

City of Adel Customer Satisfaction Survey



1. Please think of the operations of the City, generally, and rate the following:

	Totally Agree	Agree	Partly Agree / Partly Disagree	Disagree	Totally Disagree	No Opinion	Response Count
I have had an overall positive experience with the City of Adel.	21.3% (34)	54.4% (87)	17.5% (28)	4.4% (7)	1.3% (2)	1.3% (2)	160
Adel is a city that is easy to do business with.	16.8% (27)	42.9% (69)	24.2% (39)	6.2% (10)	3.7% (6)	6.2% (10)	161
Adel provides services that fit your needs.	11.2% (18)	50.3% (81)	26.7% (43)	6.8% (11)	2.5% (4)	2.5% (4)	161
General Comments							23
answered question							161
skipped question							2

2. Please think of your experiences with City Hall and rate the following:

	Totally Satisfied	Satisfied	Partly Satisfied / Partly Dissatisfied	Dissatisfied	Totally Dissatisfied	No Opinion	Response Count
Professionalism and courtesy of employees and staff.	28.4% (44)	54.2% (84)	8.4% (13)	5.8% (9)	0.0% (0)	3.2% (5)	155
Knowledgeable responses to questions.	26.5% (41)	52.9% (82)	11.6% (18)	2.6% (4)	1.3% (2)	5.2% (8)	155
Timely responses to questions and requests for information.	29.7% (46)	45.2% (70)	15.5% (24)	3.9% (6)	1.9% (3)	3.9% (6)	155
Overall satisfaction with interactions and transactions with employees and staff.	26.0% (40)	46.1% (71)	17.5% (27)	5.8% (9)	0.6% (1)	3.9% (6)	154
Comments about City Hall							8
answered question							156
skipped question							7

3. Please think of your experiences with Public Works (water, sewer, streets) and rate the following:

	Totally Satisfied	Satisfied	Partly Satisfied / Partly Dissatisfied	Dissatisfied	Totally Dissatisfied	No Opinion	Response Count
Professionalism and courtesy of employees and staff.	30.5% (46)	45.7% (69)	10.6% (16)	1.3% (2)	0.0% (0)	11.9% (18)	151
Knowledgeable responses to questions.	26.5% (40)	45.7% (69)	7.9% (12)	2.6% (4)	0.0% (0)	17.2% (26)	151
Timely responses to questions, requests for information or service.	25.2% (38)	43.7% (66)	10.6% (16)	2.6% (4)	0.0% (0)	17.9% (27)	151
Overall satisfaction with interactions and transactions with employees and staff.	29.3% (44)	44.0% (66)	11.3% (17)	1.3% (2)	0.7% (1)	13.3% (20)	150
Overall satisfaction with delivery of services.	27.2% (41)	49.0% (74)	14.6% (22)	2.0% (3)	0.0% (0)	7.3% (11)	151
Comments about Public Works							16
answered question							151
skipped question							12

4. Please think of your experiences with the Police Department and rate the following:

	Totally Satisfied	Satisfied	Partly Satisfied / Partly Dissatisfied	Dissatisfied	Totally Dissatisfied	No Opinion	Response Count
Professionalism and courtesy of officers.	40.1% (59)	39.5% (58)	10.2% (15)	2.7% (4)	1.4% (2)	6.1% (9)	147
Knowledgeable responses to questions.	32.7% (48)	38.8% (57)	9.5% (14)	1.4% (2)	1.4% (2)	16.3% (24)	147
Timely responses to questions, requests for information or service.	34.2% (50)	38.4% (56)	7.5% (11)	2.1% (3)	1.4% (2)	16.4% (24)	146
Overall satisfaction with Police Department.	36.7% (54)	42.9% (63)	8.2% (12)	3.4% (5)	2.0% (3)	6.8% (10)	147
Overall satisfaction with delivery of services and protection of community.	38.8% (57)	44.9% (66)	6.8% (10)	2.0% (3)	1.4% (2)	6.1% (9)	147
Comments about the Police Department							19
answered question							147
skipped question							16

5. Please think of your experiences with the Fire Department and rate the following:

	Totally Satisfied	Satisfied	Partly Satisfied / Partly Dissatisfied	Dissatisfied	Totally Dissatisfied	No Opinion	Response Count
Professionalism and courtesy of volunteer officers.	35.4% (52)	34.7% (51)	1.4% (2)	2.0% (3)	0.7% (1)	25.9% (38)	147
Timely responses to questions, requests for information or service.	32.7% (48)	35.4% (52)	1.4% (2)	0.7% (1)	0.0% (0)	29.9% (44)	147
Overall satisfaction with Fire Department.	37.7% (55)	38.4% (56)	1.4% (2)	2.1% (3)	0.0% (0)	20.5% (30)	146
Overall satisfaction with delivery of services and protection of community.	36.7% (54)	39.5% (58)	3.4% (5)	1.4% (2)	0.0% (0)	19.0% (28)	147
Comments about the Fire Department							16
answered question							147
skipped question							16

6. Please think of your experiences with the Pool in Adel and rate the following:

	Totally Satisfied	Satisfied	Partly Satisfied / Partly Dissatisfied	Dissatisfied	Totally Dissatisfied	No Opinion	Response Count
Professionalism of staff and lifeguards.	8.6% (12)	18.0% (25)	10.1% (14)	0.7% (1)	1.4% (2)	61.2% (85)	139
Maintenance and upkeep.	4.3% (6)	12.3% (17)	15.9% (22)	15.2% (21)	3.6% (5)	48.6% (67)	138
General facility.	2.2% (3)	12.2% (17)	13.7% (19)	20.9% (29)	3.6% (5)	47.5% (66)	139
Hours of operation.	2.9% (4)	24.5% (34)	11.5% (16)	6.5% (9)	1.4% (2)	53.2% (74)	139
Swim lessons.	4.3% (6)	14.4% (20)	7.2% (10)	0.7% (1)	2.2% (3)	71.2% (99)	139
Overall satisfaction with pool.	2.9% (4)	14.4% (20)	19.4% (27)	12.9% (18)	1.4% (2)	48.9% (68)	139
Comments about the Adel Pool							32
answered question							139
skipped question							24

