

Section 6:
Crosstabulations
By Location (zip code)

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)

N=1217	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q1a Overall quality of police protection</u>													
Very satisfied	14.3%	24.9%	18.8%	29.3%	21.6%	26.7%	19.0%	22.0%	18.4%	17.8%	24.4%	11.9%	21.4%
Satisfied	50.0%	46.7%	53.8%	56.0%	43.2%	41.3%	59.5%	51.6%	55.2%	50.7%	51.2%	55.9%	52.3%
Neutral	35.7%	20.7%	22.5%	12.9%	23.0%	16.0%	14.4%	18.7%	16.1%	21.9%	7.3%	18.6%	17.7%
Dissatisfied	0.0%	7.1%	0.0%	1.7%	2.7%	12.0%	5.6%	4.4%	7.5%	9.6%	17.1%	10.2%	6.3%
Very dissatisfied	0.0%	0.6%	5.0%	0.0%	9.5%	4.0%	1.5%	3.3%	2.9%	0.0%	0.0%	3.4%	2.4%
<u>Q1b Overall quality of fire protection</u>													
Very satisfied	28.6%	34.8%	26.3%	40.0%	35.7%	39.4%	29.5%	40.2%	32.4%	35.2%	39.5%	23.7%	33.8%
Satisfied	50.0%	47.8%	57.9%	53.9%	51.4%	46.5%	60.0%	48.3%	57.1%	50.7%	52.6%	61.0%	53.8%
Neutral	21.4%	16.1%	14.5%	6.1%	11.4%	9.9%	8.9%	9.2%	8.2%	14.1%	5.3%	13.6%	10.8%
Dissatisfied	0.0%	1.2%	0.0%	0.0%	0.0%	2.8%	1.6%	1.1%	1.2%	0.0%	2.6%	1.7%	1.1%
Very dissatisfied	0.0%	0.0%	1.3%	0.0%	1.4%	1.4%	0.0%	1.1%	1.2%	0.0%	0.0%	0.0%	0.5%

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)

N=1217	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q1c Overall condition of city streets</u>													
Very satisfied	0.0%	1.7%	0.0%	4.2%	2.7%	5.3%	3.0%	6.5%	4.0%	0.0%	7.5%	0.0%	3.0%
Satisfied	21.4%	24.2%	26.4%	23.5%	17.3%	21.1%	23.4%	9.8%	18.1%	29.1%	10.0%	21.9%	21.2%
Neutral	21.4%	30.3%	29.9%	31.1%	26.7%	36.8%	35.3%	31.5%	29.4%	22.8%	42.5%	28.1%	31.0%
Dissatisfied	42.9%	33.1%	33.3%	37.0%	42.7%	21.1%	29.4%	40.2%	33.3%	35.4%	32.5%	32.8%	33.5%
Very dissatisfied	14.3%	10.7%	10.3%	4.2%	10.7%	15.8%	9.0%	12.0%	15.3%	12.7%	7.5%	17.2%	11.2%
<u>Q1d Overall cleanliness of the City</u>													
Very satisfied	21.4%	6.7%	3.5%	9.3%	8.0%	13.2%	4.0%	12.0%	5.1%	2.5%	10.0%	4.6%	6.8%
Satisfied	42.9%	45.8%	48.8%	45.8%	33.3%	32.9%	43.4%	28.3%	34.5%	36.7%	47.5%	46.2%	40.5%
Neutral	28.6%	32.4%	33.7%	29.7%	40.0%	39.5%	36.4%	39.1%	39.0%	32.9%	32.5%	32.3%	35.3%
Dissatisfied	7.1%	12.3%	11.6%	12.7%	17.3%	13.2%	12.1%	19.6%	15.8%	21.5%	7.5%	13.8%	14.2%
Very dissatisfied	0.0%	2.8%	2.3%	2.5%	1.3%	1.3%	4.0%	1.1%	5.6%	6.3%	2.5%	3.1%	3.3%

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)

N=1217	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q1e Overall quality of city parks</u>													
Very satisfied	23.1%	13.3%	15.1%	16.2%	13.5%	14.7%	12.8%	13.6%	14.0%	9.1%	30.0%	8.2%	14.0%
Satisfied	30.8%	54.2%	57.0%	46.8%	55.4%	51.5%	56.1%	52.3%	55.0%	58.4%	42.5%	54.1%	53.5%
Neutral	15.4%	25.3%	17.4%	25.2%	25.7%	23.5%	26.5%	28.4%	21.6%	20.8%	27.5%	29.5%	24.4%
Dissatisfied	30.8%	6.0%	9.3%	11.7%	5.4%	7.4%	4.1%	4.5%	5.8%	9.1%	0.0%	4.9%	6.6%
Very dissatisfied	0.0%	1.2%	1.2%	0.0%	0.0%	2.9%	0.5%	1.1%	3.5%	2.6%	0.0%	3.3%	1.5%
<u>Q1f Overall flow of traffic in the city</u>													
Very satisfied	7.7%	1.1%	4.6%	4.3%	1.4%	4.1%	5.7%	8.8%	3.5%	0.0%	4.9%	1.6%	3.7%
Satisfied	15.4%	33.7%	33.3%	24.8%	36.5%	35.1%	26.9%	25.3%	23.8%	29.1%	48.8%	31.3%	29.8%
Neutral	30.8%	27.0%	26.4%	29.9%	31.1%	36.5%	37.8%	31.9%	30.2%	32.9%	17.1%	28.1%	30.9%
Dissatisfied	23.1%	29.2%	24.1%	30.8%	23.0%	14.9%	22.8%	23.1%	32.0%	27.8%	24.4%	23.4%	26.0%
Very dissatisfied	23.1%	9.0%	11.5%	10.3%	8.1%	9.5%	6.7%	11.0%	10.5%	10.1%	4.9%	15.6%	9.7%

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)

N=1217	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q1g Enforcement of city codes & ordinances</u>													
Very satisfied	0.0%	3.1%	5.3%	5.7%	5.9%	13.2%	7.8%	9.6%	5.5%	4.3%	2.7%	7.3%	6.2%
Satisfied	41.7%	36.0%	39.5%	32.4%	27.9%	33.8%	37.8%	24.1%	33.1%	37.1%	45.9%	32.7%	34.5%
Neutral	41.7%	39.8%	38.2%	42.9%	33.8%	35.3%	39.4%	42.2%	34.4%	38.6%	35.1%	38.2%	38.3%
Dissatisfied	8.3%	18.0%	11.8%	16.2%	26.5%	11.8%	10.6%	13.3%	18.4%	12.9%	13.5%	14.5%	15.2%
Very dissatisfied	8.3%	3.1%	5.3%	2.9%	5.9%	5.9%	4.4%	10.8%	8.6%	7.1%	2.7%	7.3%	5.8%
<u>Q1h Overall quality of City libraries</u>													
Very satisfied	41.7%	28.6%	27.2%	25.0%	23.1%	28.8%	23.1%	30.7%	23.1%	18.6%	18.9%	20.7%	25.0%
Satisfied	33.3%	47.0%	51.9%	52.9%	47.7%	40.9%	56.6%	44.3%	53.2%	44.3%	59.5%	55.2%	50.4%
Neutral	16.7%	19.6%	13.6%	16.3%	27.7%	24.2%	16.2%	21.6%	17.3%	32.9%	18.9%	17.2%	19.6%
Dissatisfied	8.3%	4.8%	6.2%	4.8%	1.5%	3.0%	3.5%	2.3%	2.6%	2.9%	2.7%	5.2%	3.7%
Very dissatisfied	0.0%	0.0%	1.2%	1.0%	0.0%	3.0%	0.6%	1.1%	3.8%	1.4%	0.0%	1.7%	1.3%

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)

N=1217	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q1i City efforts to communicate with you</u>													
Very satisfied	0.0%	9.5%	8.0%	9.6%	5.6%	13.9%	10.9%	11.4%	6.9%	5.6%	5.4%	9.8%	8.9%
Satisfied	21.4%	33.1%	37.9%	36.0%	31.0%	29.2%	32.8%	30.7%	39.3%	30.6%	48.6%	27.9%	34.0%
Neutral	57.1%	37.9%	42.5%	39.5%	46.5%	30.6%	39.3%	45.5%	31.2%	40.3%	35.1%	42.6%	38.8%
Dissatisfied	7.1%	14.2%	6.9%	12.3%	9.9%	18.1%	13.7%	8.0%	12.1%	15.3%	8.1%	13.1%	12.3%
Very dissatisfied	14.3%	5.3%	4.6%	2.6%	7.0%	8.3%	3.3%	4.5%	10.4%	8.3%	2.7%	6.6%	6.0%
<u>Q1j Quality of customer service you receive</u>													
Very satisfied	8.3%	12.5%	9.6%	17.9%	8.5%	13.0%	10.2%	19.5%	11.7%	8.6%	8.1%	9.3%	12.0%
Satisfied	25.0%	50.6%	45.8%	51.9%	52.1%	39.1%	51.3%	46.0%	42.1%	32.9%	54.1%	35.2%	46.2%
Neutral	58.3%	33.3%	37.3%	25.5%	25.4%	31.9%	27.3%	27.6%	32.7%	44.3%	27.0%	40.7%	31.8%
Dissatisfied	8.3%	3.0%	7.2%	2.8%	14.1%	10.1%	8.6%	5.7%	8.2%	8.6%	8.1%	7.4%	7.2%
Very dissatisfied	0.0%	0.6%	0.0%	1.9%	0.0%	5.8%	2.7%	1.1%	5.3%	5.7%	2.7%	7.4%	2.8%

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)

N=1217

	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q2 Sum of Top 3 Choices</u>													
Police protection	64.3%	43.6%	48.3%	31.9%	52.6%	43.4%	47.5%	54.3%	45.8%	51.9%	41.5%	43.3%	45.9%
Fire protection	14.3%	21.0%	18.4%	17.6%	21.1%	21.1%	22.5%	17.0%	20.1%	17.7%	9.8%	25.4%	19.9%
City streets	64.3%	65.7%	66.7%	66.4%	76.3%	57.9%	76.0%	68.1%	73.7%	74.7%	78.0%	64.2%	70.0%
Cleanliness of the City	7.1%	32.6%	32.2%	31.1%	25.0%	28.9%	27.5%	25.5%	32.4%	34.2%	29.3%	25.4%	29.6%
City parks	28.6%	16.6%	26.4%	21.8%	11.8%	11.8%	16.2%	14.9%	6.7%	20.3%	22.0%	7.5%	15.6%
Flow of traffic in the City	42.9%	42.0%	40.2%	41.2%	35.5%	36.8%	38.2%	38.3%	37.4%	35.4%	41.5%	29.9%	38.4%
City codes & ordinances	14.3%	14.4%	10.3%	16.0%	30.3%	15.8%	13.7%	26.6%	17.9%	17.7%	9.8%	23.9%	17.3%
City libraries	0.0%	11.0%	11.5%	20.2%	9.2%	6.6%	5.9%	8.5%	5.6%	6.3%	9.8%	7.5%	9.0%
Communication with you	21.4%	14.4%	10.3%	13.4%	13.2%	21.1%	12.3%	11.7%	18.4%	17.7%	12.2%	10.4%	14.4%
Customer service you receive	14.3%	4.4%	4.6%	13.4%	6.6%	21.1%	11.3%	4.3%	11.2%	7.6%	22.0%	11.9%	9.9%
None selected	0.0%	5.5%	4.6%	5.9%	1.3%	9.2%	5.4%	7.4%	5.0%	1.3%	2.4%	10.4%	5.3%

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

N=1217	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q3 Have you called/visited city with question</u>													
Yes	21.4%	39.2%	36.8%	44.5%	31.6%	43.4%	34.8%	37.2%	36.3%	38.0%	24.4%	29.9%	36.7%
No	78.6%	60.8%	63.2%	55.5%	68.4%	56.6%	65.2%	62.8%	63.1%	62.0%	75.6%	70.1%	63.2%
No response	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.6%	0.0%	0.0%	0.0%	0.1%

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

N=447	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q3b How easy to contact person needed</u>													
Very easy	33.3%	42.3%	40.6%	56.6%	50.0%	48.5%	43.7%	42.9%	50.8%	33.3%	40.0%	20.0%	44.5%
Somewhat	66.7%	39.4%	37.5%	24.5%	29.2%	27.3%	36.6%	37.1%	21.5%	40.0%	20.0%	35.0%	32.4%
Difficult	0.0%	11.3%	15.6%	13.2%	0.0%	15.2%	16.9%	14.3%	18.5%	10.0%	20.0%	25.0%	14.3%
Very difficult	0.0%	7.0%	6.3%	5.7%	16.7%	9.1%	2.8%	5.7%	7.7%	16.7%	20.0%	15.0%	8.1%
Don't know	0.0%	0.0%	0.0%	0.0%	4.2%	0.0%	0.0%	0.0%	1.5%	0.0%	0.0%	5.0%	0.7%

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." (excluding don't know)

N=447	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q3c(1) They were courteous and polite</u>													
Always	0.0%	50.7%	38.7%	66.0%	50.0%	45.5%	50.0%	50.0%	43.1%	36.7%	40.0%	35.0%	47.6%
Usually	66.7%	36.6%	51.6%	28.0%	31.8%	21.2%	30.0%	32.4%	32.3%	30.0%	40.0%	25.0%	32.6%
Sometimes	33.3%	7.0%	9.7%	2.0%	4.5%	9.1%	14.3%	11.8%	15.4%	30.0%	10.0%	25.0%	12.1%
Seldom	0.0%	2.8%	0.0%	2.0%	4.5%	12.1%	5.7%	5.9%	4.6%	0.0%	10.0%	5.0%	4.3%
Never	0.0%	2.8%	0.0%	2.0%	9.1%	12.1%	0.0%	0.0%	4.6%	3.3%	0.0%	10.0%	3.4%
<u>Q3c(2) They gave accurate answers</u>													
Always	0.0%	40.0%	29.0%	48.9%	36.4%	36.4%	41.4%	40.0%	43.1%	36.7%	30.0%	36.8%	39.5%
Usually	66.7%	32.9%	45.2%	34.0%	36.4%	21.2%	28.6%	25.7%	21.5%	13.3%	40.0%	26.3%	29.0%
Sometimes	0.0%	15.7%	16.1%	14.9%	9.1%	18.2%	18.6%	25.7%	13.8%	33.3%	10.0%	5.3%	17.0%
Seldom	33.3%	5.7%	3.2%	2.1%	13.6%	9.1%	7.1%	5.7%	10.8%	13.3%	10.0%	21.1%	8.3%
Never	0.0%	5.7%	6.5%	0.0%	4.5%	15.2%	4.3%	2.9%	10.8%	3.3%	10.0%	10.5%	6.2%

