

Importance-Satisfaction Rating

City of Des Moines - 2004

OVERALL

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS > .20)</u>						
Maintenance of City streets	63%	1	31%	11	0.4347	1
Flow of traffic congestion management	44%	2	34%	10	0.2904	2
<u>High Priority (IS .10-.20)</u>						
Efforts to communicate with residents	22%	4	42%	9	0.1276	3
Enforcement of City codes/ordinances	21%	5	44%	8	0.1176	4
<u>Medium Priority (IS < .10)</u>						
Quality of police protection	37%	3	76%	2	0.0888	5
Customer service from City employees	9%	11	54%	7	0.0414	6
Quality of sewer utilities	10%	8	60%	6	0.0400	7
Quality of parks and recreation	16%	7	76%	3	0.0384	8
Quality of refuse collection services	11%	9	72%	5	0.0308	9
Quality of fire protection	19%	6	86%	1	0.0266	10
Quality of the City libraries	10%	10	76%	4	0.0240	11

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

© 2004 DirectionFinder by ETC Institute

2004 Des Moines DirectionFinder Survey Results

Importance-Satisfaction Rating

City of Des Moines - 2004

Police Department

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<i>High Priority (IS .10-.20)</i>						
Visibility of police in neighborhoods	42%	2	52%	5	0.2016	1
The City's efforts to prevent crime	46%	1	68%	2	0.1472	2
Enforcement of local traffic laws	30%	4	52%	6	0.1440	3
<i>Medium Priority (IS <.10)</i>						
How quickly Police respond to emergencies	31%	3	69%	1	0.0961	4
Quality of animal control	14%	5	43%	4	0.0798	5
Visibility of police in retail areas	11%	6	55%	3	0.0495	6

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

© 2004 DirectionFinder by ETC Institute

Importance-Satisfaction Rating
City of Des Moines - 2004
Fire Department

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<i>High Priority (IS .10-.20)</i>						
City's efforts to enhance fire protection	40%	2	75%	3	0.1000	1
<i>Medium Priority (IS < .10)</i>						
How quickly fire dept responds	42%	1	84%	1	0.0672	2
Visibility of fire department personnel	17%	5	64%	5	0.0612	3
The number of fire stations	19%	4	72%	4	0.0532	4
Overall quality of ambulance services	25%	3	79%	2	0.0525	5

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Rating

City of Des Moines - 2004

Parks and Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>High Priority (IS .10-.20)</u>						
Safety in Parks	33%	1	50%	13	0.1650	1
Mowing/trimming along City streets	24%	2	53%	11	0.1128	2
<u>Medium Priority (IS <.10)</u>						
Maintenance of City parks	22%	3	71%	2	0.0638	3
Pools	12%	5	54%	10	0.0552	4
Number of walking and biking trails	12%	4	58%	9	0.0504	5
Walking/biking trails in City of Des Moines	11%	6	66%	5	0.0374	6
Maintenance of City buildings	9%	7	64%	7	0.0324	7
Community Gardening	7%	8	64%	6	0.0252	8
Outdoor athletic fields	6%	11	59%	8	0.0246	9
Special events sponsored by the City	6%	9	67%	4	0.0198	10
Ease of registering for recreation programs	4%	12	52%	12	0.0192	11
The number of City parks	6%	10	70%	3	0.0180	12
Location of City parks	2%	13	74%	1	0.0052	13

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Rating

City of Des Moines - 2004

Public Works

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>High Priority (IS .10-.20)</u>						
Maintenance of major City streets	51%	1	43%	10	0.2907	1
Maintenance of streets in your neighborhood	36%	2	45%	9	0.1980	2
<u>Medium Priority (IS <.10)</u>						
Quality of storm water runoff/management system	15%	4	53%	7	0.0705	3
Snow removal on streets in your neighborhood	24%	3	75%	2	0.0600	4
Snow removal on major City streets	13%	5	54%	6	0.0598	5
Maintenance of sewer system	12%	6	55%	5	0.0540	6
Maintenance of City sidewalks	10%	7	47%	8	0.0530	7
Yard waste collection	8%	8	59%	4	0.0328	8
Recyclables collection	7%	10	68%	3	0.0224	9
Residential trash collection services	7%	9	75%	1	0.0175	10

