

Q14. Which TWO of the Public Works Services above (Q11, A-J) do you think should receive the most emphasis from city leaders over the next TWO years?

Q14 1st priority	Number	Percent
A=Maintenance city streets	166	39.6 %
B=Maintenance neighborhood streets	51	12.2 %
C=Residential trash collection	19	4.5 %
D=Recyclables collection	14	3.3 %
E=Yard waste collection	13	3.1 %
F=Maintenance city sidewalks	11	2.6 %
G=Snow removal major streets	25	6.0 %
H=Snow removal neighborhood streets	44	10.5 %
I=Storm water runoff	31	7.4 %
J=Maintenance of sewer system	19	4.5 %
Z=None chosen	26	6.2 %
Total	419	100.0 %

Q14. Which TWO of the Public Works Services above (Q11, A-J) do you think should receive the most emphasis from city leaders over the next TWO years?

Q14 2nd priority	Number	Percent
A=Maintenance city streets	47	11.2 %
B=Maintenance neighborhood streets	100	23.9 %
C=Residential trash collection	11	2.6 %
D=Recyclables collection	14	3.3 %
E=Yard waste collection	21	5.0 %
F=Maintenance city sidewalks	30	7.2 %
G=Snow removal major streets	28	6.7 %
H=Snow removal neighborhood streets	56	13.4 %
I=Storm water runoff	31	7.4 %
J=Maintenance of sewer system	31	7.4 %
Z=None chosen	50	11.9 %
Total	419	100.0 %

Q14. Which TWO of the Public Works Services above (Q11, A-J) do you think should receive the most emphasis from city leaders over the next TWO years? (both selections)

Q14 1st priority	Number	Percent
A = Maintenance city streets	213	50.8 %
B = Maintenance neighborhood streets	151	36.0 %
C = Residential trash collection	30	7.2 %
D = Recyclables collection	28	6.7 %
E = Yard waste collection	34	8.1 %
F = Maintenance city sidewalks	41	9.8 %
G = Snow removal major streets	53	12.6 %
H = Snow removal neighborhood streets	100	23.9 %
I = Storm water runoff	62	14.8 %
J = Maintenance of sewer system	50	11.9 %
Z = None chosen	26	6.2 %
Total	788	

Q15. 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 Community Development Department.

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
Q15a Quality of new development in city	4.1%	8.6%	25.3%	39.6%	11.2%	11.2%
Q15b Quality of redevelopment in city	3.8%	12.9%	24.8%	37.0%	9.1%	12.4%
Q15c Enforcement of city zoning regulations	3.3%	8.8%	33.7%	22.9%	6.2%	25.1%
Q15d How well city is planning growth	5.7%	13.6%	29.6%	28.6%	5.7%	16.7%
Q15e Enforcement of codes to protect public safety	2.6%	5.5%	30.5%	32.5%	6.7%	22.2%
Q15f Enforcement of maintenance of residential property	5.7%	17.9%	32.9%	25.8%	6.2%	11.5%
Q15g Enforcement of maintenance of rental homes/apartments	7.6%	21.2%	34.6%	18.9%	4.5%	13.1%
Q15h Enforcement of maintenance of business property	3.8%	8.4%	33.4%	35.3%	5.0%	14.1%
Q15i Enforcement clean up of litter & debris	7.9%	21.0%	29.4%	24.3%	5.0%	12.4%
Q15j Enforcement of the clean up of derelict cars	8.1%	18.9%	27.9%	25.3%	4.8%	15.0%
Q15k Enforcement of sign regulations	5.3%	8.4%	35.1%	27.0%	6.7%	17.7%

Q15. 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 Community Development Department. (excluding don't know)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
Q15a Quality of new development in city	4.6%	9.7%	28.5%	44.6%	12.6%
Q15b Quality of redevelopment in city	4.4%	14.7%	28.3%	42.2%	10.4%
Q15c Enforcement of city zoning regulations	4.5%	11.8%	44.9%	30.6%	8.3%
Q15d How well city is planning growth	6.9%	16.3%	35.5%	34.4%	6.9%
Q15e Enforcement of codes to protect public safety	3.4%	7.1%	39.3%	41.7%	8.6%
Q15f Enforcement of maintenance of residential property	6.5%	20.2%	37.2%	29.1%	7.0%
Q15g Enforcement of maintenance of rental homes/apartments	8.8%	24.5%	39.8%	21.7%	5.2%
Q15h Enforcement of maintenance of business property	4.4%	9.7%	38.9%	41.1%	5.8%
Q15i Enforcement clean up of litter & debris	9.0%	24.0%	33.5%	27.8%	5.7%
Q15j Enforcement of the clean up of derelict cars	9.6%	22.2%	32.9%	29.8%	5.6%
Q15k Enforcement of sign regulations	6.4%	10.1%	42.6%	32.8%	8.1%

Q16. Which TWO of the Community Development Services above do you think should receive the most emphasis from city leaders over the next TWO years?