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." (excluding don't know)

N=447	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q3c(3) They did what they said they would</u>													
Always	0.0%	33.8%	28.6%	61.2%	40.0%	33.3%	37.5%	42.9%	36.7%	27.6%	30.0%	29.4%	37.8%
Usually	0.0%	29.2%	32.1%	20.4%	15.0%	23.3%	31.3%	22.9%	21.7%	13.8%	30.0%	17.6%	24.1%
Sometimes	33.3%	12.3%	21.4%	6.1%	15.0%	10.0%	17.2%	20.0%	15.0%	20.7%	10.0%	17.6%	14.9%
Seldom	66.7%	18.5%	7.1%	8.2%	10.0%	16.7%	3.1%	5.7%	10.0%	31.0%	10.0%	17.6%	12.2%
Never	0.0%	6.2%	10.7%	4.1%	20.0%	16.7%	10.9%	8.6%	16.7%	6.9%	20.0%	17.6%	11.0%
<u>Q3c(4) They helped resolve an issue</u>													
Always	0.0%	33.8%	20.0%	54.0%	22.7%	30.3%	33.3%	34.3%	30.2%	34.5%	20.0%	20.0%	32.6%
Usually	0.0%	23.9%	36.7%	24.0%	22.7%	18.2%	34.8%	20.0%	19.0%	3.4%	30.0%	20.0%	23.4%
Sometimes	66.7%	15.5%	20.0%	12.0%	27.3%	9.1%	12.1%	17.1%	15.9%	20.7%	0.0%	25.0%	16.0%
Seldom	33.3%	11.3%	16.7%	2.0%	13.6%	12.1%	3.0%	5.7%	7.9%	17.2%	40.0%	0.0%	9.3%
Never	0.0%	15.5%	6.7%	8.0%	13.6%	30.3%	16.7%	22.9%	27.0%	24.1%	10.0%	35.0%	18.8%

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. (excluding don't know)

N=1217	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q4a How quickly police personnel respond</u>													
Very satisfied	0.0%	17.2%	12.3%	29.3%	24.6%	19.4%	17.0%	24.1%	23.0%	21.0%	16.1%	18.0%	20.3%
Satisfied	33.3%	56.7%	49.1%	45.7%	42.6%	41.8%	58.2%	35.4%	43.2%	45.2%	61.3%	52.0%	48.5%
Neutral	66.7%	19.4%	29.8%	20.7%	21.3%	19.4%	15.0%	26.6%	26.4%	19.4%	12.9%	14.0%	21.2%
Dissatisfied	0.0%	5.2%	7.0%	1.1%	4.9%	14.9%	7.2%	10.1%	6.1%	11.3%	9.7%	12.0%	7.3%
Very dissatisfied	0.0%	1.5%	1.8%	3.3%	6.6%	4.5%	2.6%	3.8%	1.4%	3.2%	0.0%	4.0%	2.8%
<u>Q4b Visibility of police in neighborhood</u>													
Very satisfied	0.0%	10.9%	6.1%	16.2%	10.5%	19.7%	11.0%	15.4%	12.6%	14.5%	4.9%	7.8%	12.0%
Satisfied	54.5%	38.9%	47.6%	42.7%	35.5%	35.5%	39.0%	36.3%	42.3%	38.2%	53.7%	37.5%	40.3%
Neutral	27.3%	32.6%	28.0%	30.8%	31.6%	22.4%	29.0%	33.0%	29.7%	17.1%	14.6%	28.1%	28.5%
Dissatisfied	18.2%	14.9%	14.6%	7.7%	14.5%	11.8%	17.5%	9.9%	13.1%	22.4%	24.4%	17.2%	14.7%
Very dissatisfied	0.0%	2.9%	3.7%	2.6%	7.9%	10.5%	3.5%	5.5%	2.3%	7.9%	2.4%	9.4%	4.6%

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. (excluding don't know)

N=1217	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q4c Visibility of police in retail areas</u>													
Very satisfied	9.1%	9.4%	2.5%	14.8%	8.3%	14.5%	8.2%	14.8%	9.5%	11.8%	5.1%	7.9%	9.8%
Satisfied	45.5%	44.4%	48.8%	51.3%	48.6%	40.6%	40.3%	39.8%	46.4%	42.1%	59.0%	39.7%	44.8%
Neutral	36.4%	35.7%	41.3%	29.6%	31.9%	30.4%	40.3%	39.8%	34.5%	31.6%	28.2%	34.9%	35.3%
Dissatisfied	9.1%	9.9%	5.0%	4.3%	8.3%	10.1%	10.7%	3.4%	7.1%	13.2%	7.7%	14.3%	8.5%
Very dissatisfied	0.0%	0.6%	2.5%	0.0%	2.8%	4.3%	0.5%	2.3%	2.4%	1.3%	0.0%	3.2%	1.6%
<u>Q4d Enforcement of local traffic laws on major streets</u>													
Very satisfied	7.7%	9.4%	2.5%	10.4%	10.8%	11.0%	10.4%	14.4%	10.9%	6.8%	10.3%	6.3%	9.7%
Satisfied	23.1%	40.4%	51.3%	39.1%	40.5%	53.4%	43.0%	38.9%	37.9%	37.8%	59.0%	47.6%	42.5%
Neutral	30.8%	27.5%	20.0%	32.2%	25.7%	20.5%	29.0%	24.4%	31.6%	28.4%	17.9%	25.4%	27.2%
Dissatisfied	30.8%	18.1%	17.5%	15.7%	16.2%	11.0%	14.5%	20.0%	14.9%	24.3%	10.3%	15.9%	16.5%
Very dissatisfied	7.7%	4.7%	8.8%	2.6%	6.8%	4.1%	3.1%	2.2%	4.6%	2.7%	2.6%	4.8%	4.2%

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. (excluding don't know)

N=1217	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q4e Enforcement of traffic laws in your neighborhood</u>													
Very satisfied	8.3%	10.9%	1.2%	8.8%	9.6%	13.7%	8.8%	7.7%	8.7%	5.3%	7.7%	6.5%	8.4%
Satisfied	25.0%	29.9%	43.9%	36.8%	26.0%	39.7%	32.1%	33.0%	33.5%	29.3%	56.4%	32.3%	34.0%
Neutral	33.3%	32.2%	22.0%	29.8%	27.4%	21.9%	30.1%	29.7%	26.6%	29.3%	12.8%	30.6%	28.0%
Dissatisfied	16.7%	19.5%	18.3%	19.3%	26.0%	16.4%	23.8%	17.6%	22.5%	24.0%	17.9%	21.0%	20.9%
Very dissatisfied	16.7%	7.5%	14.6%	5.3%	11.0%	8.2%	5.2%	12.1%	8.7%	12.0%	5.1%	9.7%	8.6%
<u>Q4f Quality of animal control</u>													
Very satisfied	8.3%	9.8%	9.2%	11.5%	13.7%	15.9%	14.0%	10.1%	11.4%	11.1%	5.6%	8.5%	11.4%
Satisfied	50.0%	45.1%	44.7%	44.2%	37.0%	47.8%	38.5%	39.3%	38.9%	41.7%	44.4%	42.4%	41.8%
Neutral	16.7%	32.0%	31.6%	31.7%	32.9%	20.3%	26.8%	27.0%	29.9%	26.4%	33.3%	30.5%	29.1%
Dissatisfied	16.7%	8.5%	10.5%	6.7%	11.0%	10.1%	14.5%	9.0%	10.8%	9.7%	11.1%	11.9%	10.6%
Very dissatisfied	8.3%	4.6%	3.9%	5.8%	5.5%	5.8%	6.1%	14.6%	9.0%	11.1%	5.6%	6.8%	7.2%

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. (excluding don't know)

N=1217	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q4g Professionalism of city police officers</u>													
Very satisfied	18.2%	26.7%	24.0%	34.2%	29.0%	17.6%	22.0%	22.8%	25.9%	26.4%	18.9%	12.5%	24.5%
Satisfied	36.4%	48.4%	49.3%	48.6%	34.8%	36.5%	50.5%	39.1%	44.0%	40.3%	54.1%	46.4%	45.2%
Neutral	18.2%	15.5%	16.0%	12.6%	20.3%	25.7%	21.0%	29.3%	22.3%	25.0%	21.6%	33.9%	21.1%
Dissatisfied	9.1%	5.6%	5.3%	2.7%	10.1%	14.9%	4.3%	4.3%	4.8%	8.3%	5.4%	7.1%	6.0%
Very dissatisfied	18.2%	3.7%	5.3%	1.8%	5.8%	5.4%	2.2%	4.3%	3.0%	0.0%	0.0%	0.0%	3.2%
<u>Q4h Responsiveness of police to traffic complaints</u>													
Very satisfied	8.3%	13.3%	12.1%	18.7%	15.3%	11.3%	8.8%	6.2%	11.4%	12.7%	6.7%	2.0%	11.1%
Satisfied	25.0%	34.1%	44.8%	44.0%	30.5%	37.1%	37.8%	32.1%	37.6%	36.5%	63.3%	30.6%	37.4%
Neutral	25.0%	38.5%	29.3%	28.0%	39.0%	35.5%	43.2%	35.8%	33.6%	34.9%	23.3%	49.0%	36.3%
Dissatisfied	33.3%	8.9%	8.6%	8.0%	8.5%	9.7%	8.1%	22.2%	12.1%	9.5%	0.0%	10.2%	10.5%
Very dissatisfied	8.3%	5.2%	5.2%	1.3%	6.8%	6.5%	2.0%	3.7%	5.4%	6.3%	6.7%	8.2%	4.8%

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. (excluding don't know)

N=1217	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q4i Responsiveness of police to criminal offenses</u>													
Very satisfied	11.1%	16.2%	18.5%	26.3%	22.8%	12.5%	10.9%	14.7%	16.9%	14.3%	13.3%	4.1%	15.6%
Satisfied	33.3%	43.8%	44.4%	38.2%	35.1%	43.8%	47.4%	22.7%	40.1%	41.1%	56.7%	46.9%	41.3%
Neutral	22.2%	28.5%	25.9%	26.3%	22.8%	23.4%	27.0%	46.7%	27.5%	25.0%	20.0%	38.8%	28.6%
Dissatisfied	22.2%	8.5%	9.3%	7.9%	5.3%	7.8%	8.0%	8.0%	8.5%	12.5%	6.7%	10.2%	8.5%
Very dissatisfied	11.1%	3.1%	1.9%	1.3%	14.0%	12.5%	6.6%	8.0%	7.0%	7.1%	3.3%	0.0%	6.0%

5. 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)

N=1217

	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q5 Sum of Top Choices</u>													
How quickly police personnel respond	21.4%	29.8%	32.2%	33.6%	31.6%	31.6%	29.9%	26.6%	30.2%	31.6%	36.6%	26.9%	30.5%
Visibility of police in neighborhoods	42.9%	44.8%	41.4%	41.2%	44.7%	32.9%	37.7%	34.0%	34.1%	34.2%	39.0%	40.3%	38.7%
Visibility of police in retail areas	0.0%	13.3%	6.9%	17.6%	10.5%	14.5%	10.3%	7.4%	8.9%	16.5%	4.9%	4.5%	10.8%
Enforcement of local traffic laws on major City streets	42.9%	23.2%	20.7%	31.1%	21.1%	17.1%	23.0%	19.1%	25.7%	30.4%	24.4%	22.4%	24.0%
Enforcement of local traffic laws in your neighborhood	14.3%	22.7%	26.4%	16.0%	21.1%	17.1%	27.5%	27.7%	27.9%	21.5%	17.1%	19.4%	23.3%
Quality of animal control	7.1%	8.8%	12.6%	10.1%	13.2%	10.5%	15.2%	11.7%	10.6%	5.1%	14.6%	10.4%	11.2%
Professionalism of city police officers	14.3%	8.3%	9.2%	7.6%	17.1%	14.5%	8.8%	16.0%	8.9%	10.1%	7.3%	9.0%	10.2%
Responsiveness of police to traffic complaints	14.3%	8.8%	5.7%	3.4%	13.2%	7.9%	8.8%	13.8%	10.6%	8.9%	14.6%	4.5%	9.0%
Responsiveness of police to criminal offenses	14.3%	21.5%	23.0%	22.7%	21.1%	22.4%	18.6%	20.2%	17.3%	21.5%	24.4%	17.9%	20.4%
None chosen	14.3%	5.5%	6.9%	4.2%	2.6%	11.8%	7.4%	10.6%	9.5%	8.9%	7.3%	19.4%	8.1%

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

N=1217	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q6 Have you used police service last year</u>													
Yes	28.6%	40.3%	34.5%	34.5%	39.5%	50.0%	34.8%	38.3%	37.4%	40.5%	36.6%	35.8%	37.9%
No	64.3%	55.2%	62.1%	65.5%	57.9%	44.7%	60.8%	58.5%	58.7%	55.7%	61.0%	61.2%	58.6%
No response	7.1%	4.4%	3.4%	0.0%	2.6%	5.3%	4.4%	3.2%	3.9%	3.8%	2.4%	3.0%	3.5%

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: (excluding don't know)