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't know'. Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Rating
City of Des Moines - 2004
Community Development

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>High Priority (IS .10-.20)</u>						
Clean up/litter on private property	24%	1	34%	10	0.1584	1
Enforcement of maint rental homes/apts	21%	3	27%	11	0.1533	2
Enforcement of maint of residential property	19%	5	36%	9	0.1216	3
How well the City is planning growth	18%	6	41%	5	0.1062	4
Quality of redevelopment in the City	22%	2	52%	2	0.1056	5
<u>Medium Priority (IS <.10)</u>						
Overall quality of new development	20%	4	58%	1	0.0840	6
Enforcement of clean up of derelict cars	12%	7	36%	8	0.0768	7
Enforcement of codes to protect public safety	11%	8	51%	3	0.0539	8
Enforcement of City zoning regulations	5%	10	39%	7	0.0305	9
Enforcement of sign regulations	5%	11	41%	6	0.0295	10
Enforcement of maint of business property	5%	9	47%	4	0.0265	11

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't know'. Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Rating

City of Des Moines - 2004

Libraries

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<i>High Priority (IS .10-.20)</i>						
Hours libraries are open	35%	1	55%	6	0.1575	1
<i>Medium Priority (IS <.10)</i>						
Availability of materials you need	34%	2	80%	2	0.0680	2
Number of public access computers in libraries	14%	4	60%	5	0.0560	3
Quality of children's programs	14%	3	64%	4	0.0504	4
Adequacy of on-line (internet) information/service	8%	5	75%	3	0.0200	5
Helpfulness of library staff	6%	6	86%	1	0.0084	6

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't know'. Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Rating

City of Des Moines - 2004

City Communication

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Public involvement in local decision-making	47%	1	32%	7	0.3196	1
<u>High Priority (IS .10-.20)</u>						
City efforts to keep you informed	32%	3	44%	4	0.1792	2
City communication with public	35%	2	50%	2	0.1750	3
Availability of info about City programs/services	23%	4	46%	3	0.1242	4
<u>Medium Priority (IS <.10)</u>						
Coverage about City Gov't in local newspapers	12%	5	58%	1	0.0504	5
Quality of City's cable television channel	6%	6	39%	6	0.0366	6
Quality of City's web page	5%	7	41%	5	0.0295	7

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't know'. Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Q1. Please rate your overall satisfaction with the major categories of services provided by the City of Des Moines on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied	Don't know
	1	2	3	4	5	9
Q1a Quality of police protection	1.4%	6.0%	15.5%	48.9%	25.8%	2.4%
Q1b Quality of fire protection	0.0%	1.4%	11.5%	47.7%	34.4%	5.0%
Q1c Maintenance of city streets	8.1%	29.6%	30.5%	26.0%	4.5%	1.2%
Q1d Quality of sewer utilities	3.6%	7.2%	27.0%	41.1%	14.6%	6.7%
Q1e Quality of refuse collection service	3.1%	6.7%	16.9%	45.6%	21.0%	6.7%
Q1f Quality of parks and recreation	1.4%	5.5%	16.0%	48.9%	22.4%	5.7%
Q1g Flow of traffic and congestion management	11.2%	21.0%	32.0%	29.4%	3.8%	2.6%
Q1h Enforcement of city codes & ordinances	3.8%	13.4%	33.7%	32.5%	7.2%	9.5%
Q1i Quality of City libraries	1.4%	4.8%	16.0%	41.1%	26.5%	10.3%
Q1j City efforts to communicate with residents	6.7%	14.3%	34.4%	29.8%	9.1%	5.7%
Q1k Quality of customer service you receive	2.4%	9.8%	29.8%	35.1%	13.6%	9.3%

Q1. Please rate your overall satisfaction with the major categories of services provided by the City of Des Moines on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (excluding don't know)

