

Section 5:
Tabular Data
(overall results for all questions)

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."

(N=1217)

	very dissatisfied 1	dissatisfied 2	neutral 3	satisfied 4	very satisfied 5	don't know 9
Q1a Overall quality of police protection	2.3%	6.0%	16.8%	49.9%	20.4%	4.6%
Q1b Overall quality of fire protection	0.5%	1.0%	9.9%	49.6%	31.1%	7.8%
Q1c Overall condition of city streets	11.1%	33.1%	30.6%	21.0%	3.0%	1.2%
Q1d Overall cleanliness of the City	3.2%	14.0%	34.8%	39.9%	6.7%	1.5%
Q1e Overall quality of city parks	1.4%	6.2%	23.1%	50.6%	13.2%	5.4%
Q1f Overall flow of traffic in the city	9.4%	25.2%	30.0%	28.9%	3.6%	2.8%
Q1g Enforcement of city codes & ordinances	5.1%	13.5%	33.9%	30.6%	5.5%	11.4%
Q1h Overall quality of City libraries	1.2%	3.3%	17.3%	44.6%	22.2%	11.4%
Q1i City efforts to communicate with you	5.6%	11.5%	36.4%	31.9%	8.4%	6.2%
Q1j Quality of customer service you receive	2.5%	6.6%	29.2%	42.3%	11.0%	8.4%

Excluding Don't Knows

	very dissatisfied 1	dissatisfied 2	neutral 3	satisfied 4	very satisfied 5
Q1a Overall quality of police protection	2.4%	6.3%	17.7%	52.3%	21.4%
Q1b Overall quality of fire protection	0.5%	1.1%	10.8%	53.8%	33.8%
Q1c Overall condition of city streets	11.2%	33.5%	31.0%	21.2%	3.0%
Q1d Overall cleanliness of the City	3.3%	14.2%	35.3%	40.5%	6.8%
Q1e Overall quality of city parks	1.5%	6.6%	24.4%	53.5%	14.0%
Q1f Overall flow of traffic in the city	9.7%	26.0%	30.9%	29.8%	3.7%
Q1g Enforcement of city codes & ordinances	5.8%	15.2%	38.3%	34.5%	6.2%
Q1h Overall quality of City libraries	1.3%	3.7%	19.6%	50.4%	25.0%
Q1i City efforts to communicate with you	6.0%	12.3%	38.8%	34.0%	8.9%
Q1j Quality of customer service you receive	2.8%	7.2%	31.8%	46.2%	12.0%

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	335	27.5 %
B=Fire protection	24	2.0 %
C=City streets	440	36.2 %
D=Cleanliness of the City	57	4.7 %
E=City parks	34	2.8 %
F=Flow of traffic in the City	144	11.8 %
G=City codes & ordinances	41	3.4 %
H=City libraries	19	1.6 %
I=Communication with you	36	3.0 %
J=Customer service you receive	22	1.8 %
Z=None selected	65	5.3 %
Total	1217	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	115	9.4 %
B=Fire protection	164	13.5 %
C=City streets	233	19.1 %
D=Cleanliness of the City	138	11.3 %
E=City parks	67	5.5 %
F=Flow of traffic in the City	198	16.3 %
G=City codes & ordinances	75	6.2 %
H=City libraries	36	3.0 %
I=Communication with you	54	4.4 %
J=Customer service you receive	35	2.9 %
Z=None selected	102	8.4 %
Total	1217	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	108	8.9 %
B=Fire protection	54	4.4 %
C=City streets	179	14.7 %
D=Cleanliness of the City	165	13.6 %
E=City parks	89	7.3 %
F=Flow of traffic in the City	125	10.3 %
G=City codes & ordinances	94	7.7 %
H=City libraries	55	4.5 %
I=Communication with you	85	7.0 %
J=Customer service you receive	64	5.3 %
Z=None selected	199	16.4 %
Total	1217	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 Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
A = Police protection	558	45.9 %
B = Fire protection	242	19.9 %
C = City streets	852	70.0 %
D = Cleanliness of the City	360	29.6 %
E = City parks	190	15.6 %
F = Flow of traffic in the City	467	38.4 %
G = City codes & ordinances	210	17.3 %
H = City libraries	110	9.0 %
I = Communication with you	175	14.4 %
J = Customer service you receive	121	9.9 %
Z = None selected	65	5.3 %
Total	3350	

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

Q3 Have you called/visited city with question	Number	Percent
1=Yes	447	36.7 %
2=No	769	63.2 %
9=No response	1	0.1 %
Total	1217	100.0 %

Q3a. Which department did you contact most recently?

Q3a Which department did you contact	Number	Percent
ACTION CENTER	3	0.7 %
ANIMAL CONTROL	17	4.1 %
CITY CIVIL DEPARTMENT	2	0.5 %
CITY CLERK	2	0.5 %
CITY COUNCIL	5	1.2 %
CITY GENERAL	3	5.1 %
CITY MANAGER	2	0.5 %
COMMUNITY DEVELOPMENT	24	5.8 %
DES MOINES HOUSING AUTHORITY	11	2.7 %
ENGINEERING	14	3.4 %
FINANCE DEPARTMENT	3	0.7 %
FIRE DEPT	2	0.5 %
HUMAN RESOURCES	2	0.5 %
HUMAN RIGHTS	1	0.2 %
INFORMATION TECHNOLOGY	1	0.2 %
LIBRARY	1	0.2 %
NEIGHBORHOOD INSEPECTION DIV	17	4.1 %
OTHER GOVERNMENT	34	8.2 %
PARKS AND RECREATION	12	2.9 %
PERMIT DEVELOPMENT CENTER	19	4.6 %
POLICE	97	23.4 %
PUBLIC WORKS - OTHER	61	14.7 %
PUBLIC WORKS – STREETS	63	15.2 %

Q3b. How easy was it to contact the person you needed to reach?

Q3b How easy to contact person needed	Number	Percent
1=Very easy	199	44.5 %
2=Somewhat	145	32.4 %
3=Difficult	64	14.3 %
4=Very difficult	36	8.1 %
9=Don't know	3	0.7 %
Total	447	100.0 %

Q3c. 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."

(N=447)

	Never 1	Seldom 2	Sometimes 3	Usually 4	Always 5	Don't know 9
Q3c(1) They were courteous and polite	3.4%	4.3%	11.9%	32.0%	46.8%	1.8%
Q3c(2) They gave accurate answers	6.0%	8.1%	16.6%	28.2%	38.5%	2.7%
Q3c(3) They did what they said they would	10.1%	11.2%	13.6%	22.1%	34.7%	8.3%
Q3c(4) They helped resolve an issue	18.1%	8.9%	15.4%	22.6%	31.5%	3.4%

Excluding Don't Knows

	Never 1	Seldom 2	Sometimes 3	Usually 4	Always 5
Q3c(1) They were courteous and polite	3.4%	4.3%	12.1%	32.6%	47.6%
Q3c(2) They gave accurate answers	6.2%	8.3%	17.0%	29.0%	39.5%
Q3c(3) They did what they said they would	11.0%	12.2%	14.9%	24.1%	37.8%
Q3c(4) They helped resolve an issue	18.8%	9.3%	16.0%	23.4%	32.6%

Q4. 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.

