

Section 4:
Tabular Data

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=403)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
Q1a Quality of police protection	2.0%	4.7%	15.6%	50.6%	23.3%	3.7%
Q1b Quality of fire protection	0.5%	0.0%	7.9%	48.1%	36.0%	7.4%
Q1c Condition of City streets	9.7%	29.3%	28.5%	27.0%	4.0%	1.5%
Q1d Quality of City parks	2.0%	6.2%	20.8%	50.9%	14.1%	6.0%
Q1e Flow of traffic in the City	7.2%	18.1%	34.7%	31.8%	5.2%	3.0%
Q1f Enforcement of City ordinances	6.5%	15.9%	29.5%	30.3%	7.9%	9.9%
Q1g Quality of the City libraries	1.2%	2.5%	14.9%	42.4%	25.6%	13.4%
Q1h Quality of Des Moines International Airport	2.5%	3.0%	17.6%	45.7%	18.1%	13.2%
Q1i Efforts to communicate with you	5.0%	8.2%	31.3%	37.0%	10.9%	7.7%
Q1j Quality of customer service you receive	2.7%	7.2%	26.8%	43.4%	11.9%	7.9%
Q1k Beauty of the City	1.5%	6.2%	20.8%	54.6%	15.4%	1.5%
Q1l Cleanliness of the City	3.0%	11.2%	26.6%	48.4%	9.9%	1.0%
Q1m Feeling of safety	1.2%	6.2%	20.3%	52.4%	18.6%	1.2%

EXCLUDING DON'T KNOWS

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

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied
	1	2	3	4	5
Q1a Quality of police protection	2.1%	4.9%	16.2%	52.6%	24.2%
Q1b Quality of fire protection	0.5%	0.0%	8.6%	52.0%	38.9%
Q1c Condition of City streets	9.8%	29.7%	29.0%	27.5%	4.0%
Q1d Quality of City parks	2.1%	6.6%	22.2%	54.1%	15.0%
Q1e Flow of traffic in the City	7.4%	18.7%	35.8%	32.7%	5.4%
Q1f Enforcement of City ordinances	7.2%	17.6%	32.8%	33.6%	8.8%
Q1g Quality of the City libraries	1.4%	2.9%	17.2%	49.0%	29.5%
Q1h Quality of Des Moines International Airport	2.9%	3.4%	20.3%	52.6%	20.9%
Q1i Efforts to communicate with you	5.4%	8.9%	33.9%	40.1%	11.8%
Q1j Quality of customer service you receive	3.0%	7.8%	29.1%	47.2%	12.9%
Q1k Beauty of the City	1.5%	6.3%	21.2%	55.4%	15.6%
Q1l Cleanliness of the City	3.0%	11.3%	26.8%	48.9%	10.0%
Q1m Feeling of safety	1.3%	6.3%	20.6%	53.0%	18.8%

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 choice</u>	<u>Number</u>	<u>Percent</u>
A=Quality of police protection	68	16.9 %
B=Quality of fire protection	3	0.7 %
C=Condition of City streets	140	34.7 %
D=Quality of City parks	15	3.7 %
E=Flow of traffic	56	13.9 %
F=Enforcement of City ordinances	25	6.2 %
G=Quality of City libraries	4	1.0 %
H=Quality of airport	6	1.5 %
I=Efforts to communicate with you	17	4.2 %
J=Quality of customer service	1	0.2 %
K=Beauty of the City	4	1.0 %
L=Cleanliness of the City	6	1.5 %
M=Feeling of safety	42	10.4 %
Z=None chosen	16	4.0 %
Total	403	100.0 %

<u>Q2 2nd choice</u>	<u>Number</u>	<u>Percent</u>
A=Quality of police protection	31	7.7 %
B=Quality of fire protection	30	7.4 %
C=Condition of City streets	60	14.9 %
D=Quality of City parks	24	6.0 %
E=Flow of traffic	72	17.9 %
F=Enforcement of City ordinances	28	6.9 %
G=Quality of City libraries	11	2.7 %
H=Quality of airport	7	1.7 %
I=Efforts to communicate with you	20	5.0 %
J=Quality of customer service	13	3.2 %
K=Beauty of the City	13	3.2 %
L=Cleanliness of the City	32	7.9 %
M=Feeling of safety	29	7.2 %
Z=None chosen	33	8.2 %
Total	403	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 choice</u>	<u>Number</u>	<u>Percent</u>
A=Quality of police protection	24	6.0 %
B=Quality of fire protection	11	2.7 %
C=Condition of City streets	47	11.7 %
D=Quality of City parks	24	6.0 %
E=Flow of traffic	39	9.7 %
F=Enforcement of City ordinances	43	10.7 %
G=Quality of City libraries	2	0.5 %
H=Quality of airport	9	2.2 %
I=Efforts to communicate with you	19	4.7 %
J=Quality of customer service	16	4.0 %
K=Beauty of the City	26	6.5 %
L=Cleanliness of the City	51	12.7 %
M=Feeling of safety	30	7.4 %
Z=None chosen	62	15.4 %
Total	403	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 = Quality of police protection	123	30.5 %
B = Quality of fire protection	44	10.9 %
C = Condition of City streets	247	61.3 %
D = Quality of City parks	63	15.6 %
E = Flow of traffic	167	41.4 %
F = Enforcement of City ordinances	96	23.8 %
G = Quality of City libraries	17	4.2 %
H = Quality of airport	22	5.5 %
I = Efforts to communicate with you	56	13.9 %
J = Quality of customer service	30	7.4 %
K = Beauty of the City	43	10.7 %
L = Cleanliness of the City	89	22.1 %
M = Feeling of safety	101	25.1 %
Z = None chosen	16	4.0 %
Total	1114	

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

Q3 Called or visited city	Number	Percent
1=Yes	141	35.0 %
2=No	257	63.8 %
9=Don't remember	5	1.2 %
Total	403	100.0 %

Q3a. Which department did you contact most recently?

Q3 Which department	Number	Percent
911 AMBULANCE=	2	1.4 %
ANIMAL CONTROL=	4	2.8 %
ASSESSORS OFFICE=	1	0.7 %
BEAUTIFICATION=	1	0.7 %
BUILDING INSPECTIONS=	1	0.7 %
BUILDING PERMIT=	1	0.7 %
CITY=	1	0.7 %
CITY CLERK=	4	2.8 %
CITY COUNCIL=	2	1.4 %
CITY ENFORCEMENT=	1	0.7 %
CITY HALL=	1	0.7 %
CITY INPECTOR=	1	0.7 %
CITY MANAGER=	1	0.7 %
CITY ORDINANCE=	1	0.7 %
CITY ORDINANCE DEPARTMENT=	1	0.7 %
CITY ORDINANCES=	2	1.4 %
CITY TRASH=	1	0.7 %
CODE ENFORCEMENT=	1	0.7 %
CODES=	1	0.7 %
CODES AND ORDINANCES=	1	0.7 %
COMMUNITY DEVELOPMENT=	2	1.4 %
DEPT OF CITY WORKS=	1	0.7 %
DEPT OF PROTECTIVE SERVICES=	1	0.7 %
DES MOINES CITY PARKS=	1	0.7 %
ENGINEER=	1	0.7 %
ENGINEERING=	3	2.1 %
FIRE 911=	1	0.7 %