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied
	1	2	3	4	5
Q1a Quality of police protection	1.5%	6.1%	15.9%	50.1%	26.4%
Q1b Quality of fire protection	0.0%	1.5%	12.1%	50.3%	36.2%
Q1c Maintenance of city streets	8.2%	30.0%	30.9%	26.3%	4.6%
Q1d Quality of sewer utilities	3.8%	7.7%	28.9%	44.0%	15.6%
Q1e Quality of refuse collection service	3.3%	7.2%	18.2%	48.8%	22.5%
Q1f Quality of parks and recreation	1.5%	5.8%	17.0%	51.9%	23.8%
Q1g Flow of traffic and congestion management	11.5%	21.6%	32.8%	30.1%	3.9%
Q1h Enforcement of city codes & ordinances	4.2%	14.8%	37.2%	35.9%	7.9%
Q1i Quality of City libraries	1.6%	5.3%	17.8%	45.7%	29.5%
Q1j City efforts to communicate with residents	7.1%	15.2%	36.5%	31.6%	9.6%
Q1k Quality of customer service you receive	2.6%	10.8%	32.9%	38.7%	15.0%

Q2. Which THREE of the items above do you think should receive the most emphasis from city leaders over the next TWO years?

<u>Q2 1st most emphasis</u>	<u>Number</u>	<u>Percent</u>
A=Police protection	92	22.0 %
B=Fire protection	8	1.9 %
C=Maintenance of city streets	122	29.1 %
D=Sewer utilities	14	3.3 %
E=Refuse collection services	16	3.8 %
F=Parks & recreation	13	3.1 %
G=Flow of traffic	79	18.9 %
H=Enforcement of city codes	14	3.3 %
I=City libraries	9	2.1 %
J=Efforts to communicate	24	5.7 %
K=Customer service	11	2.6 %
Z=None chosen	17	4.1 %
Total	419	100.0 %

Q2. Which THREE of the items above do you think should receive the most emphasis from city leaders over the next TWO years?

<u>Q2 2nd most</u>	<u>Number</u>	<u>Percent</u>
A=Police protection	35	8.4 %
B=Fire protection	52	12.4 %
C=Maintenance of city streets	67	16.0 %
D=Sewer utilities	19	4.5 %
E=Refuse collection services	18	4.3 %
F=Parks & recreation	29	6.9 %
G=Flow of traffic	67	16.0 %
H=Enforcement of city codes	34	8.1 %
I=City libraries	14	3.3 %
J=Efforts to communicate	30	7.2 %
K=Customer service	5	1.2 %
Z=None chosen	49	11.7 %
Total	419	100.0 %

Q2. Which THREE of the items above do you think should receive the most emphasis from city leaders over the next TWO years?

<u>Q2 3rd most</u>	<u>Number</u>	<u>Percent</u>
A=Police protection	27	6.4 %
B=Fire protection	21	5.0 %
C=Maintenance of city streets	74	17.7 %
D=Sewer utilities	16	3.8 %
E=Refuse collection services	11	2.6 %
F=Parks & recreation	26	6.2 %
G=Flow of traffic	40	9.5 %
H=Enforcement of city codes	40	9.5 %
I=City libraries	17	4.1 %
J=Efforts to communicate	36	8.6 %
K=Customer service	22	5.3 %
Z=None chosen	89	21.2 %
Total	419	100.0 %

Q2. Which THREE of the items above do you think should receive the most emphasis from city leaders over the next TWO years? (all three selections)

<u>Q2 1st most emphasis</u>	<u>Number</u>	<u>Percent</u>
A = Police protection	154	36.8 %
B = Fire protection	81	19.3 %
C = Maintenance of city streets	263	62.8 %
D = Sewer utilities	49	11.7 %
E = Refuse collection services	45	10.7 %
F = Parks & recreation	68	16.2 %
G = Flow of traffic	186	44.4 %
H = Enforcement of city codes	88	21.0 %
I = City libraries	40	9.5 %
J = Efforts to communicate	90	21.5 %
K = Customer service	38	9.1 %
Z = None chosen	17	4.1 %
Total	1119	

Q3. Have you called or visited the City with a question, problem, or complaint during the past year?