7. Please think of your experiences with the Parks in Adel and rate the following:

	Totally Satisfied	Satisfied	Partly Satisfied / Partly Dissatisfied	Dissatisfied	Totally Dissatisfied	No Opinion	Response Count
Maintenance and upkeep.	21.4% (31)	53.1% (77)	11.0% (16)	4.1% (6)	0.0% (0)	10.3% (15)	145
Condition of playground equipment.	21.4% (31)	52.4% (76)	8.3% (12)	2.8% (4)	0.0% (0)	15.2% (22)	145
Condition of shelters and pavilions.	16.0% (23)	57.6% (83)	11.8% (17)	2.1% (3)	0.0% (0)	12.5% (18)	144
Campgrounds.	11.8% (17)	34.0% (49)	3.5% (5)	6.3% (9)	2.1% (3)	42.4% (61)	144
Cemetery.	19.6% (28)	51.0% (73)	6.3% (9)	2.1% (3)	0.7% (1)	20.3% (29)	143
Overall satisfaction with parks and playground amenities.	16.6% (24)	57.9% (84)	12.4% (18)	2.8% (4)	0.7% (1)	9.7% (14)	145
Comments about the Parks and Playgrounds							25
answered question							145
skipped question							18



8. Please think of your experiences with the Recreation Program in Adel and rate the following:

	Totally Satisfied	Satisfied	Partly Satisfied / Partly Dissatisfied	Dissatisfied	Totally Dissatisfied	No Opinion	Response Count
Professionalism and courtesy of staff.	18.4% (26)	31.9% (45)	7.1% (10)	0.7% (1)	0.7% (1)	41.1% (58)	141
Maintenance and upkeep.	14.2% (20)	34.0% (48)	5.7% (8)	3.5% (5)	0.7% (1)	41.8% (59)	141
Condition of Rec equipment.	12.9% (18)	31.7% (44)	7.9% (11)	1.4% (2)	0.7% (1)	45.3% (63)	139
Variety of programs offered.	14.3% (20)	34.3% (48)	7.1% (10)	2.9% (4)	2.1% (3)	39.3% (55)	140
Overall satisfaction and experience with recreation programs.	17.0% (24)	31.2% (44)	7.8% (11)	2.8% (4)	1.4% (2)	39.7% (56)	141
Marketing and program registration processes.	14.4% (20)	29.5% (41)	8.6% (12)	2.2% (3)	2.2% (3)	43.2% (60)	139
Comments about the Recreation Program or programs you would like to see offered							24
answered question							141
skipped question							22



9. Please think of your experiences with the Adel Public Library and rate the following:

	Totally Satisfied	Satisfied	Partly Satisfied / Partly Dissatisfied	Dissatisfied	Totally Dissatisfied	No Opinion	Response Count
Professionalism and courtesy of staff.	45.7% (64)	38.6% (54)	5.0% (7)	0.7% (1)	0.7% (1)	9.3% (13)	140
Maintenance and upkeep.	52.5% (74)	37.6% (53)	2.8% (4)	0.7% (1)	0.0% (0)	6.4% (9)	141
Facility.	56.0% (79)	34.8% (49)	2.1% (3)	0.7% (1)	0.0% (0)	6.4% (9)	141
Variety of programs offered.	44.7% (63)	33.3% (47)	5.0% (7)	1.4% (2)	0.7% (1)	14.9% (21)	141
Marketing and promotion of programs and services.	39.3% (55)	38.6% (54)	5.7% (8)	0.7% (1)	0.7% (1)	15.0% (21)	140
Hours of operation.	28.4% (40)	39.0% (55)	14.2% (20)	6.4% (9)	3.5% (5)	8.5% (12)	141
Resources available (books, videos, Internet, etc).	41.8% (59)	43.3% (61)	5.7% (8)	1.4% (2)	0.0% (0)	7.8% (11)	141
Overall satisfaction and experience with use of the library.	38.3% (54)	46.8% (66)	6.4% (9)	1.4% (2)	0.0% (0)	7.1% (10)	141
Comments about The Public Library							26
answered question							141
skipped question							22

10. Have you ever attended a City Council meeting?

		Response Percent	Response Count
Yes		53.5%	76
No		46.5%	66
	For what purpose?		45
	answered question		142
	skipped question		21

11. Have you ever visited the City of Adel's website?

		Response Percent	Response Count
Yes		88.6%	124
No		11.4%	16
	City Website could be improved by...		14
	answered question		140
	skipped question		23

Page 1, Q1. Please think of the operations of the City, generally, and rate the following:

