' quality of life, but which among the most important are perceived to be of relatively lower quality in your community. It is these facets of community livability – more important facets perceived as being of lower quality – to which attention needs to be paid first.

To identify the facets perceived by residents to have relatively lower quality at the same time as relatively higher importance, the national benchmark comparisons for quality and importance ratings were compared for each. The upper left-hand quadrant contains those facets of higher importance but lower quality, and may be considered as areas of focus for the entire community of Clive.

		QUALITY		
		LOWER	SIMILAR	HIGHER
IMPORTANCE	HIGHER			
	SIMILAR		<ul style="list-style-type: none"> • Mobility 	<ul style="list-style-type: none"> • Economy • Community Design • Utilities • Safety • Natural Environment • Parks and Recreation • Health and Wellness
	LOWER		<ul style="list-style-type: none"> • Education, Arts and Culture 	<ul style="list-style-type: none"> • Inclusivity and engagement

FIGURE 1: QUALITY OF FACETS OF LIVABILITY- SUMMARY

Percent excellent or good	Comparison to benchmark	Change 2018 to 2020	2020 rating
Overall economic health of Clive	↑	↔	90%
Overall quality of the transportation system in Clive	↔	↓	79%
Overall design or layout of Clive's residential and commercial areas	↑	↔	86%
Overall quality of the utility infrastructure in Clive	↑	*	88%
Overall feeling of safety in Clive	↑	↔	95%
Quality of overall natural environment in Clive	↑	↔	93%
Overall quality of parks and recreation opportunities	↑	*	93%
Overall health and wellness opportunities in Clive	↑	↔	91%
Overall opportunities for education, culture, and the arts	↔	↔	77%
Residents' connection and engagement with their community	↑	*	68%

FIGURE 2: IMPORTANCE OF FACETS OF LIVABILITY- SUMMARY

Percent essential or very important	Comparison to benchmark	Change 2018 to 2020	2020 rating
Overall economic health of Clive	↔	↔	90%
Overall quality of the transportation system in Clive	↔	↓	79%
Overall design or layout of Clive's residential and commercial areas	↔	↔	76%
Overall quality of the utility infrastructure in Clive	↔	*	90%
Overall feeling of safety in Clive	↔	↔	93%
Quality of overall natural environment in Clive	↔	↔	87%
Overall quality of parks and recreation opportunities	↔	*	83%
Overall health and wellness opportunities in Clive	↔	↔	74%
Overall opportunities for education, culture, and the arts	↓	↔	70%
Residents' connection and engagement with their community	↓	↓	69%

Quality of Life

Measuring community livability starts with assessing the quality of life of those who live there, and ensuring that the community is attractive, accessible, and welcoming to all.

OVERALL QUALITY OF LIFE

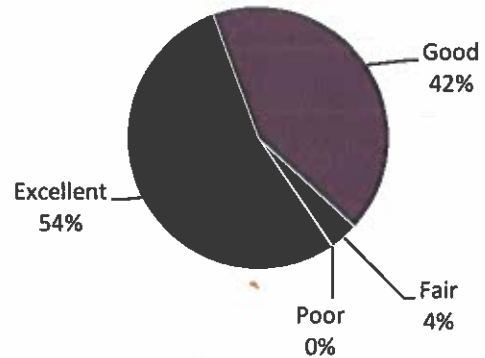


FIGURE 3: QUALITY OF LIFE IN CLIVE

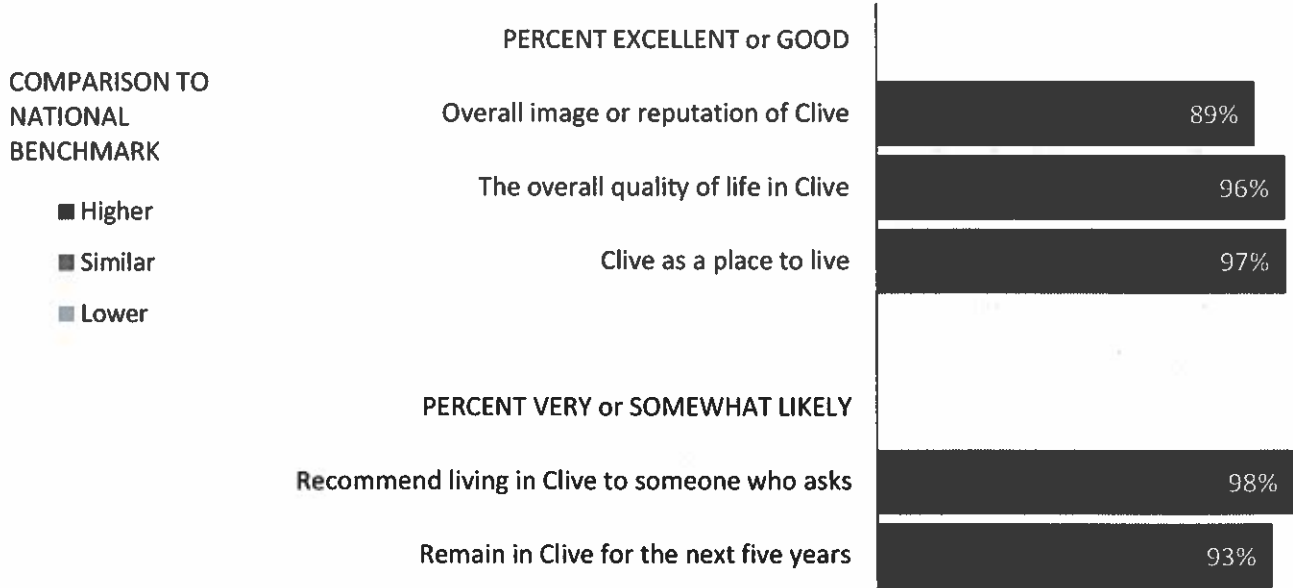


FIGURE 4: QUALITY OF LIFE IN CLIVE - SUMMARY

Percent excellent or good	Comparison to benchmark	Change 2018 to 2020	2020 rating
Overall image or reputation of Clive	↑	↔	89%
The overall quality of life in Clive	↑	↔	96%
Clive as a place to live	↑	↔	97%

FIGURE 5: RECOMMEND CLIVE - SUMMARY

Percent very or somewhat likely	Comparison to benchmark	Change 2018 to 2020	2020 rating
Recommend living in Clive to someone who asks	↑	↔	98%
Remain in Clive for the next five years	↑	↔	93%

Governance

Strong local governments produce results that meet the needs of residents while making the best use of available resources, and are responsive to the present and future needs of the community as a whole.

OVERALL CONFIDENCE IN GOVERNMENT

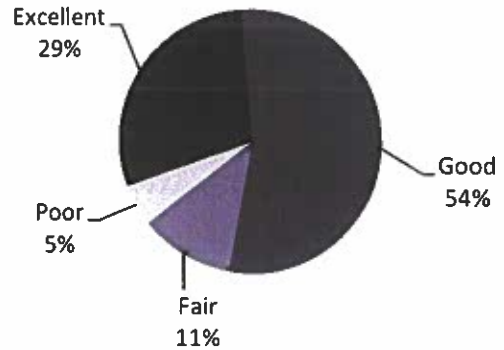


FIGURE 6: GOVERNMENT PERFORMANCE AND SERVICES

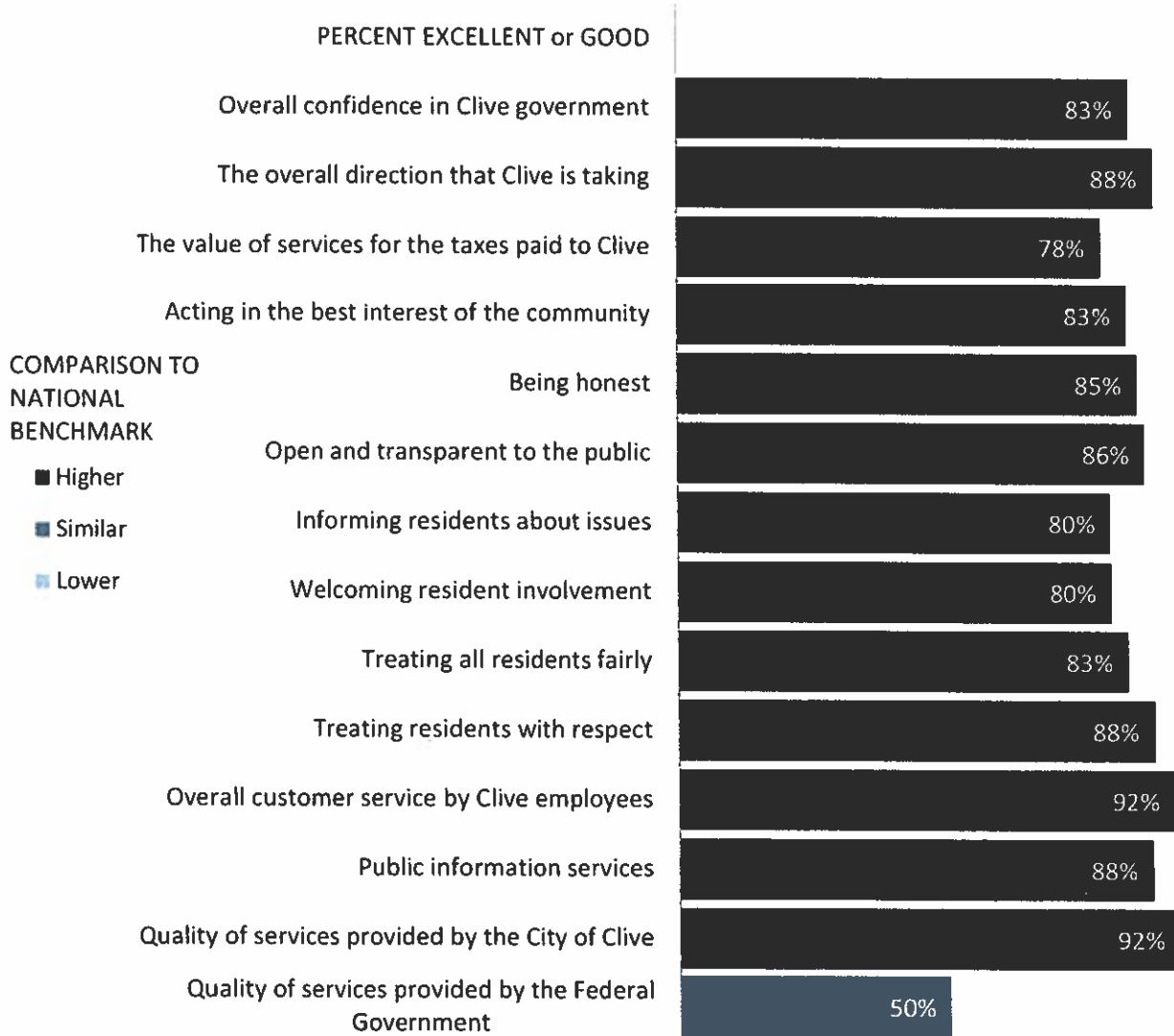


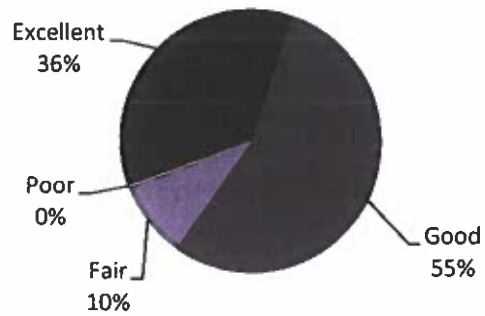
FIGURE 7: GOVERNMENT PERFORMANCE AND SERVICES - SUMMARY

Percent excellent or good	Comparison to benchmark	Change 2018 to 2020	2020 rating
Overall confidence in Clive government	↑	↔	83%
The overall direction that Clive is taking	↑	↔	88%
The value of services for the taxes paid to Clive	↑	↑	78%
Generally acting in the best interest of the community	↑↑	↔	83%
Being honest	↑↑	↔	85%
Being open and transparent to the public	↑↑	*	86%
Informing residents about issues facing the community	↑↑	*	80%
The job Clive government does at welcoming resident involvement	↑	↔	80%
Treating all residents fairly	↑	↔	83%
Treating residents with respect	↑	*	88%
Overall customer service by Clive employees	↑	↔	92%
Public information services	↑	↔	88%
Quality of services provided by the City of Clive	↑	↔	92%
Quality of services provided by the Federal Government	↔	↔	50%

Economy

Local governments work together with private and nonprofit businesses, and with the community at large, to foster sustainable growth, create jobs, and promote a thriving local economy.

OVERALL ECONOMIC HEALTH



What impact, if any, do you think the economy will have on your family income in the next 6 months?



FIGURE 8: ECONOMIC HEALTH

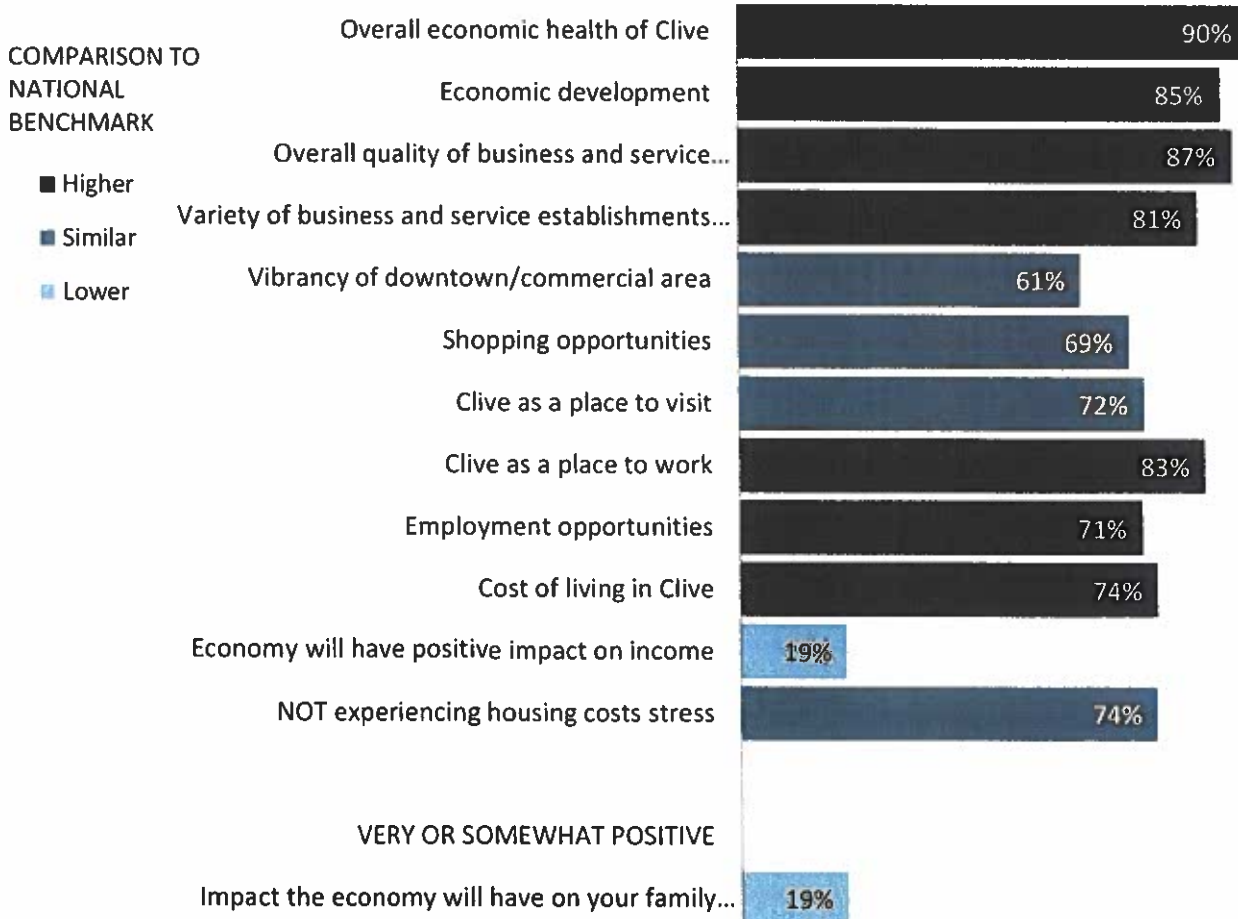


FIGURE 9: ECONOMIC HEALTH - SUMMARY

Percent excellent or good	Comparison to benchmark	Change 2018 to 2020	2020 rating
Overall economic health of Clive	↑	↔	90%
Economic development	↑↑	↔	85%
Overall quality of business and service establishments in Clive	↑	↔	87%
Variety of business and service establishments in Clive	↑	*	81%
Vibrant downtown/commercial area	↔	↑	61%
Shopping opportunities	↔	↔	69%
Clive as a place to visit	↔	↔	72%
Clive as a place to work	↑	↔	83%
Employment opportunities	↑	↔	71%
Cost of living in Clive	↑↑	↔	74%

FIGURE 10: ECONOMIC IMPACT - SUMMARY

Percent very or somewhat positive	Comparison to benchmark	Change 2018 to 2020	2020 rating
Economy will have positive impact on income	↓	↓	19%

FIGURE 11: HOUSING COST - SUMMARY

Percent for whom housing costs are NOT 30% or more of household income	Comparison to benchmark	Change 2018 to 2020	2020 rating
NOT experiencing housing costs stress	↔	↓	74%

Mobility

The ease with which residents can move about their communities, whether for commuting, leisure, or recreation, plays a major role in the quality of life for all who live, work and play in the community.

THE OVERALL QUALITY OF THE

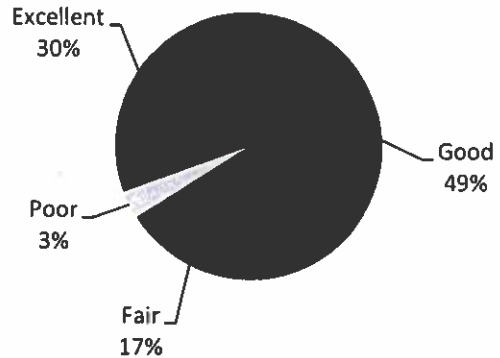


FIGURE 12: MOBILITY IN CLIVE

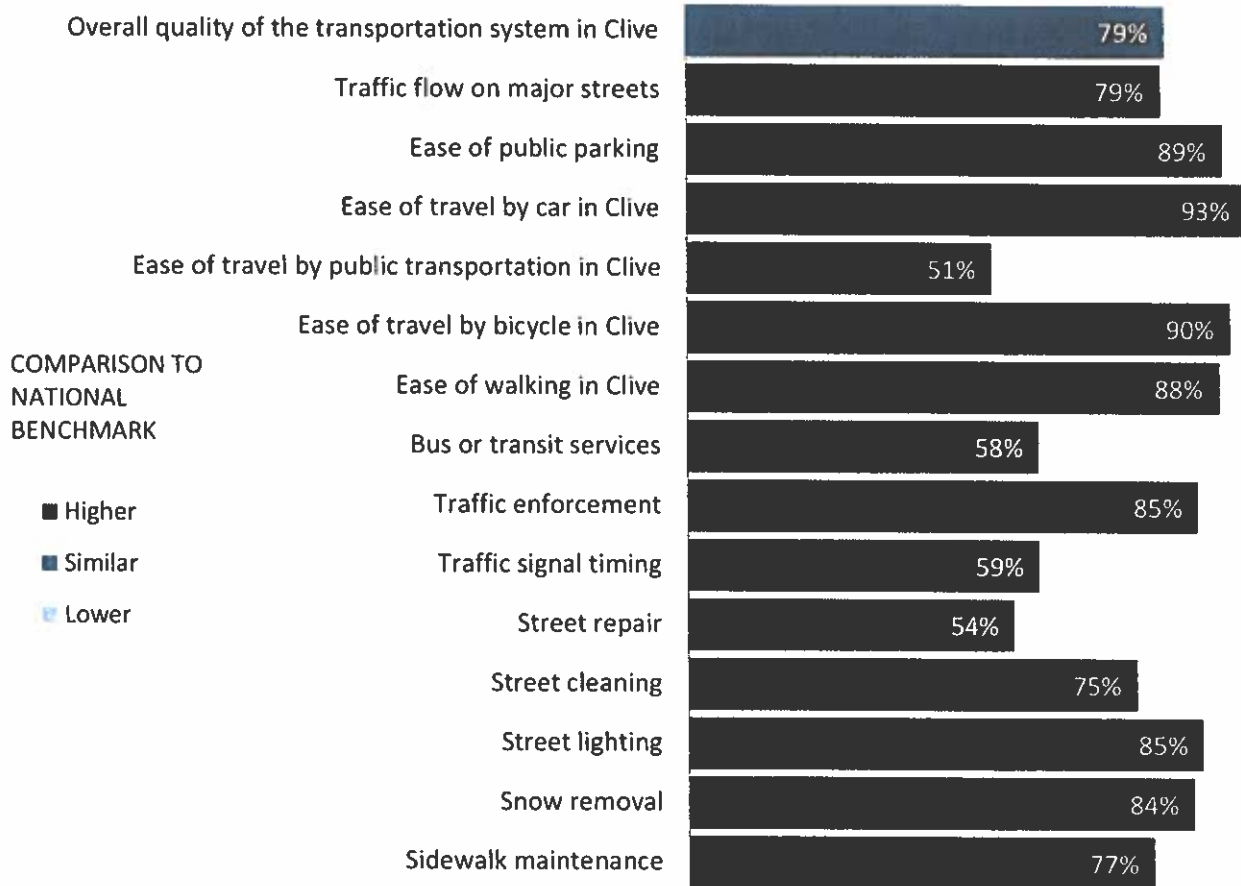


FIGURE 13: USE OF ALTERNATIVE TRANSPORTATION MODES

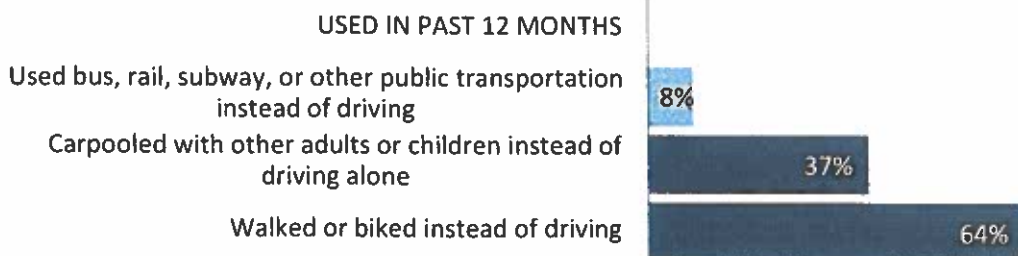


FIGURE 14: MOBILITY IN CLIVE - SUMMARY

Percent excellent or good	Comparison to benchmark	Change 2018 to 2020	2020 rating
The overall quality of the transportation system in Clive	↔	↓	79%
Traffic flow on major streets	↑	↔	79%
Ease of travel by car in Clive	↑	↔	93%
Ease of travel by public transportation in Clive	↑	↔	51%
Ease of travel by bicycle in Clive	↑↑	↔	90%
Ease of walking in Clive	↑	↔	88%
Ease of public parking	↑↑	↔	89%
Bus or transit services	↔	↔	58%
Traffic enforcement	↑	↔	85%
Traffic signal timing	↔	↔	59%
Street repair	↔	↓	54%
Street cleaning	↑	↔	75%
Street lighting	↑	↔	85%
Snow removal	↑	↔	84%
Sidewalk maintenance	↑	↔	77%

FIGURE 15: USE OF ALTERNATIVE TRANSPORTATION MODES - SUMMARY

Percent who did this in past 12 months	Comparison to benchmark	Change 2018 to 2020	2020 rating
Used bus, rail, subway or other public transportation instead of driving	↓	↔	8%
Carpooled with other adults or children instead of driving alone	↔	↔	37%
Walked or biked instead of driving	↔	↑	64%

Community Design

A well-designed community enhances the quality of life for its residents by encouraging smart land use and zoning, ensuring that affordable housing is accessible to all, and providing access to parks and other green spaces.

THE OVERALL DESIGN OR LAYOUT OF

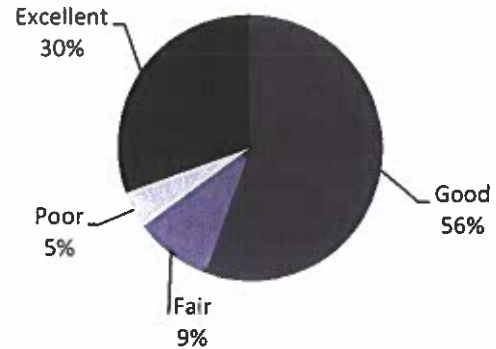


FIGURE 16: COMMUNITY DESIGN

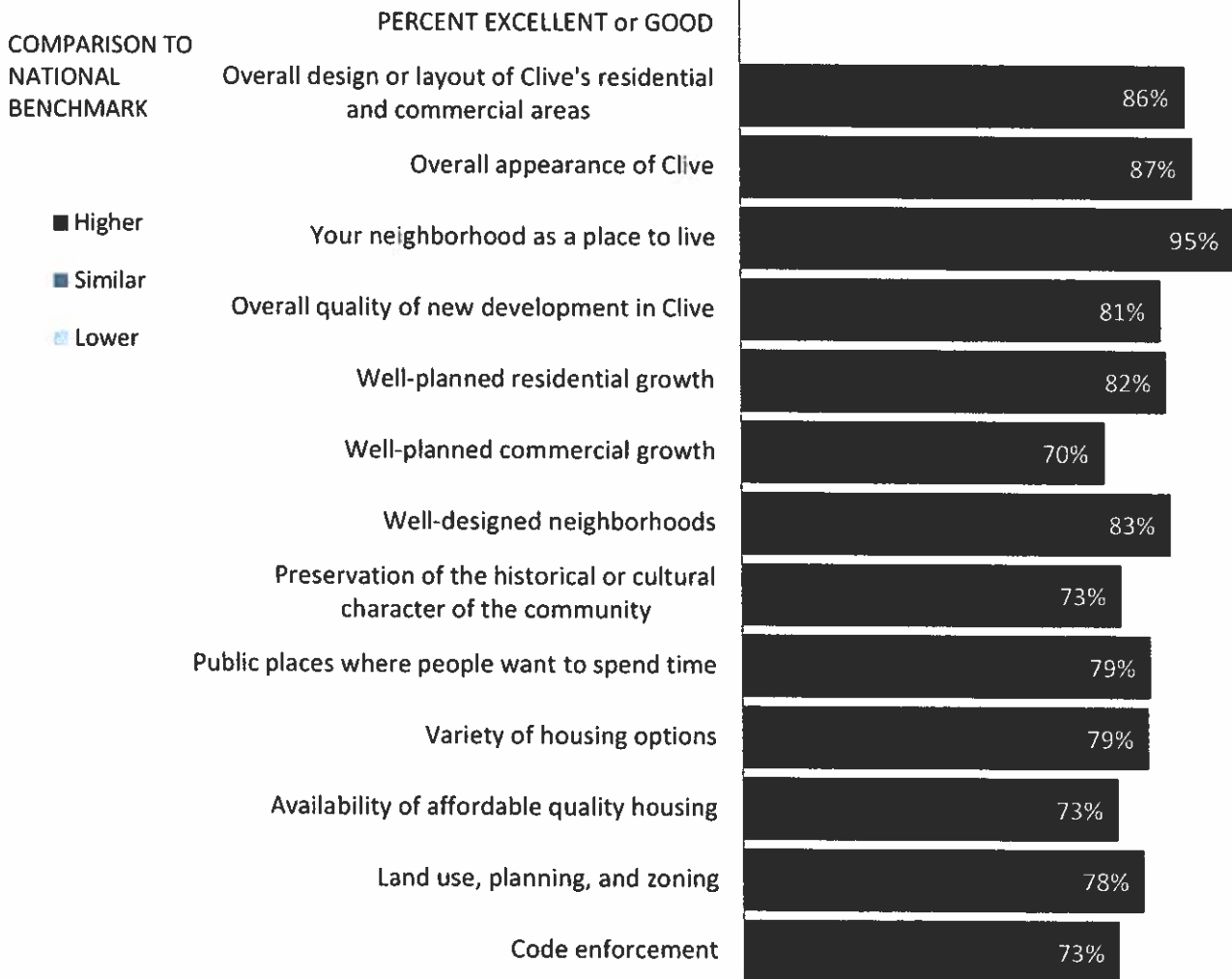


FIGURE 17: COMMUNITY DESIGN - SUMMARY

Percent excellent or good	Comparison to benchmark	Change 2018 to 2020	2020 rating
The overall design or layout of Clive's residential and commercial areas	↑	↔	86%
Overall appearance of Clive	↑	↔	87%
Your neighborhood as a place to live	↑	↔	95%
Overall quality of new development in Clive	↑	↔	81%
Well planned residential growth	↑	*	82%
Well planned commercial growth	↑	*	70%
Well-designed neighborhoods	↑	*	83%
Preservation of the historical or cultural character of the community	↑	*	73%
Public places where people want to spend time	↑	↔	79%
Variety of housing options	↑↑	↔	79%
Availability of affordable quality housing	↑↑	↔	73%
Land use, planning and zoning	↑	↔	78%
Code enforcement	↑	↔	73%

Utilities

Services such as water, gas, electricity, and internet access play a vital role in ensuring the physical and economic health and well-being of the communities they serve.

THE OVERALL QUALITY OF THE

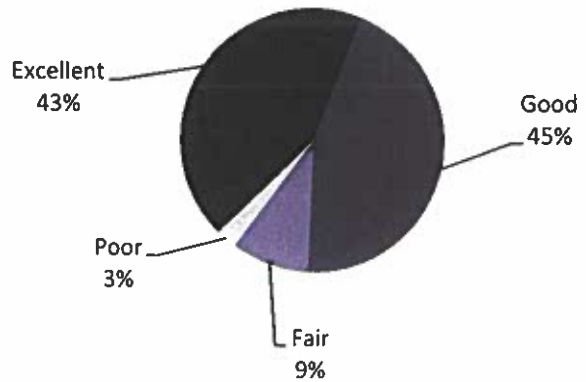


FIGURE 18: UTILITES

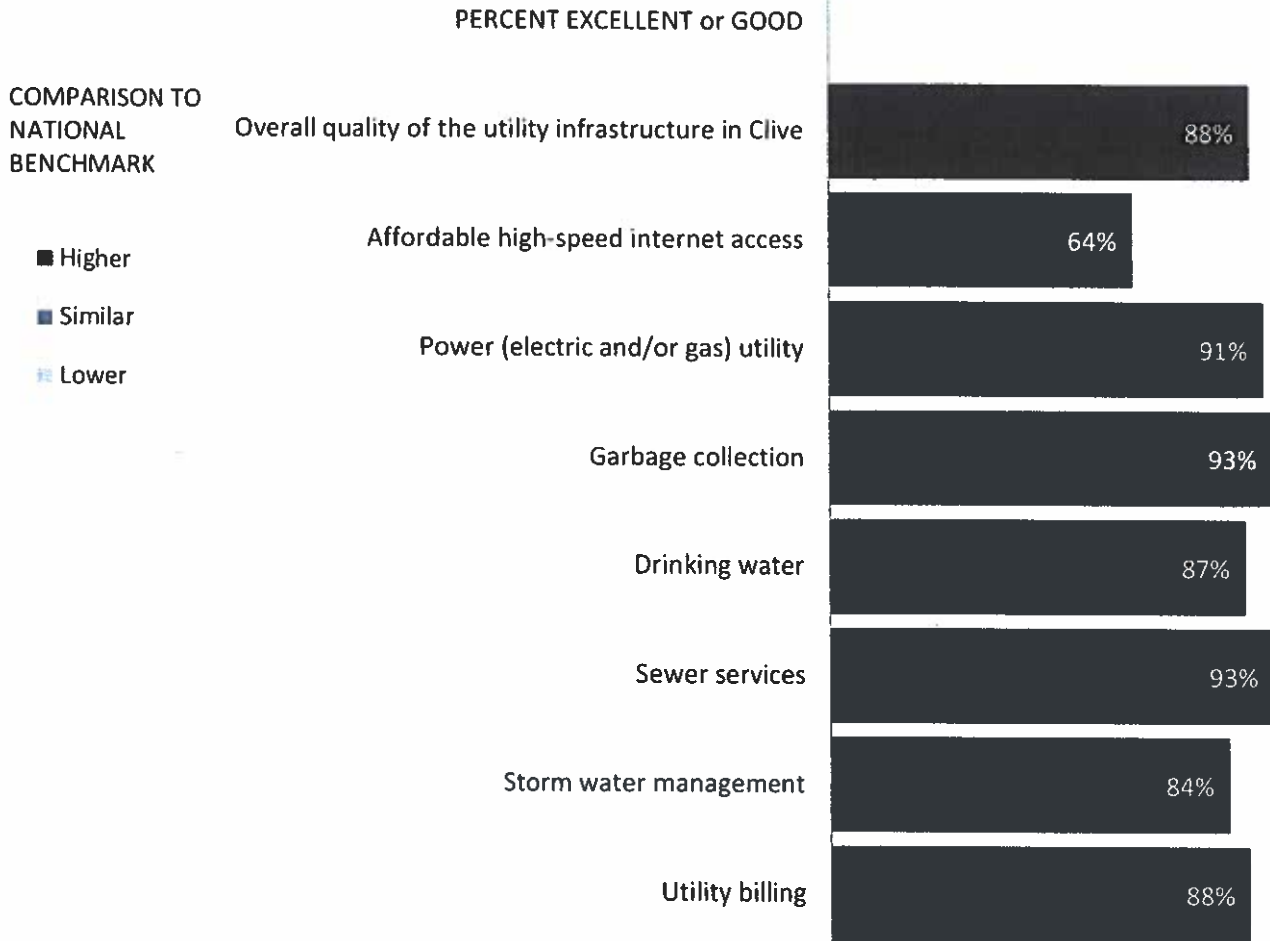


FIGURE 19: UTILITES - SUMMARY

Percent excellent or good	Comparison to benchmark	Change 2018 to 2020	2020 rating
The overall quality of the utility infrastructure in Clive	↑	*	88%
Affordable high-speed internet access	↔	*	64%
Power (electric and/or gas) utility	↑	↔	91%
Garbage collection	↔	↔	93%
Drinking water	↑	↔	87%
Sewer services	↑	↔	93%
Storm water management	↑	↔	84%
Utility billing	↑	↔	88%

Safety

Public safety is often the most important task facing local governments. All residents should feel safe and secure in their neighborhoods and in the greater community, and providing robust Safety-related services is essential to residents' quality of life.

OVERALL FEELING OF SAFETY

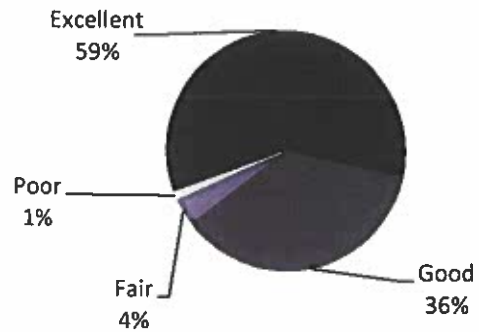
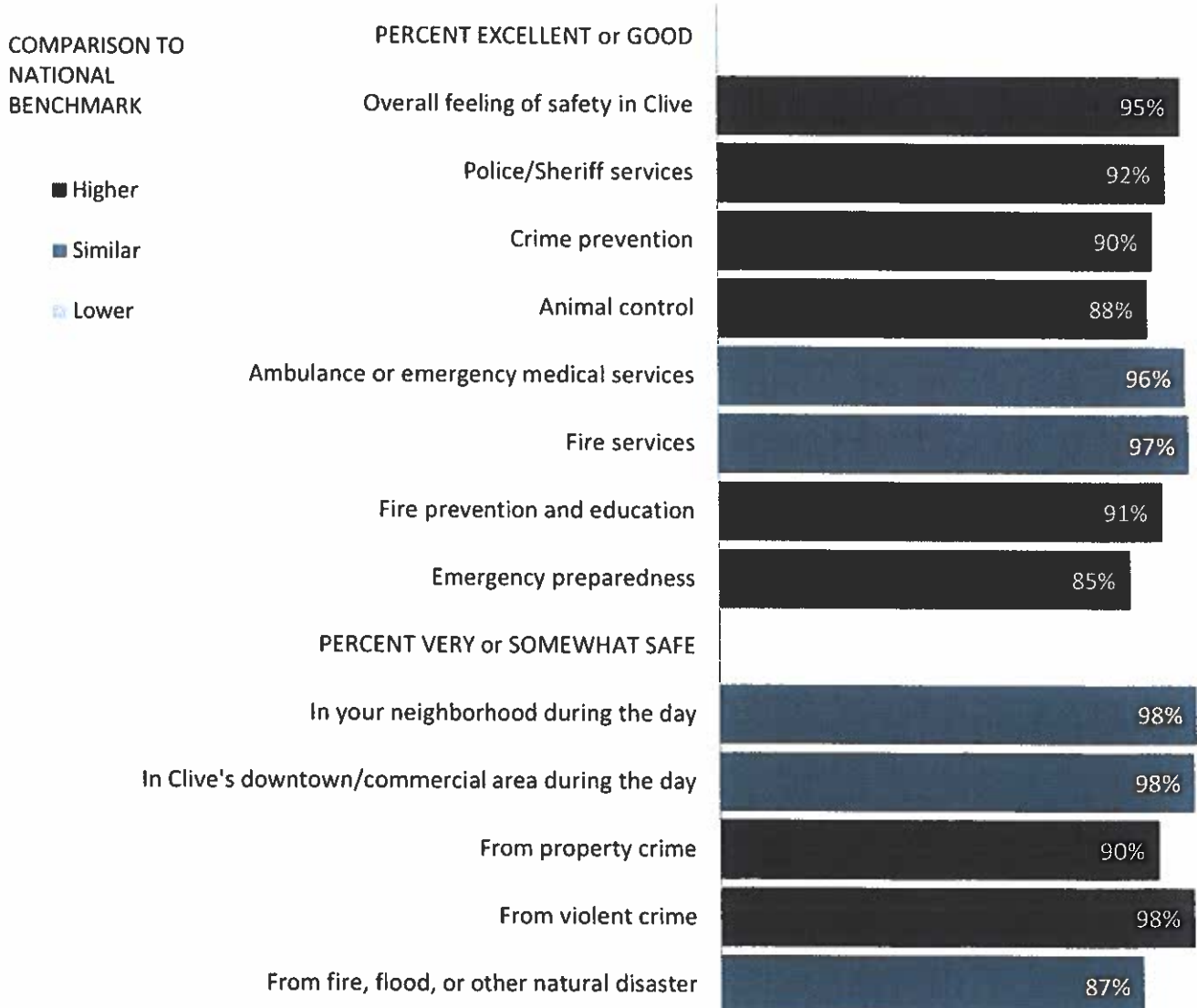


FIGURE 20: SAFETY IN CLIVE



- Higher
- Similar
- Lower

FIGURE 21: SAFETY-RELATED SERVICES - SUMMARY

Percent excellent or good	Comparison to benchmark	Change 2018 to 2020	2020 rating
Overall feeling of safety in Clive	↑	↔	95%
Police/Sheriff services	↑	↔	92%
Crime prevention	↑	↔	90%
Animal control	↑	↔	88%
Ambulance or emergency medical services	↔	↔	96%
Fire services	↔	↔	97%
Fire prevention and education	↑	↔	91%
Emergency preparedness	↑	↔	85%

FIGURE 22: FEELINGS OF SAFETY- SUMMARY

Percent who feel very or somewhat safe	Comparison to benchmark	Change 2018 to 2020	2020 rating
In your neighborhood during the day	↔	↔	98%
In Clive's downtown/commercial area during the day	↔	↔	98%
From property crime	↑	*	90%
From violent crime	↑	*	98%
From fire, flood or other natural disaster	↔	*	87%

Natural Environment

The natural environment plays a vital role in the health and well-being of residents. The natural spaces in which residents live and experience their communities has a direct and profound effect on quality of life.