Q3a. Which department did you contact most recently? (continued)

<u>Q3 Which department</u>	<u>Number</u>	<u>Percent</u>
FIRE DEPT=	1	0.7 %
FORESTRY=	1	0.7 %
GARBAGE=	3	2.1 %
GARBAGE COLLECTION=	2	1.4 %
GENERAL NUMBER=	1	0.7 %
HOUSING=	2	1.4 %
HOUSING CODE=	1	0.7 %
HOUSING ENFORCEMENT=	1	0.7 %
HR PERSONNEL=	1	0.7 %
HUMAN SERVICES=	1	0.7 %
LEGAL=	2	1.4 %
METRO WASTE=	3	2.1 %
NEIGHBORHOOD CLEAN UP=	1	0.7 %
NEIGHBORHOOD COMPLAINTS=	1	0.7 %
NEIGHBORHOOD INSPECTION=	1	0.7 %
NEIGHBORHOOD INSPECTIONS=	1	0.7 %
NOISE ORDINANCE=	1	0.7 %
NOT PROVIDED=	6	4.3 %
ORDINANCE CODE=	1	0.7 %
PARK AND REC=	1	0.7 %
PARKS=	2	1.4 %
PARKS & RECREATION=	3	2.1 %
PARKS AND RECREATION=	1	0.7 %
PERMITS=	1	0.7 %
POLICE=	12	8.5 %
POLICE AND FIRE=	1	0.7 %
POLICE DEPT=	2	1.4 %
POLICE-TRAFFIC=	1	0.7 %
PUBLIC HOUSING=	1	0.7 %
PUBLIC WORKS=	6	4.3 %
PUBLIC WORKS DEPT=	1	0.7 %
PUBLIC WORKS STREETS=	1	0.7 %
RECYCLING=	2	1.4 %
RENTAL PROPERTY=	1	0.7 %
ROADS=	1	0.7 %
SANITATION=	3	2.1 %
SIDEWALK MAINTENANCE=	1	0.7 %
SNOW REMOVAL=	2	1.4 %
SOLID WASTE=	3	2.1 %
STREET=	1	0.7 %
STREET DEPARTMENT=	1	0.7 %

Q3a. Which department did you contact most recently? (continued)

<u>Q3 Which department</u>	<u>Number</u>	<u>Percent</u>
STREET MAINTENANCE=	2	1.4 %
STREETS=	1	0.7 %
STREETS AND SIDEWALKS=	1	0.7 %
STREETS DEPT=	1	0.7 %
TRAFFIC=	1	0.7 %
TRASH=	1	0.7 %
TRASH COLLECTION DEPT=	1	0.7 %
TREASURER=	1	0.7 %
TREES=	1	0.7 %
WASTE DEPARTMENT=	1	0.7 %
WASTE DEPT=	1	0.7 %
WASTE MANAGEMENT=	3	2.1 %
WATER & WASTE DEPT=	1	0.7 %
WATER DEPARTMENT=	1	0.7 %
WATER DEPT=	1	0.7 %
WEED CONTROL=	1	0.7 %
ZONING=	3	2.1 %
ZONING-PARKING=	1	0.7 %
Total	141	100.0 %

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

<u>Q3b How easy/difficult to contact person</u>	<u>Number</u>	<u>Percent</u>
1=Very easy	63	44.7 %
2=Somewhat easy	35	24.8 %
3=Difficult	25	17.7 %
4=Very difficult	17	12.1 %
9=Not provided	1	0.7 %
Total	141	100.0 %

Q3c. Listed below are several factors that may influence your perception of the quality of customer service you receive from City employees. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described. Use a scale of 1 to 5, where 5 means "Always" and 1 means "Never."

(N=141)

	Never 1	Seldom 2	Sometimes 3	Usually 4	Always 5	Don't know 9
Q3c-1 They were polite	4.3%	2.8%	12.8%	25.5%	48.9%	5.7%
Q3c-2 Gave accurate answers to questions	6.4%	4.3%	19.1%	20.6%	42.6%	7.1%
Q3c-3 Did what said would in timely manner	11.3%	9.2%	9.2%	24.1%	38.3%	7.8%
Q3c-4 Helped you resolve an issue	18.4%	8.5%	11.3%	17.7%	36.9%	7.1%

EXCLUDING DON'T KNOWS

	Never 1	Seldom 2	Sometimes 3	Usually 4	Always 5
Q3c-1 They were polite	4.5%	3.0%	13.5%	27.1%	51.9%
Q3c-2 Gave accurate answers to questions	6.9%	4.6%	20.6%	22.1%	45.8%
Q3c-3 Did what said would in timely manner	12.3%	10.0%	10.0%	26.2%	41.5%
Q3c-4 Helped you resolve an issue	19.8%	9.2%	12.2%	19.1%	39.7%

Q4. Please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the services provided by the City's Police Department.

(N=403)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
Q4a How quickly police respond to emergencies	3.0%	3.5%	14.1%	36.7%	19.1%	23.6%
Q4b Visibility of police in neighborhood	3.5%	10.7%	27.0%	41.9%	13.2%	3.7%
Q4c Visibility of police in retail areas	0.7%	6.5%	32.8%	41.9%	11.7%	6.5%
Q4d Enforcement of traffic laws on major streets	5.2%	15.6%	25.1%	37.5%	11.4%	5.2%
Q4e Enforcement of traffic laws in neighborhoods	9.7%	18.6%	24.8%	30.5%	10.2%	6.2%
Q4f Quality of animal control	4.2%	9.9%	21.6%	40.0%	11.7%	12.7%
Q4g Professionalism of city police officers	2.0%	4.0%	17.6%	40.9%	24.1%	11.4%
Q4h Responsiveness of police to traffic complaint	3.5%	5.5%	24.6%	26.6%	11.4%	28.5%
Q4i Responsiveness of police to investigations	4.2%	6.0%	19.4%	28.5%	14.6%	27.3%

EXCLUDING DON'T KNOWS

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
Q4a How quickly police respond to emergencies	3.9%	4.5%	18.5%	48.1%	25.0%
Q4b Visibility of police in neighborhood	3.6%	11.1%	28.1%	43.6%	13.7%
Q4c Visibility of police in retail areas	0.8%	6.9%	35.0%	44.8%	12.5%
Q4d Enforcement of traffic laws on major streets	5.5%	16.5%	26.4%	39.5%	12.0%
Q4e Enforcement of traffic laws in neighborhoods	10.3%	19.8%	26.5%	32.5%	10.8%
Q4f Quality of animal control	4.8%	11.4%	24.7%	45.7%	13.4%
Q4g Professionalism of city police officers	2.2%	4.5%	19.9%	46.2%	27.2%
Q4h Responsiveness of police to traffic complaint	4.9%	7.6%	34.4%	37.2%	16.0%
Q4i Responsiveness of police to investigations	5.8%	8.2%	26.6%	39.2%	20.1%

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

Q5 1 st choice	Number	Percent
A=How quickly police respond	69	17.1 %
B=Visibility of police in neighborhoods	69	17.1 %
C=Visibility of police in retail areas	10	2.5 %
D=Enforce traffic laws major streets	72	17.9 %
E=Enforce traffic laws in neighborhood	58	14.4 %
F=Quality of animal control	20	5.0 %
G=Professionalism of police officers	15	3.7 %
H=Responsiveness to traffic complaints	15	3.7 %
I=Responsiveness to investigations	35	8.7 %
Z=None chosen	40	9.9 %
Total	403	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?

