

2007 DirectionFinder® Survey

Appendix A: Crosstabs by Ward



conducted for
The City of Des Moines, Iowa

by
ETC Institute

725 West Frontier
Olathe, Kansas 66061
(913) 829-1215

July 2007

Distribution of Respondents by Location

<u>Ward</u>	<u>Number</u>	<u>Percent</u>
Ward 1	219	26.7 %
Ward 2	221	26.9 %
Ward 3	214	26.1 %
Ward 4	167	20.3 %
Total	821	100.0 %

Missing Cases = 0

CROSSTABS by WARD

Q1. Please rate your overall satisfaction with major city services related to the goal statements of the City of Des Moines (use a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied"). EXCLUDING DON'T KNOWS

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q1a The city's entertainment destinations

5=Very satisfied	14.5%	16.4%	15.2%	15.3%	15.4%
4=Satisfied	47.0%	39.5%	50.5%	43.3%	45.3%
3=Neutral	32.5%	33.3%	24.5%	28.7%	29.8%
2=Dissatisfied	3.0%	7.2%	6.4%	9.3%	6.3%
1=Very dissatis	3.0%	3.6%	3.4%	3.3%	3.3%

CROSSTABS by WARD

Q1. Please rate your overall satisfaction with major city services related to the goal statements of the City of Des Moines (use a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied"). EXCLUDING DON'T KNOWS

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q1b Overall fairness of city taxes and fees

5=Very satisfied	4.7%	3.8%	4.3%	5.7%	4.6%
4=Satisfied	19.3%	17.1%	15.9%	11.9%	16.3%
3=Neutral	30.7%	26.5%	32.4%	30.8%	30.0%
2=Dissatisfied	26.9%	29.4%	28.0%	25.8%	27.6%
1=Very dissatis	18.4%	23.2%	19.3%	25.8%	21.4%

CROSSTABS by WARD

Q1. Please rate your overall satisfaction with major city services related to the goal statements of the City of Des Moines (use a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied"). EXCLUDING DON'T KNOWS

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q1c The city's efforts to communicate with you

5=Very satisfied	12.8%	10.6%	15.6%	10.6%	12.5%
4=Satisfied	32.7%	33.3%	45.9%	26.9%	35.1%
3=Neutral	33.6%	38.4%	24.4%	41.3%	34.1%
2=Dissatisfied	12.8%	10.6%	8.8%	16.3%	11.9%
1=Very dissatis	8.1%	6.9%	5.4%	5.0%	6.4%

CROSSTABS by WARD

Q1. Please rate your overall satisfaction with major city services related to the goal statements of the City of Des Moines (use a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied"). EXCLUDING DON'T KNOWS

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q1d Overall quality of customer service you receive from city employees

5=Very satisfied	15.5%	18.8%	16.3%	14.9%	16.5%
4=Satisfied	45.1%	49.5%	50.5%	46.6%	48.0%
3=Neutral	23.3%	24.0%	23.5%	27.7%	24.4%
2=Dissatisfied	9.2%	4.8%	8.2%	4.7%	6.9%
1=Very dissatis	6.8%	2.9%	1.5%	6.1%	4.2%

CROSSTABS by WARD

Q1. Please rate your overall satisfaction with major city services related to the goal statements of the City of Des Moines (use a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied"). EXCLUDING DON'T KNOWS

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q1e Overall quality of neighborhood commercial and retail districts

5=Very satisfied	14.2%	10.9%	15.2%	9.3%	12.5%
4=Satisfied	41.5%	37.4%	50.5%	33.3%	41.1%
3=Neutral	31.1%	25.1%	25.0%	35.2%	28.8%
2=Dissatisfied	9.9%	15.2%	5.9%	17.9%	11.9%
1=Very dissatis	3.3%	11.4%	3.4%	4.3%	5.7%

CROSSTABS by WARD

Q1. Please rate your overall satisfaction with major city services related to the goal statements of the City of Des Moines (use a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied"). EXCLUDING DON'T KNOWS

N=821

	Ward				Total
	Ward 1	Ward 2	Ward 3	Ward 4	
	1	2	3	4	

Q1f Overall quality of community assets (parks, public buildings, bridges, etc.)

5=Very satisfied	18.5%	23.3%	21.5%	16.3%	20.1%
4=Satisfied	53.7%	47.0%	55.6%	53.6%	52.4%
3=Neutral	17.6%	21.4%	19.5%	19.3%	19.5%
2=Dissatisfied	7.4%	6.5%	1.0%	8.4%	5.7%
1=Very dissatis	2.8%	1.9%	2.4%	2.4%	2.4%

CROSSTABS by WARD

Q1. Please rate your overall satisfaction with major city services related to the goal statements of the City of Des Moines (use a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied"). EXCLUDING DON'T KNOWS

N=821

	Ward				Total
	Ward 1	Ward 2	Ward 3	Ward 4	
	1	2	3	4	

Q1g Overall quality of public safety

5=Very satisfied	16.4%	23.1%	17.6%	15.1%	18.2%
4=Satisfied	50.9%	52.3%	61.0%	44.0%	52.5%
3=Neutral	22.9%	18.5%	17.1%	28.9%	21.5%
2=Dissatisfied	7.0%	3.7%	3.3%	7.2%	5.2%
1=Very dissatis	2.8%	2.3%	1.0%	4.8%	2.6%

CROSSTABS by WARD

Q1. Please rate your overall satisfaction with major city services related to the goal statements of the City of Des Moines (use a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied"). EXCLUDING DON'T KNOWS

N=821

	Ward				Total
	Ward 1	Ward 2	Ward 3	Ward 4	
	1	2	3	4	

Q1h Overall quality of jobs and the economy

5=Very satisfied	9.7%	9.6%	7.4%	5.8%	8.3%
4=Satisfied	40.1%	38.8%	47.5%	40.6%	41.8%
3=Neutral	29.0%	31.1%	32.2%	28.4%	30.3%
2=Dissatisfied	14.0%	12.4%	9.4%	16.8%	12.9%
1=Very dissatis	7.2%	8.1%	3.5%	8.4%	6.7%

CROSSTABS by WARD

Q1. Please rate your overall satisfaction with major city services related to the goal statements of the City of Des Moines (use a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied"). EXCLUDING DON'T KNOWS

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q1i The city's efforts to conserve energy and protect the environment

5=Very satisfied	8.0%	10.9%	6.4%	11.6%	9.1%
4=Satisfied	32.3%	33.7%	30.3%	30.3%	31.8%
3=Neutral	41.3%	40.1%	42.0%	38.7%	40.6%
2=Dissatisfied	14.4%	9.9%	18.1%	14.2%	14.1%
1=Very dissatis	4.0%	5.4%	3.2%	5.2%	4.4%

CROSSTABS by WARD

Q1. Please rate your overall satisfaction with major city services related to the goal statements of the City of Des Moines (use a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied"). EXCLUDING DON'T KNOWS

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q1j Overall quality of downtown Des Moines

5=Very satisfied	11.0%	20.2%	15.2%	12.7%	14.9%
4=Satisfied	51.4%	44.6%	50.0%	43.7%	47.6%
3=Neutral	25.7%	26.8%	23.5%	34.2%	27.1%
2=Dissatisfied	6.7%	6.1%	10.8%	5.1%	7.3%
1=Very dissatis	5.2%	2.3%	0.5%	4.4%	3.1%

CROSSTABS by WARD

Q1. Please rate your overall satisfaction with major city services related to the goal statements of the City of Des Moines (use a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied"). EXCLUDING DON'T KNOWS

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q1k Overall quality of learning opportunities

5=Very satisfied	19.1%	27.4%	18.2%	11.0%	19.5%
4=Satisfied	45.0%	44.7%	53.2%	48.7%	47.8%
3=Neutral	26.3%	20.7%	18.7%	27.3%	23.0%
2=Dissatisfied	6.2%	3.4%	7.9%	9.1%	6.5%
1=Very dissatis	3.3%	3.8%	2.0%	3.9%	3.2%

CROSSTABS by WARD

Q1. Please rate your overall satisfaction with major city services related to the goal statements of the City of Des Moines (use a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied"). EXCLUDING DON'T KNOWS

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q11 The city as a supportive community for youth and families

5=Very satisfied	12.3%	15.2%	14.5%	13.0%	13.8%
4=Satisfied	43.1%	41.0%	45.5%	43.5%	43.2%
3=Neutral	26.5%	31.0%	30.5%	29.2%	29.3%
2=Dissatisfied	12.3%	7.1%	7.0%	9.7%	9.0%
1=Very dissatis	5.9%	5.7%	2.5%	4.5%	4.7%

CROSSTABS by WARD

Q1. Please rate your overall satisfaction with major city services related to the goal statements of the City of Des Moines (use a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied"). EXCLUDING DON'T KNOWS

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q1m The city as a welcoming community for people of diverse backgrounds

5=Very satisfied	14.8%	17.2%	14.5%	13.4%	15.0%
4=Satisfied	38.8%	41.4%	40.6%	37.6%	39.7%
3=Neutral	31.6%	29.3%	29.5%	31.8%	30.5%
2=Dissatisfied	9.6%	6.6%	9.7%	8.3%	8.6%
1=Very dissatis	5.3%	5.6%	5.8%	8.9%	6.2%

CROSSTABS by WARD

Q2. 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, if you think customer service is most important, write D in the blank below next to 1st priority)

N=821

	Ward				Total
	Ward 1 1	Ward 2 2	Ward 3 3	Ward 4 4	
<u>Q2 Most emphasis</u>					
A=The city's entertainment destinations	8.7%	11.8%	12.1%	9.0%	10.5%
B=Overall fairness of city taxes and fees	52.5%	50.2%	62.6%	52.7%	54.6%
C=The city's efforts to communicate with you	12.8%	14.5%	9.8%	13.2%	12.5%
D=Overall quality of customer service you receive from city employees	15.1%	11.8%	8.9%	11.4%	11.8%
E=Overall quality of neighborhood commercial and retail districts	17.8%	26.7%	15.4%	26.3%	21.3%
F=Overall quality of community assets parks, public buildings, bridges, etc.	18.3%	10.0%	10.7%	14.4%	13.3%
G=Overall quality of public safety	16.4%	22.6%	14.5%	18.0%	17.9%

CROSSTABS by WARD

Q2. 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, if you think customer service is most important, write D in the blank below next to 1st priority)

N=821

		Ward				Total
		Ward 1	Ward 2	Ward 3	Ward 4	
		1	2	3	4	

Q2 Most emphasis (Cont.)