(N=1217)

	very dissatisfied 1	dissatisfied 2	neutral 3	satisfied 4	very satisfied 5	don't know 9
Q4a How quickly police personnel respond	2.1%	5.7%	16.4%	37.6%	15.7%	22.5%
Q4b Visibility of police in neighborhood	4.4%	14.3%	27.7%	39.2%	11.7%	2.7%
Q4c Visibility of police in retail areas	1.5%	8.1%	33.3%	42.2%	9.3%	5.7%
Q4d Enforcement of local traffic laws on major streets	4.0%	15.7%	25.9%	40.4%	9.2%	4.8%
Q4e Enforcement of traffic laws in your neighborhood	8.2%	20.0%	26.7%	32.5%	8.1%	4.6%
Q4f Quality of animal control	6.4%	9.4%	26.0%	37.4%	10.2%	10.5%
Q4g Professionalism of city police officers	2.9%	5.5%	19.2%	41.2%	22.4%	8.8%
Q4h Responsiveness of police to traffic complaints	3.6%	8.0%	27.4%	28.3%	8.4%	24.3%
Q4i Responsiveness of police to criminal offenses	4.4%	6.2%	20.6%	29.8%	11.3%	27.8%

Excluding Don't Knows

	very dissatisfied 1	dissatisfied 2	neutral 3	satisfied 4	very satisfied 5
Q4a How quickly police personnel respond	2.8%	7.3%	21.2%	48.5%	20.3%
Q4b Visibility of police in neighborhood	4.6%	14.7%	28.5%	40.3%	12.0%
Q4c Visibility of police in retail areas	1.6%	8.5%	35.3%	44.8%	9.8%
Q4d Enforcement of local traffic laws on major streets	4.2%	16.5%	27.2%	42.5%	9.7%
Q4e Enforcement of traffic laws in your neighborhood	8.6%	20.9%	28.0%	34.0%	8.4%
Q4f Quality of animal control	7.2%	10.6%	29.1%	41.8%	11.4%
Q4g Professionalism of city police officers	3.2%	6.0%	21.1%	45.2%	24.5%
Q4h Responsiveness of police to traffic complaints	4.8%	10.5%	36.3%	37.4%	11.1%
Q4i Responsiveness of police to criminal offenses	6.0%	8.5%	28.6%	41.3%	15.6%

Q5. Which TWO of the Police Services above do you think should receive the most emphasis from City leaders over the next TWO years?

<u>Q5 1st priority</u>	<u>Number</u>	<u>Percent</u>
A=How quickly police personnel respond	270	22.2 %
B=Visibility of police in neighborhoods	256	21.0 %
C=Visibility of police in retail areas	41	3.4 %
D=Enforcement of local traffic laws on major ...	160	13.1 %
E=Enforcement of local traffic laws in your nei...	129	10.6 %
F=Quality of animal control	54	4.4 %
G=Professionalism of city police officers	48	3.9 %
H=Responsiveness of police to traffic complaints	31	2.5 %
I=Responsiveness of police to criminal offenses	129	10.6 %
Z=None chosen	99	8.1 %
Total	1217	100.0 %

Q5. Which TWO of the Police Services above do you think should receive the most emphasis from City leaders over the next TWO years?

<u>Q5 2nd priority</u>	<u>Number</u>	<u>Percent</u>
A=How quickly police personnel respond	101	8.3 %
B=Visibility of police in neighborhoods	215	17.7 %
C=Visibility of police in retail areas	91	7.5 %
D=Enforcement of local traffic laws on major ...	132	10.8 %
E=Enforcement of local traffic laws in your nei...	154	12.7 %
F=Quality of animal control	82	6.7 %
G=Professionalism of city police officers	76	6.2 %
H=Responsiveness of police to traffic complaints	78	6.4 %
I=Responsiveness of police to criminal offenses	119	9.8 %
Z=None chosen	169	13.9 %
Total	1217	100.0 %

Q5. 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)

<u>Q5 Sum of top 2 choices</u>	<u>Number</u>	<u>Percent</u>
A = How quickly police personnel respond	371	30.5 %
B = Visibility of police in neighborhoods	471	38.7 %
C = Visibility of police in retail areas	132	10.8 %
D = Enforcement of local traffic laws on major City...	292	24.0 %
E = Enforcement of local traffic laws in your neighb...	283	23.3 %
F = Quality of animal control	136	11.2 %
G = Professionalism of city police officers	124	10.2 %
H = Responsiveness of police to traffic complaints	109	9.0 %
I = Responsiveness of police to criminal offenses	248	20.4 %
Z = None chosen	99	8.1 %
Total	2265	

Q6. Have you used a police service in the last year?

<u>Q6 Have you used police service last year</u>	<u>Number</u>	<u>Percent</u>
1=Yes	461	37.9 %
2=No	713	58.6 %
9=No response	43	3.5 %
Total	1217	100.0 %

Q7. Using a scale of 1 to 5, where 5 mean "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following areas:

(N=1217)

	Very unsafe 1	Unsafe 2	Neutral 3	Safe 4	Very safe 5	Don't know 9
Q7a How safe do you feel in neighborhood	1.6%	6.0%	13.0%	49.5%	28.9%	1.0%
Q7b In city parks	2.1%	9.6%	26.4%	43.7%	10.1%	8.1%
Q7c In Downtown Des Moines	2.6%	10.8%	27.2%	43.8%	11.2%	4.4%
Q7d Overall feeling of safety in Des Moines	1.1%	5.1%	23.4%	57.1%	11.6%	1.7%

Excluding Don't Knows

	Very unsafe 1	Unsafe 2	Neutral 3	Safe 4	Very safe 5
Q7a How safe do you feel in neighborhood	1.7%	6.1%	13.1%	50.0%	29.2%
Q7b In city parks	2.2%	10.5%	28.7%	47.6%	11.0%
Q7c In Downtown Des Moines	2.7%	11.3%	28.4%	45.8%	11.7%
Q7d Overall feeling of safety in Des Moines	1.1%	5.2%	23.8%	58.1%	11.8%

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.

(N=1217)

	very dissatisfied 1	dissatisfied 2	neutral 3	satisfied 4	very satisfied 5	don't know 9
Q8a How quickly fire personnel respond	0.5%	0.8%	10.4%	31.1%	28.6%	28.7%
Q8b Overall quality of ambulance & paramedic services	0.4%	0.7%	11.8%	32.2%	27.5%	27.3%
Q8c Fire department fire inspection program	0.9%	1.6%	20.7%	24.4%	11.3%	41.1%
Q8d The City's fire safety education program	0.8%	1.9%	20.5%	25.1%	12.3%	39.4%

Excluding Don't Knows

	very dissatisfied 1	dissatisfied 2	neutral 3	satisfied 4	very satisfied 5
Q8a How quickly fire personnel respond	0.7%	1.2%	14.5%	43.5%	40.1%
Q8b Overall quality of ambulance & paramedic services	0.6%	1.0%	16.3%	44.3%	37.9%
Q8c Fire department fire inspection program	1.5%	2.6%	35.1%	41.4%	19.2%
Q8d The City's fire safety education program	1.4%	3.1%	33.9%	41.3%	20.3%

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=How quickly fire personnel respond	538	44.2 %
B=Ambulance & paramedic services	153	12.6 %
C=Fire department's inspection program	142	11.7 %
D=Fire safety education program	128	10.5 %
Z=None chosen	256	21.0 %
Total	1217	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=How quickly fire personnel respond	110	9.0 %
B=Ambulance & paramedic services	471	38.7 %
C=Fire department's inspection program	134	11.0 %
D=Fire safety education program	183	15.0 %
Z=None chosen	319	26.2 %
Total	1217	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 Sum of top 2 choices</u>	<u>Number</u>	<u>Percent</u>
A = How quickly fire personnel respond	648	53.2 %
B = Ambulance & paramedic services	624	51.3 %
C = Fire department's inspection program	276	22.7 %
D = Fire safety education program	311	25.6 %
Z = None chosen	256	21.0 %
Total	2115	

Q10. 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.