<u>Q16 1st priority</u>	<u>Number</u>	<u>Percent</u>
A=Quality of new development	52	12.4 %
B=Quality of redevelopment	38	9.1 %
C=Enforcement of zoning regulations	13	3.1 %
D=How well City is planning growth	45	10.7 %
E=Enforcement of codes to protect safety	34	8.1 %
F=Maintenance of residential property	50	11.9 %
G=Maintenance of rental property	45	10.7 %
H=Maintenance of business property	9	2.1 %
I=Clean up of litter & debris	42	10.0 %
J=Clean up of derelict cars	19	4.5 %
K=Enforcement of sign regulations	8	1.9 %
Z=None chosen	64	15.3 %
Total	419	100.0 %

Q16. Which TWO of the Community Development Services above do you think should receive the most emphasis from city leaders over the next TWO years?

Q16 2nd priority	Number	Percent
A=Quality of new development	30	7.2 %
B=Quality of redevelopment	54	12.9 %
C=Enforcement of zoning regulations	8	1.9 %
D=How well City is planning growth	32	7.6 %
E=Enforcement of codes to protect safety	13	3.1 %
F=Maintenance of residential property	31	7.4 %
G=Maintenance of rental property	44	10.5 %
H=Maintenance of business property	13	3.1 %
I=Clean up of litter & debris	60	14.3 %
J=Clean up of derelict cars	33	7.9 %
K=Enforcement of sign regulations	11	2.6 %
Z=None chosen	90	21.5 %
Total	419	100.0 %

Q16. Which TWO of the Community Development Services above do you think should receive the most emphasis from city leaders over the next TWO years? (both selections)

Q16 1st priority	Number	Percent
A = Quality of new development	82	19.6 %
B = Quality of redevelopment	92	22.0 %
C = Enforcement of zoning regulations	21	5.0 %
D = How well City is planning growth	77	18.4 %
E = Enforcement of codes to protect safety	47	11.2 %
F = Maintenance of residential property	81	19.3 %
G = Maintenance of rental property	89	21.2 %
H = Maintenance of business property	22	5.3 %
I = Clean up of litter & debris	102	24.3 %
J = Clean up of derelict cars	52	12.4 %
K = Enforcement of sign regulations	19	4.5 %
Z = None chosen	64	15.3 %
Total	748	

Q17. Have you or other members of your household used a City of Des Moines Library during the past year?

Q17 Have you used Library past year	Number	Percent
1=Yes	262	62.5 %
2=No	157	37.5 %
Total	419	100.0 %

Q17. Have you or other members of your household used a City of Des Moines Library during the past year?

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
Q17a Availability of materials you need	2.7%	6.1%	10.7%	47.7%	31.7%	1.1%
Q17b Adequacy of on-line information	0.8%	0.8%	19.5%	38.5%	24.0%	16.4%
Q17c Number of public access computers	1.5%	6.9%	26.3%	33.2%	19.1%	13.0%
Q17d Quality of children's programs	0.4%	3.4%	22.9%	31.3%	15.6%	26.3%
Q17e Helpfulness of library staff	1.1%	2.3%	11.1%	39.7%	43.9%	1.9%
Q17f Hours libraries are open	8.8%	13.7%	21.0%	36.6%	17.9%	1.9%

Q17. Have you or other members of your household used a City of Des Moines Library during the past year? (excluding don't know)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
Q17a Availability of materials you need	2.7%	6.2%	10.8%	48.3%	32.0%
Q17b Adequacy of on-line information	0.9%	0.9%	23.3%	46.1%	28.8%
Q17c Number of public access computers	1.8%	7.9%	30.3%	38.2%	21.9%
Q17d Quality of children's programs	0.5%	4.7%	31.1%	42.5%	21.2%
Q17e Helpfulness of library staff	1.2%	2.3%	11.3%	40.5%	44.7%
Q17f Hours libraries are open	8.9%	14.0%	21.4%	37.4%	18.3%

Q18. Which TWO of the Library Services above do you think should receive the most emphasis from city leaders over the next TWO years?

<u>Q18 1st priority</u>	<u>Number</u>	<u>Percent</u>
A=Available materials needed	94	22.4 %
B=Adequacy of on-line information	9	2.1 %
C=Public access computers	20	4.8 %
D=Quality of children's programs	28	6.7 %
E=Helpfulness of library staff	6	1.4 %
F=Hours libraries are open	97	23.2 %
Z=None chosen	165	39.4 %
Total	419	100.0 %

Q18. Which TWO of the Library Services above do you think should receive the most emphasis from city leaders over the next TWO years?

<u>Q18 2nd priority</u>	<u>Number</u>	<u>Percent</u>
A=Available materials needed	47	11.2 %
B=Adequacy of on-line information	24	5.7 %
C=Public access computers	38	9.1 %
D=Quality of children's programs	31	7.4 %
E=Helpfulness of library staff	17	4.1 %
F=Hours libraries are open	51	12.2 %
Z=None chosen	211	50.4 %
Total	419	100.0 %

Q18. Which TWO of the Library Services above do you think should receive the most emphasis from city leaders over the next TWO years? (both selections)

<u>Q18 1st priority</u>	<u>Number</u>	<u>Percent</u>
A = Available materials needed	141	33.7 %
B = Adequacy of on-line information	33	7.9 %
C = Public access computers	58	13.8 %
D = Quality of children's programs	59	14.1 %
E = Helpfulness of library staff	23	5.5 %
F = Hours libraries are open	148	35.3 %
Z = None chosen	165	39.4 %
Total	627	

Q19. 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 Engineering Department.