OVERALL QUALITY OF

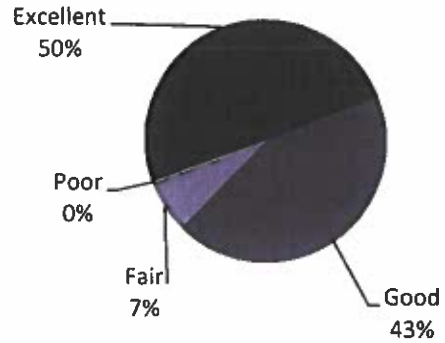


FIGURE 23: NATURAL ENVIRONMENT

COMPARISON TO NATIONAL BENCHMARK

- Higher
- Similar
- Lower

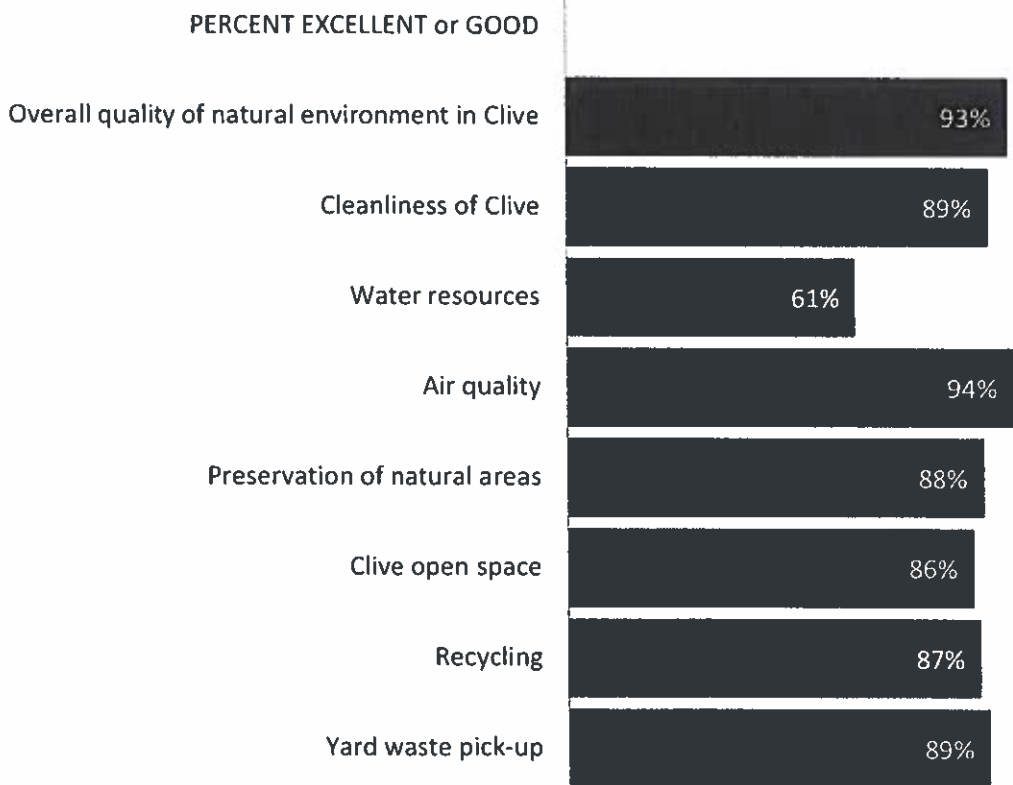


FIGURE 24: NATURAL ENVIRONMENT - SUMMARY

Percent excellent or good	Comparison to benchmark	Change 2018 to 2020	2020 rating
Overall quality of natural environment in Clive	↑	↔	93%
Cleanliness of Clive	↑	↔	89%
Water resources	↔	*	61%
Air quality	↑	↔	94%
Preservation of natural areas	↑↑	↑	88%
Clive open space	↑	↔	86%
Recycling	↔	↔	87%
Yard waste pick-up	↑	↔	89%

Parks and Recreation

"There are no communities that pride themselves on their quality of life, promote themselves as a desirable location for businesses to relocate, or maintain that they are environmental stewards of their natural resources, without such communities having a robust, active system of parks and recreation programs for public use and enjoyment." - National Recreation and Park Association

THE OVERALL QUALITY OF THE PARKS AND

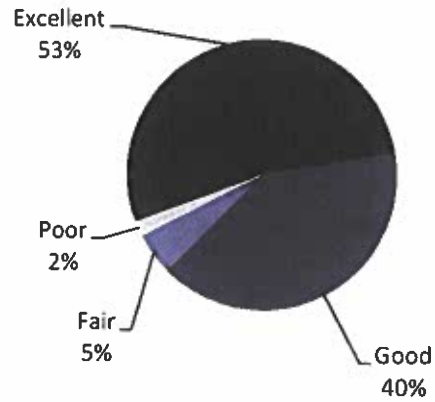


FIGURE 25: PARKS AND RECREATION



FIGURE 26: PARKS AND RECREATION - SUMMARY

Percent excellent or good	Comparison to benchmark	Change 2018 to 2020	2020 rating
Overall quality of parks and recreation opportunities in Clive	↑	*	93%
Availability of paths and walking trails	↑↑	↔	94%
City parks	↔	↔	91%
Recreational opportunities	↑	↔	86%
Recreation programs or classes	↑	↔	86%
Recreation centers or facilities	↔	↔	82%
Fitness opportunities	↑	↔	90%

Health and Wellness

The characteristics of and amenities available in the communities in which people live has a direct impact on the health and wellness of residents, and thus, on their quality of life overall.

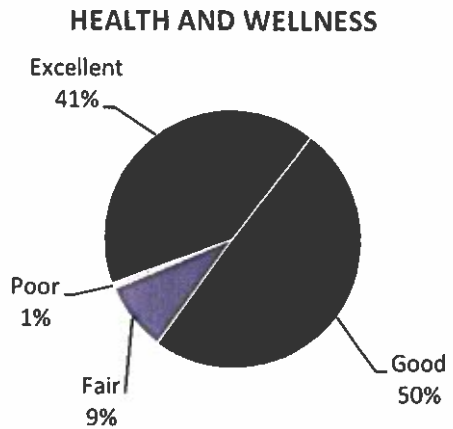


FIGURE 27: HEALTH AND WELLNESS



FIGURE 28: HEALTH AND WELLNESS - SUMMARY

Percent excellent or good	Comparison to benchmark	Change 2018 to 2020	2020 rating
Health and wellness opportunities in Clive	↑	↔	91%
Health services	↑	↔	89%
Availability of affordable quality health care	↑	↔	87%
Availability of preventive health services	↑	↔	86%
Availability of affordable quality mental health care	↑	↑	69%
Availability of affordable quality food	↑	↔	88%
In very good to excellent health	↔	↔	73%

Education, Arts, and Culture

Participation in the arts, in educational opportunities, and in cultural activities is linked to increased civic engagement, greater social tolerance, and enhanced enjoyment of the local community.

OVERALL OPPORTUNITIES FOR EDUCATION.

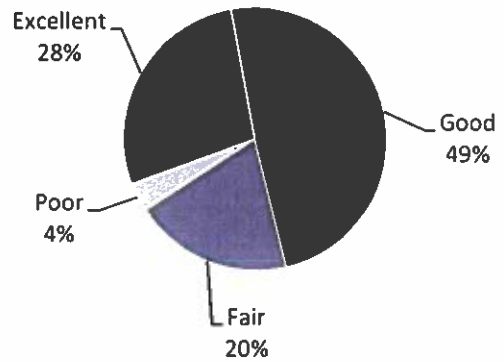


FIGURE 29: EDUCATION, ARTS AND CULTURE

COMPARISON TO NATIONAL BENCHMARK

- Higher
- Similar
- Lower

PERCENT EXCELLENT or GOOD

Overall opportunities for education, culture, and the arts

Opportunities to attend cultural/arts/music activities

Opportunities to attend special events and festivals

Community support for the arts

Public library services

Availability of affordable quality child care/preschool

K-12 education

Adult educational opportunities

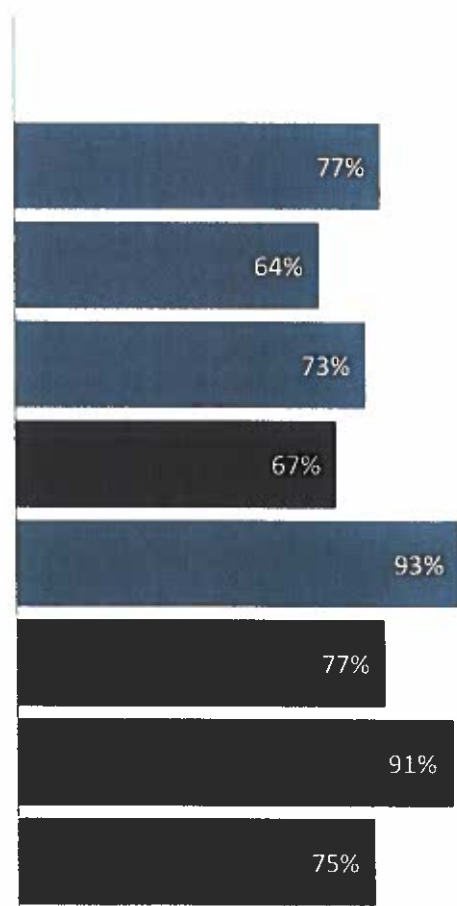


FIGURE 30: EDUCATION, ARTS AND CULTURE - SUMMARY

Percent excellent or good	Comparison to benchmark	Change 2018 to 2020	2020 rating
Overall opportunities for education, culture and the arts in Clive	↔	↔	77%
Opportunities for cultural enrichment	↔	↔	64%
Opportunities to attend cultural/arts/music activities	↔	↔	73%
Opportunities to attend special events and festivals	↑	*	67%
Community support for the Arts	↔	↔	93%
Public library services	↑	↔	77%
Availability of affordable quality childcare/preschool	↑	↔	91%
K-12 education	↑	↔	75%
Adult educational opportunities	↔	↔	77%

Inclusivity and Engagement

Inclusivity refers to a cultural and environmental feeling of belonging; residents who feel invited to participate within their communities feel more included, involved, and engaged than those who do not.

RESIDENTS' CONNECTION AND ENGAGEMENT

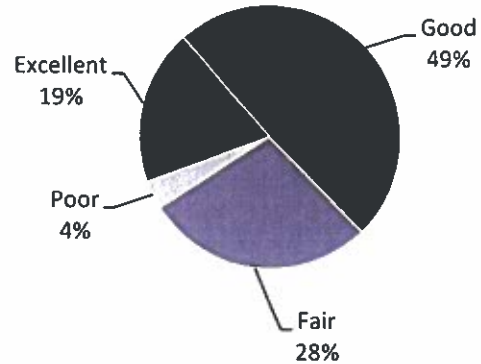


FIGURE 31: INCLUSIVITY & ENGAGEMENT

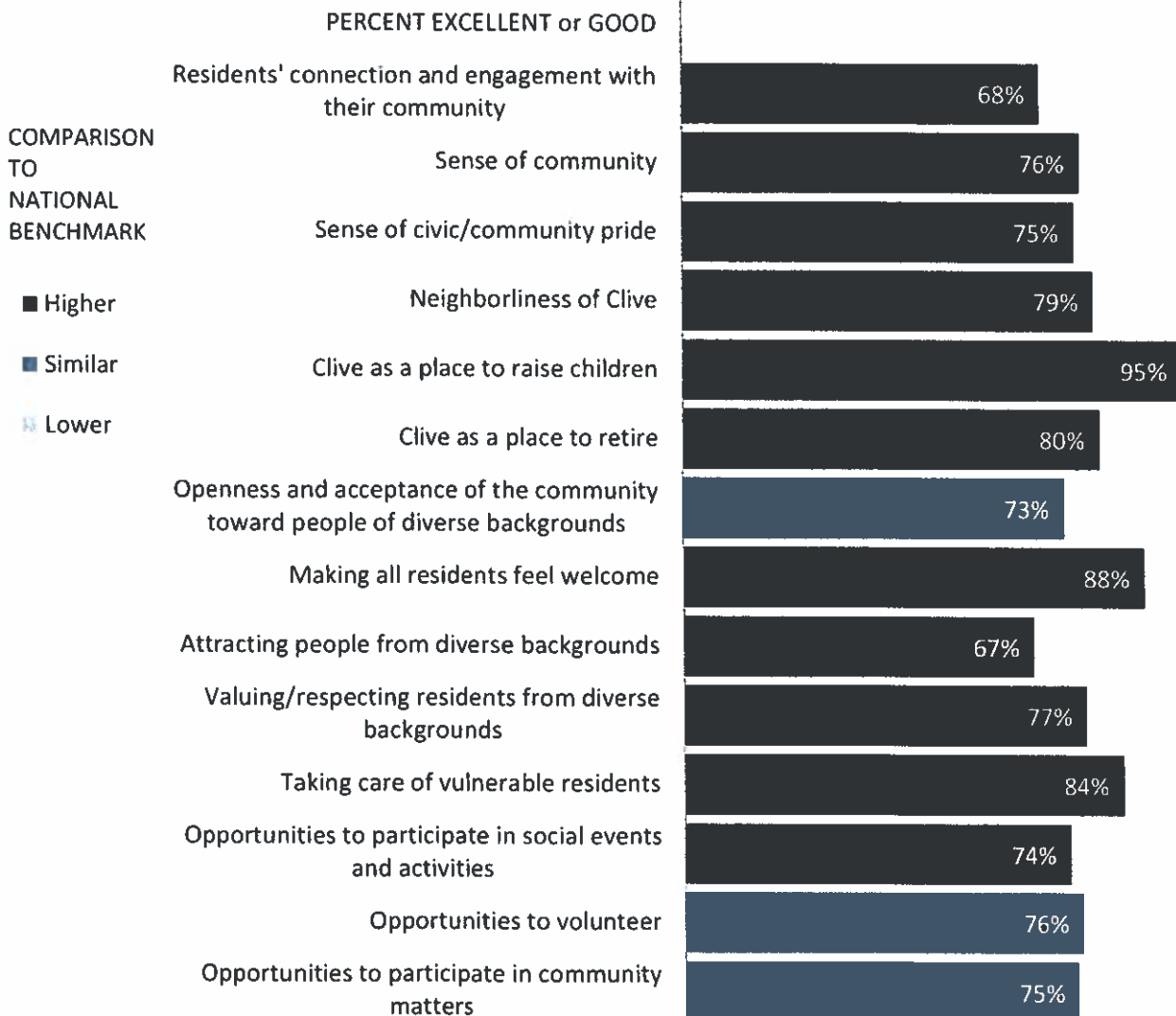


FIGURE 32: INCLUSIVITY & ENGAGEMENT - SUMMARY

Percent excellent or good	Comparison to benchmark	Change 2018 to 2020	2020 rating
Residents' connection and engagement with their community	↑	*	68%
Sense of community	↑	↑	76%
Sense of civic/community pride	↑	*	75%
Neighborliness of residents in Clive	↑	↔	79%
Clive as a place to raise children	↑	↔	95%
Clive as a place to retire	↑	↔	80%
Openness and acceptance of the community toward people of diverse backgrounds	↔	↔	73%
Making all residents feel welcome	↑	*	88%
Attracting people from diverse backgrounds	↔	*	67%
Valuing/respecting residents from diverse backgrounds	↑	*	77%
Taking care of vulnerable residents	↑↑	*	84%
Opportunities to participate in social events and activities	↔	↔	74%
Opportunities to volunteer	↔	↔	76%
Opportunities to participate in community matters	↔	↔	75%

FIGURE 33: RESIDENTS' PARTICIPATION LEVELS

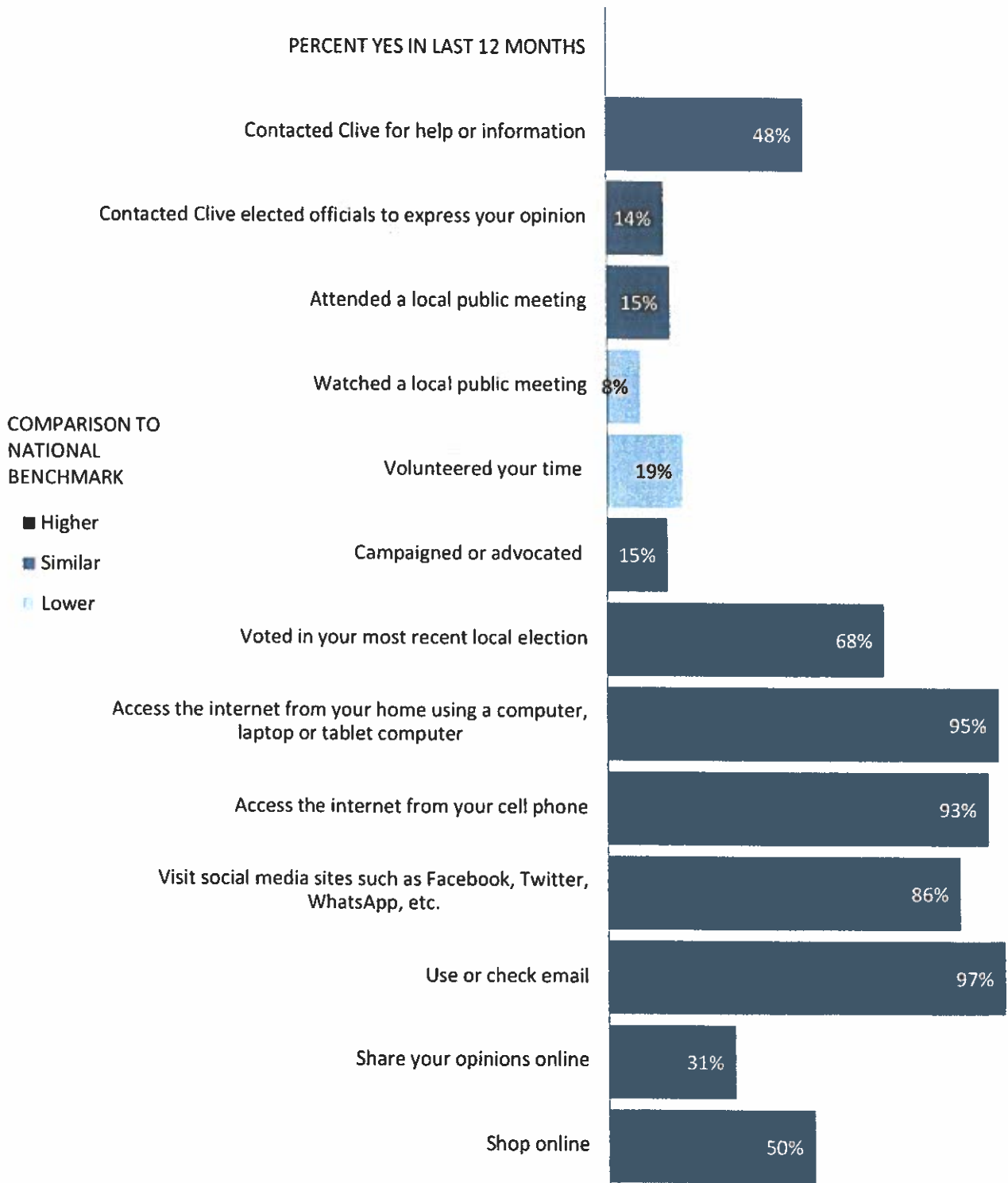


FIGURE 34: RESIDENTS' PARTICIPATION IN LAST 12 MONTHS- SUMMARY

Percent who had done each in last 12 months	Comparison to benchmark	Change 2018 to 2020	2020 rating
Contacted the City of Clive for help or information	↔	↑	48%
Contacted Clive elected officials to express your opinion	↔	↔	14%
Attended a local public meeting	↔	↔	15%
Watched (online or on television) a local public meeting	↓	↔	8%
Volunteered your time to some group/activity in Clive	↓	↔	19%
Campaigned or advocated for a local issue, cause or candidate	↔	↔	15%
Voted in your most recent local election	↔	*	68%

FIGURE 35: RESIDENTS' GENERAL USE OF TECHNOLOGY- SUMMARY

Percent who report doing each at least a few times a week	Comparison to benchmark	Change 2018 to 2020	2020 rating
Access the internet from your home using a computer, laptop or tablet computer	↔	*	95%
Access the internet from your cell phone	↔	*	93%
Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	↔	*	86%
Use or check email	↔	*	97%
Share your opinions online	↔	*	31%
Shop online	↔	*	50%

Special Topics

FIGURE 36: WATER-RELATED ISSUES

How much of a problem, if at all, do you think each of the following will be in your area over the next 10 years?

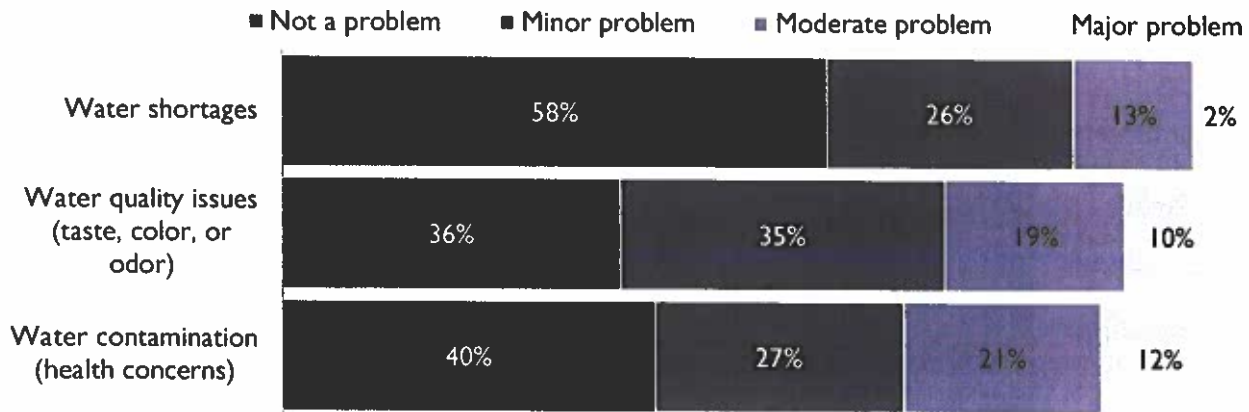
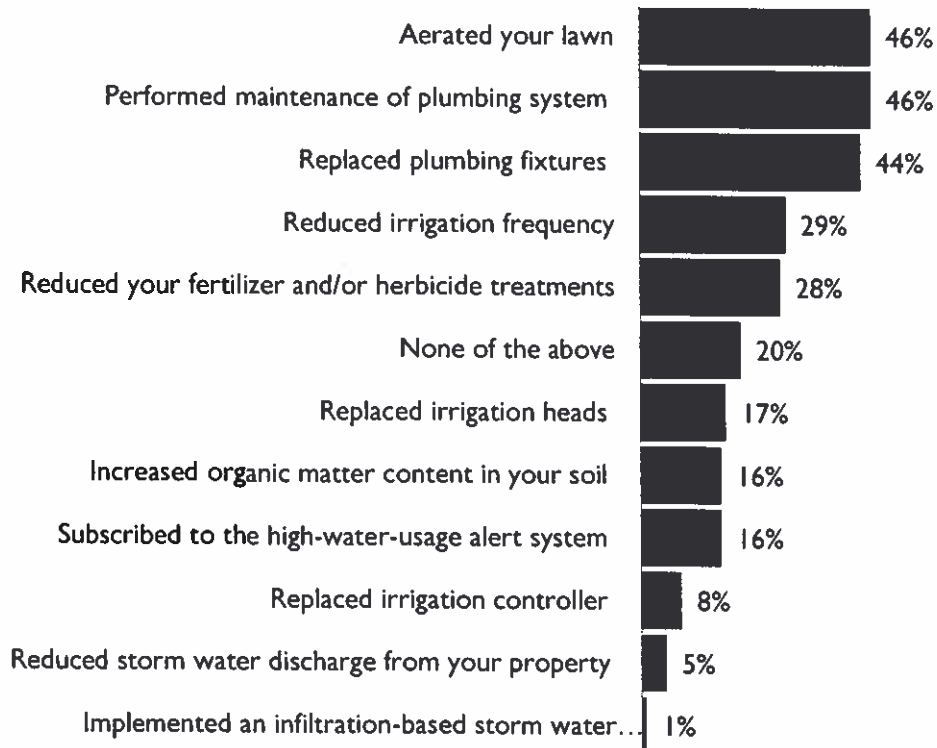


FIGURE 37: RESIDENT ACTIVITY TO ADDRESS WATER-RELATED ISSUES

Which of the following actions have you taken to address potential water supply and management concerns? (Check all that apply)



Total may exceed 100% as respondents could select more than one option.

FIGURE 38: WATER-RELATED MAINTENANCE

In thinking about your activities in the last year, compared to the year before, have you made more, the same or less effort to...?

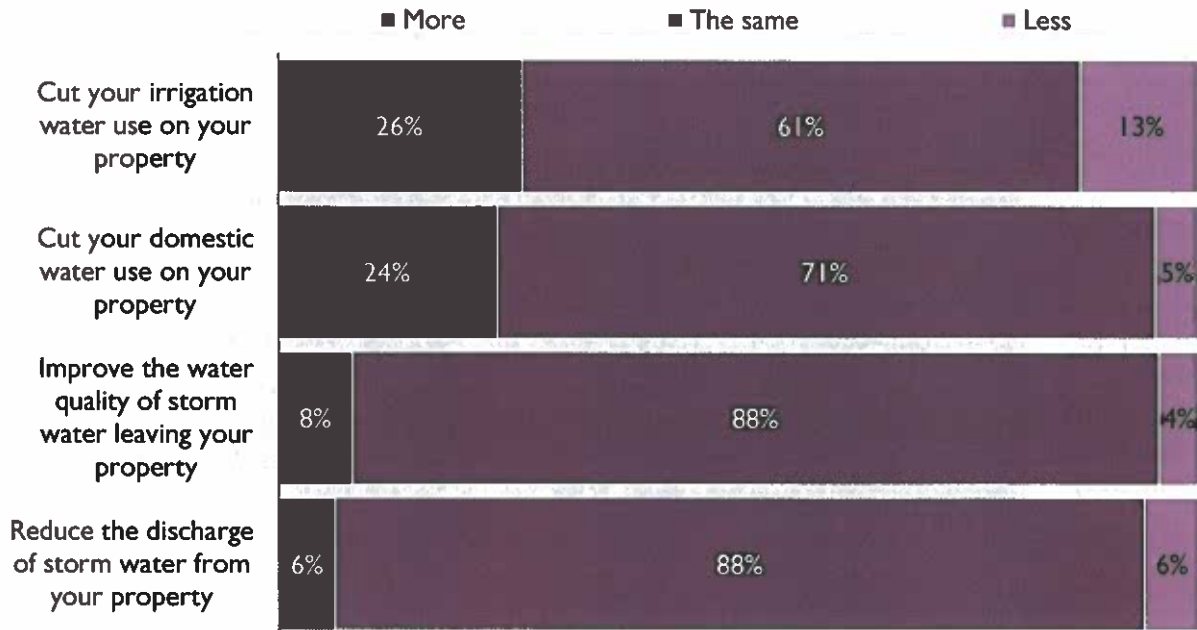
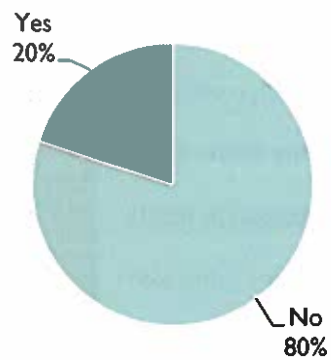


FIGURE 39: WATERSHED

Do you know what watershed you live in?



CONFIDENTIAL

THE NCSTM

The National Community SurveyTM

Clive, IA

Technical Appendices
2020



National Research Center, Inc.
2955 Valmont Road Suite 300
Boulder, Colorado 80301
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Washington, DC 20002
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Appendix A: Complete Survey Responses

The following pages contain a complete set of responses to each question on the survey. For questions that included a “don’t know” response option, two tables for that question are provided: the first that excludes the “don’t know” responses, and the second that includes those responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Table 1: Question 1 without "don't know" responses

Please rate each of the following aspects of quality of life in Clive.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Clive as a place to live	63%	N=327	33%	N=171	3%	N=18	0%	N=0	100%	N=515
Your neighborhood as a place to live	64%	N=329	31%	N=158	5%	N=24	0%	N=1	100%	N=512
Clive as a place to raise children	64%	N=281	31%	N=138	4%	N=18	1%	N=3	100%	N=439
Clive as a place to work	46%	N=147	37%	N=119	15%	N=48	3%	N=8	100%	N=322
Clive as a place to visit	34%	N=164	38%	N=184	22%	N=106	6%	N=31	100%	N=485
Clive as a place to retire	45%	N=185	34%	N=141	18%	N=72	3%	N=11	100%	N=409
The overall quality of life in Clive	54%	N=274	42%	N=216	4%	N=18	0%	N=0	100%	N=510
Sense of community	33%	N=164	43%	N=215	23%	N=113	1%	N=7	100%	N=497

Table 2: Question 1 with "don't know" responses

Please rate each of the following aspects of quality of life in Clive.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Clive as a place to live	63%	N=327	33%	N=171	3%	N=18	0%	N=0	0%	N=1	100%	N=516
Your neighborhood as a place to live	64%	N=329	31%	N=158	5%	N=24	0%	N=1	1%	N=3	100%	N=515
Clive as a place to raise children	55%	N=281	27%	N=138	4%	N=18	1%	N=3	14%	N=73	100%	N=512
Clive as a place to work	29%	N=147	23%	N=119	9%	N=48	2%	N=8	37%	N=187	100%	N=509
Clive as a place to visit	32%	N=164	36%	N=184	21%	N=106	6%	N=31	6%	N=28	100%	N=514
Clive as a place to retire	36%	N=185	28%	N=141	14%	N=72	2%	N=11	20%	N=102	100%	N=511
The overall quality of life in Clive	54%	N=274	42%	N=216	4%	N=18	0%	N=0	0%	N=2	100%	N=511
Sense of community	32%	N=164	42%	N=215	22%	N=113	1%	N=7	3%	N=14	100%	N=511

Table 3: Question 2 without "don't know" responses

Please rate each of the following characteristics as they relate to Clive as a whole.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Overall economic health of Clive	36%	N=160	55%	N=246	10%	N=43	0%	N=0	100%	N=450
Overall quality of the transportation system (auto, bicycle, foot, bus) in Clive	30%	N=149	49%	N=243	17%	N=85	3%	N=17	100%	N=494
Overall design or layout of Clive's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	30%	N=156	56%	N=285	9%	N=48	5%	N=24	100%	N=513
Overall quality of the utility infrastructure in Clive (water, sewer, storm water, electric/gas)	43%	N=217	45%	N=225	9%	N=48	3%	N=13	100%	N=503
Overall feeling of safety in Clive	59%	N=303	36%	N=186	4%	N=18	1%	N=6	100%	N=514
Overall quality of natural environment in Clive	50%	N=255	43%	N=222	7%	N=37	0%	N=0	100%	N=514
Overall quality of the parks and recreation opportunities	53%	N=262	40%	N=199	5%	N=25	2%	N=9	100%	N=495
Overall health and wellness opportunities in Clive	41%	N=190	50%	N=231	9%	N=40	1%	N=3	100%	N=465
Overall opportunities for education, culture and the arts	28%	N=128	49%	N=226	20%	N=91	4%	N=17	100%	N=460
Residents' connection and engagement with their community	19%	N=87	49%	N=224	28%	N=128	4%	N=16	100%	N=455

Table 4: Question 2 with "don't know" responses

Please rate each of the following characteristics as they relate to Clive as a whole.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Overall economic health of Clive	31%	N=160	48%	N=246	8%	N=43	0%	N=0	12%	N=62	100%	N=511
Overall quality of the transportation system (auto, bicycle, foot, bus) in Clive	29%	N=149	47%	N=243	16%	N=85	3%	N=17	5%	N=24	100%	N=518
Overall design or layout of Clive's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	30%	N=156	55%	N=285	9%	N=48	5%	N=24	1%	N=4	100%	N=517
Overall quality of the utility infrastructure in Clive (water, sewer, storm water, electric/gas)	43%	N=217	44%	N=225	9%	N=48	3%	N=13	2%	N=8	100%	N=511
Overall feeling of safety in Clive	59%	N=303	36%	N=186	4%	N=18	1%	N=6	0%	N=2	100%	N=516
Overall quality of natural environment in Clive	49%	N=255	43%	N=222	7%	N=37	0%	N=0	0%	N=2	100%	N=516
Overall quality of the parks and recreation opportunities	51%	N=262	39%	N=199	5%	N=25	2%	N=9	4%	N=21	100%	N=517
Overall health and wellness opportunities in Clive	37%	N=190	45%	N=231	8%	N=40	1%	N=3	10%	N=51	100%	N=516

Please rate each of the following characteristics as they relate to Clive as a whole.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Overall opportunities for education, culture and the arts	25%	N=128	44%	N=226	18%	N=91	3%	N=17	11%	N=55	100%	N=515
Residents' connection and engagement with their community	17%	N=87	44%	N=224	25%	N=128	3%	N=16	11%	N=55	100%	N=510

Table 5: Question 3 without "don't know" responses

Please indicate how likely or unlikely you are to do each of the following.	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
	%	N	%	N	%	N	%	N	%	N
Recommend living in Clive to someone who asks	68%	N=350	30%	N=153	2%	N=8	0%	N=1	100%	N=512
Remain in Clive for the next five years	74%	N=354	20%	N=94	6%	N=29	1%	N=4	100%	N=481

Table 6: Question 3 with "don't know" responses

Please indicate how likely or unlikely you are to do each of the following.	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Recommend living in Clive to someone who asks	68%	N=350	30%	N=153	2%	N=8	0%	N=1	1%	N=5	100%	N=517
Remain in Clive for the next five years	69%	N=354	18%	N=94	6%	N=29	1%	N=4	6%	N=29	100%	N=510

Table 7: Question 4 without "don't know" responses

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
In your neighborhood during the day	85%	N=442	13%	N=67	1%	N=7	0%	N=2	0%	N=1	100%	N=519
In Clive's downtown/commercial area during the day	71%	N=316	27%	N=120	2%	N=10	0%	N=1	0%	N=0	100%	N=446
From property crime	52%	N=264	38%	N=193	6%	N=28	4%	N=19	0%	N=2	100%	N=506
From violent crime	77%	N=391	20%	N=103	1%	N=7	1%	N=5	0%	N=0	100%	N=507
From fire, flood or other natural disaster	53%	N=267	34%	N=174	6%	N=30	5%	N=26	2%	N=10	100%	N=506

Table 8: Question 4 with "don't know" responses

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
In your neighborhood during the day	85%	N=442	13%	N=67	1%	N=7	0%	N=2	0%	N=1	0%	N=0	100%	N=519
In Clive's downtown/commercial area during the day	61%	N=316	23%	N=120	2%	N=10	0%	N=1	0%	N=0	13%	N=68	100%	N=514

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Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
From property crime	51%	N=264	37%	N=193	5%	N=28	4%	N=19	0%	N=2	2%	N=11	100%	N=517
From violent crime	76%	N=391	20%	N=103	1%	N=7	1%	N=5	0%	N=0	2%	N=10	100%	N=517
From fire, flood or other natural disaster	52%	N=267	34%	N=174	6%	N=30	5%	N=26	2%	N=10	2%	N=11	100%	N=517

Table 9: Question 5 without "don't know" responses

Please rate the job you feel the Clive community does at each of the following.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Making all residents feel welcome	38%	N=182	50%	N=238	10%	N=49	1%	N=7	100%	N=477
Attracting people from diverse backgrounds	28%	N=121	39%	N=171	26%	N=112	8%	N=33	100%	N=437
Valuing/respecting residents from diverse backgrounds	32%	N=135	45%	N=187	20%	N=82	3%	N=14	100%	N=417
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	29%	N=97	55%	N=186	12%	N=41	4%	N=12	100%	N=337

Table 10: Question 5 with "don't know" responses

Please rate the job you feel the Clive community does at each of the following.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Making all residents feel welcome	35%	N=182	46%	N=238	10%	N=49	1%	N=7	8%	N=39	100%	N=516
Attracting people from diverse backgrounds	23%	N=121	33%	N=171	22%	N=112	6%	N=33	15%	N=80	100%	N=517
Valuing/respecting residents from diverse backgrounds	26%	N=135	36%	N=187	16%	N=82	3%	N=14	19%	N=96	100%	N=513
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	19%	N=97	36%	N=186	8%	N=41	2%	N=12	35%	N=179	100%	N=515

Table 11: Question 6 without "don't know" responses

Please rate each of the following characteristics as they relate to Clive as a whole.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Overall quality of business and service establishments in Clive	35%	N=177	52%	N=260	12%	N=58	1%	N=5	100%	N=501
Variety of business and service establishments in Clive	29%	N=146	52%	N=261	17%	N=86	1%	N=7	100%	N=500
Vibrancy of downtown/commercial area	16%	N=70	44%	N=189	30%	N=129	9%	N=38	100%	N=425
Employment opportunities	22%	N=79	50%	N=179	23%	N=82	6%	N=22	100%	N=362
Shopping opportunities	20%	N=103	49%	N=248	26%	N=131	5%	N=25	100%	N=507
Cost of living in Clive	22%	N=114	52%	N=264	23%	N=120	2%	N=12	100%	N=511
Overall image or reputation of Clive	43%	N=221	46%	N=238	10%	N=53	0%	N=2	100%	N=514