H=Overall quality of jobs and the economy	26.5%	28.5%	29.4%	28.7%	28.3%
I=The city's efforts to conserve energy and protect the environment	20.1%	18.1%	26.2%	19.8%	21.1%
J=Overall quality of downtown Des Moines	12.3%	7.7%	15.9%	9.0%	11.3%
K=Overall quality of learning opportunities	9.1%	9.5%	9.8%	9.0%	9.4%
L=The city as a supportive community for youth and families	20.1%	15.4%	15.0%	15.6%	16.6%
M=The city as a welcoming community for people of diverse backgrounds	15.5%	10.0%	17.3%	9.6%	13.3%

CROSSTABS by WARD

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

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q3 Contacted city during past year

1=Yes	35.6%	28.5%	35.0%	28.1%	32.0%
2=No	62.6%	70.6%	64.5%	70.1%	66.7%
9=Don't know	1.8%	0.9%	0.5%	1.8%	1.2%

CROSSTABS by WARD

Q3b. [IF YES TO Q#3] How easy/difficult was it to contact the person you needed to reach?

N=821

		Ward				Total
		Ward 1	Ward 2	Ward 3	Ward 4	
		1	2	3	4	

Q3b How easy/difficult to contact person

1=Very easy	38.5%	41.3%	45.3%	27.7%	39.2%
2=Somewhat easy	32.1%	34.9%	34.7%	46.8%	36.1%
3=Difficult	11.5%	12.7%	10.7%	10.6%	11.4%
4=Very difficult	16.7%	6.3%	8.0%	14.9%	11.4%
9=Don't know	1.3%	4.8%	1.3%	0.0%	1.9%

CROSSTABS by WARD

Q3c. [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." EXCLUDING DON'T KNOWS

N=821	Ward				Total
	Ward 1 1	Ward 2 2	Ward 3 3	Ward 4 4	

Q3c-1 They were polite

5=Always	42.7%	44.3%	51.4%	42.2%	45.5%
4=Usually	38.7%	29.5%	29.7%	33.3%	32.9%
3=Sometimes	10.7%	18.0%	13.5%	11.1%	13.3%
2=Seldom	6.7%	4.9%	2.7%	8.9%	5.5%
1=Never	1.3%	3.3%	2.7%	4.4%	2.7%

CROSSTABS by WARD

Q3c. [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." EXCLUDING DON'T KNOWS

N=821	Ward				Total
	Ward 1 1	Ward 2 2	Ward 3 3	Ward 4 4	

Q3c-2 Gave accurate answers to your ques

5=Always	32.9%	35.1%	41.9%	40.0%	37.3%
4=Usually	35.6%	26.3%	28.4%	31.1%	30.5%
3=Sometimes	13.7%	24.6%	23.0%	8.9%	18.1%
2=Seldom	9.6%	5.3%	5.4%	13.3%	8.0%
1=Never	8.2%	8.8%	1.4%	6.7%	6.0%

CROSSTABS by WARD

Q3c. [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." EXCLUDING DON'T KNOWS

N=821	Ward				Total
	Ward 1 1	Ward 2 2	Ward 3 3	Ward 4 4	

Q3c-3 Did what they said they would in

5=Always	36.8%	24.6%	43.7%	23.8%	33.6%
4=Usually	25.0%	26.3%	26.8%	26.2%	26.1%
3=Sometimes	13.2%	19.3%	16.9%	14.3%	16.0%
2=Seldom	13.2%	8.8%	7.0%	11.9%	10.1%
1=Never	11.8%	21.1%	5.6%	23.8%	14.3%

CROSSTABS by WARD

Q3c. [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." EXCLUDING DON'T KNOWS

N=821	Ward				Total
	Ward 1 1	Ward 2 2	Ward 3 3	Ward 4 4	

Q3c-4 Helped resolve issue to satisfact

5=Always	31.1%	29.8%	35.7%	28.9%	31.7%
4=Usually	21.6%	22.8%	25.7%	24.4%	23.6%
3=Sometimes	16.2%	12.3%	17.1%	4.4%	13.4%
2=Seldom	10.8%	7.0%	11.4%	17.8%	11.4%
1=Never	20.3%	28.1%	10.0%	24.4%	19.9%

CROSSTABS by WARD

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 KNOWS

N=821

	Ward				Total
	Ward 1	Ward 2	Ward 3	Ward 4	
	1	2	3	4	

Q4a Overall quality of police protection

5=Very satisfied	27.0%	24.5%	24.6%	23.6%	25.0%
4=Satisfied	46.9%	50.0%	54.7%	54.7%	51.3%
3=Neutral	15.2%	22.2%	15.3%	16.1%	17.3%
2=Dissatisfied	6.6%	1.9%	3.0%	2.5%	3.5%
1=Very dissatis	4.3%	1.4%	2.5%	3.1%	2.8%

CROSSTABS by WARD

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 KNOWS

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q4b How quickly police respond to emergencies

5=Very satisfied	27.1%	23.9%	21.2%	22.2%	23.7%
4=Satisfied	41.2%	42.8%	47.6%	41.7%	43.4%
3=Neutral	18.1%	24.4%	24.1%	24.3%	22.7%
2=Dissatisfied	8.5%	5.6%	5.3%	7.6%	6.7%
1=Very dissatis	5.1%	3.3%	1.8%	4.2%	3.6%

CROSSTABS by WARD

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 KNOWS

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q4c The visibility of police in neighborhoods

5=Very satisfied	17.0%	13.4%	13.7%	17.8%	15.4%
4=Satisfied	41.0%	38.3%	41.2%	42.9%	40.7%
3=Neutral	24.1%	30.6%	33.3%	25.2%	28.4%
2=Dissatisfied	11.3%	12.9%	8.8%	10.4%	10.9%
1=Very dissatis	6.6%	4.8%	2.9%	3.7%	4.6%

CROSSTABS by WARD

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 KNOWS

N=821

	Ward				Total
	Ward 1	Ward 2	Ward 3	Ward 4	
	1	2	3	4	

Q4d The visibility of police in retail areas

5=Very satisfied	15.5%	11.3%	10.3%	13.5%	12.6%
4=Satisfied	41.5%	42.6%	43.8%	43.6%	42.8%
3=Neutral	30.0%	35.8%	37.1%	33.3%	34.0%
2=Dissatisfied	10.1%	6.4%	5.7%	7.7%	7.5%
1=Very dissatis	2.9%	3.9%	3.1%	1.9%	3.0%

CROSSTABS by WARD

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 KNOWS

N=821

	Ward				Total
	Ward 1	Ward 2	Ward 3	Ward 4	
	1	2	3	4	

Q4e Quality of animal control

5=Very satisfied	17.0%	16.6%	14.2%	16.8%	16.1%
4=Satisfied	38.7%	39.2%	41.6%	39.6%	39.8%
3=Neutral	26.8%	27.6%	28.9%	27.5%	27.7%
2=Dissatisfied	8.8%	10.1%	12.6%	10.7%	10.5%
1=Very dissatis	8.8%	6.5%	2.6%	5.4%	5.9%

CROSSTABS by WARD

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 KNOWS

N=821

	Ward				Total
	Ward 1	Ward 2	Ward 3	Ward 4	
	1	2	3	4	

Q4f Professionalism of city police officers

5=Very satisfied	27.3%	26.3%	20.9%	24.8%	24.9%
4=Satisfied	46.0%	41.8%	55.6%	43.1%	46.7%
3=Neutral	19.7%	25.3%	13.9%	21.6%	20.1%
2=Dissatisfied	3.5%	3.6%	5.3%	7.8%	4.9%
1=Very dissatis	3.5%	3.1%	4.3%	2.6%	3.4%

CROSSTABS by WARD

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 KNOWS

N=821

	Ward				Total
	Ward 1	Ward 2	Ward 3	Ward 4	
	1	2	3	4	

Q4g Responsiveness of police to investigations of criminal offenses

5=Very satisfied	24.1%	24.6%	15.9%	19.4%	21.2%
4=Satisfied	38.6%	36.5%	46.2%	35.8%	39.2%
3=Neutral	27.8%	28.1%	26.9%	31.3%	28.5%
2=Dissatisfied	6.3%	6.0%	6.2%	9.0%	6.8%
1=Very dissatis	3.2%	4.8%	4.8%	4.5%	4.3%

CROSSTABS by WARD

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 KNOWS

N=821

	Ward				Total
	Ward 1	Ward 2	Ward 3	Ward 4	
	1	2	3	4	

Q4h Responsiveness of police to traffic complaints

5=Very satisfied	18.0%	17.2%	12.3%	12.5%	15.2%
4=Satisfied	39.0%	34.9%	45.2%	39.7%	39.6%
3=Neutral	25.0%	36.7%	29.7%	30.1%	30.4%
2=Dissatisfied	12.2%	8.3%	9.7%	11.8%	10.4%
1=Very dissatis	5.8%	3.0%	3.2%	5.9%	4.4%

CROSSTABS by WARD

Q5. 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, if you think animal control is most important, write E on the blank below next to 1st priority)

N=821

	Ward				Total
	Ward 1 1	Ward 2 2	Ward 3 3	Ward 4 4	
<u>Q5 Most emphasis</u>					
A=Overall quality of police protection	18.3%	24.4%	26.2%	19.2%	22.2%
B=How quickly police respond to emergencies	28.3%	22.2%	22.0%	23.4%	24.0%
C=The visibility of police in neighborhoods	32.4%	32.6%	35.0%	31.1%	32.9%
D=The visibility of police in retail areas	15.1%	8.6%	12.6%	11.4%	11.9%
E=Quality of animal control	15.5%	16.3%	15.4%	17.4%	16.1%
F=Professionalism of city police officers	14.2%	7.2%	8.4%	13.2%	10.6%
G=Responsiveness of police to investigations of criminal offenses	13.7%	18.1%	14.5%	13.8%	15.1%
H=Responsiveness of police to traffic complaints	15.5%	15.4%	17.8%	16.2%	16.2%

CROSSTABS by WARD

Q6. How would you rate the level of traffic enforcement by police in the City of Des Moines?