(N=1217)

	very dissatisfied 1	dissatisfied 2	neutral 3	satisfied 4	very satisfied 5	don't know 9
Q10a Condition of city parks	0.7%	5.5%	21.0%	52.9%	10.7%	9.1%
Q10b Number & location of city parks	1.4%	7.3%	21.6%	48.6%	12.0%	9.1%
Q10c Walking & biking trails in Des Moines	1.9%	6.8%	20.0%	41.3%	17.1%	12.9%
Q10d Pools	1.9%	8.1%	27.6%	33.3%	9.5%	19.6%
Q10e Condition of city buildings	1.7%	5.7%	25.9%	44.3%	11.7%	10.7%
Q10f Mowing & trimming along city streets	2.5%	11.8%	25.7%	44.7%	9.9%	5.4%
Q10g Community gardening	1.6%	6.7%	24.6%	36.7%	16.0%	14.5%
Q10h Special events sponsored by city	1.1%	5.2%	22.8%	43.3%	14.7%	13.0%
Q10i Ease of registering for recreation programs	0.8%	4.5%	25.6%	28.2%	6.4%	34.5%

Excluding Don't Knows

	very dissatisfied 1	dissatisfied 2	neutral 3	satisfied 4	very satisfied 5
Q10a Condition of city parks	0.8%	6.1%	23.1%	58.2%	11.8%
Q10b Number & location of city parks	1.5%	8.0%	23.8%	53.4%	13.2%
Q10c Walking & biking trails in Des Moines	2.2%	7.8%	22.9%	47.5%	19.6%
Q10d Pools	2.3%	10.1%	34.3%	41.4%	11.8%
Q10e Condition of city buildings	1.9%	6.4%	29.0%	49.6%	13.1%
Q10f Mowing & trimming along city streets	2.6%	12.4%	27.2%	47.3%	10.5%
Q10g Community gardening	1.8%	7.8%	28.7%	42.9%	18.7%
Q10h Special events sponsored by city	1.2%	5.9%	26.2%	49.8%	16.9%
Q10i Ease of registering for recreation programs	1.3%	6.9%	39.0%	43.0%	9.8%

Q11. 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?

<u>Q11 1st priority</u>	<u>Number</u>	<u>Percent</u>
A=Condition of city parks	294	24.2 %
B=Number & location of city parks	63	5.2 %
C=Walking & biking trails	173	14.2 %
D=Pools	91	7.5 %
E=Condition of city buildings	77	6.3 %
F=Mowing & trimming along city streets	185	15.2 %
G=Community gardening	44	3.6 %
H=Special events sponsored by City	87	7.1 %
I=Ease of registering for recreation programs	24	2.0 %
Z=None chosen	179	14.7 %
Total	1217	100.0 %

Q11. 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?

<u>Q11 2nd priority</u>	<u>Number</u>	<u>Percent</u>
A=Condition of city parks	141	11.6 %
B=Number & location of city parks	82	6.7 %
C=Walking & biking trails	133	10.9 %
D=Pools	103	8.5 %
E=Condition of city buildings	68	5.6 %
F=Mowing & trimming along city streets	157	12.9 %
G=Community gardening	110	9.0 %
H= Special events sponsored by City	121	9.9 %
I=Ease of registering for recreation programs	43	3.5 %
Z=None chosen	259	21.3 %
Total	1217	100.0 %

Q11. 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)

Q11 Sum of top 2 choices	Number	Percent
A = Condition of city parks	435	35.7 %
B = Number & location of city parks	145	11.9 %
C = Walking & biking trails	306	25.1 %
D = Pools	194	15.9 %
E = Condition of city buildings	145	11.9 %
F = Mowing & trimming along city streets	342	28.1 %
G = Community gardening	154	12.7 %
H = Special events sponsored by City	208	17.1 %
I = Ease of registering for recreation programs	67	5.5 %
Z = None chosen	179	14.7 %
Total	2175	

Q12. Have you used a parks and recreation service provided by the City of Des Moines in the last year?

Q12 Have used parks & recreation service last year	Number	Percent
1=Yes	788	64.7 %
2=No	306	25.1 %
9=No response	123	10.1 %
Total	1217	100.0 %

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.

(N=1217)

	very dissatisfied 1	dissatisfied 2	neutral 3	satisfied 4	very satisfied 5	don't know 9
Q13a Condition of major city streets	8.5%	28.4%	27.3%	29.8%	3.7%	2.3%
Q13b Condition of streets in neighborhood	10.7%	23.5%	24.0%	33.6%	6.3%	1.9%
Q13c Garbage collection	2.1%	4.7%	12.7%	52.3%	24.5%	3.8%
Q13d Recyclables collection	3.2%	8.0%	15.4%	46.2%	20.2%	7.0%
Q13e Yard waste collection	5.4%	10.9%	16.4%	41.5%	17.0%	8.7%
Q13f Condition of city sidewalks	5.0%	18.0%	29.3%	37.1%	5.7%	5.0%
Q13g Snow removal on major city streets	3.6%	6.5%	15.7%	53.0%	18.7%	2.5%
Q13h Snow removal on streets in neighborhoods	9.5%	17.9%	20.0%	37.3%	12.5%	2.8%
Q13i City's sanitary sewer system	2.0%	4.9%	26.2%	44.9%	9.6%	12.3%
Q13j Control of stormwater runoff	4.0%	10.9%	26.4%	40.0%	7.7%	10.9%
Q13k Responsiveness of city staff	2.5%	4.3%	25.5%	30.2%	9.2%	28.3%
Q13l Maintenance of traffic signals & street signs	2.0%	6.4%	23.6%	51.2%	12.2%	4.7%
Q13m The City's street lighting system	7.3%	16.6%	25.1%	38.3%	10.1%	2.5%

Excluding Don't Knows

	very dissatisfied 1	dissatisfied 2	neutral 3	satisfied 4	very satisfied 5
Q13a Condition of major city streets	8.7%	29.1%	27.9%	30.5%	3.8%
Q13b Condition of streets in neighborhood	10.9%	24.0%	24.5%	34.3%	6.4%
Q13c Garbage collection	2.1%	4.9%	13.2%	54.4%	25.4%
Q13d Recyclables collection	3.4%	8.6%	16.6%	49.6%	21.7%
Q13e Yard waste collection	5.9%	12.0%	18.0%	45.5%	18.6%
Q13f Condition of city sidewalks	5.3%	18.9%	30.8%	39.0%	6.0%
Q13g Snow removal on major city streets	3.7%	6.7%	16.1%	54.4%	19.1%
Q13h Snow removal on streets in neighborhoods	9.8%	18.4%	20.5%	38.4%	12.8%
Q13i City's sanitary sewer system	2.2%	5.6%	29.9%	51.3%	11.0%
Q13j Control of stormwater runoff	4.5%	12.3%	29.6%	44.9%	8.7%
Q13k Responsiveness of city staff	3.4%	6.0%	35.6%	42.2%	12.8%
Q13l Maintenance of traffic signals & street signs	2.1%	6.7%	24.7%	53.7%	12.8%
Q13m The City's street lighting system	7.5%	17.0%	25.8%	39.3%	10.4%

Q14. Which TWO of the Public Works Services above (Q13, A-M) do you think should receive the most emphasis from City leaders over the next TWO years?