Table 12: Question 6 with "don't know" responses

Please rate each of the following characteristics as they relate to Clive as a whole.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Overall quality of business and service establishments in Clive	34%	N=177	51%	N=260	11%	N=58	1%	N=5	3%	N=14	100%	N=515
Variety of business and service establishments in Clive	28%	N=146	51%	N=261	17%	N=86	1%	N=7	3%	N=16	100%	N=516
Vibrancy of downtown/commercial area	14%	N=70	37%	N=189	25%	N=129	7%	N=38	17%	N=88	100%	N=513
Employment opportunities	15%	N=79	35%	N=179	16%	N=82	4%	N=22	30%	N=153	100%	N=515
Shopping opportunities	20%	N=103	48%	N=248	25%	N=131	5%	N=25	2%	N=9	100%	N=516
Cost of living in Clive	22%	N=114	51%	N=264	23%	N=120	2%	N=12	1%	N=3	100%	N=515
Overall image or reputation of Clive	43%	N=221	46%	N=238	10%	N=53	0%	N=2	1%	N=4	100%	N=518

Table 13: Question 7 without "don't know" responses

Please rate each of the following characteristics as they relate to Clive as a whole.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Traffic flow on major streets	22%	N=111	57%	N=293	17%	N=86	4%	N=23	100%	N=513
Ease of public parking	38%	N=187	51%	N=247	10%	N=50	1%	N=4	100%	N=487
Ease of travel by car in Clive	42%	N=213	51%	N=254	6%	N=28	2%	N=8	100%	N=503
Ease of travel by public transportation in Clive	21%	N=55	30%	N=79	30%	N=81	19%	N=50	100%	N=265
Ease of travel by bicycle in Clive	44%	N=186	46%	N=193	8%	N=34	2%	N=7	100%	N=420
Ease of walking in Clive	47%	N=230	42%	N=206	11%	N=52	1%	N=5	100%	N=494

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Please rate each of the following characteristics as they relate to Clive as a whole.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Well-planned residential growth	34%	N=137	49%	N=198	13%	N=53	5%	N=19	100%	N=407
Well-planned commercial growth	29%	N=116	41%	N=163	24%	N=96	6%	N=23	100%	N=398
Well-designed neighborhoods	29%	N=140	54%	N=256	15%	N=73	2%	N=7	100%	N=476
Preservation of the historical or cultural character of the community	28%	N=108	46%	N=180	23%	N=91	4%	N=14	100%	N=393
Public places where people want to spend time	31%	N=148	48%	N=227	19%	N=88	2%	N=11	100%	N=474
Variety of housing options	32%	N=148	47%	N=217	18%	N=85	3%	N=15	100%	N=465
Availability of affordable quality housing	25%	N=104	48%	N=200	19%	N=81	8%	N=34	100%	N=419
Overall quality of new development in Clive	30%	N=124	51%	N=209	15%	N=63	3%	N=14	100%	N=410
Overall appearance of Clive	40%	N=205	47%	N=240	12%	N=62	0%	N=2	100%	N=509
Cleanliness of Clive	46%	N=236	42%	N=215	10%	N=52	1%	N=5	100%	N=509
Water resources (beaches, lakes, ponds, riverways, etc.)	21%	N=93	40%	N=181	28%	N=127	11%	N=49	100%	N=450
Air quality	51%	N=255	42%	N=210	6%	N=28	1%	N=3	100%	N=496
Availability of paths and walking trails	68%	N=338	26%	N=130	6%	N=31	0%	N=2	100%	N=500
Fitness opportunities (including exercise classes and paths or trails, etc.)	48%	N=227	43%	N=204	9%	N=45	0%	N=1	100%	N=478
Recreational opportunities	36%	N=167	50%	N=235	13%	N=59	1%	N=7	100%	N=468
Availability of affordable quality food	40%	N=202	49%	N=248	9%	N=46	3%	N=14	100%	N=510
Availability of affordable quality health care	40%	N=187	47%	N=216	11%	N=52	2%	N=8	100%	N=463
Availability of preventive health services	40%	N=172	47%	N=203	12%	N=51	2%	N=8	100%	N=435
Availability of affordable quality mental health care	28%	N=89	41%	N=133	22%	N=71	9%	N=27	100%	N=320
Opportunities to attend cultural/arts/music activities	22%	N=96	42%	N=187	31%	N=136	6%	N=26	100%	N=445
Community support for the arts	27%	N=107	40%	N=159	28%	N=109	5%	N=21	100%	N=397
Availability of affordable quality childcare/preschool	34%	N=96	44%	N=125	18%	N=51	5%	N=15	100%	N=287
K-12 education	49%	N=180	42%	N=154	8%	N=28	1%	N=4	100%	N=366
Adult educational opportunities	26%	N=88	49%	N=163	19%	N=64	6%	N=20	100%	N=335
Sense of civic/community pride	31%	N=147	44%	N=206	22%	N=103	3%	N=16	100%	N=471
Neighborliness of residents in Clive	34%	N=170	44%	N=218	18%	N=89	3%	N=16	100%	N=494

Please rate each of the following characteristics as they relate to Clive as a whole.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Opportunities to participate in social events and activities	27%	N=123	46%	N=208	22%	N=99	4%	N=18	100%	N=448
Opportunities to attend special events and festivals	29%	N=131	45%	N=206	23%	N=107	3%	N=15	100%	N=459
Opportunities to volunteer	27%	N=114	49%	N=203	22%	N=91	2%	N=8	100%	N=417
Opportunities to participate in community matters	29%	N=118	46%	N=186	21%	N=87	3%	N=13	100%	N=404
Openness and acceptance of the community toward people of diverse backgrounds	25%	N=99	47%	N=186	22%	N=88	5%	N=18	100%	N=391

Table 14: Question 7 with "don't know" responses

Please rate each of the following characteristics as they relate to Clive as a whole.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Traffic flow on major streets	22%	N=111	57%	N=293	17%	N=86	4%	N=23	0%	N=1	100%	N=514
Ease of public parking	36%	N=187	48%	N=247	10%	N=50	1%	N=4	5%	N=25	100%	N=513
Ease of travel by car in Clive	42%	N=213	50%	N=254	6%	N=28	1%	N=8	2%	N=10	100%	N=512
Ease of travel by public transportation in Clive	11%	N=55	16%	N=79	16%	N=81	10%	N=50	47%	N=238	100%	N=502
Ease of travel by bicycle in Clive	37%	N=186	38%	N=193	7%	N=34	1%	N=7	17%	N=89	100%	N=509
Ease of walking in Clive	45%	N=230	40%	N=206	10%	N=52	1%	N=5	4%	N=19	100%	N=513
Well-planned residential growth	27%	N=137	38%	N=198	10%	N=53	4%	N=19	21%	N=107	100%	N=514
Well-planned commercial growth	23%	N=116	32%	N=163	19%	N=96	4%	N=23	22%	N=109	100%	N=507
Well-designed neighborhoods	28%	N=140	50%	N=256	14%	N=73	1%	N=7	6%	N=31	100%	N=507
Preservation of the historical or cultural character of the community	21%	N=108	35%	N=180	18%	N=91	3%	N=14	23%	N=119	100%	N=512
Public places where people want to spend time	29%	N=148	44%	N=227	17%	N=88	2%	N=11	8%	N=40	100%	N=514
Variety of housing options	29%	N=148	43%	N=217	17%	N=85	3%	N=15	9%	N=45	100%	N=510
Availability of affordable quality housing	20%	N=104	39%	N=200	16%	N=81	7%	N=34	18%	N=89	100%	N=509
Overall quality of new development in Clive	24%	N=124	41%	N=209	12%	N=63	3%	N=14	19%	N=99	100%	N=509
Overall appearance of Clive	40%	N=205	47%	N=240	12%	N=62	0%	N=2	0%	N=2	100%	N=511
Cleanliness of Clive	46%	N=236	42%	N=215	10%	N=52	1%	N=5	0%	N=2	100%	N=510
Water resources (beaches, lakes, ponds, riverways, etc.)	18%	N=93	35%	N=181	25%	N=127	10%	N=49	12%	N=60	100%	N=510

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Please rate each of the following characteristics as they relate to Clive as a whole.	Excellent		Good		Fair		Poor		Don't know		Total	
Air quality	50%	N=255	41%	N=210	5%	N=28	1%	N=3	3%	N=14	100%	N=510
Availability of paths and walking trails	66%	N=338	26%	N=130	6%	N=31	0%	N=2	2%	N=11	100%	N=511
Fitness opportunities (including exercise classes and paths or trails, etc.)	44%	N=227	40%	N=204	9%	N=45	0%	N=1	7%	N=34	100%	N=512
Recreational opportunities	33%	N=167	46%	N=235	12%	N=59	1%	N=7	9%	N=44	100%	N=511
Availability of affordable quality food	39%	N=202	48%	N=248	9%	N=46	3%	N=14	1%	N=4	100%	N=513
Availability of affordable quality health care	36%	N=187	42%	N=216	10%	N=52	1%	N=8	10%	N=51	100%	N=514
Availability of preventive health services	34%	N=172	40%	N=203	10%	N=51	2%	N=8	15%	N=75	100%	N=510
Availability of affordable quality mental health care	18%	N=89	26%	N=133	14%	N=71	5%	N=27	37%	N=190	100%	N=510
Opportunities to attend cultural/arts/music activities	19%	N=96	37%	N=187	27%	N=136	5%	N=26	13%	N=64	100%	N=509
Community support for the arts	21%	N=107	31%	N=159	21%	N=109	4%	N=21	22%	N=113	100%	N=510
Availability of affordable quality childcare/preschool	19%	N=96	25%	N=125	10%	N=51	3%	N=15	43%	N=218	100%	N=505
K-12 education	35%	N=180	30%	N=154	6%	N=28	1%	N=4	28%	N=144	100%	N=510
Adult educational opportunities	17%	N=88	32%	N=163	13%	N=64	4%	N=20	34%	N=173	100%	N=508
Sense of civic/community pride	29%	N=147	40%	N=206	20%	N=103	3%	N=16	8%	N=40	100%	N=511
Neighborliness of residents in Clive	34%	N=170	43%	N=218	18%	N=89	3%	N=16	3%	N=13	100%	N=506
Opportunities to participate in social events and activities	24%	N=123	41%	N=208	20%	N=99	3%	N=18	11%	N=56	100%	N=504
Opportunities to attend special events and festivals	26%	N=131	41%	N=206	21%	N=107	3%	N=15	10%	N=48	100%	N=507
Opportunities to volunteer	23%	N=114	40%	N=203	18%	N=91	2%	N=8	17%	N=87	100%	N=503
Opportunities to participate in community matters	24%	N=118	37%	N=186	17%	N=87	3%	N=13	19%	N=95	100%	N=499
Openness and acceptance of the community toward people of diverse backgrounds	20%	N=99	37%	N=186	18%	N=88	4%	N=18	22%	N=108	100%	N=499

Table 15: Question 8

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
	%	N	%	N	%	N
Contacted the City of Clive (in-person, phone, email or web) for help or information	52%	N=267	48%	N=247	100%	N=514
Contacted Clive elected officials (in-person, phone, email or web) to express your opinion	86%	N=443	14%	N=71	100%	N=515
Attended a local public meeting (of local elected officials like City Council or County Board of Supervisors, advisory boards, town halls, HOA, neighborhood watch, etc.)	85%	N=435	15%	N=79	100%	N=514
Watched (online or on television) a local public meeting	92%	N=473	8%	N=42	100%	N=515
Volunteered your time to some group/activity in Clive	81%	N=419	19%	N=96	100%	N=515
Campaigned or advocated for a local issue, cause or candidate	85%	N=439	15%	N=77	100%	N=515
Voted in your most recent local election	32%	N=166	68%	N=348	100%	N=515
Used bus, rail, subway or other public transportation instead of driving	92%	N=474	8%	N=40	100%	N=514
Carpooled with other adults or children instead of driving alone	63%	N=322	37%	N=192	100%	N=513
Walked or biked instead of driving	36%	N=188	64%	N=329	100%	N=516

Table 16: Question 9 without "don't know" responses

Please rate the quality of each of the following services in Clive.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Public information services	35%	N=147	53%	N=221	10%	N=44	2%	N=9	100%	N=421
Economic development	27%	N=107	58%	N=227	14%	N=56	0%	N=1	100%	N=391
Traffic enforcement	29%	N=135	56%	N=263	13%	N=63	2%	N=9	100%	N=469
Traffic signal timing	15%	N=72	44%	N=219	30%	N=151	11%	N=55	100%	N=498
Street repair	14%	N=67	41%	N=201	32%	N=157	14%	N=69	100%	N=493
Street cleaning	26%	N=127	49%	N=238	22%	N=106	4%	N=17	100%	N=488
Street lighting	29%	N=146	56%	N=282	12%	N=61	2%	N=12	100%	N=501
Snow removal	41%	N=205	43%	N=212	16%	N=77	1%	N=3	100%	N=497
Sidewalk maintenance	25%	N=118	52%	N=246	19%	N=89	4%	N=17	100%	N=471
Bus or transit services	19%	N=45	39%	N=92	25%	N=60	16%	N=38	100%	N=235
Land use, planning and zoning	25%	N=83	52%	N=170	17%	N=54	6%	N=20	100%	N=327
Code enforcement (weeds, abandoned buildings, etc.)	24%	N=86	49%	N=179	20%	N=74	7%	N=26	100%	N=364

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Please rate the quality of each of the following services in Clive.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Affordable high-speed internet access	22%	N=103	42%	N=194	25%	N=116	12%	N=54	100%	N=467
Garbage collection	50%	N=249	43%	N=212	7%	N=33	1%	N=3	100%	N=497
Drinking water	49%	N=247	38%	N=190	11%	N=55	2%	N=9	100%	N=502
Sewer services	45%	N=214	48%	N=224	7%	N=33	0%	N=0	100%	N=472
Storm water management (storm drainage, dams, levees, etc.)	37%	N=178	46%	N=220	10%	N=49	6%	N=29	100%	N=476
Power (electric and/or gas) utility	47%	N=233	44%	N=219	8%	N=40	1%	N=5	100%	N=497
Utility billing	43%	N=209	45%	N=219	12%	N=59	0%	N=0	100%	N=487
Police/Sheriff services	50%	N=233	42%	N=197	7%	N=32	1%	N=4	100%	N=466
Crime prevention	44%	N=204	45%	N=207	10%	N=46	0%	N=2	100%	N=458
Animal control	38%	N=149	50%	N=197	8%	N=32	3%	N=13	100%	N=391
Ambulance or emergency medical services	55%	N=215	41%	N=160	3%	N=13	1%	N=2	100%	N=390
Fire services	55%	N=222	42%	N=172	3%	N=13	0%	N=0	100%	N=407
Fire prevention and education	48%	N=174	43%	N=158	7%	N=27	1%	N=4	100%	N=363
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	35%	N=128	50%	N=180	12%	N=42	4%	N=14	100%	N=364
Preservation of natural areas (open space, farmlands and greenbelts)	40%	N=181	48%	N=215	11%	N=48	2%	N=8	100%	N=451
Clive open space	37%	N=160	48%	N=210	14%	N=59	1%	N=3	100%	N=433
Recycling	40%	N=191	47%	N=221	8%	N=39	5%	N=23	100%	N=474
Yard waste pick-up	45%	N=200	44%	N=193	8%	N=37	3%	N=13	100%	N=444
City parks	45%	N=218	46%	N=220	9%	N=41	0%	N=2	100%	N=481
Recreation programs or classes	32%	N=115	54%	N=196	12%	N=44	2%	N=6	100%	N=362
Recreation centers or facilities	29%	N=115	53%	N=214	15%	N=59	3%	N=14	100%	N=402
Health services	37%	N=140	53%	N=201	10%	N=37	1%	N=4	100%	N=382
Public library services	45%	N=197	48%	N=208	7%	N=29	0%	N=2	100%	N=435
Overall customer service by Clive employees (police, receptionists, planners, etc.)	51%	N=227	41%	N=184	8%	N=35	1%	N=3	100%	N=450
Clive Newsletter	43%	N=205	47%	N=224	10%	N=50	0%	N=1	100%	N=481

Table 17: Question 9 with "don't know" responses

Please rate the quality of each of the following services in Clive.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Public information services	29%	N=147	44%	N=221	9%	N=44	2%	N=9	16%	N=79	100%	N=500
Economic development	21%	N=107	45%	N=227	11%	N=56	0%	N=1	22%	N=111	100%	N=502
Traffic enforcement	27%	N=135	52%	N=263	12%	N=63	2%	N=9	7%	N=34	100%	N=503
Traffic signal timing	14%	N=72	44%	N=219	30%	N=151	11%	N=55	1%	N=4	100%	N=502
Street repair	13%	N=67	40%	N=201	31%	N=157	14%	N=69	1%	N=5	100%	N=498
Street cleaning	25%	N=127	47%	N=238	21%	N=106	3%	N=17	3%	N=14	100%	N=502
Street lighting	29%	N=146	56%	N=282	12%	N=61	2%	N=12	1%	N=3	100%	N=503
Snow removal	41%	N=205	42%	N=212	15%	N=77	1%	N=3	1%	N=6	100%	N=503
Sidewalk maintenance	23%	N=118	49%	N=246	18%	N=89	3%	N=17	6%	N=32	100%	N=502
Bus or transit services	9%	N=45	19%	N=92	12%	N=60	8%	N=38	53%	N=260	100%	N=496
Land use, planning and zoning	17%	N=83	34%	N=170	11%	N=54	4%	N=20	34%	N=171	100%	N=498
Code enforcement (weeds, abandoned buildings, etc.)	17%	N=86	36%	N=179	15%	N=74	5%	N=26	27%	N=134	100%	N=498
Affordable high-speed internet access	21%	N=103	39%	N=194	23%	N=116	11%	N=54	7%	N=34	100%	N=501
Garbage collection	49%	N=249	42%	N=212	7%	N=33	1%	N=3	1%	N=7	100%	N=504
Drinking water	49%	N=247	38%	N=190	11%	N=55	2%	N=9	1%	N=3	100%	N=504
Sewer services	43%	N=214	45%	N=224	7%	N=33	0%	N=0	6%	N=30	100%	N=502
Storm water management (storm drainage, dams, levees, etc.)	35%	N=178	44%	N=220	10%	N=49	6%	N=29	6%	N=28	100%	N=504
Power (electric and/or gas) utility	46%	N=233	44%	N=219	8%	N=40	1%	N=5	1%	N=5	100%	N=502
Utility billing	42%	N=209	44%	N=219	12%	N=59	0%	N=0	3%	N=15	100%	N=502
Police/Sheriff services	46%	N=233	39%	N=197	6%	N=32	1%	N=4	7%	N=38	100%	N=504
Crime prevention	40%	N=204	41%	N=207	9%	N=46	0%	N=2	9%	N=45	100%	N=504
Animal control	30%	N=149	39%	N=197	6%	N=32	3%	N=13	22%	N=113	100%	N=504
Ambulance or emergency medical services	43%	N=215	32%	N=160	3%	N=13	0%	N=2	22%	N=113	100%	N=503
Fire services	44%	N=222	34%	N=172	3%	N=13	0%	N=0	19%	N=94	100%	N=501
Fire prevention and education	35%	N=174	31%	N=158	5%	N=27	1%	N=4	28%	N=139	100%	N=501

Please rate the quality of each of the following services in Clive.	Excellent		Good		Fair		Poor		Don't know		Total	
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	26%	N=128	36%	N=180	8%	N=42	3%	N=14	27%	N=135	100%	N=499
Preservation of natural areas (open space, farmlands and greenbelts)	36%	N=181	43%	N=215	10%	N=48	2%	N=8	10%	N=48	100%	N=499
Clive open space	32%	N=160	42%	N=210	12%	N=59	1%	N=3	13%	N=63	100%	N=496
Recycling	38%	N=191	44%	N=221	8%	N=39	5%	N=23	5%	N=27	100%	N=502
Yard waste pick-up	40%	N=200	38%	N=193	7%	N=37	3%	N=13	12%	N=61	100%	N=504
City parks	43%	N=218	44%	N=220	8%	N=41	0%	N=2	4%	N=21	100%	N=502
Recreation programs or classes	23%	N=115	39%	N=196	9%	N=44	1%	N=6	28%	N=140	100%	N=501
Recreation centers or facilities	23%	N=115	43%	N=214	12%	N=59	3%	N=14	20%	N=100	100%	N=501
Health services	28%	N=140	41%	N=201	8%	N=37	1%	N=4	23%	N=111	100%	N=493
Public library services	40%	N=197	42%	N=208	6%	N=29	0%	N=2	12%	N=62	100%	N=497
Overall customer service by Clive employees (police, receptionists, planners, etc.)	45%	N=227	37%	N=184	7%	N=35	1%	N=3	10%	N=52	100%	N=501
Clive Newsletter	41%	N=205	44%	N=224	10%	N=50	0%	N=1	4%	N=23	100%	N=503

Table 18: Question 10 without "don't know" responses

Please rate the following categories of Clive government performance.	Excellent		Good		Fair		Poor		Total	
The value of services for the taxes paid to Clive	25%	N=112	53%	N=240	18%	N=81	4%	N=16	100%	N=450
The overall direction that Clive is taking	30%	N=131	58%	N=257	10%	N=42	2%	N=11	100%	N=441
The job Clive government does at welcoming resident involvement	29%	N=115	51%	N=203	13%	N=53	6%	N=26	100%	N=396
Overall confidence in Clive government	29%	N=134	54%	N=247	11%	N=52	5%	N=23	100%	N=456
Generally acting in the best interest of the community	35%	N=156	48%	N=218	14%	N=62	3%	N=14	100%	N=451
Being honest	38%	N=162	47%	N=198	11%	N=47	4%	N=16	100%	N=423
Being open and transparent to the public	36%	N=153	50%	N=211	9%	N=37	5%	N=20	100%	N=421
Informing residents about issues facing the community	31%	N=138	49%	N=214	15%	N=64	5%	N=24	100%	N=441
Treating all residents fairly	32%	N=123	51%	N=196	11%	N=41	6%	N=23	100%	N=384
Treating residents with respect	35%	N=153	53%	N=230	9%	N=40	3%	N=12	100%	N=434

Table 19: Question 10 with "don't know" responses

Please rate the following categories of Clive government performance.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
The value of services for the taxes paid to Clive	22%	N=112	48%	N=240	16%	N=81	3%	N=16	10%	N=52	100%	N=502
The overall direction that Clive is taking	26%	N=131	51%	N=257	8%	N=42	2%	N=11	12%	N=58	100%	N=500
The job Clive government does at welcoming resident involvement	23%	N=115	41%	N=203	11%	N=53	5%	N=26	21%	N=105	100%	N=501
Overall confidence in Clive government	27%	N=134	50%	N=247	10%	N=52	5%	N=23	9%	N=43	100%	N=499
Generally acting in the best interest of the community	31%	N=156	43%	N=218	12%	N=62	3%	N=14	10%	N=52	100%	N=503
Being honest	32%	N=162	40%	N=198	9%	N=47	3%	N=16	15%	N=77	100%	N=500
Being open and transparent to the public	30%	N=153	42%	N=211	7%	N=37	4%	N=20	16%	N=80	100%	N=502
Informing residents about issues facing the community	28%	N=138	43%	N=214	13%	N=64	5%	N=24	12%	N=62	100%	N=502
Treating all residents fairly	24%	N=123	39%	N=196	8%	N=41	5%	N=23	24%	N=118	100%	N=501
Treating residents with respect	30%	N=153	46%	N=230	8%	N=40	2%	N=12	14%	N=68	100%	N=503

Table 20: Question 11 without "don't know" responses

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
The City of Clive	41%	N=198	52%	N=250	7%	N=33	1%	N=5	100%	N=485
The Federal Government	12%	N=58	38%	N=176	37%	N=174	13%	N=60	100%	N=468

Table 21: Question 11 with "don't know" responses

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
The City of Clive	39%	N=198	49%	N=250	6%	N=33	1%	N=5	5%	N=27	100%	N=511
The Federal Government	11%	N=58	35%	N=176	34%	N=174	12%	N=60	8%	N=41	100%	N=510

Table 22: Question 12

Please rate how important, if at all, you think it is for the Clive community to focus on each of the following in the coming two years.	Essential		Very important		Somewhat important		Not at all important		Total	
	%	N	%	N	%	N	%	N	%	N
Overall economic health of Clive	48%	N=244	42%	N=215	9%	N=45	1%	N=3	100%	N=508
Overall quality of the transportation system (auto, bicycle, foot, bus) in Clive	31%	N=155	48%	N=240	18%	N=92	3%	N=15	100%	N=503
Overall design or layout of Clive's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	26%	N=133	50%	N=251	22%	N=112	2%	N=10	100%	N=506
Overall quality of the utility infrastructure in Clive (water, sewer, storm water, electric/gas)	54%	N=272	37%	N=187	10%	N=48	0%	N=0	100%	N=507
Overall feeling of safety in Clive	61%	N=308	32%	N=164	7%	N=34	0%	N=1	100%	N=507
Overall quality of natural environment in Clive	41%	N=206	46%	N=233	11%	N=54	2%	N=12	100%	N=506
Overall quality of the parks and recreation opportunities	35%	N=178	48%	N=246	14%	N=73	2%	N=12	100%	N=508
Overall health and wellness opportunities in Clive	31%	N=156	43%	N=220	23%	N=119	3%	N=13	100%	N=508
Overall opportunities for education, culture and the arts	28%	N=141	42%	N=213	27%	N=135	4%	N=20	100%	N=509
Residents' connection and engagement with their community	24%	N=120	45%	N=229	29%	N=145	3%	N=14	100%	N=508

Table 23: Question 13 without "don't know" responses

How much of a problem, if at all, do you think each of the following will be in your area over the next 10 years?	Not a problem		Minor problem		Moderate problem		Major problem		Total	
	%	N	%	N	%	N	%	N	%	N
Water shortages	58%	N=270	26%	N=122	13%	N=60	2%	N=11	100%	N=464
Water quality issues (taste, color, or odor)	36%	N=168	35%	N=163	19%	N=89	10%	N=46	100%	N=466
Water contamination (health concerns)	40%	N=181	27%	N=122	21%	N=96	12%	N=57	100%	N=456

Table 24: Question 13 with "don't know" responses

How much of a problem, if at all, do you think each of the following will be in your area over the next 10 years?	Not a problem		Minor problem		Moderate problem		Major problem		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Water shortages	53%	N=270	24%	N=122	12%	N=60	2%	N=11	9%	N=46	100%	N=510
Water quality issues (taste, color, or odor)	33%	N=168	32%	N=163	18%	N=89	9%	N=46	9%	N=43	100%	N=510
Water contamination (health concerns)	36%	N=181	24%	N=122	19%	N=96	11%	N=57	10%	N=52	100%	N=508

Table 25: Question 14

Which of the following actions have you taken to address potential water supply and management concerns?	Percent	Number
Replaced plumbing fixtures (e.g., installed low flow shower head or dual flush toilets)	44%	N=209
Performed maintenance of plumbing system (e.g., eliminated leaks or insulated pipes)	46%	N=219
Replaced irrigation heads (e.g., installed low flow heads or drip systems)	17%	N=82
Replaced irrigation controller (e.g., installed Watersense Smart Controller)	8%	N=40
Reduced irrigation frequency	29%	N=139
Subscribed to the high-water-usage alert system provided by the City of Clive	16%	N=77
Reduced storm water discharge from your property (e.g., installed rain barrels or cisterns)	5%	N=23
Implemented an infiltration-based storm water practice (e.g., rain garden, bio-swale, bio-retention)	1%	N=6
Reduced your fertilizer and/or herbicide treatments	28%	N=131
Aerated your lawn	46%	N=219
Increased organic matter content in your soil (e.g., added compost, compost tea, worm casting, etc.)	16%	N=78
None of the above	20%	N=94

Total may exceed 100% as respondents could select more than one option.

Table 26: Question 15

In thinking about your activities in the last year, compared to the year before, have you made more, the same or less effort to...?	More		The same		Less		Total	
Cut your domestic water use on your property	24%	N=119	71%	N=359	5%	N=24	100%	N=502
Cut your irrigation water use on your property	26%	N=124	61%	N=284	13%	N=60	100%	N=468
Reduce the discharge of storm water from your property	6%	N=29	88%	N=407	6%	N=27	100%	N=463
Improve the water quality of storm water leaving your property	8%	N=38	88%	N=407	4%	N=20	100%	N=465

Table 27: Question 16

Do you know what watershed you live in?	Percent	Number
No	80%	N=387
Yes	20%	N=97
Total	100%	N=484

Table 28: Question D1 without "don't know" responses

Thinking about a typical week, how many times do you:	Several times a day		Once a day		A few times a week		Every few weeks		Less often or never		Total	
Access the internet from your home using a computer, laptop or tablet computer	84%	N=434	6%	N=32	5%	N=24	2%	N=9	3%	N=16	100%	N=514
Access the internet from your cell phone	87%	N=440	2%	N=12	3%	N=17	2%	N=8	6%	N=29	100%	N=506
Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	67%	N=340	10%	N=53	8%	N=43	2%	N=11	12%	N=61	100%	N=508
Use or check email	83%	N=421	9%	N=44	5%	N=25	1%	N=3	3%	N=14	100%	N=507
Share your opinions online	11%	N=54	8%	N=39	12%	N=57	16%	N=76	53%	N=257	100%	N=485
Shop online	10%	N=49	8%	N=41	33%	N=164	34%	N=169	16%	N=81	100%	N=503

Table 29: Question D1 with "don't know" responses

Thinking about a typical week, how many times do you:	Several times a day		Once a day		A few times a week		Every few weeks		Less often or never		Don't know		Total	
Access the internet from your home using a computer, laptop or tablet computer	84%	N=434	6%	N=32	5%	N=24	2%	N=9	3%	N=16	0%	N=1	100%	N=515
Access the internet from your cell phone	86%	N=440	2%	N=12	3%	N=17	2%	N=8	6%	N=29	1%	N=7	100%	N=513
Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	67%	N=340	10%	N=53	8%	N=43	2%	N=11	12%	N=61	1%	N=3	100%	N=511
Use or check email	83%	N=421	9%	N=44	5%	N=25	1%	N=3	3%	N=14	0%	N=1	100%	N=508
Share your opinions online	11%	N=54	8%	N=39	11%	N=57	15%	N=76	50%	N=257	6%	N=29	100%	N=513
Shop online	9%	N=49	8%	N=41	32%	N=164	33%	N=169	16%	N=81	2%	N=12	100%	N=515

Table 30: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	29%	N=150
Very good	43%	N=225
Good	24%	N=123
Fair	3%	N=16
Poor	0%	N=2
Total	100%	N=516

Table 31: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	5%	N=27
Somewhat positive	14%	N=70
Neutral	36%	N=181
Somewhat negative	36%	N=181
Very negative	10%	N=50
Total	100%	N=509

Table 32: Question D4

How many years have you lived in Clive?	Percent	Number
Less than 2 years	16%	N=84
2 to 5 years	27%	N=140
6 to 10 years	19%	N=99
11 to 20 years	16%	N=83
More than 20 years	21%	N=111
Total	100%	N=519

Table 33: Question D5

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	71%	N=366
Building with two or more homes (duplex, townhome, apartment or condominium)	26%	N=136
Mobile home	0%	N=0
Other	3%	N=16
Total	100%	N=518

Table 34: Question D6

Do you rent or own your home?	Percent	Number
Rent	21%	N=106
Own	79%	N=410
Total	100%	N=517

Table 35: Question D7

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$500 per month	5%	N=25
\$500 to \$999 per month	21%	N=107
\$1,000 to \$1,499 per month	23%	N=116
\$1,500 to \$1,999 per month	21%	N=105
\$2,000 to \$2,499 per month	13%	N=67
\$2,500 to \$2,999 per month	6%	N=32
\$3,000 to \$3,499 per month	4%	N=22
\$3,500 or more per month	5%	N=26
Total	100%	N=500

Table 36: Question D8

Do any children 17 or under live in your household?	Percent	Number
No	58%	N=299
Yes	42%	N=218
Total	100%	N=517

Table 37: Question D9

Are you or any other members of your household aged 65 or older?	Percent	Number
No	77%	N=397
Yes	23%	N=119
Total	100%	N=516

Table 38: Question D10

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	7%	N=32
\$25,000 to \$49,999	14%	N=67
\$50,000 to \$74,999	12%	N=58
\$75,000 to \$99,999	13%	N=63
\$100,000 to \$149,999	24%	N=118
\$150,000 or more	31%	N=149
Total	100%	N=488

Table 39: Question D11

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	97%	N=486
Yes, I consider myself to be Spanish, Hispanic or Latino	3%	N=16
Total	100%	N=502

Table 40: Question D12

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	1%	N=3
Asian, Asian Indian or Pacific Islander	6%	N=33
Black or African American	1%	N=4
White	92%	N=466
Other	2%	N=11

Total may exceed 100% as respondents could select more than one option.

Table 41: Question D13

In which category is your age?	Percent	Number
18 to 24 years	3%	N=15
25 to 34 years	20%	N=104
35 to 44 years	23%	N=117
45 to 54 years	20%	N=104
55 to 64 years	13%	N=66
65 to 74 years	13%	N=65
75 years or older	8%	N=42
Total	100%	N=513

Table 42: Question D14

What is your gender?	Percent	Number
Female	52%	N=266
Male	48%	N=247
Identify in another way	0%	N=0
Total	100%	N=513

Appendix B: Benchmark Comparisons

Comparison Data

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 600 communities whose residents evaluated the same kinds of topics on The National Community Survey. The comparison evaluations are from the most recent survey completed in each community; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. The City of Clive chose to have comparisons made to the entire database.

Interpreting the Results

Ratings are compared when there are at least five communities in which a similar question was asked. Where comparisons are available, four columns are provided in the table. The first column is Clive’s “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month. The second column is the rank assigned to Clive’s rating among communities where a similar question was asked. The third column is the number of communities that asked a similar question. The final column shows the comparison of Clive’s rating to the benchmark.

In that final column, Clive’s results are noted as being “higher” than the benchmark, “lower” than the benchmark or “similar” to the benchmark, meaning that the average rating given by Clive residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as “higher” or “lower” than the benchmark means that Clive’s average rating for a particular item was more than 10 points different than the benchmark. If a rating was “much higher” or “much lower,” then Clive’s average rating was more than 20 points different when compared to the benchmark.