N=821

	Ward				Total
	Ward 1	Ward 2	Ward 3	Ward 4	
	1	2	3	4	

Q6 Level of traffic enforcement

1=Too much	1.4%	4.5%	2.8%	2.4%	2.8%
2=Appropriate	52.1%	47.1%	52.8%	51.5%	50.8%
3=Not enough	29.2%	32.6%	30.4%	31.7%	30.9%
9=Don't know	17.4%	15.8%	14.0%	14.4%	15.5%

CROSSTABS by WARD

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: EXCLUDING DON'T KNOWS

N=821

		Ward				Total
		Ward 1	Ward 2	Ward 3	Ward 4	
		1	2	3	4	

Q7a Overall in the City of Des Moines

5=Very safe	24.7%	23.1%	21.5%	24.0%	23.3%
4=Safe	55.3%	53.8%	58.9%	47.3%	54.2%
3=Neutral	11.0%	17.6%	12.1%	21.6%	15.2%
2=Unsafe	6.4%	4.1%	2.3%	5.4%	4.5%
1=Very unsafe	0.9%	0.5%	1.9%	0.6%	1.0%
9=Don't know	1.8%	0.9%	3.3%	1.2%	1.8%

CROSSTABS by WARD

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: EXCLUDING DON'T KNOWS

N=821

		Ward				Total
		Ward 1	Ward 2	Ward 3	Ward 4	
		1	2	3	4	

Q7b In your neighborhood

5=Very safe	35.6%	27.6%	40.7%	39.5%	35.6%
4=Safe	45.2%	51.1%	45.3%	41.9%	46.2%
3=Neutral	11.0%	12.7%	7.9%	10.2%	10.5%
2=Unsafe	5.0%	7.2%	2.8%	7.2%	5.5%
1=Very unsafe	1.8%	1.4%	1.9%	0.6%	1.5%
9=Don't know	1.4%	0.0%	1.4%	0.6%	0.9%

CROSSTABS by WARD

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: EXCLUDING DON'T KNOWS

N=821

	Ward				Total
	Ward 1	Ward 2	Ward 3	Ward 4	
	1	2	3	4	

Q7c In city parks

5=Very safe	14.2%	16.3%	13.1%	15.6%	14.7%
4=Safe	40.2%	35.3%	46.3%	31.7%	38.7%
3=Neutral	26.0%	30.8%	20.6%	29.9%	26.7%
2=Unsafe	7.3%	6.8%	7.0%	10.8%	7.8%
1=Very unsafe	1.8%	2.3%	0.5%	1.2%	1.5%
9=Don't know	10.5%	8.6%	12.6%	10.8%	10.6%

CROSSTABS by WARD

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: EXCLUDING DON'T KNOWS

N=821

		Ward				Total
		Ward 1	Ward 2	Ward 3	Ward 4	
		1	2	3	4	

Q7d In downtown Des Moines

5=Very safe	15.1%	19.5%	13.1%	14.4%	15.6%
4=Safe	39.7%	33.9%	48.6%	34.7%	39.5%
3=Neutral	22.4%	23.5%	21.5%	34.1%	24.8%
2=Unsafe	12.3%	7.2%	7.0%	9.0%	8.9%
1=Very unsafe	2.7%	1.8%	2.8%	1.8%	2.3%
9=Don't know	7.8%	14.0%	7.0%	6.0%	8.9%

CROSSTABS by WARD

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 KNOWS

N=821

		Ward				Total
		Ward 1	Ward 2	Ward 3	Ward 4	
		1	2	3	4	

Q8a Overall quality of fire protection

5=Very satisfied	36.9%	44.1%	36.5%	43.7%	40.1%
4=Satisfied	52.0%	46.4%	52.2%	46.5%	49.4%
3=Neutral	8.9%	8.9%	10.1%	9.2%	9.3%
2=Dissatisfied	1.7%	0.6%	1.1%	0.0%	0.9%
1=Very dissatis	0.6%	0.0%	0.0%	0.7%	0.3%

CROSSTABS by WARD

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 KNOWS

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q8b How quickly fire personnel respond to emergencies

5=Very satisfied	44.7%	40.9%	40.7%	42.9%	42.3%
4=Satisfied	44.7%	48.7%	45.7%	45.2%	46.1%
3=Neutral	8.7%	10.4%	12.3%	11.1%	10.6%
2=Dissatisfied	1.2%	0.0%	1.2%	0.0%	0.7%
1=Very dissatis	0.6%	0.0%	0.0%	0.8%	0.3%

CROSSTABS by WARD

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 KNOWS

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q8c Overall quality of ambulance and paramedic services

5=Very satisfied	47.3%	43.0%	43.6%	41.0%	43.8%
4=Satisfied	40.6%	44.8%	44.8%	43.3%	43.4%
3=Neutral	10.9%	11.0%	11.0%	13.4%	11.5%
2=Dissatisfied	0.6%	0.6%	0.6%	1.5%	0.8%
1=Very dissatis	0.6%	0.6%	0.0%	0.7%	0.5%

CROSSTABS by WARD

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 KNOWS

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q8d The fire department's fire inspection program

5=Very satisfied	33.6%	28.7%	32.3%	26.1%	30.3%
4=Satisfied	36.7%	50.0%	37.1%	42.3%	41.4%
3=Neutral	24.2%	18.9%	28.2%	29.7%	25.2%
2=Dissatisfied	3.1%	2.5%	0.8%	0.9%	1.9%
1=Very dissatis	2.3%	0.0%	1.6%	0.9%	1.2%

CROSSTABS by WARD

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 KNOWS

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q8e The city's fire safety education program

5=Very satisfied	34.8%	29.6%	26.4%	28.2%	29.9%
4=Satisfied	35.6%	44.8%	43.2%	38.5%	40.4%
3=Neutral	24.4%	22.4%	27.2%	28.2%	25.5%
2=Dissatisfied	3.0%	2.4%	2.4%	3.4%	2.8%
1=Very dissatis	2.2%	0.8%	0.8%	1.7%	1.4%

CROSSTABS by WARD

Q9. 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, if you think the education program is most important, write E below next to 1st priority)

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q9 Most emphasis

A=Overall quality of fire protection	17.4%	22.2%	26.2%	19.2%	21.3%
B=How quickly fire personnel respond to emergencies	33.8%	25.3%	30.4%	31.7%	30.2%
C=Overall quality of ambulance and paramedic services	25.1%	27.1%	23.4%	25.1%	25.2%
D=The fire department's fire inspection program	19.2%	18.6%	17.3%	15.6%	17.8%
E=The city's fire safety education program	22.8%	24.0%	22.9%	25.1%	23.6%

CROSSTABS by WARD

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 KNOWS

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q10a Overall quality of city parks

5=Very satisfied	14.5%	19.8%	15.6%	16.7%	16.7%
4=Satisfied	58.5%	55.3%	59.7%	54.5%	57.1%
3=Neutral	19.7%	20.8%	19.4%	22.4%	20.5%
2=Dissatisfied	4.7%	2.5%	3.8%	5.8%	4.1%
1=Very dissatis	2.6%	1.5%	1.6%	0.6%	1.6%

CROSSTABS by WARD

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 KNOWS

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q10b Overall beauty of the city

5=Very satisfied	17.1%	23.6%	17.7%	11.1%	17.7%
4=Satisfied	56.1%	48.6%	55.2%	56.8%	54.0%
3=Neutral	21.5%	20.2%	21.2%	22.2%	21.2%
2=Dissatisfied	3.9%	6.3%	4.9%	9.9%	6.0%
1=Very dissatis	1.5%	1.4%	1.0%	0.0%	1.0%

CROSSTABS by WARD

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 KNOWS

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q10c Number and location of city parks

5=Very satisfied	14.4%	18.3%	16.5%	16.9%	16.5%
4=Satisfied	55.7%	53.0%	52.2%	51.3%	53.1%
3=Neutral	18.6%	23.8%	26.4%	24.7%	23.2%
2=Dissatisfied	10.3%	3.5%	3.8%	6.5%	6.0%
1=Very dissatis	1.0%	1.5%	1.1%	0.6%	1.1%

CROSSTABS by WARD

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 KNOWS

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q10d Number of walking and biking trails in the City of Des Moines

5=Very satisfied	23.6%	25.7%	26.3%	21.6%	24.4%
4=Satisfied	44.5%	46.6%	44.7%	39.9%	44.1%
3=Neutral	17.8%	19.4%	17.9%	22.3%	19.2%
2=Dissatisfied	11.5%	7.3%	10.6%	10.8%	10.0%
1=Very dissatis	2.6%	1.0%	0.6%	5.4%	2.3%

CROSSTABS by WARD

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 KNOWS

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q10e Overall quality of pools (aquatic centers, wading pools)

5=Very satisfied	14.8%	20.2%	15.5%	9.2%	15.4%
4=Satisfied	46.3%	41.7%	42.6%	42.9%	43.3%
3=Neutral	28.2%	26.2%	30.4%	39.5%	30.5%
2=Dissatisfied	7.4%	10.1%	9.5%	5.0%	8.2%
1=Very dissatis	3.4%	1.8%	2.0%	3.4%	2.6%

CROSSTABS by WARD

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 KNOWS

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q10f Condition of city buildings (City Hall, police station, etc.)