Q5 2 nd choice	Number	Percent
A=How quickly police respond	19	4.7 %
B=Visibility of police in neighborhoods	56	13.9 %
C=Visibility of police in retail areas	27	6.7 %
D=Enforce traffic laws major streets	38	9.4 %
E=Enforce traffic laws in neighborhood	74	18.4 %
F=Quality of animal control	26	6.5 %
G=Professionalism of police officers	23	5.7 %
H=Responsiveness to traffic complaints	20	5.0 %
I=Responsiveness to investigations	54	13.4 %
Z=None chosen	66	16.4 %
Total	403	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 respond	88	21.8 %
B = Visibility of police in neighborhoods	125	31.0 %
C = Visibility of police in retail areas	37	9.2 %
D = Enforce traffic laws major streets	110	27.3 %
E = Enforce traffic laws in neighborhood	132	32.8 %
F = Quality of animal control	46	11.4 %
G = Professionalism of police officers	38	9.4 %
H = Responsiveness to traffic complaints	35	8.7 %
I = Responsiveness to investigations	89	22.1 %
Z = None chosen	40	9.9 %
Total	740	

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

<u>Q6 Used a police service in past year</u>	<u>Number</u>	<u>Percent</u>
1=Yes	137	34.0 %
2=No	254	63.0 %
9=Don't remember	12	3.0 %
Total	403	100.0 %

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

(N=403)

	Very unsafe 1	Unsafe 2	Neutral 3	Safe 4	Very safe 5	Don't know 9
Q7a In your neighborhood	0.5%	6.5%	10.9%	49.1%	31.3%	1.7%
Q7b In City parks	1.5%	6.5%	30.8%	39.5%	12.7%	9.2%
Q7c In Downtown Des Moines	1.2%	8.7%	25.8%	42.9%	14.4%	6.9%

EXCLUDING DON'T KNOWS

	Very unsafe 1	Unsafe 2	Neutral 3	Safe 4	Very safe 5
Q7a In your neighborhood	0.5%	6.6%	11.1%	50.0%	31.8%
Q7b In City parks	1.6%	7.1%	33.9%	43.4%	13.9%
Q7c In Downtown Des Moines	1.3%	9.3%	27.7%	46.1%	15.5%

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=403)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
Q8a How quickly respond to emergencies	0.5%	0.2%	6.5%	30.8%	28.5%	33.5%
Q8b Quality of ambulance & paramedic services	0.2%	0.2%	6.7%	31.3%	30.0%	31.5%
Q8c Fire department's fire inspection program	0.7%	1.7%	15.6%	22.8%	13.6%	45.4%
Q8d City's fire safety education program	0.5%	2.0%	14.6%	25.1%	14.9%	42.9%

EXCLUDING DON'T KNOWS

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
Q8a How quickly respond to emergencies	0.7%	0.4%	9.7%	46.3%	42.9%
Q8b Quality of ambulance & paramedic services	0.4%	0.4%	9.8%	45.7%	43.8%
Q8c Fire department's fire inspection program	1.4%	3.2%	28.6%	41.8%	25.0%
Q8d City's fire safety education program	0.9%	3.5%	25.7%	43.9%	26.1%

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 choice</u>	<u>Number</u>	<u>Percent</u>
A=How quickly respond to emergencies	135	33.5 %
B=Quality of ambulance/paramedic	50	12.4 %
C=Fire inspection program	60	14.9 %
D=Fire safety education program	36	8.9 %
Z=None chosen	122	30.3 %
Total	403	100.0 %

<u>Q9 2nd choice</u>	<u>Number</u>	<u>Percent</u>
A=How quickly respond to emergencies	38	9.4 %
B=Quality of ambulance/paramedic	119	29.5 %
C=Fire inspection program	36	8.9 %
D=Fire safety education program	69	17.1 %
Z=None chosen	141	35.0 %
Total	403	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 respond to emergencies	173	42.9 %
B = Quality of ambulance/paramedic	169	41.9 %
C = Fire inspection program	96	23.8 %
D = Fire safety education program	105	26.1 %
Z = None chosen	122	30.3 %
Total	665	

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=403)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
Q10a Condition of City parks	1.5%	5.2%	20.3%	53.8%	10.7%	8.4%
Q10b Number and location of City parks	1.0%	5.7%	20.8%	53.8%	10.9%	7.7%
Q10c Number of walking & biking trails	2.0%	7.4%	18.6%	41.9%	17.6%	12.4%
Q10d Pools	1.7%	9.4%	18.9%	37.2%	11.2%	21.6%
Q10e Condition of City buildings	1.0%	3.2%	24.1%	45.4%	9.9%	16.4%
Q10f Landscaping along City streets	1.5%	6.7%	21.8%	44.9%	20.1%	5.0%
Q10g Use of conservation practices	1.5%	5.0%	22.8%	38.5%	11.7%	20.6%
Q10h Special events sponsored by the	0.5%	3.7%	21.3%	42.9%	17.4%	14.1%
Q10i Condition of sports parks	0.5%	3.2%	21.6%	37.2%	11.4%	26.1%
Q10j Availability of special recreation	2.2%	11.4%	25.3%	29.8%	8.2%	23.1%

EXCLUDING DON'T KNOWS

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
Q10a Condition of City parks	1.6%	5.7%	22.2%	58.8%	11.7%
Q10b Number and location of City parks	1.1%	6.2%	22.6%	58.3%	11.8%
Q10c Number of walking & biking trails	2.3%	8.5%	21.2%	47.9%	20.1%
Q10d Pools	2.2%	12.0%	24.1%	47.5%	14.2%
Q10e Condition of City buildings	1.2%	3.9%	28.8%	54.3%	11.9%
Q10f Landscaping along City streets	1.6%	7.0%	23.0%	47.3%	21.1%
Q10g Use of conservation practices	1.9%	6.3%	28.8%	48.4%	14.7%
Q10h Special events sponsored by the	0.6%	4.3%	24.9%	50.0%	20.2%
Q10i Condition of sports parks	0.7%	4.4%	29.2%	50.3%	15.4%
Q10j Availability of special recreation	2.9%	14.8%	32.9%	38.7%	10.6%