N=1217	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q7a How safe do you feel in neighborhood</u>													
Very safe	28.6%	35.8%	32.6%	39.5%	30.7%	18.4%	24.3%	21.3%	28.2%	16.7%	51.2%	29.7%	29.2%
Safe	21.4%	51.4%	50.0%	50.4%	44.0%	44.7%	55.9%	52.1%	45.2%	55.1%	41.5%	54.7%	50.0%
Neutral	28.6%	8.4%	11.6%	8.4%	16.0%	18.4%	12.9%	14.9%	15.8%	21.8%	4.9%	9.4%	13.1%
Unsafe	14.3%	4.5%	5.8%	1.7%	5.3%	10.5%	5.4%	10.6%	9.6%	3.8%	2.4%	3.1%	6.1%
Very unsafe	7.1%	0.0%	0.0%	0.0%	4.0%	7.9%	1.5%	1.1%	1.1%	2.6%	0.0%	3.1%	1.7%
<u>Q7b In city parks</u>													
Very safe	23.1%	12.3%	16.9%	9.7%	9.9%	13.2%	11.3%	11.2%	8.8%	6.8%	10.0%	8.3%	11.0%
Safe	15.4%	49.1%	54.2%	51.5%	39.4%	48.5%	44.8%	52.8%	46.9%	37.8%	60.0%	50.0%	47.6%
Neutral	38.5%	32.5%	22.9%	30.1%	33.8%	27.9%	29.4%	27.0%	26.9%	29.7%	22.5%	25.0%	28.7%
Unsafe	23.1%	6.1%	6.0%	6.8%	12.7%	5.9%	11.9%	6.7%	14.4%	21.6%	5.0%	15.0%	10.5%
Very unsafe	0.0%	0.0%	0.0%	1.9%	4.2%	4.4%	2.6%	2.2%	3.1%	4.1%	2.5%	1.7%	2.2%

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: (excluding don't know)

N=1217	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q7c In Downtown Des Moines</u>													
Very safe	14.3%	9.7%	15.5%	13.8%	8.1%	18.1%	12.4%	14.4%	9.6%	4.0%	19.5%	8.1%	11.7%
Safe	21.4%	50.3%	57.1%	53.4%	36.5%	50.0%	38.7%	56.7%	35.3%	40.0%	58.5%	48.4%	45.8%
Neutral	42.9%	25.1%	20.2%	21.6%	36.5%	26.4%	35.6%	24.4%	31.1%	34.7%	14.6%	29.0%	28.4%
Unsafe	21.4%	13.7%	7.1%	8.6%	13.5%	2.8%	9.8%	3.3%	19.2%	18.7%	7.3%	9.7%	11.3%
Very unsafe	0.0%	1.1%	0.0%	2.6%	5.4%	2.8%	3.6%	1.1%	4.8%	2.7%	0.0%	4.8%	2.7%
<u>Q7d Overall feeling of safety in Des Moines</u>													
Very safe	0.0%	15.1%	12.9%	11.9%	10.8%	14.7%	12.9%	14.9%	8.0%	7.8%	4.9%	12.5%	11.8%
Safe	35.7%	58.1%	69.4%	69.5%	51.4%	62.7%	49.8%	57.4%	55.7%	48.1%	82.9%	59.4%	58.1%
Neutral	50.0%	22.9%	15.3%	17.8%	23.0%	16.0%	28.9%	22.3%	28.2%	36.4%	12.2%	20.3%	23.8%
Unsafe	14.3%	3.9%	1.2%	0.8%	12.2%	5.3%	5.0%	5.3%	6.9%	7.8%	0.0%	7.8%	5.2%
Very unsafe	0.0%	0.0%	1.2%	0.0%	2.7%	1.3%	3.5%	0.0%	1.1%	0.0%	0.0%	0.0%	1.1%

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)

N=1217	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q8a How quickly fire personnel respond</u>													
Very satisfied	27.3%	44.7%	35.7%	39.3%	42.1%	41.3%	40.3%	44.7%	37.3%	31.6%	53.1%	35.0%	40.1%
Satisfied	27.3%	40.4%	48.2%	44.0%	42.1%	42.9%	46.5%	42.1%	40.3%	47.4%	46.9%	47.5%	43.5%
Neutral	45.5%	14.9%	14.3%	14.3%	14.0%	11.1%	10.4%	13.2%	19.4%	21.1%	0.0%	15.0%	14.5%
Dissatisfied	0.0%	0.0%	0.0%	1.2%	0.0%	4.8%	2.8%	0.0%	0.7%	0.0%	0.0%	2.5%	1.2%
Very dissatisfied	0.0%	0.0%	1.8%	1.2%	1.8%	0.0%	0.0%	0.0%	2.2%	0.0%	0.0%	0.0%	0.7%
<u>Q8b Overall quality of ambulance & paramedic services</u>													
Very satisfied	20.0%	43.7%	35.0%	37.2%	39.6%	40.7%	40.0%	39.7%	34.5%	28.8%	40.6%	35.7%	37.9%
Satisfied	40.0%	37.8%	45.0%	46.5%	35.8%	40.7%	43.4%	41.0%	49.3%	50.8%	53.1%	50.0%	44.3%
Neutral	40.0%	17.6%	16.7%	15.1%	20.8%	13.6%	15.9%	19.2%	13.4%	20.3%	6.3%	14.3%	16.3%
Dissatisfied	0.0%	0.8%	1.7%	0.0%	1.9%	5.1%	0.7%	0.0%	1.4%	0.0%	0.0%	0.0%	1.0%
Very dissatisfied	0.0%	0.0%	1.7%	1.2%	1.9%	0.0%	0.0%	0.0%	1.4%	0.0%	0.0%	0.0%	0.6%

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)

N=1217

	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q8c Fire department fire inspection program</u>													
Very satisfied	11.1%	18.9%	15.2%	17.1%	18.2%	20.8%	16.9%	21.0%	22.7%	25.6%	14.3%	21.2%	19.2%
Satisfied	55.6%	38.9%	43.5%	40.0%	34.1%	47.9%	42.7%	46.8%	38.7%	33.3%	50.0%	42.4%	41.4%
Neutral	22.2%	38.9%	30.4%	41.4%	45.5%	22.9%	34.7%	32.3%	34.5%	38.5%	32.1%	33.3%	35.1%
Dissatisfied	11.1%	3.2%	8.7%	0.0%	2.3%	2.1%	4.0%	0.0%	2.5%	2.6%	0.0%	0.0%	2.6%
Very dissatisfied	0.0%	0.0%	2.2%	1.4%	0.0%	6.3%	1.6%	0.0%	1.7%	0.0%	3.6%	3.0%	1.5%
<u>Q8d The City's fire safety education program</u>													
Very satisfied	0.0%	20.6%	19.2%	15.6%	17.0%	27.3%	19.5%	26.9%	21.1%	24.4%	11.5%	19.4%	20.3%
Satisfied	37.5%	37.1%	51.9%	45.3%	37.7%	38.6%	43.0%	44.8%	37.4%	44.4%	34.6%	41.9%	41.3%
Neutral	50.0%	38.1%	23.1%	35.9%	41.5%	27.3%	32.0%	28.4%	35.0%	26.7%	50.0%	38.7%	33.9%
Dissatisfied	12.5%	3.1%	1.9%	1.6%	3.8%	2.3%	4.7%	0.0%	4.9%	4.4%	0.0%	0.0%	3.1%
Very dissatisfied	0.0%	1.0%	3.8%	1.6%	0.0%	4.5%	0.8%	0.0%	1.6%	0.0%	3.8%	0.0%	1.4%

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)

N=1217

	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q9 Sum of Top Choices</u>													
How quickly fire personnel respond	35.7%	56.9%	52.9%	53.8%	55.3%	48.7%	58.8%	51.1%	48.6%	53.2%	51.2%	49.3%	53.2%
Ambulance & paramedic services	21.4%	53.6%	48.3%	50.4%	53.9%	47.4%	55.9%	47.9%	51.4%	55.7%	51.2%	43.3%	51.3%
Fire department's inspection program	35.7%	18.8%	24.1%	19.3%	18.4%	25.0%	24.5%	25.5%	25.1%	20.3%	26.8%	20.9%	22.7%
Fire safety education program	28.6%	21.0%	27.6%	20.2%	34.2%	25.0%	22.5%	34.0%	30.2%	25.3%	22.0%	22.4%	25.6%
None chosen	35.7%	22.7%	20.7%	26.9%	17.1%	19.7%	17.2%	19.1%	19.0%	20.3%	22.0%	29.9%	21.0%

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. (excluding don't know)

N=1217	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q10a Condition of city parks</u>													
Very satisfied	15.4%	12.8%	11.1%	9.5%	15.7%	10.3%	11.5%	13.3%	11.3%	12.3%	17.5%	3.9%	11.8%
Satisfied	30.8%	57.9%	60.5%	56.2%	61.4%	57.4%	62.3%	60.0%	55.0%	53.4%	65.0%	56.9%	58.2%
Neutral	46.2%	25.0%	19.8%	24.8%	18.6%	26.5%	22.5%	20.0%	23.1%	21.9%	12.5%	33.3%	23.1%
Dissatisfied	7.7%	4.3%	7.4%	8.6%	4.3%	4.4%	3.1%	6.7%	8.8%	11.0%	5.0%	3.9%	6.1%
Very dissatisfied	0.0%	0.0%	1.2%	1.0%	0.0%	1.5%	0.5%	0.0%	1.9%	1.4%	0.0%	2.0%	0.8%
<u>Q10b Number & location of city parks</u>													
Very satisfied	23.1%	14.7%	9.8%	11.2%	9.9%	12.5%	14.4%	13.5%	13.9%	14.1%	20.5%	7.4%	13.2%
Satisfied	15.4%	52.1%	54.9%	53.3%	56.3%	56.9%	51.9%	59.6%	56.3%	49.3%	59.0%	44.4%	53.4%
Neutral	46.2%	21.5%	20.7%	22.4%	26.8%	20.8%	27.8%	20.2%	22.2%	22.5%	12.8%	38.9%	23.8%
Dissatisfied	7.7%	11.0%	13.4%	10.3%	5.6%	9.7%	5.3%	6.7%	5.7%	9.9%	7.7%	3.7%	8.0%
Very dissatisfied	7.7%	0.6%	1.2%	2.8%	1.4%	0.0%	0.5%	0.0%	1.9%	4.2%	0.0%	5.6%	1.5%

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. (excluding don't know)

N=1217	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q10c Walking & biking trails in Des Moines</u>													
Very satisfied	15.4%	21.2%	16.7%	20.0%	22.2%	19.4%	20.9%	24.4%	19.1%	11.6%	28.2%	10.2%	19.6%
Satisfied	30.8%	43.6%	47.4%	45.7%	54.0%	34.3%	54.9%	51.2%	49.7%	47.8%	38.5%	42.9%	47.5%
Neutral	46.2%	22.4%	28.2%	21.9%	19.0%	34.3%	17.0%	19.5%	24.8%	17.4%	25.6%	28.6%	22.9%
Dissatisfied	7.7%	12.2%	6.4%	9.5%	3.2%	10.4%	6.0%	2.4%	3.2%	20.3%	5.1%	10.2%	7.8%
Very dissatisfied	0.0%	0.6%	1.3%	2.9%	1.6%	1.5%	1.1%	2.4%	3.2%	2.9%	2.6%	8.2%	2.2%
<u>Q10d Pools</u>													
Very satisfied	16.7%	12.6%	11.9%	11.2%	9.7%	10.2%	10.1%	13.9%	13.3%	12.3%	16.2%	8.7%	11.8%
Satisfied	25.0%	43.7%	32.8%	43.8%	40.3%	40.7%	38.5%	41.8%	50.3%	38.5%	37.8%	37.0%	41.4%
Neutral	41.7%	31.8%	37.3%	37.1%	41.9%	30.5%	40.2%	35.4%	27.3%	29.2%	35.1%	30.4%	34.3%
Dissatisfied	16.7%	9.3%	13.4%	5.6%	8.1%	16.9%	7.7%	8.9%	6.3%	20.0%	8.1%	19.6%	10.1%
Very dissatisfied	0.0%	2.6%	4.5%	2.2%	0.0%	1.7%	3.6%	0.0%	2.8%	0.0%	2.7%	4.3%	2.3%

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. (excluding don't know)

N=1217	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q10e Condition of city buildings</u>													
Very satisfied	0.0%	15.2%	2.9%	13.8%	18.9%	18.8%	9.6%	15.2%	13.6%	12.9%	21.4%	9.1%	13.1%
Satisfied	33.3%	51.5%	52.9%	50.0%	48.6%	53.1%	51.8%	54.5%	53.0%	51.6%	21.4%	27.3%	49.6%
Neutral	50.0%	30.3%	35.3%	29.3%	21.6%	21.9%	27.7%	27.3%	22.7%	29.0%	50.0%	45.5%	29.0%
Dissatisfied	16.7%	3.0%	5.9%	5.2%	8.1%	6.3%	7.2%	3.0%	9.1%	3.2%	7.1%	13.6%	6.4%
Very dissatisfied	0.0%	0.0%	2.9%	1.7%	2.7%	0.0%	3.6%	0.0%	1.5%	3.2%	0.0%	4.5%	1.9%
<u>Q10f Mowing & trimming along city streets</u>													
Very satisfied	8.3%	9.0%	9.5%	9.8%	15.5%	9.5%	9.7%	14.0%	9.5%	11.8%	15.0%	8.6%	10.5%
Satisfied	33.3%	55.1%	56.0%	52.7%	35.2%	47.3%	46.7%	47.3%	39.1%	40.8%	50.0%	51.7%	47.3%
Neutral	41.7%	22.8%	22.6%	26.8%	38.0%	24.3%	28.2%	28.0%	32.0%	31.6%	20.0%	15.5%	27.2%
Dissatisfied	16.7%	12.0%	9.5%	9.8%	11.3%	16.2%	12.3%	6.5%	15.4%	15.8%	7.5%	19.0%	12.4%
Very dissatisfied	0.0%	1.2%	2.4%	0.9%	0.0%	2.7%	3.1%	4.3%	4.1%	0.0%	7.5%	5.2%	2.6%

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. (excluding don't know)