<u>Q14 1st priority</u>	<u>Number</u>	<u>Percent</u>
A=Condition of major city streets	424	34.8 %
B=Condition of streets in your neighborhood	163	13.4 %
C=Garbage collection	26	2.1 %
D=Recyclables collection	48	3.9 %
E=Yard waste collection	31	2.5 %
F=Condition of city sidewalks	62	5.1 %
G=Snow removal on major city streets	35	2.9 %
H=Snow removal on streets in your neighborhood...	77	6.3 %
I=City's sanitary sewer system	31	2.5 %
J=Control of stormwater runoff	44	3.6 %
K=Responsiveness of city staff	6	0.5 %
L=Maintenance of traffic signals & street signs	24	2.0 %
M=City's street lighting system	154	12.7 %
Z=None chosen	92	7.6 %
Total	1217	100.0 %

Q14. Which TWO of the Public Works Services above (Q13, A-M) do you think should receive the most emphasis from City leaders over the next TWO years?

<u>Q14 2nd priority</u>	<u>Number</u>	<u>Percent</u>
A=Condition of major city streets	127	10.4 %
B=Condition of streets in your neighborhood	220	18.1 %
C=Garbage collection	30	2.5 %
D=Recyclables collection	41	3.4 %
E=Yard waste collection	47	3.9 %
F=Condition of city sidewalks	81	6.7 %
G=Snow removal on major city streets	61	5.0 %
H=Snow removal on streets in your neighborhood...	140	11.5 %
I=City's sanitary sewer system	40	3.3 %
J=Control of stormwater runoff	73	6.0 %
K=Responsiveness of city staff	24	2.0 %
L=Maintenance of traffic signals & street signs	44	3.6 %
M=City's street lighting system	132	10.8 %
Z=None chosen	157	12.9 %
Total	1217	100.0 %

Q14. Which TWO of the Public Works Services above (Q13, A-M) do you think should receive the most emphasis from City leaders over the next TWO years? (both selections)

<u>Q14 Sum of top 2 choices</u>	<u>Number</u>	<u>Percent</u>
A = Condition of major city streets	551	45.3 %
B = Condition of streets in your neighborhood	383	31.5 %
C = Garbage collection	56	4.6 %
D = Recyclables collection	89	7.3 %
E = Yard waste collection	78	6.4 %
F = Condition of city sidewalks	143	11.8 %
G = Snow removal on major city streets	96	7.9 %
H = Snow removal on streets in your neighborhood	217	17.8 %
I = City's sanitary sewer system	71	5.8 %
J = Control of stormwater runoff	117	9.6 %
K = Responsiveness of city staff	30	2.5 %
L = Maintenance of traffic signals & street signs	68	5.6 %
M = City's street lighting system	286	23.5 %
Z = None chosen	92	7.6 %
Total	2277	

Q15. Have you or other members of your household applied for a permit for improvement or construction on property within the City of Des Moines?

<u>Q15 Have you applied for permit for improvement</u>	<u>Number</u>	<u>Percent</u>
1=Yes	208	17.1 %
2=No	955	78.5 %
9=No response	54	4.4 %
Total	1217	100.0 %

Q16. 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.

(N=1217)

	very dissatisfied 1	dissatisfied 2	neutral 3	satisfied 4	very satisfied 5	don't know 9
Q16a Quality of new development in city	2.4%	8.1%	22.4%	45.5%	12.1%	9.4%
Q16b How well city is planning growth	3.3%	14.2%	27.9%	33.8%	10.1%	10.7%
Q16c Quality of redevelopment in city	2.5%	11.1%	28.3%	37.0%	10.2%	10.9%
Q16d City's Permit & Development Center	1.6%	2.9%	29.4%	18.9%	5.2%	42.0%
Q16e Enforcement of city zoning regulations	2.7%	6.3%	31.1%	21.4%	5.2%	33.3%
Q16f Enforcement of codes designed to protect public safety	2.3%	5.7%	29.3%	28.0%	6.2%	28.6%
Q16g Enforcement of sign regulations	1.6%	4.9%	31.5%	28.3%	5.8%	27.8%
Q16h Enforcement of maintenance & upkeep of rental homes	9.9%	22.9%	26.5%	15.5%	4.7%	20.5%
Q16i Enforcement of clean up of litter & debris	12.6%	24.9%	27.4%	17.7%	4.2%	13.3%
Q16j Enforcement & clean up of junk cars	11.3%	21.2%	27.0%	17.9%	4.8%	17.7%

Excluding Don't Knows

	very dissatisfied 1	dissatisfied 2	neutral 3	satisfied 4	very satisfied 5
Q16a Quality of new development in city	2.6%	9.0%	24.8%	50.3%	13.3%
Q16b How well city is planning growth	3.7%	15.9%	31.3%	37.8%	11.3%
Q16c Quality of redevelopment in city	2.8%	12.5%	31.8%	41.5%	11.4%
Q16d City's Permit & Development Center	2.8%	5.0%	50.7%	32.6%	8.9%
Q16e Enforcement of city zoning regulations	4.1%	9.5%	46.6%	32.1%	7.8%
Q16f Enforcement of codes designed to protect public safety	3.2%	7.9%	41.0%	39.2%	8.6%
Q16g Enforcement of sign regulations	2.3%	6.8%	43.6%	39.2%	8.1%
Q16h Enforcement of maintenance & upkeep of rental homes	12.5%	28.8%	33.3%	19.5%	5.9%
Q16i Enforcement of clean up of litter & debris	14.5%	28.7%	31.6%	20.4%	4.8%
Q16j Enforcement & clean up of junk cars	13.7%	25.8%	32.9%	21.8%	5.9%

Q17. 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>Q17 1st priority</u>	<u>Number</u>	<u>Percent</u>
A=New development	118	9.7 %
B=How well city is planning growth	171	14.1 %
C=Redevelopment in the city	81	6.7 %
D=Permit & Development Center	19	1.6 %
E=Enforcement of zoning regulations	36	3.0 %
F=Enforcement of codes to protect public safety	57	4.7 %
G=Sign regulation	13	1.1 %
H=Maintenance & upkeep of rental homes	242	19.9 %
I=Clean up litter & debris	219	18.0 %
J=Clean up of junk cars	90	7.4 %
Z=None chosen	171	14.1 %
Total	1217	100.0 %

Q17. 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>Q17 2nd priority</u>	<u>Number</u>	<u>Percent</u>
A=New development	69	5.7 %
B=How well city is planning growth	117	9.6 %
C=Redevelopment in the city	108	8.9 %
D=Permit & Development Center	13	1.1 %
E=Enforcement of zoning regulations	41	3.4 %
F=Enforcement of codes to protect public safety	59	4.8 %
G=Sign regulation	26	2.1 %
H=Maintenance & upkeep of rental homes	151	12.4 %
I=Clean up litter & debris	251	20.6 %
J=Clean up of junk cars	154	12.7 %
Z=None chosen	228	18.7 %
Total	1217	100.0 %

Q17. 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)

<u>Q17 Sum of top 2 choices</u>	<u>Number</u>	<u>Percent</u>
A = New development	187	15.4 %
B = How well city is planning growth	288	23.7 %
C = Redevelopment in the city	189	15.5 %
D = Permit & Development Center	32	2.6 %
E = Enforcement of zoning regulations	77	6.3 %
F = Enforcement of codes to protect public safety	116	9.5 %
G = Sign regulation	39	3.2 %
H = Maintenance & upkeep of rental homes	393	32.3 %
I = Clean up litter & debris	470	38.6 %
J = Clean up of junk cars	244	20.0 %
Z = None chosen	171	14.1 %
Total	2206	

Q18. If you indicated that you were dissatisfied with any of the items in Question 16a-j, please indicate the reasons for your dissatisfaction below.

