

Section 5:
Survey Instrument

2006 City of Des Moines Citizen Satisfaction Survey

Thank you for taking the time to provide the City of Des Moines with feedback about our services. Your input will provide valuable information to assist City leaders in budget decisions and long-range planning. If you have questions while completing this survey, please contact Lauren Palmer at 283-4216.

OVERALL

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

<u>How satisfied are you with:</u>	<u>Very Satisfied</u>	<u>Satisfied</u>	<u>Neutral</u>	<u>Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>Don't Know</u>
(A) Overall quality of police protection.....	5	4	3	2	1	9
(B) Overall quality of fire protection.....	5	4	3	2	1	9
(C) Overall condition of City streets	5	4	3	2	1	9
(D) Overall quality of City parks	5	4	3	2	1	9
(E) Overall flow of traffic in the City.....	5	4	3	2	1	9
(F) Overall enforcement of City ordinances	5	4	3	2	1	9
(G) Overall quality of the City libraries.....	5	4	3	2	1	9
(H) Overall quality of the Des Moines International Airport	5	4	3	2	1	9
(I) The City's efforts to communicate with you	5	4	3	2	1	9
(J) Overall quality of customer service you receive from City employees	5	4	3	2	1	9
(K) Overall beauty of the City	5	4	3	2	1	9
(L) Overall cleanliness of the City	5	4	3	2	1	9
(M) Overall feeling of safety in Des Moines.....	5	4	3	2	1	9

2. Which THREE of the items above do you think should receive the most emphasis from city leaders over the next TWO years? (Write in the blanks below using the letters from Question #1 above, for example, City Parks are designated by D)

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

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

3a. [IF YES TO Q#3] Which department did you contact most recently? _____

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

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

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

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

POLICE

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

How satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
(A) How quickly police personnel respond to emergencies	5	4	3	2	1	9
(B) The visibility of police in neighborhoods.....	5	4	3	2	1	9
(C) The visibility of police in retail areas	5	4	3	2	1	9
(D) Enforcement of local traffic laws on major City streets	5	4	3	2	1	9
(E) Enforcement of local traffic laws in your neighborhood	5	4	3	2	1	9
(F) Quality of animal control	5	4	3	2	1	9
(G) Professionalism of City police officers	5	4	3	2	1	9
(H) Responsiveness of police to traffic complaints	5	4	3	2	1	9
(I) Responsiveness of police to investigations of criminal offenses.....	5	4	3	2	1	9

5. Which TWO of the Police Services above do you think should receive the most emphasis from City leaders over the next TWO years? (Write in the blanks below using the letters from Question #4 above, for example, Traffic Enforcement on Major Streets is designated by D)

1st priority: _____ 2nd priority: _____

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

___(1) Yes ___(2) No

7. 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:

How safe do you feel:	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
(A) In your neighborhood	5	4	3	2	1	9
(B) In city parks	5	4	3	2	1	9
(C) In Downtown Des Moines.....	5	4	3	2	1	9

FIRE

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

How satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
(A) How quickly fire personnel respond to emergencies.....	5	4	3	2	1	9
(B) Overall quality of ambulance and paramedic services	5	4	3	2	1	9
(C) The fire department’s fire inspection program	5	4	3	2	1	9
(D) The City’s fire safety education program.....	5	4	3	2	1	9

9. Which TWO of the Fire Services above do you think should receive the most emphasis from City leaders over the next TWO years? (Write in the blanks below using the letters from Question #8 above, for example Ambulance and Paramedic Services are designated by B)

1st priority: _____ 2nd priority: _____

PARKS AND RECREATION DEPARTMENT

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

How satisfied are you with:	Very			Very		Don't Know
	Satisfied	Satisfied	Neutral	Dissatisfied	Dissatisfied	
(A) Condition of City parks	5	4	3	2	1	9
(B) Number and location of City parks	5	4	3	2	1	9
(C) Number of walking and biking trails in the City of Des Moines	5	4	3	2	1	9
(D) Pools (aquatic centers, wading pools)	5	4	3	2	1	9
(E) Condition of City buildings (City Hall, Police Stations, etc.)	5	4	3	2	1	9
(F) Landscaping along City streets and other public areas	5	4	3	2	1	9
(G) Use of conservation practices such as planting native species in parks	5	4	3	2	1	9
(H) Special events sponsored by the City (park movies, Mayor’s Bike Ride, concerts)	5	4	3	2	1	9
(I) Condition of sports parks (soccer, softball) ..	5	4	3	2	1	9
(J) Availability of special recreation facilities (canoe course, skate park, dog park)	5	4	3	2	1	9