N=1217	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q10g Community gardening</u>													
Very satisfied	18.2%	17.5%	25.0%	25.0%	17.5%	18.2%	20.1%	26.8%	12.3%	11.6%	30.3%	6.8%	18.7%
Satisfied	18.2%	51.3%	41.3%	48.1%	36.5%	34.8%	42.5%	40.2%	39.0%	46.4%	33.3%	50.8%	42.9%
Neutral	45.5%	23.4%	22.5%	23.1%	34.9%	34.8%	32.8%	23.2%	33.6%	29.0%	33.3%	25.4%	28.7%
Dissatisfied	18.2%	7.8%	6.3%	2.9%	7.9%	7.6%	3.4%	7.3%	13.7%	11.6%	3.0%	13.6%	7.8%
Very dissatisfied	0.0%	0.0%	5.0%	1.0%	3.2%	4.5%	1.1%	2.4%	1.4%	1.4%	0.0%	3.4%	1.8%
<u>Q10h Special events sponsored by city</u>													
Very satisfied	20.0%	19.0%	18.5%	16.8%	25.8%	12.3%	14.1%	23.2%	9.9%	16.2%	30.0%	13.0%	16.9%
Satisfied	20.0%	54.4%	55.6%	55.1%	47.0%	41.5%	50.8%	46.3%	47.7%	48.5%	42.5%	50.0%	49.8%
Neutral	50.0%	21.5%	18.5%	21.5%	21.2%	29.2%	28.2%	22.0%	36.4%	32.4%	17.5%	27.8%	26.2%
Dissatisfied	10.0%	4.4%	3.7%	5.6%	6.1%	12.3%	6.2%	7.3%	4.0%	2.9%	10.0%	9.3%	5.9%
Very dissatisfied	0.0%	0.6%	3.7%	0.9%	0.0%	4.6%	0.6%	1.2%	2.0%	0.0%	0.0%	0.0%	1.2%

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. (excluding don't know)

N=1217	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q10i Ease of registering for recreation programs</u>													
Very satisfied	0.0%	14.0%	9.6%	8.5%	11.8%	6.0%	12.4%	12.9%	6.1%	3.6%	17.9%	2.7%	9.8%
Satisfied	22.2%	45.6%	46.2%	53.5%	41.2%	32.0%	39.3%	41.4%	41.7%	47.3%	39.3%	51.4%	43.0%
Neutral	66.7%	35.1%	34.6%	32.4%	39.2%	42.0%	42.8%	44.3%	42.6%	34.5%	35.7%	32.4%	39.0%
Dissatisfied	11.1%	5.3%	7.7%	2.8%	5.9%	18.0%	4.8%	0.0%	8.7%	12.7%	7.1%	10.8%	6.9%
Very dissatisfied	0.0%	0.0%	1.9%	2.8%	2.0%	2.0%	0.7%	1.4%	0.9%	1.8%	0.0%	2.7%	1.3%

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? (sum of top two choices)

N=1217

	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q11 Sum of Top Choices</u>													
Condition of city parks	42.9%	33.1%	37.9%	42.0%	36.8%	34.2%	39.7%	38.3%	32.4%	31.6%	31.7%	28.4%	35.7%
Number & location of city parks	7.1%	14.4%	14.9%	10.1%	7.9%	19.7%	12.3%	14.9%	6.1%	12.7%	14.6%	9.0%	11.9%
Walking & biking trails	21.4%	33.1%	32.2%	27.7%	15.8%	21.1%	23.5%	18.1%	17.3%	38.0%	31.7%	22.4%	25.1%
Pools	14.3%	13.8%	16.1%	13.4%	21.1%	11.8%	17.6%	17.0%	13.4%	17.7%	17.1%	22.4%	15.9%
Condition of city buildings	7.1%	9.4%	11.5%	12.6%	13.2%	7.9%	12.7%	11.7%	16.8%	11.4%	14.6%	6.0%	11.9%
Mowing & trimming along city streets	21.4%	23.2%	14.9%	28.6%	28.9%	19.7%	33.8%	30.9%	38.0%	25.3%	31.7%	20.9%	28.1%
Community gardening	7.1%	12.7%	16.1%	11.8%	18.4%	15.8%	8.3%	11.7%	12.8%	11.4%	9.8%	17.9%	12.7%
Ease of registering for recreation programs	0.0%	18.2%	19.5%	14.3%	22.4%	21.1%	14.7%	19.1%	17.3%	15.2%	19.5%	13.4%	17.1%
Ease of registering for recreation programs	14.3%	5.5%	4.6%	2.5%	5.3%	7.9%	5.4%	5.3%	6.7%	7.6%	4.9%	3.0%	5.5%
None chosen	28.6%	14.4%	12.6%	15.1%	10.5%	18.4%	12.3%	12.8%	17.3%	11.4%	9.8%	25.4%	14.7%

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

N=1217	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q12 Have used parks & recreation service last year</u>													
Yes	42.9%	65.7%	78.2%	63.9%	64.5%	55.3%	67.6%	62.8%	58.1%	68.4%	80.5%	59.7%	64.7%
No	35.7%	23.2%	13.8%	27.7%	27.6%	31.6%	25.0%	29.8%	29.1%	22.8%	12.2%	22.4%	25.1%
No response	21.4%	11.0%	8.0%	8.4%	7.9%	13.2%	7.4%	7.4%	12.8%	8.9%	7.3%	17.9%	10.1%

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)

N=1217	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q13a Condition of major city streets</u>													
Very satisfied	7.1%	3.9%	2.3%	4.2%	2.8%	4.1%	2.5%	6.5%	5.1%	2.6%	5.0%	1.6%	3.8%
Satisfied	28.6%	30.3%	32.6%	38.1%	23.6%	41.9%	32.7%	30.1%	20.6%	29.9%	32.5%	30.2%	30.5%
Neutral	14.3%	27.5%	25.6%	33.1%	29.2%	24.3%	29.1%	30.1%	32.0%	22.1%	25.0%	19.0%	27.9%
Dissatisfied	28.6%	31.5%	33.7%	19.5%	36.1%	18.9%	29.6%	25.8%	27.4%	36.4%	25.0%	39.7%	29.1%
Very dissatisfied	21.4%	6.7%	5.8%	5.1%	8.3%	10.8%	6.0%	7.5%	14.9%	9.1%	12.5%	9.5%	8.7%
<u>Q13b Condition of streets in neighborhood</u>													
Very satisfied	0.0%	5.6%	2.4%	9.3%	4.2%	10.8%	6.0%	8.6%	6.8%	6.4%	7.5%	4.6%	6.4%
Satisfied	28.6%	31.8%	30.6%	43.2%	31.9%	36.5%	35.2%	26.9%	32.8%	35.9%	35.0%	40.0%	34.3%
Neutral	28.6%	24.6%	25.9%	22.0%	33.3%	21.6%	23.6%	23.7%	29.9%	17.9%	32.5%	10.8%	24.5%
Dissatisfied	28.6%	27.4%	27.1%	18.6%	19.4%	23.0%	27.1%	23.7%	19.8%	29.5%	15.0%	26.2%	24.0%
Very dissatisfied	14.3%	10.6%	14.1%	6.8%	11.1%	8.1%	8.0%	17.2%	10.7%	10.3%	10.0%	18.5%	10.9%

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)

N=1217	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q13c Garbage collection</u>													
Very satisfied	15.4%	28.1%	26.2%	34.2%	24.6%	27.4%	24.6%	26.1%	20.8%	23.4%	18.4%	23.4%	25.4%
Satisfied	38.5%	57.9%	66.7%	55.9%	47.8%	50.7%	53.8%	48.9%	52.0%	48.1%	65.8%	57.8%	54.4%
Neutral	38.5%	8.4%	6.0%	8.1%	20.3%	12.3%	14.6%	17.4%	17.3%	15.6%	5.3%	12.5%	13.2%
Dissatisfied	0.0%	3.4%	1.2%	0.9%	5.8%	6.8%	5.0%	6.5%	6.9%	10.4%	7.9%	1.6%	4.9%
Very dissatisfied	7.7%	2.2%	0.0%	0.9%	1.4%	2.7%	2.0%	1.1%	2.9%	2.6%	2.6%	4.7%	2.1%
<u>Q13d Recyclables collection</u>													
Very satisfied	7.7%	19.8%	21.0%	28.3%	18.2%	23.4%	23.2%	25.0%	18.5%	21.4%	16.7%	24.2%	21.7%
Satisfied	38.5%	54.8%	55.6%	47.8%	45.5%	43.8%	48.9%	46.7%	54.2%	42.9%	50.0%	45.2%	49.6%
Neutral	30.8%	18.1%	12.3%	11.5%	19.7%	17.2%	20.0%	14.1%	15.5%	18.6%	11.1%	17.7%	16.6%
Dissatisfied	15.4%	4.5%	8.6%	9.7%	9.1%	12.5%	6.3%	10.9%	7.7%	11.4%	13.9%	11.3%	8.6%
Very dissatisfied	7.7%	2.8%	2.5%	2.7%	7.6%	3.1%	1.6%	3.3%	4.2%	5.7%	8.3%	1.6%	3.4%

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)

N=1217	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q13e Yard waste collection</u>													
Very satisfied	0.0%	20.9%	17.7%	25.5%	18.5%	18.2%	15.8%	22.2%	16.0%	15.7%	14.3%	20.6%	18.6%
Satisfied	33.3%	51.2%	50.6%	47.3%	38.5%	37.9%	44.3%	44.4%	46.7%	44.3%	45.7%	39.7%	45.5%
Neutral	44.4%	12.8%	12.7%	15.5%	30.8%	19.7%	23.0%	18.9%	16.0%	17.1%	20.0%	14.3%	18.0%
Dissatisfied	11.1%	10.5%	13.9%	9.1%	7.7%	16.7%	12.6%	10.0%	13.6%	12.9%	8.6%	15.9%	12.0%
Very dissatisfied	11.1%	4.7%	5.1%	2.7%	4.6%	7.6%	4.4%	4.4%	7.7%	10.0%	11.4%	9.5%	5.9%
<u>Q13f Condition of city sidewalks</u>													
Very satisfied	0.0%	2.8%	1.2%	4.4%	5.8%	8.2%	7.9%	5.5%	7.5%	9.5%	7.5%	8.6%	6.0%
Satisfied	14.3%	43.2%	34.9%	51.8%	37.7%	38.4%	36.6%	37.4%	31.2%	40.5%	55.0%	36.2%	39.0%
Neutral	50.0%	27.8%	27.7%	26.3%	33.3%	34.2%	32.5%	31.9%	35.8%	24.3%	22.5%	32.8%	30.8%
Dissatisfied	21.4%	20.5%	33.7%	15.8%	20.3%	15.1%	19.9%	18.7%	15.0%	20.3%	12.5%	13.8%	18.9%
Very dissatisfied	14.3%	5.7%	2.4%	1.8%	2.9%	4.1%	3.1%	6.6%	10.4%	5.4%	2.5%	8.6%	5.3%

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)

N=1217	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q13g Snow removal on major city streets</u>													
Very satisfied	14.3%	15.6%	16.3%	24.1%	18.1%	21.6%	22.0%	22.0%	16.2%	19.5%	27.5%	12.7%	19.1%
Satisfied	28.6%	62.8%	55.8%	55.2%	54.2%	51.4%	53.5%	53.8%	54.3%	46.8%	52.5%	50.8%	54.4%
Neutral	35.7%	13.3%	16.3%	12.9%	18.1%	17.6%	16.5%	11.0%	17.9%	20.8%	7.5%	22.2%	16.1%
Dissatisfied	14.3%	6.7%	7.0%	6.0%	5.6%	6.8%	5.0%	8.8%	6.9%	6.5%	7.5%	7.9%	6.7%
Very dissatisfied	7.1%	1.7%	4.7%	1.7%	4.2%	2.7%	3.0%	4.4%	4.6%	6.5%	5.0%	6.3%	3.7%
<u>Q13h Snow removal on streets in neighborhoods</u>													
Very satisfied	0.0%	12.8%	10.6%	16.5%	11.3%	17.3%	12.6%	13.0%	11.6%	11.5%	17.9%	11.1%	12.8%
Satisfied	35.7%	39.1%	40.0%	40.9%	46.5%	30.7%	34.7%	46.7%	39.9%	34.6%	30.8%	34.9%	38.4%
Neutral	28.6%	16.8%	23.5%	13.9%	22.5%	25.3%	28.6%	10.9%	22.5%	21.8%	17.9%	12.7%	20.5%
Dissatisfied	7.1%	22.3%	15.3%	19.1%	14.1%	17.3%	16.1%	23.9%	15.6%	19.2%	17.9%	25.4%	18.4%
Very dissatisfied	28.6%	8.9%	10.6%	9.6%	5.6%	9.3%	8.0%	5.4%	10.4%	12.8%	15.4%	15.9%	9.8%

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)

N=1217	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q13i City's sanitary sewer system</u>													
Very satisfied	8.3%	8.0%	8.0%	16.5%	7.9%	13.2%	11.8%	11.8%	9.8%	16.9%	11.8%	5.8%	11.0%
Satisfied	25.0%	56.4%	58.7%	48.6%	44.4%	41.2%	51.7%	51.8%	50.3%	52.3%	58.8%	51.9%	51.3%
Neutral	50.0%	27.0%	32.0%	30.3%	38.1%	36.8%	30.9%	25.9%	28.2%	21.5%	26.5%	32.7%	29.9%
Dissatisfied	16.7%	8.6%	0.0%	4.6%	4.8%	4.4%	4.5%	8.2%	6.7%	3.1%	2.9%	7.7%	5.6%
Very dissatisfied	0.0%	0.0%	1.3%	0.0%	4.8%	4.4%	1.1%	2.4%	4.9%	6.2%	0.0%	1.9%	2.2%
<u>Q13j Control of stormwater runoff</u>													
Very satisfied	16.7%	6.0%	5.1%	8.3%	6.0%	9.0%	12.0%	10.6%	7.5%	11.3%	13.9%	7.1%	8.7%
Satisfied	33.3%	46.7%	50.6%	45.9%	40.3%	37.3%	45.4%	45.9%	47.8%	38.7%	44.4%	42.9%	44.9%
Neutral	33.3%	27.5%	29.1%	29.4%	37.3%	35.8%	30.6%	28.2%	25.5%	25.8%	27.8%	35.7%	29.6%
Dissatisfied	16.7%	15.0%	12.7%	15.6%	10.4%	13.4%	9.8%	8.2%	12.4%	16.1%	11.1%	7.1%	12.3%
Very dissatisfied	0.0%	4.8%	2.5%	0.9%	6.0%	4.5%	2.2%	7.1%	6.8%	8.1%	2.8%	7.1%	4.5%