5=Very satisfied	14.1%	15.9%	13.7%	13.2%	14.3%
4=Satisfied	50.3%	49.5%	45.1%	52.8%	49.3%
3=Neutral	28.2%	29.1%	34.9%	27.8%	30.1%
2=Dissatisfied	6.2%	3.8%	5.7%	4.2%	5.0%
1=Very dissatis	1.1%	1.6%	0.6%	2.1%	1.3%

CROSSTABS by WARD

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 KNOWS

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q10g Landscaping along city streets and other public areas

5=Very satisfied	16.2%	24.2%	27.4%	17.6%	21.5%
4=Satisfied	50.5%	42.5%	43.7%	44.2%	45.3%
3=Neutral	27.0%	21.3%	21.8%	26.7%	24.1%
2=Dissatisfied	4.4%	8.7%	6.6%	8.5%	7.0%
1=Very dissatis	2.0%	3.4%	0.5%	3.0%	2.2%

CROSSTABS by WARD

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 KNOWS

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q10h Use of "green" practices

5=Very satisfied	9.7%	12.4%	16.1%	10.6%	12.3%
4=Satisfied	42.2%	40.4%	41.3%	41.7%	41.4%
3=Neutral	33.1%	37.3%	31.0%	40.2%	35.2%
2=Dissatisfied	9.1%	7.5%	10.3%	4.5%	8.0%
1=Very dissatis	5.8%	2.5%	1.3%	3.0%	3.2%

CROSSTABS by WARD

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 KNOWS

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q10i Special events sponsored by the city (park movies, Mayor's Bike Ride, concerts)

5=Very satisfied	17.4%	22.5%	19.7%	22.8%	20.5%
4=Satisfied	55.6%	42.9%	51.9%	35.9%	47.1%
3=Neutral	21.3%	26.2%	25.7%	35.2%	26.7%
2=Dissatisfied	5.1%	6.8%	1.6%	2.8%	4.2%
1=Very dissatis	0.6%	1.6%	1.1%	3.4%	1.6%

CROSSTABS by WARD

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 KNOWS

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q10j Condition of sports facilities

5=Very satisfied	19.7%	21.4%	24.4%	14.7%	20.3%
4=Satisfied	49.7%	41.1%	45.0%	50.7%	46.4%
3=Neutral	26.1%	31.0%	27.5%	26.5%	27.9%
2=Dissatisfied	3.2%	3.6%	2.5%	5.1%	3.5%
1=Very dissatis	1.3%	3.0%	0.6%	2.9%	1.9%

CROSSTABS by WARD

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 KNOWS

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q10k Availability of special recreation

5=Very satisfied	12.0%	13.9%	8.4%	9.1%	11.0%
4=Satisfied	33.5%	40.5%	35.1%	39.4%	37.0%
3=Neutral	36.1%	29.1%	37.0%	36.4%	34.6%
2=Dissatisfied	11.4%	12.0%	17.5%	11.4%	13.1%
1=Very dissatis	7.0%	4.4%	1.9%	3.8%	4.3%

CROSSTABS by WARD

Q11. Which THREE 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, if you think pools are most important, write E below)

N=821

Ward				Total
Ward 1	Ward 2	Ward 3	Ward 4	
1	2	3	4	

Q11 Most emphasis

A=Overall quality of city parks	29.2%	27.6%	26.6%	22.2%	26.7%
B=Overall beauty of the city	25.1%	22.6%	22.9%	23.4%	23.5%
C=Number and location of city parks	17.4%	12.2%	14.0%	13.2%	14.3%
D=Number of walking and biking trails in the City of Des Moines	19.2%	16.3%	27.1%	22.2%	21.1%
E=Overall quality of pools aquatic centers, wading pools	14.6%	23.5%	15.4%	18.0%	17.9%
F=Condition of city buildings City Hall, police station, etc.	14.2%	19.0%	16.4%	19.8%	17.2%
G=Landscaping along city streets and other public areas	18.3%	19.5%	21.0%	25.7%	20.8%
H=Use of “green” practices	21.0%	11.8%	21.0%	13.8%	17.1%

CROSSTABS by WARD

Q11. Which THREE 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, if you think pools are most important, write E below)

N=821

	Ward				Total
	Ward 1	Ward 2	Ward 3	Ward 4	
	1	2	3	4	

Q11 Most emphasis (Cont.)

I=Special events sponsored by the city park movies, Mayor's Bike Ride, concerts

14.2%	14.9%	11.2%	12.0%	13.2%
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J=Condition of sports facilities

5.0%	9.0%	4.2%	9.0%	6.7%
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CROSSTABS by WARD

Q12. 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 and Engineering Departments. EXCLUDING DON'T KNOWS

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q12a Overall condition of city streets

5=Very satisfied	3.3%	3.7%	2.4%	2.4%	3.0%
4=Satisfied	18.1%	21.6%	30.2%	17.4%	22.0%
3=Neutral	27.9%	30.3%	32.2%	31.1%	30.3%
2=Dissatisfied	35.3%	31.7%	25.9%	30.5%	30.9%
1=Very dissatis	15.3%	12.8%	9.3%	18.6%	13.8%

CROSSTABS by WARD

Q12. 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 and Engineering Departments. EXCLUDING DON'T KNOWS

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q12b Condition of major city streets

5=Very satisfied	4.2%	6.5%	5.3%	6.7%	5.6%
4=Satisfied	28.4%	32.9%	37.2%	23.6%	30.9%
3=Neutral	28.8%	28.2%	31.9%	33.9%	30.5%
2=Dissatisfied	27.9%	21.8%	19.8%	22.4%	23.0%
1=Very dissatis	10.7%	10.6%	5.8%	13.3%	10.0%

CROSSTABS by WARD

Q12. 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 and Engineering Departments. EXCLUDING DON'T KNOWS

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q12c Condition of streets in your neighborhood

5=Very satisfied	6.5%	7.8%	6.3%	7.8%	7.1%
4=Satisfied	32.6%	35.0%	35.6%	24.6%	32.3%
3=Neutral	21.9%	24.0%	27.4%	26.3%	24.8%
2=Dissatisfied	21.4%	20.7%	18.8%	25.1%	21.3%
1=Very dissatis	17.7%	12.4%	12.0%	16.2%	14.5%

CROSSTABS by WARD

Q12. 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 and Engineering Departments. EXCLUDING DON'T KNOWS

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q12d Ability to safely ride a bicycle on city streets

5=Very satisfied	5.2%	6.2%	1.2%	5.3%	4.5%
4=Satisfied	21.3%	20.3%	18.1%	13.7%	18.7%
3=Neutral	28.7%	37.3%	38.0%	40.5%	35.8%
2=Dissatisfied	26.4%	26.0%	31.9%	26.7%	27.8%
1=Very dissatis	18.4%	10.2%	10.8%	13.7%	13.3%

CROSSTABS by WARD

Q12. 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 and Engineering Departments. EXCLUDING DON'T KNOWS

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q12e Garbage collection

5=Very satisfied	30.3%	33.5%	31.5%	28.7%	31.1%
4=Satisfied	55.5%	50.2%	54.0%	47.0%	51.9%
3=Neutral	7.6%	11.2%	10.0%	13.4%	10.4%
2=Dissatisfied	3.8%	4.2%	3.0%	6.7%	4.3%
1=Very dissatis	2.8%	0.9%	1.5%	4.3%	2.3%

CROSSTABS by WARD

Q12. 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 and Engineering Departments. EXCLUDING DON'T KNOWS

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q12f Recyclables collection

5=Very satisfied	27.1%	29.6%	24.2%	20.9%	25.8%
4=Satisfied	47.1%	43.2%	49.5%	45.6%	46.4%
3=Neutral	11.9%	14.6%	11.1%	20.9%	14.2%
2=Dissatisfied	8.1%	9.2%	11.6%	7.6%	9.2%
1=Very dissatis	5.7%	3.4%	3.5%	5.1%	4.4%

CROSSTABS by WARD

Q12. 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 and Engineering Departments. EXCLUDING DON'T KNOWS

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q12g Yard waste collection

5=Very satisfied	26.4%	28.4%	22.0%	20.5%	24.7%
4=Satisfied	43.3%	41.7%	46.7%	32.7%	41.5%
3=Neutral	13.9%	12.3%	13.7%	23.1%	15.3%
2=Dissatisfied	10.1%	12.3%	13.7%	14.7%	12.5%
1=Very dissatis	6.3%	5.4%	3.8%	9.0%	6.0%

CROSSTABS by WARD

Q12. 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 and Engineering Departments. EXCLUDING DON'T KNOWS

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q12h Special item collection (using stickers)

5=Very satisfied	19.2%	18.1%	13.1%	14.9%	16.5%
4=Satisfied	33.5%	35.0%	36.3%	27.6%	33.4%
3=Neutral	22.5%	20.3%	26.8%	28.4%	24.2%
2=Dissatisfied	15.4%	17.5%	19.0%	17.9%	17.4%
1=Very dissatis	9.3%	9.0%	4.8%	11.2%	8.5%

CROSSTABS by WARD

Q12. 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 and Engineering Departments. EXCLUDING DON'T KNOWS

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q12i Neighborhood cleanups (SCRUB program)

5=Very satisfied	25.4%	22.3%	19.9%	18.3%	21.7%
4=Satisfied	36.8%	33.2%	39.2%	31.0%	35.2%
3=Neutral	20.5%	32.1%	24.6%	33.1%	27.3%
2=Dissatisfied	10.3%	9.8%	11.7%	10.6%	10.6%
1=Very dissatis	7.0%	2.7%	4.7%	7.0%	5.3%

CROSSTABS by WARD

Q12. 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 and Engineering Departments. EXCLUDING DON'T KNOWS

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q12j Condition of city sidewalks

5=Very satisfied	9.2%	7.8%	4.8%	10.8%	8.1%
4=Satisfied	33.3%	40.3%	38.0%	28.7%	35.4%
3=Neutral	31.4%	32.5%	36.4%	34.4%	33.6%
2=Dissatisfied	18.8%	13.6%	16.0%	19.7%	16.9%
1=Very dissatis	7.2%	5.8%	4.8%	6.4%	6.1%

CROSSTABS by WARD

Q12. 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 and Engineering Departments. EXCLUDING DON'T KNOWS

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q12k Snow removal on major city streets

5=Very satisfied	18.5%	25.8%	20.1%	25.0%	22.2%
4=Satisfied	50.2%	44.6%	59.3%	52.4%	51.5%
3=Neutral	14.2%	21.6%	12.7%	15.2%	16.0%
2=Dissatisfied	12.8%	4.2%	3.4%	5.5%	6.6%
1=Very dissatis	4.3%	3.8%	4.4%	1.8%	3.7%

CROSSTABS by WARD

Q12. 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 and Engineering Departments. EXCLUDING DON'T KNOWS

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q12l Snow removal in your neighborhood.