<u>Q18 Reason for your dissatisfaction</u>	<u>Number</u>	<u>Percent</u>
0 = None chosen	507	41.7 %
1 = Enforcement takes too long	395	32.5 %
2 = Violators not given enough time to comply	54	4.4 %
3 = Clean-up fees are too high	105	8.6 %
4 = Clean-up fees are too low	79	6.5 %
5 = City does not clean-up enough private property	399	32.8 %
6 = City cleans up too many properties	18	1.5 %
7 = Other	180	14.8 %
Total	1737	

Q18. Other:

Q18 Other

ANTI-LITTERING NEEDS ENFORCED
ASSOC SHOULD ENFORCE CLEAN-UP
BETTER COMMUNICATION TAX ABATE
BIKE TRAIL FROM DOWNTOWN TO NW
CANNOT GET CITY TO ENFORCE
CARS PARKED IN YARDS
CERTIFIED LETTER TO PROPERTY OWNER
CHECK DETAILS IN CITY PLANNING
CITY BUILDING PERMIT DEPT
CITY COUNCIL TOO MUCH POWER
CITY DID NOT CLEAN UP YARD
CITY DOESNT GIVE ENOUGH TIME
CITY DOESNT MONITOR PROBLEM
CITY FAVORS WEST SIDE
CITY GET OUT OF RENTAL BUSINES
CITY GROWTH EAST/SOUTH SIDES
CITY IGNORES URBAN AREAS
CITY INSPECT RENTALS ONCE/2 YR
CITY NEEDS TO CLEAN UP BETTER
CITY PLAN MAJOR CONSTRUCTION BETTER
CITY SEES ENFORCEMNT AS REVENUE
CITY SHOULD PUSH ANNEXATION
CITY SPEND MONEY IN WRONG AREA
CITY USE LOCAL CONTRACTORS
CITY WASTES MONEY
CLEAN UP IN ONLY CERTAIN AREAS
CLEAN UP OF RENTAL
CLOSING TOO MANY STREETS
CODE UNREASONABLE-NO COMMON SENSE
CONSTRUCTION ROAD BLOCKS
CUT DOWN ON JUNK CARS
DECISIONS MADE W/O PUBLIC INPUT
DEVELOP DOG PARK DOWNTOWN
DEVELOPMENT OF DOWNTOWN
DOESNT LIKE ACTION IS TAKEN
DOING TO MANY THINGS AT 1 TIME
DONT TURN PEOPLE IN
EAST SIDE NEEDS SHOPPING CTR

Q18. Other:

Q18 Other

EAST SIDE NEGLECTED
EASTGATE MALL REDEVELOPMENT
EASTSIDE NEEDS FORCED LIKE WEST
ENFORCE CLEAN UP
ENFORCE CODES PRIVATE PROPERTY
ENFORCE NO JUNK ON PROPERTY
ENFORCE PRIVATE PROPERTY CODES
ENFORCE PROPERTY CLEAN UP
ENFORCE PROPERTY ORDINANCE
ENFORCE UPKEEP OF RNTL PROPRTY
ENFORCEMENT NOT STRICT ENOUGH
EVENT CTR WASTE OF MONEY
FINE THE VIOLATOR
FOLLOW-UP TOOK TOO LONG
FORCE CLEANUP
GROWTH ISNT ALWAYS A GOOD THING
GROWTH PLANNING COULD BE BETTR
IGNORES PETITIONS
INACTION/NO "TEETH"
INSPECTORS USE OWN OPINION
ITS NOT ENFORCED
JUNK CAR
JUNK CARS & DEBRIS
JUNK CARS IN NEIGHBORS YARD 5 YRS
JUNKY HOMES AND YARDS
KEEP CHECKING PROPERTY TIL DONE
LACK OF CONSISTANCY IN ENFORCEMENT
LEADERSHIP FOR CO HAS NO CLUE
LITTER CONTROL NEEDED
LITTER LAWS ARE NOT ENFORCED
LITTLE FOLLOW UP
LONG WAIT IN PERMIT DEPARTMENT
LOOKS NICE
MAINTAIN EXISTING NEIGHBORHOODS
MAINTENANCE OF SIDEWALKS
MAKE PEOPLE CLEAN UP YARD/JUNK
MAKE PEOPLE PAY FOR CLEAN UP
MONEY PRECEDENCE OVER PEOPLE
MORE ATTN TO EXISTING DWELLING

Q18. Other:

Q18 Other

MORE CLEAN UP DAYS-LRG WASTE
MORE DOWNTOWN DEVELOPMENT
MORE ENVIRONMENTAL TRANSPORTATION
MOW ON REGULAR BASIS
NEED CURFEWS FOR YOUNG
NEED DEMOLISION OF OLD HOMES
NEED LOW/MID INCOME HOUSING
NEED TO CHECK BEHIND BLDGS & HOME
NEED TO CLEAN UP PROPERTY
NEED TO DO MORE PLANNING
NEED TO RESPOND BETTER
NEIGHBORHOOD NEVER CLEAN
NEVER RESPONDED TO COMPLAINT
NO ACTION FROM CITY
NO CODE ENFORCEMENT IN AREA
NO ENFORCEMENT ON WEEDS
NO EXPERIENCE IN REDEVELOPMENT
NO LOW-MED INCOME DEVELOPMENT
NO REDEVELOPMENT EASTGATE MALL
NON RESIDENT CARS IN ALLEY
NONE
NONE APPLY TO NEW DEVELOPMENT
NOT AWARE OF THIS
NOT CLEAN ENOUGH
NOT ENFORCING EXISTING CODES
NOT ENOUGH CITY SUPPORT
NOT ENOUGH CITY SUPPORT
NOT ENOUGH DEVELOPMENT OLDER CITY
NOT ENOUGH ENFORCEMENTS MADE
NOT ENOUGH INSPECTIONS
NOT ENOUGH SERVICES FOR GROWTH
NOT HELPING NEW BUS LOCATE CTY
NOT STRICT ENOUGH
NOT SURE IF THEY WERE NOTIFIED
NOTHING DONE ABOUT RENTALS
NOTHING EVER DONE
OLD PROPERTIES NOT PUT TO USE
ONCE CLEAN KEEP IT CLEAN
PARKING DOWNTOWN-NEW DEVELOPMENT

Q18. Other:

Q18 Other

PARKING ON ST DURING RUSH HOUR
PEOPLE CALL FOR NO REASON
PEOPLE IGNORE CITY
PEOPLE SHOULD KEEP UP PROPERTY
PERMIT PERSONNEL
PLANNING GROWTH
PLANNING IS NOT CITYWIDE
POOR CHOICES ON DEVELOPMENT
POOR NEIGHBORHOODS
POPERTIES WITH JUNK/JUNK CARS
PROPERTY NOT TAKEN CARE OF
PROPERTY THAT NEEDS CLEAN-UP
QUIT EXPANDING OUTSIDE OF CITY
RADIO
REGULATIONS ON BUILDING
REMOVE JUNK CARS
RENTAL HOMES DEVALUE NEIGHBRHOOD
RENTAL PROPERTY ENFORCEMENT
RENTAL SLUM LORDS VIOLATE
RENTALS NOT CHECKED ENOUGH
REPEAT OFFENSE JUNK/TRASH
ROADWAYS
SLOW DOWN DEVELOPMENT
SLOW SNOW REMOVAL
SMOKERS CLEAN UP BUTTS
SOME AREAS ARE OVERLOOKED
SOUTHSIDE NEEDS RETAIL GROWTH
SPEEDING IN RESIDENTIAL AREAS
STORE LEAVE TO NEW DEVELOPMENT
TAKE CARE OF CURRENT BLDGS
TAKING AWAY TOO MANY FREEWAY RAMPS
TAX \$ SPENT ON PROPERTY FOR OTHERS
THEY ARE NOT REALLY VISIBLE
TOO EASY ON VIOLATORS
TOO LONG FOR PROBLEM SOLVED
TOO MANY APARTMENTS
TOO MANY CLEAN UP PROPERTIES
TOO MANY NEW HOMES W/ PERKS
TOO MANY PEOPLE IN A HOUSEHOLD