<u>Q3 Have you called or visited the City</u>	<u>Number</u>	<u>Percent</u>
1=Yes	181	43.2 %
2=No	238	56.8 %
Total	419	100.0 %

Q3a. How easy was it to contact the person you needed to reach?

<u>Q3a How easy to contact person needed</u>	<u>Number</u>	<u>Percent</u>
1=Very easy	41	22.7 %
2=Somewhat	73	40.3 %
3=Difficult	40	22.1 %
4=Very difficult	27	14.9 %
Total	181	100.0 %

Q3b. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year, have displayed the behavior described on a scale of 1 to 5, where 5 means "Always" and 1 means "Never."

	Never 1	Seldom 2	Sometimes 3	Usually 4	Always 5	Don't know 9
Q3b(1) They were courteous and polite	1.1%	7.2%	18.2%	37.6%	34.8%	1.1%
Q3b(2) They gave prompt & accurate answers	7.7%	13.3%	21.5%	32.6%	24.9%	0.0%
Q3b(3) They did what they said they would	12.2%	8.3%	18.8%	26.0%	28.2%	6.6%
Q3b(4) They helped resolve an issue	16.0%	11.0%	21.5%	26.0%	23.2%	2.2%

Q3b. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year, have displayed the behavior described on a scale of 1 to 5, where 5 means "Always" and 1 means "Never." (excluding don't know)

	Never 1	Seldom 2	Sometimes 3	Usually 4	Always 5
Q3b(1) They were courteous and polite	1.1%	7.3%	18.4%	38.0%	35.2%
Q3b(2) They gave prompt & accurate answers	7.7%	13.3%	21.5%	32.6%	24.9%
Q3b(3) They did what they said they would	13.0%	8.9%	20.1%	27.8%	30.2%
Q3b(4) They helped resolve an issue	16.4%	11.3%	22.0%	26.6%	23.7%

Q4. Please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following Public Safety Services provided by the City.

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
Q4a How quickly public safety respond	1.0%	4.3%	13.4%	37.7%	25.3%	18.4%
Q4b Public safety education programs	1.0%	2.9%	32.2%	29.1%	9.8%	25.1%

Q4. Please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the following Public Safety Services provided by the City. (excluding don't know)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
Q4a How quickly public safety respond	1.2%	5.3%	16.4%	46.2%	31.0%
Q4b Public safety education programs	1.3%	3.8%	43.0%	38.9%	13.1%

Q5. Please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the Services provided by the City's Police Department.

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
Q5a The city's efforts to prevent crime	1.2%	10.3%	18.9%	48.7%	15.5%	5.5%
Q5b How quickly Police personnel respond	2.4%	5.7%	17.4%	37.2%	19.8%	17.4%
Q5c Visibility of police in neighborhood	4.8%	15.5%	26.0%	37.9%	12.9%	2.9%
Q5d Visibility of police in retail areas	2.9%	9.8%	29.4%	39.1%	10.7%	8.1%
Q5e Enforcement of traffic laws	6.9%	12.4%	27.7%	38.2%	11.2%	3.6%
Q5f Quality of animal control	6.2%	10.0%	25.1%	35.6%	11.9%	11.2%

Q5. Please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the Services provided by the City's Police Department. (excluding don't know)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
Q5a The city's efforts to prevent crime	1.3%	10.9%	19.9%	51.5%	16.4%
Q5b How quickly Police personnel respond	2.9%	6.9%	21.1%	45.1%	24.0%
Q5c Visibility of police in neighborhood	4.9%	16.0%	26.8%	39.1%	13.3%
Q5d Visibility of police in retail areas	3.1%	10.6%	31.9%	42.6%	11.7%
Q5e Enforcement of traffic laws	7.2%	12.9%	28.7%	39.6%	11.6%
Q5f Quality of animal control	7.0%	11.3%	28.2%	40.1%	13.4%

Q6. Which TWO of the Police Services above do you think should receive the most emphasis from city leaders over the next TWO years?

