

# *2007 DirectionFinder® Survey*

## **Appendix B: Crosstabs by Years of Residency**

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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 Years of Residency**

<u>Q39 Years lived in Des Moines</u>	<u>Number</u>	<u>Percent</u>
Less than 5	55	6.7 %
5-10 years	109	13.3 %
11-20 years	128	15.6 %
More than	517	63.0 %
<u>Not provided</u>	<u>12</u>	<u>1.5 %</u>
Total	821	100.0 %

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines						Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9		

**Q1a The city's entertainment destinations**

5=Very satisfied	6.3%	13.7%	15.4%	16.7%	10.0%	15.4%
4=Satisfied	64.6%	52.0%	44.4%	41.9%	50.0%	45.3%
3=Neutral	22.9%	26.5%	32.5%	30.3%	40.0%	29.8%
2=Dissatisfied	4.2%	6.9%	5.1%	6.8%	0.0%	6.3%
1=Very dissatis	2.1%	1.0%	2.6%	4.2%	0.0%	3.3%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines						Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9		

**Q1b Overall fairness of city taxes and fees**

5=Very satisfied	4.0%	5.9%	5.6%	4.2%	0.0%	4.6%
4=Satisfied	14.0%	27.7%	26.2%	12.0%	8.3%	16.3%
3=Neutral	36.0%	35.6%	31.0%	28.2%	25.0%	30.0%
2=Dissatisfied	22.0%	23.8%	19.0%	30.6%	50.0%	27.6%
1=Very dissatis	24.0%	6.9%	18.3%	25.0%	16.7%	21.4%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines						Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9		

Q1c The city's efforts to communicate with you

5=Very satisfied	8.0%	13.2%	13.9%	12.2%	25.0%	12.5%
4=Satisfied	24.0%	42.5%	33.6%	35.5%	16.7%	35.1%
3=Neutral	50.0%	33.0%	30.3%	34.1%	16.7%	34.1%
2=Dissatisfied	12.0%	9.4%	13.1%	11.4%	41.7%	11.9%
1=Very dissatis	6.0%	1.9%	9.0%	7.0%	0.0%	6.4%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines					Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9	

Q1d Overall quality of customer service you receive from city employees

5=Very satisfied	10.2%	19.8%	17.5%	16.2%	18.2%	16.5%
4=Satisfied	51.0%	50.0%	43.3%	48.3%	54.5%	48.0%
3=Neutral	30.6%	20.8%	25.8%	24.5%	9.1%	24.4%
2=Dissatisfied	2.0%	9.4%	9.2%	6.2%	9.1%	6.9%
1=Very dissatis	6.1%	0.0%	4.2%	4.8%	9.1%	4.2%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines					Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9	

Q1e Overall quality of neighborhood commercial and retail districts

5=Very satisfied	15.4%	15.7%	14.8%	11.3%	0.0%	12.5%
4=Satisfied	55.8%	42.6%	39.3%	39.2%	60.0%	41.1%
3=Neutral	19.2%	28.7%	32.8%	29.2%	10.0%	28.8%
2=Dissatisfied	5.8%	11.1%	9.0%	13.1%	30.0%	11.9%
1=Very dissatis	3.8%	1.9%	4.1%	7.2%	0.0%	5.7%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines					Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9	

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

5=Very satisfied	20.4%	16.7%	19.4%	21.2%	8.3%	20.1%
4=Satisfied	59.3%	59.3%	54.8%	49.2%	66.7%	52.4%
3=Neutral	11.1%	18.5%	16.1%	21.2%	25.0%	19.5%
2=Dissatisfied	9.3%	4.6%	7.3%	5.4%	0.0%	5.7%
1=Very dissatis	0.0%	0.9%	2.4%	3.0%	0.0%	2.4%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines						Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9		