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
Q19a Maintenance of traffic signals	2.9%	6.2%	14.3%	59.4%	15.3%	1.9%
Q19b Adequacy of city street lighting	21.5%	23.6%	13.8%	31.0%	7.4%	2.6%

Q19. 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 Engineering Department. (excluding don't know)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
Q19a Maintenance of traffic signals	2.9%	6.3%	14.6%	60.6%	15.6%
Q19b Adequacy of city street lighting	22.1%	24.3%	14.2%	31.9%	7.6%

Q20. From which of the following sources of information do you get information about City news and events?

Q20 Sources of information you get	Number	Percent
0 = None chosen	5	1.2 %
1 = Des Moines Register	333	79.5 %
2 = Business Record	52	12.4 %
3 = City View	124	29.6 %
4 = Point Blank	76	18.1 %
5 = Television news	359	85.7 %
6 = Des Moines Website	57	13.6 %
7 = City Cable Channel 7	94	22.4 %
8 = Other	42	10.0 %
Total	1142	

Q20. Other:

Q20 Other	Number	Percent
CHANNEL 8=	2	5.3 %
CHANNEL 8 RADIO=	1	2.6 %
CITIZENS-PRESS=	1	2.6 %
COMMUNITY NEWSPAPER SOUTH=	1	2.6 %
FRIENDS NEIGHBORS=	1	2.6 %
INTERNET=	2	5.3 %
LOCAL NEWS=	1	2.6 %
MAIL INSERTS=	1	2.6 %
METRO SHOPPER=	1	2.6 %
NEIGHBORHOOD ASSOCIATION=	1	2.6 %
NEIGHBORHOOD PAPERS=	1	2.6 %
NEWSPAPER=	3	7.9 %
NEWSPAPER-RADIO=	1	2.6 %
NIGHBORHOOD NEWSLETTER=	1	2.6 %
OTHER TALKING ABOUT THING=	1	2.6 %
PHONE=	1	2.6 %
PRINCIPAL WEBSIT=	1	2.6 %
PUBLIC RADIO=	1	2.6 %
RADIO=	6	15.8 %
RIVER BEND NEIGHBORHOOD=	1	2.6 %
SHOOPPER & MAIL=	1	2.6 %
SHOPPE=	1	2.6 %
SHOPPER=	2	5.3 %
SOUTH SIDE WEEKLY PAPER=	1	2.6 %
WHO RADIO=	2	5.3 %
WORD OF MOUTH=	2	5.3 %
Total	38	100.0 %

Q21. Please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the City of Des Moines' communication with you as a resident of Des Moines.

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
Q21a Effectiveness of city communication	4.5%	13.6%	29.8%	39.9%	7.4%	4.8%
Q21b Level of public involvement	8.8%	22.0%	31.3%	24.8%	4.3%	8.8%
Q21c Availability of info about programs & services	5.0%	16.0%	29.1%	37.7%	5.7%	6.4%
Q21d City efforts to keep you informed	6.2%	18.1%	28.6%	34.6%	6.7%	5.7%
Q21e Quality of programming on city cable TV channel	1.7%	5.7%	28.2%	18.1%	3.8%	42.5%
Q21f Quality of city web page	0.5%	3.6%	24.8%	15.8%	4.5%	50.8%
Q21g Amount of coverage about city issues	1.9%	6.4%	30.1%	43.4%	10.0%	8.1%

Q21. Please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the City of Des Moines' communication with you as a resident of Des Moines. (excluding don't know)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
Q21a Effectiveness of city communication	4.8%	14.3%	31.3%	41.9%	7.8%
Q21b Level of public involvement	9.7%	24.1%	34.3%	27.2%	4.7%
Q21c Availability of info about programs & services	5.4%	17.1%	31.1%	40.3%	6.1%
Q21d City efforts to keep you informed	6.6%	19.2%	30.4%	36.7%	7.1%
Q21e Quality of programming on city cable TV channel	2.9%	10.0%	49.0%	31.5%	6.6%
Q21f Quality of city web page	1.0%	7.3%	50.5%	32.0%	9.2%
Q21g Amount of coverage about city issues	2.1%	7.0%	32.7%	47.3%	10.9%

Q22. Which TWO of the elements of City Communication above do you think should receive the most emphasis from city leaders over the next TWO years?

<u>Q22 1st priority</u>	<u>Number</u>	<u>Percent</u>
A=Communication with public	102	24.3 %
B=Public involvement	118	28.2 %
C=Information about programs & services	46	11.0 %
D=Efforts to keep you informed	44	10.5 %
E=Quality of programming	11	2.6 %
F=Quality of web page	10	2.4 %
G=Amount of coverage provided	19	4.5 %
Z=None chosen	69	16.5 %
Total	419	100.0 %

Q22. Which TWO of the elements of City Communication above do you think should receive the most emphasis from city leaders over the next TWO years?