Q6 1st priority	Number	Percent
A=Prevent crime	134	32.0 %
B=Police response to emergencies	61	14.6 %
C=Police in neighborhoods	84	20.0 %
D=Police in retail areas	16	3.8 %
E=Enforcement of local traffic laws	67	16.0 %
F=Quality of animal control	21	5.0 %
Z=None chosen	36	8.6 %
Total	419	100.0 %

Q6. Which TWO of the Police Services above do you think should receive the most emphasis from city leaders over the next TWO years?

Q6 2nd priority	Number	Percent
A=Prevent crime	57	13.6 %
B=Police response to emergencies	69	16.5 %
C=Police in neighborhoods	90	21.5 %
D=Police in retail areas	29	6.9 %
E=Enforcement of local traffic laws	59	14.1 %
F=Quality of animal control	36	8.6 %
Z=None chosen	79	18.9 %
Total	419	100.0 %

Q6. Which TWO of the Police Services above do you think should receive the most emphasis from city leaders over the next TWO years? (both selections)

Q6 1st priority	Number	Percent
A = Prevent crime	191	45.6 %
B = Police response to emergencies	130	31.0 %
C = Police in neighborhoods	174	41.5 %
D = Police in retail areas	45	10.7 %
E = Enforcement of local traffic laws	126	30.1 %
F = Quality of animal control	57	13.6 %
Z = None chosen	36	8.6 %
Total	759	

Q7. Have you used a police service in the last year?

Q7 Have you used police service last yr	Number	Percent
1=Yes	164	39.1 %
2=No	255	60.9 %
Total	419	100.0 %

Q8. Please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the services provided by the City's Fire Department.

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
Q8a Enhance fire protection	0.7%	2.6%	16.2%	39.4%	20.0%	21.0%
Q8b How quickly fire personnel respond	0.0%	0.7%	10.7%	35.3%	27.7%	25.5%
Q8c Quality of ambulance service	0.2%	0.5%	15.3%	32.0%	25.5%	26.5%
Q8d The number of fire stations	0.7%	4.5%	18.6%	41.1%	18.9%	16.2%
Q8e Visibility of fire department personnel	0.7%	3.1%	27.0%	39.1%	15.5%	14.6%

Q8. Please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the services provided by the City's Fire Department. (excluding don't know)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
Q8a Enhance fire protection	0.9%	3.3%	20.5%	49.8%	25.4%
Q8b How quickly fire personnel respond	0.0%	1.0%	14.4%	47.4%	37.2%
Q8c Quality of ambulance service	0.3%	0.6%	20.8%	43.5%	34.7%
Q8d The number of fire stations	0.9%	5.4%	22.2%	49.0%	22.5%
Q8e Visibility of fire department personnel	0.8%	3.6%	31.6%	45.8%	18.2%

Q9. Which TWO of the Fire Services above do you think should receive the most emphasis from city leaders over the next TWO years?

<u>Q9 1st priority</u>	<u>Number</u>	<u>Percent</u>
A=Enhance fire protection	111	26.5 %
B=Fire respond to emergencies	105	25.1 %
C=Quality of ambulance service	29	6.9 %
D=Number of fire stations	50	11.9 %
E=Visibility fire dept personnel	25	6.0 %
Z=None chosen	99	23.6 %
Total	419	100.0 %

Q9. Which TWO of the Fire Services above do you think should receive the most emphasis from city leaders over the next TWO years?

<u>Q9 2nd priority</u>	<u>Number</u>	<u>Percent</u>
A=Enhance fire protection	55	13.1 %
B=Fire respond to emergencies	72	17.2 %
C=Quality of ambulance service	75	17.9 %
D=Number of fire stations	31	7.4 %
E=Visibility fire dept personnel	46	11.0 %
Z=None chosen	140	33.4 %
Total	419	100.0 %

Q9. Which TWO of the Fire Services above do you think should receive the most emphasis from city leaders over the next TWO years? (both selections)

<u>Q9 1st priority</u>	<u>Number</u>	<u>Percent</u>
A = Enhance fire protection	166	39.6 %
B = Fire respond to emergencies	177	42.2 %
C = Quality of ambulance service	104	24.8 %
D = Number of fire stations	81	19.3 %
E = Visibility fire dept personnel	71	16.9 %
Z = None chosen	99	23.6 %
Total	698	

Q10. Have you used a parks and recreation service provided by the City of Des Moines in the last year?