Benchmark Database Characteristics

Region	Percent
New England	3%
Middle Atlantic	5%
East North Central	15%
West North Central	13%
South Atlantic	22%
East South Central	3%
West South Central	7%
Mountain	16%
Pacific	16%
Population	Percent
Less than 10,000	10%
10,000 to 24,999	22%
25,000 to 49,999	23%
50,000 to 99,999	22%
100,000 or more	23%

National Benchmark Comparisons

Table 43: Quality of Life

Quality of Life Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall image or reputation of Clive	89%	48	352	Higher
The overall quality of life in Clive	96%	19	453	Higher
Clive as a place to live	97%	29	396	Higher
Recommend living in Clive to someone who asks	98%	4	293	Higher
Remain in Clive for the next five years	93%	14	286	Higher

Table 44: Governance

Governance Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall confidence in Clive government	83%	3	277	Higher
The overall direction that Clive is taking	88%	3	320	Higher
The value of services for the taxes paid to Clive	78%	4	397	Higher
Generally acting in the best interest of the community	83%	2	277	Much higher
Being honest	85%	1	268	Much higher
Being open and transparent to the public	86%	1	7	Much higher
Informing residents about issues facing the community	80%	1	7	Much higher
The job Clive government does at welcoming resident involvement	80%	4	323	Higher
Treating all residents fairly	83%	2	274	Higher
Treating residents with respect	88%	1	7	Higher
Overall customer service by Clive employees	92%	5	384	Higher
Public information services	88%	5	298	Higher
Quality of services provided by the City of Clive	92%	14	421	Higher
Quality of services provided by the Federal Government	50%	11	257	Similar

Table 45: Economy

Economy Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall economic health of Clive	90%	23	278	Higher
Economic development	85%	8	288	Much higher

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Economy Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall quality of business and service establishments in Clive	87%	6	279	Higher
Variety of business and service establishments in Clive	81%	1	6	Higher
Vibrancy of downtown/commercial area	61%	82	254	Similar
Shopping opportunities	69%	94	298	Similar
Clive as a place to visit	72%	87	294	Similar
Clive as a place to work	83%	15	365	Higher
Employment opportunities	71%	17	314	Higher
Cost of living in Clive	74%	1	273	Much higher
Economy will have positive impact on income	19%	262	265	Lower
NOT experiencing housing costs stress	74%	87	264	Similar

Table 46: Mobility

Mobility Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall quality of the transportation system in Clive	79%	100	281	Similar
Traffic flow on major streets	79%	11	343	Higher
Ease of travel by car in Clive	93%	3	310	Higher
Ease of travel by public transportation in Clive	51%	47	245	Higher
Ease of travel by bicycle in Clive	90%	6	309	Much higher
Ease of walking in Clive	88%	17	310	Higher
Ease of public parking	89%	2	238	Much higher
Bus or transit services	58%	84	243	Similar
Traffic enforcement	85%	5	369	Higher
Traffic signal timing	59%	65	272	Similar
Street repair	54%	127	380	Similar
Street cleaning	75%	55	327	Higher
Street lighting	85%	5	334	Higher
Snow removal	84%	12	277	Higher
Sidewalk maintenance	77%	13	320	Higher
Used bus, rail, subway, or other public transportation instead of driving	8%	177	224	Lower
Carpooled with other adults or children instead of driving alone	37%	192	257	Similar
Walked or biked instead of driving	64%	85	266	Similar

Table 47: Community Design

Community Design Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall design or layout of Clive's residential and commercial areas	86%	11	271	Higher
Overall appearance of Clive	87%	54	352	Higher
Your neighborhood as a place to live	95%	8	317	Higher
Overall quality of new development in Clive	81%	6	296	Higher
Well-planned residential growth	82%	1	10	Higher
Well-planned commercial growth	70%	1	10	Higher
Well-designed neighborhoods	83%	3	11	Higher
Preservation of the historical or cultural character of the community	73%	2	7	Higher
Public places where people want to spend time	79%	45	265	Higher
Variety of housing options	79%	5	284	Much higher
Availability of affordable quality housing	73%	4	308	Much higher
Land use, planning, and zoning	78%	4	305	Higher
Code enforcement	73%	13	385	Higher

Table 48: Utilities

Utilities Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall quality of the utility infrastructure in Clive	88%	1	7	Higher
Affordable high-speed internet access	64%	1	6	Similar
Power (electric and/or gas) utility	91%	2	195	Higher
Garbage collection	93%	21	349	Similar
Drinking water	87%	17	315	Higher
Sewer services	93%	1	320	Higher
Storm water management	84%	11	343	Higher
Utility billing	88%	1	240	Higher

Table 49: Safety

Safety Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall feeling of safety in Clive	95%	28	364	Higher
Police/Sheriff services	92%	43	446	Higher
Crime prevention	90%	13	362	Higher
Animal control	88%	2	331	Higher
Ambulance or emergency medical services	96%	53	339	Similar

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Safety Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Fire services	97%	81	379	Similar
Fire prevention and education	91%	12	288	Higher
Emergency preparedness	85%	6	288	Higher
In your neighborhood during the day	98%	37	361	Similar
In Clive's downtown/commercial area during the day	98%	77	326	Similar
From property crime	90%	2	22	Higher
From violent crime	98%	3	22	Higher
From fire, flood, or other natural disaster	87%	4	7	Similar

Table 50: Natural Environment

Natural Environment Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall quality of natural environment in Clive	93%	30	281	Higher
Cleanliness of Clive	89%	37	301	Higher
Water resources	61%	4	6	Similar
Air quality	94%	13	253	Higher
Preservation of natural areas	88%	3	259	Much higher
Clive open space	86%	9	245	Higher
Recycling	87%	66	353	Similar
Yard waste pick-up	89%	28	271	Higher

Table 51: Parks and Recreation

Parks and Recreation Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall quality of parks and recreation opportunities	93%	2	7	Higher
Availability of paths and walking trails	94%	2	323	Much higher
City parks	91%	55	324	Similar
Recreational opportunities	86%	40	300	Higher
Recreation programs or classes	86%	43	332	Higher
Recreation centers or facilities	82%	66	288	Similar
Fitness opportunities	90%	10	263	Higher

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Table 52: Health and Wellness

Health and Wellness Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall health and wellness opportunities in Clive	91%	18	273	Higher
Health services	89%	4	230	Higher
Availability of affordable quality health care	87%	4	267	Higher
Availability of preventive health services	86%	5	248	Higher
Availability of affordable quality mental health care	69%	7	242	Higher
Availability of affordable quality food	88%	3	252	Higher
In very good to excellent health	73%	30	258	Similar

Table 53: Education, Arts, and Culture

Education, Arts, and Culture Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall opportunities for education, culture, and the arts	77%	97	274	Similar
Opportunities to attend cultural/arts/music activities	64%	113	297	Similar
Opportunities to attend special events and festivals	73%	66	290	Similar
Community support for the arts	67%	2	7	Higher
Public library services	93%	69	335	Similar
Availability of affordable quality child care/preschool	77%	4	265	Higher
K-12 education	91%	38	279	Higher
Adult educational opportunities	75%	38	251	Higher

Table 54: Inclusivity and Engagement

Inclusivity and Engagement Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Residents' connection and engagement with their community	68%	2	7	Higher
Sense of community	76%	30	310	Higher
Sense of civic/community pride	75%	2	7	Higher
Neighborliness of Clive	79%	6	265	Higher
Clive as a place to raise children	95%	27	384	Higher
Clive as a place to retire	80%	30	364	Higher
Openness and acceptance of the community toward people of diverse backgrounds	73%	35	299	Similar

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Inclusivity and Engagement Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Making all residents feel welcome	88%	1	7	Higher
Attracting people from diverse backgrounds	67%	3	7	Similar
Valuing/respecting residents from diverse backgrounds	77%	2	7	Higher
Taking care of vulnerable residents	84%	1	7	Much higher
Opportunities to participate in social events and activities	74%	45	270	Similar
Opportunities to volunteer	76%	69	272	Similar
Opportunities to participate in community matters	75%	26	282	Similar

Table 55: Participation

Participation Items	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Contacted Clive for help or information	48%	112	337	Similar
Contacted Clive elected officials to express your opinion	14%	187	263	Similar
Attended a local public meeting	15%	221	270	Similar
Watched (online or on television) a local public meeting	8%	234	240	Lower
Volunteered your time to some group/activity in Clive	19%	264	272	Lower
Campaigned or advocated for an issue, cause or candidate	15%	223	249	Similar
Voted in your most recent local election	68%	1	7	Similar
Access the internet from your home using a computer, laptop or tablet computer	95%	2	7	Similar
Access the internet from your cell phone	93%	3	7	Similar
Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	86%	2	7	Similar
Use or check email	97%	2	7	Similar
Share your opinions online	31%	4	7	Similar
Shop online	50%	1	7	Similar

Table 56: Focus Areas

Importance Items	Percent essential or very important	Rank	Number of communities in comparison	Comparison to benchmark
Overall economic health of Clive	90%	90	251	Similar
Overall quality of the transportation system in Clive	79%	139	251	Similar

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Importance Items	Percent essential or very important	Rank	Number of communities in comparison	Comparison to benchmark
Overall design or layout of Clive's residential and commercial areas	76%	174	251	Similar
Overall quality of the utility infrastructure in Clive	90%	1	7	Similar
Overall feeling of safety in Clive	93%	70	251	Similar
Overall quality of natural environment in Clive	87%	75	251	Similar
Overall quality of parks and recreation opportunities	83%	3	7	Similar
Overall health and wellness opportunities in Clive	74%	127	250	Similar
Overall opportunities for education, culture, and the arts	70%	221	251	Lower
Residents' connection and engagement with their community	69%	248	251	Lower

Communities included in national comparisons

The communities included in Clive's comparisons are listed on the following pages along with their population according to the American Community Survey (ACS) 2017 5-year estimates.

Adams County, CO.....	487,850	Baytown city, TX	76,205
Airway Heights city, WA.....	8,017	Bedford city, TX.....	49,082
Albany city, OR	52,007	Bedford town, MA	14,105
Albemarle County, VA.....	105,105	Bellevue city, WA	139,014
Albert Lea city, MN.....	17,716	Bellingham city, WA.....	85,388
Alexandria city, VA	154,710	Bend city, OR.....	87,167
Allegan County, MI.....	114,145	Bethlehem township, PA.....	23,800
American Canyon city, CA	20,341	Bettendorf city, IA	35,293
Ames city, IA	65,005	Billings city, MT	109,082
Ankeny city, IA	56,237	Bloomington city, IN.....	83,636
Ann Arbor city, MI.....	119,303	Bloomington city, MN	85,417
Apache Junction city, AZ.....	38,452	Boise City city, ID.....	220,859
Arapahoe County, CO.....	626,612	Bonner Springs city, KS	7,644
Arlington city, TX	388,225	Boulder city, CO.....	106,271
Arvada city, CO.....	115,320	Bowling Green city, KY.....	64,302
Asheville city, NC.....	89,318	Bozeman city, MT	43,132
Ashland city, OR	20,733	Brentwood city, TN	41,524
Ashland town, MA.....	17,478	Brighton city, CO.....	38,016
Ashland town, VA	7,554	Brookline CDP, MA.....	59,246
Aspen city, CO	7,097	Brooklyn Center city, MN.....	30,885
Athens-Clarke County, GA	122,292	Brooklyn city, OH	10,891
Auburn city, AL	61,462	Broomfield city, CO.....	64,283
Augusta CCD, GA.....	136,103	Brownsburg town, IN	24,625
Aurora city, CO.....	357,323	Buffalo Grove village, IL	41,551
Austin city, TX	916,906	Burlingame city, CA.....	30,401
Avon town, CO.....	6,503	Cabarrus County, NC	196,716
Avon town, IN.....	16,479	Cambridge city, MA	110,893
Avondale city, AZ.....	81,590	Canandaigua city, NY	10,402
Azusa city, CA.....	49,029	Cannon Beach city, OR.....	1,517
Bainbridge Island city, WA.....	23,689	Cañon City city, CO	16,298
Baltimore city, MD	619,796	Canton city, SD	3,352
Baltimore County, MD.....	828,637	Cape Coral city, FL	173,679
Battle Creek city, MI.....	51,505	Carlsbad city, CA	113,147
Bay Village city, OH.....	15,426	Carroll city, IA.....	9,937

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Cartersville city, GA.....	20,235	Des Moines city, IA.....	214,778
Cary town, NC.....	159,715	Des Peres city, MO.....	8,536
Castle Rock town, CO.....	57,274	Destin city, FL.....	13,421
Cedar Hill city, TX.....	48,149	Dothan city, AL.....	67,784
Cedar Park city, TX.....	70,010	Dover city, NH.....	30,901
Cedar Rapids city, IA.....	130,330	Dublin city, CA.....	57,022
Celina city, TX.....	7,910	Dublin city, OH.....	44,442
Centennial city, CO.....	108,448	Duluth city, MN.....	86,066
Chandler city, AZ.....	245,160	Durham city, NC.....	257,232
Chandler city, TX.....	2,896	Durham County, NC.....	300,865
Chanhasen city, MN.....	25,108	Dyer town, IN.....	16,077
Chapel Hill town, NC.....	59,234	Eagan city, MN.....	66,102
Chardon city, OH.....	5,166	Eagle Mountain city, UT.....	27,773
Charles County, MD.....	156,021	Eau Claire city, WI.....	67,945
Charlotte County, FL.....	173,236	Eden Prairie city, MN.....	63,660
Charlottesville city, VA.....	46,487	Eden town, VT.....	1,254
Chattanooga city, TN.....	176,291	Edgewater city, CO.....	5,299
Chautauqua town, NY.....	4,362	Edina city, MN.....	50,603
Chesterfield County, VA.....	335,594	Edmond city, OK.....	89,769
Clackamas County, OR.....	399,962	Edmonds city, WA.....	41,309
Clayton city, MO.....	16,214	El Cerrito city, CA.....	24,982
Clearwater city, FL.....	112,794	El Paso de Robles (Paso Robles) city, CA.....	31,409
Cleveland Heights city, OH.....	45,024	Elgin city, IL.....	112,628
Clinton city, SC.....	8,538	Elk Grove city, CA.....	166,228
Clive city, IA.....	17,134	Elmhurst city, IL.....	46,139
Clovis city, CA.....	104,411	Englewood city, CO.....	33,155
College Park city, MD.....	32,186	Erie town, CO.....	22,019
College Station city, TX.....	107,445	Escambia County, FL.....	309,924
Colleyville city, TX.....	25,557	Estes Park town, CO.....	6,248
Collinsville city, IL.....	24,767	Euclid city, OH.....	47,698
Columbia city, MO.....	118,620	Fairview town, TX.....	8,473
Columbia city, SC.....	132,236	Farmers Branch city, TX.....	33,808
Columbia Falls city, MT.....	5,054	Farmersville city, TX.....	3,440
Commerce City city, CO.....	52,905	Farmington Hills city, MI.....	81,235
Concord city, CA.....	128,160	Farmington town, CT.....	25,596
Concord town, MA.....	19,357	Fate city, TX.....	10,339
Conshohocken borough, PA.....	7,985	Fayetteville city, GA.....	17,069
Coolidge city, AZ.....	12,221	Fayetteville city, NC.....	210,324
Coon Rapids city, MN.....	62,342	Ferguson township, PA.....	18,837
Coral Springs city, FL.....	130,110	Fernandina Beach city, FL.....	11,957
Coronado city, CA.....	24,053	Flower Mound town, TX.....	71,575
Corvallis city, OR.....	56,224	Forest Grove city, OR.....	23,554
Cottonwood Heights city, UT.....	34,214	Fort Collins city, CO.....	159,150
Coventry Lake CDP, CT.....	2,932	Franklin city, TN.....	72,990
Coventry town, CT.....	12,458	Frederick town, CO.....	11,397
Creve Coeur city, MO.....	18,259	Fremont city, CA.....	230,964
Cupertino city, CA.....	60,687	Frisco town, CO.....	2,977
Dacono city, CO.....	4,929	Fruita city, CO.....	13,039
Dakota County, MN.....	414,655	Gahanna city, OH.....	34,691
Dallas city, OR.....	15,413	Gaithersburg city, MD.....	67,417
Dallas city, TX.....	1,300,122	Gaiveston city, TX.....	49,706
Danvers town, MA.....	27,527	Gardner city, KS.....	21,059
Danville city, KY.....	16,657	Germantown city, TN.....	39,230
Darien city, IL.....	22,206	Gilbert town, AZ.....	232,176
Davenport city, FL.....	3,665	Gillette city, WY.....	31,783
Davidson town, NC.....	12,325	Glen Ellyn village, IL.....	27,983
Dayton city, OH.....	140,939	Glendora city, CA.....	51,891
Dayton town, WY.....	815	Glensview village, IL.....	47,066
Dearborn city, MI.....	95,295	Golden city, CO.....	20,365
Decatur city, GA.....	22,022	Golden Valley city, MN.....	21,208
Del Mar city, CA.....	4,338	Goodyear city, AZ.....	74,953
DeLand city, FL.....	30,315	Grafton village, WI.....	11,576
Delaware city, OH.....	38,193	Grand Blanc city, MI.....	7,964
Denison city, TX.....	23,342	Grand Rapids city, MI.....	195,355
Denton city, TX.....	131,097	Grants Pass city, OR.....	36,687
Denver city, CO.....	678,467	Grass Valley city, CA.....	12,893

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Greeley city, CO	100,760	Lancaster County, SC	86,544
Greenville city, NC	90,347	Lansing city, MI	115,222
Greenwich town, CT	62,782	Laramie city, WY	32,104
Greenwood Village city, CO	15,397	Larimer County, CO	330,976
Greer city, SC	28,587	Las Cruces city, NM	101,014
Gunnison County, CO	16,215	Las Vegas city, NM	13,445
Haltom City city, TX	44,059	Lawrence city, KS	93,954
Hamilton city, OH	62,216	Lawrenceville city, GA	29,287
Hamilton town, MA	7,991	Lehi city, UT	58,351
Hampton city, VA	136,255	Lenexa city, KS	52,030
Hanover County, VA	103,218	Lewisville city, TX	103,638
Harrisburg city, SD	5,429	Lewisville town, NC	13,516
Harrisonburg city, VA	53,064	Libertyville village, IL	20,504
Harrisonville city, MO	10,025	Lincolnwood village, IL	12,637
Hastings city, MN	22,620	Lindsborg city, KS	3,313
Henderson city, NV	284,817	Little Chute village, WI	11,006
Hemdon town, VA	24,545	Littleton city, CO	45,848
High Point city, NC	109,849	Livermore city, CA	88,232
Highland Park city, IL	29,796	Lombard village, IL	43,776
Highlands Ranch CDP, CO	105,264	Lone Tree city, CO	13,430
Homer Glen village, IL	24,403	Long Grove village, IL	7,980
Honolulu County, HI	990,060	Longmont city, CO	91,730
Hoquiam city, WA	8,416	Lonsdale city, MN	3,850
Horry County, SC	310,186	Los Alamos County, NM	18,031
Hudson town, CO	1,709	Los Altos Hills town, CA	8,490
Huntley village, IL	26,265	Loudoun County, VA	374,558
Huntsville city, TX	40,727	Louisville city, CO	20,319
Hutchinson city, MN	13,836	Lower Merion township, PA	58,500
Hutto city, TX	22,644	Lynchburg city, VA	79,237
Hyattsville city, MD	18,225	Lynnwood city, WA	37,242
Independence city, MO	117,369	Manassas city, VA	41,379
Indio city, CA	86,867	Manhattan Beach city, CA	35,698
Iowa City city, IA	73,415	Manhattan city, KS	55,427
Irving city, TX	235,648	Mankato city, MN	41,241
Issaquah city, WA	35,629	Maple Grove city, MN	68,362
Jackson city, MO	14,690	Maplewood city, MN	40,127
Jackson County, MI	158,989	Maricopa County, AZ	4,155,501
James City County, VA	73,028	Marin County, CA	260,814
Jefferson County, NY	116,567	Marion city, IA	38,014
Jefferson Parish, LA	437,038	Mariposa County, CA	17,658
Jerome city, ID	11,306	Marshfield city, WI	18,326
Johnson City city, TN	65,598	Martinez city, CA	37,902
Johnston city, IA	20,172	Marysville city, WA	66,178
Jupiter town, FL	62,373	MauI County, HI	164,094
Kalamazoo city, MI	75,833	McKinney city, TX	164,760
Kansas City city, KS	151,042	McMinnville city, OR	33,211
Kansas City city, MO	476,974	Mecklenburg County, NC	1,034,290
Keizer city, OR	37,910	Menlo Park city, CA	33,661
Kent city, WA	126,561	Menomonee Falls village, WI	36,411
Kerrville city, TX	22,931	Mercer Island city, WA	24,768
Key West city, FL	25,316	Meridian charter township, MI	41,903
King City city, CA	13,721	Meridian city, ID	91,917
Kingman city, AZ	28,855	Merriam city, KS	11,259
Kirkland city, WA	86,772	Mesa city, AZ	479,317
Kirkwood city, MO	27,659	Mesquite city, TX	144,118
Knoxville city, IA	7,202	Miami Beach city, FL	92,187
La Mesa city, CA	59,479	Miami city, FL	443,007
La Plata town, MD	9,160	Middleton city, WI	18,951
La Vista city, NE	17,062	Middletown town, RI	16,100
Laguna Niguel city, CA	65,429	Midland city, MI	41,958
Lake Forest city, IL	18,931	Milford city, DE	10,645
Lake in the Hills village, IL	28,908	Milton city, GA	37,556
Lake Zurich village, IL	19,983	Minneapolis city, MN	411,452
Lakeville city, MN	61,056	Minnetrista city, MN	7,187
Lakewood city, CO	151,411	Missouri City city, TX	72,688
Lakewood city, WA	59,102	Moline city, IL	42,644

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Monroe city, MI	20,128	Pflugerville city, TX	58,013
Montgomery city, MN	2,921	Philadelphia city, PA	1,569,657
Montgomery County, MD	1,039,198	Pinehurst village, NC	15,580
Monticello city, UT	2,599	Piqua city, OH	20,793
Montrose city, CO	18,918	Pitkin County, CO	17,747
Moraga town, CA	17,231	Plano city, TX	281,566
Morristown city, TN	29,446	Platte City city, MO	4,867
Morrisville town, NC	23,873	Pleasant Hill city, IA	9,608
Morro Bay city, CA	10,568	Pleasanton city, CA	79,341
Moscow city, ID	24,833	Plymouth city, MN	76,258
Mountlake Terrace city, WA	20,922	Polk County, IA	467,235
Murphy city, TX	20,361	Pompano Beach city, FL	107,542
Naperville city, IL	146,431	Port Orange city, FL	60,315
Napoleon city, OH	8,646	Port St. Lucie city, FL	178,778
Nederland city, TX	17,284	Portland city, OR	630,331
Needham CDP, MA	30,429	Powell city, OH	12,658
Nevada City city, CA	3,112	Powhatan County, VA	28,364
Nevada County, CA	98,838	Prairie Village city, KS	21,932
New Braunfels city, TX	70,317	Prince William County, VA	450,763
New Brighton city, MN	22,440	Prior Lake city, MN	25,452
New Concord village, OH	2,561	Pueblo city, CO	109,122
New Hope city, MN	20,909	Purcellville town, VA	9,217
New Orleans city, LA	388,182	Queen Creek town, AZ	33,298
New Ulm city, MN	13,249	Raleigh city, NC	449,477
Newport city, RI	24,745	Ramsey city, MN	25,853
Newport News city, VA	180,775	Raymond town, ME	4,497
Newton city, IA	15,085	Raymore city, MO	20,358
Niles village, IL	29,823	Redmond city, OR	28,492
Noblesville city, IN	59,807	Redmond city, WA	60,712
Norcross city, GA	16,474	Redwood City city, CA	84,368
Norfolk city, NE	24,352	Reno city, NV	239,732
Norfolk city, VA	245,752	Richfield city, MN	35,993
North Mankato city, MN	13,583	Richland city, WA	53,991
North Port city, FL	62,542	Richmond city, CA	108,853
North Yarmouth town, ME	3,714	Richmond Heights city, MO	8,466
Northglenn city, CO	38,473	Rio Rancho city, NM	93,317
Novato city, CA	55,378	River Falls city, WI	15,256
Novi city, MI	58,835	Riverside city, CA	321,570
O'Fallon city, IL	29,095	Roanoke city, VA	99,572
Oak Park village, IL	52,229	Roanoke County, VA	93,419
Oakley city, CA	39,950	Rochester city, NY	209,463
Oklahoma City city, OK	629,191	Rock Hill city, SC	70,764
Olmsted County, MN	151,685	Rockville city, MD	66,420
Olympia city, WA	49,928	Roeland Park city, KS	6,810
Orange village, OH	3,280	Rohnert Park city, CA	42,305
Oriand Park village, IL	59,161	Rolla city, MO	20,013
Orleans Parish, LA	388,182	Rosemount city, MN	23,474
Oshkosh city, WI	66,649	Rosenberg city, TX	35,867
Oswego village, IL	33,759	Roseville city, MN	35,624
Ottawa County, MI	280,243	Round Rock city, TX	116,369
Overland Park city, KS	186,147	Royal Palm Beach village, FL	37,665
Paducah city, KY	24,879	Sacramento city, CA	489,650
Palm Beach Gardens city, FL	53,119	Sahuarita town, AZ	28,257
Palm Coast city, FL	82,356	Sammamish city, WA	62,877
Palo Alto city, CA	67,082	San Carlos city, CA	29,954
Palos Verdes Estates city, CA	13,591	San Diego city, CA	1,390,966
Papillion city, NE	19,478	San Francisco city, CA	864,263
Paradise Valley town, AZ	13,961	San Jose city, CA	1,023,031
Park City city, UT	8,167	San Marcos city, CA	93,493
Parker town, CO	51,125	San Marcos city, TX	59,935
Parkland city, FL	28,901	Sangamon County, IL	198,134
Pasco city, WA	70,607	Santa Fe city, NM	82,980
Pasco County, FL	498,136	Santa Fe County, NM	147,514
Payette city, ID	7,366	Sarasota County, FL	404,839
Pearland city, TX	113,693	Savage city, MN	30,011
Peoria city, IL	115,424	Schaumburg village, IL	74,427

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Schertz city, TX.....	38,199	Tualatin city, OR.....	27,135
Scott County, MN.....	141,463	Tulsa city, OK.....	401,352
Scottsdale city, AZ.....	239,283	Tustin city, CA.....	80,007
Sedona city, AZ.....	10,246	Twin Falls city, ID.....	47,340
Sevierville city, TN.....	16,387	Unalaska city, AK.....	4,809
Shakopee city, MN.....	40,024	University Heights city, OH.....	13,201
Sharonville city, OH.....	13,974	University Park city, TX.....	24,692
Shawnee city, KS.....	64,840	Urbandale city, IA.....	42,222
Shawnee city, OK.....	30,974	Vail town, CO.....	5,425
Sherborn town, MA.....	4,302	Ventura CCD, CA.....	115,218
Shoreline city, WA.....	55,431	Vernon Hills village, IL.....	26,084
Shoreview city, MN.....	26,432	Vestavia Hills city, AL.....	34,003
Shorewood village, IL.....	16,809	Victoria city, MN.....	8,679
Sierra Vista city, AZ.....	43,585	Vienna town, VA.....	16,474
Silverton city, OR.....	9,757	Virginia Beach city, VA.....	450,057
Sioux Falls city, SD.....	170,401	Walnut Creek city, CA.....	68,516
Skokie village, IL.....	64,773	Warrensburg city, MO.....	19,890
Snoqualmie city, WA.....	12,944	Washington County, MN.....	250,979
Snowmass Village town, CO.....	2,827	Washoe County, NV.....	445,551
Somerset town, MA.....	18,257	Washougal city, WA.....	15,241
South Jordan city, UT.....	65,523	Wauwatosa city, WI.....	47,687
Southlake city, TX.....	30,090	Wentzville city, MO.....	35,768
Spearfish city, SD.....	11,300	West Carrollton city, OH.....	12,963
Springfield city, MO.....	165,785	West Chester township, OH.....	62,804
Springville city, UT.....	32,319	West Des Moines city, IA.....	62,999
St. Augustine city, FL.....	13,952	Western Springs village, IL.....	13,187
St. Charles city, IL.....	32,730	Westerville city, OH.....	38,604
St. Cloud city, MN.....	67,093	Westlake town, TX.....	1,006
St. Joseph city, MO.....	76,819	Westminster city, CO.....	111,895
St. Louis County, MN.....	200,294	Westminster city, MD.....	18,557
St. Lucie County, FL.....	298,763	Wheat Ridge city, CO.....	31,162
State College borough, PA.....	42,224	White House city, TN.....	11,107
Steamboat Springs city, CO.....	12,520	Wichita city, KS.....	399,054
Sugar Land city, TX.....	86,886	Williamsburg city, VA.....	14,817
Suisun City city, CA.....	29,280	Willowbrook village, IL.....	8,598
Summit County, UT.....	39,731	Wilmington city, NC.....	115,261
Sunnyvale city, CA.....	151,565	Wilsonville city, OR.....	22,789
Surprise city, AZ.....	129,534	Windsor town, CO.....	23,386
Suwanee city, GA.....	18,655	Windsor town, CT.....	29,037
Tacoma city, WA.....	207,280	Winnetka village, IL.....	12,504
Takoma Park city, MD.....	17,643	Winter Garden city, FL.....	40,799
Temecula city, CA.....	110,722	Woodbury city, MN.....	67,648
Tempe city, AZ.....	178,339	Woodinville city, WA.....	11,675
Temple city, TX.....	71,795	Wyandotte County, KS.....	163,227
Texarkana city, TX.....	37,222	Wyoming city, MI.....	75,124
The Woodlands CDP, TX.....	109,608	Yakima city, WA.....	93,182
Thousand Oaks city, CA.....	128,909	York County, VA.....	67,196
Tigard city, OR.....	51,355	Yorktown town, IN.....	11,200
Tinley Park village, IL.....	57,107	Yorkville city, IL.....	18,691
Tracy city, CA.....	87,613	Yountville city, CA.....	2,978
Trinidad CCD, CO.....	10,819		

Appendix C: Detailed Survey Methods

The National Community Survey™ (The NCS™), conducted by National Research Center, Inc., was developed to provide communities an accurate, affordable and easy way to assess and interpret resident opinion about important local topics. Standardization of common questions and survey methods provide the rigor to assure valid results, and each community has enough flexibility to construct a customized version of The NCS.

Results offer insight into residents' perspectives about the community as a whole, including local amenities, services, public trust, resident participation and other aspects of the community in order to support budgeting, land use and strategic planning and communication with residents. Resident demographic characteristics permit comparison to the Census as well as comparison of results for different subgroups of residents. The City of Clive funded this research. Please contact Peter De Kock of the City of Clive at PDeKock@cityofclive.com email if you have any questions about the survey.

Survey Validity

The question of survey validity has two parts: 1) how can a community be confident that the results from those who completed the questionnaire are representative of the results that would have been obtained had the survey been administered to the entire population? and 2) how closely do the perspectives recorded on the survey reflect what residents really believe or do?

To answer the first question, the best survey research practices were used for the resources spent to ensure that the results from the survey respondents reflect the opinions of residents in the entire community. These practices include:

- Using a mail-out/mail-back methodology, which typically gets a higher response rate than phone for the same dollars spent. A higher response rate lessens the worry that those who did not respond are different than those who did respond.
- Selecting households at random within the community to receive the survey to ensure that the households selected to receive the survey are representative of the larger community.
- Over-sampling multi-family housing units to improve response from hard-to-reach, lower income or younger apartment dwellers.
- Selecting the respondent within the household using an unbiased sampling procedure; in this case, the "birthday method." The cover letter included an instruction requesting that the respondent in the household be the adult (18 years old or older) who most recently had a birthday, irrespective of year of birth.
- Contacting potential respondents three times to encourage response from people who may have different opinions or habits than those who would respond with only a single prompt.
- Inviting response in a compelling manner (using appropriate letterhead/logos and a signature of a visible leader) to appeal to recipients' sense of civic responsibility.
- Providing a pre-addressed, postage-paid return envelope.
- Offering the survey in Spanish or other language when requested by a given community.
- Weighting the results to reflect the demographics of the population.

The answer to the second question about how closely the perspectives recorded on the survey reflect what residents really believe or do is more complex. Resident responses to surveys are influenced by a variety of factors. For questions about service quality, residents' expectations for service quality play a role as well as the "objective" quality of the service provided, the way the resident perceives the entire community (that is, the context in which the service is provided), the scale on which the resident is asked to record his or her opinion and, of course, the opinion, itself, that a resident holds about the service. Similarly a resident's report of certain behaviors is colored by what he or she believes is the socially desirable response (e.g., reporting tolerant behaviors toward "oppressed groups," likelihood of voting for a tax increase for services to poor people, use of alternative modes of travel to work besides the single occupancy vehicle), his or her memory of the actual behavior (if it is not a question speculating about future actions, like a vote), his or her confidence that he or she can be honest without suffering any negative consequences (thus the need for anonymity) as well as the actual behavior itself.

How closely survey results come to recording the way a person really feels or behaves often is measured by the coincidence of reported behavior with observed current behavior (e.g., driving habits), reported intentions to behave with observed future behavior (e.g., voting choices) or reported opinions about current community quality with objective characteristics of the community (e.g., feelings of safety correlated with rates of crime). There is a body of scientific literature that has investigated the relationship between reported behaviors and actual behaviors. Well-conducted surveys, by and large, do capture true respondent behaviors or intentions to act with great accuracy. Predictions of voting outcomes tend to be quite accurate using survey research, as do reported behaviors that are not about highly sensitive issues (e.g., family abuse or other illegal or morally sanctioned activities). For self-reports about highly sensitive issues, statistical adjustments can be made to correct for the respondents' tendency to report what they think the "correct" response should be.

Research on the correlation of resident opinion about service quality and "objective" ratings of service quality vary, with some showing stronger relationships than others. NRC's own research has demonstrated that residents who report the lowest ratings of street repair live in communities with objectively worse street conditions than those who report high ratings of street repair (based on road quality, delay in street repair, number of road repair employees). Similarly, the lowest rated fire services appear to be "objectively" worse than the highest rated fire services (expenditures per capita, response time, "professional" status of firefighters, breadth of services and training provided). Resident opinion commonly reflects objective performance data but is an important measure on its own. NRC principals have written, "If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem."

Selecting Survey Recipients

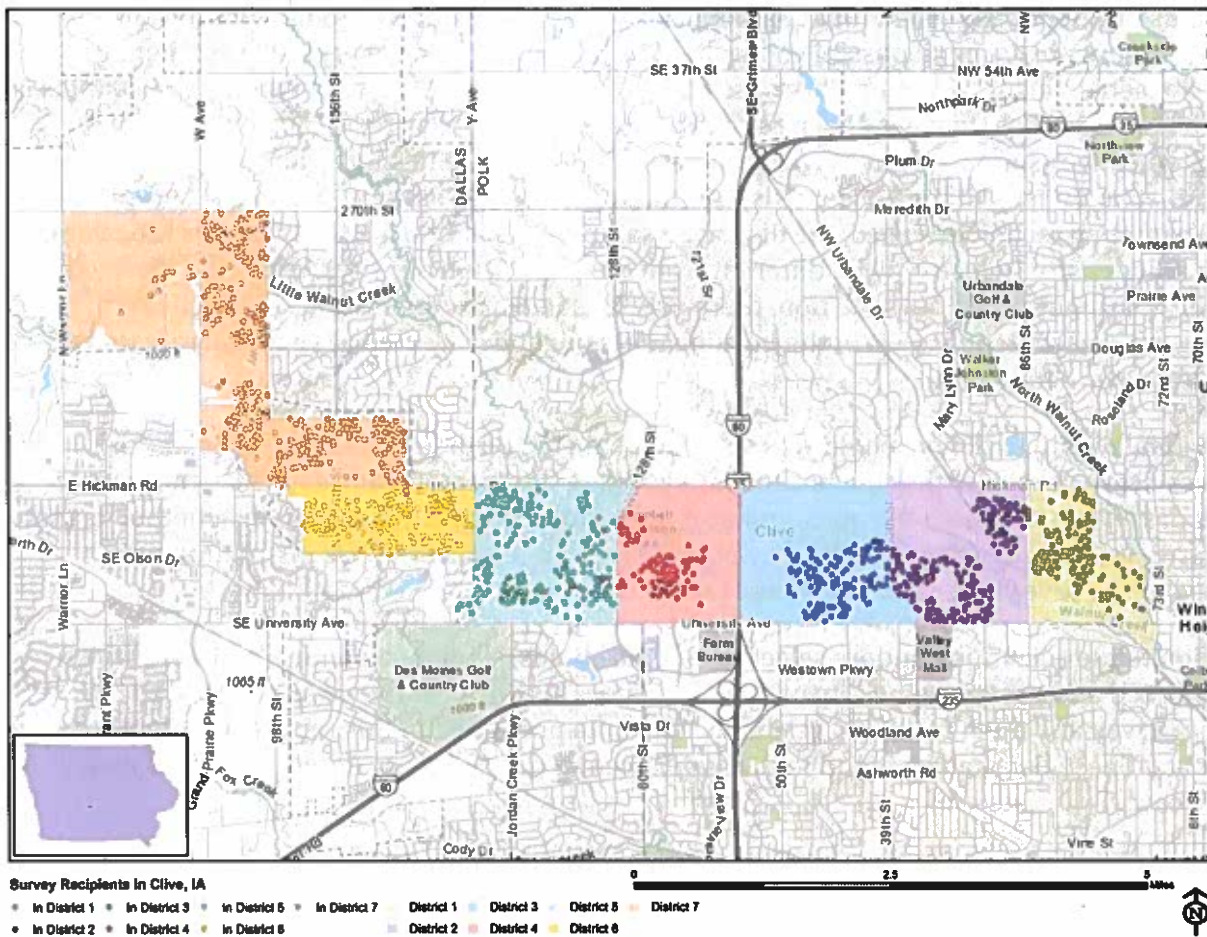
"Sampling" refers to the method by which households were chosen to receive the survey. All households within the City of Clive were eligible to participate in the survey. A list of all households within the zip codes serving Clive was purchased from Go-Dog Direct based on updated listings from the United States Postal Service. Since some of the zip codes that serve the City of Clive households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file (updated on a quarterly basis) and addresses located outside of the City of Clive boundaries were removed from consideration. Each address identified as being within City boundaries was further identified as being within one of the seven Planning Districts.

To choose the 1,700 survey recipients, a systematic sampling method was applied to the list of households previously screened for geographic location. Systematic sampling is a procedure whereby a complete list of all possible households is culled, selecting every *Nth* one, giving each eligible household a known probability of selection, until the appropriate number of households is selected. Multi-family housing units were selected at a higher rate as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units. Figure 1 displays a map of the households selected to receive the survey. In general, because of the random sampling techniques used, the displayed sampling density will closely mirror the overall housing unit density (which may be different from the population density). While the theory of probability assumes no bias in selection, there may be some minor variations in practice (meaning, an area with only 15% of the housing units might be selected at an actual rate that is slightly above or below that).

An individual within each household was selected using the birthday method. The birthday method selects a person within the household by asking the “person whose birthday has most recently passed” to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the cover letter accompanying the questionnaire.

In addition to the scientific, random selection of households, a link to an online “opt-in” survey was publicized and posted to the City of Clive website. This opt-in survey was identical to the scientific survey and open to all City residents. The data presented in this report exclude the opt-in survey data. These data can be found in the *Supplemental Online Survey Results* provided under separate cover.

Figure 1: Location of Survey Recipients



Survey Administration and Response

Selected households received three mailings, one week apart, beginning on March 13, 2020. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the Mayor inviting the household to participate, a questionnaire and a postage-paid return envelope. The final mailing contained a reminder letter, another survey and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who had already done so to refrain from turning in another survey. The survey was available in English. Both cover letters included a URL through which the residents selected for the mail survey could choose respond online rather than by mail. The City of Clive chose to augment their administration of The NCS with several additional services, including demographic subgroup comparisons and geographic subgroup comparisons. The results of these additional services have been provided under separate cover. Completed surveys were collected over the following seven weeks. The online “opt-in” survey became available to all residents on April 17, 2020 and remained open for three weeks.

About 3% of the 1,700 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 1,642 households that received the survey, 520 completed the survey, providing an overall response rate of 32%. Of the 520 completed surveys, 130 were completed online. Additionally, responses were tracked by Planning District; response rates by Planning District ranged from 12% to 54%. The response

rates were calculated using AAPOR's response rate #2¹ for mailed surveys of unnamed persons. Additionally, 44 opt-in residents completed the online opt-in survey.

Table 57: Survey Response Rates by Planning District

	District 1	District 2	District 3	District 4	District 5	District 6	District 7	Overall
Total sample used	367	235	186	104	221	177	410	1,700
I=Complete Interviews	42	72	62	37	111	57	132	513
P=Partial Interviews	1	0	3	1	1	1	0	7
R=Refusal and break off	0	0	0	0	0	0	0	0
NC=Non Contact	0	0	0	0	0	0	0	0
O=Other	0	0	0	0	0	0	0	0
UH=Unknown household	0	0	0	0	0	0	0	0
UO=Unknown other	306	154	115	60	95	119	273	1,122
NE=Not eligible	18	9	6	6	14	0	5	58
Response rate: (I+P)/(I+P) + (R+NC+O) + (UH+UO)	12%	32%	36%	39%	54%	33%	33%	32%

Confidence Intervals

It is customary to describe the precision of estimates made from surveys by a "level of confidence" and accompanying "confidence interval" (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents' opinions are relied on to estimate all residents' opinions.²

The margin of error for the City of Clive survey is no greater than plus or four percentage points around any given percent reported for all respondents (520 completed surveys).

¹ See AAPOR's Standard Definitions for more information:

[http://www.aapor.org/Standards-Ethics/Standard-Definitions-\(1\).aspx](http://www.aapor.org/Standards-Ethics/Standard-Definitions-(1).aspx)

² A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the "true" population response. This theory is applied in practice to mean that the "true" perspective of the target population lies within the confidence interval created for a single survey. For example, if 75% of residents rate a service as "excellent" or "good," then the 4% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire community is between 71% and 79%. This source of uncertainty is called sampling error. In addition to sampling error, other sources of error may affect any survey, including the non-response of residents with opinions different from survey responders. Though standardized on The NCS, on other surveys, differences in question wording, order, translation and data entry, as examples, can lead to somewhat varying results.

For subgroups of responses, the margin of error increases because the number of respondents for the subgroup is smaller.

Survey Processing (Data Entry)

Upon receipt, completed surveys were assigned a unique identification number. Additionally, each survey was reviewed and “cleaned” as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; in this case, NRC would use protocols to randomly choose two of the three selected items for inclusion in the dataset.

All surveys then were entered twice into an electronic dataset; any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed.

NRC uses Polco, an online public engagement tool designed primarily for local governments, to collect online survey data. The Polco platform includes many features of online survey tools, but also includes elements tailored to the civic environment. For example, like NRC’s mailed surveys, surveys on Polco are presented with the City name, logo (or other image) and a description, so residents understand who is asking for input and why. Optionally, Polco can also verify respondents with local public data to ensure respondents are residents or voters. More generally, an advantage of online programming and data gathering is that it allows for more rigid control of the data format, making extensive data cleaning unnecessary.