<u>Q22 2nd priority</u>	<u>Number</u>	<u>Percent</u>
A=Communication with public	45	10.7 %
B=Public involvement	80	19.1 %
C=Information about programs & services	49	11.7 %
D=Efforts to keep you informed	88	21.0 %
E=Quality of programming	14	3.3 %
F=Quality of web page	10	2.4 %
G=Amount of coverage provided	32	7.6 %
Z=None chosen	101	24.1 %
Total	419	100.0 %

Q22. Which TWO of the elements of City Communication above do you think should receive the most emphasis from city leaders over the next TWO years? (both selections)

<u>Q22 1st priority</u>	<u>Number</u>	<u>Percent</u>
A = Communication with public	147	35.1 %
B = Public involvement	198	47.3 %
C = Information about programs & services	95	22.7 %
D = Efforts to keep you informed	132	31.5 %
E = Quality of programming	25	6.0 %
F = Quality of web page	20	4.8 %
G = Amount of coverage provided	51	12.2 %
Z = None chosen	69	16.5 %
Total	737	

Q23. Have you or other adult members of your household visited the City of Des Moines Website in the last year?

<u>Q23 Have you visited City website</u>	<u>Number</u>	<u>Percent</u>
1=Yes	131	31.3 %
2=No	287	68.7 %
Total	418	100.0 %

Q24. Are you aware of the city's action center?

<u>Q24 Are you aware of city action center</u>	<u>Number</u>	<u>Percent</u>
1=Yes	101	24.2 %
2=No	317	75.8 %
Total	418	100.0 %

Q25. Are you aware of the City's Self Serve Feature on the City of Des Moines Website?

<u>Q25 Aware of city self serve feature</u>	<u>Number</u>	<u>Percent</u>
1=Yes	55	13.2 %
2=No	363	86.8 %
Total	418	100.0 %

Q25a. Have you used the Self Serve Feature?

<u>Q25a Have you used the Self Serve Feature</u>	<u>Number</u>	<u>Percent</u>
1=Yes	13	23.6 %
2=No	42	76.4 %
Total	55	100.0 %

Q26. Have you or other adult members of your household watched the City Cable Channel 7 in the past year?

<u>Q26 Have adult member watch Channel 7</u>	<u>Number</u>	<u>Percent</u>
1=Yes	171	40.8 %
2=No	246	58.7 %
9=Don't know	2	0.5 %
Total	419	100.0 %

Q27. Are you on the City's list service about City affairs?

<u>Q27 Are on city list service about City affairs</u>	<u>Number</u>	<u>Percent</u>
1=Yes	16	3.8 %
2=No	395	94.3 %
9=Don't know	8	1.9 %
Total	419	100.0 %

Q28. Please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the City of Des Moines' Financial Management.

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
Q28a City efforts to diversify on local tax base	12.2%	19.1%	29.4%	19.1%	2.1%	18.1%
Q28b City efforts to involve public in decisions	12.9%	26.7%	27.0%	15.0%	3.1%	15.3%

Q28. Please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the City of Des Moines' Financial Management. (excluding don't know)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
Q28a City efforts to diversify on local tax base	14.9%	23.3%	35.9%	23.3%	2.6%
Q28b City efforts to involve public in decisions	15.2%	31.5%	31.8%	17.7%	3.7%

Q29. Please indicate whether or not you agree with the following statements about paying for City services? Designate YES if you agree; NO if you disagree, or DON'T KNOW.

	Yes 1	No 2	Don't know 9
Q29a Sales tax good way of paying for city services	62.3%	24.3%	13.4%
Q29b Property tax good way of paying for city services	39.4%	47.0%	13.6%
Q29c Fees are good way of paying for city services	57.0%	26.5%	16.5%
Q29d Rather pay higher fees than higher property taxes	60.9%	19.6%	19.6%
Q29e Rather pay more local sales tax than property taxes	63.7%	20.8%	15.5%

Q29. Please indicate whether or not you agree with the following statements about paying for City services? Designate YES if you agree; NO if you disagree, or DON'T KNOW. (excluding don't know)

	Yes 1	No 2
Q29a Sales tax good way of paying for city services	71.9%	28.1%
Q29b Property tax good way of paying for city services	45.6%	54.4%
Q29c Fees are good way of paying for city services	68.3%	31.7%
Q29d Rather pay higher fees than higher property taxes	75.7%	24.3%
Q29e Rather pay more local sales tax than property taxes	75.4%	24.6%

Q30. Please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with life in the City of Des Moines.

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
Q30a Quality of life in the city	0.5%	2.6%	13.6%	57.0%	22.9%	3.3%
Q30b Overall image of the city	0.7%	9.5%	20.0%	53.2%	13.4%	3.1%
Q30c Maintenance/preservation of downtown	1.9%	8.4%	22.7%	48.4%	14.3%	4.3%
Q30d Cleanliness of city streets & public areas	2.1%	11.7%	19.6%	51.8%	11.0%	3.8%
Q30e Overall value you receive for dollars & fees	7.4%	16.2%	26.3%	37.5%	6.9%	5.7%

Q30. Please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with life in the City of Des Moines. (excluding don't know)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
Q30a Quality of life in the city	0.5%	2.7%	14.1%	59.0%	23.7%
Q30b Overall image of the city	0.7%	9.9%	20.7%	54.9%	13.8%
Q30c Maintenance/preservation of downtown	2.0%	8.7%	23.7%	50.6%	15.0%
Q30d Cleanliness of city streets & public areas	2.2%	12.2%	20.3%	53.8%	11.4%
Q30e Overall value you receive for dollars & fees	7.8%	17.2%	27.8%	39.7%	7.3%

Q31. Do you currently live within the boundaries of a neighborhood association?