5=Very satisfied	17.0%	18.1%	14.2%	16.0%	16.3%
4=Satisfied	39.6%	34.8%	45.6%	45.4%	41.1%
3=Neutral	17.0%	21.4%	19.1%	19.6%	19.3%
2=Dissatisfied	18.9%	17.1%	13.2%	11.7%	15.5%
1=Very dissatis	7.5%	8.6%	7.8%	7.4%	7.9%

CROSSTABS by WARD

Q12. 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 and Engineering Departments. EXCLUDING DON'T KNOWS

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q12m The city's sanitary sewer system

5=Very satisfied	11.9%	19.3%	11.2%	16.7%	14.7%
4=Satisfied	43.8%	46.2%	53.1%	42.0%	46.4%
3=Neutral	32.0%	26.9%	27.9%	32.7%	29.7%
2=Dissatisfied	7.2%	4.6%	3.9%	4.7%	5.1%
1=Very dissatis	5.2%	3.0%	3.9%	4.0%	4.0%

CROSSTABS by WARD

Q12. 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 and Engineering Departments. EXCLUDING DON'T KNOWS

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q12n The city's storm water sewer system

5=Very satisfied	10.7%	17.3%	7.9%	15.4%	12.8%
4=Satisfied	37.1%	44.2%	50.0%	45.6%	44.0%
3=Neutral	36.5%	28.9%	25.8%	24.2%	29.3%
2=Dissatisfied	10.2%	5.6%	13.5%	8.7%	9.4%
1=Very dissatis	5.6%	4.1%	2.8%	6.0%	4.6%

CROSSTABS by WARD

Q12. 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 and Engineering Departments. EXCLUDING DON'T KNOWS

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q12o Responsiveness of city staff to street, garbage, and sewer requests

5=Very satisfied	15.7%	18.8%	12.9%	13.4%	15.4%
4=Satisfied	36.1%	40.0%	45.6%	43.3%	41.0%
3=Neutral	34.3%	35.2%	29.9%	33.9%	33.4%
2=Dissatisfied	8.4%	2.4%	6.8%	4.7%	5.6%
1=Very dissatis	5.4%	3.6%	4.8%	4.7%	4.6%

CROSSTABS by WARD

Q12. 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 and Engineering Departments. EXCLUDING DON'T KNOWS

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q12p Overall flow of traffic in the city

5=Very satisfied	11.1%	10.8%	6.5%	9.8%	9.5%
4=Satisfied	45.2%	46.6%	53.8%	43.3%	47.4%
3=Neutral	29.3%	30.4%	26.6%	34.1%	29.9%
2=Dissatisfied	11.5%	8.8%	8.5%	10.4%	9.8%
1=Very dissatis	2.9%	3.4%	4.5%	2.4%	3.4%

CROSSTABS by WARD

Q12. 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 and Engineering Departments. EXCLUDING DON'T KNOWS

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q12q Maintenance of traffic signals & street signs

5=Very satisfied	14.1%	20.4%	17.4%	15.1%	16.9%
4=Satisfied	58.5%	49.0%	60.2%	53.5%	55.4%
3=Neutral	19.0%	22.3%	17.4%	22.0%	20.1%
2=Dissatisfied	6.8%	6.3%	3.5%	6.9%	5.8%
1=Very dissatis	1.5%	1.9%	1.5%	2.5%	1.8%

CROSSTABS by WARD

Q13. Which THREE 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 #12 above, for example, if you think sidewalks are most important, write J below next to 1st priority)

N=821

	Ward				Total
	Ward 1 1	Ward 2 2	Ward 3 3	Ward 4 4	
<u>Q13 Most emphasis</u>					
A=Overall condition of city streets	40.6%	48.0%	41.1%	47.3%	44.1%
B=Condition of major city streets	30.1%	28.5%	26.2%	33.5%	29.4%
C=Condition of streets in your neighborhood	29.2%	31.2%	25.2%	32.3%	29.4%
D=Ability to safely ride a bicycle on city streets	18.7%	14.0%	23.4%	18.6%	18.6%
E=Garbage collection	2.3%	4.5%	5.1%	4.2%	4.0%
F=Recyclables collection	8.2%	6.8%	10.3%	10.2%	8.8%
G=Yard waste collection	5.9%	5.9%	7.0%	11.4%	7.3%
H=Special item collection using stickers	6.4%	11.3%	7.0%	11.4%	8.9%
I=Neighborhood cleanups SCRUB program	11.0%	13.6%	10.7%	7.8%	11.0%
J=Condition of city sidewalks	18.7%	15.8%	19.6%	21.6%	18.8%

CROSSTABS by WARD

Q13. Which THREE 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 #12 above, for example, if you think sidewalks are most important, write J below next to 1st priority)

N=821

Ward				Total
Ward 1	Ward 2	Ward 3	Ward 4	
1	2	3	4	

Q13 Most emphasis (Cont.)

K=Snow removal on major city streets	8.2%	5.0%	6.5%	4.8%	6.2%
L=Snow removal in your neighborhood.	12.8%	14.5%	12.6%	14.4%	13.5%
M=The city's sanitary sewer system	10.0%	5.9%	7.0%	4.2%	6.9%
N=The city's storm water sewer system	11.9%	5.0%	11.2%	9.0%	9.3%
O=Responsiveness of city staff to street, garbage, and sewer requests	3.7%	4.1%	3.3%	4.8%	3.9%
P=Overall flow of traffic in the city	15.1%	12.2%	12.1%	12.6%	13.0%
Q=Maintenance of traffic signals & street signs	6.4%	6.3%	6.5%	6.6%	6.5%

CROSSTABS by WARD

Q14. 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 KNOWS

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q14a Overall enforcement of city ordinances

5=Very satisfied	9.6%	9.0%	7.8%	12.6%	9.6%
4=Satisfied	37.6%	44.4%	44.7%	39.2%	41.6%
3=Neutral	36.5%	32.0%	34.6%	28.0%	33.0%
2=Dissatisfied	11.2%	12.9%	7.3%	15.4%	11.5%
1=Very dissatis	5.1%	1.7%	5.6%	4.9%	4.3%

CROSSTABS by WARD

Q14. 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 KNOWS

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q14b Overall quality of new development in th e city

5=Very satisfied	9.8%	12.6%	12.7%	13.9%	12.1%
4=Satisfied	46.4%	40.8%	44.8%	43.0%	43.8%
3=Neutral	26.8%	35.1%	28.7%	27.8%	29.7%
2=Dissatisfied	11.3%	8.9%	9.9%	11.9%	10.5%
1=Very dissatis	5.7%	2.6%	3.9%	3.3%	3.9%

CROSSTABS by WARD

Q14. 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 KNOWS

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q14c Overall quality of redevelopment in the city

5=Very satisfied	12.8%	10.6%	13.8%	10.2%	11.9%
4=Satisfied	48.1%	44.1%	45.9%	40.1%	44.8%
3=Neutral	25.1%	31.4%	27.6%	33.3%	29.2%
2=Dissatisfied	8.0%	10.1%	10.5%	11.6%	10.0%
1=Very dissatis	5.9%	3.7%	2.2%	4.8%	4.1%

CROSSTABS by WARD

Q14. 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 KNOWS

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q14d How well the city is planning growth

5=Very satisfied	12.4%	13.2%	12.1%	12.7%	12.6%
4=Satisfied	36.2%	35.1%	40.5%	31.7%	36.1%
3=Neutral	34.1%	32.8%	30.1%	36.6%	33.2%
2=Dissatisfied	11.9%	14.9%	15.0%	11.3%	13.4%
1=Very dissatis	5.4%	4.0%	2.3%	7.7%	4.7%

CROSSTABS by WARD

Q14. 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 KNOWS

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q14e The process for getting a permit (for buildings, signs, sound, fences, etc.)

5=Very satisfied	9.2%	9.8%	11.0%	8.3%	9.6%
4=Satisfied	36.2%	30.1%	28.4%	30.3%	31.4%
3=Neutral	41.5%	43.9%	43.1%	42.2%	42.7%
2=Dissatisfied	10.8%	11.4%	11.9%	11.0%	11.3%
1=Very dissatis	2.3%	4.9%	5.5%	8.3%	5.1%

CROSSTABS by WARD

Q14. 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 KNOWS

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q14f Enforcement of city land use regulations

5=Very satisfied	7.5%	8.6%	8.3%	10.6%	8.7%
4=Satisfied	39.1%	35.3%	32.2%	27.6%	33.7%
3=Neutral	44.4%	42.2%	42.1%	42.3%	42.8%
2=Dissatisfied	6.0%	8.6%	13.2%	14.6%	10.5%
1=Very dissatis	3.0%	5.2%	4.1%	4.9%	4.3%

CROSSTABS by WARD

Q14. 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 KNOWS

N=821

		Ward				Total
		Ward 1	Ward 2	Ward 3	Ward 4	
		1	2	3	4	

Q14g Enforcement of sign regulations

5=Very satisfied	8.4%	9.4%	7.9%	13.5%	9.8%
4=Satisfied	39.2%	40.6%	35.3%	30.1%	36.3%
3=Neutral	39.9%	36.2%	43.9%	39.1%	39.8%
2=Dissatisfied	8.4%	10.9%	10.8%	12.0%	10.5%
1=Very dissatis	4.2%	2.9%	2.2%	5.3%	3.6%

CROSSTABS by WARD

Q14. 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 KNOWS

N=821

	Ward				Total
	Ward 1	Ward 2	Ward 3	Ward 4	
	1	2	3	4	

Q14h Enforcement of the maintenance and upkeep of rental homes and apartments

5=Very satisfied	7.6%	8.2%	4.4%	5.8%	6.5%
4=Satisfied	17.5%	22.0%	22.8%	25.4%	21.7%
3=Neutral	33.3%	30.2%	38.0%	28.3%	32.6%
2=Dissatisfied	26.9%	27.7%	24.7%	27.5%	26.7%
1=Very dissatis	14.6%	11.9%	10.1%	13.0%	12.5%

CROSSTABS by WARD

Q14. 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 KNOWS

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q14i Enforcement of the clean up of litter and debris on private property