Q18. Other:

Q18 Other

TOO MANY PROPERTIES RUN DOWN
 TOO MUCH BUILDING NEW
 TOO MUCH CITY INVOLVEMENT IN PRIVATE
 TOO MUCH DEBRIS ON STREETS
 TOO MUCH LITTER
 TOO MUCH REDEVELOP AT ONE TIME
 TOO SLOW TO ENFORCE
 TOWNHOMES IN OUR AREA IS WRONG
 UNCLEAR ZONING RULES
 USEFUL DEVELOPMENT EAST SIDE
 VIOLATORS GIVEN TOO MUCH TIME
 VIOLATORS NOT HELD ACCOUNTABLE
 VIOLATORS-TOO MUCH COMPLY TIME
 WEEDS & DEBRIS
 WEST SIDE EXPANDS-SOUTH EMPTY
 YARDS/HOUSES STILL LOOK A MESS
 YEARLY FREE CITY CLEAN UP
 ZONING REGULATIONS NOT ENFORCE

Q19. Where do you currently get news and information about City programs, services, and events?

<u>Q19 Where do you currently get news & information</u>	<u>Number</u>	<u>Percent</u>
0 = None chosen	28	2.3 %
1 = The Des Moines Register	901	74.0 %
2 = The Business Record	52	4.3 %
3 = City View	295	24.2 %
4 = Television News	975	80.1 %
5 = Des Moines website	136	11.2 %
6 = Cable channel 7	144	11.8 %
7 = Waterworks bill inserts	390	32.0 %
8 = Other	107	8.8 %
Total	3028	

Q19. Other:

<u>Q19 Other</u>	<u>Number</u>	<u>Percent</u>
640 AM RADIO=	1	1.0 %
ASK FRIENDS & NEIGHBORS=	1	1.0 %
BYSTANDER=	1	1.0 %
CALL IF I NEED SOMETHING=	1	1.0 %
CHANNEL 8=	1	1.0 %
CITIZEN-SHOPPER NEWSPAPER=	1	1.0 %
CITY CALLS=	1	1.0 %
CITY EMPLOYEES=	1	1.0 %
CLUBS=	1	1.0 %
DATEBOOK=	1	1.0 %
DES MOINES UNIVERSITY=	1	1.0 %
DONT KNOW=	1	1.0 %
DRAKE PUBLICATIONS=	1	1.0 %
EMAIL=	1	1.0 %
EMAIL NOTIFICATION=	1	1.0 %
FAMILY=	1	1.0 %
FATHER WORKS FOR CITY=	1	1.0 %
FREE WEEKLY NEWSPAPERS=	1	1.0 %
FRIENDS=	1	1.0 %
FRIENDS/FAMILY=	1	1.0 %
GROCERIES BULLETINS=	1	1.0 %
INTERNET=	3	2.9 %
INTERNET-RADIO=	1	1.0 %
IOWA CHANNEL.COM=	1	1.0 %
MAIL=	1	1.0 %
MAIL/FLYERS=	1	1.0 %
NEIGHBORHOOD ASSOC=	1	1.0 %
NEIGHBORHOOD ASSOCIATION=	2	2.0 %
NEIGHBORHOOD NEWS LETTER=	1	1.0 %
NEIGHBORS=	1	1.0 %
NEIGHBORS DEV OFFICE=	1	1.0 %
NEWSLETTER=	1	1.0 %
NEWSPAPER=	7	6.9 %
OTHER PEOPLE=	1	1.0 %
OTHER PEOPLE IN NEIGHBORHOOD=	1	1.0 %
PARENTS=	1	1.0 %
PERSONAL LETTERS=	1	1.0 %
PERSONAL OBSERVATION=	2	2.0 %
PHONE=	1	1.0 %
PHONE BOOK=	1	1.0 %

Q19. Other:

Q19 Other	Number	Percent
PHONE CALL=	1	1.0 %
POSTINGS IN LOCAL BUSINES=	1	1.0 %
PRESS CITIZEN=	1	1.0 %
RADIO=	14	13.7 %
RADIO 1040=	1	1.0 %
RADIO NEWS=	2	2.0 %
RADIO-WHO=	1	1.0 %
RADIO/FRIENDS=	1	1.0 %
SCHOOL=	1	1.0 %
SCHOOL FAMILY FRIENDS=	1	1.0 %
SHOPPER=	2	2.0 %
SOMMERSET ASSOCIATION=	1	1.0 %
TELEPHONE=	1	1.0 %
UNION PARK ASSOCIATION=	1	1.0 %
VAL PAK SAVINGS=	1	1.0 %
WHO RADIO=	3	2.9 %
WORD OF MOUTH=	18	17.6 %
WORD OF MOUTH - RADIO=	1	1.0 %
Total	102	100.0 %

Q20. Which of the following would be your preferred way to have the City of Des Moines communicate with you?

Q20 Preferred way city communicate with you	Number	Percent
0 = None chosen	47	3.9 %
1 = Channel 7	184	15.1 %
2 = City website	155	12.7 %
3 = E-mail	144	11.8 %
4 = Newsletter in community section	517	42.5 %
5 = Newsletter in water bill	481	39.5 %
6 = Newsletters mailed to home	691	56.8 %
Total	2219	

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.

(N=1217)

	very dissatisfied 1	dissatisfied 2	neutral 3	satisfied 4	very satisfied 5	don't know 9
Q21a Effectiveness city communication	3.4%	11.4%	36.4%	35.8%	6.3%	6.7%
Q21b Level of public involvement	6.6%	18.4%	36.9%	23.9%	3.4%	10.8%
Q21c Availability of information about programs & services	4.3%	13.8%	36.4%	32.6%	5.0%	7.9%
Q21d City efforts to keep you informed	5.0%	14.6%	36.7%	31.2%	5.1%	7.3%
Q21e Programming city cable television channel	3.3%	5.3%	28.8%	20.9%	4.4%	37.2%
Q21f Quality of city web page	1.7%	2.8%	26.7%	18.0%	3.6%	47.2%

Excluding Don't Knows

	very dissatisfied 1	dissatisfied 2	neutral 3	satisfied 4	very satisfied 5
Q21a Effectiveness city communication	3.6%	12.2%	39.0%	38.4%	6.8%
Q21b Level of public involvement	7.4%	20.6%	41.4%	26.8%	3.8%
Q21c Availability of information about programs & services	4.6%	15.0%	39.5%	35.4%	5.4%
Q21d City efforts to keep you informed	5.4%	15.8%	39.6%	33.7%	5.5%
Q21e Programming city cable television channel	5.2%	8.5%	45.9%	33.2%	7.1%
Q21f Quality of city web page	3.3%	5.3%	50.5%	34.1%	6.8%

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	324	26.6 %
B=Public involvement	296	24.3 %
C=Availability of information	174	14.3 %
D=Efforts to keep informed	116	9.5 %
E=Programming on cable television channel	51	4.2 %
F=City's web page	48	3.9 %
Z=None chosen	208	17.1 %
Total	1217	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	134	11.0 %
B=Public involvement	221	18.2 %
C=Availability of information	207	17.0 %
D=Efforts to keep informed	258	21.2 %
E=Programming on cable television channel	61	5.0 %
F=City's web page	44	3.6 %
Z=None chosen	292	24.0 %
Total	1217	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 Sum of top 2 choices</u>	<u>Number</u>	<u>Percent</u>
A = Communication	458	37.6 %
B = Public involvement	517	42.5 %
C = Availability of information	381	31.3 %
D = Efforts to keep informed	374	30.7 %
E = Programming on cable television channel	112	9.2 %
F = City's web page	92	7.6 %
Z = None chosen	208	17.1 %
Total	2142	

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

<u>Q23 Anyone in household use city website</u>	<u>Number</u>	<u>Percent</u>
1=Yes	321	26.4 %
2=No	875	72.0 %
9=Don't know	20	1.6 %
Total	1216	100.0 %

Q24. Have you called or visited the City's action center with a city-related question or request?