11. Which TWO of the parks and recreation services above do you think should receive the most emphasis from City leaders over the next TWO years? (Write in the blanks below using the letters from Question #10 above, for example Pools are designated by D)

1st priority: _____ 2nd priority: _____

12. Have you used a parks and recreation service provided by the City of Des Moines in the last year? (for example, used bike trails, attended concerts)
 (1) Yes (2) No

PUBLIC WORKS/ENGINEERING

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

How satisfied are you with:	Very			Very		Don't Know
	Satisfied	Satisfied	Neutral	Dissatisfied	Dissatisfied	
(A) Condition of major City streets	5	4	3	2	1	9
(B) Condition of streets in your neighborhood...	5	4	3	2	1	9
(C) Garbage collection.....	5	4	3	2	1	9
(D) Recyclables collection.....	5	4	3	2	1	9
(E) Yard waste collection	5	4	3	2	1	9
(F) Condition of City sidewalks	5	4	3	2	1	9
(G) Snow removal on major City streets	5	4	3	2	1	9
(H) Snow removal on streets in your neighborhood.	5	4	3	2	1	9
(I) The City’s sanitary sewer system.....	5	4	3	2	1	9
(J) Control of stormwater runoff (storm sewer)	5	4	3	2	1	9
(K) Responsiveness of City staff to street, garbage, and sewer requests.....	5	4	3	2	1	9
(L) Maintenance of traffic signals & street signs ..	5	4	3	2	1	9
(M) Condition of City trees.....	5	4	3	2	1	9

14. Which TWO of the Public Works Services above do you think should receive the most emphasis from City leaders over the next TWO years? (Write in the blanks below using the letters in Question #13 above, for example, Recycling Collection is designated by D)

1st priority: _____ 2nd priority: _____

COMMUNITY DEVELOPMENT

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

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

16. Which TWO of the Community Development Services above do you think should receive the most emphasis from City leaders over the next TWO years? (Write in the blanks below using the letters from Question #15 above, for example, Enforcement of Sign Regulations is designated by G)

1st priority: _____ 2nd priority: _____

CITY OF DES MOINES COMMUNICATION

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

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

18. Which TWO of the elements of City Communication above do you think should receive the most emphasis from city leaders over the next TWO years? (Write in the blanks below using the letters from Question #17 above, for example, the City’s website is designated by F)

1st priority: _____ 2nd priority: _____

19. Have you or other members of your household used the City of Des Moines website in the last year?
 ___ (1) Yes ___ (2) No

20. Have you called or visited the City’s Action Center with a city-related question or request?
 ___ (1) Yes ___ (2) No

21. Have you or other members of your household watched the City Cable Channel 7 in the past year?
 ___(1) Yes ___(2) No
22. Have you or other members of your household read the CitySource newsletter (mailed to your home on a quarterly basis)?
 ___(1) Yes ___(2) No
23. Where do you **currently** get news and information about City programs, services, and events?
 (check all that apply)
- | | |
|---------------------------------|------------------------------------|
| ___ (1) The Des Moines Register | ___ (5) City of Des Moines Website |
| ___ (2) The Business Record | ___ (6) City Cable Channel 7 |
| ___ (3) City View | ___ (7) CitySource Newsletter |
| ___ (4) Television News | ___ (8) Other: _____ |
24. Which of the following is your preferred way to communicate your ideas and concerns with the City of Des Moines? (check all that apply)
- | | |
|--------------------------------------|--|
| ___ (1) In person at public meetings | ___ (5) Comment form on the City website |
| ___ (2) Phone | ___ (6) Survey mailed to your home |
| ___ (3) E-mail | ___ (7) Meeting with City staff |
| ___ (4) Online chat | ___ (8) Other: _____ |