1 We need to remember we are a small city not a big one. Progress is good but some things don't need to be changed

Sep 20, 2011 8:26 AM

Page 1, Q1. Please think of the operations of the City, generally, and rate the following:

	because they aren't broke.	
2	Wish we had more businesses	Sep 19, 2011 4:15 PM
3	You didn't ask about garbage pick up. The pick up is very good, twice a week in the hot summer would make it a whole lot better.	Sep 15, 2011 12:19 PM
4	When we first moved here we thought this was the place to be. We had a shopping center and post office downtown Clothing stores etc. There were lumber yards, bakery etc. A courthouse in which you could use all four doors. We now have nothing. It would be nice to have a good eating place in Adel (as long as it does not step on someone's toes).	Sep 15, 2011 12:09 PM
5	would be better if could do more online, like make payments, buy stickers for appliances, etc.	Sep 8, 2011 1:23 PM
6	At a time when economics are terrible, what are we doing building a new aquatic center and continuing to spend money we don't have. Economize! Some things could be done by volunteers.	Sep 7, 2011 8:05 AM
7	Adel could do a much better job at enforcing their ordinances regarding noise/nusances.	Sep 7, 2011 5:38 AM
8	Adel is great for Red Hatters but what is it doing for younger people. The stores on the square look like they meet the needs of Human Services, law, medical. Where are the boutiques, galleries, antiques, clothing? The town of Adel has the opportunity to focus on the Historical charm rather than new charm. Five miles off of a major interstate can grab many. Encourage more food eateries.	Sep 3, 2011 9:28 AM
9	We need more to do in adel	Aug 21, 2011 10:24 AM
10	I can't believe that we are paying over a million dollars for a pool that is good only part of the year. If i'm paying an additional tax it should be partially indoors for year round use. Also why are the citizens within the city limits not paying for our fire department? Don't they reap benifits too? We can afford several parks and rec's people but cant support our emergency services. We need to take a seroius look at our priorities. Also I hear that they are needing to replace a truck soon I hope you find away to supply that for them, our public safety relays on it.	Aug 18, 2011 7:35 PM
11	There needs to be something done to get more businesses/restaurants back to town and on the square (NOT Dallas County offices or real estate/lawyers, etc). The City Council needs to be more supportive of the library which is a HUGE draw for people who choose to live here, especially those with kids.	Aug 13, 2011 10:31 AM
12	There seems to be fewer & fewer businesses (not including county/city offices or like Russell Title; businesses that draw people in, restaurants, coffee shops, gift stores, etc.) on the square	Aug 13, 2011 5:04 AM
13	i buy local without price comparisons. when local plumbers will not return your phone call i will remind them they are in the hardware business as well and i drive buy menards twice a day. i am not going to beg you to take my money.	Aug 12, 2011 4:58 PM

Page 1, Q1. Please think of the operations of the City, generally, and rate the following:

14	the city needs to work on getting and keeping new businesses	Aug 12, 2011 12:30 PM
15	Parking restrictions per sq ft of business	Aug 11, 2011 10:11 PM
16	The city needs to be more business friendly. Fostering relationships with business could help much need economic development.	Aug 11, 2011 8:20 PM
17	The Services are good. Just for us who work in Des Moines, we are up and off to work before most services open and they are closed when we get home. So have to plan when we have a day off to use them. Maybe make one night a week that have hours go a little into the evening.	Aug 11, 2011 8:05 PM
18	Ban leaf burning!	Aug 11, 2011 8:05 PM
19	With a full time park & rec director in this size community... I would think a lot more programs would be offered.	Aug 11, 2011 7:52 PM
20	I see a couple of dead trees from my back yard that I believe are on city property. Is the city planning on cutting these down? On 18th Street right of way off of Rapids St,	Aug 11, 2011 7:50 PM
21	Some city workers are friendly and helpful, some are rude and arrogant. Renewing a pet license was not the friendly type.	Aug 11, 2011 6:27 PM
22	We need more business and places to eat something besides pizza.	Aug 11, 2011 6:10 PM
23	One thing I would like to mention. The park/playground area by the pool is not clean. There are wrappers and soda cans. I've experienced it twice and decided to not take my kids there any longer.	Aug 11, 2011 5:59 PM

Page 2, Q2. Please think of your experiences with City Hall and rate the following:

1	Remember, you work for us!	Sep 7, 2011 8:06 AM
2	Chad Bird is very attentive to all questions and concerns. As owners of a building in Adel Chad has always given feedback and we love how Chad gave such great updates to the streets project, the emails were easy to forward to the tenants. Very positive attitude. Chad would be a great person for people to speak with for new business in Adel.	Sep 3, 2011 9:53 AM
3	The hours are inconvenient	Aug 18, 2011 7:49 PM

Page 2, Q2. Please think of your experiences with City Hall and rate the following:

4	I have called City Hall on numerous occasions and have NEVER had a bad experience. I can not say that for City Halls in the surrounding areas.	Aug 13, 2011 4:03 PM
5	Chad Bird is an excellent communicator and always professional. CFO is immature and very emotional.	Aug 12, 2011 12:30 PM
6	There is one particular person who will not answer email questions. Instead I have to bother Chad with it and I know he has his hands full	Aug 12, 2011 10:58 AM
7	Do not always get honest or straightforward answers from city administrators.	Aug 12, 2011 8:31 AM
8	some city staff members are rather rude at times	Aug 11, 2011 11:07 PM

Page 3, Q3. Please think of your experiences with Public Works (water, sewer, streets) and rate the following:

1	Very nice a courteous. Don't know if we need to sweep streets so often. Maybe use the money elsewhere and also need to use more water when sweeping. Too much dust coming up when dry.	Sep 20, 2011 8:28 AM
2	Use public works as an example. There are three full time and the rest volunteer. However, there are many people that could use a job to support their families. Don't hire the retired. Hire a family person first if possible.	Sep 7, 2011 8:08 AM
3	Why do they always have to plow in the driveways right after you have blown out our drives.	Sep 6, 2011 3:55 PM
4	I love the communication that goes out when water, sewer, street work is going on whether it's the downtown brick street project or the "smoke in the sewer" project...it's wonderful to be made aware of projects in town that may affect our family.	Sep 5, 2011 8:46 PM
5	There still is a lot of debris in the alley behind our building, behind the old library. When we have needed the street blocked off they are very timely and prompt.	Sep 3, 2011 9:54 AM
6	The street in front of my house is all cracked and the curb at the end of my driveway has been destroyed by the snow removal trucks. It has been this way for 4 years. Not sure how something like that gets fixed once it has been damaged. My address is 14 Sunset Circle.	Aug 14, 2011 7:35 PM
7	I haven't had interactions with the Public Works staff. Therefore I am not able to give an opinion.	Aug 13, 2011 4:10 PM
8	In the past, streets were left to erode because storm water was not drained because the storm inlets were plugged with cement. Water gets down to the road base, erodes it and freezes to break apart the road base causing more eroding. City	Aug 13, 2011 11:15 AM