Survey Data Weighting

Upon completion of data collection for the scientific survey, the demographics were compared to those found in the 2010 Census and American Community Survey estimates for adults in the City of Clive. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. The survey dataset was weighted to best match the Census. The characteristics used for weighting were housing tenure (rent or own), housing unit type (attached or detached), race and ethnicity, sex, age, and Planning District. No adjustments were made for design effects. Results for the opt-in survey, which were not weighted, have been provided under separate cover.

The results of the weighting scheme are presented in the following table.

Table 58: Clive, IA 2020 Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
Housing			
Rent home	22%	12%	21%
Own home	78%	88%	79%
Detached unit*	70%	75%	71%
Attached unit*	30%	25%	29%
Race and Ethnicity			
White	90%	93%	90%
Not white	10%	7%	10%
Not Hispanic	94%	98%	97%
Hispanic	6%	2%	3%
Sex and Age			
Female	50%	54%	52%
Male	50%	46%	48%
18-34 years of age	25%	8%	23%
35-54 years of age	43%	29%	43%
55+ years of age	32%	63%	34%
Females 18-34	12%	5%	12%
Females 35-54	22%	15%	22%
Females 55+	17%	34%	18%
Males 18-34	13%	3%	11%
Males 35-54	21%	14%	21%
Males 55+	15%	29%	16%
Planning District			
Planning District 1	22%	8%	20%
Planning District 2	14%	14%	14%
Planning District 3	11%	12%	11%
Planning District 4	6%	7%	7%
Planning District 5	13%	22%	13%
Planning District 6	10%	11%	10%
Planning District 7	24%	25%	25%

* U.S. Census Bureau ACS 2017 5-year estimates

Survey Data Analysis and Reporting

The survey dataset was analyzed using the Statistical Package for the Social Sciences (SPSS). For the most part, the percentages presented in the reports represent the “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” “essential” and “very important,” etc.), or, in the case

of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month.

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in Appendix A. However, these responses have been removed from the analyses presented in the reports. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

Appendix D: Survey Materials

CONFIDENTIAL

THE NCSTM

The National Community SurveyTM

Clive, IA

*Supplemental Online Survey Results
2020*



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The National Community Survey™
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The NCS™ is presented by NRC in collaboration with ICMA.

NRC is a charter member of the AAPOR Transparency Initiative, providing clear disclosure of our sound and ethical survey research practices.

About the Open Participation Online Survey

As part of its participation in The National Community Survey™, the City of Clive conducted a mailed survey of 1,700 residents. Surveys were mailed to randomly selected households in March 2020 and data were collected through April 2020 (see the report, *The National Community Survey: Community Livability Report, Clive, IA, 2020*). The results from this main survey effort represent the most robust estimate of your residents' opinions.

After the above data collection period was underway, the City made available a web-based survey to its residents through a link on the City's website. Visitors to the site were able to complete the survey during April and 44 surveys were received. This report contains the results of this opt-in administration of the web-based survey. These data were not collected through a random sample and it is unknown who in the community was aware of link on the City's website; therefore, a level of confidence in the representativeness of the sample cannot be estimated. This report contains the results of this administration of the web-based survey that have not been weighted to current population estimates of Clive.

Complete Survey Responses to Online Open Participation Survey

The following pages contain a complete set of responses to each question on the survey. For questions that included a “don’t know” response option, two tables for that question are provided: the first that excludes the “don’t know” responses, and the second that includes those responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Table 1: Question 1 without "don't know" responses

Please rate each of the following aspects of quality of life in Clive.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Clive as a place to live	67%	N=29	33%	N=14	0%	N=0	0%	N=0	100%	N=43
Your neighborhood as a place to live	77%	N=33	21%	N=9	2%	N=1	0%	N=0	100%	N=43
Clive as a place to raise children	79%	N=30	18%	N=7	3%	N=1	0%	N=0	100%	N=38
Clive as a place to work	56%	N=14	44%	N=11	0%	N=0	0%	N=0	100%	N=25
Clive as a place to visit	41%	N=16	36%	N=14	21%	N=8	3%	N=1	100%	N=39
Clive as a place to retire	59%	N=19	22%	N=7	19%	N=6	0%	N=0	100%	N=32
The overall quality of life in Clive	67%	N=29	30%	N=13	2%	N=1	0%	N=0	100%	N=43
Sense of community	37%	N=15	34%	N=14	24%	N=10	5%	N=2	100%	N=41

Table 2: Question 1 with "don't know" responses

Please rate each of the following aspects of quality of life in Clive.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Clive as a place to live	67%	N=29	33%	N=14	0%	N=0	0%	N=0	0%	N=0	100%	N=43
Your neighborhood as a place to live	77%	N=33	21%	N=9	2%	N=1	0%	N=0	0%	N=0	100%	N=43
Clive as a place to raise children	70%	N=30	16%	N=7	2%	N=1	0%	N=0	12%	N=5	100%	N=43
Clive as a place to work	33%	N=14	26%	N=11	0%	N=0	0%	N=0	42%	N=18	100%	N=43
Clive as a place to visit	37%	N=16	33%	N=14	19%	N=8	2%	N=1	9%	N=4	100%	N=43
Clive as a place to retire	44%	N=19	16%	N=7	14%	N=6	0%	N=0	26%	N=11	100%	N=43
The overall quality of life in Clive	67%	N=29	30%	N=13	2%	N=1	0%	N=0	0%	N=0	100%	N=43
Sense of community	35%	N=15	33%	N=14	23%	N=10	5%	N=2	5%	N=2	100%	N=43

Table 3: Question 2 without "don't know" responses

Please rate each of the following characteristics as they relate to Clive as a whole.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Overall economic health of Clive	56%	N=20	42%	N=15	3%	N=1	0%	N=0	100%	N=36
Overall quality of the transportation system (auto, bicycle, foot, bus) in Clive	31%	N=13	57%	N=24	12%	N=5	0%	N=0	100%	N=42
Overall design or layout of Clive's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	39%	N=17	52%	N=23	7%	N=3	2%	N=1	100%	N=44
Overall quality of the utility infrastructure in Clive (water, sewer, storm water, electric/gas)	58%	N=25	35%	N=15	7%	N=3	0%	N=0	100%	N=43
Overall feeling of safety in Clive	61%	N=27	34%	N=15	5%	N=2	0%	N=0	100%	N=44
Overall quality of natural environment in Clive	61%	N=25	32%	N=13	7%	N=3	0%	N=0	100%	N=41
Overall quality of the parks and recreation opportunities	69%	N=29	26%	N=11	5%	N=2	0%	N=0	100%	N=42
Overall health and wellness opportunities in Clive	67%	N=29	26%	N=11	7%	N=3	0%	N=0	100%	N=43
Overall opportunities for education, culture and the arts	46%	N=18	28%	N=11	23%	N=9	3%	N=1	100%	N=39
Residents' connection and engagement with their community	38%	N=15	30%	N=12	30%	N=12	3%	N=1	100%	N=40

Table 4: Question 2 with "don't know" responses

Please rate each of the following characteristics as they relate to Clive as a whole.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Overall economic health of Clive	45%	N=20	34%	N=15	2%	N=1	0%	N=0	18%	N=8	100%	N=44
Overall quality of the transportation system (auto, bicycle, foot, bus) in Clive	30%	N=13	55%	N=24	11%	N=5	0%	N=0	5%	N=2	100%	N=44
Overall design or layout of Clive's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	39%	N=17	52%	N=23	7%	N=3	2%	N=1	0%	N=0	100%	N=44
Overall quality of the utility infrastructure in Clive (water, sewer, storm water, electric/gas)	57%	N=25	34%	N=15	7%	N=3	0%	N=0	2%	N=1	100%	N=44
Overall feeling of safety in Clive	61%	N=27	34%	N=15	5%	N=2	0%	N=0	0%	N=0	100%	N=44
Overall quality of natural environment in Clive	60%	N=25	31%	N=13	7%	N=3	0%	N=0	2%	N=1	100%	N=42
Overall quality of the parks and recreation opportunities	67%	N=29	26%	N=11	5%	N=2	0%	N=0	2%	N=1	100%	N=43
Overall health and wellness opportunities in Clive	66%	N=29	25%	N=11	7%	N=3	0%	N=0	2%	N=1	100%	N=44
Overall opportunities for education, culture and the arts	41%	N=18	25%	N=11	20%	N=9	2%	N=1	11%	N=5	100%	N=44
Residents' connection and engagement with their community	34%	N=15	27%	N=12	27%	N=12	2%	N=1	9%	N=4	100%	N=44

Table 5: Question 3 without "don't know" responses

Please indicate how likely or unlikely you are to do each of the following.	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
	%	N	%	N	%	N	%	N	%	N
Recommend living in Clive to someone who asks	77%	N=34	18%	N=8	5%	N=2	0%	N=0	100%	N=44
Remain in Clive for the next five years	81%	N=35	9%	N=4	5%	N=2	5%	N=2	100%	N=43

Table 6: Question 3 with "don't know" responses

Please indicate how likely or unlikely you are to do each of the following.	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Recommend living in Clive to someone who asks	77%	N=34	18%	N=8	5%	N=2	0%	N=0	0%	N=0	100%	N=44
Remain in Clive for the next five years	80%	N=35	9%	N=4	5%	N=2	5%	N=2	2%	N=1	100%	N=44

Table 7: Question 4 without "don't know" responses

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
In your neighborhood during the day	93%	N=41	7%	N=3	0%	N=0	0%	N=0	0%	N=0	100%	N=44
In Clive's downtown/commercial area during the day	79%	N=31	18%	N=7	3%	N=1	0%	N=0	0%	N=0	100%	N=39

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Total	
From property crime	63%	N=27	30%	N=13	5%	N=2	2%	N=1	0%	N=0	100%	N=43
From violent crime	86%	N=38	11%	N=5	2%	N=1	0%	N=0	0%	N=0	100%	N=44
From fire, flood or other natural disaster	58%	N=25	35%	N=15	2%	N=1	2%	N=1	2%	N=1	100%	N=43

Table 8: Question 4 with "don't know" responses

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
In your neighborhood during the day	93%	N=41	7%	N=3	0%	N=0	0%	N=0	0%	N=0	0%	N=0	100%	N=44
In Clive's downtown/commercial area during the day	70%	N=31	16%	N=7	2%	N=1	0%	N=0	0%	N=0	11%	N=5	100%	N=44
From property crime	61%	N=27	30%	N=13	5%	N=2	2%	N=1	0%	N=0	2%	N=1	100%	N=44
From violent crime	86%	N=38	11%	N=5	2%	N=1	0%	N=0	0%	N=0	0%	N=0	100%	N=44
From fire, flood or other natural disaster	58%	N=25	35%	N=15	2%	N=1	2%	N=1	2%	N=1	0%	N=0	100%	N=43

Table 9: Question 5 without "don't know" responses

Please rate the job you feel the Clive community does at each of the following.	Excellent		Good		Fair		Poor		Total	
Making all residents feel welcome	46%	N=18	36%	N=14	18%	N=7	0%	N=0	100%	N=39
Attracting people from diverse backgrounds	38%	N=14	43%	N=16	16%	N=6	3%	N=1	100%	N=37
Valuing/respecting residents from diverse backgrounds	53%	N=18	29%	N=10	15%	N=5	3%	N=1	100%	N=34
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	48%	N=15	32%	N=10	16%	N=5	3%	N=1	100%	N=31

Table 10: Question 5 with "don't know" responses

Please rate the job you feel the Clive community does at each of the following.	Excellent		Good		Fair		Poor		Don't know		Total	
Making all residents feel welcome	41%	N=18	32%	N=14	16%	N=7	0%	N=0	11%	N=5	100%	N=44
Attracting people from diverse backgrounds	32%	N=14	36%	N=16	14%	N=6	2%	N=1	16%	N=7	100%	N=44
Valuing/respecting residents from diverse backgrounds	41%	N=18	23%	N=10	11%	N=5	2%	N=1	23%	N=10	100%	N=44
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	34%	N=15	23%	N=10	11%	N=5	2%	N=1	30%	N=13	100%	N=44

Table 11: Question 6 without "don't know" responses

Please rate each of the following characteristics as they relate to Clive as a whole.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Overall quality of business and service establishments in Clive	42%	N=18	49%	N=21	9%	N=4	0%	N=0	100%	N=43
Variety of business and service establishments in Clive	43%	N=19	41%	N=18	16%	N=7	0%	N=0	100%	N=44
Vibrancy of downtown/commercial area	21%	N=8	44%	N=17	31%	N=12	5%	N=2	100%	N=39
Employment opportunities	26%	N=7	44%	N=12	30%	N=8	0%	N=0	100%	N=27
Shopping opportunities	34%	N=15	36%	N=16	25%	N=11	5%	N=2	100%	N=44
Cost of living in Clive	32%	N=14	48%	N=21	20%	N=9	0%	N=0	100%	N=44
Overall image or reputation of Clive	59%	N=26	32%	N=14	9%	N=4	0%	N=0	100%	N=44

Table 12: Question 6 with "don't know" responses

Please rate each of the following characteristics as they relate to Clive as a whole.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Overall quality of business and service establishments in Clive	41%	N=18	48%	N=21	9%	N=4	0%	N=0	2%	N=1	100%	N=44
Variety of business and service establishments in Clive	43%	N=19	41%	N=18	16%	N=7	0%	N=0	0%	N=0	100%	N=44
Vibrancy of downtown/commercial area	18%	N=8	39%	N=17	27%	N=12	5%	N=2	11%	N=5	100%	N=44
Employment opportunities	16%	N=7	27%	N=12	18%	N=8	0%	N=0	39%	N=17	100%	N=44
Shopping opportunities	34%	N=15	36%	N=16	25%	N=11	5%	N=2	0%	N=0	100%	N=44
Cost of living in Clive	32%	N=14	48%	N=21	20%	N=9	0%	N=0	0%	N=0	100%	N=44
Overall image or reputation of Clive	59%	N=26	32%	N=14	9%	N=4	0%	N=0	0%	N=0	100%	N=44

Table 13: Question 7 without "don't know" responses

Please rate each of the following characteristics as they relate to Clive as a whole.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Traffic flow on major streets	34%	N=15	48%	N=21	18%	N=8	0%	N=0	100%	N=44
Ease of public parking	44%	N=18	51%	N=21	5%	N=2	0%	N=0	100%	N=41
Ease of travel by car in Clive	52%	N=23	43%	N=19	5%	N=2	0%	N=0	100%	N=44
Ease of travel by public transportation in Clive	15%	N=3	20%	N=4	45%	N=9	20%	N=4	100%	N=20
Ease of travel by bicycle in Clive	58%	N=22	32%	N=12	5%	N=2	5%	N=2	100%	N=38
Ease of walking in Clive	62%	N=26	29%	N=12	7%	N=3	2%	N=1	100%	N=42

Please rate each of the following characteristics as they relate to Clive as a whole.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Well-planned residential growth	42%	N=16	39%	N=15	13%	N=5	5%	N=2	100%	N=38
Well-planned commercial growth	38%	N=14	38%	N=14	16%	N=6	8%	N=3	100%	N=37
Well-designed neighborhoods	37%	N=16	49%	N=21	12%	N=5	2%	N=1	100%	N=43
Preservation of the historical or cultural character of the community	35%	N=12	56%	N=19	9%	N=3	0%	N=0	100%	N=34
Public places where people want to spend time	45%	N=19	43%	N=18	5%	N=2	7%	N=3	100%	N=42
Variety of housing options	40%	N=16	40%	N=16	20%	N=8	0%	N=0	100%	N=40
Availability of affordable quality housing	35%	N=13	46%	N=17	16%	N=6	3%	N=1	100%	N=37
Overall quality of new development in Clive	31%	N=11	51%	N=18	11%	N=4	6%	N=2	100%	N=35
Overall appearance of Clive	43%	N=19	52%	N=23	5%	N=2	0%	N=0	100%	N=44
Cleanliness of Clive	59%	N=26	39%	N=17	2%	N=1	0%	N=0	100%	N=44
Water resources (beaches, lakes, ponds, riverways, etc.)	42%	N=16	29%	N=11	24%	N=9	5%	N=2	100%	N=38
Air quality	59%	N=26	39%	N=17	2%	N=1	0%	N=0	100%	N=44
Availability of paths and walking trails	76%	N=32	24%	N=10	0%	N=0	0%	N=0	100%	N=42
Fitness opportunities (including exercise classes and paths or trails, etc.)	74%	N=31	24%	N=10	2%	N=1	0%	N=0	100%	N=42
Recreational opportunities	52%	N=22	43%	N=18	5%	N=2	0%	N=0	100%	N=42
Availability of affordable quality food	56%	N=24	40%	N=17	5%	N=2	0%	N=0	100%	N=43
Availability of affordable quality health care	70%	N=28	28%	N=11	0%	N=0	3%	N=1	100%	N=40
Availability of preventive health services	71%	N=27	21%	N=8	8%	N=3	0%	N=0	100%	N=38
Availability of affordable quality mental health care	58%	N=15	27%	N=7	8%	N=2	8%	N=2	100%	N=26
Opportunities to attend cultural/arts/music activities	39%	N=15	32%	N=12	29%	N=11	0%	N=0	100%	N=38
Community support for the arts	47%	N=16	38%	N=13	15%	N=5	0%	N=0	100%	N=34
Availability of affordable quality childcare/preschool	47%	N=8	29%	N=5	18%	N=3	6%	N=1	100%	N=17
K-12 education	52%	N=16	39%	N=12	10%	N=3	0%	N=0	100%	N=31
Adult educational opportunities	42%	N=11	27%	N=7	31%	N=8	0%	N=0	100%	N=26
Sense of civic/community pride	49%	N=19	33%	N=13	18%	N=7	0%	N=0	100%	N=39
Neighborliness of residents in Clive	52%	N=22	33%	N=14	10%	N=4	5%	N=2	100%	N=42

Please rate each of the following characteristics as they relate to Clive as a whole.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Opportunities to participate in social events and activities	36%	N=14	33%	N=13	31%	N=12	0%	N=0	100%	N=39
Opportunities to attend special events and festivals	44%	N=17	33%	N=13	23%	N=9	0%	N=0	100%	N=39
Opportunities to volunteer	46%	N=16	31%	N=11	23%	N=8	0%	N=0	100%	N=35
Opportunities to participate in community matters	49%	N=17	26%	N=9	26%	N=9	0%	N=0	100%	N=35
Openness and acceptance of the community toward people of diverse backgrounds	47%	N=16	38%	N=13	12%	N=4	3%	N=1	100%	N=34

Table 14: Question 7 with "don't know" responses

Please rate each of the following characteristics as they relate to Clive as a whole.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Traffic flow on major streets	34%	N=15	48%	N=21	18%	N=8	0%	N=0	0%	N=0	100%	N=44
Ease of public parking	41%	N=18	48%	N=21	5%	N=2	0%	N=0	7%	N=3	100%	N=44
Ease of travel by car in Clive	52%	N=23	43%	N=19	5%	N=2	0%	N=0	0%	N=0	100%	N=44
Ease of travel by public transportation in Clive	7%	N=3	9%	N=4	20%	N=9	9%	N=4	55%	N=24	100%	N=44
Ease of travel by bicycle in Clive	50%	N=22	27%	N=12	5%	N=2	5%	N=2	14%	N=6	100%	N=44
Ease of walking in Clive	59%	N=26	27%	N=12	7%	N=3	2%	N=1	5%	N=2	100%	N=44
Well-planned residential growth	36%	N=16	34%	N=15	11%	N=5	5%	N=2	14%	N=6	100%	N=44
Well-planned commercial growth	32%	N=14	32%	N=14	14%	N=6	7%	N=3	16%	N=7	100%	N=44
Well-designed neighborhoods	36%	N=16	48%	N=21	11%	N=5	2%	N=1	2%	N=1	100%	N=44
Preservation of the historical or cultural character of the community	27%	N=12	43%	N=19	7%	N=3	0%	N=0	23%	N=10	100%	N=44
Public places where people want to spend time	43%	N=19	41%	N=18	5%	N=2	7%	N=3	5%	N=2	100%	N=44
Variety of housing options	36%	N=16	36%	N=16	18%	N=8	0%	N=0	9%	N=4	100%	N=44
Availability of affordable quality housing	30%	N=13	39%	N=17	14%	N=6	2%	N=1	16%	N=7	100%	N=44
Overall quality of new development in Clive	26%	N=11	42%	N=18	9%	N=4	5%	N=2	19%	N=8	100%	N=43
Overall appearance of Clive	43%	N=19	52%	N=23	5%	N=2	0%	N=0	0%	N=0	100%	N=44
Cleanliness of Clive	59%	N=26	39%	N=17	2%	N=1	0%	N=0	0%	N=0	100%	N=44
Water resources (beaches, lakes, ponds, riverways, etc.)	36%	N=16	25%	N=11	20%	N=9	5%	N=2	14%	N=6	100%	N=44
Air quality	59%	N=26	39%	N=17	2%	N=1	0%	N=0	0%	N=0	100%	N=44

Please rate each of the following characteristics as they relate to Clive as a whole.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Availability of paths and walking trails	74%	N=32	23%	N=10	0%	N=0	0%	N=0	2%	N=1	100%	N=43
Fitness opportunities (including exercise classes and paths or trails, etc.)	72%	N=31	23%	N=10	2%	N=1	0%	N=0	2%	N=1	100%	N=43
Recreational opportunities	50%	N=22	41%	N=18	5%	N=2	0%	N=0	5%	N=2	100%	N=44
Availability of affordable quality food	55%	N=24	39%	N=17	5%	N=2	0%	N=0	2%	N=1	100%	N=44
Availability of affordable quality health care	64%	N=28	25%	N=11	0%	N=0	2%	N=1	9%	N=4	100%	N=44
Availability of preventive health services	61%	N=27	18%	N=8	7%	N=3	0%	N=0	14%	N=6	100%	N=44
Availability of affordable quality mental health care	34%	N=15	16%	N=7	5%	N=2	5%	N=2	41%	N=18	100%	N=44
Opportunities to attend cultural/arts/music activities	34%	N=15	27%	N=12	25%	N=11	0%	N=0	14%	N=6	100%	N=44
Community support for the arts	36%	N=16	30%	N=13	11%	N=5	0%	N=0	23%	N=10	100%	N=44
Availability of affordable quality childcare/preschool	18%	N=8	11%	N=5	7%	N=3	2%	N=1	61%	N=27	100%	N=44
K-12 education	36%	N=16	27%	N=12	7%	N=3	0%	N=0	30%	N=13	100%	N=44
Adult educational opportunities	25%	N=11	16%	N=7	18%	N=8	0%	N=0	41%	N=18	100%	N=44
Sense of civic/community pride	45%	N=19	31%	N=13	17%	N=7	0%	N=0	7%	N=3	100%	N=42
Neighborliness of residents in Clive	52%	N=22	33%	N=14	10%	N=4	5%	N=2	0%	N=0	100%	N=42
Opportunities to participate in social events and activities	33%	N=14	31%	N=13	29%	N=12	0%	N=0	7%	N=3	100%	N=42
Opportunities to attend special events and festivals	40%	N=17	31%	N=13	21%	N=9	0%	N=0	7%	N=3	100%	N=42
Opportunities to volunteer	38%	N=16	26%	N=11	19%	N=8	0%	N=0	17%	N=7	100%	N=42
Opportunities to participate in community matters	40%	N=17	21%	N=9	21%	N=9	0%	N=0	17%	N=7	100%	N=42
Openness and acceptance of the community toward people of diverse backgrounds	38%	N=16	31%	N=13	10%	N=4	2%	N=1	19%	N=8	100%	N=42

Table 15: Question 8

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
	%	N	%	N	%	N
Contacted the City of Clive (in-person, phone, email or web) for help or information	36%	N=15	64%	N=27	100%	N=42
Contacted Clive elected officials (in-person, phone, email or web) to express your opinion	81%	N=35	19%	N=8	100%	N=43
Attended a local public meeting (of local elected officials like City Council or County Board of Supervisors, advisory boards, town halls, HOA, neighborhood watch, etc.)	79%	N=34	21%	N=9	100%	N=43

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Watched (online or on television) a local public meeting	88%	N=38	12%	N=5	100%	N=43
Volunteered your time to some group/activity in Clive	81%	N=35	19%	N=8	100%	N=43
Campaigned or advocated for a local issue, cause or candidate	84%	N=36	16%	N=7	100%	N=43
Voted in your most recent local election	16%	N=7	84%	N=36	100%	N=43
Used bus, rail, subway or other public transportation instead of driving	90%	N=38	10%	N=4	100%	N=42
Carpooled with other adults or children instead of driving alone	58%	N=25	42%	N=18	100%	N=43
Walked or biked instead of driving	37%	N=16	63%	N=27	100%	N=43

Table 16: Question 9 without "don't know" responses

Please rate the quality of each of the following services in Clive.	Excellent		Good		Fair		Poor		Total	
Public information services	39%	N=14	53%	N=19	6%	N=2	3%	N=1	100%	N=36
Economic development	41%	N=13	47%	N=15	13%	N=4	0%	N=0	100%	N=32
Traffic enforcement	33%	N=13	56%	N=22	0%	N=0	10%	N=4	100%	N=39
Traffic signal timing	20%	N=8	56%	N=23	10%	N=4	15%	N=6	100%	N=41
Street repair	18%	N=7	38%	N=15	25%	N=10	20%	N=8	100%	N=40
Street cleaning	38%	N=15	44%	N=17	13%	N=5	5%	N=2	100%	N=39
Street lighting	46%	N=19	51%	N=21	0%	N=0	2%	N=1	100%	N=41
Snow removal	56%	N=23	39%	N=16	2%	N=1	2%	N=1	100%	N=41
Sidewalk maintenance	41%	N=15	49%	N=18	8%	N=3	3%	N=1	100%	N=37
Bus or transit services	25%	N=5	35%	N=7	30%	N=6	10%	N=2	100%	N=20
Land use, planning and zoning	34%	N=11	47%	N=15	13%	N=4	6%	N=2	100%	N=32
Code enforcement (weeds, abandoned buildings, etc.)	23%	N=7	53%	N=16	13%	N=4	10%	N=3	100%	N=30
Affordable high-speed internet access	29%	N=12	44%	N=18	12%	N=5	15%	N=6	100%	N=41
Garbage collection	71%	N=30	24%	N=10	5%	N=2	0%	N=0	100%	N=42
Drinking water	52%	N=22	36%	N=15	10%	N=4	2%	N=1	100%	N=42
Sewer services	63%	N=26	34%	N=14	2%	N=1	0%	N=0	100%	N=41
Storm water management (storm drainage, dams, levees, etc.)	44%	N=17	41%	N=16	10%	N=4	5%	N=2	100%	N=39

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Please rate the quality of each of the following services in Clive.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Power (electric and/or gas) utility	64%	N=27	33%	N=14	2%	N=1	0%	N=0	100%	N=42
Utility billing	60%	N=25	33%	N=14	7%	N=3	0%	N=0	100%	N=42
Police/Sheriff services	62%	N=24	33%	N=13	3%	N=1	3%	N=1	100%	N=39
Crime prevention	56%	N=22	41%	N=16	3%	N=1	0%	N=0	100%	N=39
Animal control	52%	N=15	45%	N=13	3%	N=1	0%	N=0	100%	N=29
Ambulance or emergency medical services	67%	N=22	30%	N=10	3%	N=1	0%	N=0	100%	N=33
Fire services	74%	N=23	26%	N=8	0%	N=0	0%	N=0	100%	N=31
Fire prevention and education	68%	N=19	32%	N=9	0%	N=0	0%	N=0	100%	N=28
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	53%	N=17	38%	N=12	9%	N=3	0%	N=0	100%	N=32
Preservation of natural areas (open space, farmlands and greenbelts)	57%	N=23	28%	N=11	10%	N=4	5%	N=2	100%	N=40
Clive open space	55%	N=22	35%	N=14	8%	N=3	3%	N=1	100%	N=40
Recycling	54%	N=22	34%	N=14	7%	N=3	5%	N=2	100%	N=41
Yard waste pick-up	62%	N=24	31%	N=12	8%	N=3	0%	N=0	100%	N=39
City parks	68%	N=28	32%	N=13	0%	N=0	0%	N=0	100%	N=41
Recreation programs or classes	61%	N=20	27%	N=9	12%	N=4	0%	N=0	100%	N=33
Recreation centers or facilities	64%	N=21	27%	N=9	9%	N=3	0%	N=0	100%	N=33
Health services	70%	N=21	30%	N=9	0%	N=0	0%	N=0	100%	N=30
Public library services	59%	N=22	35%	N=13	5%	N=2	0%	N=0	100%	N=37
Overall customer service by Clive employees (police, receptionists, planners, etc.)	65%	N=26	30%	N=12	3%	N=1	3%	N=1	100%	N=40
Clive Newsletter	51%	N=21	39%	N=16	10%	N=4	0%	N=0	100%	N=41

Table 17: Question 9 with "don't know" responses

Please rate the quality of each of the following services in Clive.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Public information services	33%	N=14	45%	N=19	5%	N=2	2%	N=1	14%	N=6	100%	N=42
Economic development	31%	N=13	36%	N=15	10%	N=4	0%	N=0	24%	N=10	100%	N=42
Traffic enforcement	31%	N=13	52%	N=22	0%	N=0	10%	N=4	7%	N=3	100%	N=42
Traffic signal timing	19%	N=8	55%	N=23	10%	N=4	14%	N=6	2%	N=1	100%	N=42
Street repair	17%	N=7	36%	N=15	24%	N=10	19%	N=8	5%	N=2	100%	N=42
Street cleaning	36%	N=15	40%	N=17	12%	N=5	5%	N=2	7%	N=3	100%	N=42
Street lighting	45%	N=19	50%	N=21	0%	N=0	2%	N=1	2%	N=1	100%	N=42
Snow removal	56%	N=23	39%	N=16	2%	N=1	2%	N=1	0%	N=0	100%	N=41
Sidewalk maintenance	36%	N=15	43%	N=18	7%	N=3	2%	N=1	12%	N=5	100%	N=42
Bus or transit services	12%	N=5	17%	N=7	14%	N=6	5%	N=2	52%	N=22	100%	N=42
Land use, planning and zoning	26%	N=11	36%	N=15	10%	N=4	5%	N=2	24%	N=10	100%	N=42
Code enforcement (weeds, abandoned buildings, etc.)	17%	N=7	38%	N=16	10%	N=4	7%	N=3	29%	N=12	100%	N=42
Affordable high-speed internet access	29%	N=12	43%	N=18	12%	N=5	14%	N=6	2%	N=1	100%	N=42
Garbage collection	71%	N=30	24%	N=10	5%	N=2	0%	N=0	0%	N=0	100%	N=42
Drinking water	52%	N=22	36%	N=15	10%	N=4	2%	N=1	0%	N=0	100%	N=42
Sewer services	62%	N=26	33%	N=14	2%	N=1	0%	N=0	2%	N=1	100%	N=42
Storm water management (storm drainage, dams, levees, etc.)	40%	N=17	38%	N=16	10%	N=4	5%	N=2	7%	N=3	100%	N=42
Power (electric and/or gas) utility	64%	N=27	33%	N=14	2%	N=1	0%	N=0	0%	N=0	100%	N=42
Utility billing	60%	N=25	33%	N=14	7%	N=3	0%	N=0	0%	N=0	100%	N=42
Police/Sheriff services	57%	N=24	31%	N=13	2%	N=1	2%	N=1	7%	N=3	100%	N=42
Crime prevention	52%	N=22	38%	N=16	2%	N=1	0%	N=0	7%	N=3	100%	N=42
Animal control	36%	N=15	31%	N=13	2%	N=1	0%	N=0	31%	N=13	100%	N=42
Ambulance or emergency medical services	52%	N=22	24%	N=10	2%	N=1	0%	N=0	21%	N=9	100%	N=42
Fire services	55%	N=23	19%	N=8	0%	N=0	0%	N=0	26%	N=11	100%	N=42
Fire prevention and education	45%	N=19	21%	N=9	0%	N=0	0%	N=0	33%	N=14	100%	N=42

Please rate the quality of each of the following services in Clive.	Excellent		Good		Fair		Poor		Don't know		Total	
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	40%	N=17	29%	N=12	7%	N=3	0%	N=0	24%	N=10	100%	N=42
Preservation of natural areas (open space, farmlands and greenbelts)	55%	N=23	26%	N=11	10%	N=4	5%	N=2	5%	N=2	100%	N=42
Clive open space	52%	N=22	33%	N=14	7%	N=3	2%	N=1	5%	N=2	100%	N=42
Recycling	52%	N=22	33%	N=14	7%	N=3	5%	N=2	2%	N=1	100%	N=42
Yard waste pick-up	57%	N=24	29%	N=12	7%	N=3	0%	N=0	7%	N=3	100%	N=42
City parks	67%	N=28	31%	N=13	0%	N=0	0%	N=0	2%	N=1	100%	N=42
Recreation programs or classes	48%	N=20	21%	N=9	10%	N=4	0%	N=0	21%	N=9	100%	N=42
Recreation centers or facilities	50%	N=21	21%	N=9	7%	N=3	0%	N=0	21%	N=9	100%	N=42
Health services	50%	N=21	21%	N=9	0%	N=0	0%	N=0	29%	N=12	100%	N=42
Public library services	52%	N=22	31%	N=13	5%	N=2	0%	N=0	12%	N=5	100%	N=42
Overall customer service by Clive employees (police, receptionists, planners, etc.)	62%	N=26	29%	N=12	2%	N=1	2%	N=1	5%	N=2	100%	N=42
Clive Newsletter	50%	N=21	38%	N=16	10%	N=4	0%	N=0	2%	N=1	100%	N=42

Table 18: Question 10 without "don't know" responses

Please rate the following categories of Clive government performance.	Excellent		Good		Fair		Poor		Total	
The value of services for the taxes paid to Clive	38%	N=15	36%	N=14	26%	N=10	0%	N=0	100%	N=39
The overall direction that Clive is taking	42%	N=15	36%	N=13	22%	N=8	0%	N=0	100%	N=36
The job Clive government does at welcoming resident involvement	44%	N=14	34%	N=11	16%	N=5	6%	N=2	100%	N=32
Overall confidence in Clive government	46%	N=18	38%	N=15	13%	N=5	3%	N=1	100%	N=39
Generally acting in the best interest of the community	46%	N=18	41%	N=16	8%	N=3	5%	N=2	100%	N=39
Being honest	51%	N=19	35%	N=13	8%	N=3	5%	N=2	100%	N=37
Being open and transparent to the public	51%	N=18	26%	N=9	17%	N=6	6%	N=2	100%	N=35
Informing residents about issues facing the community	46%	N=16	26%	N=9	23%	N=8	6%	N=2	100%	N=35
Treating all residents fairly	53%	N=18	35%	N=12	9%	N=3	3%	N=1	100%	N=34
Treating residents with respect	58%	N=22	32%	N=12	8%	N=3	3%	N=1	100%	N=38

Table 19: Question 10 with "don't know" responses

Please rate the following categories of Clive government performance.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
The value of services for the taxes paid to Clive	38%	N=15	35%	N=14	25%	N=10	0%	N=0	3%	N=1	100%	N=40
The overall direction that Clive is taking	38%	N=15	33%	N=13	20%	N=8	0%	N=0	10%	N=4	100%	N=40
The job Clive government does at welcoming resident involvement	35%	N=14	28%	N=11	13%	N=5	5%	N=2	20%	N=8	100%	N=40
Overall confidence in Clive government	45%	N=18	38%	N=15	13%	N=5	3%	N=1	3%	N=1	100%	N=40
Generally acting in the best interest of the community	45%	N=18	40%	N=16	8%	N=3	5%	N=2	3%	N=1	100%	N=40
Being honest	48%	N=19	33%	N=13	8%	N=3	5%	N=2	8%	N=3	100%	N=40
Being open and transparent to the public	45%	N=18	23%	N=9	15%	N=6	5%	N=2	13%	N=5	100%	N=40
Informing residents about issues facing the community	40%	N=16	23%	N=9	20%	N=8	5%	N=2	13%	N=5	100%	N=40
Treating all residents fairly	45%	N=18	30%	N=12	8%	N=3	3%	N=1	15%	N=6	100%	N=40
Treating residents with respect	55%	N=22	30%	N=12	8%	N=3	3%	N=1	5%	N=2	100%	N=40

Table 20: Question 11 without "don't know" responses

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
The City of Clive	53%	N=23	40%	N=17	5%	N=2	2%	N=1	100%	N=43
The Federal Government	12%	N=5	44%	N=18	29%	N=12	15%	N=6	100%	N=41

Table 21: Question 11 with "don't know" responses

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
The City of Clive	53%	N=23	40%	N=17	5%	N=2	2%	N=1	0%	N=0	100%	N=43
The Federal Government	12%	N=5	42%	N=18	28%	N=12	14%	N=6	5%	N=2	100%	N=43

Table 22: Question 12

Please rate how important, if at all, you think it is for the Clive community to focus on each of the following in the coming two years.	Essential		Very important		Somewhat important		Not at all important		Total	
	%	N	%	N	%	N	%	N	%	N
Overall economic health of Clive	73%	N=30	17%	N=7	10%	N=4	0%	N=0	100%	N=41
Overall quality of the transportation system (auto, bicycle, foot, bus) in Clive	41%	N=17	41%	N=17	12%	N=5	5%	N=2	100%	N=41

Please rate how important, if at all, you think it is for the Clive community to focus on each of the following in the coming two years.	Essential		Very important		Somewhat important		Not at all important		Total	
	%	N	%	N	%	N	%	N	%	N
Overall design or layout of Clive's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	44%	N=18	34%	N=14	20%	N=8	2%	N=1	100%	N=41
Overall quality of the utility infrastructure in Clive (water, sewer, storm water, electric/gas)	63%	N=26	32%	N=13	5%	N=2	0%	N=0	100%	N=41
Overall feeling of safety in Clive	71%	N=29	22%	N=9	7%	N=3	0%	N=0	100%	N=41
Overall quality of natural environment in Clive	49%	N=20	49%	N=20	2%	N=1	0%	N=0	100%	N=41
Overall quality of the parks and recreation opportunities	41%	N=17	49%	N=20	7%	N=3	2%	N=1	100%	N=41
Overall health and wellness opportunities in Clive	37%	N=15	44%	N=18	20%	N=8	0%	N=0	100%	N=41
Overall opportunities for education, culture and the arts	25%	N=10	38%	N=15	33%	N=13	5%	N=2	100%	N=40
Residents' connection and engagement with their community	29%	N=12	39%	N=16	29%	N=12	2%	N=1	100%	N=41

Table 23: Question 13 without "don't know" responses

How much of a problem, if at all, do you think each of the following will be in your area over the next 10 years?	Not a problem		Minor problem		Moderate problem		Major problem		Total	
	%	N	%	N	%	N	%	N	%	N
Water shortages	59%	N=23	18%	N=7	23%	N=9	0%	N=0	100%	N=39
Water quality issues (taste, color, or odor)	30%	N=12	20%	N=8	33%	N=13	18%	N=7	100%	N=40
Water contamination (health concerns)	28%	N=11	20%	N=8	35%	N=14	18%	N=7	100%	N=40

Table 24: Question 13 with "don't know" responses

How much of a problem, if at all, do you think each of the following will be in your area over the next 10 years?	Not a problem		Minor problem		Moderate problem		Major problem		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Water shortages	56%	N=23	17%	N=7	22%	N=9	0%	N=0	5%	N=2	100%	N=41
Water quality issues (taste, color, or odor)	29%	N=12	20%	N=8	32%	N=13	17%	N=7	2%	N=1	100%	N=41
Water contamination (health concerns)	27%	N=11	20%	N=8	34%	N=14	17%	N=7	2%	N=1	100%	N=41

Table 25: Question 14

Which of the following actions have you taken to address potential water supply and management concerns?	Percent	Number
Replaced plumbing fixtures (e.g., installed low flow shower head or dual flush toilets)	64%	N=27
Performed maintenance of plumbing system (e.g., eliminated leaks or insulated pipes)	55%	N=23

Which of the following actions have you taken to address potential water supply and management concerns?	Percent	Number
Replaced irrigation heads (e.g., installed low flow heads or drip systems)	14%	N=6
Replaced irrigation controller (e.g., installed Watersense Smart Controller)	10%	N=4
Reduced irrigation frequency	33%	N=14
Subscribed to the high-water-usage alert system provided by the City of Clive	26%	N=11
Reduced storm water discharge from your property (e.g., installed rain barrels or cisterns)	5%	N=2
Implemented an infiltration-based storm water practice (e.g., rain garden, bio-swale, bio-retention)	5%	N=2
Reduced your fertilizer and/or herbicide treatments	43%	N=18
Aerated your lawn	62%	N=26
Increased organic matter content in your soil (e.g., added compost, compost tea, worm casting, etc.)	29%	N=12
None of the above	10%	N=4

Total may exceed 100% as respondents could select more than one option.