CITY FINANCES

25. Which **TWO** of the following funding options are your most preferred methods of paying for City services? (check up to 2 items)
- | | |
|--------------------|------------------------|
| ___ (1) Sales Tax | ___ (4) Property Tax |
| ___ (2) Income Tax | ___ (5) Franchise Fees |
| ___ (3) User Fees | ___ (6) Other: _____ |

LIBRARY

26. Have you or other members of your household used a City of Des Moines Library during the past year?
 ___ (1) Yes (answer Q#26a-g) ___ (2) No (go to Q#27)

IF YES to #26: Please rate your satisfaction on a scale of 1 to 5 where 5 means “Very Satisfied” and 1 means “Very Dissatisfied,” with the Services provided by the City’s Public Libraries.

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

27. Which **TWO** of the Library Services above do you think should receive the most emphasis from city leaders over the next **TWO** years? (Write in the blanks below using the letters from Question #26 above, for example, Library Hours would be F)

1st priority: _____ 2nd priority: _____

AIRPORT

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

___ (1) Yes (answer Q#28a-f) ___ (2) No (go to Q#29)

IF YES to #28: 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.

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
How satisfied are you with:						
(A) Helpfulness of signs and other directions.....	5	4	3	2	1	9
(B) Ease of moving through airport security	5	4	3	2	1	9
(C) Availability of parking	5	4	3	2	1	9
(D) Price of parking	5	4	3	2	1	9
(E) Food, beverage, and other concessions	5	4	3	2	1	9
(F) Cleanliness of facilities	5	4	3	2	1	9

29. Which TWO of the Airport Services above do you think should receive the most emphasis from city leaders over the next TWO years? (Write in the blanks below using the letters from Question #28 above, for example ease of moving through security would be B)

1st priority: _____ 2nd priority: _____

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

___ (1) Yes (answer Q#30a-c) ___ (2) No (go to Q#31)

IF YES to #30: 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.

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
How satisfied are you with:						
(A) Ease of use of the website	5	4	3	2	1	9
(B) Flight information provided	5	4	3	2	1	9
(C) Feedback and comment section.....	5	4	3	2	1	9

LIFE IN DES MOINES

31. 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.

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

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

___ (1) Yes (answer Q#32a-c) ___ (2) No (go to Q#33) ___ (9) Don't Know (go to Q#33)

IF YES to #32: 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.

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
How satisfied are you with						
(A) Services offered through NBSD program	5	4	3	2	1	9
(B) Impact of NBSD on neighborhood.....	5	4	3	2	1	9
(C) Professionalism of NBSD staff	5	4	3	2	1	9

33. Are you satisfied with the appearance of private property in your neighborhood?
 (1) Yes (2) No (9) Don't Know
34. Has your neighborhood improved over the past 5 years?
 (1) Yes (2) No (9) Don't Know
35. What are the top three things that you feel the City should try to accomplish in the next year?
 1st priority: _____
 2nd priority: _____
 3rd priority: _____
36. How many people at your residence (counting yourself), are?
 Under Age 5 _____ Ages 25-34 _____
 Ages 5-13 _____ Ages 35-64 _____
 Ages 14-18 _____ Ages 65+ _____
 Ages 19-24 _____
37. Which of the following best describes your current employment status?
 (1) employed - What is the ZIP CODE where you work? _____
 (2) student
 (3) retired
 (4) not currently employed
38. Approximately how many years have you lived in the City of Des Moines?
 (1) less than 5 years
 (2) 5-10 years
 (3) 11-20 years
 (4) more than 20 years
39. Do you own or rent your current residence?
 (1) Own
 (2) Rent
40. Would you say your total household income is?
 (1) Under \$30,000
 (2) \$30,000 to \$59,999
 (3) \$60,000 to \$99,999
 (4) more than \$100,000
41. What is your home street address: _____?
42. What is your home zip code: _____?
43. Your gender:
 (1) Male
 (2) Female

THANK YOU!

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

The results of the survey will be available on or before June 30, 2006.

You may view the results online by visiting the City of Des Moines website at www.dmgov.org.