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 choice</u>	<u>Number</u>	<u>Percent</u>
A=Condition of parks	97	24.1 %
B=Number & location of parks	20	5.0 %
C=Number of walking & biking trails	46	11.4 %
D=Pools	33	8.2 %
E=Condition of City buildings	27	6.7 %
F=Landscaping along City streets	28	6.9 %
G=Use of conservation practices	22	5.5 %
H=Special events	14	3.5 %
I=Condition of sports parks	6	1.5 %
J=Availability of special rec facilities	43	10.7 %
Z=None chosen	67	16.6 %
Total	403	100.0 %

<u>Q11 2nd choice</u>	<u>Number</u>	<u>Percent</u>
A=Condition of parks	30	7.4 %
B=Number & location of parks	32	7.9 %
C=Number of walking & biking trails	41	10.2 %
D=Pools	22	5.5 %
E=Condition of City buildings	19	4.7 %
F=Landscaping along City streets	37	9.2 %
G=Use of conservation practices	32	7.9 %
H=Special events	26	6.5 %
I=Condition of sports parks	16	4.0 %
J=Availability of special rec facilities	43	10.7 %
Z=None chosen	105	26.1 %
Total	403	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)

<u>Q11 Sum of Top 2 Choices</u>	<u>Number</u>	<u>Percent</u>
A = Condition of parks	127	31.5 %
B = Number & location of parks	52	12.9 %
C = Number of walking & biking trails	87	21.6 %
D = Pools	55	13.6 %
E = Condition of City buildings	46	11.4 %
F = Landscaping along City streets	65	16.1 %
G = Use of conservation practices	54	13.4 %
H = Special events	40	9.9 %
I = Condition of sports parks	22	5.5 %
J = Availability of special rec facilities	86	21.3 %
Z = None chosen	67	16.6 %
Total	701	

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

<u>Q12 Used parks & recreation service</u>	<u>Number</u>	<u>Percent</u>
1=Yes	248	61.5 %
2=No	117	29.0 %
9=Don't remember	38	9.4 %
Total	403	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=403)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
Q13a Condition of major City streets	9.7%	23.6%	25.8%	33.3%	5.2%	2.5%
Q13b Condition of streets in your neighborhood	11.2%	22.8%	20.3%	36.0%	7.7%	2.0%
Q13c Garbage collection	3.0%	5.2%	12.4%	50.4%	25.6%	3.5%
Q13d Recyclables collection	5.0%	7.9%	15.6%	43.2%	21.8%	6.5%
Q13e Yard waste collection	6.2%	8.2%	17.4%	41.2%	19.9%	7.2%
Q13f Condition of City sidewalks	6.0%	15.6%	30.5%	34.7%	7.4%	5.7%
Q13g Snow removal on major City streets	1.7%	5.2%	18.4%	51.6%	19.9%	3.2%
Q13h Snow removal on streets in neighborhood	7.2%	12.7%	20.8%	41.9%	14.4%	3.0%
Q13i City's sanitary sewer system	1.0%	3.0%	23.8%	48.9%	10.9%	12.4%
Q13j Control of stormwater runoff	2.5%	4.2%	25.8%	46.7%	10.9%	9.9%
Q13k Responsiveness of staff to requests	2.0%	5.0%	19.6%	34.0%	13.4%	26.1%
Q13l Maintenance of traffic signals & signs	0.7%	3.5%	22.6%	52.6%	15.4%	5.2%
Q13m Condition of City trees	2.7%	5.2%	22.1%	50.4%	13.9%	5.7%

EXCLUDING DON'T KNOWS

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

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
Q13a Condition of major City streets	9.9%	24.2%	26.5%	34.1%	5.3%
Q13b Condition of streets in your neighborhood	11.4%	23.3%	20.8%	36.7%	7.8%
Q13c Garbage collection	3.1%	5.4%	12.9%	52.2%	26.5%
Q13d Recyclables collection	5.3%	8.5%	16.7%	46.2%	23.3%
Q13e Yard waste collection	6.7%	8.8%	18.7%	44.4%	21.4%
Q13f Condition of City sidewalks	6.3%	16.6%	32.4%	36.8%	7.9%
Q13g Snow removal on major City streets	1.8%	5.4%	19.0%	53.3%	20.5%
Q13h Snow removal on streets in neighborhood	7.4%	13.0%	21.5%	43.2%	14.8%
Q13i City's sanitary sewer system	1.1%	3.4%	27.2%	55.8%	12.5%
Q13j Control of stormwater runoff	2.8%	4.7%	28.7%	51.8%	12.1%
Q13k Responsiveness of staff to requests	2.7%	6.7%	26.5%	46.0%	18.1%
Q13l Maintenance of traffic signals & signs	0.8%	3.7%	23.8%	55.5%	16.2%
Q13m Condition of City trees	2.9%	5.5%	23.4%	53.4%	14.7%

Q14. Which TWO of the Public Works Services above do you think should receive the most emphasis from City leaders over the next TWO years?

<u>Q14 1st choice</u>	<u>Number</u>	<u>Percent</u>
A=Condition of major streets	139	34.5 %
B=Condition of neighborhood streets	61	15.1 %
C=Garbage collection	14	3.5 %
D=Recyclables collection	25	6.2 %
E=Yard waste collection	19	4.7 %
F=Condition of sidewalks	29	7.2 %
G=Snow removal on major streets	10	2.5 %
H=Snow removal in neighborhood	27	6.7 %
I=Sanitary sewer system	6	1.5 %
J=Control of stormwater runoff	14	3.5 %
K=Responsiveness of staff	7	1.7 %
L=Maintenance of signals & signs	7	1.7 %
M=Condition of City trees	9	2.2 %
Z=None chosen	36	8.9 %
Total	403	100.0 %

<u>Q14 2nd choice</u>	<u>Number</u>	<u>Percent</u>
A=Condition of major streets	44	10.9 %
B=Condition of neighborhood streets	74	18.4 %
C=Garbage collection	10	2.5 %
D=Recyclables collection	12	3.0 %
E=Yard waste collection	16	4.0 %
F=Condition of sidewalks	46	11.4 %
G=Snow removal on major streets	15	3.7 %
H=Snow removal in neighborhood	40	9.9 %
I=Sanitary sewer system	16	4.0 %
J=Control of stormwater runoff	23	5.7 %
K=Responsiveness of staff	16	4.0 %
L=Maintenance of signals & signs	13	3.2 %
M=Condition of City trees	15	3.7 %
Z=None chosen	63	15.6 %
Total	403	100.0 %

Q14. Which TWO of the Public Works Services above 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 streets	183	45.4 %
B = Condition of neighborhood streets	135	33.5 %
C = Garbage collection	24	6.0 %
D = Recyclables collection	37	9.2 %
E = Yard waste collection	35	8.7 %
F = Condition of sidewalks	75	18.6 %
G = Snow removal on major streets	25	6.2 %
H = Snow removal in neighborhood	67	16.6 %
I = Sanitary sewer system	22	5.5 %
J = Control of stormwater runoff	37	9.2 %
K = Responsiveness of staff	23	5.7 %
L = Maintenance of signals & signs	20	5.0 %
M = Condition of City trees	24	6.0 %
Z = None chosen	36	8.9 %
Total	743	

Q15. Please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the Services provided by the City's Community Development Department.