Table 26: Question 15

In thinking about your activities in the last year, compared to the year before, have you made more, the same or less effort to...?	More		The same		Less		Total	
Cut your domestic water use on your property	32%	N=13	61%	N=25	7%	N=3	100%	N=41
Cut your irrigation water use on your property	29%	N=10	62%	N=21	9%	N=3	100%	N=34
Reduce the discharge of storm water from your property	19%	N=7	72%	N=26	8%	N=3	100%	N=36
Improve the water quality of storm water leaving your property	6%	N=2	88%	N=30	6%	N=2	100%	N=34

Table 27: Question 16

Do you know what watershed you live in?	Percent	Number
No	78%	N=32
Yes	22%	N=9
Total	100%	N=41

Table 28: Question D1 without "don't know" responses

Thinking about a typical week, how many times do you:	Several times a day		Once a day		A few times a week		Every few weeks		Less often or never		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Access the internet from your home using a computer, laptop or tablet computer	95%	N=40	2%	N=1	2%	N=1	0%	N=0	0%	N=0	100%	N=42
Access the internet from your cell phone	90%	N=38	2%	N=1	2%	N=1	0%	N=0	5%	N=2	100%	N=42
Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	71%	N=30	5%	N=2	10%	N=4	2%	N=1	12%	N=5	100%	N=42
Use or check email	88%	N=37	10%	N=4	0%	N=0	2%	N=1	0%	N=0	100%	N=42
Share your opinions online	24%	N=10	7%	N=3	10%	N=4	24%	N=10	36%	N=15	100%	N=42
Shop online	19%	N=8	10%	N=4	33%	N=14	33%	N=14	5%	N=2	100%	N=42

Table 29: Question D1 with "don't know" responses

Thinking about a typical week, how many times do you:	Several times a day		Once a day		A few times a week		Every few weeks		Less often or never		Don't know	Total		
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Access the internet from your home using a computer, laptop or tablet computer	95%	N=40	2%	N=1	2%	N=1	0%	N=0	0%	N=0	0%	N=0	100%	N=42
Access the internet from your cell phone	90%	N=38	2%	N=1	2%	N=1	0%	N=0	5%	N=2	0%	N=0	100%	N=42
Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	71%	N=30	5%	N=2	10%	N=4	2%	N=1	12%	N=5	0%	N=0	100%	N=42
Use or check email	88%	N=37	10%	N=4	0%	N=0	2%	N=1	0%	N=0	0%	N=0	100%	N=42
Share your opinions online	24%	N=10	7%	N=3	10%	N=4	24%	N=10	36%	N=15	0%	N=0	100%	N=42
Shop online	19%	N=8	10%	N=4	33%	N=14	33%	N=14	5%	N=2	0%	N=0	100%	N=42

Table 30: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	40%	N=17
Very good	44%	N=19
Good	12%	N=5
Fair	2%	N=1
Poor	2%	N=1
Total	100%	N=43

Table 31: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	2%	N=1
Somewhat positive	9%	N=4
Neutral	49%	N=21
Somewhat negative	30%	N=13
Very negative	9%	N=4
Total	100%	N=43

Table 32: Question D4

How many years have you lived in Clive?	Percent	Number
Less than 2 years	16%	N=7
2 to 5 years	21%	N=9
6 to 10 years	21%	N=9
11 to 20 years	12%	N=5
More than 20 years	30%	N=13
Total	100%	N=43

Table 33: Question D5

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	98%	N=43
Building with two or more homes (duplex, townhome, apartment or condominium)	2%	N=1
Mobile home	0%	N=0
Other	0%	N=0
Total	100%	N=44

Table 34: Question D6

Do you rent or own your home?	Percent	Number
Rent	5%	N=2
Own	95%	N=42
Total	100%	N=44

Table 35: Question D7

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$500 per month	2%	N=1
\$500 to \$999 per month	15%	N=6
\$1,000 to \$1,499 per month	17%	N=7
\$1,500 to \$1,999 per month	27%	N=11
\$2,000 to \$2,499 per month	20%	N=8
\$2,500 to \$2,999 per month	7%	N=3
\$3,000 to \$3,499 per month	0%	N=0
\$3,500 or more per month	12%	N=5
Total	100%	N=41

Table 36: Question D8

Do any children 17 or under live in your household?	Percent	Number
No	70%	N=30
Yes	30%	N=13
Total	100%	N=43

Table 37: Question D9

Are you or any other members of your household aged 65 or older?	Percent	Number
No	69%	N=29
Yes	31%	N=13
Total	100%	N=42

Table 38: Question D10

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	0%	N=0
\$25,000 to \$49,999	10%	N=4
\$50,000 to \$74,999	12%	N=5
\$75,000 to \$99,999	17%	N=7
\$100,000 to \$149,999	24%	N=10
\$150,000 or more	37%	N=15
Total	100%	N=41

Table 39: Question D11

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	100%	N=43
Yes, I consider myself to be Spanish, Hispanic or Latino	0%	N=0
Total	100%	N=43

Table 40: Question D12

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	0%	N=0
Asian, Asian Indian or Pacific Islander	0%	N=0
Black or African American	0%	N=0
White	100%	N=43
Other	0%	N=0

Total may exceed 100% as respondents could select more than one option.

Table 41: Question D13

In which category is your age?	Percent	Number
18 to 24 years	2%	N=1
25 to 34 years	11%	N=5
35 to 44 years	16%	N=7
45 to 54 years	27%	N=12
55 to 64 years	11%	N=5
65 to 74 years	23%	N=10
75 years or older	9%	N=4
Total	100%	N=44

Table 42: Question D14

What is your gender?	Percent	Number
Female	66%	N=29
Male	34%	N=15
Identify in another way	0%	N=0
Total	100%	N=44

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THE NCSTM

The National Community SurveyTM

Clive, IA

Trends Over Time
2020



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About Trends Over Time

The National Community Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. The NCS captures residents' opinions considering ten central facets of a community:

- Economy
- Mobility
- Community Design
- Utilities
- Safety
- Natural Environment
- Parks and Recreation
- Health and Wellness
- Education, Arts and Culture
- Inclusivity & Engagement

This report discusses trends over time, comparing the 2020 ratings for the City of Clive to its previous survey results in 2012, 2014, 2016, and 2018. Additional reports and technical appendices are available under separate cover.

Understanding the Tables

Trend data for Clive represent important comparison data and should be examined for improvements or declines. Deviations from stable trends over time, especially, represent opportunities for understanding how local policies, programs or public information may have affected residents' opinions.

Meaningful differences between survey years have been noted within the following tables as being "higher" or "lower" if the differences are greater than seven percentage points between the 2018 and 2020 surveys, otherwise the comparisons between 2018 and 2020 are noted as being "similar." Additionally, the benchmark comparisons for the current survey results are presented for reference.

Overall, ratings in Clive for 2020 generally remained stable. Of the 119 items for which comparisons were available, 106 items were rated similarly in 2018 and 2020, six items showed a decrease in ratings and seven showed an increase in ratings. Notable trends over time included the following:

- Within the facet of Mobility, ratings for the overall quality of the transportation system and street repair declined in 2020 compared to 2018.
- Within the facet of Economy, in 2020 fewer community members believed the economy would have a positive impact on their income in the six months after the survey. Additionally, more residents were experiencing housing cost stress in 2020 compared to 2018. However, more respondents gave favorable reviews to the vibrancy of the downtown/commercial area of Clive.
- Respondents' sense of community was on the rise in 2020 and they contacted the City of Clive for information more often than they did in 2018.
- More residents walked or biked instead of driving in 2020 than they reported in 2018.

Table 1: Quality of Life

Quality of Life Items Percent rating positively (e.g., excellent/good, very/somewhat likely)	2012	2014	2016	2018	2020	2020 rating compared to 2018	Comparison to benchmark
Overall image or reputation of Clive	92%	86%	91%	94%	89%	Similar	Higher
The overall quality of life in Clive	94%	92%	96%	95%	96%	Similar	Higher
Clive as a place to live	97%	95%	98%	98%	97%	Similar	Higher
Recommend living in Clive to someone who asks	98%	97%	97%	98%	98%	Similar	Higher
Remain in Clive for the next five years	93%	87%	91%	93%	93%	Similar	Higher

Table 2: Governance

Governance Items Percent rating positively (e.g., excellent/good)	2012	2014	2016	2018	2020	2020 rating compared to 2018	Comparison to benchmark
Overall confidence in Clive government	NA	73%	80%	80%	83%	Similar	Higher
The overall direction that Clive is taking	81%	78%	86%	86%	88%	Similar	Higher
The value of services for the taxes paid to Clive	75%	69%	74%	71%	78%	Higher	Higher
Generally acting in the best interest of the community	NA	76%	81%	83%	83%	Similar	Much higher
Being honest	NA	80%	83%	83%	85%	Similar	Much higher
Being open and transparent to the public	NA	NA	NA	NA	86%	NA	Much higher
Informing residents about issues facing the community	NA	NA	NA	NA	80%	NA	Much higher
The job Clive government does at welcoming resident involvement	71%	72%	73%	74%	80%	Similar	Higher
Treating all residents fairly	NA	79%	81%	85%	83%	Similar	Higher
Treating residents with respect	NA	NA	NA	NA	88%	NA	Higher
Overall customer service by Clive employees	88%	86%	87%	90%	92%	Similar	Higher
Public information services	81%	79%	83%	83%	88%	Similar	Higher
Quality of services provided by the City of Clive	88%	92%	89%	93%	92%	Similar	Higher
Quality of services provided by the Federal Government	50%	39%	43%	45%	50%	Similar	Similar

Table 3: Economy

Economy Items Percent rating positively (e.g., excellent/good, very/somewhat positive)	2012	2014	2016	2018	2020	2020 rating compared to 2018	Comparison to benchmark
Overall economic health of Clive	NA	86%	87%	93%	90%	Similar	Higher
Economic development	76%	80%	78%	81%	85%	Similar	Much higher
Overall quality of business and service establishments in Clive	82%	76%	84%	82%	87%	Similar	Higher
Variety of business and service establishments in Clive	NA	NA	NA	NA	81%	NA	Higher
Vibrancy of downtown/commercial area	NA	44%	47%	41%	61%	Higher	Similar
Shopping opportunities	62%	70%	78%	72%	69%	Similar	Similar
Clive as a place to visit	NA	68%	64%	74%	72%	Similar	Similar
Clive as a place to work	81%	76%	79%	86%	83%	Similar	Higher
Employment opportunities	54%	56%	71%	70%	71%	Similar	Higher
Cost of living in Clive	NA	72%	70%	74%	74%	Similar	Much higher
Economy will have positive impact on income	22%	38%	34%	48%	19%	Lower	Lower
NOT experiencing housing costs stress	82%	78%	80%	82%	74%	Lower	Similar

Table 4: Mobility

Mobility Items Percent rating positively (e.g., excellent/good, yes in the last 12 months)	2012	2014	2016	2018	2020	2020 rating compared to 2018	Comparison to benchmark
Overall quality of the transportation system in Clive	NA	93%	89%	89%	79%	Lower	Similar
Traffic flow on major streets	68%	67%	69%	75%	79%	Similar	Higher
Ease of travel by car in Clive	79%	88%	83%	87%	93%	Similar	Higher
Ease of travel by public transportation in Clive	NA	39%	45%	47%	51%	Similar	Higher
Ease of travel by bicycle in Clive	85%	75%	86%	84%	90%	Similar	Much higher
Ease of walking in Clive	86%	82%	87%	86%	88%	Similar	Higher
Ease of public parking	NA	88%	83%	85%	89%	Similar	Much higher
Bus or transit services	50%	51%	55%	53%	58%	Similar	Similar

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Mobility Items Percent rating positively (e.g., excellent/good, yes in the last 12 months)	2012	2014	2016	2018	2020	2020 rating compared to 2018	Comparison to benchmark
Traffic enforcement	77%	78%	85%	84%	85%	Similar	Higher
Traffic signal timing	56%	61%	62%	57%	59%	Similar	Similar
Street repair	61%	68%	68%	68%	54%	Lower	Similar
Street cleaning	78%	77%	79%	81%	75%	Similar	Higher
Street lighting	82%	79%	78%	80%	85%	Similar	Higher
Snow removal	88%	85%	87%	87%	84%	Similar	Higher
Sidewalk maintenance	75%	77%	80%	82%	77%	Similar	Higher
Used bus, rail, subway, or other public transportation instead of driving	NA	6%	6%	4%	8%	Similar	Lower
Carpooled with other adults or children instead of driving alone	NA	33%	37%	36%	37%	Similar	Similar
Walked or biked instead of driving	NA	60%	52%	53%	64%	Higher	Similar

Table 5: Community Design

Community Design Items Percent rating positively (e.g., excellent/good)	2012	2014	2016	2018	2020	2020 rating compared to 2018	Comparison to benchmark
Overall design or layout of Clive's residential and commercial areas	NA	80%	77%	83%	86%	Similar	Higher
Overall appearance of Clive	92%	93%	93%	93%	87%	Similar	Higher
Your neighborhood as a place to live	91%	91%	95%	91%	95%	Similar	Higher
Overall quality of new development in Clive	82%	72%	76%	76%	81%	Similar	Higher
Well-planned residential growth	NA	NA	NA	NA	82%	NA	Higher
Well-planned commercial growth	NA	NA	NA	NA	70%	NA	Higher
Well-designed neighborhoods	NA	NA	NA	NA	83%	NA	Higher
Preservation of the historical or cultural character of the community	NA	NA	NA	NA	73%	NA	Higher
Public places where people want to spend time	NA	76%	80%	82%	79%	Similar	Higher
Variety of housing options	77%	82%	79%	81%	79%	Similar	Much higher

Community Design Items Percent rating positively (e.g., excellent/good)	2012	2014	2016	2018	2020	2020 rating compared to 2018	Comparison to benchmark
Availability of affordable quality housing	71%	75%	74%	69%	73%	Similar	Much higher
Land use, planning, and zoning	73%	75%	70%	75%	78%	Similar	Higher
Code enforcement	73%	74%	70%	73%	73%	Similar	Higher

Table 6: Utilities

Utilities Items Percent rating positively (e.g., excellent/good)	2012	2014	2016	2018	2020	2020 rating compared to 2018	Comparison to benchmark
Overall quality of the utility infrastructure in Clive	NA	NA	NA	NA	88%	NA	Higher
Affordable high-speed internet access	NA	NA	NA	NA	64%	NA	Similar
Power (electric and/or gas) utility	NA	93%	93%	92%	91%	Similar	Higher
Garbage collection	92%	91%	90%	94%	93%	Similar	Similar
Drinking water	84%	88%	83%	88%	87%	Similar	Higher
Sewer services	89%	95%	89%	92%	93%	Similar	Higher
Storm water management	77%	84%	82%	88%	84%	Similar	Higher
Utility billing	NA	89%	85%	87%	88%	Similar	Higher

Table 7: Safety

Safety Items Percent rating positively (e.g., excellent/good, very/somewhat safe)	2012	2014	2016	2018	2020	2020 rating compared to 2018	Comparison to benchmark
Overall feeling of safety in Clive	NA	95%	95%	98%	95%	Similar	Higher
Police/Sheriff services	91%	92%	96%	95%	92%	Similar	Higher
Crime prevention	90%	89%	92%	91%	90%	Similar	Higher
Animal control	75%	77%	82%	85%	88%	Similar	Higher
Ambulance or emergency medical services	96%	97%	98%	98%	96%	Similar	Similar
Fire services	96%	98%	98%	99%	97%	Similar	Similar
Fire prevention and education	89%	89%	92%	92%	91%	Similar	Higher
Emergency preparedness	81%	75%	77%	78%	85%	Similar	Higher

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Safety Items Percent rating positively (e.g., excellent/good, very/somewhat safe)	2012	2014	2016	2018	2020	2020 rating compared to 2018	Comparison to benchmark
In your neighborhood during the day	97%	95%	98%	97%	98%	Similar	Similar
In Clive's downtown/commercial area during the day	96%	95%	94%	94%	98%	Similar	Similar
From property crime	85%	NA	NA	NA	90%	NA	Higher
From violent crime	94%	NA	NA	NA	98%	NA	Higher
From fire, flood, or other natural disaster	NA	NA	NA	NA	87%	NA	Similar

Table 8: Natural Environment

Natural Environment Items Percent rating positively (e.g., excellent/good)	2012	2014	2016	2018	2020	2020 rating compared to 2018	Comparison to benchmark
Overall quality of natural environment in Clive	90%	89%	90%	92%	93%	Similar	Higher
Cleanliness of Clive	92%	95%	93%	94%	89%	Similar	Higher
Water resources	NA	NA	NA	NA	61%	NA	Similar
Air quality	92%	94%	96%	94%	94%	Similar	Higher
Preservation of natural areas	83%	73%	78%	76%	88%	Higher	Much higher
Clive open space	NA	68%	77%	80%	86%	Similar	Higher
Recycling	89%	87%	89%	88%	87%	Similar	Similar
Yard waste pick-up	86%	84%	90%	90%	89%	Similar	Higher

Table 9: Parks and Recreation

Parks and Recreation Items Percent rating positively (e.g., excellent/good)	2012	2014	2016	2018	2020	2020 rating compared to 2018	Comparison to benchmark
Overall quality of parks and recreation opportunities	NA	NA	NA	NA	93%	NA	Higher
Availability of paths and walking trails	90%	91%	95%	90%	94%	Similar	Much higher
City parks	91%	90%	92%	94%	91%	Similar	Similar
Recreational opportunities	73%	79%	83%	84%	86%	Similar	Higher
Recreation programs or classes	81%	81%	80%	83%	86%	Similar	Higher
Recreation centers or facilities	83%	80%	83%	88%	82%	Similar	Similar

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Parks and Recreation Items Percent rating positively (e.g., excellent/good)	2012	2014	2016	2018	2020	2020 rating compared to 2018	Comparison to benchmark
Fitness opportunities	NA	88%	92%	87%	90%	Similar	Higher

Table 10: Health and Wellness

Health and Wellness Items Percent rating positively (e.g., excellent/good, excellent/very good)	2012	2014	2016	2018	2020	2020 rating compared to 2018	Comparison to benchmark
Overall health and wellness opportunities in Clive	NA	87%	90%	87%	91%	Similar	Higher
Health services	87%	85%	89%	85%	89%	Similar	Higher
Availability of affordable quality health care	NA	81%	88%	88%	87%	Similar	Higher
Availability of preventive health services	NA	80%	89%	87%	86%	Similar	Higher
Availability of affordable quality mental health care	NA	74%	72%	56%	69%	Higher	Higher
Availability of affordable quality food	NA	84%	85%	87%	88%	Similar	Higher
In very good to excellent health	NA	73%	69%	68%	73%	Similar	Similar

Table 11: Education, Arts, and Culture

Education, Arts, and Culture Items Percent rating positively (e.g., excellent/good)	2012	2014	2016	2018	2020	2020 rating compared to 2018	Comparison to benchmark
Overall opportunities for education, culture, and the arts	NA	78%	87%	81%	77%	Similar	Similar
Opportunities to attend cultural/arts/music activities	48%	48%	62%	63%	64%	Similar	Similar
Opportunities to attend special events and festivals	NA	65%	80%	77%	73%	Similar	Similar
Community support for the arts	NA	NA	NA	NA	67%	NA	Higher
Public library services	86%	88%	91%	90%	93%	Similar	Similar
Availability of affordable quality child care/preschool	66%	75%	77%	73%	77%	Similar	Higher
K-12 education	91%	86%	93%	94%	91%	Similar	Higher
Adult educational opportunities	NA	65%	67%	71%	75%	Similar	Higher

Table 12: Inclusivity and Engagement

Inclusivity and Engagement Items Percent rating positively (e.g., excellent/good)	2012	2014	2016	2018	2020	2020 rating compared to 2018	Comparison to benchmark
Residents' connection and engagement with their community	NA	NA	NA	NA	68%	NA	Higher
Sense of community	72%	69%	67%	65%	76%	Higher	Higher
Sense of civic/community pride	NA	NA	NA	NA	75%	NA	Higher
Neighborliness of Clive	NA	74%	75%	76%	79%	Similar	Higher
Clive as a place to raise children	97%	92%	96%	98%	95%	Similar	Higher
Clive as a place to retire	78%	75%	80%	81%	80%	Similar	Higher
Openness and acceptance of the community toward people of diverse backgrounds	77%	76%	74%	74%	73%	Similar	Similar
Making all residents feel welcome	NA	NA	NA	NA	88%	NA	Higher
Attracting people from diverse backgrounds	NA	NA	NA	NA	67%	NA	Similar
Valuing/respecting residents from diverse backgrounds	NA	NA	NA	NA	77%	NA	Higher
Taking care of vulnerable residents	NA	NA	NA	NA	84%	NA	Much higher
Opportunities to participate in social events and activities	66%	57%	68%	67%	74%	Similar	Similar
Opportunities to volunteer	71%	64%	73%	74%	76%	Similar	Similar
Opportunities to participate in community matters	68%	68%	71%	72%	75%	Similar	Similar

Table 13: Participation

Participation Items Percent having done each in last 12 months, or having done each a few times a week or more	2012	2014	2016	2018	2020	2020 rating compared to 2018	Comparison to benchmark
Contacted Clive for help or information	49%	43%	40%	39%	48%	Higher	Similar
Contacted Clive elected officials to express your opinion	NA	17%	12%	16%	14%	Similar	Similar
Attended a local public meeting	21%	13%	13%	10%	15%	Similar	Similar
Watched (online or on television) a local public meeting	NA	10%	7%	10%	8%	Similar	Lower
Volunteered your time to some group/activity in Clive	29%	18%	22%	22%	19%	Similar	Lower
Campaigned or advocated for an issue, cause or candidate	NA	21%	22%	19%	15%	Similar	Similar

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Participation Items Percent having done each in last 12 months, or having done each a few times a week or more	2012	2014	2016	2018	2020	2020 rating compared to 2018	Comparison to benchmark
Voted in your most recent local election	NA	NA	NA	NA	68%	NA	Similar
Access the internet from your home using a computer, laptop or tablet computer	NA	NA	NA	NA	95%	NA	Similar
Access the internet from your cell phone	NA	NA	NA	NA	93%	NA	Similar
Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	NA	NA	NA	NA	86%	NA	Similar
Use or check email	NA	NA	NA	NA	97%	NA	Similar
Share your opinions online	NA	NA	NA	NA	31%	NA	Similar
Shop online	NA	NA	NA	NA	50%	NA	Similar

Table 14: Focus Areas

Focus Areas Percent rating each as "essential" or "very important"	2012	2014	2016	2018	2020	2020 rating compared to 2018	Comparison to benchmark
Overall economic health of Clive	NA	90%	89%	89%	90%	Similar	Similar
Overall quality of the transportation system in Clive	NA	86%	81%	87%	79%	Lower	Similar
Overall design or layout of Clive's residential and commercial areas	NA	74%	75%	73%	76%	Similar	Similar
Overall quality of the utility infrastructure in Clive	NA	NA	NA	NA	90%	NA	Similar
Overall feeling of safety in Clive	NA	92%	93%	94%	93%	Similar	Similar
Overall quality of natural environment in Clive	NA	84%	82%	87%	87%	Similar	Similar
Overall quality of parks and recreation opportunities	NA	NA	NA	NA	83%	NA	Similar
Overall health and wellness opportunities in Clive	NA	68%	73%	76%	74%	Similar	Similar
Overall opportunities for education, culture, and the arts	NA	73%	71%	74%	70%	Similar	Lower
Residents' connection and engagement with their community	NA	74%	77%	76%	69%	Lower	Lower

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*Comparisons by Geographic Subgroups
2020*



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About the Geographic Comparisons

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Four groupings of Planning Districts were tracked for comparison and the number of completed surveys for each are in the figure below.

FIGURE 1: PLANNING DISTRICTS

Planning Districts	Number of Completed Surveys
Planning Districts 1 & 2	115
Planning District 3	64
Planning Districts 4 & 5	150
Planning Districts 6 & 7	190

FIGURE 2: LOCATION OF SURVEY RECIPIENTS



Understanding the Tables

For most of the questions, one number appears for each question. Responses have been summarized to show only the proportion of respondents giving a certain answer; for example, the percent of respondents who rated the quality of life as “excellent” or “good,” or the percent of respondents who participated in an activity at least once. It should be noted that when a table that does include all responses (not a single number) for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

The subgroup comparison tables contain the crosstabulations of survey questions by Planning District. Chi-square or ANOVA tests of significance were applied to these breakdowns of survey questions. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of the sample represent “real” differences among those populations. As subgroups vary in size and each group (and each comparison to another group) has a unique margin of error, statistical testing is used to determine whether differences between subgroups are statistically significant.

Each column in the following tables is labeled with a letter for each subgroup being compared. The “Overall” column, which shows the ratings for all respondents, also has a column designation of “(A)”, but no statistical tests were done for the overall rating.

For each pair of subgroup ratings within a row (a single question item) that has a statistically significant difference, an uppercase letter denoting significance is shown in the cell with the larger column proportion. The letter denotes the subgroup with the smaller column proportion from which it is statistically different. Subgroups that have no uppercase letter denotation in their column and that are also not referred to in any other column were not statistically different.

For example, in Table 1 on the following page, respondents in Districts 1 & 2 (A) and District 3 (B) gave significantly lower ratings to the overall quality of life in Clive than respondents in Districts 4 & 5 (C) and Districts 6 & 7 (D), as denoted by the “A B” listed in the cell of the ratings for Districts 4 & 5 and Districts 6 & 7.

TABLE 1: QUALITY OF LIFE

Percent rating positively (e.g., excellent/good, very/somewhat likely)	Planning District				Overall (A)
	Planning Districts 1 & 2	Planning District 3	Planning Districts 4 & 5	Planning Districts 6 & 7	
	(A)	(B)	(C)	(D)	
Overall image or reputation of Clive	88%	86%	92%	90%	89%
The overall quality of life in Clive	93%	93%	99%	99%	96%
			A B	A B	
Clive as a place to live	96%	86%	99%	98%	97%
	B		B	B	
Recommend living in Clive to someone who asks	98%	99%	98%	99%	98%
Remain in Clive for the next five years	91%	100%	97%	91%	93%
		A D	A		

TABLE 2: GOVERNANCE

Percent rating positively (e.g., excellent/good)	Planning District				Overall (A)
	Planning Districts 1 & 2	Planning District 3	Planning Districts 4 & 5	Planning Districts 6 & 7	
	(A)	(B)	(C)	(D)	
Overall confidence in Clive government	79%	88%	88%	84%	83%
The overall direction that Clive is taking	91%	79%	92%	86%	88%
	B		B		
The value of services for the taxes paid to Clive	79%	79%	81%	76%	78%
Generally acting in the best interest of the community	76%	89%	89%	84%	83%
		A	A		
Being honest	78%	83%	92%	89%	85%
			A	A	
Being open and transparent to the public	84%	84%	91%	87%	86%
Informing residents about issues facing the community	76%	84%	87%	79%	80%
			A		
The job Clive government does at welcoming resident involvement	81%	84%	78%	80%	80%

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Percent rating positively (e.g., excellent/good)	Planning District				Overall (A)
	Planning Districts 1 & 2	Planning District 3	Planning Districts 4 & 5	Planning Districts 6 & 7	
	(A)	(B)	(C)	(D)	
Treating all residents fairly	74%	83%	88% A	89% A	83%
Treating residents with respect	81%	89%	94% A	92% A	88%
Overall customer service by Clive employees (police, receptionists, planners, etc.)	90%	90%	99% A D	89%	92%
Public information services	87%	87%	92%	85%	88%
The City of Clive	93%	91%	92%	93%	92%
The Federal Government	55% B C	35%	41%	55% B C	50%

TABLE 3: ECONOMY

Percent rating positively (e.g., excellent/good, very/somewhat positive)	Planning District				Overall (A)
	Planning Districts 1 & 2	Planning District 3	Planning Districts 4 & 5	Planning Districts 6 & 7	
	(A)	(B)	(C)	(D)	
Overall economic health of Clive	80%	92% A	96% A	96% A	90%
Economic development	82%	79%	91%	87%	85%
Overall quality of business and service establishments in Clive	80%	85%	96% A	91% A	87%
Variety of business and service establishments in Clive	76%	92% A D	88% A	80%	81%
Vibrancy of downtown/commercial area	64%	54%	58%	61%	61%
Shopping opportunities	69%	74%	74%	65%	69%
Clive as a place to visit	71%	71%	80%	69%	72%

Percent rating positively (e.g., excellent/good, very/somewhat positive)	Planning District				Overall (A)
	Planning Districts 1 & 2	Planning District 3	Planning Districts 4 & 5	Planning Districts 6 & 7	
	(A)	(B)	(C)	(D)	
Clive as a place to work	72%	85%	90% A	88% A	83%
Employment opportunities	65%	72%	82% A	72%	71%
Cost of living in Clive	74%	81%	77%	71%	74%
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	21% C	15%	10%	23% C	19%
NOT under housing cost stress	65%	71%	82% A	79% A	74%

TABLE 4: MOBILITY

Percent rating positively (e.g., excellent/good, yes in the last 12 months)	Planning District				Overall (A)
	Planning Districts 1 & 2	Planning District 3	Planning Districts 4 & 5	Planning Districts 6 & 7	
	(A)	(B)	(C)	(D)	
Overall quality of the transportation system (auto, bicycle, foot, bus) in Clive	70%	82%	89% A	82% A	79%
Traffic flow on major streets	89% B C D	67%	73%	76%	79%
Ease of travel by car in Clive	96% B	88%	94%	91%	93%
Ease of travel by public transportation in Clive	59% B	20%	43%	54% B	51%
Ease of travel by bicycle in Clive	91%	96%	86%	90%	90%
Ease of walking in Clive	86%	91%	91%	89%	88%
Ease of public parking	91%	82%	91%	88%	89%

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Percent rating positively (e.g., excellent/good, yes in the last 12 months)	Planning District				Overall (A)
	Planning Districts 1 & 2	Planning District 3	Planning Districts 4 & 5	Planning Districts 6 & 7	
	(A)	(B)	(C)	(D)	
Bus or transit services	60%	39%	54%	64% B	58%
Traffic enforcement	85%	82%	89%	83%	85%
Traffic signal timing	60%	45%	53%	64% B	59%
Street repair	49%	43%	43%	68% A B C	54%
Street cleaning	66%	63%	80% A B	83% A B	75%
Street lighting	81%	80%	89%	89% A	85%
Snow removal	78%	77%	95% A B	86% A	84%
Sidewalk maintenance	67%	75%	80% A	86% A	77%
Used bus, rail, subway or other public transportation instead of driving	11%	7%	6%	7%	8%
Carpooled with other adults or children instead of driving alone	31%	38%	42%	40%	37%
Walked or biked instead of driving	61%	74%	62%	64%	64%

TABLE 5: COMMUNITY DESIGN

Percent rating positively (e.g., excellent/good)

	Planning District				Overall (A)
	Planning Districts 1 & 2	Planning District 3	Planning Districts 4 & 5	Planning Districts 6 & 7	
	(A)	(B)	(C)	(D)	
Overall design or layout of Clive's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	82%	83%	94% A	86%	86%
Overall appearance of Clive	86%	83%	89%	90%	87%
Your neighborhood as a place to live	91%	93%	97% A	98% A	95%
Overall quality of new development in Clive	71%	80%	88% A	86% A	81%
Well-planned residential growth	77%	79%	90% A	83%	82%
Well-planned commercial growth	64%	67%	78% A	73%	70%
Well-designed neighborhoods	77%	87%	89% A	85%	83%
Preservation of the historical or cultural character of the community	75%	78%	76%	68%	73%
Public places where people want to spend time	77%	76%	87%	78%	79%
Variety of housing options	76%	71%	85%	80%	79%
Availability of affordable quality housing	68%	76%	78%	73%	73%
Land use, planning and zoning	74%	80%	81%	78%	78%
Code enforcement (weeds, abandoned buildings, etc.)	65%	76%	79% A	75%	73%

TABLE 6: UTILITIES

Percent rating positively (e.g., excellent/good)	Planning District				Overall (A)
	Planning Districts 1 & 2	Planning District 3	Planning Districts 4 & 5	Planning Districts 6 & 7	
	(A)	(B)	(C)	(D)	
Overall quality of the utility infrastructure in Clive (water, sewer, storm water, electric/gas)	85%	85%	86%	92% A	88%
Affordable high-speed internet access	63%	73%	67%	60%	64%
Power (electric and/or gas) utility	86%	87%	93% A	96% A B	91%
Garbage collection	92%	91%	99% A D	91%	93%
Drinking water	79%	90% A	94% A	90% A	87%
Sewer services	89%	93%	96% A	95% A	93%
Storm water management (storm drainage, dams, levees, etc.)	71%	86% A	93% A	89% A	84%
Utility billing	78%	89% A	95% A	93% A	88%

TABLE 7: SAFETY

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Planning District				Overall (A)
	Planning Districts 1 & 2	Planning District 3	Planning Districts 4 & 5	Planning Districts 6 & 7	
	(A)	(B)	(C)	(D)	
Overall feeling of safety in Clive	93%	92%	96%	98% A	95%
Police/Sheriff services	86%	92%	99% A	94% A	92%

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Percent rating positively (e.g., excellent/good, very/somewhat safe)	Planning District				Overall (A)
	Planning Districts 1 & 2	Planning District 3	Planning Districts 4 & 5	Planning Districts 6 & 7	
	(A)	(B)	(C)	(D)	
Crime prevention	80%	90%	98% A	93% A	90%
Animal control	84%	85%	94% A	91%	88%
Ambulance or emergency medical services	96% B	88%	99% B	97% B	96%
Fire services	96%	91%	100% B	97%	97%
Fire prevention and education	91%	86%	94%	91%	91%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	82% B	68%	94% A B	87% B	85%
In your neighborhood during the day	97%	100%	99%	99%	98%
In Clive's downtown/commercial area during the day	100% B	94%	98%	96%	98%
From property crime	82%	92% A	96% A	95% A	90%
From violent crime	95%	100% A	97%	99% A	98%
From fire, flood or other natural disaster	77%	88% A	95% A	92% A	87%

TABLE 8: NATURAL ENVIRONMENT

Percent rating positively (e.g., excellent/good)	Planning District				Overall (A)
	Planning Districts 1 & 2	Planning District 3	Planning Districts 4 & 5	Planning Districts 6 & 7	
	(A)	(B)	(C)	(D)	
Overall quality of natural environment in Clive	90%	98% A	95%	93%	93%
Cleanliness of Clive	83%	91%	95% A	90% A	89%
Water resources (beaches, lakes, ponds, riverways, etc.)	58%	64%	68%	58%	61%
Air quality	95% B	84%	98% B	94% B	94%
Preservation of natural areas (open space, farmlands and greenbelts)	87%	91%	97% A D	82%	88%
Clive open space	80%	89%	90% A	86%	86%
Recycling	85%	84%	92%	86%	87%
Yard waste pick-up	88%	85%	94%	87%	89%

TABLE 9: PARKS AND RECREATION

Percent rating positively (e.g., excellent/good)	Planning District				Overall (A)
	Planning Districts 1 & 2	Planning District 3	Planning Districts 4 & 5	Planning Districts 6 & 7	
	(A)	(B)	(C)	(D)	
Overall quality of the parks and recreation opportunities	88%	100% A	97% A	93%	93%
Availability of paths and walking trails	91%	90%	96%	95%	94%
City parks	86%	89%	96% A	93% A	91%
Recreational opportunities	85%	81%	91%	86%	86%

Percent rating positively (e.g., excellent/good)	Planning District				Overall (A)
	Planning Districts 1 & 2	Planning District 3	Planning Districts 4 & 5	Planning Districts 6 & 7	
	(A)	(B)	(C)	(D)	
Recreation programs or classes	79%	88%	86%	92%	86%
Recreation centers or facilities	76%	90%	85%	83%	82%
Fitness opportunities (including exercise classes and paths or trails, etc.)	90%	88%	90%	91%	90%

TABLE 10: HEALTH AND WELLNESS

Percent rating positively (e.g., excellent/good, excellent/very good)	Planning District				Overall (A)
	Planning Districts 1 & 2	Planning District 3	Planning Districts 4 & 5	Planning Districts 6 & 7	
	(A)	(B)	(C)	(D)	
Overall health and wellness opportunities in Clive	90%	87%	98%	88%	91%
Health services	84%	88%	94%	91%	89%
Availability of affordable quality health care	80%	85%	95%	89%	87%
Availability of preventive health services	81%	88%	92%	86%	86%
Availability of affordable quality mental health care	71%	60%	78%	66%	69%
Availability of affordable quality food	86%	86%	93%	88%	88%
Would you say that in general your health is:	64%	68%	78%	80%	73%