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)

N=1217	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q13k Responsiveness of city staff</u>													
Very satisfied	22.2%	14.3%	13.2%	20.5%	12.3%	15.0%	13.4%	13.0%	7.3%	10.0%	11.5%	7.5%	12.8%
Satisfied	0.0%	44.4%	45.3%	33.0%	33.3%	43.3%	45.6%	40.3%	43.8%	48.0%	42.3%	50.0%	42.2%
Neutral	55.6%	35.7%	37.7%	43.2%	43.9%	26.7%	33.6%	37.7%	35.8%	26.0%	34.6%	27.5%	35.6%
Dissatisfied	22.2%	3.2%	3.8%	2.3%	5.3%	11.7%	5.4%	5.2%	6.6%	10.0%	7.7%	10.0%	6.0%
Very dissatisfied	0.0%	2.4%	0.0%	1.1%	5.3%	3.3%	2.0%	3.9%	6.6%	6.0%	3.8%	5.0%	3.4%
<u>Q13l Maintenance of traffic signals & street signs</u>													
Very satisfied	14.3%	12.7%	8.8%	14.7%	8.6%	15.5%	15.2%	13.0%	12.8%	10.4%	13.2%	10.0%	12.8%
Satisfied	21.4%	55.5%	63.8%	56.9%	50.0%	50.7%	54.3%	51.1%	51.7%	51.9%	63.2%	48.3%	53.7%
Neutral	42.9%	24.9%	21.3%	19.0%	34.3%	21.1%	22.3%	26.1%	26.7%	24.7%	21.1%	31.7%	24.7%
Dissatisfied	21.4%	6.4%	5.0%	7.8%	5.7%	11.3%	4.6%	7.6%	4.7%	13.0%	2.6%	6.7%	6.7%
Very dissatisfied	0.0%	0.6%	1.3%	1.7%	1.4%	1.4%	3.6%	2.2%	4.1%	0.0%	0.0%	3.3%	2.1%

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)

N=1217	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q13m The City's street lighting system</u>													
Very satisfied	28.6%	9.1%	5.9%	10.2%	8.3%	10.8%	10.6%	15.1%	10.8%	7.8%	10.5%	12.5%	10.4%
Satisfied	14.3%	37.5%	37.6%	42.4%	33.3%	37.8%	43.7%	31.2%	34.1%	51.9%	63.2%	37.5%	39.3%
Neutral	42.9%	27.8%	25.9%	21.2%	33.3%	25.7%	25.6%	28.0%	33.5%	14.3%	10.5%	15.6%	25.8%
Dissatisfied	14.3%	17.6%	23.5%	22.0%	16.7%	17.6%	15.1%	15.1%	14.8%	14.3%	13.2%	18.8%	17.0%
Very dissatisfied	0.0%	8.0%	7.1%	4.2%	8.3%	8.1%	5.0%	10.8%	6.8%	11.7%	2.6%	15.6%	7.5%

2005 Des Moines DirectionFinder Survey Final Report

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)

N=1217

	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q14 Sum of Top Choices</u>													
Condition of major city streets	50.0%	43.1%	43.7%	45.4%	42.1%	47.4%	44.6%	52.1%	48.0%	48.1%	48.8%	32.8%	45.3%
Condition of streets in your neighborhood	28.6%	35.4%	29.9%	35.3%	35.5%	30.3%	29.4%	38.3%	30.2%	26.6%	34.1%	17.9%	31.5%
Garbage collection	0.0%	3.3%	1.1%	5.0%	7.9%	2.6%	4.4%	7.4%	2.8%	10.1%	7.3%	4.5%	4.6%
Recyclables collection	7.1%	5.0%	10.3%	9.2%	10.5%	13.2%	7.4%	6.4%	2.8%	5.1%	14.6%	7.5%	7.3%
Yard waste collection	0.0%	5.5%	9.2%	5.0%	5.3%	6.6%	5.9%	6.4%	8.4%	6.3%	4.9%	7.5%	6.4%
Condition of city sidewalks	14.3%	13.8%	16.1%	9.2%	13.2%	7.9%	14.2%	9.6%	12.8%	7.6%	7.3%	7.5%	11.8%
Snow removal on major city streets	7.1%	10.5%	8.0%	7.6%	5.3%	5.3%	7.8%	9.6%	6.1%	10.1%	4.9%	9.0%	7.9%
Snow removal on streets in your neighborhood	21.4%	18.8%	14.9%	18.5%	14.5%	19.7%	19.1%	12.8%	14.0%	24.1%	14.6%	26.9%	17.8%
City's sanitary sewer system	21.4%	4.4%	2.3%	5.9%	7.9%	6.6%	6.9%	4.3%	7.8%	5.1%	4.9%	3.0%	5.8%
Control of stormwater runoff	0.0%	12.2%	6.9%	12.6%	11.8%	7.9%	8.3%	10.6%	11.7%	5.1%	4.9%	7.5%	9.6%
Responsiveness of city staff	0.0%	1.1%	2.3%	4.2%	0.0%	5.3%	2.9%	1.1%	2.8%	3.8%	4.9%	0.0%	2.5%
Maintenance of traffic signals & street signs	14.3%	3.9%	8.0%	6.7%	7.9%	6.6%	5.9%	0.0%	7.3%	6.3%	2.4%	3.0%	5.6%
City's street lighting system	21.4%	24.9%	24.1%	19.3%	21.1%	21.1%	23.5%	23.4%	25.1%	27.8%	19.5%	25.4%	23.5%
None chosen	7.1%	5.5%	6.9%	6.7%	7.9%	7.9%	6.9%	8.5%	7.3%	3.8%	9.8%	19.4%	7.6%

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?

N=1217	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q15 Have you applied for permit for improvement</u>													
Yes	21.4%	19.3%	14.9%	15.1%	18.4%	13.2%	18.6%	24.5%	16.8%	11.4%	14.6%	13.4%	17.1%
No	78.6%	78.5%	82.8%	81.5%	77.6%	76.3%	76.0%	71.3%	79.3%	82.3%	82.9%	79.1%	78.5%
No response	0.0%	2.2%	2.3%	3.4%	3.9%	10.5%	5.4%	4.3%	3.9%	6.3%	2.4%	7.5%	4.4%

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. (excluding don't know)

N=1217	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q16a Quality of new development in city</u>													
Very satisfied	15.4%	11.8%	13.0%	20.2%	18.3%	11.9%	9.3%	21.4%	12.8%	5.6%	26.3%	3.6%	13.3%
Satisfied	46.2%	48.8%	50.6%	46.8%	49.3%	59.7%	53.6%	48.8%	49.4%	53.5%	44.7%	45.5%	50.3%
Neutral	30.8%	29.4%	20.8%	19.3%	21.1%	16.4%	28.4%	20.2%	23.8%	29.6%	15.8%	38.2%	24.8%
Dissatisfied	7.7%	9.4%	11.7%	10.1%	8.5%	9.0%	6.6%	7.1%	9.8%	9.9%	5.3%	12.7%	9.0%
Very dissatisfied	0.0%	0.6%	3.9%	3.7%	2.8%	3.0%	2.2%	2.4%	4.3%	1.4%	7.9%	0.0%	2.6%
<u>Q16b How well city is planning growth</u>													
Very satisfied	16.7%	11.0%	11.5%	11.1%	13.9%	16.2%	10.1%	18.6%	7.3%	10.6%	16.2%	3.7%	11.3%
Satisfied	25.0%	36.8%	38.5%	39.8%	38.9%	41.2%	40.8%	37.2%	34.8%	30.3%	51.4%	33.3%	37.8%
Neutral	25.0%	34.4%	30.8%	27.8%	29.2%	32.4%	28.5%	29.1%	36.6%	31.8%	16.2%	38.9%	31.3%
Dissatisfied	25.0%	16.0%	16.7%	13.9%	12.5%	10.3%	16.8%	14.0%	17.7%	21.2%	8.1%	22.2%	15.9%
Very dissatisfied	8.3%	1.8%	2.6%	7.4%	5.6%	0.0%	3.9%	1.2%	3.7%	6.1%	8.1%	1.9%	3.7%

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. (excluding don't know)

N=1217	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q16c Quality of redevelopment in city</u>													
Very satisfied	15.4%	11.6%	11.5%	10.9%	12.9%	14.5%	12.0%	18.5%	8.6%	7.8%	13.5%	3.8%	11.4%
Satisfied	38.5%	42.7%	48.7%	40.9%	44.3%	39.1%	35.0%	42.0%	40.7%	43.8%	48.6%	45.3%	41.5%
Neutral	30.8%	32.3%	24.4%	25.5%	27.1%	31.9%	38.3%	28.4%	35.2%	37.5%	21.6%	34.0%	31.8%
Dissatisfied	15.4%	12.2%	11.5%	17.3%	14.3%	13.0%	12.0%	9.9%	11.7%	9.4%	13.5%	11.3%	12.5%
Very dissatisfied	0.0%	1.2%	3.8%	5.5%	1.4%	1.4%	2.7%	1.2%	3.7%	1.6%	2.7%	5.7%	2.8%
<u>Q16d City's Permit & Development Center</u>													
Very satisfied	12.5%	9.3%	9.8%	14.1%	5.5%	8.0%	5.9%	17.2%	8.0%	6.1%	8.0%	5.9%	8.9%
Satisfied	25.0%	30.6%	43.9%	23.4%	32.7%	28.0%	33.1%	36.2%	35.7%	36.4%	24.0%	35.3%	32.6%
Neutral	50.0%	57.4%	31.7%	50.0%	58.2%	50.0%	55.1%	43.1%	45.5%	48.5%	60.0%	52.9%	50.7%
Dissatisfied	12.5%	2.8%	12.2%	4.7%	3.6%	12.0%	4.2%	3.4%	3.6%	6.1%	4.0%	2.9%	5.0%
Very dissatisfied	0.0%	0.0%	2.4%	7.8%	0.0%	2.0%	1.7%	0.0%	7.1%	3.0%	4.0%	2.9%	2.8%

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. (excluding don't know)

N=1217	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q16e Enforcement of city zoning regulations</u>													
Very satisfied	20.0%	5.8%	14.0%	10.8%	5.2%	5.3%	5.1%	10.4%	8.3%	9.1%	12.0%	2.7%	7.8%
Satisfied	20.0%	31.7%	34.0%	31.1%	22.4%	42.1%	30.4%	35.8%	31.8%	34.1%	28.0%	37.8%	32.1%
Neutral	50.0%	55.0%	34.0%	43.2%	62.1%	35.1%	50.0%	40.3%	43.9%	47.7%	44.0%	43.2%	46.6%
Dissatisfied	0.0%	5.8%	18.0%	13.5%	3.4%	15.8%	9.4%	10.4%	10.6%	4.5%	8.0%	5.4%	9.5%
Very dissatisfied	10.0%	1.7%	0.0%	1.4%	6.9%	1.8%	5.1%	3.0%	5.3%	4.5%	8.0%	10.8%	4.1%
<u>Q16f Enforcement of codes designed to protect public safety</u>													
Very satisfied	20.0%	6.3%	10.9%	13.4%	4.9%	10.9%	6.3%	11.1%	8.9%	10.4%	8.0%	4.3%	8.6%
Satisfied	20.0%	35.4%	32.7%	43.9%	34.4%	40.0%	42.3%	43.1%	39.0%	37.5%	40.0%	45.7%	39.2%
Neutral	40.0%	48.8%	45.5%	31.7%	49.2%	36.4%	40.1%	37.5%	39.7%	41.7%	48.0%	32.6%	41.0%
Dissatisfied	10.0%	8.7%	10.9%	4.9%	9.8%	10.9%	9.2%	6.9%	7.5%	6.3%	0.0%	6.5%	7.9%
Very dissatisfied	10.0%	0.8%	0.0%	6.1%	1.6%	1.8%	2.1%	1.4%	4.8%	4.2%	4.0%	10.9%	3.2%

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. (excluding don't know)

N=1217	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q16g Enforcement of sign regulations</u>													
Very satisfied	20.0%	6.3%	8.9%	10.3%	10.3%	15.5%	4.7%	9.2%	9.0%	5.8%	7.1%	2.3%	8.1%
Satisfied	20.0%	33.9%	44.6%	46.2%	37.9%	37.9%	39.2%	43.4%	40.0%	38.5%	39.3%	34.9%	39.2%
Neutral	40.0%	50.4%	35.7%	37.2%	46.6%	41.4%	45.9%	32.9%	43.4%	44.2%	53.6%	48.8%	43.6%
Dissatisfied	20.0%	7.9%	10.7%	5.1%	5.2%	3.4%	7.4%	10.5%	4.1%	9.6%	0.0%	7.0%	6.8%
Very dissatisfied	0.0%	1.6%	0.0%	1.3%	0.0%	1.7%	2.7%	3.9%	3.4%	1.9%	0.0%	7.0%	2.3%
<u>Q16h Enforcement of maintenance & upkeep of rental homes</u>													
Very satisfied	8.3%	5.6%	1.5%	5.6%	6.2%	9.1%	6.2%	8.9%	5.3%	3.4%	6.7%	6.7%	5.9%
Satisfied	16.7%	16.2%	26.5%	21.3%	18.5%	22.7%	19.8%	17.7%	19.7%	15.5%	26.7%	15.6%	19.5%
Neutral	50.0%	34.5%	33.8%	36.0%	35.4%	33.3%	30.2%	31.6%	32.9%	32.8%	36.7%	28.9%	33.3%
Dissatisfied	25.0%	31.7%	27.9%	25.8%	24.6%	25.8%	30.2%	29.1%	30.9%	25.9%	30.0%	28.9%	28.8%
Very dissatisfied	0.0%	12.0%	10.3%	11.2%	15.4%	9.1%	13.6%	12.7%	11.2%	22.4%	0.0%	20.0%	12.5%