Q31 Live within boundaries of neighborhood association	Number	Percent
1=Yes	275	65.6 %
2=No	63	15.0 %
9=Don't know	81	19.3 %
Total	419	100.0 %

Q32. Are you aware of your neighborhood association's activities and meetings?

<u>Q32 Aware of neighborhood assoc meetings</u>	<u>Number</u>	<u>Percent</u>
1=Yes	197	47.0 %
2=No	155	37.0 %
9=Don't know	67	16.0 %
Total	419	100.0 %

Q33. Have you attended a neighborhood meeting or event in the past year?

<u>Q33 Attend neighborhood assoc meeting</u>	<u>Number</u>	<u>Percent</u>
1=Yes	105	25.1 %
2=No	291	69.5 %
9=Don't know	23	5.5 %
Total	419	100.0 %

Q34. Assume you have been given \$100 dollars to spend on City of Des Moines services. In the blanks below, please indicate how you would spend \$100 on each of the following service areas. Please be sure that the total adds to \$100.

	<u>Mean</u>	<u>Total</u>	<u>Sum</u>
Q34a Maintenance of streets, curbs & sidewalks	23.40	391	9149
Q34b Sewers and flood control	9.10	390	3548
Q34c Parks	7.51	389	2921.50
Q34d Recreation programs	4.72	390	1842.50
Q34e Police services	17.56	390	6849
Q34f Fire prevention & suppression	11.95	390	4659.50
Q34g Ambulance services	8.04	390	3135.50
Q34h Planning services	4.04	389	1570.50
Q34i Code enforcement services	4.26	390	1660
Q34j Public library service	9.24	390	3602.50

Q35. How many people at your residence (counting yourself), are?

	Mean	Total	Sum
all_persons	2.40	413	993
Q35 Under age 5	0.17	414	70
Ages 5-9	0.14	414	59
Ages 10-14	0.14	415	60
Ages 15-19	0.12	415	50
Ages 20-24	0.13	415	53
Ages 25-34	0.30	415	125
Ages 35-44	0.38	415	158
Ages 45-54	0.39	415	161
Ages 55-64	0.30	415	123
Ages 65-74	0.15	415	64
Ages 75 +	0.18	415	73

Q36. Which of the following best describes your current employment status?

Q36 Which is your current employment	Number	Percent
1 = Employed outside home	245	58.5 %
2 = Employed in the home	28	6.7 %
3 = Student	8	1.9 %
4 = Retired	113	27.0 %
5 = Not currently employed outside the home	29	6.9 %
9 = No response	3	0.7 %
Total	426	

Q36. What is the ZIP CODE where you work?

Q36 Work zip code	Number	Percent
50003=	1	0.5 %
50009=	1	0.5 %
50021=	2	1.0 %
50047=	1	0.5 %
50125=	1	0.5 %
50131=	3	1.5 %
50144=	1	0.5 %
50160=	1	0.5 %
50214=	1	0.5 %
50233=	1	0.5 %
50263=	1	0.5 %
50265=	11	5.5 %
50266=	10	5.0 %
50295=	1	0.5 %
50303=	1	0.5 %
50305=	1	0.5 %
50306=	1	0.5 %
50308=	1	0.5 %
50309=	46	23.1 %
50310=	12	6.0 %
50311=	3	1.5 %
50312=	9	4.5 %
50313=	10	5.0 %
50314=	8	4.0 %
50315=	15	7.5 %
50316=	6	3.0 %
50317=	14	7.0 %
50318=	1	0.5 %
50319=	8	4.0 %
50320=	1	0.5 %
50321=	5	2.5 %
50322=	10	5.0 %
50323=	1	0.5 %
50325=	2	1.0 %
50327=	1	0.5 %
50328=	1	0.5 %
50391=	2	1.0 %
50392=	1	0.5 %
50395=	2	1.0 %
51315=	1	0.5 %
Total	199	100.0 %

Q37. Approximately how many years have you lived in the City of Des Moines?

<u>Q37 How many years live in Des Moines</u>	<u>Number</u>	<u>Percent</u>
1=Less than 5 years	61	14.6 %
2=5-10 years	47	11.2 %
3=11-20 years	59	14.1 %
4=More than 20 years	251	59.9 %
9=	1	0.2 %
Total	419	100.0 %

Q38. Have you or other adult members of your household used the Internet from your home during the past week?

<u>Q38 Have used internet at home past week</u>	<u>Number</u>	<u>Percent</u>
1=Yes	262	62.5 %
2=No	155	37.0 %
9=Don't know	2	0.5 %
Total	419	100.0 %

Q39. Do you own or rent your current residence?