5=Very satisfied	10.4%	12.2%	2.4%	6.0%	7.9%
4=Satisfied	14.3%	21.1%	22.5%	25.5%	20.6%
3=Neutral	33.5%	30.0%	31.4%	24.8%	30.1%
2=Dissatisfied	26.4%	23.9%	32.5%	34.2%	29.0%
1=Very dissatis	15.4%	12.8%	11.2%	9.4%	12.4%

CROSSTABS by WARD

Q14. 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 KNOWS

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q14j Enforcement and clean up of junk cars

5=Very satisfied	7.4%	10.5%	6.2%	6.9%	7.8%
4=Satisfied	21.7%	19.8%	23.5%	23.6%	22.1%
3=Neutral	33.1%	33.1%	35.2%	29.9%	32.9%
2=Dissatisfied	21.7%	25.0%	25.9%	25.0%	24.3%
1=Very dissatis	16.0%	11.6%	9.3%	14.6%	12.9%

CROSSTABS by WARD

Q15. Which THREE 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 #14 above, for example, if you think planning growth is most important, write D below)

N=821

	Ward				Total
	Ward 1 1	Ward 2 2	Ward 3 3	Ward 4 4	
<u>Q15 Most emphasis</u>					
A=Overall enforcement of city ordinances	16.9%	20.8%	15.9%	21.6%	18.6%
B=Overall quality of new development in the city	16.9%	9.5%	17.3%	12.6%	14.1%
C=Overall quality of redevelopment in the city	18.3%	12.2%	23.8%	22.8%	19.0%
D=How well the city is planning growth	25.1%	18.1%	27.1%	21.0%	22.9%
E=The process for getting a permit for buildings, signs, sound, fences, etc.	7.8%	9.0%	7.0%	8.4%	8.0%
F=Enforcement of city land use regulations	6.8%	5.4%	8.4%	10.2%	7.6%
G=Enforcement of sign regulations	7.3%	5.4%	5.6%	6.6%	6.2%
H=Enforcement of the maintenance and upkeep of rental homes and apartments	41.6%	39.4%	35.0%	41.9%	39.3%

CROSSTABS by WARD

Q15. Which THREE 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 #14 above, for example, if you think planning growth is most important, write D below)

N=821

	Ward				Total
	Ward 1	Ward 2	Ward 3	Ward 4	
	1	2	3	4	

Q15 Most emphasis (Cont.)

I=Enforcement of the clean up of litter and debris on private property

40.6%	48.0%	39.7%	49.7%	44.2%
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J=Enforcement and clean up of junk cars

28.8%	32.1%	23.8%	34.1%	29.5%
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CROSSTABS by WARD

Q16. 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 KNOWS

N=821

	Ward				Total
	Ward 1	Ward 2	Ward 3	Ward 4	
	1	2	3	4	

Q16a Overall effectiveness of city communication with the public

5=Very satisfied	9.7%	11.9%	12.2%	12.9%	11.6%
4=Satisfied	41.5%	42.8%	45.7%	37.4%	42.1%
3=Neutral	32.4%	33.3%	30.5%	31.0%	31.8%
2=Dissatisfied	9.7%	9.0%	9.6%	14.2%	10.4%
1=Very dissatis	6.8%	3.0%	2.0%	4.5%	4.1%

CROSSTABS by WARD

Q16. 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 KNOWS

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q16b The level of public involvement in local decision-making

5=Very satisfied	5.6%	7.7%	6.3%	5.4%	6.3%
4=Satisfied	27.3%	28.4%	32.6%	30.6%	29.7%
3=Neutral	35.4%	37.7%	33.7%	32.7%	35.0%
2=Dissatisfied	22.2%	20.8%	20.0%	15.6%	19.9%
1=Very dissatis	9.6%	5.5%	7.4%	15.6%	9.2%

CROSSTABS by WARD

Q16. 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 KNOWS

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q16c The availability of information about city programs and services

5=Very satisfied	9.8%	12.2%	13.2%	9.6%	11.3%
4=Satisfied	38.2%	35.5%	38.6%	35.9%	37.1%
3=Neutral	32.8%	34.5%	34.0%	34.6%	34.0%
2=Dissatisfied	13.2%	14.2%	11.2%	15.4%	13.4%
1=Very dissatis	5.9%	3.6%	3.0%	4.5%	4.2%

CROSSTABS by WARD

Q16. 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 KNOWS

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q16d City efforts to keep you informed about local issues

5=Very satisfied	9.2%	12.1%	13.0%	10.7%	11.2%
4=Satisfied	34.5%	32.2%	40.9%	37.1%	36.1%
3=Neutral	35.9%	33.2%	32.1%	34.0%	33.8%
2=Dissatisfied	14.6%	19.1%	11.4%	11.9%	14.4%
1=Very dissatis	5.8%	3.5%	2.6%	6.3%	4.5%

CROSSTABS by WARD

Q16. 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 KNOWS

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q16e The quality of programming on the city's cable television channel

5=Very satisfied	10.3%	7.5%	9.8%	9.5%	9.2%
4=Satisfied	30.3%	36.1%	35.8%	28.6%	32.7%
3=Neutral	42.1%	37.4%	37.4%	40.5%	39.4%
2=Dissatisfied	9.0%	14.3%	9.8%	11.1%	11.1%
1=Very dissatis	8.3%	4.8%	7.3%	10.3%	7.6%

CROSSTABS by WARD

Q16. 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 KNOWS

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q16f The quality of the city's website

5=Very satisfied	11.0%	15.4%	9.6%	8.2%	11.2%
4=Satisfied	35.4%	43.6%	39.4%	28.9%	37.1%
3=Neutral	42.5%	34.2%	39.4%	48.5%	40.9%
2=Dissatisfied	7.1%	6.0%	7.7%	9.3%	7.4%
1=Very dissatis	3.9%	0.9%	3.8%	5.2%	3.4%

CROSSTABS by WARD

Q16. 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 KNOWS

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q16g The quality of the quarterly City Source newsletter

5=Very satisfied	12.0%	17.9%	10.9%	17.6%	14.5%
4=Satisfied	41.8%	47.4%	53.2%	40.8%	46.1%
3=Neutral	39.2%	28.8%	27.6%	32.0%	31.9%
2=Dissatisfied	3.8%	3.2%	4.5%	6.4%	4.4%
1=Very dissatis	3.2%	2.6%	3.8%	3.2%	3.2%

CROSSTABS by WARD

Q17. Which TWO 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 #16 above, for example, if you think the website is most important, write F below)

N=821

	Ward				Total
	Ward 1 1	Ward 2 2	Ward 3 3	Ward 4 4	
<u>Q17 Most emphasis</u>					
A=Overall effectiveness of city communication with the public	32.4%	24.9%	27.6%	28.1%	28.3%
B=The level of public involvement in local decision-making	39.3%	36.2%	43.0%	43.7%	40.3%
C=The availability of information about city programs and services	18.7%	21.3%	22.0%	23.4%	21.2%
D=City efforts to keep you informed about local issues	24.2%	28.5%	22.0%	15.0%	22.9%
E=The quality of programming on the city's cable television channel	10.5%	12.2%	6.5%	17.4%	11.3%
F=The quality of the city's website	8.2%	4.1%	6.1%	7.2%	6.3%
G=The quality of the quarterly City Source newsletter	4.1%	6.3%	7.0%	5.4%	5.7%

CROSSTABS by WARD

Q18. Have you or other members of your household used the City of Des Moines website in the last year?

N=821

		Ward				Total
		Ward 1	Ward 2	Ward 3	Ward 4	
		1	2	3	4	

Q18 Used website in last year

1=Yes	36.1%	24.9%	32.2%	31.1%	31.1%
2=No	59.4%	64.7%	60.7%	61.7%	61.6%
9=Don't know	4.6%	10.4%	7.0%	7.2%	7.3%

CROSSTABS by WARD

Q19. Have you or other members of your household called or visited City Hall's Action Center with a city-related question or request?

N=821

		Ward				Total
		Ward 1	Ward 2	Ward 3	Ward 4	
		1	2	3	4	

Q19 Called or visited City Hall's Action

1=Yes	16.4%	15.8%	11.7%	11.4%	14.0%
2=No	81.7%	81.0%	87.4%	88.6%	84.4%
9=Don't know	1.8%	3.2%	0.9%	0.0%	1.6%

CROSSTABS by WARD

Q20. Have you or other members of your household watched DMTV Cable Channel 7 in the past year?

N=821

		Ward				Total
		Ward 1	Ward 2	Ward 3	Ward 4	
		1	2	3	4	

Q20 Watched DMTV in past year

1=Yes	40.2%	39.4%	42.5%	41.9%	40.9%
2=No	58.4%	57.9%	56.1%	58.1%	57.6%
9=Don't know	1.4%	2.7%	1.4%	0.0%	1.5%

CROSSTABS by WARD

Q21. Have you or other members of your household read the City Source newsletter that is mailed to your home?

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q21 Read City Source newsletter

1=Yes	62.1%	66.1%	69.2%	65.9%	65.8%
2=No	34.7%	32.1%	29.9%	34.1%	32.6%
9=Don't know	3.2%	1.8%	0.9%	0.0%	1.6%

CROSSTABS by WARD

Q22. Did you or other members of your household read Building Community: The 2006 Performance Report that was mailed to your home?