<u>Q24 Have you called/visit Action Center</u>	<u>Number</u>	<u>Percent</u>
1=Yes	164	13.5 %
2=No	1033	84.9 %
9=Don't know	20	1.6 %
Total	1217	100.0 %

Q25. Have you or other adult members of your household watched the City Cable Channel 7 in the past year?

<u>Q25 Have you watched City Cable Channel 7</u>	<u>Number</u>	<u>Percent</u>
1=Yes	463	38.0 %
2=No	732	60.1 %
9=Don't know	22	1.8 %
Total	1217	100.0 %

Q26. 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.

(N=1217)

	Yes 1	No 2	Don't know 9
Q26a Sales tax good way pay city services	65.7%	20.5%	13.8%
Q26b Property tax good way pay city services	37.3%	49.1%	13.6%
Q26c Fees are good way to pay city services	55.5%	24.5%	20.0%
Q26d Rather pay higher fees than property taxes	57.4%	21.9%	20.6%
Q26e Rather pay more Local Sales Tax than property taxes	61.7%	23.6%	14.7%

Q26. 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)

(N=1217)

	Yes 1	No 2
Q26a Sales tax good way pay city services	76.2%	23.8%
Q26b Property tax good way pay city services	43.2%	56.8%
Q26c Fees are good way to pay city services	69.4%	30.6%
Q26d Rather pay higher fees than property taxes	72.4%	27.6%
Q26e Rather pay more Local Sales Tax than property taxes	72.4%	27.6%

Q27. 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.

(N=1217)

	very dissatisfied 1	dissatisfied 2	neutral 3	satisfied 4	very satisfied 5	don't know 9
Q27a City efforts to diversify tax base	6.7%	15.5%	31.4%	14.5%	3.0%	28.8%
Q27b Efforts to involve the public in financial decisions	10.7%	22.5%	30.3%	14.4%	3.0%	19.1%

Q27. 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)

(N=1217)

	very dissatisfied 1	dissatisfied 2	neutral 3	satisfied 4	very satisfied 5
Q27a City efforts to diversify tax base	9.5%	21.8%	44.1%	20.3%	4.3%
Q27b Efforts to involve the public in financial decisions	13.2%	27.8%	37.5%	17.8%	3.7%

Q28. Have you or other members of your household used a City of Des Moines Library during the past year?

Q28 Have you use the library past year	Number	Percent
1=Yes	753	61.9 %
2=No	438	36.0 %
9=No response	26	2.1 %
Total	1217	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 Services provided by the City's Public Libraries.

(N=753)

	very dissatisfied 1	dissatisfied 2	neutral 3	satisfied 4	very satisfied 5	don't know 9
Q28a Availability of materials you need	0.9%	4.9%	10.1%	51.4%	31.5%	1.2%
Q28b Adequacy of on-line information & services	0.4%	2.5%	14.1%	38.9%	25.2%	18.9%
Q28c Number of public access computers in libraries	1.1%	6.6%	17.7%	37.3%	20.5%	16.9%
Q28d Quality of children's programs	0.4%	2.5%	16.9%	33.6%	17.5%	29.1%
Q28e Helpfulness of library staff	0.8%	2.7%	9.7%	47.1%	37.1%	2.7%
Q28f Hours libraries are open	4.6%	14.3%	19.3%	42.0%	18.1%	1.7%
Q28g Location of library branches	0.7%	2.1%	10.5%	55.0%	30.1%	1.6%

Q28. 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. (excluding don't know)

(N=753)

	very dissatisfied 1	dissatisfied 2	neutral 3	satisfied 4	very satisfied 5
Q28a Availability of materials you need	0.9%	5.0%	10.2%	52.0%	31.9%
Q28b Adequacy of on-line information & services	0.5%	3.1%	17.3%	48.0%	31.1%
Q28c Number of public access computers in libraries	1.3%	8.0%	21.2%	44.9%	24.6%
Q28d Quality of children's programs	0.6%	3.6%	23.8%	47.4%	24.7%
Q28e Helpfulness of library staff	0.8%	2.7%	10.0%	48.4%	38.1%
Q28f Hours libraries are open	4.7%	14.6%	19.6%	42.7%	18.4%
Q28g Location of library branches	0.7%	2.2%	10.7%	55.9%	30.6%

Q29. Which TWO of the Library Services above do you think should receive the most emphasis from city leaders over the next TWO years?

<u>Q29 1st priority</u>	<u>Number</u>	<u>Percent</u>
A=Availability of materials you need	190	15.6 %
B=Adequacy of on-line information & services	35	2.9 %
C=Number of public access computers	73	6.0 %
D=Quality of children's programs	80	6.6 %
E=Helpfulness of library staff	35	2.9 %
F=Hours libraries are open	201	16.5 %
G=Location of library branches	27	2.2 %
Z=None chosen	576	47.3 %
Total	1217	100.0 %

Q29. Which TWO of the Library Services above do you think should receive the most emphasis from city leaders over the next TWO years?

<u>Q29 2nd priority</u>	<u>Number</u>	<u>Percent</u>
A=Availability of materials you need	106	8.7 %
B=Adequacy of on-line information & services	69	5.7 %
C=Number of public access computers	66	5.4 %
D=Quality of children's programs	109	9.0 %
E=Helpfulness of library staff	45	3.7 %
F=Hours libraries are open	124	10.2 %
G=Location of library branches	51	4.2 %
Z=None chosen	647	53.2 %
Total	1217	100.0 %

Q29. 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>Q29 Sum of top 2 choices</u>	<u>Number</u>	<u>Percent</u>
A = Availability of materials you need	296	24.3 %
B = Adequacy of on-line information & services	104	8.5 %
C = Number of public access computers	139	11.4 %
D = Quality of children's programs	189	15.5 %
E = Helpfulness of library staff	80	6.6 %
F = Hours libraries are open	325	26.7 %
G = Location of library branches	78	6.4 %
Z = None chosen	576	47.3 %
Total	1787	

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.