<u>Q39 Do you own/rent current residence</u>	<u>Number</u>	<u>Percent</u>
1=Own	362	86.4 %
2=Rent	54	12.9 %
9=No response	3	0.7 %
Total	419	100.0 %

Q40. Would you say your total household income is:

<u>Q40 Total household income</u>	<u>Number</u>	<u>Percent</u>
1=Under \$30,000	104	24.8 %
2=\$30,000-\$59,999	144	34.4 %
3=\$60,000-\$99,999	78	18.6 %
4=\$100,000+	33	7.9 %
9=No response	60	14.3 %
Total	419	100.0 %

Q42. Your gender:

<u>Q42 Respondents gender</u>	<u>Number</u>	<u>Percent</u>
1=Male	192	45.8 %
2=Female	227	54.2 %
Total	419	100.0 %

2004 City of Des Moines Citizen Satisfaction Survey

Thank you for taking the time to provide the City of Des Moines with feedback about our services. Your input will provide valuable information to assist City Leaders in budgetary decisions and long-range planning. If you have questions while completing this survey, please contact Tansy Hayward at 283-4218.

OVERALL

1. 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."

How satisfied are you with:	Very <u>Satisfied</u>	<u>Satisfied</u>	<u>Neutral</u>	<u>Dissatisfied</u>	Very <u>Dissatisfied</u>	Don't <u>Know</u>
(A) Overall quality of police protection.....	5	4	3	2	1	9
(B) Overall quality of fire protection.....	5	4	3	2	1	9
(C) Overall maintenance of city streets	5	4	3	2	1	9
(D) Overall quality of sewer utilities	5	4	3	2	1	9
(E) Overall quality of refuse collection services	5	4	3	2	1	9
(F) Overall quality of parks and recreation	5	4	3	2	1	9
(G) Overall flow of traffic and congestion management in the City.....	5	4	3	2	1	9
(H) Overall enforcement of city codes and ordinances.....	5	4	3	2	1	9
(I) Overall quality of the City libraries.....	5	4	3	2	1	9
(J) The City's efforts to communicate with residents.....	5	4	3	2	1	9
(K) Overall quality of customer service you receive from City employees.....	5	4	3	2	1	9

2. Which THREE of the items above do you think should receive the most emphasis from city leaders over the next TWO years? (Write in the blanks below using the letters from Q#1 above, e.g. Parks and Recreation is designated by F)

1st priority: _____ 2nd priority: _____ 3rd priority: _____

3. Have you called or visited the City with a question, problem, or complaint during the past year?
 (1) Yes (2) No (go to question 4)

3a. [IF YES TO Q#3] How easy was it to contact the person you needed to reach?

(1) very easy (3) difficult
 (2) somewhat easy (4) very difficult

3b. [IF YES TO Q#3] 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."

	<u>Always</u>	<u>Usually</u>	<u>Sometimes</u>	<u>Seldom</u>	<u>Never</u>	<u>Don't Know</u>
(1) They were courteous and polite.....	5	4	3	2	1	9
(2) They gave prompt, accurate and complete answers to your questions	5	4	3	2	1	9
(3) They did what they said they would do in a timely manner	5	4	3	2	1	9
(4) They helped you resolve an issue to your satisfaction.....	5	4	3	2	1	9

PUBLIC SAFETY

4. 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.

How satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
(A) How quickly public safety personnel respond to emergencies	5	4	3	2	1	9
(B) Public safety education programs.....	5	4	3	2	1	9

5. 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.

How satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
(A) The City’s efforts to prevent crime	5	4	3	2	1	9
(B) How quickly Police personnel respond to emergencies	5	4	3	2	1	9
(C) The visibility of police in neighborhoods.....	5	4	3	2	1	9
(D) The visibility of police in retail areas	5	4	3	2	1	9
(E) Enforcement of local traffic laws	5	4	3	2	1	9
(F) Quality of animal control	5	4	3	2	1	9

6. Which TWO of the Police Services above do you think should receive the most emphasis from city leaders over the next TWO years? (Write in the blanks below using the letters from Q#3 above, e.g. Traffic Enforcement is designated by E)

1st priority: _____ 2nd priority: _____

7. Have you used a police service in the last year? (i.e. received a traffic citation, reported a crime, etc) ___(1) Yes ___(2) No

8. 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.

How satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
(A) City efforts to enhance fire protection.....	5	4	3	2	1	9
(B) How quickly Fire personnel respond to emergencies	5	4	3	2	1	9
(C) Overall quality of ambulance service	5	4	3	2	1	9
(D) The number of fire stations	5	4	3	2	1	9
(E) Visibility of fire department personnel	5	4	3	2	1	9

9. Which TWO of the Fire Services above do you think should receive the most emphasis from city leaders over the next TWO years? (Write in the blanks below using the letters from Q#1 above, e.g. Ambulance Services are designated by C)

1st priority: _____ 2nd priority: _____

PARKS AND RECREATION DEPARTMENT

10. Have you used a parks and recreation service provided by the City of Des Moines in the last year? (i.e. used bike trails/attended concerts)

___(1) Yes ___(2) No

11. 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.