Q1g Overall quality of public safety

5=Very satisfied	18.2%	22.2%	14.8%	18.3%	16.7%	18.2%
4=Satisfied	63.6%	55.6%	51.6%	50.7%	58.3%	52.5%
3=Neutral	16.4%	15.7%	24.6%	22.6%	16.7%	21.5%
2=Dissatisfied	1.8%	6.5%	4.9%	5.3%	8.3%	5.2%
1=Very dissatis	0.0%	0.0%	4.1%	3.1%	0.0%	2.6%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines						Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9		

**Q1h Overall quality of jobs and the economy**

5=Very satisfied	8.3%	13.3%	9.1%	7.0%	9.1%	8.3%
4=Satisfied	35.4%	53.3%	37.2%	41.2%	36.4%	41.8%
3=Neutral	35.4%	25.7%	36.4%	29.5%	18.2%	30.3%
2=Dissatisfied	12.5%	5.7%	13.2%	14.3%	18.2%	12.9%
1=Very dissatis	8.3%	1.9%	4.1%	8.0%	18.2%	6.7%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines						Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9		

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

5=Very satisfied	10.6%	12.0%	8.0%	8.5%	16.7%	9.1%
4=Satisfied	34.0%	30.4%	33.0%	31.7%	25.0%	31.8%
3=Neutral	38.3%	47.8%	42.0%	38.9%	50.0%	40.6%
2=Dissatisfied	12.8%	9.8%	12.5%	15.5%	8.3%	14.1%
1=Very dissatis	4.3%	0.0%	4.5%	5.4%	0.0%	4.4%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines						Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9		

Q1j Overall quality of downtown Des Moines

5=Very satisfied	13.5%	14.0%	16.9%	15.1%	0.0%	14.9%
4=Satisfied	51.9%	50.5%	49.2%	46.0%	54.5%	47.6%
3=Neutral	26.9%	29.0%	28.2%	26.5%	27.3%	27.1%
2=Dissatisfied	5.8%	5.6%	4.8%	8.1%	18.2%	7.3%
1=Very dissatis	1.9%	0.9%	0.8%	4.3%	0.0%	3.1%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines						Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9		

**Q1k Overall quality of learning opportunities**

5=Very satisfied	22.6%	18.8%	18.3%	19.4%	30.0%	19.5%
4=Satisfied	43.4%	49.5%	45.8%	48.6%	40.0%	47.8%
3=Neutral	26.4%	23.8%	25.8%	22.0%	10.0%	23.0%
2=Dissatisfied	3.8%	5.9%	7.5%	6.3%	20.0%	6.5%
1=Very dissatis	3.8%	2.0%	2.5%	3.7%	0.0%	3.2%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines						Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9		

**Q11 The city as a supportive community for youth and families**

5=Very satisfied	15.2%	19.6%	13.2%	12.9%	0.0%	13.8%
4=Satisfied	45.7%	39.2%	46.3%	43.0%	45.5%	43.2%
3=Neutral	28.3%	31.4%	30.6%	28.5%	36.4%	29.3%
2=Dissatisfied	10.9%	4.9%	5.0%	10.5%	18.2%	9.0%
1=Very dissatis	0.0%	4.9%	5.0%	5.1%	0.0%	4.7%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines						Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9		

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

5=Very satisfied	13.0%	14.3%	17.9%	14.9%	9.1%	15.0%
4=Satisfied	37.0%	42.9%	39.3%	39.0%	54.5%	39.7%
3=Neutral	37.0%	31.4%	30.8%	29.8%	18.2%	30.5%
2=Dissatisfied	7.4%	8.6%	9.4%	8.3%	18.2%	8.6%
1=Very dissatis	5.6%	2.9%	2.6%	8.1%	0.0%	6.2%

**CROSSTABS by YEARS OF RESIDENCY**

**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

		Q39 Years lived in Des Moines				Total
		Less than 5 1	5-10 years 2	11-20 years 3	More than provided 4	9