N=821

		Ward				Total
		Ward 1	Ward 2	Ward 3	Ward 4	
		1	2	3	4	

Q22 Read Building Community

1=Yes	31.1%	24.0%	32.7%	22.2%	27.8%
2=No	66.7%	72.9%	65.4%	75.4%	69.8%
9=Don't know	2.3%	3.2%	1.9%	2.4%	2.4%

CROSSTABS by WARD

Q22a-c. IF YES to #22: Please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the city's 2006 Performance Report. EXCLUDING DON'T KNOWS

N=228

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q22a Quality of the report

5=Very satisfied	27.3%	25.5%	21.7%	19.4%	23.9%
4=Satisfied	51.5%	56.9%	60.9%	69.4%	58.6%
3=Neutral	21.2%	9.8%	15.9%	8.3%	14.9%
2=Dissatisfied	0.0%	2.0%	1.4%	0.0%	0.9%
1=Very dissatis	0.0%	5.9%	0.0%	2.8%	1.8%

CROSSTABS by WARD

Q22a-c. IF YES to #22: Please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the city's 2006 Performance Report. EXCLUDING DON'T KNOWS

N=228

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q22b Content of the report

5=Very satisfied	27.3%	25.0%	16.2%	19.4%	22.0%
4=Satisfied	50.0%	58.3%	54.4%	61.1%	55.0%
3=Neutral	21.2%	10.4%	27.9%	16.7%	20.2%
2=Dissatisfied	0.0%	4.2%	1.5%	0.0%	1.4%
1=Very dissatis	1.5%	2.1%	0.0%	2.8%	1.4%

CROSSTABS by WARD

Q22a-c. IF YES to #22: Please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," with the city's 2006 Performance Report. EXCLUDING DON'T KNOWS

N=228

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q22c Use of art in the report

5=Very satisfied	23.4%	27.7%	18.0%	21.2%	22.4%
4=Satisfied	50.0%	57.4%	49.2%	60.6%	53.2%
3=Neutral	25.0%	12.8%	32.8%	15.2%	22.9%
2=Dissatisfied	0.0%	2.1%	0.0%	0.0%	0.5%
1=Very dissatis	1.6%	0.0%	0.0%	3.0%	1.0%

CROSSTABS by WARD

Q23. Where do you currently get news and information about city programs, services, and events? (check all that apply)

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q23 Where currently get news & info

1=The Des	68.9%	57.9%	75.7%	71.3%	68.2%
2=The Business	9.1%	2.3%	7.0%	7.8%	6.5%
3=Cityview	23.7%	21.3%	31.8%	28.1%	26.1%
4=Television news	68.0%	75.6%	70.1%	74.9%	72.0%
5=City of	17.4%	14.0%	14.0%	13.8%	14.9%
6=DMTV Cable	15.5%	15.4%	15.0%	14.4%	15.1%
7=City Source	26.0%	30.3%	29.4%	28.7%	28.6%
8=Other	15.5%	17.2%	8.9%	7.2%	12.5%
9=Don't know	5.0%	4.5%	3.7%	5.4%	4.6%

CROSSTABS by WARD

Q24. Have you or other members of your household used a City of Des Moines Library in the last year?

N=821

		Ward				Total
		Ward 1	Ward 2	Ward 3	Ward 4	
		1	2	3	4	

Q24 Used a City of Des Moines Library

1=Yes	55.7%	45.7%	61.2%	44.9%	52.3%
2=No	40.6%	50.7%	36.0%	51.5%	44.3%
9=Don't know	3.7%	3.6%	2.8%	3.6%	3.4%

CROSSTABS by WARD

Q25. 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 KNOWS

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q25a Overall quality of city libraries

5=Very satisfied	52.5%	51.5%	47.7%	48.0%	50.0%
4=Satisfied	37.7%	37.6%	47.7%	41.3%	41.4%
3=Neutral	6.6%	6.9%	2.3%	6.7%	5.4%
2=Dissatisfied	2.5%	2.0%	2.3%	2.7%	2.3%
1=Very dissatis	0.8%	2.0%	0.0%	1.3%	0.9%

CROSSTABS by WARD

Q25. 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 KNOWS

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q25b Availability of the materials you need

5=Very satisfied	40.7%	44.4%	47.3%	41.9%	43.8%
4=Satisfied	50.4%	43.4%	45.0%	39.2%	45.2%
3=Neutral	7.3%	8.1%	3.9%	13.5%	7.5%
2=Dissatisfied	0.8%	4.0%	3.1%	5.4%	3.1%
1=Very dissatis	0.8%	0.0%	0.8%	0.0%	0.5%

CROSSTABS by WARD

Q25. 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 KNOWS

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q25c Adequacy of online (Internet) information and services

5=Very satisfied	42.2%	43.0%	41.2%	40.0%	41.7%
4=Satisfied	42.2%	41.8%	41.2%	46.7%	42.6%
3=Neutral	12.8%	12.7%	12.4%	13.3%	12.8%
2=Dissatisfied	1.8%	2.5%	4.1%	0.0%	2.3%
1=Very dissatis	0.9%	0.0%	1.0%	0.0%	0.6%

CROSSTABS by WARD

Q25. 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 KNOWS

N=821

		Ward				Total
		Ward 1	Ward 2	Ward 3	Ward 4	
		1	2	3	4	

Q25d Number of public access computers in the libraries

5=Very satisfied	34.6%	42.0%	32.0%	40.3%	36.7%
4=Satisfied	39.3%	35.2%	39.0%	38.7%	38.1%
3=Neutral	19.6%	15.9%	24.0%	17.7%	19.6%
2=Dissatisfied	6.5%	6.8%	4.0%	1.6%	5.0%
1=Very dissatis	0.0%	0.0%	1.0%	1.6%	0.6%

CROSSTABS by WARD

Q25. 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 KNOWS

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q25e Quality of children's programs

5=Very satisfied	34.1%	39.0%	34.5%	30.0%	34.8%
4=Satisfied	44.3%	44.2%	41.7%	56.0%	45.5%
3=Neutral	17.0%	13.0%	19.0%	14.0%	16.1%
2=Dissatisfied	3.4%	3.9%	1.2%	0.0%	2.3%
1=Very dissatis	1.1%	0.0%	3.6%	0.0%	1.3%

CROSSTABS by WARD

Q25. 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 KNOWS

N=821

		Ward				Total
		Ward 1	Ward 2	Ward 3	Ward 4	
		1	2	3	4	

Q25f Helpfulness of library staff

5=Very satisfied	50.8%	52.6%	55.2%	45.1%	51.6%
4=Satisfied	36.7%	36.1%	36.0%	40.8%	37.0%
3=Neutral	10.0%	7.2%	8.0%	8.5%	8.5%
2=Dissatisfied	1.7%	3.1%	0.8%	2.8%	1.9%
1=Very dissatis	0.8%	1.0%	0.0%	2.8%	1.0%

CROSSTABS by WARD

Q25. 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 KNOWS

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q25g Hours libraries are open

5=Very satisfied	23.0%	34.0%	33.6%	31.1%	30.1%
4=Satisfied	46.7%	37.1%	42.4%	45.9%	43.1%
3=Neutral	15.6%	19.6%	12.8%	14.9%	15.6%
2=Dissatisfied	11.5%	9.3%	10.4%	5.4%	9.6%
1=Very dissatis	3.3%	0.0%	0.8%	2.7%	1.7%

CROSSTABS by WARD

Q25. 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 KNOWS

N=821

	Ward				Total
	Ward 1 1	Ward 2 2	Ward 3 3	Ward 4 4	
<u>Ward</u>					
1=Ward 1	100.0%	0.0%	0.0%	0.0%	26.7%
2=Ward 2	0.0%	100.0%	0.0%	0.0%	26.9%
3=Ward 3	0.0%	0.0%	100.0%	0.0%	26.1%
4=Ward 4	0.0%	0.0%	0.0%	100.0%	20.3%

CROSSTABS by WARD

Q26. 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 #25 above, for example, if you think library hours are most important, write G next to 1st priority below)

N=821

Ward				Total
Ward 1	Ward 2	Ward 3	Ward 4	
1	2	3	4	

Q26 Most emphasis

A=Overall quality of city libraries	11.4%	10.0%	16.4%	6.0%	11.2%
B=Availability of the materials you need	13.7%	10.4%	18.2%	15.6%	14.4%
C=Adequacy of online Internet information and services	3.2%	2.7%	5.1%	2.4%	3.4%
D=Number of public access computers in the libraries	7.3%	6.3%	7.9%	6.6%	7.1%
E=Quality of children's programs	9.6%	6.8%	6.5%	7.2%	7.6%
F=Helpfulness of library staff	5.0%	2.7%	3.7%	6.6%	4.4%
G=Hours libraries are open	24.7%	18.1%	20.1%	15.0%	19.7%

CROSSTABS by WARD

Q27. Have you or other members of your household used the Des Moines International Airport during the past year?

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q27 Used Des Moines International airp

1=Yes	61.2%	42.1%	62.6%	48.5%	53.8%
2=No	37.9%	54.3%	35.5%	48.5%	43.8%
9=Don't know	0.9%	3.6%	1.9%	3.0%	2.3%

CROSSTABS by WARD

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 International Airport. EXCLUDING DON'T KNOWS

N=821

		Ward				Total
		Ward 1	Ward 2	Ward 3	Ward 4	
		1	2	3	4	

Q28a Overall quality of the Des Moines International Airport

5=Very satisfied	20.1%	21.7%	21.2%	27.2%	22.1%
4=Satisfied	58.2%	57.6%	64.4%	56.8%	59.7%
3=Neutral	13.4%	17.4%	11.4%	12.3%	13.4%
2=Dissatisfied	6.0%	0.0%	0.8%	2.5%	2.5%
1=Very dissatis	2.2%	3.3%	2.3%	1.2%	2.3%

CROSSTABS by WARD

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 International Airport. EXCLUDING DON'T KNOWS

N=821

	Ward				Total
	Ward 1	Ward 2	Ward 3	Ward 4	
	1	2	3	4	

Q28b Helpfulness of signs & other directions

5=Very satisfied	21.8%	28.6%	21.2%	28.4%	24.3%
4=Satisfied	63.2%	56.0%	63.6%	56.8%	60.6%
3=Neutral	13.5%	13.2%	11.4%	11.1%	12.4%
2=Dissatisfied	1.5%	1.1%	3.8%	3.7%	2.5%
1=Very dissatis	0.0%	1.1%	0.0%	0.0%	0.2%

CROSSTABS by WARD

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 International Airport. EXCLUDING DON'T KNOWS

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q28c Ease of moving through airport security

5=Very satisfied	20.9%	24.7%	17.1%	24.1%	21.1%
4=Satisfied	52.2%	50.6%	45.0%	54.4%	50.1%
3=Neutral	14.9%	20.2%	27.1%	17.7%	20.2%
2=Dissatisfied	8.2%	3.4%	7.8%	3.8%	6.3%
1=Very dissatis	3.7%	1.1%	3.1%	0.0%	2.3%