TABLE 11: EDUCATION, ARTS, AND CULTURE

Percent rating positively (e.g., excellent/good)	Planning District				Overall (A)
	Planning Districts 1 & 2	Planning District 3	Planning Districts 4 & 5	Planning Districts 6 & 7	
	(A)	(B)	(C)	(D)	
Overall opportunities for education, culture and the arts	76%	76%	83%	74%	77%
Opportunities to attend cultural/arts/music activities	68% B	49%	73% B D	58%	64%
Community support for the arts	67%	58%	75%	65%	67%
Availability of affordable quality childcare/preschool	83%	66%	80%	75%	77%
K-12 education	89%	87%	89%	96% A	91%
Adult educational opportunities	75% B	56%	78% B	79% B	75%
Opportunities to attend special events and festivals	67%	76%	74%	78% A	73%
Public library services	91%	93%	95%	94%	93%

TABLE 12: INCLUSIVITY AND ENGAGEMENT

Percent rating positively (e.g., excellent/good)	Planning District				Overall (A)
	Planning Districts 1 & 2	Planning District 3	Planning Districts 4 & 5	Planning Districts 6 & 7	
	(A)	(B)	(C)	(D)	
Residents' connection and engagement with their community	63%	78% A	80% A D	64%	68%
Sense of community	72%	72%	83%	77%	76%
Sense of civic/community pride	75%	72%	80%	72%	75%
Neighborliness of residents in Clive	73%	77%	85% A	80%	79%
Clive as a place to raise children	93%	92%	96%	98% A	95%

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Percent rating positively (e.g., excellent/good)	Planning District				Overall (A)
	Planning Districts 1 & 2	Planning District 3	Planning Districts 4 & 5	Planning Districts 6 & 7	
	(A)	(B)	(C)	(D)	
Clive as a place to retire	79%	83%	84%	77%	80%
Openness and acceptance of the community toward people of diverse backgrounds	71%	53%	75%	79%	73%
	B		B	B	
Making all residents feel welcome	89%	88%	89%	88%	88%
Attracting people from diverse backgrounds	74%	54%	66%	64%	67%
	B				
Valuing/respecting residents from diverse backgrounds	77%	70%	82%	77%	77%
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	87%	93%	81%	80%	84%
Opportunities to participate in social events and activities	67%	68%	81%	78%	74%
			A	A	
Opportunities to volunteer	70%	70%	84%	80%	76%
			A	A	
Opportunities to participate in community matters	70%	70%	80%	79%	75%

TABLE 13: PARTICIPATION

Percent rating positively (e.g., yes in the last 12 months)	Planning District				Overall (A)
	Planning Districts 1 & 2	Planning District 3	Planning Districts 4 & 5	Planning Districts 6 & 7	
	(A)	(B)	(C)	(D)	
Contacted the City of Clive (in-person, phone, email or web) for help or information	40%	59%	49%	52%	48%
		A		A	
Contacted Clive elected officials (in-person, phone, email or web) to express your opinion	16%	21%	9%	12%	14%
		C			
Attended a local public meeting (of local elected officials like City Council or County Board of Supervisors, advisory boards, town halls, HOA, neighborhood watch, etc.)	12%	25%	15%	16%	15%
		A			
Watched (online or on television) a local public meeting	8%	4%	9%	9%	8%

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Percent rating positively (e.g., yes in the last 12 months)	Planning District				Overall (A)
	Planning Districts 1 & 2	Planning District 3	Planning Districts 4 & 5	Planning Districts 6 & 7	
	(A)	(B)	(C)	(D)	
Volunteered your time to some group/activity in Clive	10%	23% A	17%	27% A C	19%
Campaigned or advocated for a local issue, cause or candidate	18%	11%	15%	13%	15%
Voted in your most recent local election	55%	75% A	79% A	71% A	68%

TABLE 14: ONLINE ENGAGEMENT

Percent rating positively (e.g., at least a few times a week)	Planning District				Overall (A)
	Planning Districts 1 & 2	Planning District 3	Planning Districts 4 & 5	Planning Districts 6 & 7	
	(A)	(B)	(C)	(D)	
Access the internet from your home using a computer, laptop or tablet computer	93%	93%	96%	98% A	95%
Access the internet from your cell phone	88%	91%	96% A	96% A	93%
Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	81%	88%	85%	91% A	86%
Use or check email	95%	95%	98%	99% A	97%
Share your opinions online	35%	27%	28%	31%	31%
Shop online	41%	54%	51%	58% A	50%

TABLE 15: COMMUNITY FOCUS AREAS

Percent rating positively (e.g., essential/very important)	Planning District				Overall (A)
	Planning Districts 1 & 2	Planning District 3	Planning Districts 4 & 5	Planning Districts 6 & 7	
	(A)	(B)	(C)	(D)	
Overall economic health of Clive	85%	93%	97%	92%	90%
			A	A	
Overall quality of the transportation system (auto, bicycle, foot, bus) in Clive	80%	83%	83%	74%	79%
Overall design or layout of Clive's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	70%	69%	82%	80%	76%
			A	A	
Overall quality of the utility infrastructure in Clive (water, sewer, storm water, electric/gas)	87%	97%	97%	89%	90%
		A	A D		
Overall feeling of safety in Clive	90%	96%	92%	96%	93%
				A	
Overall quality of natural environment in Clive	88%	85%	92%	84%	87%
Overall quality of the parks and recreation opportunities	78%	87%	89%	85%	83%
			A		
Overall health and wellness opportunities in Clive	76%	78%	81%	68%	74%
			D		
Overall opportunities for education, culture and the arts	80%	64%	72%	60%	70%
	B D		D		
Residents' connection and engagement with their community	74%	68%	72%	62%	69%
	D				

TABLE 16: QUESTION 13

How much of a problem, if at all, do you think each of the following will be in your area over the next 10 years? (Percent rating as "major/ moderate problem").	Planning District				Overall
	Planning Districts 1 & 2	Planning District 3	Planning Districts 4 & 5	Planning Districts 6 & 7	(A)
	(A)	(B)	(C)	(D)	
Water shortages	17%	17%	14%	14%	15%
Water quality issues (taste, color, or odor)	27%	32%	28%	30%	29%
Water contamination (health concerns)	36%	35%	32%	32%	34%

TABLE 17: QUESTION 16

Percent rating positively (e.g., "yes").	Planning District				Overall
	Planning Districts 1 & 2	Planning District 3	Planning Districts 4 & 5	Planning Districts 6 & 7	(A)
	(A)	(B)	(C)	(D)	
Do you know what watershed you live in?	22%	27%	19%	17%	20%

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The National Community SurveyTM

Clive, IA

*Comparisons by Demographic Subgroups
2020*



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About the Demographic Comparisons

The National Community Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. Communities conducting The NCS can choose from a number of optional services to customize the reporting of survey results. Clive's Comparisons by Demographic Subgroups is part of a larger project for the City and additional reports are available under separate cover. This report discusses differences in opinion of survey respondents by age, sex, income, presence of children in the household, and type of housing unit.



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The NCS™ is presented by NRC in collaboration with ICMA.

NRC is a charter member of the AAPOR Transparency Initiative, providing clear disclosure of our sound and ethical survey research practices.

Understanding the Tables

For most of the questions, one number appears for each question. Responses have been summarized to show only the proportion of respondents giving a certain answer; for example, the percent of respondents who rated the quality of life as “excellent” or “good,” or the percent of respondents who participated in an activity at least once. It should be noted that when a table that does include all responses (not a single number) for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

The subgroup comparison tables contain the crosstabulations of survey questions by selected respondent characteristics. Chi-square or ANOVA tests of significance were applied to these breakdowns of survey questions. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of the sample represent “real” differences among those populations. As subgroups vary in size and each group (and each comparison to another group) has a unique margin of error, statistical testing is used to determine whether differences between subgroups are statistically significant.

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For example, in Table 1: Quality of Life on the following page, respondents age 35 to 54 (B) and respondents age 55 and over (C) gave a significantly higher ratings to the overall image or reputation of Clive than those age 18 to 34 (A), as denoted by the “A” listed in the cell of the ratings for those 35-54 and those 55+. For overall quality of life in Clive, respondents age 35 to 54 (B) gave significantly higher ratings than those age 18 to 34 (A). This was also true of respondents with income \$50,000 to \$149,000 (B) and \$150,000 or more (C) over respondents with income less than \$50,000 (A); and those living in detached housing (A) over those living in attached housing (B).

Understanding the Tables

For most of the questions, one number appears for each question. Responses have been summarized to show only the proportion of respondents giving a certain answer; for example, the percent of respondents who rated the quality of life as “excellent” or “good,” or the percent of respondents who participated in an activity at least once. It should be noted that when a table that does include all responses (not a single number) for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

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Each column in the following tables is labeled with a letter for each subgroup being compared. The “Overall” column, which shows the ratings for all respondents, also has a column designation of “(A)”, but no statistical tests were done for the overall rating.

For each pair of subgroups ratings within a row (a single question item) that has a statistically significant difference, an uppercase letter denoting significance is shown in the cell with the larger column proportion. The letter denotes the subgroup with the smaller column proportion from which it is statistically different. Subgroups that have no uppercase letter denotation in their column and that are also not referred to in any other column were not statistically different.

For example, in Table 1: Quality of Life on the following page, respondents age 35 to 54 (B) and respondents age 55 and over (C) gave a significantly higher ratings to the overall image or reputation of Clive than those age 18 to 34 (A), as denoted by the “A” listed in the cell of the ratings for those 35-54 and those 55+. For overall quality of life in Clive, respondents age 35 to 54 (B) gave significantly higher ratings than those age 18 to 34 (A). This was also true of respondents with income \$50,000 to \$149,000 (B) and \$150,000 or more (C) over respondents with income less than \$50,000 (A); and those living in detached housing (A) over those living in attached housing (B).

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Percent rating positively (e.g., excellent/good)	Age			Sex		Income			Presence of Children		Housing Unit Type		Overall (A)
	18-34	35-54	55+	Female	Male	Less than \$50,000	\$50,000 to \$149,999	\$150,000 or more	No	Yes	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Being honest	74%	88%	89%	90%	80%	79%	89%	73%	83%	87%	86%	83%	85%
		A	A	B			C						
Being open and transparent to the public	74%	92%	88%	88%	85%	86%	89%	74%	84%	89%	87%	84%	86%
		A	A			C	C						
Informing residents about issues facing the community	68%	83%	83%	80%	79%	80%	79%	75%	76%	84%	81%	78%	80%
		A	A							A			
The job Clive government does at welcoming resident involvement	76%	83%	81%	80%	82%	81%	84%	78%	78%	82%	82%	74%	80%
Treating all residents fairly	81%	81%	88%	83%	84%	80%	85%	81%	81%	85%	83%	83%	83%
Treating residents with respect	86%	85%	93%	89%	87%	75%	94%	86%	86%	90%	89%	87%	88%
			B				A	A					
Overall customer service by Clive employees (police, receptionists, planners, etc.)	79%	96%	93%	93%	90%	86%	90%	88%	90%	94%	93%	86%	92%
		A	A								B		
Public information services	76%	94%	87%	89%	87%	88%	88%	86%	86%	90%	89%	82%	88%
		A	A								B		
The City of Clive	91%	92%	94%	96%	88%	91%	92%	90%	90%	95%	93%	91%	92%
				B									
The Federal Government	43%	49%	58%	57%	44%	69%	50%	47%	48%	52%	48%	55%	50%
			A	B		B C							

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TABLE 3: ECONOMY

Percent rating positively (e.g., excellent/good, very/somewhat positive)	Age			Sex		Income			Presence of Children		Housing Unit Type		Overall (A)
	18-34	35-54	55+	Female	Male	Less than \$50,000	\$50,000 to \$149,999	\$150,000 or more	No	Yes	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Overall economic health of Clive	73%	97% A	93% A	90%	91%	78%	84%	96% A B	92%	88%	93% B	83%	90%
Economic development	74%	91% A	87% A	86%	86%	84%	92% C	81%	85%	85%	85%	87%	85%
Overall quality of business and service establishments in Clive	73%	91% A	94% A	89%	87%	84%	90%	87%	86%	89%	89%	84%	87%
Variety of business and service establishments in Clive	77%	83%	83%	84%	80%	83%	86%	80%	81%	82%	82%	80%	81%
Vibrancy of downtown/commercial area	59%	59%	65%	64%	58%	69% C	71% C	48%	64%	56%	58%	66%	61%
Shopping opportunities	68%	71%	69%	71%	68%	80% C	76% C	57%	69%	69%	68%	72%	69%
Clive as a place to visit	56%	71% A	86% A B	77% B	66%	80%	72%	69%	75%	68%	69%	79% A	72%
Clive as a place to work	70%	84% A	92% A	87% B	78%	81%	76%	89%	85%	80%	84%	80%	83%
Employment opportunities	73%	70%	73%	76%	68%	72%	81% C	63%	69%	74%	73%	68%	71%
Cost of living in Clive	72%	77%	72%	75%	74%	75%	71%	70%	73%	76%	78% B	64%	74%
Economy will have positive impact on income	28% B C	15%	18%	16%	22%	27%	22%	17%	18%	20%	21%	15%	19%
NOT under housing cost stress	77% C	81% C	61%	73%	74%	42%	50%	92% A B	66%	84% A	82% B	53%	74%

TABLE 4: MOBILITY

Percent rating positively (e.g., excellent/good, yes in the last 12 months)	Age			Sex		Income			Presence of Children		Housing Unit Type		Overall (A)
	18-34	35-54	55+	Female	Male	Less than \$50,000	\$50,000 to \$149,999	\$150,000 or more	No	Yes	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Overall quality of the transportation system (auto, bicycle, foot, bus) in Clive	74%	80%	83%	78%	81%	70%	86% A	79%	81%	77%	79%	79%	79%
Traffic flow on major streets	74%	81%	81%	81%	77%	83%	81%	75%	79%	78%	77%	82%	79%
Ease of travel by car in Clive	93% C	98% C	87%	94%	92%	93%	91%	92%	90%	97% A	94%	90%	93%
Ease of travel by public transportation in Clive	57%	48%	51%	53%	49%	74% B C	47% C	29%	47%	55%	47%	59%	51%
Ease of travel by bicycle in Clive	95% C	92% C	85%	91%	90%	93%	90%	89%	91%	89%	90%	91%	90%
Ease of walking in Clive	90%	88%	88%	89%	89%	84%	89%	92%	89%	88%	89%	88%	88%
Ease of public parking	92% C	93% C	83%	90%	89%	91%	89%	86%	86%	93% A	90%	87%	89%
Bus or transit services	48%	64%	57%	66% B	52%	64%	58%	54%	53%	65%	60%	55%	58%
Traffic enforcement	79%	87%	86%	86%	84%	78%	87%	85%	87%	82%	84%	86%	85%
Traffic signal timing	46%	59% A	68% A	56%	62%	71% C	61% C	47%	61%	55%	56%	65%	59%
Street repair	46%	62% A C	51%	57%	52%	51%	54%	49%	53%	56%	54%	57%	54%
Street cleaning	67%	81% A C	72%	74%	76%	73%	71%	68%	74%	76%	74%	76%	75%
Street lighting	78%	90% A	86%	83%	88%	83%	88%	80%	86%	85%	85%	86%	85%

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Percent rating positively (e.g., excellent/good, yes in the last 12 months)	Age			Sex		Income			Presence of Children		Housing Unit Type		Overall (A)
	18-34	35-54	55+	Female	Male	Less than \$50,000	\$50,000 to \$149,999	\$150,000 or more	No	Yes	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Snow removal	71%	86%	90%	87%	80%	63%	83%	89%	84%	83%	89%	72%	84%
		A	A	B			A	A			B		
Sidewalk maintenance	69%	80%	81%	77%	78%	65%	79%	79%	78%	77%	79%	73%	77%
		A	A				A	A					
Used bus, rail, subway or other public transportation instead of driving	5%	8%	9%	5%	10%	14%	6%	8%	9%	6%	7%	10%	8%
					A	B							
Carpooled with other adults or children instead of driving alone	37%	48%	23%	43%	32%	25%	37%	40%	33%	44%	40%	31%	37%
	C	C		B				A		A	B		
Walked or biked instead of driving	67%	70%	54%	62%	66%	55%	64%	75%	58%	72%	68%	54%	64%
	C	C						A		A	B		

TABLE 5: COMMUNITY DESIGN

Percent rating positively (e.g., excellent/good)	Age			Sex		Income			Presence of Children		Housing Unit Type		Overall (A)
	18-34	35-54	55+	Female	Male	Less than \$50,000	\$50,000 to \$149,999	\$150,000 or more	No	Yes	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Overall design or layout of Clive's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	85%	86%	88%	87%	85%	81%	89%	81%	86%	85%	86%	86%	86%
Overall appearance of Clive	81%	89%	91%	89%	87%	86%	90%	86%	88%	86%	87%	90%	87%
Your neighborhood as a place to live	94%	97%	94%	98%	92%	94%	93%	94%	96%	94%	96%	93%	95%
Overall quality of new development in Clive	69%	86%	84%	80%	83%	64%	87%	82%	82%	81%	85%	72%	81%
Well-planned residential growth	81%	83%	82%	85%	81%	86%	83%	80%	81%	83%	80%	88%	82%
Well-planned commercial growth	61%	69%	79%	70%	70%	75%	71%	63%	75%	65%	68%	77%	70%
Well-designed neighborhoods	78%	85%	85%	84%	83%	77%	80%	80%	80%	87%	85%	77%	83%
Preservation of the historical or cultural character of the community	71%	71%	78%	78%	69%	74%	82%	68%	74%	73%	73%	74%	73%
Public places where people want to spend time	82%	82%	73%	83%	76%	78%	84%	75%	76%	82%	79%	79%	79%
Variety of housing options	73%	82%	78%	75%	82%	66%	87%	78%	75%	83%	83%	67%	79%
Availability of affordable quality housing	60%	83%	66%	67%	78%	64%	69%	74%	69%	77%	76%	65%	73%
Land use, planning and zoning	59%	84%	79%	78%	78%	77%	93%	68%	76%	79%	76%	80%	78%

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Percent rating positively (e.g., excellent/good)	Age			Sex		Income			Presence of Children		Housing Unit Type		Overall (A)
	18-34	35-54	55+	Female	Male	Less than \$50,000	\$50,000 to \$149,999	\$150,000 or more	No	Yes	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Code enforcement (weeds, abandoned buildings, etc.)	69%	73%	75%	73%	72%	75%	79%	71%	74%	71%	68%	85%	73%
												A	

TABLE 6: UTILITIES

Percent rating positively (e.g., excellent/good)	Age			Sex		Income			Presence of Children		Housing Unit Type		Overall (A)
	18-34	35-54	55+	Female	Male	Less than \$50,000	\$50,000 to \$149,999	\$150,000 or more	No	Yes	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Overall quality of the utility infrastructure in Clive (water, sewer, storm water, electric/gas)	83%	90%	89%	88%	88%	83%	89%	85%	86%	90%	89%	86%	88%
Affordable high-speed internet access	48%	68% A	70% A	67%	61%	73% C	67%	57%	63%	64%	61%	70%	64%
Power (electric and/or gas) utility	84%	92% A	94% A	91%	91%	78%	97% A	90% A	88%	95% A	94% B	83%	91%
Garbage collection	85%	96% A	95% A	94%	92%	87%	91%	93%	91%	95%	96% B	84%	93%
Drinking water	85%	89%	86%	87%	87%	72%	93% A	84% A	87%	87%	90% B	79%	87%
Sewer services	91%	94%	93%	93%	93%	86%	95% A	91%	93%	92%	94% B	89%	93%
Storm water management (storm drainage, dams, levees, etc.)	70%	86% A	89% A	84%	82%	74%	87% A	80%	84%	83%	84%	83%	84%
Utility billing	82%	86%	94% A B	91% B	85%	68%	96% A C	83% A	88%	88%	91% B	80%	88%

TABLE 7: SAFETY

Percent rating positively (e.g., excellent/good, very/somewhat safe)	Age			Sex		Income			Presence of Children		Housing Unit Type		Overall (A)
	18-34	35-54	55+	Female	Male	Less than \$50,000	\$50,000 to \$149,999	\$150,000 or more	No	Yes	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Overall feeling of safety in Clive	89%	98% A	95% A	95%	96%	94%	92%	95%	96%	94%	96%	94%	95%
Police/Sheriff services	81%	95% A	96% A	92%	92%	91%	95% C	87%	92%	92%	92%	92%	92%
Crime prevention	76%	96% A	91% A	90%	89%	85%	88%	87%	89%	90%	90%	87%	90%
Animal control	84%	88%	92%	88%	88%	87%	91%	85%	91%	85%	88%	88%	88%
Ambulance or emergency medical services	89%	99% A	97% A	96%	96%	92%	98%	94%	96%	96%	97%	94%	96%
Fire services	90%	100% A	97% A	96%	97%	92%	99% A	95%	97%	97%	98%	95%	97%
Fire prevention and education	82%	97% A	92% A	95% B	89%	89%	96%	89%	91%	92%	92%	89%	91%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	77%	90% A	82%	87%	83%	86%	84%	85%	82%	87%	85%	84%	85%
In your neighborhood during the day	96%	99%	99%	97%	100% A	94%	99% A	100% A	99%	97%	99%	96%	98%
In Clive's downtown/commercial area during the day	100% C	99% C	94%	97%	98%	96%	97%	98%	96%	99% A	98%	97%	98%
From property crime	81%	94% A	91% A	90%	91%	92%	84%	85%	89%	92%	90%	90%	90%
From violent crime	96%	99%	97%	97%	98%	95%	99%	98%	98%	97%	99% B	95%	98%

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Percent rating positively (e.g., excellent/good, very/somewhat safe)	Age			Sex		Income			Presence of Children		Housing Unit Type		Overall (A)
	18-34	35-54	55+	Female	Male	Less than \$50,000	\$50,000 to \$149,999	\$150,000 or more	No	Yes	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
From fire, flood or other natural disaster	81%	88%	89%	85%	89%	83%	95%	85%	84%	91%	88%	85%	87%
							A C			A			

TABLE 8: NATURAL ENVIRONMENT

Percent rating positively (e.g., excellent/good)	Age			Sex		Income			Presence of Children		Housing Unit Type		Overall (A)
	18-34	35-54	55+	Female	Male	Less than \$50,000	\$50,000 to \$149,999	\$150,000 or more	No	Yes	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Overall quality of natural environment in Clive	91%	93%	93%	93%	93%	91%	97%	90%	95%	90%	93%	92%	93%
							C		B				
Cleanliness of Clive	75%	94%	91%	86%	92%	81%	92%	84%	88%	90%	90%	85%	89%
		A	A		A		A						
Water resources (beaches, lakes, ponds, riverways, etc.)	50%	64%	64%	64%	58%	69%	65%	47%	60%	62%	58%	69%	61%
		A	A			C	C					A	
Air quality	88%	96%	94%	94%	94%	91%	92%	93%	93%	94%	95%	90%	94%
		A	A								B		
Preservation of natural areas (open space, farmlands and greenbelts)	78%	93%	87%	90%	85%	88%	86%	88%	85%	91%	89%	83%	88%
		A											
Clive open space	78%	89%	85%	90%	80%	83%	83%	83%	83%	89%	88%	80%	86%
		A		B							B		
Recycling	78%	91%	88%	88%	86%	81%	87%	83%	84%	90%	90%	79%	87%
		A	A							A	B		
Yard waste pick-up	79%	94%	89%	91%	87%	89%	86%	81%	87%	91%	90%	85%	89%
		A	A										

TABLE 9: PARKS AND RECREATION

Percent rating positively (e.g., excellent/good)	Age			Sex		Income			Presence of Children		Housing Unit Type		Overall (A)
	18-34	35-54	55+	Female	Male	Less than \$50,000	\$50,000 to \$149,999	\$150,000 or more	No	Yes	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Overall quality of the parks and recreation opportunities	89%	95% A	94%	93%	93%	87%	97% A	93%	95% B	90%	93%	93%	93%
Availability of paths and walking trails	88%	96% A	96% A	94%	94%	87%	96% A	95% A	95%	92%	93%	94%	94%
City parks	85%	93% A	92%	91%	91%	84%	89%	90%	94% B	87%	91%	89%	91%
Recreational opportunities	83%	89%	83%	88%	84%	86%	87%	84%	85%	87%	85%	88%	86%
Recreation programs or classes	79%	88%	87%	85%	87%	76%	84%	88%	89%	83%	87%	82%	86%
Recreation centers or facilities	79%	81%	84%	82%	82%	71%	83%	88% A	85%	79%	84%	76%	82%
Fitness opportunities (including exercise classes and paths or trails, etc.)	88%	91%	92%	90%	91%	91%	93%	89%	90%	90%	90%	91%	90%

TABLE 10: HEALTH AND WELLNESS

Percent rating positively (e.g., excellent/good, excellent/very good)	Age			Sex		Income			Presence of Children		Housing Unit Type		Overall (A)
	18-34	35-54	55+	Female	Male	Less than \$50,000	\$50,000 to \$149,999	\$150,000 or more	No	Yes	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Overall health and wellness opportunities in Clive	84%	93% A	92% A	91%	90%	88%	89%	92%	93% B	87%	92%	87%	91%
Health services	80%	93% A	90% A	88%	90%	89%	84%	89%	91%	87%	90%	86%	89%
Availability of affordable quality health care	85%	87%	89%	90% B	84%	77%	93% A C	82%	85%	90%	89%	83%	87%
Availability of preventive health services	85%	89%	85%	90% B	83%	73%	88% A	86% A	84%	89%	89% B	80%	86%
Availability of affordable quality mental health care	67%	74%	65%	75% B	64%	66%	74%	66%	64%	75% A	71%	65%	69%
Availability of affordable quality food	86%	90%	88%	90%	87%	86%	88%	83%	87%	90%	89%	86%	88%
Would you say that in general your health is:	75% C	78% C	63%	77% B	68%	53%	73% A	76% A	68%	79% A	82% B	49%	73%

TABLE 11: EDUCATION, ARTS, AND CULTURE

Percent rating positively (e.g., excellent/good)	Age			Sex		Income			Presence of Children		Housing Unit Type		Overall (A)
	18-34	35-54	55+	Female	Male	Less than \$50,000	\$50,000 to \$149,999	\$150,000 or more	No	Yes	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Overall opportunities for education, culture and the arts	68%	78% A	82% A	77%	78%	80%	81%	72%	79%	74%	75%	82%	77%
Opportunities to attend cultural/arts/music activities	59%	66%	64%	68%	60%	74% C	65%	58%	63%	64%	61%	72% A	64%

Percent rating positively (e.g., excellent/good)	Age			Sex		Income			Presence of Children		Housing Unit Type		Overall (A)
	18-34	35-54	55+	Female	Male	Less than \$50,000	\$50,000 to \$149,999	\$150,000 or more	No	Yes	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Community support for the arts	60%	69%	70%	73% B	61%	70%	71% C	56%	67%	66%	66%	70%	67%
Availability of affordable quality childcare/preschool	63%	86% A	76% A	84% B	70%	83% C	76%	66%	78%	77%	77%	79%	77%
K-12 education	89%	92%	92%	90%	92%	86%	93%	89%	93%	90%	92%	90%	91%
Adult educational opportunities	67%	80% A	73%	75%	74%	68%	80%	71%	77%	72%	76%	70%	75%
Opportunities to attend special events and festivals	66%	76%	76%	79% B	68%	70%	72%	74%	73%	73%	73%	74%	73%
Public library services	89%	94%	94%	92%	94%	90%	95%	91%	95%	91%	94%	90%	93%

TABLE 12: INCLUSIVITY AND ENGAGEMENT

Percent rating positively (e.g., excellent/good)	Age			Sex		Income			Presence of Children		Housing Unit Type		Overall (A)
	18-34	35-54	55+	Female	Male	Less than \$50,000	\$50,000 to \$149,999	\$150,000 or more	No	Yes	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Residents' connection and engagement with their community	61%	69%	72%	69%	67%	68%	60%	74% B	70%	66%	69%	65%	68%
Sense of community	67%	77% A	81% A	78%	74%	73%	73%	76%	76%	75%	77%	73%	76%
Sense of civic/community pride	61%	78% A	82% A	79%	72%	81% B	68%	73%	75%	75%	76%	72%	75%
Neighborliness of residents in Clive	69%	83% A	80% A	83% B	74%	72%	74%	78%	79%	78%	82% B	69%	79%

The National Community Survey™ - Demographic Subgroup Report

Percent rating positively (e.g., excellent/good)	Age			Sex		Income			Presence of Children		Housing Unit Type		Overall (A)
	18-34	35-54	55+	Female	Male	Less than \$50,000	\$50,000 to \$149,999	\$150,000 or more	No	Yes	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Clive as a place to raise children	93%	97%	94%	96%	94%	94%	95%	92%	92%	99% A	96%	94%	95%
Clive as a place to retire	64%	82% A	86% A	88% B	72%	83%	87% C	75%	82%	76%	77%	88% A	80%
Openness and acceptance of the community toward people of diverse backgrounds	61%	75% A	78% A	75%	71%	76%	73%	69%	73%	72%	71%	77%	73%
Making all residents feel welcome	90%	90%	85%	90%	87%	87%	87%	87%	86%	90%	90%	84%	88%
Attracting people from diverse backgrounds	54%	67% A	77% A	64%	70%	74%	65%	67%	65%	68%	66%	69%	67%
Valuing/respecting residents from diverse backgrounds	73%	77%	82%	77%	78%	80%	73%	78%	74%	81%	78%	74%	77%
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	85%	85%	82%	82%	86%	81%	85%	88%	83%	85%	87%	78%	84%
Opportunities to participate in social events and activities	74%	77%	71%	80% B	69%	69%	74%	77%	72%	76%	76%	67%	74%
Opportunities to volunteer	70%	77%	80%	80%	72%	71%	77%	77%	77%	75%	76%	76%	76%
Opportunities to participate in community matters	75%	76%	77%	77%	75%	65%	80% A	81% A	75%	76%	76%	72%	75%

TABLE 13: PARTICIPATION

Percent rating positively (e.g., yes in the last 12 months)	Age			Sex		Income			Presence of Children		Housing Unit Type		Overall (A)
	18-34	35-54	55+	Female	Male	Less than \$50,000	\$50,000 to \$149,999	\$150,000 or more	No	Yes	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Contacted the City of Clive (in-person, phone, email or web) for help or information	46%	46%	51%	43%	53%	31%	61%	54%	48%	48%	53%	36%	48%
					A		A	A			B		
Contacted Clive elected officials (in-person, phone, email or web) to express your opinion	8%	16%	16%	12%	16%	8%	16%	20%	15%	13%	16%	10%	14%
		A	A					A					
Attended a local public meeting (of local elected officials like City Council or County Board of Supervisors, advisory boards, town halls, HOA, neighborhood watch, etc.)	10%	17%	17%	14%	17%	7%	16%	18%	18%	12%	15%	16%	15%
							A	A	B				
Watched (online or on television) a local public meeting	2%	12%	6%	9%	7%	10%	7%	5%	7%	9%	8%	9%	8%
		A	C										
Volunteered your time to some group/activity in Clive	6%	26%	18%	21%	16%	7%	19%	23%	16%	23%	23%	9%	19%
		A	A				A	A		A	B		
Campaigned or advocated for a local issue, cause or candidate	14%	14%	17%	17%	12%	6%	18%	15%	14%	17%	18%	8%	15%
							A				B		
Voted in your most recent local election	62%	65%	74%	65%	70%	30%	76%	72%	71%	63%	75%	48%	68%
			A				A	A			B		

TABLE 14: ONLINE ENGAGEMENT

Percent rating positively (e.g., at least a few times a week)	Age			Sex		Income			Presence of Children		Housing Unit Type		Overall (A)
	18-34	35-54	55+	Female	Male	Less than \$50,000	\$50,000 to \$149,999	\$150,000 or more	No	Yes	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Access the internet from your home using a computer, laptop or tablet computer	99% C	97% C	91%	95%	96%	92%	92%	97%	93%	98% A	97% B	91%	95%
Access the internet from your cell phone	97% C	97% C	84%	92%	94%	85%	88%	97% A B	90%	96% A	95% B	88%	93%
Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	93% C	95% C	69%	88%	83%	86%	81%	88%	79%	95% A	88% B	80%	86%
Use or check email	100% C	98% C	94%	98%	96%	96%	97%	99%	95%	100% A	99% B	92%	97%
Share your opinions online	37%	31%	27%	33%	28%	26%	40% A	32%	29%	33%	31%	32%	31%
Shop online	59% C	62% C	29%	53%	48%	18%	47% A	60% A B	42%	62% A	59% B	27%	50%

TABLE 15: COMMUNITY FOCUS AREAS

Percent rating positively (e.g., essential/very important)	Age			Sex		Income			Presence of Children		Housing Unit Type		Overall (A)
	18-34	35-54	55+	Female	Male	Less than \$50,000	\$50,000 to \$149,999	\$150,000 or more	No	Yes	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Overall economic health of Clive	82%	93% A	92% A	92%	89%	87%	87%	93%	85%	97% A	94% B	80%	90%
Overall quality of the transportation system (auto, bicycle, foot, bus) in Clive	76%	76%	84%	81%	76%	89% B	76%	81%	75%	83%	78%	79%	79%

The National Community Survey™ – Demographic Subgroup Report

Percent rating positively (e.g., essential/very important)	Age			Sex		Income			Presence of Children		Housing Unit Type		Overall (A)
	18-34 (A)	35-54 (B)	55+ (C)	Female (A)	Male (B)	Less than \$50,000 (A)	\$50,000 to \$149,999 (B)	\$150,000 or more (C)	No (A)	Yes (B)	Detached (A)	Attached (B)	
Overall design or layout of Clive's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	67%	77% A	82% A	74%	79%	84% B	71%	74%	75%	77%	75%	78%	76%
Overall quality of the utility infrastructure in Clive (water, sewer, storm water, electric/gas)	84%	91%	94% A	89%	92%	90%	88%	92%	89%	92%	93% B	85%	90%
Overall feeling of safety in Clive	93%	92%	95%	93%	94%	94%	94%	93%	90%	97% A	96% B	85%	93%
Overall quality of natural environment in Clive	89%	85%	87%	88%	86%	96% B C	83%	87%	85%	89%	87%	85%	87%
Overall quality of the parks and recreation opportunities	77%	84%	86% A	86%	81%	92% B	77%	85%	79%	89% A	83%	84%	83%
Overall health and wellness opportunities in Clive	66%	71%	82% A B	77%	70%	95% B C	68%	73%	71%	78%	72%	80%	74%
Overall opportunities for education, culture and the arts	70%	65%	75% B	72%	67%	91% B C	63%	67%	69%	70%	68%	75%	70%
Residents' connection and engagement with their community	68%	64%	75% B	70%	67%	87% B C	59%	72% B	66%	72%	69%	67%	69%

TABLE 16: QUESTION 13

How much of a problem, if at all, do you think each of the following will be in your area over the next 10 years?: (Percent rating as "major/moderate problem").	Age			Sex		Income			Presence of Children		Housing Unit Type		Overall (A)
	18-34	35-54	55+	Female	Male	Less than \$50,000	\$50,000 to \$149,999	\$150,000 or more	No	Yes	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Water shortages	15%	11%	21%	15%	16%	18%	14%	21%	20%	8%	14%	19%	15%
			B						B				
Water quality issues (taste, color, or odor)	29%	26%	33%	30%	28%	21%	37%	29%	33%	24%	29%	29%	29%
							A		B				
Water contamination (health concerns)	31%	30%	39%	32%	34%	36%	38%	35%	38%	28%	31%	41%	34%
									B			A	

TABLE 17: QUESTION 16

Do you know what watershed you live in? (Percent rating yes).	Age			Sex		Income			Presence of Children		Housing Unit Type		Overall (A)
	18-34	35-54	55+	Female	Male	Less than \$50,000	\$50,000 to \$149,999	\$150,000 or more	No	Yes	Detached	Attached	
	(A)	(B)	(C)	(A)	(B)	(A)	(B)	(C)	(A)	(B)	(A)	(B)	
Do you know what watershed you live in?	11%	22%	24%	13%	28%	4%	19%	27%	23%	17%	23%	11%	20%
		A	A		A		A	A			B		

REGULAR ITEM

8



CITY OF PANAMA CITY BEACH AGENDA ITEM SUMMARY

1. DEPARTMENT MAKING REQUEST/NAME:

Public Works / Kelly Jenkins

2. MEETING DATE:

06/25/2020

3. REQUESTED MOTION/ACTION:

Approve the construction agreement of Eagle Drive Drainage Improvement project with GAC Contractors, Inc. in the amount of \$96,500.00.

4. AGENDA

PRESENTATION
PUBLIC HEARING
CONSENT
REGULAR

5. IS THIS ITEM BUDGETED (IF APPLICABLE)? YES NO
BUDGET AMENDMENT OR N/A

N/A

DETAILED BUDGET AMENDMENT ATTACHED YES NO

N/A

6. BACKGROUND: (WHY IS THE ACTION NECESSARY, WHAT GOAL WILL BE ACHIEVED)

Eagle Drive is located in Colony Club Subdivision and has encountered flooding problems around the existing pond during different rainfall events. There is currently no stormwater collection system and stormwater runoff has no positive discharge in this area. It is staff's intent to drop the pond approximately 1' by providing an outfall structure and associated piping.

A solicitation for construction bids was publicly advertised and five bidders responded. Bids were publicly opened on June 10, 2020 at 11:00am. After reviewing the bids, all bidders were deemed responsive and McNeil Carroll Engineering, Inc. recommends and staff agrees that the construction Bid be awarded to the low bidder, GAC Contracting, Inc. The Base Bid came back in the amount of \$96,500. This project is currently budgeted and the proposed expenditure is within budget. The Contractor shall provide all materials, equipment and labor to complete the project.

Attached is a copy of the engineer of records recommendation, bid tabulation, and a draft agreement.

MCNEIL
-CARROLL
ENGINEERING, INC.
PROFESSIONAL ENGINEERING CONSULTANTS

June 12, 2020

Ms. Kelly Jenkins, P.E.
City of Panama City Beach
116 South Arnold Road, Florida 32413

Re: Eagle Drive Drainage Improvements
Award Recommendation
Panama City Beach, Florida
MCEI File No. 245.36

Dear Ms. Jenkins,

McNeil Carroll Engineering, Inc. received bids from five (5) contractors for the **Eagle Drive Drainage Improvements** project on June 10, 2020.

A certified bid tabulation sheet is attached and labeled as **Exhibit A**.

After a thorough review of all bids, it was determined that all of the bidders were deemed responsive and that GAC Contractors was the lowest responsive bidder. Therefore, we recommend that the City of Panama City Beach (City) award GAC Contractors the contract for \$96,500.