Q2 Most emphasis

A=The city's entertainment destinations	10.9%	17.4%	9.4%	9.5%	0.0%	10.5%
B=Overall fairness of city taxes and fees	45.5%	50.5%	46.1%	58.0%	75.0%	54.6%
C=The city's efforts to communicate with you	16.4%	11.0%	15.6%	11.6%	16.7%	12.5%
D=Overall quality of customer service you receive from city employees	10.9%	12.8%	15.6%	10.6%	16.7%	11.8%
E=Overall quality of neighborhood commercial and retail districts	18.2%	27.5%	15.6%	21.9%	16.7%	21.3%
F=Overall quality of community assets parks, public buildings, bridges, etc.	14.5%	17.4%	8.6%	13.5%	8.3%	13.3%
G=Overall quality of public safety	10.9%	13.8%	21.9%	18.8%	8.3%	17.9%

**CROSSTABS by YEARS OF RESIDENCY**

**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

		Q39 Years lived in Des Moines					Total
		Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9	

Q2 Most emphasis (Cont.)

H=Overall quality of jobs and the economy	34.5%	25.7%	30.5%	27.5%	33.3%	28.3%
I=The city's efforts to conserve energy and protect the environment	21.8%	21.1%	21.9%	20.5%	33.3%	21.1%
J=Overall quality of downtown Des Moines	23.6%	14.7%	11.7%	9.3%	8.3%	11.3%
K=Overall quality of learning opportunities	10.9%	6.4%	10.2%	9.9%	0.0%	9.4%
L=The city as a supportive community for youth and families	14.5%	22.9%	21.1%	14.5%	8.3%	16.6%
M=The city as a welcoming community for people of diverse backgrounds	16.4%	18.3%	14.8%	11.6%	8.3%	13.3%

**CROSSTABS by YEARS OF RESIDENCY**

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

N=821	Q39 Years lived in Des Moines					Total
	Less than	5-10 years	11-20	More than	Not	
	5	2	3	4	9	

Q3 Contacted city during past year

1=Yes	23.6%	24.8%	28.1%	35.6%	25.0%	32.0%
2=No	76.4%	72.5%	71.9%	63.2%	66.7%	66.7%
9=Don't know	0.0%	2.8%	0.0%	1.2%	8.3%	1.2%

**CROSSTABS by YEARS OF RESIDENCY**

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

N=821

	Q39 Years lived in Des Moines					Total
	Less than	5-10 years	11-20	More than	Not	
	5		years		years	
	1	2	3	4	9	

Q3b How easy/difficult to contact person

1=Very easy	30.8%	40.7%	38.9%	39.7%	33.3%	39.2%
2=Somewhat easy	46.2%	37.0%	38.9%	34.8%	33.3%	36.1%
3=Difficult	23.1%	14.8%	8.3%	10.3%	33.3%	11.4%
4=Very difficult	0.0%	3.7%	11.1%	13.6%	0.0%	11.4%
9=Don't know	0.0%	3.7%	2.8%	1.6%	0.0%	1.9%

**CROSSTABS by YEARS OF RESIDENCY**

**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

		Q39 Years lived in Des Moines				Total
	Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9	

Q3c-1 They were polite

5=Always	30.8%	44.4%	41.2%	47.2%	66.7%	45.5%
4=Usually	30.8%	37.0%	44.1%	30.3%	33.3%	32.9%
3=Sometimes	23.1%	14.8%	5.9%	14.0%	0.0%	13.3%
2=Seldom	7.7%	3.7%	8.8%	5.1%	0.0%	5.5%
1=Never	7.7%	0.0%	0.0%	3.4%	0.0%	2.7%

**CROSSTABS by YEARS OF RESIDENCY**

**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

	Q39 Years lived in Des Moines					Total
	Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9	

Q3c-2 Gave accurate answers to your ques

5=Always	38.5%	29.6%	33.3%	39.0%	50.0%	37.3%
4=Usually	23.1%	44.4%	30.0%	29.4%	0.0%	30.5%
3=Sometimes	23.1%	22.2%	13.3%	18.1%	0.0%	18.1%
2=Seldom	0.0%	0.0%	16.7%	7.9%	50.0%	8.0%
1=Never	15.4%	3.7%	6.7%	5.6%	0.0%	6.0%