Page 3, Q3. Please think of your experiences with Public Works (water, sewer, streets) and rate the following:

	seems to focus on city core and businesses.	
9	they need to stop wasting gas..in the winter time going over and over some streets when they don't need too....I live on greene st. i know.. I have watched them...streets are clear and they keep going over them..seems ridiklious(spelling)..and then other streets take forevert to do...I know it is the main drag..but really?!	Aug 12, 2011 8:01 PM
10	Christmas Day Mr. Bandy was cleaning snow off our street!!	Aug 12, 2011 10:59 AM
11	Cities that I have lived in before have tried not to plow snow into residential driveways...they turn their blades to prevent a massive build up of snow in the drive way.	Aug 12, 2011 9:43 AM
12	Have witnessed some very poor public behaviors by city employees (not staff or administrators).	Aug 12, 2011 8:32 AM
13	Chad Bird is very professional and quick to respond to all my questions.	Aug 12, 2011 8:24 AM
14	Why does the City keep knocking my yard fence/gates down	Aug 11, 2011 10:13 PM
15	I see a dead tree that I believe is on city property. Is the city planning on cutting it down? On the N. 18th St. right of way off of Rapids Street.	Aug 11, 2011 7:56 PM
16	water & sewer costs are outrageous	Aug 11, 2011 7:54 PM

Page 4, Q4. Please think of your experiences with the Police Department and rate the following:

1	Very polite and always interacting with the people of town. No matter the day or nite they are around and seen - that's good.	Sep 20, 2011 8:29 AM
2	Almost not tickets were wrote when cars and BICYCLES run stop signs and red lights.	Sep 15, 2011 12:21 PM
3	At the sweet corn festival at 11:30 at night very, very drunk women were pissing in the alley. The cops on duty were all busy flirting with other women. Charging that 14 year old kid with a plastic toy gun with assault with a weapon was totally irresponsible. Police seem intent to harrass the youth in this town, but when it's a athlete (or the kid of a teacher), the whole thing just quietly gets dropped.	Sep 14, 2011 3:55 PM
4	The City of Adel police department officers need to follow the traffice laws that they are supposed to enforce.	Sep 10, 2011 6:16 PM

Page 4, Q4. Please think of your experiences with the Police Department and rate the following:

5	Again, economics. Shut those cars off when in the office or at the Kum and Go.	Sep 7, 2011 8:10 AM
6	Adel has some amazing, awesome officers on staff! Some are a little less courteous and respectful.	Sep 5, 2011 8:47 PM
7	We have too many patrolmen for a city of this size. I believe they do a very good job protecting the city. My very first experience with the police department was a negative one with an officer who seems to like his job a little too much.	Sep 5, 2011 11:18 AM
8	I have watch the police drive right by little kids waving at them and not even acknowledge them. I think that is low of them the kids should like cops	Aug 21, 2011 10:29 AM
9	some of the new employees don't need to drive or walk around with there nose in the air like they are better than everyone else in this town.	Aug 19, 2011 7:22 AM
10	Taking the names and addresses of teenagers who have done nothing wrong is harrassment. The incident with Mark Sinwell was handled poorly. Sometimes I think they need to stop creating problems where there are none. If they would build relationships with these kids instead of trying to intimidate them they would create a much better & more compilant atmosphere!	Aug 16, 2011 9:38 AM
11	I have not had interaction with the Police Department. Again, I am not able to give an opinion on this subject.	Aug 13, 2011 4:10 PM
12	I had an officer not familiar with the speed limit in front of the High School. At 6 am (lights not flashing) I was pulled over for going 42 in a 35; which actually because the lights were not flashing, I got pulled over for going 42 in a 45. I believe the officer was new.	Aug 13, 2011 5:07 AM
13	In the past when vehicles came up for bid...they would check with us...currently they seem to forget we are here...one would think the only new car dealer in Adel might be of importance...since we pay taxes to the city...other dealers outside of town do not.	Aug 12, 2011 1:03 PM
14	I am going to be honest you have a Few Barney Fifes, Some of the "Boys" need to understand that this is a small town and not the "Big City" and not harass the people who pay their wages.	Aug 12, 2011 8:27 AM
15	I question the staff levels for a community of our size	Aug 11, 2011 11:09 PM
16	On the busier roads late at night (Hwy 6 and Hwy 169) all cars, including the police, don't bother to follow the speed limit. Nothing appears to be done about the breaking of theselaws.	Aug 11, 2011 11:02 PM
17	Adel police are professional and helpful, much better than many other cities.	Aug 11, 2011 6:29 PM
18	We are over staffed at the police department. Some of those funds could be used other placed in our community.	Aug 11, 2011 6:10 PM

Page 4, Q4. Please think of your experiences with the Police Department and rate the following:

19 Too many officers?

Aug 11, 2011 5:56 PM

Page 5, Q5. Please think of your experiences with the Fire Department and rate the following:

1	Thanks for a job well done!!!	Sep 20, 2011 8:29 AM
2	They do the best they can.	Sep 15, 2011 12:10 PM
3	Never used the fire dept.	Sep 14, 2011 3:56 PM
4	Why do we need state of the art equipment? Economics again! Keep things clean and operational as well as usable, however, we don't need new equipment. And the cheif doesn't need a vehicle. It is a volunteer Fire Dept.!	Sep 7, 2011 8:12 AM
5	Have not had interaction with Fire Dept	Sep 3, 2011 10:03 AM
6	I have heard almost all f.d. Crew be upset when there is no action?? Isn't that a good thing	Aug 21, 2011 10:32 AM
7	my comments here are not directed to the fire department but rather at the city about their support or lack thier of of their fire department and firefighters. I find it completely terriable that the city put no money into the departments budget this year. if you dont support the primary municipalities first: I.E. Public works, police and Fire then why even bother doing anything at all. it's not the Townships responsibility to fund the entire fire department and its operations. lets get our heads on strait and do things the way we know it needs to be done. then Adel will be a town to be happy to reside in.	Aug 18, 2011 11:32 PM
8	with the lack of budget I feel they can't fully provide the services they offer.	Aug 18, 2011 8:06 PM
9	Good group but, Tim Morlan is an idiot.	Aug 18, 2011 7:24 PM
10	Needs a paid part time chief so a fire inspection program can be started.	Aug 18, 2011 7:22 PM
11	Have had no contact with this department	Aug 16, 2011 9:25 AM
12	I haven't had interaction with the Fire Department Either. I suppose this is a good thing!	Aug 13, 2011 4:11 PM
13	One of the volunteer firefighters has a bag of balls hanging from the trailer hitch of his truck. I don't feel this is professionalism.	Aug 13, 2011 5:08 AM

Page 5, Q5. Please think of your experiences with the Fire Department and rate the following:

14	Very sad that the City Council chose not to contribute any money to the FD for FY12 budget!	Aug 12, 2011 12:30 PM
15	The volunteers are top notch and dedicated. I am surprised at the lack of some tools compared to other communities. The fire department seems to rely on donations for equipment upgrades. More tax money should be allocated to this important service. And no, I am not on the fire department. Just an observation I have made.	Aug 12, 2011 9:48 AM
16	I have had no interaction with the Fire Department.	Aug 12, 2011 9:44 AM

Page 6, Q6. Please think of your experiences with the Pool in Adel and rate the following:

1	Don't use so no comment.	Sep 20, 2011 8:29 AM
2	Much more professional this year with new management, especially Jon Markus	Sep 19, 2011 4:17 PM
3	Need more hours to use the pool. Open later / open earlier. Hopefully with new aquatic center the hours will be much longer.	Sep 15, 2011 4:15 PM
4	Lady who runs (used to run?) the pool was sort of a loud gossip.	Sep 14, 2011 3:58 PM
5	I think that pool maintenance has been eliminated to pave the way for a new aquatic center. AGAIN, ECONOMICS!!!	Sep 7, 2011 8:13 AM
6	The lifeguards are so busy flirting with each other, they don't seem to notice the student their supposed to be giving PRIVATE lessons to! The music is TOO loud.	Sep 7, 2011 5:43 AM
7	I am sure my answers will improve with the new aquatic center.	Sep 6, 2011 8:23 AM
8	Lifeguards seemed more attentive to the swimmers this year. Liked the new management style.	Sep 4, 2011 9:59 AM
9	Do not use the pool	Sep 3, 2011 10:03 AM
10	I don't use the pool as I am 78 years old.	Sep 2, 2011 12:24 PM
11	When will construction on the new pool start?	Sep 1, 2011 7:30 PM
12	will be glad when aquatic center opens	Aug 19, 2011 9:43 AM
13	n/a	Aug 18, 2011 6:44 PM

Page 6, Q6. Please think of your experiences with the Pool in Adel and rate the following:

14	Have had no use of the Adel Pool. I do think it should stay open on the weekends even after the kids go back to school. I would like to see an indoor pool added to Adel for older citizens for water walking, swimming etc.	Aug 16, 2011 9:26 AM
15	The pool is maintained to the best of it's ability considering it's age. Looking forward to a new one being built in town. Sometimes on a nice evening the pool closes at 6:30 because of lack of numbers and we've arrived after that thinking it was open.	Aug 14, 2011 3:56 PM
16	I have not been to the pool and we have grown kids who have never been to the pool.	Aug 13, 2011 4:12 PM
17	Upkeep could be better and the hours should be longer. The new facility will hopefully help both of these issues.	Aug 13, 2011 10:33 AM
18	need new pool...there is many ways to raise \$ like other citys do..I dont think alot of effort in to this has happened!	Aug 12, 2011 8:05 PM
19	don't use so really don't know	Aug 12, 2011 1:04 PM
20	Know a new facility is needed, but do not agree with 1 cent tax to pay for it.	Aug 12, 2011 12:30 PM
21	These issues will be resolved with the construction of the new pool.	Aug 12, 2011 11:09 AM
22	I wish there was a way they could remain open after school started.	Aug 12, 2011 11:02 AM
23	I hope the new pool is better maintained. It was needed 20 years ago.	Aug 12, 2011 9:49 AM
24	I have had no interaction with the pool.	Aug 12, 2011 9:45 AM
25	Don't use.	Aug 12, 2011 8:33 AM
26	Can you say maturity	Aug 12, 2011 8:27 AM
27	Obviously it is time for a new one.....the pool as well as the shower rooms have some major issues. I would like to see pool hours be longer (maybe 9 or 10am) during the heat of the summer when maybe there could be some more morning time for adult swim. Having a swim aerobics or similar class in later AM for adults would be nice also.	Aug 12, 2011 8:14 AM
28	Glad that the new pool is coming	Aug 12, 2011 8:06 AM
29	Do not use these services	Aug 11, 2011 7:57 PM
30	new aquatics center is long past due	Aug 11, 2011 7:55 PM
31	We need a new pool	Aug 11, 2011 6:13 PM

Page 6, Q6. Please think of your experiences with the Pool in Adel and rate the following:

32 Can't wait for the new facility

Aug 11, 2011 6:10 PM

Page 7, Q7. Please think of your experiences with the Parks in Adel and rate the following:

- | | | |
|----|--|-----------------------|
| 1 | You need to put more into our city parks and I don't mean more sports complexes. New isn't always better. | Sep 20, 2011 8:30 AM |
| 2 | Would like to see additional amenities added to the playground areas/parks. A lot has been done to improve these, but please continue! | Sep 19, 2011 4:18 PM |
| 3 | The city park by the pool needs to have more playground equipment. Shelters need to be cleaned and painted. Need to make sure the drinking fountains are working. Need a new bathroom. The Island Park needs to be cleaned up and new camp areas fixed up so people will start camping there more. The shelter needs to be fixed and restrooms cleaned up and painted. Evans Park always looks nice. | Sep 15, 2011 4:18 PM |
| 4 | Adel has a good river for fishing but for the old and handicapped the access is almost nill. I know the city has mowers and weed wippers?? Also, how about a horseshoe pit in the city park (in the shade)?? | Sep 15, 2011 12:23 PM |
| 5 | There needs to be more places for the local people to have a place to fish. In stead of putting big rocks in by the dam were you can not drive. fishermen are not hurting a darn thing by sitting along the river and fishing. try it some time, very relaxing. | Sep 15, 2011 12:12 PM |
| 6 | Hire responsible adults to run high priced equipment, not kids, I don't care who they belong to. Supervision! Get out of the office and check your employees work. The disc golf cages are being ruined by your mowers and the people on them. You cut down good trees and leave trrash trees like Black Locust. Parks and Rec Director-Quit building a resume and do your job!!! | Sep 7, 2011 8:17 AM |
| 7 | We love the disc golf course at Evans Park. Why did you plant trees last year that are in the way? | Sep 7, 2011 5:45 AM |
| 8 | The parks and equipment are amazing! Only sore spot is condition of the shelters. Nile Kinnick Park, there's a desperate need for new shingles and paint on several buildings. The gazebo looks great. | Sep 5, 2011 8:51 PM |
| 9 | Campground looks good this year. | Sep 4, 2011 10:00 AM |
| 10 | Need more attention to detail such as: painting shelters and replacing rotted boards, clean boarder between mulch and grass on playgrounds, condition of the NW softball field. The little league fields and soccer fields are a major embarrassment for the City of Adel! | Sep 1, 2011 7:32 PM |

Page 7, Q7. Please think of your experiences with the Parks in Adel and rate the following:

11	Have not used them	Aug 16, 2011 9:26 AM
12	Would like to see a dog park opened up that would allow dogs to run free. maybe with an agility course and trees	Aug 15, 2011 10:33 PM
13	Nice Job!	Aug 15, 2011 9:56 AM
14	I would like to see the grass area trimmed better in Evans park around the creeks for Frisbee users. It is very difficult finding frisbees in 3 foot grass, with possible poison ivy, around creek areas. Waukee disc golf course is better trimmed around the creek areas, they even use small rocks to help keep weeds down.	Aug 14, 2011 3:59 PM
15	We have taken the grand kids to the parks and we have walked through the cemetery on several occasions. They appear to be well kept.	Aug 13, 2011 4:14 PM
16	It would be nice if there was more shade at Evans Park so that it could be used even when the days are hot. There are parks that have giant "tents" put over the equipment.	Aug 13, 2011 10:34 AM
17	Parks and Rec always seem to be way over their budget!	Aug 12, 2011 12:30 PM
18	I don't like the cemetery being used in athletic events. I think it's very disrespectful!!	Aug 12, 2011 11:05 AM
19	Mowing gets done, but general trimming and painting seems to be lacking at times. We should not build what we cannot maintain without donations.	Aug 12, 2011 9:52 AM
20	Since Chad Bird has come to town our parks are so much better and safer.	Aug 12, 2011 8:28 AM
21	It would be nice to have the water turned back on in the cemetery	Aug 12, 2011 8:07 AM
22	Would be nice to put one of those flashing crossing signs at the bike trail going over 169.	Aug 11, 2011 8:08 PM
23	Generally decent, not sure why we added the dog poop bag dispensers if they are never filled. Walking path in Nile Kinnick near the river could be swept more often.	Aug 11, 2011 7:29 PM
24	Adel parks need more trees.	Aug 11, 2011 6:30 PM
25	Clean out shelters more often - leaves and grass clippings.	Aug 11, 2011 5:58 PM

Page 8, Q8. Please think of your experiences with the Recreation Program in Adel and rate the following:

1	We don't need any more programs. Please put money into fixing city park for a park.	Sep 20, 2011 8:31 AM
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Page 8, Q8. Please think of your experiences with the Recreation Program in Adel and rate the following:

2	Please continue to add additional rec. programs - especially ones in addition to sports for children and anything for seniors.	Sep 19, 2011 4:19 PM
3	The city does not listen to people.	Sep 15, 2011 12:23 PM
4	We have a lot of senior citizens that have lived here and their lives and paid taxes for such things as recreation but I see nothing in this town for accommodating any seniors. As a matter of fact, there is not too much for anyone to do. We don't need another pool. Close the one we have and fix it right. Save money. Put more benches around the courthouse so people may sit and enjoy the so called beautiful streets.	Sep 15, 2011 12:15 PM
5	Adel has a recreation program???	Sep 14, 2011 3:59 PM
6	Do we need to pay for a recreation department? They don't seem to do too much, and we did alright with volunteers before we had to pay additional people for this work.	Sep 10, 2011 6:20 PM
7	If a parent volunteers as a coach, it would be nice if registration was free for the child. The programs offered are good but are expensive especially for a family with many children like mine. I think that Park and Rec dept could host a tournament or 2 (especially for grades 3-5 in basketball (both boys and girls)) and earn some \$\$ that could help support the park and rec program. Lastly, I missed the Sweet Corn Festival 5k. Is this something the Park and Rec dept could manage?	Sep 7, 2011 4:37 PM
8	Recreation should not be the business of Adel. Sports should be operated at the club level and not city government. I don't like seeing my tax money go to teach Johnny how to play football, soccer, basketball, or any of the others. Let their parents pay for it!!!	Sep 7, 2011 8:19 AM
9	Most of my interaction with the city deals with Park and Rec questions, and I always get knowledgeable answers in a very timely manner.	Sep 6, 2011 8:24 AM
10	Love the e-newsletter to keep updated on programs being offered.	Sep 5, 2011 8:52 PM
11	Concessions should be open every time there are games. Bathrooms should be unlocked as well.	Sep 4, 2011 10:02 AM
12	Great to finally have an organized system. Also, we like the way things are added and/or changed each season.	Sep 1, 2011 7:33 PM
13	No familiar with the recreational programs	Aug 16, 2011 9:27 AM
14	I would like to see more activities in the summer for non sports activities. Maybe more music, drama or even game days for kids to have something to do in the summer. I've seen some communities do a short musical skit and then present it at the town summer festival. Get the summer information set up and distributed in early spring---maybe more advertising--visiting students at school like library does and send home info with kids at school (if not already done).	Aug 14, 2011 4:02 PM

Page 8, Q8. Please think of your experiences with the Recreation Program in Adel and rate the following:

15	It is nice to see the increase of activities available. I do however feel the prices are too high and would like to see an indoor pool with options for adults to come swim for exercise. An aquacise program would be terrific	Aug 13, 2011 5:12 AM
16	need more things for the young people to do here..so they dont have to go to DM!!	Aug 12, 2011 8:07 PM
17	See budget comment under Parks.	Aug 12, 2011 12:30 PM
18	A lot of people seem to rely on word of mouth in regard to registration. Registration process needs a set system including more communication.	Aug 12, 2011 9:56 AM
19	Adel has a Rec program?	Aug 12, 2011 8:34 AM
20	It would be nice to have a recreation center. Maybe this will come in time, perhaps something connected with the old middle school	Aug 12, 2011 8:07 AM
21	marketing materials are a joke	Aug 11, 2011 11:11 PM
22	A great way to spend money!!!	Aug 11, 2011 10:15 PM
23	as noted before... I feel there should be more programs offered for adults (young & older)	Aug 11, 2011 7:57 PM
24	It is so great to see so many members of our community participating in adult sand volleyball and adult slow pitch softball. Would be great if we have a indoor recreation facility in adel.	Aug 11, 2011 6:10 PM

Page 9, Q9. Please think of your experiences with the Adel Public Library and rate the following:

1	Wish there were longer hours	Sep 19, 2011 4:19 PM
2	Paula James is first rate!	Sep 14, 2011 4:00 PM
3	open later would be nice	Sep 8, 2011 1:32 PM
4	Taj Mahal!!! Enough said.	Sep 7, 2011 8:21 AM
5	The Library staff is incredible!	Sep 7, 2011 5:46 AM
6	would like scrape-booking some other night besides football Friday	Sep 6, 2011 8:25 AM

Page 9, Q9. Please think of your experiences with the Adel Public Library and rate the following:

7	Adel has a beautiful library facility! It's a shame the hours are so limited. Would like to see longer hours on Saturdays, Mondays, Fridays. Staff is generally courteous and professional...but it'd be nice to have a warmer, friendlier atmosphere more consistently.	Sep 5, 2011 8:55 PM
8	I have a problem if the Library is using money to Market themselves. Email list would be enough along with postings in the Library.	Aug 19, 2011 9:18 AM
9	no experience	Aug 18, 2011 6:46 PM
10	Would like more weekend hours, but understand its tough with budgets.	Aug 16, 2011 9:19 PM
11	Need to restore hours and staff	Aug 16, 2011 7:59 PM
12	this is a vital part of city services and I feel it has been shafted in the past. the funding needs to be restored as the library plays a huge part in getting information to prospective residents and they look for more than regular business hours to have someplace besides a bar to go to after work. .	Aug 15, 2011 10:36 PM
13	I went to the library to use the study room on a Sunday afternoon. That study room is located right by the circulation desk. I had the door closed and started studying. A patron was talking to the person working at the circulation desk. The conversation lasted at least 45 min. It was a social conversation. The conversation was so loud I eventually had to pack up my stuff and go back home to study. There is no use for a study room in this location in the facility. It is not usable for this purpose.	Aug 14, 2011 7:40 PM
14	The shortened hours of the library closing at 5:00 pm is hard for those families whose parents work in Des Moines. Even extending hours until 6:00 pm might help.	Aug 14, 2011 4:03 PM
15	The hours being shortened due to budget cuts have been hard to adjust to.	Aug 13, 2011 10:35 AM
16	The Library really adds to the Quality of Life for the Adel Community. Paula does a great job. Laura is a great addition for the kids' programs.	Aug 12, 2011 12:31 PM
17	My wife and I work. The only time we can go to the library with out kids is nights and weekends. Hours should reflect this trend.	Aug 12, 2011 9:58 AM
18	I have no interaction with the Adel Publice Library.	Aug 12, 2011 9:46 AM
19	Need to fix that handicapped accessible door, it's embarrassing that it hasn't worked in a long time.	Aug 12, 2011 9:34 AM
20	Would like to see expanded hours of operation.	Aug 12, 2011 8:35 AM

Page 9, Q9. Please think of your experiences with the Adel Public Library and rate the following:

21	Think the library could benefit from some new leadership. The current director does not seem to be able to build partnerships with all parts of the community	Aug 12, 2011 8:10 AM
22	availability of community room and meeting room has been limited by shortened hours	Aug 11, 2011 11:13 PM
23	I'm very impressed with Paula and her crew. Totally professional yet very friendly, helpful above and beyond requests. We are very blessed to have such a facility and librarian.	Aug 11, 2011 9:07 PM
24	Totally dissatisfied with evening and weekend hours of the library. Funding should be restored to allow for the extension of evening hours so that library services are available to working residents. Paula and her staff are always helpful and I think their programming is great for a small town library. Love the online catalog.	Aug 11, 2011 7:33 PM
25	Library isn't open enough, especially on weekends. It has a good mix of books, but needs more to be a better resource.	Aug 11, 2011 6:34 PM
26	Could be open more.	Aug 11, 2011 6:25 PM

Page 10, Q10. Have you ever attended a City Council meeting?

