

## EXECUTIVE SUMMARY

Over 1,700 Des Moines citizens participated in a study of city services in 2002. Typically, the respondents represented homeowners who had lived in Des Moines many years and were planning to continue living in Des Moines, as well as citizens who were married, 45 years and older, and held college degrees. Respondents were asked about 12 Issue Areas based on the city's 1998 Strategic Plan.

They reported that they were satisfied with the overall services provided by the city (Figure E-1). The most significant of these results include:

- There is support for the use of tax incentives to attract businesses.
- The quality of education is high.
- Fire protection, emergency medical services, and police services are highly rated.
- Downtown is visually attractive and a nice place to visit.

Figure E-1. Overall Satisfaction with City Services