(N=403)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
Q15a Quality of new development	3.0%	6.7%	23.1%	43.4%	16.4%	7.4%
Q15b How well the City is planning growth	3.5%	10.4%	25.1%	38.0%	13.2%	9.9%
Q15c Quality of redevelopment	2.2%	8.4%	27.5%	40.0%	13.4%	8.4%
Q15d City's Permit & Development Center	1.7%	4.2%	24.3%	24.3%	5.5%	40.0%
Q15e Enforcement of City land use regulations	2.5%	6.2%	24.8%	26.3%	5.5%	34.7%
Q15f Enforce of codes designed to protect safety	2.5%	4.7%	26.8%	32.8%	7.7%	25.6%
Q15g Enforcement of sign regulations	2.0%	6.0%	26.8%	33.3%	7.2%	24.8%
Q15h Enforce of maintenance & upkeep of rental	10.4%	19.6%	28.3%	20.3%	4.2%	17.1%
Q15i Enforcement of clean up of litter & debris	9.4%	23.8%	32.0%	21.3%	4.2%	9.2%
Q15j Enforcement of clean up of junk car	9.4%	20.1%	27.5%	22.1%	5.2%	15.6%

EXCLUDING DON'T KNOWS

Q15. Please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the Services provided by the City's Community Development Department.

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
Q15a Quality of new development	3.2%	7.2%	24.9%	46.9%	17.7%
Q15b How well the City is planning growth	3.9%	11.6%	27.8%	42.1%	14.6%
Q15c Quality of redevelopment	2.4%	9.2%	30.1%	43.6%	14.6%
Q15d City's Permit & Development Center	2.9%	7.0%	40.5%	40.5%	9.1%
Q15e Enforcement of City land use regulations	3.8%	9.5%	38.0%	40.3%	8.4%
Q15f Enforce of codes designed to protect safety	3.3%	6.3%	36.0%	44.0%	10.3%
Q15g Enforcement of sign regulations	2.6%	7.9%	35.6%	44.2%	9.6%
Q15h Enforce of maintenance & upkeep of rental	12.6%	23.7%	34.1%	24.6%	5.1%
Q15i Enforcement of clean up of litter & debris	10.4%	26.2%	35.2%	23.5%	4.6%
Q15j Enforcement of clean up of junk car	11.2%	23.8%	32.6%	26.2%	6.2%

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

<u>Q16 1st choice</u>	<u>Number</u>	<u>Percent</u>
A=Quality of new development	47	11.7 %
B=How well City is planning growth	42	10.4 %
C=Quality of redevelopment	32	7.9 %
D=Permit & Development Center	6	1.5 %
E=Enforce land use regulations	12	3.0 %
F=Enforce codes to protect public	16	4.0 %
G=Enforce sign regulations	6	1.5 %
H=Enforce maintenance of rental	71	17.6 %
I=Enforce clean up of litter & debris	83	20.6 %
J=Enforce clean up of junk cars	37	9.2 %
Z=Not provided	51	12.7 %
Total	403	100.0 %

<u>Q16 2nd choice</u>	<u>Number</u>	<u>Percent</u>
A=Quality of new development	24	6.0 %
B=How well City is planning growth	42	10.4 %
C=Quality of redevelopment	34	8.4 %
D=Permit & Development Center	5	1.2 %
E=Enforce land use regulations	12	3.0 %
F=Enforce codes to protect public	11	2.7 %
G=Enforce sign regulations	7	1.7 %
H=Enforce maintenance of rental	51	12.7 %
I=Enforce clean up of litter & debris	82	20.3 %
J=Enforce clean up of junk cars	60	14.9 %
Z=Not provided	75	18.6 %
Total	403	100.0 %

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

<u>Q16 Sum of Top 2 Choices</u>	<u>Number</u>	<u>Percent</u>
A = Quality of new development	71	17.6 %
B = How well City is planning growth	84	20.8 %
C = Quality of redevelopment	66	16.4 %
D = Permit & Development Center	11	2.7 %
E = Enforce land use regulations	24	6.0 %
F = Enforce codes to protect public	27	6.7 %
G = Enforce sign regulations	13	3.2 %
H = Enforce maintenance of rental	122	30.3 %
I = Enforce clean up of litter & debris	165	40.9 %
J = Enforce clean up of junk cars	97	24.1 %
Z = Not provided	51	12.7 %
Total	731	

Q17. 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=403)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
Q17a Effectiveness of City communication	3.2%	8.7%	32.3%	42.9%	7.9%	5.0%
Q17b Level of public involvement	8.2%	15.6%	33.3%	30.3%	4.2%	8.4%
Q17c Availability of information	4.7%	11.9%	31.8%	36.0%	7.7%	7.9%
Q17d Efforts to keep you informed	4.5%	14.9%	31.3%	37.0%	6.9%	5.5%
Q17e Quality of programming on cable channel	4.2%	7.2%	24.1%	26.1%	5.7%	32.8%
Q17f Quality of City's web page	1.0%	2.7%	23.8%	24.6%	5.5%	42.4%
Q17g Quality of quarterly CitySource newsletter	2.7%	2.0%	24.6%	33.7%	7.9%	29.0%

EXCLUDING DON'T KNOWS

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
Q17a Effectiveness of City communication	3.4%	9.1%	33.9%	45.2%	8.4%
Q17b Level of public involvement	8.9%	17.1%	36.3%	33.1%	4.6%
Q17c Availability of information	5.1%	12.9%	34.5%	39.1%	8.4%
Q17d Efforts to keep you informed	4.7%	15.7%	33.1%	39.1%	7.3%
Q17e Quality of programming on cable channel	6.3%	10.7%	35.8%	38.7%	8.5%
Q17f Quality of City's web page	1.7%	4.7%	41.4%	42.7%	9.5%
Q17g Quality of quarterly CitySource newsletter	3.8%	2.8%	34.6%	47.6%	11.2%

Q18. 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>Q18 1st choice</u>	<u>Number</u>	<u>Percent</u>
A=Effectiveness of communication	83	20.6 %
B=Level of public involvement	107	26.6 %
C=Availability of information	55	13.6 %
D=Efforts to keep informed	37	9.2 %
E=Quality of programming	26	6.5 %
F=Quality of web page	11	2.7 %
G=Quality of quarterly CitySource	11	2.7 %
Z=None chosen	73	18.1 %
Total	403	100.0 %

<u>Q18 2nd choice</u>	<u>Number</u>	<u>Percent</u>
A=Effectiveness of communication	45	11.2 %
B=Level of public involvement	80	19.9 %
C=Availability of information	66	16.4 %
D=Efforts to keep informed	75	18.6 %
E=Quality of programming	16	4.0 %
F=Quality of web page	15	3.7 %
G=Quality of quarterly CitySource	16	4.0 %
Z=None chosen	90	22.3 %
Total	403	100.0 %