1	To address issues concerning the city and us as residents.	Sep 20, 2011 8:31 AM
2	new pool	Sep 19, 2011 4:20 PM
3	But no one listened to me.	Sep 15, 2011 12:24 PM
4	Its too bad the council will not let you talk during meetings. I think they need to do away with their secret meetings before the meeting. They are voted in by the people, it is about time the people have a say in what goes on. Instead of "we voted for it and that is the way it is going to be."	Sep 15, 2011 12:17 PM
5	support the library	Sep 14, 2011 4:01 PM
6	When the failed airport was considered.	Sep 10, 2011 6:20 PM
7	Many	Sep 7, 2011 8:21 AM
8	For the topic of streets and sale of land at business park.	Sep 6, 2011 3:58 PM

Page 10, Q10. Have you ever attended a City Council meeting?

9	Aquatic center support	Sep 6, 2011 8:26 AM
10	Planning and zoning issues	Sep 5, 2011 8:56 PM
11	Dealing with city matters.	Sep 5, 2011 11:19 AM
12	Pool	Sep 4, 2011 10:22 AM
13	building, street, historical, concerns	Sep 3, 2011 9:56 AM
14	Hearings on the street projects	Sep 2, 2011 12:25 PM
15	Specific agenda items for any given month	Sep 1, 2011 7:34 PM
16	street projects	Aug 18, 2011 3:46 PM
17	Support the Library	Aug 16, 2011 7:59 PM
18	general info	Aug 16, 2011 9:39 AM
19	Airport issue; poor water shed problems;	Aug 15, 2011 12:45 PM
20	Pool project, development projects, public safty issues	Aug 14, 2011 2:49 PM
21	Building permit	Aug 13, 2011 7:51 PM
22	Discuss park situation	Aug 13, 2011 12:02 PM
23	To observe, to offer support for the library, to see if I'd be interested in running for a position	Aug 13, 2011 10:35 AM
24	A friend asked me to	Aug 13, 2011 5:12 AM
25	zoning issue	Aug 12, 2011 8:08 PM
26	Long time ago, cannot remember	Aug 12, 2011 7:48 PM
27	brick street program & city bid for truck	Aug 12, 2011 1:06 PM
28	multiple purposes usually because of a specific item.	Aug 12, 2011 12:31 PM
29	Listen to discussion on various agenda items - pool, streets, etc.	Aug 12, 2011 9:59 AM

Page 10, Q10. Have you ever attended a City Council meeting?

30	farmers market, permission	Aug 12, 2011 9:34 AM
31	Area of interest under discussion	Aug 12, 2011 8:35 AM
32	to voice an opinion	Aug 12, 2011 8:29 AM
33	Just to attend one	Aug 12, 2011 8:10 AM
34	observe	Aug 12, 2011 8:00 AM
35	Informational	Aug 12, 2011 6:45 AM
36	various	Aug 11, 2011 11:13 PM
37	When the airport issue was being considered.	Aug 11, 2011 11:04 PM
38	Brick streets, airport, expansion	Aug 11, 2011 10:17 PM
39	Brick streets	Aug 11, 2011 9:36 PM
40	Can't remember other than it was a very controversial topic in town and lots in attendance. I wasn't very impressed with how it was handled. Most of it we couldn't even hear.	Aug 11, 2011 9:09 PM
41	items on agenda	Aug 11, 2011 8:21 PM
42	Concern over construction sites	Aug 11, 2011 8:00 PM
43	interested in particular issue	Aug 11, 2011 7:57 PM
44	To observe	Aug 11, 2011 6:25 PM
45	city water or septic	Aug 11, 2011 6:17 PM

Page 11, Q11. Have you ever visited the City of Adel's website?

1	Some old people don't have computers.	Sep 15, 2011 12:24 PM
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Page 11, Q11. Have you ever visited the City of Adel's website?

2	Don't have a computer and don't want one. Thank you for letting me voice my opinion, hope you take some of it to heart.	Sep 15, 2011 12:18 PM
3	haven't spent that much time on it to comment.	Sep 5, 2011 8:57 PM
4	No, I don't have a computer.	Sep 2, 2011 12:25 PM
5	More frequent updates	Aug 18, 2011 8:08 PM
6	If a city employee is going to ignore their email, their address should be removed from the website.	Aug 12, 2011 11:10 AM
7	The basic information is fine, but it is not a very good selling point for Adel. Adel is colorful, the site is not. Also, "Area Attractions" should be taken down if it does not include more Adel attractions. This makes it look like you have to go to DM to have a good time.	Aug 12, 2011 10:05 AM
8	keeping it UPDATED	Aug 12, 2011 9:35 AM
9	It's actually pretty user-friendly.	Aug 12, 2011 8:35 AM
10	information can be difficult to find	Aug 11, 2011 11:14 PM
11	Calendar of events up front on main page.	Aug 11, 2011 8:11 PM
12	Add the garbage recycling schedule online.	Aug 11, 2011 7:33 PM
13	- Place all city forms in one place - Have audio recordings of all city meetings available for download	Aug 11, 2011 6:36 PM
14	Updating more often and better organization of info.	Aug 11, 2011 6:27 PM