How satisfied are you with:	Very <u>Satisfied</u>	<u>Satisfied</u>	<u>Neutral</u>	<u>Dissatisfied</u>	Very <u>Dissatisfied</u>	Don’t <u>Know</u>
(A) Maintenance of City Parks	5	4	3	2	1	9
(B) Number of City Parks.....	5	4	3	2	1	9
(C) Location of City Parks.....	5	4	3	2	1	9
(D) Safety in Parks.....	5	4	3	2	1	9
(E) Walking and biking trails in the City of Des Moines.....	5	4	3	2	1	9
(F) The number of walking and biking trails	5	4	3	2	1	9
(G) Outdoor athletic fields (Cownie Soccer Park, Savage Softball Fields, etc)	5	4	3	2	1	9
(H) Pools (Aquatic Centers, Wading Pools)	5	4	3	2	1	9
(I) Mowing and trimming along City streets and other public areas.....	5	4	3	2	1	9
(J) Community Gardening (Flower Giveaway, Neighborhood Plantings)	5	4	3	2	1	9
(K) Special events sponsored by the City (Park Concerts, Amphitheater Events)	5	4	3	2	1	9
(L) Ease of registering for recreation programs .	5	4	3	2	1	9
(M) Maintenance of city buildings (City Hall, Police Station, etc)	5	4	3	2	1	9

12. 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? (Write in the blanks below using the letters from Q31 above, e.g. Athletic Fields are designated by G)

1st priority: _____ 2nd priority: _____

PUBLIC WORKS

13. 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.

How satisfied are you with:	Very <u>Satisfied</u>	<u>Satisfied</u>	<u>Neutral</u>	<u>Dissatisfied</u>	Very <u>Dissatisfied</u>	Don’t <u>Know</u>
(A) Maintenance of major City streets.....	5	4	3	2	1	9
(B) Maintenance of streets in your neighborhood.....	5	4	3	2	1	9
(C) Residential trash collection services.....	5	4	3	2	1	9
(D) Recyclables collection.....	5	4	3	2	1	9
(E) Yard waste collection	5	4	3	2	1	9
(F) Maintenance of City Sidewalks.....	5	4	3	2	1	9
(G) Snow removal on major City streets	5	4	3	2	1	9
(H) Snow removal on streets in your neighborhood.	5	4	3	2	1	9
(I) Overall quality of the city’s storm water runoff/storm water management system	5	4	3	2	1	9
(J) Maintenance of sewer system.....	5	4	3	2	1	9

14. Which TWO of the Public Works Services above (Q11, A-J) do you think should receive the most emphasis from city leaders over the next TWO years? (Write in the blanks below using the letters above, e.g. Recycling is D)

1st priority: _____ 2nd priority: _____

COMMUNITY DEVELOPMENT

15. 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 Community Development Department.

How satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
(A) Overall quality of new development in the City	5	4	3	2	1	9
(B) Overall quality of redevelopment in the City	5	4	3	2	1	9
(C) Enforcement of City zoning regulations	5	4	3	2	1	9
(D) How well the City is planning growth.....	5	4	3	2	1	9
(E) Enforcement of codes designed to protect public safety	5	4	3	2	1	9
(F) Enforcement of the maintenance and upkeep of residential property	5	4	3	2	1	9
(G) Enforcement of the maintenance and upkeep of rental homes and apartments.....	5	4	3	2	1	9
(H) Enforcement of the maintenance and upkeep of business property	5	4	3	2	1	9
(I) Enforcement of the clean up of litter and debris on private property	5	4	3	2	1	9
(J) Enforcement of the clean up of derelict cars	5	4	3	2	1	9
(K) Enforcement of sign regulations.....	5	4	3	2	1	9

16. Which TWO of the Community Development Services above do you think should receive the most emphasis from city leaders over the next TWO years? (Write in the blanks below using the letters from Q#1 above, e.g. Sign Enforcement is designated by K)

1st priority: _____ 2nd priority: _____

LIBRARY

17. Have you or other members of your household used a City of Des Moines Library during the past year?

___(1) Yes (answer 15a-f) ___(2) No (go to Q16)

IF YES to #17: 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 Libraries.

How satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
(A) Availability of the materials you need	5	4	3	2	1	9
(B) Adequacy of on-line (Internet) information and services	5	4	3	2	1	9
(C) Number of public access computers in the libraries.....	5	4	3	2	1	9
(D) Quality of children’s programs.....	5	4	3	2	1	9
(E) Helpfulness of library staff.....	5	4	3	2	1	9
(F) Hours libraries are open	5	4	3	2	1	9

18. Which TWO of the Library Services above do you think should receive the most emphasis from city leaders over the next TWO years? (Write in the blanks below using the letters from Q#1 above, e.g. Library Hours would be F)

1st priority: _____ 2nd priority: _____

ENGINEERING

19. 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 Engineering Department.

How satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
(A) Maintenance of traffic signals and street signs	5	4	3	2	1	9
(B) Adequacy of City Street Lighting	5	4	3	2	1	9

CITY OF DES MOINES COMMUNICATION

20. From which of the following sources of information do you get information about City news and events? (check all that apply)

- (1) The Des Moines Register
- (2) The Business Record
- (3) City View
- (4) Point Blank
- (5) Television News
- (6) City of Des Moines Website
- (7) City Cable Channel 7
- (8) Other: _____

21. Please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the City of Des Moines' communication with you as a resident of Des Moines.

How satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
(A) Overall effectiveness of city communication with the public	5	4	3	2	1	9
(B) The level of public involvement in local decision-making	5	4	3	2	1	9
(C) The availability of information about City programs and services	5	4	3	2	1	9
(D) City efforts to keep you informed about local issues.....	5	4	3	2	1	9
(E) The quality of programming on the City's cable television channel	5	4	3	2	1	9
(F) The quality of the City's web page	5	4	3	2	1	9
(G) The amount of coverage about City Government issues/ activities provided by local newspapers	5	4	3	2	1	9

22. Which TWO of the elements of City Communication above do you think should receive the most emphasis from city leaders over the next TWO years? (Write in the blanks below using the letters from Q#1 above, e.g. the City's website is designated by F)

1st priority: _____ 2nd priority: _____

23. Have you or other adult members of your household visited the City of Des Moines Website in the last year?

- (1) Yes
- (2) No

24. Are you aware of the city's action center? (1) Yes (2) No

25. Are you aware of the City's Self Serve Feature on the City of Des Moines Website?

- (1) Yes
- (2) No

25a. [IF YES to #25] Have you used the Self Serve Feature? (1) Yes (2) No

26. Have you or other adult members of your household watched the City Cable Channel 7 in the past year?

___(1) Yes ___(2) No

27. Are you on the City’s list service about City affairs? ___(1) Yes ___(2) No

CITY FINANCES

28. Please rate your satisfaction on a scale of 1 to 5 where 5 means “Very Satisfied” and 1 means “Very Dissatisfied,” with the City of Des Moines’ Financial Management.

How satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don’t Know
(A) City efforts to diversity the local tax base.....	5	4	3	2	1	9
(B) City efforts to involve the public in major financial decisions.....	5	4	3	2	1	9

29. Please indicate whether or not you agree with the following statements about paying for City services? Designate YES if you agree; NO if you disagree, or DON’T KNOW.

29a. I think that Sales Tax is a good way of paying for City services.

___(1) Yes ___(2) No ___(9) Don’t Know

29b. I think that Property Tax is a good way of paying for City Services.

___(1) Yes ___(2) No ___(9) Don’t Know

29c. I think that Fees are a good way of paying for city services.

___(1) Yes ___(2) No ___(9) Don’t Know

29d. I would rather pay higher fees than pay higher property taxes.

___(1) Yes ___(2) No ___(9) Don’t Know

29e. I would rather pay more Local Sales Tax than pay higher property taxes.

___(1) Yes ___(2) No ___(9) Don’t Know

LIFE IN DES MOINES

30. Please rate your satisfaction on a scale of 1 to 5 where 5 means “Very Satisfied” and 1 means “Very Dissatisfied,” with life in the City of Des Moines.

How satisfied are you with	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don’t Know
(A) Overall quality of life in the City	5	4	3	2	1	9
(B) Overall image of the City	5	4	3	2	1	9
(C) Maintenance and preservation of downtown Des Moines.....	5	4	3	2	1	9
(D) Overall cleanliness of City streets and other public areas.....	5	4	3	2	1	9
(E) Overall value that you receive for your City tax dollars and fees.....	5	4	3	2	1	9

31. Do you currently live within the boundaries of a neighborhood association?

___(1) Yes ___(2) No ___(9) Don’t Know

32. Are you aware of your neighborhood association’s activities and meetings?

___(1) Yes ___(2) No ___(9) Don’t Know

33. Have you attended a neighborhood meeting or event in the past year?

___(1) Yes ___(2) No ___(9) Don't Know

34. Assume you have been given \$100 dollars to spend on City of Des Moines services. In the blanks below, please indicate how you would spend \$100 on each of the following service areas. Please be sure that the total adds to \$100.

- (A) Maintenance of streets, curbs, and sidewalks \$ _____
- (B) Sewers and flood control \$ _____
- (C) Parks..... \$ _____
- (D) Recreation programs \$ _____
- (E) Police services..... \$ _____
- (F) Fire prevention and suppression \$ _____
- (G) Ambulance services \$ _____
- (H) Planning Services..... \$ _____
- (I) Code Enforcement Services..... \$ _____
- (J) Public Library Service \$ _____

TOTAL \$ 100

35. How many people at your residence (counting yourself), are?

Under age 5	___	Ages 20-24	___	Ages 55-64	___
Ages 5-9	___	Ages 25-34	___	Ages 65-74	___
Ages 10-14	___	Ages 35-44	___	Ages 75+	___
Ages 15-19	___	Ages 45-54	___		

36. Which of the following best describes your current employment status?

- ___(1) employed outside the home - **What is the ZIP CODE where you work?** _____
- ___(2) employed in the home/ have a home-based business
- ___(3) student
- ___(4) retired
- ___(5) not currently employed outside the home

37. Approximately how many years have you lived in the City of Des Moines?

- ___(1) less than 5 years
- ___(2) 5-10 years
- ___(3) 11-20 years
- ___(4) more than 20 years

38. Have you or other adult members of your household used the Internet from your home during the past week?

___(1) Yes ___(2) No

39. Do you own or rent your current residence? ___(1) Own ___(2) Rent

40. Would you say your total household income is:

- ___(1) Under \$30,000
- ___(2) \$30,000 to \$59,999
- ___(3) \$60,000 to \$99,999
- ___(4) more than \$100,000

41. What is your home street address: _____

42. Your gender: ___(1) Male ___(2) Female

This concludes the survey; please return your survey in the postage-paid envelope provided addressed to: ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061. Thanks for your time.