Q18. 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>Q18 Sum of Top 2 Choices</u>	<u>Number</u>	<u>Percent</u>
A = Effectiveness of communication	128	31.8 %
B = Level of public involvement	187	46.4 %
C = Availability of information	121	30.0 %
D = Efforts to keep informed	112	27.8 %
E = Quality of programming	42	10.4 %
F = Quality of web page	26	6.5 %
G = Quality of quarterly CitySource	27	6.7 %
Z = None chosen	73	18.1 %
Total	716	

Q18. 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>Q18 1st choice</u>	<u>Number</u>	<u>Percent</u>
A=Effectiveness of communication	83	20.6 %
B=Level of public involvement	107	26.6 %
C=Availability of information	55	13.6 %
D=Efforts to keep informed	37	9.2 %
E=Quality of programming	26	6.5 %
F=Quality of web page	11	2.7 %
G=Quality of quarterly CitySource	11	2.7 %
Z=None chosen	73	18.1 %
Total	403	100.0 %

<u>Q18 2nd choice</u>	<u>Number</u>	<u>Percent</u>
A=Effectiveness of communication	45	11.2 %
B=Level of public involvement	80	19.9 %
C=Availability of information	66	16.4 %
D=Efforts to keep informed	75	18.6 %
E=Quality of programming	16	4.0 %
F=Quality of web page	15	3.7 %
G=Quality of quarterly CitySource	16	4.0 %
Z=None chosen	90	22.3 %
Total	403	100.0 %

Q18. 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>Q18 Sum of Top 2 Choices</u>	<u>Number</u>	<u>Percent</u>
A = Effectiveness of communication	128	31.8 %
B = Level of public involvement	187	46.4 %
C = Availability of information	121	30.0 %
D = Efforts to keep informed	112	27.8 %
E = Quality of programming	42	10.4 %
F = Quality of web page	26	6.5 %
G = Quality of quarterly CitySource	27	6.7 %
Z = None chosen	73	18.1 %
Total	716	

Q19. Have you or other members of your household used the City of Des Moines website in the last year?

<u>Q19 Used website in last year</u>	<u>Number</u>	<u>Percent</u>
1=Yes	149	37.0 %
2=No	247	61.3 %
9=Don't remember	7	1.7 %
Total	403	100.0 %

Q20. Have you called or visited the City's Action Center with a city-related question or request?

<u>Q20 Called or visited Action Center</u>	<u>Number</u>	<u>Percent</u>
1=Yes	57	14.1 %
2=No	339	84.1 %
9=Don't remember	7	1.7 %
Total	403	100.0 %

Q21. Have you or other members of your household watched the City Cable Channel 7 in the past year?

<u>Q21 Watched City Cable Channel 7</u>	<u>Number</u>	<u>Percent</u>
1=Yes	185	45.9 %
2=No	215	53.3 %
9=Don't remember	3	0.7 %
Total	403	100.0 %

Q22. Have you or other members of your household read the CitySource newsletter (mailed to your home on a quarterly basis)?

<u>Q22 Read CitySource newsletter</u>	<u>Number</u>	<u>Percent</u>
1=Yes	239	59.3 %
2=No	158	39.2 %
9=Don't remember	6	1.5 %
Total	403	100.0 %

Q23. Where do you currently get news and information about City programs, services, and events?

<u>Q23 Currently get news & information</u>	<u>Number</u>	<u>Percent</u>
1 = Des Moines Register	296	73.4 %
2 = Business Record	27	6.7 %
3 = City View	114	28.3 %
4 = Television news	297	73.7 %
5 = City of Des Moines Website	70	17.4 %
6 = City Cable Channel 7	77	19.1 %
7 = CitySource Newsletter	117	29.0 %
8 = Other	38	9.4 %
9 = Not selected	6	1.5 %
Total	1042	

Q23. Other:

<u>Q23 Other</u>	<u>Number</u>	<u>Percent</u>
CHANNEL=	1	2.6 %
CITY OFFICIALS=	1	2.6 %
CITY WORKERS=	1	2.6 %
EASTSIDE SHOPPER=	1	2.6 %
FLYER=	1	2.6 %
FREE REGISTER SECTION=	1	2.6 %
FRIENDS=	1	2.6 %
INTERNET=	1	2.6 %
JUICE=	2	5.3 %
LOCAL NEWS=	1	2.6 %
LOCAL PAPER=	1	2.6 %
NEIGHBORHOOD ASSOCIATION=	2	5.3 %
NEIGHBORHOOD GROUP=	1	2.6 %
NEIGHBORS=	1	2.6 %
NEWSPAPER=	4	10.5 %
PEOPLE=	1	2.6 %
PHONE=	1	2.6 %
RADIO=	8	21.1 %
SCHOOL=	1	2.6 %
WEB=	1	2.6 %
WORD OF MOUTH=	6	15.8 %
Total	38	100.0 %

Q24. Which of the following is your preferred way to communicate your ideas and concerns with the City of Des Moines?

<u>Q24 Preferred way to communicate with</u>	<u>Number</u>	<u>Percent</u>
1 = In person at public meetings	89	22.1 %
2 = Phone	179	44.4 %
3 = E-mail	128	31.8 %
4 = Online chat	15	3.7 %
5 = Comment form	54	13.4 %
6 = Survey mailed to home	165	40.9 %
7 = Meeting with city staff	42	10.4 %
8 = Other	16	4.0 %
9 = None chosen	17	4.2 %
Total	705	

Q24. Other:

<u>Q24 Other</u>	<u>Number</u>	<u>Percent</u>
BY OUR COUNCIL MEMBER=	1	5.9 %
EVENINGS AFTER 4=	1	5.9 %
GOLF COMMITTEE=	1	5.9 %
INTERNATIONAL MAILINGS=	1	5.9 %
LETTER TO CITY REPS=	1	5.9 %
LETTER TO NEWSPAPER=	1	5.9 %
NEIGHBORHOOD ASSOCIATION=	1	5.9 %
NEWS & NEWSPAPER=	1	5.9 %
NEWSPAPER=	1	5.9 %
NEWSPAPER & NEWS=	1	5.9 %
NOT ALLOWED TO VOTE=	1	5.9 %
NOT INTERESTED=	1	5.9 %
RADIO=	1	5.9 %
TALK DIRECTLY TO MAYOR=	1	5.9 %
US MAIL=	2	11.8 %
Total	16	100.0 %

Q25. Which TWO of the following funding options are your most preferred methods of paying for City services?

<u>Q25 Most preferred method</u>	<u>Number</u>	<u>Percent</u>
1 = Sales Tax	240	59.6 %
2 = Income Tax	57	14.1 %
3 = User Fees	185	45.9 %
4 = Property Tax	117	29.0 %
5 = Franchise Fees	55	13.6 %
6 = Other	7	1.7 %
9 = None	26	6.5 %
Total	687	

Q26. Have you or other members of your household used a City of Des Moines Library during the past year?