The Notice of Award and Agreement (**Exhibit B**) are enclosed and are to be executed if the City Commission approves our recommendation.

In addition, two copies of each bid package received are included as **Exhibit C**.

Should you have any questions or require clarification, please do not hesitate to call.

Respectfully,

McNeil Carroll Engineering, Inc.



Robert Carroll, P.E.
Vice President

Panama City

475 Harrison Avenue, Suite 200
Panama City, FL 32401

Phone (850) 763-5730
Fax (850) 763-5744

mcneilcarroll.com

Panama City Beach

17800 Panama City Beach Parkway
Panama City Beach, FL 32413

Phone (850) 234-1730
Fax (850) 234-1731

RESOLUTION 20-128

A RESOLUTION OF THE CITY OF PANAMA CITY BEACH, FLORIDA, APPROVING AN AGREEMENT WITH GAC CONTRACTORS, INC., FOR THE EAGLE DRIVE DRAINAGE IMPROVEMENT PROJECT IN THE BASIC AMOUNT OF \$96,500.

BE IT RESOLVED by the City Council of the City of Panama City Beach that the appropriate officers of the City are authorized to accept and deliver on behalf of the City that certain Agreement between the City and GAC Contractors, Inc., relating to the construction of the Eagle Drive Drainage Improvement Project, in the basic amount of Ninety Six Thousand, Five Hundred Dollars (\$96,500.00), in substantially the form attached and presented to the Council today, with such changes, insertions or omissions as may be approved by the City Manager and whose execution shall be conclusive evidence of such approval.

THIS RESOLUTION shall be effective immediately upon passage.

PASSED in regular session this ____ day of _____, 2020.

CITY OF PANAMA CITY BEACH

By: _____
Mark Sheldon, Mayor

ATTEST:

Jo Smith, Interim City Clerk

**SECTION 00050
AGREEMENT**

THIS AGREEMENT, made this 25th day of June 2020, by and between, the City of Panama City Beach (hereinafter called "OWNER") and GAC Contractors, Inc., doing business as a Corporation _____, having a business address of 4116 Hwy 231 North, Panama City, Florida 32404 (hereinafter called "CONTRACTOR"), for the performance of the Work (as that term is defined below) in connection with the construction of the **PANAMA CITY BEACH – EAGLE DRIVE – DRAINAGE IMPROVEMENTS –** (Project), to be located in Bay County, Florida, in accordance with the Drawings and Specifications prepared by **McNEIL CARROLL ENGINEERING, INC.**, the Engineer of Record (hereinafter called "ENGINEER") and all other Contract Documents hereinafter specified.

The OWNER and the CONTRACTOR, for the consideration herein set forth, agree as follows:

1. The CONTRACTOR shall furnish, at its sole expense, all supervision, labor, equipment, tools, material, and supplies to properly and efficiently perform all of the Work required under the Contract Documents and shall be solely responsible for the payment of all taxes, permits and license fees, labor fringe benefits, insurance and bond premiums, and all other expenses and costs required to complete such Work in accordance with this Agreement (collectively the "Work"). CONTRACTOR's employees and personnel shall be qualified and experienced to perform the portions of the Work to which they have been assigned. In performing the Work hereunder, the CONTRACTOR shall be an independent contractor, maintaining control over and having sole responsibility for CONTRACTOR's employees and other personnel. Neither CONTRACTOR, nor any of CONTRACTOR's subcontractors or sub-subcontractors, if any, nor any of their respective employees or personnel, shall be deemed servants, employees, or agents of the OWNER.
2. The CONTRACTOR will commence the Work required by the Contract Documents within 10 calendar days after the date of the Notice to Proceed to be issued by OWNER in writing within 10 calendar days from the date of this Agreement and will achieve Substantial Completion of the Work within 60 consecutive calendar days of the required commencement date, except to the extent the period for Substantial Completion is extended pursuant to the terms of the Contract Documents ("Contract Time"). Final Completion of the Work shall be achieved by the CONTRACTOR within the time period set forth in Section 15 of Section 00100, General Conditions.
3. The CONTRACTOR agrees to pay the OWNER, as liquidated damages, the sum of \$1,500 for each calendar day that expires after the Contract Time for Substantial Completion as more fully set forth in Section 15 of Section 00100, General Conditions.

- a. The CONTRACTOR agrees to perform all of the Work described in the Contract Documents and comply with the terms therein for the sum of \$ 96,500 as shown in the Bid Schedule, included within the Bid Proposal Form, as said amount may be hereafter adjusted pursuant to the terms of the Contract Documents (“Contract Price”).
4. The term “Contract Documents” means and includes the following documents, all of which are incorporated into this Agreement by this reference:
 1. ADVERTISEMENT FOR BIDS (SECTION 00010)
 2. INFORMATION FOR BIDDERS (SECTION 00020)
 3. BID (SECTION 00030)
 4. BID BOND (SECTION 00040)
 5. AGREEMENT (SECTION 00050)
 6. PERFORMANCE BOND (SECTION 00060)
 7. PAYMENT BOND (SECTION 00070)
 8. NOTICE OF AWARD (SECTION 00080)
 9. NOTICE TO PROCEED (SECTION 00090)
 10. DRUG-FREE WORK PLACE (SECTION 00095)
 11. CERTIFICATE OF COMPLIANCE WITH THE FLORIDA TRENCH SAFETY ACT (SECTION 00096)
 12. PUBLIC ENTITY CRIMES STATEMENT (SECTION 00097)
 13. SALES TAX AGREEMENT (SECTION 00098)
 14. CERTIFICATE OF INSURANCE (SECTION 00099)
 15. GENERAL CONDITIONS (SECTION 00100)
 16. SUBMISSION OF WORK SCHEDULE (SECTION 00801)
 17. PREVENTION, CONTROL AND ABATEMENT OF EROSION CONTROL (SECTION 00802)
 18. SPECIAL PROVISIONS (SECTION 01046)
 19. PERMITS AND FEES (SECTION 01065)
 20. REFERENCE STANDARDS (SECTION 01095)
 21. SPECIAL PROJECT PROCEDURES (SECTION 01100)
 22. ENVIRONMENTAL PROTECTION (SECTION 01110)
 23. SUBMITTALS (SECTION 01300)
 24. CONSTRUCTION PHOTOGRAPHS (SECTION 01380)
 25. MOBILIZATION/DEMobilIZATION (SECTION 01505)

- 26. CONTRACT CLOSEOUT (SECTION 01705)
- 27. SITEWORK (SECTIONS 02110, 02200, 02211, 02222)
- 28. MECHANICAL (SECTION 33400)
- 29. APPENDICES (APPENDICES A THROUGH G)
- 30. PLANS prepared by McNeil Carroll Engineering, Inc.
- 31. ADDENDA
 - No.1, dated _____, 2020.
 - No.2, dated _____, 2020.
 - No.3, dated _____, 2020.

The Contract Documents also includes any written amendments to any of the above signed by the party to be bound by such amendment. The Contract Documents are sometimes referred to herein as the "Agreement."

- 5. The OWNER will pay to the CONTRACTOR in the manner and at such times as set forth in the General Conditions (SECTION 00100) such amounts as required by the Contract Documents.
- 6. This Agreement shall be binding upon all parties hereto and their respective heirs, executors, administrators, successors, and assigns.
- 7. This Agreement shall be governed by the laws of the State of Florida.
- 8. All notices required or made pursuant to this Agreement shall be in writing and, unless otherwise required by the express terms of this Agreement, may be given:
 - i. By mailing same by United States mail with proper postage affixed thereto, certified, return receipt requested; or
 - ii. By sending same by Federal Express, Express Mail, Airborne, Emery, Purolator or other expedited mail or package delivery; or,
 - iii. By hand delivery to the appropriate address as herein provided. Notices to OWNER required hereunder shall be directed to the following address:

If to OWNER:

 City of Panama City Beach

 17007 Panama City Beach Parkway

 Panama City Beach, Florida 32413

 ATTENTION: Anthony O'Rourke, City Manager

 Fax No.: (850) 233-5108

If to Contractor:

ATTENTION: _____

Fax No.: _____

Either party may change its above-noted address by giving written notice to the other party in accordance with the requirements of this Section.

9. The CONTRACTOR recognizes that the OWNER is exempt from sales tax and may wish to generate sales tax savings for the Project. Accordingly, to the extent directed by and without additional charge to the OWNER, the CONTRACTOR shall comply with and fully implement the sales tax savings program. As set forth in the Sales Tax Agreement, Section 00098.
10. The failure of the OWNER to enforce at any time or for any period of time any one or more of the provisions of the Agreement shall not be construed to be and shall not be a continuing waiver of any such provision or provisions or of its right thereafter to enforce each and every such provision.
11. Each of the parties hereto agrees and represents that the Agreement comprises the full and entire agreement between the parties affecting the Work contemplated, and no other agreement or understanding of any nature concerning the same has been entered into or will be recognized, and that all negotiations, acts, work performed, or payments made prior to the execution hereof shall be deemed merged in, integrated and superseded by this Agreement.
12. Should any provision of the Agreement be determined by a court with jurisdiction to be unenforceable, such a determination shall not affect the validity or enforceability of any other section or part thereof.
13. Unless the context of this Agreement otherwise clearly requires, references to the plural include the singular, references to the singular include the plural. The term "including" is not limiting, and the terms "hereof," "herein," "hereunder," and similar terms in this Agreement refer to this Agreement as a whole and not to any particular provision of this Agreement, unless stated otherwise. Additionally, the parties hereto acknowledge that they have carefully reviewed this Agreement and have been advised by counsel of their choosing with respect thereto, and that they understand its contents and agree that this Agreement shall not be construed more strongly against any party hereto, regardless of who is responsible for its preparation.

14. For this Project, the OWNER has designated a Project Representative to assist the OWNER with respect to the administration of this Agreement. The Project Representative to be utilized by the OWNER for this Project, shall be Robert Carroll, P.E. of McNeil Carroll Engineering, Inc.
15. The CONTRACTOR acknowledges and agrees that no interruption, interference, inefficiency, suspension or delay in the commencement or progress of the Work from any cause whatever, including those for which the OWNER, Project Representative, or ENGINEER may be responsible, in whole or in part, shall relieve the CONTRACTOR of his/her duty to perform or give rise to any right to damages or additional compensation from OWNER. The CONTRACTOR expressly acknowledges and agrees that it shall receive no damages for delay. CONTRACTOR's sole remedy, if any, against the OWNER will be the right to seek an extension to the Contract Time.
16. **INSURANCE - BASIC COVERAGES REQUIRED**

The CONTRACTOR shall procure and maintain the following described insurance, except for coverages specifically waived by the OWNER, on policies and with insurers acceptable to the OWNER. Current Insurance Service Office (ISO) policies, forms, and endorsements or equivalents, or broader, shall be used where applicable.

These insurance requirements shall not limit the liability of the CONTRACTOR. The insurance coverages and limits required of CONTRACTOR under this Agreement are designed to meet the minimum requirements of the OWNER and the OWNER does not represent these types or amounts of insurance to be sufficient or adequate to protect the CONTRACTOR's interests or liabilities. The CONTRACTOR alone shall be responsible to the sufficiency of its own insurance program.

The CONTRACTOR and the CONTRACTOR's subcontractors and sub-subcontractors shall be solely responsible for all of their property, including but not limited to any materials, temporary facilities, equipment and vehicles, and for obtaining adequate and appropriate insurance covering any damage or loss to such property. The CONTRACTOR and the CONTRACTOR'S subcontractors and sub-subcontractors expressly waive any claim against the OWNER arising out of or relating to any damage or loss of such property, even if such damage or loss is due to the fault or neglect of the OWNER or anyone for whom the OWNER is responsible. The CONTRACTOR is obligated to include, or cause to be included, provisions similar to this paragraph in all of the CONTRACTOR's subcontracts and its subcontractors' contracts with their sub-subcontractors.

The CONTRACTOR's deductibles/self-insured retention's shall be disclosed to the OWNER and may be disapproved by the OWNER. They may be reduced or eliminated at the option of the OWNER. The CONTRACTOR is responsible for the amount of any deductible or self-insured retention. Any deductible or retention applicable to any claim or loss shall be the responsibility of the CONTRACTOR and shall not be greater than \$25,000, unless otherwise agreed to, in writing, by the OWNER.

Insurance required of the CONTRACTOR or any other insurance of the CONTRACTOR shall be considered primary, and insurance of the OWNER shall be considered excess, as may be applicable to claims or losses which arise out of the Hold Harmless, Payment on Behalf of the OWNER, Insurance, Certificates of Insurance and any Additional Insurance provisions of this agreement, contract or lease.

Workers' Compensation and Employers' Liability Insurance Coverage

The CONTRACTOR shall purchase and maintain workers' compensation and employers' liability insurance for all employees engaged in the Work, in accordance with the laws of the State of Florida, and, if applicable to the Work, shall purchase and maintain Federal Longshoremens' and Harbor Workers' Compensation Act Coverage. Limits of coverage shall not be less than:

\$1,000,000	Limit Each Accident
\$1,000,000	Limit Disease Aggregate
\$1,000,000	Limit Disease Each Employee

The CONTRACTOR shall also purchase any other coverage required by law for the benefit of employees.

The CONTRACTOR shall provide to the OWNER an Affidavit stating that he/she meets all the requirements of Florida Statute 440.02 (13) (d).

Commercial General Liability Coverage

The CONTRACTOR shall purchase and maintain Commercial General Liability Insurance on a full-occurrence form. Coverage shall include, but not be limited to, Premises and Operations, Personal Injury, Contractual for this Agreement, Independent Contractors, Broad Form Property Damage, Products and Completed Operation Liability Coverages and shall not exclude coverage for the "X" (Explosion), "C" (Collapse) and "U" (Underground) Property Damage Liability exposures. Limits of coverage shall not be less than:

Bodily Injury, Property Damage & Personal Injury Liability	\$1,000,000	Combined Single Limit Each Occurrence, and
	\$2,000,000	Aggregate Limit

The General Aggregate Limit shall be specifically applicable to this Project. The Completed Operations Liability Coverages must be maintained for a period of not less than 3 years following OWNER's final acceptance of the Project.

The CONTRACTOR shall add the OWNER as an additional insured through the use of Insurance Service Office Endorsements No. CG 20.10.10.01 and No. CG 20.37.10.01 wording or equivalent, or broader, an executed copy of which shall be attached to or incorporated by reference on the Certificate of Insurance to be provided by the CONTRACTOR pursuant to the requirements of the Contract Documents.

Business Automobile Liability Coverage

The CONTRACTOR shall purchase and maintain Business Automobile Liability Insurance as to ownership, maintenance, use, loading and unloading of all of CONTRACTOR's owned, non-owned, leased, rented or hired vehicles with limits not less than:

Bodily Injury & Property Damage	\$1,000,000	Combined Single Limit Each Accident
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Excess or Umbrella Liability Coverage

The CONTRACTOR shall purchase and maintain Excess Umbrella Liability Insurance or Excess Liability Insurance on a full-occurrence form providing the same continuous coverages as required for the underlying Commercial General, Business Automobile, and Employers' Liability Coverages with no gaps in continuity of coverages or limits with the OWNER added by endorsement to the policy as an additional insured in the same manner as is required under the primary policies, and shall not be less than \$3,000,000, each occurrence and aggregate as required by the OWNER.

IN WITNESS WHEREOF, the parties hereto have executed or caused to be executed by their duly authorized official, this Agreement in two copies each of which shall be deemed an original on the date first written above.

(SEAL)

ATTEST: _____

BY _____
(Signature)

NAME _____

TITLE _____

OWNER

CITY OF PANAMA CITY BEACH

BY _____
(Signature)

NAME Anthony O'Rourke

TITLE City Manager

(SEAL)

ATTEST:

BY _____
(Signature)

NAME _____

TITLE _____

CONTRACTOR

BY _____
(Signature)

NAME _____

TITLE _____

ADDRESS: _____

Employer Identification
Number _____

END OF SECTION

REGULAR ITEM

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CITY OF PANAMA CITY BEACH AGENDA ITEM SUMMARY

1. DEPARTMENT MAKING REQUEST/NAME:

Al Shortt, Utilities Director

2. MEETING DATE:

June 25, 2020

3. REQUESTED MOTION/ACTION:

Presentation of and discussion of odor control alternatives for the City's wastewater treatment facility and selected sewage lift stations.

4. AGENDA

PRESENTATION
PUBLIC HEARING
CONSENT
REGULAR

5. IS THIS ITEM BUDGETED (IF APPLICABLE)? YES NO N/A

BUDGET AMENDMENT OR N/A

DETAILED BUDGET AMENDMENT ATTACHED YES NO N/A

6. BACKGROUND: (WHY IS THE ACTION NECESSARY, WHAT GOAL WILL BE ACHIEVED)

Staff was tasked with providing information and evaluation of alternatives for odor control at the City's wastewater treatment facility and four selected lift stations. Attached is a Powerpoint slide presentation. Discussion of the recommended odor control technologies, associated costs and implementation time requirements will follow.



ODOR CONTROL DISCUSSION

City of Panama City Beach

June 25, 2020

HYDROGEN SULFIDE



Primary odor causing compound in wastewater



Can be detected in air between 0.01 – 1.5 parts per billion

Ammonia is detected at .043 parts per billion

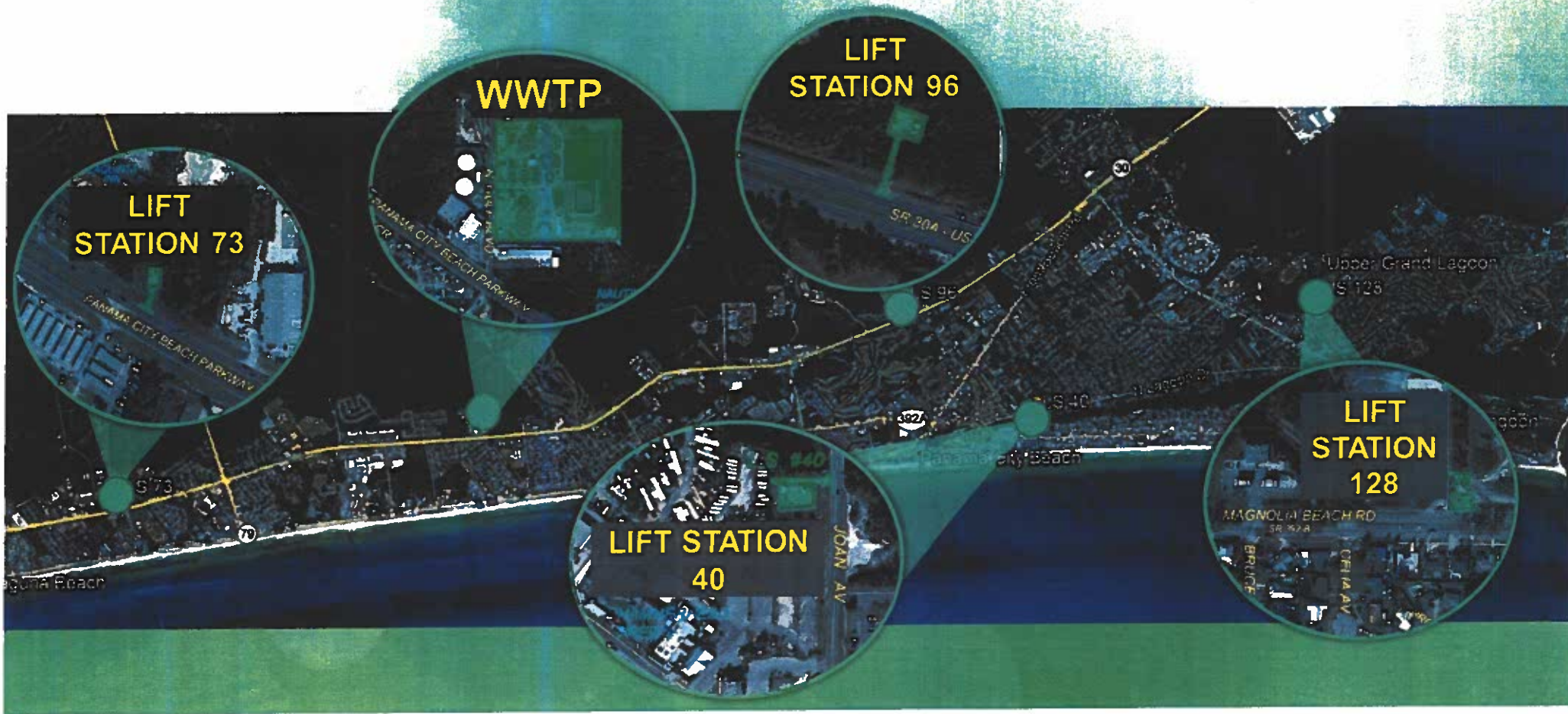


Temperature and age increase production



Turbulent flow and acidic conditions increase release

PRIMARY ODOR SOURCE POINTS



TREATMENT OPTIONS

TREAT
HYDROGEN
SULFIDE IN
WASTEWATER

CHEMICAL
INJECTION

TREAT
ODOROUS AIR

CHEMICAL
REMOVAL

BIOLOGICAL
REMOVAL

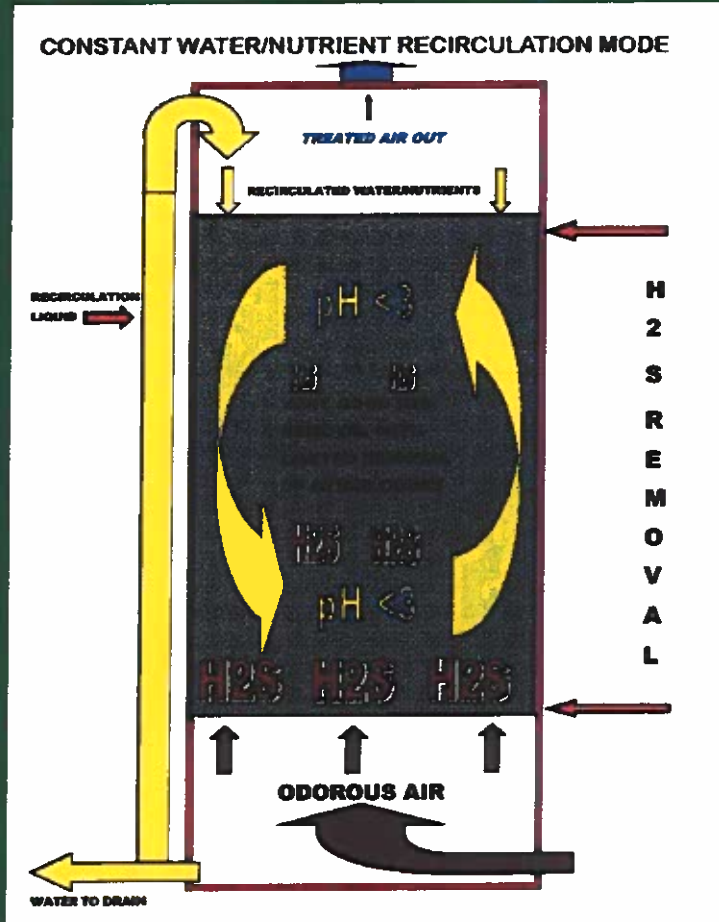
CITY CURRENTLY USES
OZONE AND ABSORPTION
TYPES OF CHEMICAL AIR
TREATMENT

CHEMICAL INJECTION SYSTEM



- REQUIRES A CHEMICAL TANK AND PUMP
- UPSTREAM INJECTION SITE NEEDED
- LOWER INITIAL COST, HIGHER OPERATION COSTS
- CHEMICALS ARE PROPRIETARY
- REQUIRES CHEMICALS TO BE DELIVERED AND STORED

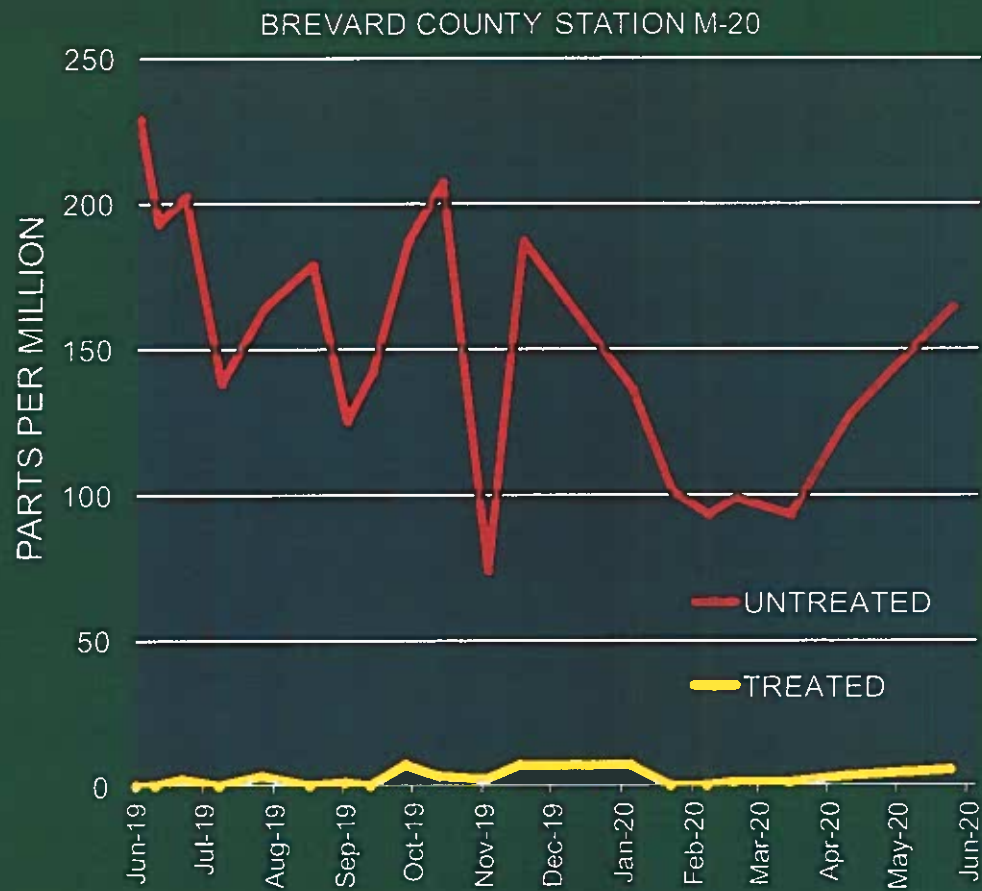
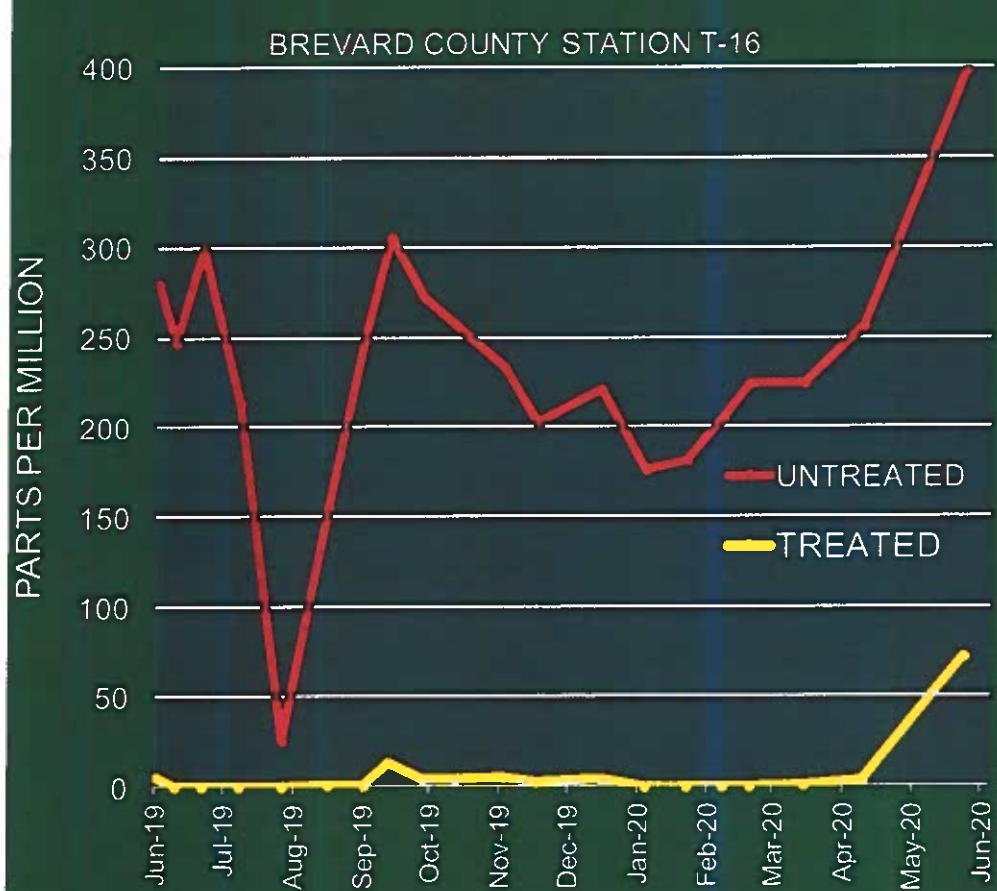
BIOLOGICAL AIR TREATMENT:



- REQUIRES A COLUMN AND BLOWER
- LOCATED AT SITE OF ODOR
- HIGHER INITIAL COSTS, LOW OPERATION COSTS
- OPTIONAL POLISHING UNIT



SIMILAR INSTALLATION RESULTS:



PERCENTAGE REMOVED: 82%-100%

RECOMMENDATIONS AND IMPLEMENTATION SCHEDULE

<u>Location</u>	<u>Odor Control Technology</u>	<u>Projected Construction Budget</u>	<u>Time Required (days)</u>	<u>Priority</u>
Wastewater Treatment Facility	Biofilter	\$400,000	240	1
Lift Station 40 - Joan Avenue	Biofilter	\$300,000	240	2
Lift Station 96 - East End	Bioxide Chemical if Existing City-owned Site is Available/Suitable. Biofilter if not.	\$300,000	240	3
Lift Station 73 - Cobb Road	Bioxide Chemical if Existing City-owned Site is Available/Suitable. Biofilter if not.	\$150,000	240	4
Lift Station 128 - Magnolia Beach	Biofilter	\$150,000	240	5

REGULAR ITEM

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CITY OF PANAMA CITY BEACH AGENDA ITEM SUMMARY

1. DEPARTMENT MAKING REQUEST/NAME:

Parks and Recreation/Public Works (CRA), David O. Campbell

2. MEETING DATE:

6/25/2020

3. REQUESTED MOTION/ACTION:

Discussion of placing and maintaining trash cans at all 55 Beach Accesses

4. AGENDA

PRESENTATION
PUBLIC HEARING
CONSENT
REGULAR

5. IS THIS ITEM BUDGETED (IF APPLICABLE) Yes No
BUDGET AMENDMENT OR N/A

N/A

DETAILED BUDGET AMENDMENT ATTACHED Yes No

N/A

6. BACKGROUND: (WHY IS THE ACTION NECESSARY, WHAT GOAL WILL BE ACHIEVED)

Placing and maintaining trash cans at each of the 55 beach accesses will benefit our beach goers while keeping the appearance of our beach in better condition.

Material cost of 2 cans at each access point (beach side and roadside) will be between \$80,000 and \$110,000.

The cost of pickup by a private provider will be between \$80,000 and \$100,000 per year. We would have to advertise for bids to obtain an accurate cost. This will be for pickup only and will not include weed control, landscape maintenance and general maintenance of the access.

The cost of in-house pick up will be approximately \$127,000 per year plus the cost of an additional pickup truck of \$30,000. This would include weed control, landscape maintenance and general maintenance of the access.

This item is currently not in the FY2019/2020 budget.

**CITY OF PANAMA CITY BEACH –
Proposed New Division in the Parks and Recreation Dept.
“Trash & Maintenance Division”**

LOCATION & DESCRIPTION OF WORK

1. (55) Beach Accesses: – **New Trash Can daily upkeep**, Landscape Services, Weed Control & General Maintenance of all 55 Beach Accesses.
2. Gayles Trails: 79 Hwy, Powerline Road, Gulf Road (Harley) & Frank Brown Park. Landscape Services, Trash, Weed Control and General Maintenance.
3. Other Services as needed: Trails, sidewalks. Landscape Services, Trash, Weed Control & General Maintenance.

New Division will be named
Trash & Maintenance Division

The estimated cost of this year-round program will be approximately the following:

2 New Full Time employees & 1 Seasonal PT	\$107,000
Supplies	\$10,000
Equipment and 1 new Parks Truck	<u>\$30,000</u>
Estimated Total	\$147,000

REGULAR ITEM

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CITY OF PANAMA CITY BEACH AGENDA ITEM SUMMARY

1. DEPARTMENT MAKING REQUEST/NAME:

Parks and Recreation

2. MEETING DATE:

June 25, 2020

3. REQUESTED MOTION/ACTION:

Consider options for proposed additions to the Parks and Recreation Departments amenities.

4. AGENDA

PRESENTATION
PUBLIC HEARING
CONSENT
REGULAR

5. IS THIS ITEM BUDGETED (IF APPLICABLE)? YES NO
BUDGET AMENDMENT OR N/A

N/A

DETAILED BUDGET AMENDMENT ATTACHED YES NO

N/A

6. BACKGROUND: (WHY IS THE ACTION NECESSARY, WHAT GOAL WILL BE ACHIEVED)

At the June 4, 2020 Parks and Recreation Board meeting the following actions occurred and now need City Council's Guidance:

1. At its June 4 meeting, the Parks and Recreation Board requested the Council consider taking action to expand public parking at beach access points including the acquisition of a parcel adjacent to City beach access 63.
2. At the same meeting, the Parks and Recreation Board requested the Council add additional signage, lines, lighting and more exposure to the cross walk from City parking lot to City Beach. The Parks and Recreation Board has a concern that this busy cross walk is not marked as a cross walk and needs to be more visible to the public.

At the Council's May 28 meeting, Mayor Sheldon asked for additional information on the City's ability to construct additional basketball courts and a skateboard park at Frank Brown Park.

- a. Estimated costs for 4 Basketball Courts with lights would be \$300,000.00 - Location unknown.
- b. Estimated costs for a Skatepark with lights would be a minimum of \$380,000.00- Location unknown.

Parks & Recreation Board Meeting
June 4, 2020

PRESENT:

PARKS & RECREATION BOARD MEMBERS:
Michael Dorr (Casto)
Gayle Oberst (McConnell)
Rick Ramos (Solis)
Ted Schoppe (Chester)

STAFF:

Jim Ponek, Parks & Recreation Director
Megan Ferguson, Special Events Coord.
Cheryl Joyner, Rec Admin Supervisor

Vice Chairman Schoppe calls the meeting to order at 3:10 P.M.

1. **INVITE PUBLIC COMMENT-** There are no public comments.
2. **GENERAL-**
 - A. **Approval of Minutes from the previous meeting March 5, 2020** - Vice Chair Schoppe asks for a motion to approve minutes from the last meeting. **Mr. Ramos makes a motion to approve. Ms. Oberst seconds the motion. All are in favor.**
 - B. **Updated Board Member List-** In packet
 - C. **Terms Expire** – Gayle Oberst & Michael Dorr August 9, 2020 - City Council Appoints
3. **OLD BUSINESS-**
 - A. **Capital Improvement Projects- Update** Mr. Ponek displays a power point and explains the recently completed improvements: playground shade, beach access 24, scoreboards, umpire lounge, batting cages, field 3 & 4 drainage repairs, new LED lights in South Complex and soccer fields, removal of big slide, kiddie pool fence, brick pavers/overhang for Boys & Girls Club, and the renovation of Popeye Park. Mr. Ponek also discusses the proposed five-year capital improvement plan. Mr. Schoppe asks about the Community Center roof replacement and if it is needed if we will be getting a new Community Center. Mr. Ponek explains that the existing Community Center would remain and not be demolished. The building would likely be occupied by the Boys and Girls Club making the repair necessary for future use. Mr. Ponek discusses the possible locations of a future Community Center.
 - B. **Staffing Report- Parks, Recreation & Aquatics-** Mr. Ponek explains that several of our positions were frozen due to Covid-19. We have been able to fill some of those positions recently and are currently working on getting approval for a full-time administration position at the Aquatic Center.

4. **NEW BUSINESS-**

A. Covid 19 Update- Mr. Ponek explains the proposed guidelines for operation due to Covid-19. He discusses issues at each location. Pier-limiting fisherman to 2 rods, spacing and new cast net rules. Pool has remained open for lap swim only.

B. Summer Tournaments- Tournaments begin at Frank Brown this weekend. Precautions are in place to follow guidelines suggested by the CDC. Megan Ferguson discusses the potential schedule for upcoming tournaments.

C. Aquatics Open Swim, Swim Lessons and Summer Camps- Mr. Ponek explains that registration for summer camps began June 1st and camps begin in July. Swim lessons are being offered now but we do not have a set date to begin open swim.

D. Youth and Adult Sports- Mr. Ponek explains that City Council has given direction to try to offer fall baseball. Staff is working on putting the program together as soon as the summer tournaments end.

E. Summer Concerts and Special Events- Mr. Ponek explains that we have Jeep Beach Jam coming up as our first special event. The Summer Concert Series has been postponed until a new date is set by City Council.

F. City Beach, Pier, Beach Accesses- Mr. Ponek explains how staff was involved in closing the beach accesses during the pandemic. Staff also assisted the Police Department with Beach Patrol while the beach was closed. City Council has asked for bike racks to be placed at several beach accesses. Mr. Schoppe asks if the City Council has given any thought to more parking at beach accesses. Mr. Ponek explains it has been discussed and the City is looking at a couple of areas.

Ms. Oberst makes a motion to ask Council to pursue the possibility of obtaining parking at beach accesses and especially look at the parcel of land next to Arby's across from access 63 as well as any other properties that could be an option. Mr. Ramos seconds the motion. All are in favor.

The Board continues to discuss the past parking issues and how the issue has grown.

6. **ITEMS FROM THE DIRECTOR/STAFF OF PARKS & RECREATION-**

A. Additional updates and introductions- Mr. Ponek gives an update on the adjustment of the Concession Contract with Joyce Morris. He explains the change in the contract.

7. **ITEMS FROM BOARD MEMBERS-** Mr. Schoppe brings up a concern near the City Pier. The area where people cross the road is not marked as a pedestrian crosswalk. Mr. Ponek will bring it to the street department's attention to address.

8. **Next Meeting- October 1, 2020 3:00pm –**

A. Chairman & Vice Chairman positions to be considered at this meeting

9. **ADJOURNMENT-**

With nothing further, the meeting was adjourned at approximately 4:07 P.M.

The next meeting is scheduled for October 1, 2020.

Read and approved on the ____ day of _____, 20120.

Chair O'Brien

Vice-Chair Schoppe