Q10 Have used parks & rec last year	Number	Percent
1=Yes	277	66.3 %
2=No	141	33.7 %
Total	418	100.0 %

Q11. Please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the services provided by the City's Parks and Recreation Department.

	Very Dissatisfied		Neutral	Satisfied	Very satisfied	Don't know
	1	2	3	4	5	9
Q11a Maintenance of city parks	1.7%	6.0%	18.1%	43.4%	19.8%	11.0%
Q11b Number of city parks	1.2%	6.2%	19.3%	42.2%	19.8%	11.2%
Q11c Location of City parks	0.7%	4.5%	17.7%	46.1%	20.8%	10.3%
Q11d Safety in parks	2.4%	8.4%	31.7%	32.9%	10.3%	14.3%
Q11e Walking & biking trails in the city	1.2%	4.3%	22.4%	37.7%	16.2%	18.1%
Q11f Number of walking & biking trails	2.4%	6.7%	24.8%	31.5%	14.8%	19.8%
Q11g Outdoor athletic fields	0.0%	2.9%	27.0%	28.2%	14.6%	27.4%
Q11h Pools	1.7%	7.9%	25.1%	27.9%	12.6%	24.8%
Q11i Mowing & trimming along city streets	6.4%	12.6%	23.9%	37.7%	10.5%	8.8%
Q11j Community gardening	2.6%	6.2%	20.3%	33.9%	17.7%	19.3%
Q11k Special events sponsored by the city	0.5%	3.6%	23.4%	37.2%	18.6%	16.7%
Q11l Ease of registering for rec programs	1.0%	2.6%	27.2%	23.4%	9.5%	36.3%
Q11m Maintenance of city buildings	1.4%	2.9%	25.5%	39.6%	13.1%	17.4%

Q11. Please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the services provided by the City's Parks and Recreation Department. (excluding don't know)

	Very	Dissatisfied	Neutral	Satisfied	Very
	Dissatisfied				satisfied
	1	2	3	4	5
Q11a Maintenance of city parks	1.9%	6.7%	20.4%	48.8%	22.3%
Q11b Number of city parks	1.3%	7.0%	21.8%	47.6%	22.3%
Q11c Location of City parks	0.8%	5.1%	19.7%	51.3%	23.1%
Q11d Safety in parks	2.8%	9.7%	37.0%	38.4%	12.0%
Q11e Walking & biking trails in the city	1.5%	5.2%	27.4%	46.1%	19.8%
Q11f Number of walking & biking trails	3.0%	8.3%	31.0%	39.3%	18.5%
Q11g Outdoor athletic fields	0.0%	3.9%	37.2%	38.8%	20.1%
Q11h Pools	2.2%	10.5%	33.3%	37.1%	16.8%
Q11i Mowing & trimming along city streets	7.1%	13.9%	26.2%	41.4%	11.5%
Q11j Community gardening	3.3%	7.7%	25.1%	42.0%	21.9%
Q11k Special events sponsored by the city	0.6%	4.3%	28.1%	44.7%	22.3%
Q11l Ease of registering for rec programs	1.5%	4.1%	42.7%	36.7%	15.0%
Q11m Maintenance of city buildings	1.7%	3.5%	30.9%	48.0%	15.9%

Q12. Which TWO of the Parks and Recreation Services above do you think should receive the most emphasis from city leaders over the next TWO years?

Q12 1st priority	Number	Percent
A=Maintenance of city parks	46	11.0 %
B=Number of city parks	11	2.6 %
C=Location of city parks	2	0.5 %
D=Safety in parks	94	22.4 %
E=Walking & biking trails in the city	24	5.7 %
F=Number of walking & biking trails	29	6.9 %
G=Outdoor athletic fields	14	3.3 %
H=Pools	27	6.4 %
I=Mowing & trimming along streets	50	11.9 %
J=Community gardening	8	1.9 %
K=Special events	12	2.9 %
L=Ease of registering for programs	8	1.9 %
M=Maintenance of city buildings	19	4.5 %
Z=None chosen	75	17.9 %
Total	419	100.0 %

Q12. Which TWO of the Parks and Recreation Services above do you think should receive the most emphasis from city leaders over the next TWO years?