CROSSTABS by WARD

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 International Airport. EXCLUDING DON'T KNOWS

N=821

	Ward				Total
	Ward 1	Ward 2	Ward 3	Ward 4	
	1	2	3	4	

Q28d Availability of parking

5=Very satisfied	25.8%	27.5%	21.8%	27.8%	25.4%
4=Satisfied	52.3%	50.5%	57.3%	49.4%	52.8%
3=Neutral	14.4%	12.1%	15.3%	13.9%	14.1%
2=Dissatisfied	6.8%	8.8%	4.8%	7.6%	6.8%
1=Very dissatis	0.8%	1.1%	0.8%	1.3%	0.9%

CROSSTABS by WARD

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 International Airport. EXCLUDING DON'T KNOWS

N=821

		Ward				Total
		Ward 1	Ward 2	Ward 3	Ward 4	
		1	2	3	4	

Q28e Price of parking

5=Very satisfied	14.3%	14.8%	10.7%	13.3%	13.1%
4=Satisfied	46.0%	30.7%	39.3%	29.3%	37.7%
3=Neutral	19.0%	26.1%	31.1%	26.7%	25.5%
2=Dissatisfied	16.7%	25.0%	13.9%	25.3%	19.2%
1=Very dissatis	4.0%	3.4%	4.9%	5.3%	4.4%

CROSSTABS by WARD

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 International Airport. EXCLUDING DON'T KNOWS

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q28f Food, beverage, and other concessions

5=Very satisfied	10.8%	16.1%	10.4%	9.6%	11.6%
4=Satisfied	40.8%	28.7%	38.3%	39.7%	37.2%
3=Neutral	29.2%	33.3%	29.6%	30.1%	30.4%
2=Dissatisfied	14.2%	16.1%	20.0%	16.4%	16.7%
1=Very dissatis	5.0%	5.7%	1.7%	4.1%	4.1%

CROSSTABS by WARD

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 International Airport. EXCLUDING DON'T KNOWS

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q28g Cleanliness of facilities

5=Very satisfied	24.1%	28.9%	30.5%	28.4%	27.8%
4=Satisfied	61.7%	54.4%	53.4%	60.5%	57.5%
3=Neutral	12.8%	12.2%	13.0%	8.6%	12.0%
2=Dissatisfied	1.5%	2.2%	2.3%	2.5%	2.1%
1=Very dissatis	0.0%	2.2%	0.8%	0.0%	0.7%

CROSSTABS by WARD

Q29. 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, if you think cleanliness is most important, write G next to 1st priority below)

N=821

	Ward				Total
	Ward 1	Ward 2	Ward 3	Ward 4	
	1	2	3	4	

Q29 Most emphasis

A=Overall quality of the Des Moines International Airport	14.6%	7.7%	17.3%	7.8%	12.1%
B=Helpfulness of signs & other directions	4.1%	5.0%	8.9%	4.8%	5.7%
C=Ease of moving through airport security	24.2%	10.9%	23.8%	14.4%	18.5%
D=Availability of parking	7.8%	5.4%	7.9%	6.0%	6.8%
E=Price of parking	17.8%	19.0%	15.9%	24.0%	18.9%
F=Food, beverage, and other concessions	15.1%	11.3%	12.6%	13.8%	13.2%
G=Cleanliness of facilities	7.3%	4.1%	7.9%	7.2%	6.6%

CROSSTABS by WARD

Q30. An idea has been proposed to create a one-call, one-stop center that would be staffed by people (no phone menus or answering machines) who could answer the majority of questions and requests that residents have the first time they call, email, or stop by. Would you be in favor of creating this service if it cost your household \$2 per month?

N=821	Ward				Total
	Ward 1 1	Ward 2 2	Ward 3 3	Ward 4 4	
<u>Q30 In favor of creating service</u>					
1=Yes	21.0%	20.4%	25.2%	22.2%	22.2%
2=No	58.9%	56.6%	54.7%	50.3%	55.4%
9=Don't know	20.1%	23.1%	20.1%	27.5%	22.4%

CROSSTABS by WARD

Q32. 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 KNOWS

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q32a Quality of life in the city

5=Very satisfied	28.8%	29.4%	29.8%	25.0%	28.4%
4=Satisfied	56.6%	49.8%	60.6%	50.0%	54.5%
3=Neutral	10.8%	17.5%	6.7%	17.1%	12.8%
2=Dissatisfied	1.9%	3.3%	1.4%	6.1%	3.0%
1=Very dissatisf	1.9%	0.0%	1.4%	1.8%	1.3%

CROSSTABS by WARD

Q32. 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 KNOWS

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q32b Cleanliness of the city

5=Very satisfied	15.5%	19.1%	17.8%	16.3%	17.2%
4=Satisfied	57.3%	45.0%	56.3%	47.0%	51.6%
3=Neutral	19.2%	23.4%	21.2%	28.9%	22.9%
2=Dissatisfied	7.5%	11.0%	4.3%	7.2%	7.5%
1=Very dissatisf	0.5%	1.4%	0.5%	0.6%	0.8%

CROSSTABS by WARD

Q32. 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 KNOWS

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q32c Image of the city

5=Very satisfied	16.9%	24.9%	22.7%	16.4%	20.4%
4=Satisfied	52.1%	47.8%	55.1%	46.1%	50.5%
3=Neutral	22.5%	21.5%	13.0%	27.3%	20.8%
2=Dissatisfied	5.6%	5.4%	7.2%	7.9%	6.5%
1=Very dissatisf	2.8%	0.5%	1.9%	2.4%	1.9%

CROSSTABS by WARD

Q32. 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 KNOWS

N=821

Ward					Total
Ward 1	Ward 2	Ward 3	Ward 4		
1	2	3	4		

Q32d Value that you receive for tax doll

5=Very satisfied	12.4%	15.0%	9.9%	9.4%	11.8%
4=Satisfied	38.6%	33.0%	40.1%	34.4%	36.6%
3=Neutral	27.6%	27.7%	32.7%	26.3%	28.7%
2=Dissatisfied	15.7%	20.4%	12.9%	18.1%	16.7%
1=Very dissatisf	5.7%	3.9%	4.5%	11.9%	6.2%

CROSSTABS by WARD

Q32. 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 KNOWS

N=821

	Ward				Total
	Ward 1	Ward 2	Ward 3	Ward 4	
	1	2	3	4	

Q32e Quality of city services

5=Very satisfied	12.8%	18.8%	11.7%	15.2%	14.6%
4=Satisfied	54.0%	47.8%	60.0%	43.6%	51.8%
3=Neutral	26.5%	22.7%	20.5%	28.5%	24.4%
2=Dissatisfied	5.2%	8.2%	5.4%	8.5%	6.7%
1=Very dissatisf	1.4%	2.4%	2.4%	4.2%	2.5%

CROSSTABS by WARD

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

N=821	Ward				Total
	Ward 1 1	Ward 2 2	Ward 3 3	Ward 4 4	
<u>Q33 Satisfied with appearance of private</u>					
1=Yes	68.9%	64.3%	72.9%	66.5%	68.2%
2=No	23.3%	23.5%	19.2%	25.7%	22.8%
9=Don't know	7.8%	12.2%	7.9%	7.8%	9.0%

CROSSTABS by WARD

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

N=821

	Ward				Total
	Ward 1	Ward 2	Ward 3	Ward 4	
	1	2	3	4	

Q34 Has neighborhood improved in 5 years

1=Yes	58.0%	47.1%	56.1%	51.5%	53.2%
2=No	27.4%	34.4%	29.0%	32.9%	30.8%
9=Don't know	14.6%	18.6%	15.0%	15.6%	16.0%

CROSSTABS by WARD

Q35. Do you currently live within the boundaries of a Neighborhood Based Service Delivery (NBSD) Area?

N=821

		Ward				Total
		Ward 1	Ward 2	Ward 3	Ward 4	
		1	2	3	4	

Q35 Live within boundaries of NBSD

1=Yes	14.6%	15.4%	17.3%	6.6%	13.9%
2=No	11.9%	12.2%	9.3%	13.2%	11.6%
9=Don't know	73.5%	72.4%	73.4%	80.2%	74.5%

CROSSTABS by WARD

Q35a-c: 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. EXCLUDING DON'T KNOWS

N=821

	Ward				Total
	Ward 1	Ward 2	Ward 3	Ward 4	
	1	2	3	4	

Q35a Services offered through NBSD prog

5=Very satisfied	44.4%	14.8%	29.4%	45.5%	31.3%
4=Satisfied	18.5%	55.6%	38.2%	18.2%	35.4%
3=Neutral	22.2%	18.5%	20.6%	36.4%	22.2%
2=Dissatisfied	7.4%	3.7%	8.8%	0.0%	6.1%
1=Very dissatis	7.4%	7.4%	2.9%	0.0%	5.1%

CROSSTABS by WARD

Q35a-c: 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. EXCLUDING DON'T KNOWS

N=821

	Ward				Total
	Ward 1	Ward 2	Ward 3	Ward 4	
	1	2	3	4	

Q35b Impact of NBSD on neighborhood

5=Very satisfied	34.5%	14.8%	25.0%	45.5%	27.3%
4=Satisfied	27.6%	44.4%	43.8%	18.2%	36.4%
3=Neutral	27.6%	29.6%	28.1%	36.4%	29.3%
2=Dissatisfied	10.3%	3.7%	3.1%	0.0%	5.1%
1=Very dissatis	0.0%	7.4%	0.0%	0.0%	2.0%

CROSSTABS by WARD

Q35a-c: 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. EXCLUDING DON'T KNOWS

N=821

	Ward				Total
	Ward 1	Ward 2	Ward 3	Ward 4	
	1	2	3	4	

Q35c Professionalism of NBSD staff

5=Very satisfied	37.0%	16.0%	31.3%	45.5%	30.5%
4=Satisfied	33.3%	40.0%	37.5%	18.2%	34.7%
3=Neutral	22.2%	36.0%	28.1%	36.4%	29.5%
2=Dissatisfied	7.4%	0.0%	3.1%	0.0%	3.2%
1=Very dissatis	0.0%	8.0%	0.0%	0.0%	2.1%