**CROSSTABS by YEARS OF RESIDENCY**

**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

	Q39 Years lived in Des Moines					Total
	Less than 5 years	5-10 years	11-20 years	More than 20 years	Not provided	
	1	2	3	4	9	

Q3c-3 Did what they said they would in

5=Always	33.3%	26.9%	30.0%	35.1%	50.0%	33.6%
4=Usually	33.3%	30.8%	23.3%	25.6%	0.0%	26.1%
3=Sometimes	16.7%	26.9%	16.7%	14.3%	0.0%	16.0%
2=Seldom	8.3%	7.7%	13.3%	9.5%	50.0%	10.1%
1=Never	8.3%	7.7%	16.7%	15.5%	0.0%	14.3%

**CROSSTABS by YEARS OF RESIDENCY**

**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

		Q39 Years lived in Des Moines				Total
		Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9

Q3c-4 Helped resolve issue to satisfact

5=Always	30.8%	28.0%	25.8%	32.8%	66.7%	31.7%
4=Usually	23.1%	20.0%	29.0%	23.6%	0.0%	23.6%
3=Sometimes	7.7%	16.0%	12.9%	13.8%	0.0%	13.4%
2=Seldom	15.4%	28.0%	12.9%	8.0%	33.3%	11.4%
1=Never	23.1%	8.0%	19.4%	21.8%	0.0%	19.9%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines						Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9		

**Q4a Overall quality of police protection**

5=Very satisfied	22.2%	29.5%	23.6%	24.7%	25.0%	25.0%
4=Satisfied	51.9%	48.6%	51.2%	52.1%	41.7%	51.3%
3=Neutral	16.7%	14.3%	16.3%	17.9%	33.3%	17.3%
2=Dissatisfied	3.7%	7.6%	4.9%	2.4%	0.0%	3.5%
1=Very dissatis	5.6%	0.0%	4.1%	2.8%	0.0%	2.8%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines						Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9		

**Q4b How quickly police respond to emergencies**

5=Very satisfied	21.1%	25.0%	19.3%	24.5%	33.3%	23.7%
4=Satisfied	47.4%	45.2%	45.9%	42.3%	33.3%	43.4%
3=Neutral	23.7%	21.4%	20.2%	23.1%	33.3%	22.7%
2=Dissatisfied	2.6%	6.0%	8.3%	7.0%	0.0%	6.7%
1=Very dissatis	5.3%	2.4%	6.4%	3.0%	0.0%	3.6%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines						Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9		

Q4c The visibility of police in neighborhoods

5=Very satisfied	13.2%	23.6%	14.2%	13.9%	25.0%	15.4%
4=Satisfied	41.5%	33.0%	45.0%	41.2%	41.7%	40.7%
3=Neutral	26.4%	30.2%	28.3%	28.8%	8.3%	28.4%
2=Dissatisfied	13.2%	9.4%	8.3%	11.7%	8.3%	10.9%
1=Very dissatis	5.7%	3.8%	4.2%	4.4%	16.7%	4.6%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines						Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9		

**Q4d The visibility of police in retail areas**

5=Very satisfied	9.6%	15.7%	15.7%	11.6%	9.1%	12.6%
4=Satisfied	38.5%	38.2%	43.5%	43.9%	54.5%	42.8%
3=Neutral	36.5%	34.3%	32.2%	34.3%	27.3%	34.0%
2=Dissatisfied	5.8%	10.8%	7.0%	7.1%	9.1%	7.5%
1=Very dissatis	9.6%	1.0%	1.7%	3.1%	0.0%	3.0%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines						Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9		

Q4e Quality of animal control

5=Very satisfied	19.0%	19.4%	18.8%	14.2%	27.3%	16.1%
4=Satisfied	35.7%	40.8%	41.9%	39.7%	27.3%	39.8%
3=Neutral	31.0%	24.5%	21.4%	29.5%	36.4%	27.7%
2=Dissatisfied	7.1%	12.2%	10.3%	10.8%	0.0%	10.5%
1=Very dissatis	7.1%	3.1%	7.7%	5.8%	9.1%	5.9%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines						Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9		