<u>Q26 Used City Library during past year</u>	<u>Number</u>	<u>Percent</u>
1=Yes	220	54.6 %
2=No	171	42.4 %
9=Don't know	12	3.0 %
Total	403	100.0 %

Q26. 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=220)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
Q26a Availability of the materials you need	0.9%	2.7%	6.8%	54.1%	34.5%	0.9%
Q26b Adequacy of on-line information	0.5%	2.3%	15.9%	37.7%	26.8%	16.8%
Q26c Number of public access computers	0.9%	4.5%	15.9%	38.6%	26.8%	13.2%
Q26d Quality of children's programs	0.0%	1.4%	16.8%	30.0%	18.6%	33.2%
Q26e Helpfulness of library staff	0.0%	3.2%	7.7%	44.5%	43.2%	1.4%
Q26f Hours libraries are open	5.0%	12.3%	14.5%	47.3%	19.5%	1.4%
Q26g Location of library branches	0.9%	2.3%	9.1%	53.2%	34.1%	0.5%

EXCLUDING DON'T KNOWS

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
Q26a Availability of the materials you need	0.9%	2.8%	6.9%	54.6%	34.9%
Q26b Adequacy of on-line information	0.5%	2.7%	19.1%	45.4%	32.2%
Q26c Number of public access computers	1.0%	5.2%	18.3%	44.5%	30.9%
Q26d Quality of children's programs	0.0%	2.0%	25.2%	44.9%	27.9%
Q26e Helpfulness of library staff	0.0%	3.2%	7.8%	45.2%	43.8%
Q26f Hours libraries are open	5.1%	12.4%	14.7%	47.9%	19.8%
Q26g Location of library branches	0.9%	2.3%	9.1%	53.4%	34.2%

Q27. Which TWO of the Library Services above do you think should receive the most emphasis from city leaders over the next TWO years?

<u>Q27 1st choice</u>	<u>Number</u>	<u>Percent</u>
A=Availability of materials you need	59	14.6 %
B=Adequacy of on-line information	20	5.0 %
C=Number of public computers	22	5.5 %
D=Quality of children's programs	31	7.7 %
E=Helpfulness of library staff	11	2.7 %
F=Hours libraries are open	88	21.8 %
G=Location of library branches	11	2.7 %
Z=None chosen	161	40.0 %
Total	403	100.0 %

<u>Q27 2nd choice</u>	<u>Number</u>	<u>Percent</u>
A=Availability of materials you need	24	6.0 %
B=Adequacy of on-line information	23	5.7 %
C=Number of public computers	25	6.2 %
D=Quality of children's programs	34	8.4 %
E=Helpfulness of library staff	18	4.5 %
F=Hours libraries are open	48	11.9 %
G=Location of library branches	34	8.4 %
Z=None chosen	197	48.9 %
Total	403	100.0 %

Q27. 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>Q27 Sum of Top 2 Choices</u>	<u>Number</u>	<u>Percent</u>
A = Availability of materials you need	83	20.6 %
B = Adequacy of on-line information	43	10.7 %
C = Number of public computers	47	11.7 %
D = Quality of children's programs	65	16.1 %
E = Helpfulness of library staff	29	7.2 %
F = Hours libraries are open	136	33.7 %
G = Location of library branches	45	11.2 %
Z = None chosen	161	40.0 %
Total	609	

Q28. Have you or other members of your household used the Des Moines International Airport during the past year?

<u>Q28 Used Des Moines International Airport</u>	<u>Number</u>	<u>Percent</u>
1=Yes	234	58.1 %
2=No	168	41.7 %
9=Don't remember	1	0.2 %
Total	403	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 Des Moines Airport.

(N=234)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
Q28a Helpfulness of signs & other directions	0.4%	2.1%	7.3%	60.7%	29.1%	0.4%
Q28b Ease of moving through airport security	3.0%	9.4%	16.2%	44.9%	25.6%	0.9%
Q28c Availability of parking	2.6%	5.1%	12.0%	49.1%	29.1%	2.1%
Q28d Price of parking	8.1%	14.5%	18.4%	38.5%	17.5%	3.0%
Q28e Food beverage & other concessions	5.1%	18.8%	18.8%	34.6%	12.4%	10.3%
Q28f Cleanliness of facilities	0.4%	2.1%	10.7%	57.3%	28.6%	0.9%

EXCLUDING DON'T KNOWS

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
Q28a Helpfulness of signs & other directions	0.4%	2.1%	7.3%	60.9%	29.2%
Q28b Ease of moving through airport security	3.0%	9.5%	16.4%	45.3%	25.9%
Q28c Availability of parking	2.6%	5.2%	12.2%	50.2%	29.7%
Q28d Price of parking	8.4%	15.0%	18.9%	39.6%	18.1%
Q28e Food beverage & other concessions	5.7%	21.0%	21.0%	38.6%	13.8%
Q28f Cleanliness of facilities	0.4%	2.2%	10.8%	57.8%	28.9%

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

<u>Q29 1st choice</u>	<u>Number</u>	<u>Percent</u>
A=Helpfulness of signs & directions	26	6.5 %
B=Ease of moving through security	106	26.3 %
C=Availability of parking	28	6.9 %
D=Price of parking	50	12.4 %
E=Food & beverage concessions	30	7.4 %
F=Cleanliness of facilities	10	2.5 %
Z=None chosen	153	38.0 %
Total	403	100.0 %

<u>Q29 2nd choice</u>	<u>Number</u>	<u>Percent</u>
A=Helpfulness of signs & directions	24	6.0 %
B=Ease of moving through security	34	8.4 %
C=Availability of parking	27	6.7 %
D=Price of parking	63	15.6 %
E=Food & beverage concessions	38	9.4 %
F=Cleanliness of facilities	23	5.7 %
Z=None chosen	194	48.1 %
Total	403	100.0 %

Q29. Which TWO of the Airport 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 = Helpfulness of signs & directions	50	12.4 %
B = Ease of moving through security	140	34.7 %
C = Availability of parking	55	13.6 %
D = Price of parking	113	28.0 %
E = Food & beverage concessions	68	16.9 %
F = Cleanliness of facilities	33	8.2 %
Z = None chosen	153	38.0 %
Total	612	

Q30. Have you or other members of your household used the airport website during the past year?

Q30 Used airport website during past	Number	Percent
1=Yes	70	17.4 %
2=No	317	78.7 %
9=Don't remember	16	4.0 %
Total	403	100.0 %

Q30. Please rate your satisfaction on a scale of 1 to 5 where 5 mean "Very Satisfied" and 1 means "Very Dissatisfied," with the Des Moines International Airport website.

(N=70)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
Q30a Ease of use of the website	1.4%	1.4%	12.9%	55.7%	24.3%	4.3%
Q30b Flight information provided	4.3%	1.4%	8.6%	52.9%	28.6%	4.3%
Q30c Feedback & comment section	1.4%	0.0%	17.1%	25.7%	11.4%	44.3%

EXCLUDING DON'T KNOWS

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
Q30a Ease of use of the website	1.5%	1.5%	13.4%	58.2%	25.4%
Q30b Flight information provided	4.5%	1.5%	9.0%	55.2%	29.9%
Q30c Feedback & comment section	2.6%	0.0%	30.8%	46.2%	20.5%

Q31. Please rate your satisfaction on a scale of 1 to 5 where 5 mean "Very Satisfied" and 1 means "Very Dissatisfied," with life in the City of Des Moines.