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. (excluding don't know)

N=1217	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q16i Enforcement of clean up of litter & debris</u>													
Very satisfied	8.3%	5.2%	1.4%	5.0%	2.9%	10.3%	5.0%	6.0%	3.7%	3.0%	2.9%	7.7%	4.8%
Satisfied	8.3%	16.3%	31.1%	14.0%	29.4%	26.5%	19.3%	23.8%	18.0%	22.4%	25.7%	11.5%	20.4%
Neutral	50.0%	39.9%	24.3%	35.0%	22.1%	27.9%	31.5%	29.8%	30.4%	31.3%	31.4%	30.8%	31.6%
Dissatisfied	25.0%	26.1%	27.0%	33.0%	33.8%	26.5%	24.9%	27.4%	32.3%	23.9%	31.4%	36.5%	28.7%
Very dissatisfied	8.3%	12.4%	16.2%	13.0%	11.8%	8.8%	19.3%	13.1%	15.5%	19.4%	8.6%	13.5%	14.5%
<u>Q16j Enforcement & clean up of junk cars</u>													
Very satisfied	18.2%	4.8%	1.5%	7.5%	3.1%	13.8%	6.0%	5.9%	6.4%	3.0%	6.1%	4.2%	5.9%
Satisfied	18.2%	19.9%	33.8%	15.1%	24.6%	30.8%	19.2%	29.4%	17.8%	19.7%	30.3%	14.6%	21.8%
Neutral	27.3%	36.3%	32.3%	40.9%	23.1%	23.1%	35.9%	28.2%	29.9%	40.9%	36.4%	29.2%	32.9%
Dissatisfied	27.3%	24.0%	16.9%	28.0%	32.3%	23.1%	25.1%	23.5%	30.6%	19.7%	15.2%	39.6%	25.8%
Very dissatisfied	9.1%	15.1%	15.4%	8.6%	16.9%	9.2%	13.8%	12.9%	15.3%	16.7%	12.1%	12.5%	13.7%

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)

N=1217

	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q17 Sum of Top Choices</u>													
New development	0.0%	16.6%	21.8%	22.7%	11.8%	13.2%	17.2%	12.8%	7.8%	16.5%	24.4%	11.9%	15.4%
How well city is planning growth	35.7%	29.8%	26.4%	34.5%	17.1%	23.7%	22.1%	14.9%	19.0%	26.6%	19.5%	17.9%	23.7%
Redevelopment in the city	7.1%	16.0%	29.9%	20.2%	15.8%	15.8%	12.3%	6.4%	13.4%	11.4%	29.3%	13.4%	15.5%
Permit & Development Center	0.0%	2.8%	2.3%	1.7%	1.3%	7.9%	2.0%	2.1%	2.8%	2.5%	4.9%	1.5%	2.6%
Enforcement of zoning regulations	14.3%	4.4%	3.4%	3.4%	5.3%	9.2%	5.4%	10.6%	7.3%	5.1%	17.1%	6.0%	6.3%
Enforcement of codes to protect public safety	28.6%	7.2%	4.6%	7.6%	13.2%	11.8%	9.3%	13.8%	8.4%	10.1%	9.8%	11.9%	9.5%
Sign regulation	14.3%	2.8%	1.1%	0.8%	5.3%	1.3%	2.9%	8.5%	3.4%	3.8%	2.4%	1.5%	3.2%
Maintenance & upkeep of rental homes	28.6%	36.5%	28.7%	28.6%	32.9%	23.7%	35.8%	31.9%	36.9%	34.2%	22.0%	23.9%	32.3%
Clean up litter & debris	28.6%	35.4%	33.3%	35.3%	50.0%	22.4%	43.1%	42.6%	48.0%	38.0%	26.8%	31.3%	38.6%
Clean up of junk cars	7.1%	19.3%	16.1%	13.4%	18.4%	18.4%	21.6%	23.4%	28.5%	17.7%	14.6%	19.4%	20.0%
None chosen	14.3%	12.2%	12.6%	14.3%	11.8%	22.4%	11.8%	16.0%	10.6%	13.9%	14.6%	26.9%	14.1%

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.

N=1217

	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q18 Reason for your dissatisfaction</u>													
Enforcement takes too long	21.4%	30.9%	25.3%	27.7%	35.5%	30.3%	34.3%	35.1%	40.2%	35.4%	26.8%	25.4%	32.5%
Violators not given enough time to comply	14.3%	3.3%	1.1%	3.4%	3.9%	13.2%	3.4%	4.3%	6.1%	2.5%	4.9%	3.0%	4.4%
Clean-up fees are too high	14.3%	5.0%	4.6%	5.9%	11.8%	19.7%	7.4%	14.9%	10.1%	10.1%	2.4%	4.5%	8.6%
Clean-up fees are too low	14.3%	5.5%	5.7%	6.7%	13.2%	2.6%	3.4%	8.5%	4.5%	15.2%	9.8%	4.5%	6.5%
City does not clean-up enough private property	35.7%	33.7%	28.7%	26.1%	35.5%	32.9%	35.8%	28.7%	33.5%	43.0%	29.3%	28.4%	32.8%
City cleans up too many properties	0.0%	1.7%	1.1%	4.2%	1.3%	0.0%	0.5%	0.0%	1.7%	2.5%	2.4%	1.5%	1.5%
Other	7.1%	12.7%	17.2%	17.6%	19.7%	5.3%	16.7%	17.0%	14.5%	13.9%	12.2%	13.4%	14.8%
None chosen	50.0%	44.2%	46.0%	45.4%	39.5%	39.5%	40.2%	36.2%	36.3%	32.9%	61.0%	50.7%	41.7%

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

N=1217

	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q19 Where do you currently get news & information</u>													
The Des Moines Register	38.7%	31.6%	30.0%	32.4%	26.3%	27.5%	30.3%	26.3%	29.4%	31.3%	29.2%	26.8%	29.8%
The Business Record	0.0%	2.0%	3.4%	4.2%	2.1%	2.8%	0.4%	0.4%	1.2%	0.6%	0.8%	1.2%	1.7%
City View	16.1%	8.6%	14.2%	11.0%	10.3%	8.4%	8.2%	10.5%	8.9%	7.8%	12.5%	9.8%	9.7%
Television News	41.9%	29.5%	27.9%	30.4%	33.5%	32.0%	33.9%	32.0%	34.0%	34.6%	31.7%	34.8%	32.2%
Des Moines website	0.0%	4.7%	5.2%	1.3%	5.2%	4.5%	5.7%	4.8%	5.1%	4.5%	1.7%	5.5%	4.5%
Cable channel 7	0.0%	4.9%	3.4%	5.5%	5.7%	8.4%	4.2%	5.3%	3.3%	3.4%	7.5%	4.9%	4.8%
Waterworks bill inserts	3.2%	15.6%	10.3%	11.7%	13.4%	9.6%	13.3%	13.2%	14.5%	12.8%	10.8%	11.6%	12.9%
Other	0.0%	3.1%	4.7%	2.6%	3.6%	4.5%	2.9%	6.1%	3.0%	3.4%	5.0%	3.0%	3.5%
None chosen	0.0%	0.0%	0.9%	1.0%	0.0%	2.2%	1.1%	1.3%	0.7%	1.7%	0.8%	2.4%	0.9%

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

N=1217

	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q20 Preferred way city communicate with you</u>													
Channel 7	28.6%	14.9%	11.5%	18.5%	22.4%	21.1%	11.3%	16.0%	12.3%	17.7%	12.2%	13.4%	15.1%
City website	14.3%	12.2%	12.6%	9.2%	9.2%	10.5%	13.2%	12.8%	14.5%	15.2%	7.3%	20.9%	12.7%
E-mail	7.1%	19.3%	16.1%	11.8%	15.8%	9.2%	8.3%	11.7%	7.8%	11.4%	9.8%	9.0%	11.8%
Newsletter in community section	42.9%	40.3%	47.1%	46.2%	36.8%	34.2%	41.7%	45.7%	41.9%	44.3%	58.5%	38.8%	42.5%
Newsletter in water bill	21.4%	43.1%	33.3%	37.8%	34.2%	39.5%	41.7%	41.5%	43.6%	32.9%	24.4%	47.8%	39.5%
Newsletters mailed to home	57.1%	53.0%	55.2%	53.8%	55.3%	60.5%	58.3%	63.8%	58.1%	55.7%	53.7%	56.7%	56.8%
None chosen	14.3%	1.1%	4.6%	3.4%	2.6%	5.3%	2.5%	3.2%	3.9%	5.1%	4.9%	11.9%	3.9%

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)

N=1217	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q21a Effectiveness city communication</u>													
Very satisfied	15.4%	7.4%	4.9%	7.4%	4.1%	4.5%	7.9%	8.0%	5.9%	5.6%	5.0%	10.5%	6.8%
Satisfied	7.7%	34.1%	37.8%	50.0%	35.6%	37.3%	37.2%	39.8%	40.6%	36.6%	52.5%	29.8%	38.4%
Neutral	61.5%	44.3%	35.4%	28.7%	39.7%	40.3%	38.2%	39.8%	38.2%	39.4%	35.0%	45.6%	39.0%
Dissatisfied	0.0%	10.8%	19.5%	11.1%	15.1%	11.9%	13.1%	11.4%	11.8%	14.1%	5.0%	10.5%	12.2%
Very dissatisfied	15.4%	3.4%	2.4%	2.8%	5.5%	6.0%	3.7%	1.1%	3.5%	4.2%	2.5%	3.5%	3.6%
<u>Q21b Level of public involvement</u>													
Very satisfied	16.7%	4.8%	1.3%	2.9%	0.0%	3.2%	3.3%	4.9%	4.3%	1.6%	5.1%	8.8%	3.8%
Satisfied	0.0%	29.2%	23.4%	37.3%	17.8%	28.6%	23.9%	34.1%	25.6%	29.7%	35.9%	14.0%	26.8%
Neutral	66.7%	38.1%	46.8%	37.3%	50.7%	30.2%	45.1%	36.6%	40.2%	43.8%	35.9%	45.6%	41.4%
Dissatisfied	8.3%	21.4%	26.0%	16.7%	16.4%	30.2%	20.1%	15.9%	23.2%	17.2%	15.4%	24.6%	20.6%
Very dissatisfied	8.3%	6.5%	2.6%	5.9%	15.1%	7.9%	7.6%	8.5%	6.7%	7.8%	7.7%	7.0%	7.4%

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)

N=1217	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q21c Availability of information about programs & services</u>													
Very satisfied	7.7%	7.6%	5.1%	6.6%	1.4%	1.4%	7.9%	6.8%	3.5%	1.4%	5.1%	7.3%	5.4%
Satisfied	15.4%	32.0%	27.8%	44.3%	29.0%	42.3%	33.9%	36.4%	35.9%	40.0%	46.2%	32.7%	35.4%
Neutral	61.5%	42.4%	44.3%	30.2%	46.4%	39.4%	36.0%	44.3%	39.4%	27.1%	38.5%	49.1%	39.5%
Dissatisfied	15.4%	16.3%	19.0%	14.2%	14.5%	12.7%	17.5%	9.1%	15.9%	20.0%	7.7%	7.3%	15.0%
Very dissatisfied	0.0%	1.7%	3.8%	4.7%	8.7%	4.2%	4.8%	3.4%	5.3%	11.4%	2.6%	3.6%	4.6%
<u>Q21d City efforts to keep you informed</u>													
Very satisfied	7.7%	7.5%	1.3%	8.9%	4.1%	1.5%	7.4%	5.6%	4.1%	1.5%	5.3%	7.1%	5.5%
Satisfied	15.4%	27.7%	32.9%	36.6%	27.0%	38.8%	35.4%	34.8%	34.1%	39.7%	52.6%	25.0%	33.7%
Neutral	61.5%	43.4%	40.5%	34.8%	45.9%	34.3%	38.1%	38.2%	40.0%	38.2%	23.7%	48.2%	39.6%
Dissatisfied	7.7%	15.0%	19.0%	15.2%	13.5%	19.4%	14.8%	16.9%	17.1%	14.7%	15.8%	14.3%	15.8%
Very dissatisfied	7.7%	6.4%	6.3%	4.5%	9.5%	6.0%	4.2%	4.5%	4.7%	5.9%	2.6%	5.4%	5.4%

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)

N=1217	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q21e Programming city cable television channel</u>													
Very satisfied	16.7%	5.4%	9.5%	9.4%	6.5%	7.7%	3.7%	7.4%	8.0%	2.3%	18.5%	7.7%	7.1%
Satisfied	8.3%	27.9%	23.8%	35.9%	32.6%	44.2%	35.6%	35.3%	30.4%	44.2%	37.0%	30.8%	33.2%
Neutral	50.0%	55.0%	42.9%	43.8%	45.7%	38.5%	45.2%	47.1%	48.8%	44.2%	29.6%	41.0%	45.9%
Dissatisfied	16.7%	7.2%	9.5%	6.3%	10.9%	1.9%	11.1%	8.8%	7.2%	7.0%	11.1%	12.8%	8.5%
Very dissatisfied	8.3%	4.5%	14.3%	4.7%	4.3%	7.7%	4.4%	1.5%	5.6%	2.3%	3.7%	7.7%	5.2%
<u>Q21f Quality of city web page</u>													
Very satisfied	0.0%	8.1%	7.1%	10.0%	5.1%	2.8%	4.5%	7.3%	7.3%	5.7%	17.6%	6.7%	6.8%
Satisfied	0.0%	27.3%	38.1%	31.7%	33.3%	47.2%	33.0%	38.2%	39.4%	37.1%	29.4%	26.7%	34.1%
Neutral	88.9%	57.6%	38.1%	46.7%	56.4%	41.7%	53.6%	50.9%	45.9%	48.6%	47.1%	53.3%	50.5%
Dissatisfied	0.0%	5.1%	11.9%	8.3%	2.6%	2.8%	4.5%	3.6%	4.6%	5.7%	5.9%	6.7%	5.3%
Very dissatisfied	11.1%	2.0%	4.8%	3.3%	2.6%	5.6%	4.5%	0.0%	2.8%	2.9%	0.0%	6.7%	3.3%