(N=1217)

	very dissatisfied 1	dissatisfied 2	neutral 3	satisfied 4	very satisfied 5	don't know 9
Q30a Quality of life in the city	1.2%	4.4%	12.0%	60.1%	19.6%	2.7%
Q30b Overall image of the city	1.6%	10.8%	21.3%	50.0%	13.0%	3.3%
Q30c Maintenance & preservation of Downtown Des Moines	1.9%	11.1%	23.1%	48.2%	12.7%	3.0%
Q30d Overall beauty of the city	0.8%	8.7%	23.9%	50.3%	13.4%	2.9%
Q30e Overall value you receive for tax dollars & fees	5.8%	15.1%	32.3%	33.6%	6.8%	6.3%
Q30f Overall quality of City services	1.1%	6.8%	28.8%	48.9%	9.9%	4.5%

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)

(N=1217)

	very dissatisfied 1	dissatisfied 2	neutral 3	satisfied 4	very satisfied 5
Q30a Quality of life in the city	1.2%	4.6%	12.3%	61.7%	20.2%
Q30b Overall image of the city	1.7%	11.1%	22.0%	51.7%	13.4%
Q30c Maintenance & preservation of Downtown Des Moines	1.9%	11.4%	23.8%	49.7%	13.1%
Q30d Overall beauty of the city	0.8%	9.0%	24.6%	51.8%	13.8%
Q30e Overall value you receive for tax dollars & fees	6.2%	16.1%	34.5%	35.9%	7.3%
Q30f Overall quality of City services	1.1%	7.1%	30.1%	51.2%	10.4%

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

Q31 Do you currently live within a neighborhood association	Number	Percent
1=Yes	762	62.6 %
2=No	156	12.8 %
9=Don't know	299	24.6 %
Total	1217	100.0 %

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

Q32 Aware of neighborhood association activities & meetings	Number	Percent
1=Yes	556	72.8 %
2=No	191	25.0 %
9=Don't know	17	2.2 %
Total	764	100.0 %

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

Q33 Have attended neighborhood association meeting in year	Number	Percent
1=Yes	190	24.8 %
2=No	574	74.9 %
9=Don't know	2	0.3 %
Total	766	100.0 %

Q34. Are you satisfied with the appearance of private property in your neighborhood?

Q34 Are you satisfied with appearance of property in neighborhood	Number	Percent
1=Yes	783	64.3 %
2=No	359	29.5 %
9=Don't know	75	6.2 %
Total	1217	100.0 %

Q35. Has your neighborhood improved over the past 5 years?

<u>Q35 Has neighborhood improved past 5 yrs</u>	<u>Number</u>	<u>Percent</u>
1=Yes	609	50.0 %
2=No	362	29.7 %
9=Don't know	246	20.2 %
Total	1217	100.0 %

Q36. Would you be in favor of the addition of a one-call, one-stop center that could be used to handle all of your non-emergency City requests and questions?

<u>Q36 Be in favor of addition of one call, one stop center</u>	<u>Number</u>	<u>Percent</u>
1=Yes	884	72.7 %
2=No	91	7.5 %
9=Don't know	241	19.8 %
Total	1216	100.0 %

Q37. 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.

<u>Service Area</u>	<u>Mean</u>
Q37a Ambulance services	\$ 8.23
Q37b Code Enforcement Services	\$ 4.72
Q37c Economic Development	\$ 8.30
Q37d Control of stormwater runoff	\$ 5.67
Q37e Fire protection and prevention	\$ 9.78
Q37f Garbage collection	\$ 5.06
Q37g Maintenance of streets, curbs, recycling collection & sidewalks	\$15.81
Q37h Parks	\$ 6.82
Q37i Planning Services	\$ 3.52
Q37j Police services	\$15.85
Q37k Public Library service	\$ 5.99
Q37l Recreation programs	\$ 5.11
Q37m Sanitary sewer	\$ 5.13

Q38. How many people at your residence (counting yourself), are?

	<u>Mean</u>
Total	2.56
Under age 5	0.22
Ages 5-13	0.30
Ages 14-18	0.15
Ages 19-24	0.16
Ages 25-34	0.48
Ages 35-64	0.93
Ages 65+	0.33

Q39. Which of the following best describes your current employment status?

<u>Q39 Which describes your current employment</u>	<u>Number</u>	<u>Percent</u>
1=Employed	801	65.8 %
2=Student	25	2.1 %
3=Retired	288	23.7 %
4=Not currently employed	90	7.4 %
9=Not provided	13	1.1 %
Total	1217	100.0 %

Q39a. What is the zip code where you work?

Q39a Work zip code	Number	Percent
50003=	2	0.3 %
50009=	5	0.8 %
50010=	5	0.8 %
50021=	14	2.1 %
50028=	1	0.2 %
50035=	2	0.3 %
50125=	4	0.6 %
50131=	22	3.4 %
50208=	1	0.2 %
50211=	1	0.2 %
50217=	1	0.2 %
50220=	1	0.2 %
50222=	1	0.2 %
50236=	1	0.2 %
50263=	1	0.2 %
50265=	19	2.9 %
50266=	37	5.7 %
50268=	1	0.2 %
50276=	1	0.2 %
50291=	1	0.2 %
50304=	3	0.5 %
50306=	3	0.5 %
50309=	144	22.0 %
50310=	35	5.4 %
50311=	27	4.1 %
50312=	34	5.2 %
50313=	37	5.7 %
50314=	33	5.0 %
50315=	45	6.9 %
50316=	29	4.4 %
50317=	37	5.7 %
50318=	5	0.8 %
50319=	15	2.3 %
50320=	10	1.5 %
50321=	27	4.1 %
50322=	14	2.1 %
50323=	2	0.3 %
50325=	6	0.9 %
50326=	1	0.2 %
50327=	5	0.8 %
50328=	1	0.2 %
50329=	1	0.2 %

Q39a. What is the zip code where you work? (continued)

<u>Q39a Work zip code</u>	<u>Number</u>	<u>Percent</u>
50344=	2	0.3 %
50361=	1	0.2 %
50391=	4	0.6 %
50392=	7	1.1 %
50398=	2	0.3 %
51533=	1	0.2 %
52242=	1	0.2 %
52577=	1	0.2 %
Total	654	100.0 %

Q40. Approximately how many years have you lived in the City of Des Moines?

<u>Q40 How many years lived in Des Moines</u>	<u>Number</u>	<u>Percent</u>
1=Less than 5 yrs	157	12.9 %
2=5-10 years	202	16.6 %
3=11-20 years	187	15.4 %
4=-More than 20 yrs	660	54.3 %
9=Not provided	10	0.8 %
Total	1216	100.0 %

Q41. Do you own or rent your current residence?

<u>Q41 Do you own or rent current residence</u>	<u>Number</u>	<u>Percent</u>
1=Own	987	81.1 %
2=Rent	202	16.6 %
9=Not provided	28	2.3 %
Total	1217	100.0 %

Q42. Would you say your total household income is:

<u>Q42 Total household income</u>	<u>Number</u>	<u>Percent</u>
1=Under \$30,000	295	24.2 %
2=\$30,000-\$59,999	430	35.3 %
3=\$60,000-\$99,999	281	23.1 %
4=\$100,000+	104	8.5 %
9=Not provided	107	8.8 %
Total	1217	100.0 %

Q44. What is your home zip code:

<u>Q44 What is your home zip code</u>	<u>Number</u>	<u>Percent</u>
50309=	14	1.2 %
50310=	181	14.9 %
50311=	87	7.1 %
50312=	119	9.8 %
50313=	76	6.2 %
50314=	76	6.2 %
50315=	204	16.8 %
50316=	94	7.7 %
50317=	179	14.7 %
50320=	79	6.5 %
50321=	41	3.4 %
Not provided	67	5.5 %
Total	1217	100.0 %

Q45. Your gender:

<u>Q45 Respondents gender</u>	<u>Number</u>	<u>Percent</u>
1=Male	565	46.5 %
2=Female	649	53.5 %
Total	1214	100.0 %