(N=403)

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
Q31a Quality of life in the City	1.0%	3.2%	11.9%	56.8%	25.3%	1.7%
Q31b Image of the City	1.7%	6.9%	19.1%	52.6%	18.1%	1.5%
Q31c Maintenance & preservation of downtown	1.0%	7.7%	21.6%	48.9%	18.4%	2.5%
Q31d Value that you receive for City taxes & fees	5.7%	13.9%	31.0%	36.5%	10.4%	2.5%
Q31e Quality of City services	1.2%	5.7%	25.8%	51.4%	13.6%	2.2%

EXCLUDING DON'T KNOWS

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
Q31a Quality of life in the City	1.0%	3.3%	12.1%	57.8%	25.8%
Q31b Image of the City	1.8%	7.1%	19.4%	53.4%	18.4%
Q31c Maintenance & preservation of downtown	1.0%	7.9%	22.1%	50.1%	18.8%
Q31d Value that you receive for City taxes & fees	5.9%	14.2%	31.8%	37.4%	10.7%
Q31e Quality of City services	1.3%	5.8%	26.4%	52.5%	14.0%

Q32. Do you currently live within the boundaries of a Neighborhood Based Service Delivery (NBSD) Area?

Q32 Live within boundaries of NBSD area	Number	Percent
1=Yes	51	12.7 %
2=No	39	9.7 %
9=Don't know	313	77.7 %
Total	403	100.0 %

Q32. Please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the Neighborhood Based Service Delivery (NBSD) Program.

(N=51)

Note: There were no "very dissatisfied" respondents (rating=1)

	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
Q32a Services offered through NBSD program	2.0%	15.7%	43.1%	19.6%	19.6%
Q32b Impact of NBSD on neighborhood	3.9%	19.6%	37.3%	15.7%	23.5%
Q32c Professionalism of NBSD staff	3.9%	15.7%	39.2%	19.6%	21.6%

EXCLUDING DON'T KNOWS

	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
Q32a Services offered through NBSD program	2.4%	19.5%	53.7%	24.4%
Q32b Impact of NBSD on neighborhood	5.1%	25.6%	48.7%	20.5%
Q32c Professionalism of NBSD staff	5.0%	20.0%	50.0%	25.0%

Q33. Are you satisfied with the appearance of private property in your neighborhood?

Q33 Satisfied with appearance of private property	Number	Percent
1=Yes	266	66.0 %
2=No	112	27.8 %
9=Don't know	25	6.2 %
Total	403	100.0 %

Q34. Has your neighborhood improved over the past 5 years?

Q34 Has neighborhood improved in past	Number	Percent
1=Yes	201	49.9 %
2=No	149	37.0 %
9=Don't know	53	13.2 %
Total	403	100.0 %

Q35. What are the top three things that you feel the City should try to accomplish in the next year?

Question 35 was an open-ended question. The verbatim responses for Question 35 are provided in Appendix A to this report.

Q36. How many people at your residence (counting yourself), are?

	Mean
all	2.54
Under age 5	0.20
Ages 5-13	0.31
Ages 14-18	0.14
Ages 19-24	0.13
Ages 25-34	0.41
Ages 35-64	0.96
Ages 65+	0.39

Q37. Which of the following best describes your current employment status?

Q37 Current employment status	Number	Percent
1=Employed	250	62.1 %
2=Student	11	2.7 %
3=Retired	108	26.8 %
4=Not currently	28	6.9 %
9=Not provided	6	1.5 %
Total	403	100.0 %

Q37. What is the ZIP CODE where you work?

Q37 Zip code where work	Number	Percent
50009=	2	1.0 %
50010=	4	2.0 %
50021=	3	1.5 %
50023=	1	0.5 %
50125=	1	0.5 %
50131=	4	2.0 %
50208=	1	0.5 %
50211=	1	0.5 %
50219=	1	0.5 %
50228=	1	0.5 %
50265=	2	1.0 %
50266=	13	6.4 %
50306=	4	2.0 %
50309=	38	18.7 %
50310=	11	5.4 %
50311=	3	1.5 %
50312=	11	5.4 %
50313=	7	3.4 %
50314=	13	6.4 %
50315=	21	10.4 %
50316=	9	4.4 %
50317=	12	5.9 %
50318=	3	1.5 %
50319=	8	3.9 %
50320=	8	3.9 %
50321=	4	2.0 %
50322=	7	3.4 %
50323=	2	1.0 %
50325=	1	0.5 %
50327=	1	0.5 %
50328=	1	0.5 %

Q37. What is the ZIP CODE where you work? (continued)

<u>Q37 Zip code where work</u>	<u>Number</u>	<u>Percent</u>
50363=	1	0.5 %
50391=	2	1.0 %
50392=	1	0.5 %
50395=	1	0.5 %
Total	203	100.0 %

Q38. Approximately how many years have you lived in the City of Des Moines?

<u>Q38 Years lived in the city of Des Moines</u>	<u>Number</u>	<u>Percent</u>
1=Less than 5 years	48	11.9 %
2=5-10 years	53	13.2 %
3=11-20 years	61	15.1 %
4=More than 20 years	239	59.3 %
9=Not provided	2	0.5 %
Total	403	100.0 %

Q39. Do you own or rent your current residence?

<u>Q39 Own or rent current residence</u>	<u>Number</u>	<u>Percent</u>
1=Own	339	84.1 %
2=Rent	61	15.1 %
9=Not provided	3	0.7 %
Total	403	100.0 %

Q40. Would you say your total household income is?

<u>Q40 Total household income</u>	<u>Number</u>	<u>Percent</u>
1=Under \$30,000	94	23.3 %
2=\$30,000 to \$59,999	133	33.0 %
3=\$60,000 to \$99,999	101	25.1 %
4=More than \$100,000	45	11.2 %
9=Not provided	30	7.4 %
Total	403	100.0 %

Q41. What is your home street address?

To protect confidentiality, the home addresses of those who responded to the survey have not been published in this report.

Q42. What is your home zip code:

<u>Q42 Zip code</u>	<u>Number</u>	<u>Percent</u>
50309=	5	1.3 %
50310=	60	15.2 %
50311=	30	7.6 %
50312=	33	8.3 %
50313=	22	5.6 %
50314=	23	5.8 %
50315=	81	20.5 %
50316=	25	6.3 %
50317=	63	15.9 %
50320=	31	7.8 %
50321=	16	4.0 %
50322=	7	1.8 %
Total	396	100.0 %

Q43. Your gender:

<u>Q43 Gender</u>	<u>Number</u>	<u>Percent</u>
1=Male	186	46.2 %
2=Female	217	53.8 %
Total	403	100.0 %