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)

N=1217

	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q22 Sum of Top Choices</u>													
Communication	21.4%	36.5%	39.1%	41.2%	32.9%	35.5%	42.6%	37.2%	38.5%	31.6%	41.5%	31.3%	37.6%
Public involvement	28.6%	42.5%	39.1%	39.5%	46.1%	39.5%	45.6%	44.7%	44.7%	30.4%	53.7%	43.3%	42.5%
Availability of information	21.4%	30.9%	29.9%	35.3%	30.3%	25.0%	35.3%	27.7%	36.3%	36.7%	22.0%	16.4%	31.3%
Efforts to keep informed	21.4%	33.7%	34.5%	26.9%	38.2%	30.3%	24.0%	34.0%	29.1%	38.0%	36.6%	26.9%	30.7%
Programming on cable television channel	7.1%	10.5%	5.7%	6.7%	13.2%	14.5%	9.3%	13.8%	6.1%	7.6%	9.8%	7.5%	9.2%
City's web page	21.4%	10.5%	9.2%	11.8%	9.2%	3.9%	6.9%	7.4%	2.8%	7.6%	4.9%	6.0%	7.6%
None chosen	35.7%	14.4%	18.4%	16.0%	11.8%	23.7%	13.7%	14.9%	18.4%	17.7%	14.6%	29.9%	17.1%

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

N=1217	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q23 Anyone in household use city website</u>													
Yes	35.7%	28.9%	37.9%	29.4%	21.1%	22.4%	26.0%	26.6%	23.5%	25.3%	19.5%	22.4%	26.4%
No	64.3%	71.1%	55.2%	70.6%	76.3%	76.3%	72.1%	72.3%	76.0%	74.7%	80.5%	70.1%	72.0%
Don't know	0.0%	0.0%	6.9%	0.0%	2.6%	1.3%	2.0%	1.1%	0.6%	0.0%	0.0%	7.5%	1.6%

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

N=1217	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q24 Have you called/visit Action Center</u>													
Yes	21.4%	12.7%	12.6%	14.3%	11.8%	15.8%	9.8%	16.0%	16.2%	13.9%	12.2%	13.4%	13.5%
No	78.6%	87.3%	81.6%	85.7%	85.5%	81.6%	88.2%	83.0%	82.7%	86.1%	87.8%	80.6%	84.9%
Don't know	0.0%	0.0%	5.7%	0.0%	2.6%	2.6%	2.0%	1.1%	1.1%	0.0%	0.0%	6.0%	1.6%

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

N=1217	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q25 Have you watched City Cable Channel 7</u>													
Yes	64.3%	33.1%	35.6%	40.3%	30.3%	46.1%	40.7%	38.3%	34.6%	40.5%	41.5%	40.3%	38.0%
No	35.7%	66.9%	58.6%	59.7%	68.4%	52.6%	56.9%	58.5%	64.8%	58.2%	58.5%	52.2%	60.1%
Don't know	0.0%	0.0%	5.7%	0.0%	1.3%	1.3%	2.5%	3.2%	0.6%	1.3%	0.0%	7.5%	1.8%

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	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q26a Sales tax good way pay city services</u>													
Yes	100.0%	78.9%	74.3%	83.2%	70.1%	75.8%	72.5%	82.3%	77.5%	75.0%	77.8%	60.7%	76.2%
No	0.0%	21.1%	25.7%	16.8%	29.9%	24.2%	27.5%	17.7%	22.5%	25.0%	22.2%	39.3%	23.8%
<u>Q26b Property tax good way pay city services</u>													
Yes	70.0%	36.5%	53.2%	50.5%	45.6%	59.0%	39.1%	41.0%	35.6%	48.5%	37.5%	43.6%	43.2%
No	30.0%	63.5%	46.8%	49.5%	54.4%	41.0%	60.9%	59.0%	64.4%	51.5%	62.5%	56.4%	56.8%
<u>Q26c Fees are good way to pay city services</u>													
Yes	100.0%	73.2%	65.3%	87.5%	67.2%	58.9%	68.1%	68.7%	56.9%	75.0%	73.0%	65.5%	69.4%
No	0.0%	26.8%	34.7%	12.5%	32.8%	41.1%	31.9%	31.3%	43.1%	25.0%	27.0%	34.5%	30.6%

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	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q26d Rather pay higher fees than property taxes</u>													
Yes	57.1%	70.7%	73.9%	88.8%	68.3%	56.6%	72.3%	61.4%	72.5%	74.2%	81.8%	73.6%	72.4%
No	42.9%	29.3%	26.1%	11.2%	31.7%	43.4%	27.7%	38.6%	27.5%	25.8%	18.2%	26.4%	27.6%
<u>Q26e Rather pay more Local Sales Tax than property taxes</u>													
Yes	50.0%	73.0%	70.8%	76.7%	69.2%	71.2%	71.9%	74.0%	71.5%	72.9%	77.8%	69.6%	72.4%
No	50.0%	27.0%	29.2%	23.3%	30.8%	28.8%	28.1%	26.0%	28.5%	27.1%	22.2%	30.4%	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. (excluding don't know)

N=1217	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q27a City efforts to diversify tax base</u>													
Very satisfied	12.5%	3.8%	3.4%	4.4%	7.1%	2.0%	4.3%	5.8%	2.3%	7.3%	8.8%	0.0%	4.3%
Satisfied	12.5%	20.3%	16.9%	22.0%	12.5%	24.0%	22.9%	18.8%	22.1%	18.2%	17.6%	22.5%	20.3%
Neutral	62.5%	44.4%	40.7%	36.3%	53.6%	44.0%	45.7%	52.2%	42.0%	41.8%	44.1%	40.0%	44.1%
Dissatisfied	0.0%	24.8%	30.5%	27.5%	8.9%	22.0%	18.6%	17.4%	22.1%	23.6%	23.5%	22.5%	21.8%
Very dissatisfied	12.5%	6.8%	8.5%	9.9%	17.9%	8.0%	8.6%	5.8%	11.5%	9.1%	5.9%	15.0%	9.5%
<u>Q27b Efforts to involve the public in financial decisions</u>													
Very satisfied	11.1%	3.9%	1.5%	4.0%	4.8%	1.8%	3.8%	6.6%	2.0%	6.0%	5.7%	0.0%	3.7%
Satisfied	11.1%	17.6%	19.7%	22.2%	14.3%	21.1%	17.7%	15.8%	15.8%	14.9%	17.1%	22.4%	17.8%
Neutral	22.2%	32.7%	37.9%	38.4%	44.4%	36.8%	39.9%	38.2%	39.5%	35.8%	40.0%	30.6%	37.5%
Dissatisfied	33.3%	30.7%	30.3%	24.2%	14.3%	33.3%	25.9%	30.3%	30.9%	25.4%	31.4%	26.5%	27.8%
Very dissatisfied	22.2%	15.0%	10.6%	11.1%	22.2%	7.0%	12.7%	9.2%	11.8%	17.9%	5.7%	20.4%	13.2%

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

N=1217	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q28 Have you use the library past year</u>													
Yes	71.4%	68.0%	72.4%	64.7%	55.3%	57.9%	57.8%	60.6%	58.1%	64.6%	65.9%	55.2%	61.9%
No	21.4%	29.3%	24.1%	33.6%	43.4%	39.5%	41.7%	38.3%	39.7%	34.2%	34.1%	37.3%	36.0%
No response	7.1%	2.8%	3.4%	1.7%	1.3%	2.6%	0.5%	1.1%	2.2%	1.3%	0.0%	7.5%	2.1%

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	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q28a Availability of materials you need</u>													
Very satisfied	20.0%	37.7%	37.1%	30.7%	33.3%	40.9%	26.3%	42.1%	33.0%	20.0%	20.8%	18.9%	31.9%
Satisfied	60.0%	45.1%	50.0%	54.7%	54.8%	36.4%	60.2%	47.4%	50.5%	46.0%	66.7%	70.3%	52.0%
Neutral	20.0%	10.7%	4.8%	12.0%	4.8%	18.2%	7.6%	7.0%	8.7%	20.0%	12.5%	10.8%	10.2%
Dissatisfied	0.0%	6.6%	4.8%	1.3%	7.1%	2.3%	5.9%	3.5%	4.9%	14.0%	0.0%	0.0%	5.0%
Very dissatisfied	0.0%	0.0%	3.2%	1.3%	0.0%	2.3%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%	0.9%
<u>Q28b Adequacy of on-line information & services</u>													
Very satisfied	22.2%	31.4%	38.8%	30.0%	27.0%	46.2%	22.0%	37.8%	36.6%	24.4%	41.2%	16.7%	31.1%
Satisfied	44.4%	48.0%	42.9%	46.7%	56.8%	35.9%	61.0%	48.9%	36.6%	43.9%	52.9%	53.3%	48.0%
Neutral	33.3%	16.7%	12.2%	23.3%	10.8%	15.4%	16.0%	8.9%	20.7%	26.8%	5.9%	23.3%	17.3%
Dissatisfied	0.0%	3.9%	6.1%	0.0%	2.7%	2.6%	1.0%	4.4%	3.7%	4.9%	0.0%	6.7%	3.1%
Very dissatisfied	0.0%	0.0%	0.0%	0.0%	2.7%	0.0%	0.0%	0.0%	2.4%	0.0%	0.0%	0.0%	0.5%

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	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q28c Number of public access computers in libraries</u>													
Very satisfied	22.2%	29.2%	29.2%	20.0%	22.2%	43.2%	17.5%	39.6%	25.3%	16.7%	15.0%	6.5%	24.6%
Satisfied	44.4%	41.7%	41.7%	56.7%	47.2%	32.4%	51.5%	30.2%	42.9%	38.1%	50.0%	64.5%	44.9%
Neutral	22.2%	18.8%	22.9%	21.7%	25.0%	18.9%	22.3%	17.0%	20.9%	26.2%	25.0%	19.4%	21.2%
Dissatisfied	11.1%	9.4%	6.3%	1.7%	5.6%	5.4%	7.8%	13.2%	6.6%	16.7%	10.0%	6.5%	8.0%
Very dissatisfied	0.0%	1.0%	0.0%	0.0%	0.0%	0.0%	1.0%	0.0%	4.4%	2.4%	0.0%	3.2%	1.3%
<u>Q28d Quality of children's programs</u>													
Very satisfied	28.6%	24.4%	17.1%	22.9%	26.5%	37.1%	19.3%	32.6%	26.0%	28.6%	21.1%	16.7%	24.7%
Satisfied	42.9%	46.5%	62.9%	56.3%	41.2%	40.0%	45.5%	39.1%	48.1%	45.7%	47.4%	54.2%	47.4%
Neutral	14.3%	25.6%	14.3%	18.8%	32.4%	20.0%	28.4%	21.7%	20.8%	22.9%	31.6%	29.2%	23.8%
Dissatisfied	14.3%	2.3%	5.7%	2.1%	0.0%	2.9%	6.8%	6.5%	2.6%	2.9%	0.0%	0.0%	3.6%
Very dissatisfied	0.0%	1.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%	0.6%

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	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q28e Helpfulness of library staff</u>													
Very satisfied	40.0%	41.3%	41.0%	46.6%	39.0%	44.2%	31.0%	48.2%	41.7%	20.4%	20.0%	28.6%	38.1%
Satisfied	40.0%	48.8%	47.5%	47.9%	46.3%	46.5%	54.3%	39.3%	39.8%	51.0%	64.0%	62.9%	48.4%
Neutral	20.0%	5.0%	9.8%	5.5%	9.8%	7.0%	12.9%	8.9%	13.6%	20.4%	8.0%	5.7%	10.0%
Dissatisfied	0.0%	4.1%	1.6%	0.0%	4.9%	0.0%	0.9%	3.6%	1.9%	8.2%	8.0%	2.9%	2.7%
Very dissatisfied	0.0%	0.8%	0.0%	0.0%	0.0%	2.3%	0.9%	0.0%	2.9%	0.0%	0.0%	0.0%	0.8%
<u>Q28f Hours libraries are open</u>													
Very satisfied	20.0%	16.5%	17.7%	18.9%	14.6%	25.0%	13.7%	36.8%	20.4%	10.2%	8.0%	18.9%	18.4%
Satisfied	40.0%	42.1%	45.2%	33.8%	53.7%	34.1%	45.3%	35.1%	44.7%	42.9%	48.0%	51.4%	42.7%
Neutral	20.0%	14.0%	17.7%	18.9%	22.0%	18.2%	26.5%	12.3%	23.3%	22.4%	20.0%	16.2%	19.6%
Dissatisfied	20.0%	19.0%	11.3%	21.6%	4.9%	18.2%	14.5%	12.3%	8.7%	18.4%	16.0%	10.8%	14.6%
Very dissatisfied	0.0%	8.3%	8.1%	6.8%	4.9%	4.5%	0.0%	3.5%	2.9%	6.1%	8.0%	2.7%	4.7%

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	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q28g Location of library branches</u>													
Very satisfied	40.0%	32.0%	38.7%	34.2%	31.0%	37.2%	28.0%	33.3%	32.4%	20.0%	8.0%	24.3%	30.6%
Satisfied	50.0%	54.9%	54.8%	54.8%	59.5%	53.5%	60.2%	52.6%	50.0%	50.0%	88.0%	56.8%	55.9%
Neutral	10.0%	10.7%	6.5%	8.2%	7.1%	9.3%	9.3%	12.3%	14.7%	18.0%	0.0%	16.2%	10.7%
Dissatisfied	0.0%	2.5%	0.0%	2.7%	0.0%	0.0%	2.5%	1.8%	1.0%	10.0%	0.0%	2.7%	2.2%
Very dissatisfied	0.0%	0.0%	0.0%	0.0%	2.4%	0.0%	0.0%	0.0%	2.0%	2.0%	4.0%	0.0%	0.7%

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)