Q12 2nd priority	Number	Percent
A=Maintenance of city parks	47	11.2 %
B=Number of city parks	15	3.6 %
C=Location of city parks	7	1.7 %
D=Safety in parks	46	11.0 %
E=Walking & biking trails in the city	23	5.5 %
F=Number of walking & biking trails	23	5.5 %
G=Outdoor athletic fields	10	2.4 %
H=Pools	24	5.7 %
I=Mowing & trimming along streets	50	11.9 %
J=Community gardening	23	5.5 %
K=Special events	15	3.6 %
L=Ease of registering for programs	7	1.7 %
M=Maintenance of city buildings	19	4.5 %
Z=None chosen	110	26.3 %
Total	419	100.0 %

Q12. Which TWO of the Parks and Recreation Services above do you think should receive the most emphasis from city leaders over the next TWO years? (both selections)

Q12 1st priority	Number	Percent
A = Maintenance of city parks	93	22.2 %
B = Number of city parks	26	6.2 %
C = Location of city parks	9	2.1 %
D = Safety in parks	140	33.4 %
E = Walking & biking trails in the city	47	11.2 %
F = Number of walking & biking trails	52	12.4 %
G = Outdoor athletic fields	24	5.7 %
H = Pools	51	12.2 %
I = Mowing & trimming along streets	100	23.9 %
J = Community gardening	31	7.4 %
K = Special events	27	6.4 %
L = Ease of registering for programs	15	3.6 %
M = Maintenance of city buildings	38	9.1 %
Z = None chosen	75	17.9 %
Total	728	

Q13. Please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the Services provided by the City's Public Works Department.

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
Q13a Maintenance of major city streets	8.8%	24.8%	22.2%	36.8%	6.2%	1.2%
Q13b Maintenance of streets in neighborhood	11.5%	21.0%	21.7%	37.9%	6.7%	1.2%
Q13c Residential trash collection services	3.1%	6.7%	13.8%	47.7%	24.1%	4.5%
Q13d Recyclables collection	4.8%	8.1%	16.5%	41.5%	21.5%	7.6%
Q13e Yard waste collection	8.1%	11.0%	18.6%	36.8%	15.8%	9.8%
Q13f Maintenance of city sidewalks	5.3%	13.1%	30.1%	37.0%	6.2%	8.4%
Q13g Snow removal on major city streets	3.6%	5.7%	16.0%	54.7%	18.1%	1.9%
Q13h Snow removal on streets in neighborhood	8.8%	17.2%	18.4%	41.5%	11.9%	2.1%
Q13i Quality of city storm water runoff	6.2%	10.7%	25.8%	40.6%	8.1%	8.6%
Q13j Maintenance of sewer system	5.5%	8.8%	23.6%	37.5%	8.6%	16.0%

Q13. Please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the Services provided by the City's Public Works Department. (excluding don't know)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
Q13a Maintenance of major city streets	8.9%	25.1%	22.5%	37.2%	6.3%
Q13b Maintenance of streets in neighborhood	11.6%	21.3%	22.0%	38.4%	6.8%
Q13c Residential trash collection services	3.3%	7.0%	14.5%	50.0%	25.3%
Q13d Recyclables collection	5.2%	8.8%	17.8%	45.0%	23.3%
Q13e Yard waste collection	9.0%	12.2%	20.6%	40.7%	17.5%
Q13f Maintenance of city sidewalks	5.7%	14.3%	32.8%	40.4%	6.8%
Q13g Snow removal on major city streets	3.6%	5.8%	16.3%	55.7%	18.5%
Q13h Snow removal on streets in neighborhood	9.0%	17.6%	18.8%	42.4%	12.2%
Q13i Quality of city storm water runoff	6.8%	11.7%	28.2%	44.4%	8.9%
Q13j Maintenance of sewer system	6.5%	10.5%	28.1%	44.6%	10.2%