N=1217

	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q29 Sum of Top Choices</u>													
Availability of materials you need	35.7%	29.3%	32.2%	30.3%	17.1%	18.4%	24.0%	18.1%	20.1%	26.6%	26.8%	19.4%	24.3%
Adequacy of on-line information & services	28.6%	9.9%	10.3%	5.9%	13.2%	9.2%	5.4%	10.6%	7.8%	6.3%	12.2%	6.0%	8.5%
Number of public access computers	7.1%	6.1%	6.9%	7.6%	11.8%	15.8%	14.7%	19.1%	10.1%	11.4%	17.1%	13.4%	11.4%
Quality of children's programs	14.3%	12.2%	18.4%	13.4%	15.8%	21.1%	16.7%	18.1%	15.6%	19.0%	9.8%	10.4%	15.5%
Helpfulness of library staff	0.0%	6.1%	2.3%	9.2%	6.6%	6.6%	8.3%	6.4%	6.7%	7.6%	4.9%	4.5%	6.6%
Hours libraries are open	14.3%	32.0%	41.4%	31.1%	25.0%	23.7%	26.0%	25.5%	21.2%	21.5%	31.7%	14.9%	26.7%
Location of library branches	0.0%	5.0%	6.9%	3.4%	2.6%	5.3%	7.8%	7.4%	8.9%	8.9%	4.9%	7.5%	6.4%
None chosen	50.0%	45.9%	37.9%	45.4%	51.3%	47.4%	45.6%	44.7%	53.1%	46.8%	43.9%	58.2%	47.3%

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	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q30a Quality of life in the city</u>													
Very satisfied	21.4%	22.6%	21.7%	34.5%	13.9%	20.0%	17.0%	20.2%	19.7%	10.3%	24.4%	12.7%	20.2%
Satisfied	35.7%	63.3%	67.5%	54.6%	66.7%	60.0%	67.5%	57.3%	56.6%	62.8%	61.0%	66.7%	61.7%
Neutral	42.9%	9.6%	4.8%	9.2%	9.7%	13.3%	10.0%	13.5%	16.8%	17.9%	14.6%	15.9%	12.3%
Dissatisfied	0.0%	4.0%	4.8%	1.7%	9.7%	2.7%	4.5%	6.7%	5.2%	6.4%	0.0%	4.8%	4.6%
Very dissatisfied	0.0%	0.6%	1.2%	0.0%	0.0%	4.0%	1.0%	2.2%	1.7%	2.6%	0.0%	0.0%	1.2%
<u>Q30b Overall image of the city</u>													
Very satisfied	14.3%	15.2%	8.4%	19.5%	11.1%	17.8%	11.6%	20.2%	13.9%	10.4%	4.9%	4.9%	13.4%
Satisfied	57.1%	47.2%	56.6%	44.9%	61.1%	42.5%	57.1%	47.2%	48.6%	51.9%	73.2%	54.1%	51.7%
Neutral	21.4%	25.3%	20.5%	21.2%	15.3%	27.4%	19.7%	22.5%	23.1%	23.4%	14.6%	24.6%	22.0%
Dissatisfied	7.1%	10.7%	9.6%	11.9%	12.5%	9.6%	11.1%	10.1%	12.1%	13.0%	7.3%	13.1%	11.1%
Very dissatisfied	0.0%	1.7%	4.8%	2.5%	0.0%	2.7%	0.5%	0.0%	2.3%	1.3%	0.0%	3.3%	1.7%

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)

N=1217	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q30c Maintenance & preservation of Downtown Des Moines</u>													
Very satisfied	14.3%	14.2%	6.0%	18.5%	9.7%	10.8%	12.1%	18.9%	14.5%	9.1%	22.0%	6.3%	13.1%
Satisfied	57.1%	47.2%	52.4%	42.9%	62.5%	54.1%	53.8%	53.3%	45.3%	40.3%	58.5%	44.4%	49.7%
Neutral	21.4%	26.1%	20.2%	19.3%	18.1%	21.6%	24.1%	18.9%	25.0%	39.0%	12.2%	31.7%	23.8%
Dissatisfied	0.0%	10.8%	16.7%	12.6%	9.7%	12.2%	9.5%	7.8%	14.5%	10.4%	7.3%	14.3%	11.4%
Very dissatisfied	7.1%	1.7%	4.8%	6.7%	0.0%	1.4%	0.5%	1.1%	0.6%	1.3%	0.0%	3.2%	1.9%
<u>Q30d Overall beauty of the city</u>													
Very satisfied	21.4%	11.2%	6.1%	16.9%	14.1%	20.3%	14.0%	20.2%	14.5%	12.7%	14.6%	4.8%	13.8%
Satisfied	50.0%	52.0%	59.8%	49.2%	56.3%	52.7%	56.0%	50.6%	44.5%	40.5%	65.9%	53.2%	51.8%
Neutral	21.4%	24.6%	25.6%	22.0%	16.9%	21.6%	21.5%	24.7%	27.7%	35.4%	14.6%	35.5%	24.6%
Dissatisfied	7.1%	12.3%	7.3%	11.0%	12.7%	4.1%	8.0%	3.4%	11.6%	8.9%	4.9%	6.5%	9.0%
Very dissatisfied	0.0%	0.0%	1.2%	0.8%	0.0%	1.4%	0.5%	1.1%	1.7%	2.5%	0.0%	0.0%	0.8%

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	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q30e Overall value you receive for tax dollars & fees</u>													
Very satisfied	15.4%	7.7%	3.7%	11.3%	5.6%	5.8%	7.8%	9.1%	8.9%	4.2%	4.9%	1.6%	7.3%
Satisfied	30.8%	38.7%	44.4%	37.4%	39.4%	39.1%	35.4%	27.3%	33.7%	35.2%	43.9%	22.6%	35.9%
Neutral	46.2%	32.1%	37.0%	31.3%	32.4%	34.8%	38.5%	39.8%	30.2%	26.8%	29.3%	46.8%	34.5%
Dissatisfied	7.7%	17.3%	11.1%	14.8%	14.1%	15.9%	13.5%	18.2%	17.8%	21.1%	14.6%	22.6%	16.1%
Very dissatisfied	0.0%	4.2%	3.7%	5.2%	8.5%	4.3%	4.7%	5.7%	9.5%	12.7%	7.3%	6.5%	6.2%
<u>Q30f Overall quality of City services</u>													
Very satisfied	21.4%	11.6%	6.3%	12.6%	11.4%	10.7%	8.8%	15.9%	12.7%	6.8%	4.9%	3.2%	10.4%
Satisfied	35.7%	52.9%	57.5%	60.5%	50.0%	52.0%	52.1%	48.9%	43.9%	41.1%	68.3%	46.0%	51.2%
Neutral	42.9%	29.1%	33.8%	22.7%	31.4%	28.0%	30.4%	21.6%	30.6%	43.8%	17.1%	42.9%	30.1%
Dissatisfied	0.0%	6.4%	2.5%	4.2%	7.1%	8.0%	7.2%	12.5%	9.8%	6.8%	4.9%	7.9%	7.1%
Very dissatisfied	0.0%	0.0%	0.0%	0.0%	0.0%	1.3%	1.5%	1.1%	2.9%	1.4%	4.9%	0.0%	1.1%

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

N=1217	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q31 Do you currently live within a neighborhood association</u>													
Yes	28.6%	87.8%	81.6%	91.6%	59.2%	68.4%	38.7%	60.6%	51.4%	34.2%	78.0%	52.2%	62.6%
No	28.6%	3.9%	6.9%	4.2%	13.2%	6.6%	20.1%	12.8%	16.8%	25.3%	7.3%	19.4%	12.8%
Don't know	42.9%	8.3%	11.5%	4.2%	27.6%	25.0%	41.2%	26.6%	31.8%	40.5%	14.6%	28.4%	24.6%

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

N=762	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q32 Aware of neighborhood association activities & meetings</u>													
Yes	100.0%	84.9%	77.5%	79.8%	62.2%	71.2%	53.2%	71.9%	57.6%	70.4%	75.0%	85.7%	72.8%
No	0.0%	13.8%	21.1%	20.2%	33.3%	26.9%	45.6%	21.1%	39.1%	29.6%	15.6%	14.3%	24.9%
Don't know	0.0%	1.3%	1.4%	0.0%	4.4%	1.9%	1.3%	7.0%	3.3%	0.0%	9.4%	0.0%	2.2%

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

N=762	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/NA	
<u>Q33 Have attended neighborhood association meeting in year</u>													
Yes	50.0%	25.2%	28.2%	38.5%	31.1%	25.0%	8.9%	28.1%	13.0%	25.9%	31.3%	14.3%	24.7%
No	50.0%	74.2%	71.8%	61.5%	68.9%	75.0%	91.1%	71.9%	85.9%	74.1%	68.8%	85.7%	75.1%
Don't know	0.0%	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.1%	0.0%	0.0%	0.0%	0.3%

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

N=1217	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/NA	
<u>Q34 Are you satisfied with appearance of property in neighborhood</u>													
Yes	57.1%	78.5%	59.8%	82.4%	51.3%	50.0%	61.3%	51.1%	59.8%	60.8%	85.4%	64.2%	64.3%
No	21.4%	19.3%	33.3%	15.1%	42.1%	39.5%	31.4%	44.7%	32.4%	29.1%	14.6%	28.4%	29.5%
Don't know	21.4%	2.2%	6.9%	2.5%	6.6%	10.5%	7.4%	4.3%	7.8%	10.1%	0.0%	7.5%	6.2%

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

N=1217	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q35 Has neighborhood improved past 5 yrs</u>													
Yes	57.1%	49.2%	50.6%	73.9%	46.1%	68.4%	38.7%	47.9%	48.0%	38.0%	70.7%	35.8%	50.0%
No	14.3%	25.4%	20.7%	16.8%	34.2%	23.7%	35.3%	36.2%	35.2%	40.5%	19.5%	34.3%	29.7%
Don't know	28.6%	25.4%	28.7%	9.2%	19.7%	7.9%	26.0%	16.0%	16.8%	21.5%	9.8%	29.9%	20.2%

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?

N=1217	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q36 Be in favor of addition of one call, one stop center</u>													
Yes	78.6%	76.2%	71.3%	68.1%	72.4%	73.7%	72.9%	73.4%	74.3%	73.4%	68.3%	67.2%	72.7%
No	7.1%	7.2%	6.9%	10.1%	5.3%	7.9%	6.9%	10.6%	5.0%	6.3%	7.3%	11.9%	7.5%
Don't know	14.3%	16.6%	21.8%	21.8%	22.4%	18.4%	20.2%	16.0%	20.7%	20.3%	24.4%	20.9%	19.8%

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

N=1217	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q39 Which describes your current employment</u>													
Employed	50.0%	71.3%	82.8%	63.0%	67.1%	56.6%	59.8%	58.5%	62.6%	82.3%	65.9%	64.2%	65.8%
Student	0.0%	1.1%	1.1%	4.2%	1.3%	3.9%	2.0%	4.3%	1.7%	0.0%	2.4%	1.5%	2.1%
Retired	14.3%	26.0%	10.3%	26.9%	26.3%	21.1%	29.4%	21.3%	26.8%	11.4%	29.3%	19.4%	23.7%
Not currently employed	35.7%	1.7%	4.6%	5.9%	3.9%	15.8%	7.8%	12.8%	8.4%	6.3%	2.4%	10.4%	7.4%
Not provided	0.0%	0.0%	1.1%	0.0%	1.3%	2.6%	1.0%	3.2%	0.6%	0.0%	0.0%	4.5%	1.1%

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

N=1217	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q40 How many years lived in Des Moines</u>													
Less than 5 yrs	35.7%	14.4%	23.0%	5.9%	5.3%	9.2%	13.8%	10.6%	14.0%	20.3%	9.8%	7.5%	12.9%
5-10 years	21.4%	21.5%	24.1%	21.8%	10.5%	22.4%	13.3%	9.6%	8.4%	20.3%	12.2%	23.9%	16.6%
11-20 years	7.1%	13.3%	17.2%	18.5%	27.6%	21.1%	13.3%	17.0%	10.6%	15.2%	14.6%	11.9%	15.4%
-More than 20 yrs	35.7%	50.8%	34.5%	53.8%	55.3%	47.4%	59.1%	62.8%	65.4%	43.0%	63.4%	52.2%	54.3%
Not provided	0.0%	0.0%	1.1%	0.0%	1.3%	0.0%	0.5%	0.0%	1.7%	1.3%	0.0%	4.5%	0.8%

Q41. Do you own or rent your current residence?

N=1217	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q41 Do you own or rent current residence</u>													
Own	35.7%	89.5%	80.5%	82.4%	80.3%	65.8%	80.9%	76.6%	86.6%	82.3%	78.0%	77.6%	81.1%
Rent	64.3%	9.4%	18.4%	14.3%	17.1%	34.2%	17.2%	20.2%	11.2%	16.5%	22.0%	11.9%	16.6%
Not provided	0.0%	1.1%	1.1%	3.4%	2.6%	0.0%	2.0%	3.2%	2.2%	1.3%	0.0%	10.4%	2.3%

Q42. Would you say your total household income is:

N=1217	Q44 What is your home zip code												Total
	50309	50310	50311	50312	50313	50314	50315	50316	50317	50320	50321	Other/ NA	
<u>Q42 Total household income</u>													
Under \$30,000	64.3%	17.1%	19.5%	14.3%	23.7%	52.6%	24.0%	38.3%	27.9%	16.5%	14.6%	13.4%	24.2%
\$30,000-\$59,999	14.3%	33.7%	32.2%	27.7%	43.4%	27.6%	42.6%	36.2%	41.3%	35.4%	29.3%	25.4%	35.3%
\$60,000-\$99,999	7.1%	34.3%	31.0%	20.2%	17.1%	9.2%	18.6%	18.1%	20.7%	34.2%	24.4%	26.9%	23.1%
\$100,000+	14.3%	8.8%	11.5%	21.8%	2.6%	1.3%	4.9%	1.1%	2.8%	12.7%	26.8%	14.9%	8.5%
Not provided	0.0%	6.1%	5.7%	16.0%	13.2%	9.2%	9.8%	6.4%	7.3%	1.3%	4.9%	19.4%	8.8%