**Q4f Professionalism of city police officers**

5=Very satisfied	13.3%	29.5%	23.7%	25.5%	16.7%	24.9%
4=Satisfied	62.2%	46.3%	46.5%	45.1%	58.3%	46.7%
3=Neutral	17.8%	14.7%	19.3%	21.5%	25.0%	20.1%
2=Dissatisfied	0.0%	7.4%	4.4%	5.2%	0.0%	4.9%
1=Very dissatis	6.7%	2.1%	6.1%	2.8%	0.0%	3.4%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines					Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9	

**Q4g Responsiveness of police to investigations of criminal offenses**

5=Very satisfied	19.4%	24.4%	20.2%	21.2%	10.0%	21.2%
4=Satisfied	32.3%	37.2%	44.9%	38.4%	60.0%	39.2%
3=Neutral	38.7%	25.6%	19.1%	30.8%	10.0%	28.5%
2=Dissatisfied	0.0%	9.0%	7.9%	6.6%	10.0%	6.8%
1=Very dissatis	9.7%	3.8%	7.9%	3.0%	10.0%	4.3%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines						Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9		

**Q4h Responsiveness of police to traffic complaints**

5=Very satisfied	8.8%	17.3%	13.5%	15.3%	30.0%	15.2%
4=Satisfied	47.1%	35.8%	39.6%	39.7%	40.0%	39.6%
3=Neutral	35.3%	29.6%	26.0%	31.6%	10.0%	30.4%
2=Dissatisfied	2.9%	14.8%	13.5%	9.2%	20.0%	10.4%
1=Very dissatis	5.9%	2.5%	7.3%	4.1%	0.0%	4.4%

**CROSSTABS by YEARS OF RESIDENCY**

**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

		Q39 Years lived in Des Moines				Total
		Less than 5 1	5-10 years 2	11-20 years 3	More than provided 4	9

Q5 Most emphasis

A=Overall quality of police protection	30.9%	23.9%	20.3%	21.9%	0.0%	22.2%
B=How quickly police respond to emergencies	23.6%	20.2%	32.8%	23.0%	8.3%	24.0%
C=The visibility of police in neighborhoods	32.7%	39.4%	28.1%	32.7%	33.3%	32.9%
D=The visibility of police in retail areas	21.8%	14.7%	7.0%	11.8%	0.0%	11.9%
E=Quality of animal control	9.1%	14.7%	11.7%	18.0%	25.0%	16.1%
F=Professionalism of city police officers	10.9%	15.6%	11.7%	9.5%	0.0%	10.6%
G=Responsiveness of police to investigations of criminal offenses	14.5%	19.3%	19.5%	13.0%	25.0%	15.1%
H=Responsiveness of police to traffic complaints	10.9%	11.9%	16.4%	17.2%	33.3%	16.2%

**CROSSTABS by YEARS OF RESIDENCY**

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

N=821

	Q39 Years lived in Des Moines					Total
	Less than	5-10 years	11-20	More than	Not	
	5		years		years	
	1	2	3	4	9	

**Q6 Level of traffic enforcement**

1=Too much	3.6%	4.6%	2.3%	2.3%	8.3%	2.8%
2=Appropriate	56.4%	59.6%	44.5%	49.9%	50.0%	50.8%
3=Not enough	29.1%	24.8%	32.8%	32.1%	25.0%	30.9%
9=Don't know	10.9%	11.0%	20.3%	15.7%	16.7%	15.5%

**CROSSTABS by YEARS OF RESIDENCY**

**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	Q39 Years lived in Des Moines					Total
	Less than	5-10 years	11-20	More than	Not	
	5	2	3	4	provided	
	1				9	

**Q7a Overall in the City of Des Moines**

5=Very safe	29.1%	27.5%	19.5%	22.4%	33.3%	23.3%
4=Safe	50.9%	54.1%	61.7%	52.6%	58.3%	54.2%
3=Neutral	12.7%	15.6%	10.9%	16.8%	0.0%	15.2%
2=Unsafe	7.3%	1.8%	5.5%	4.4%	8.3%	4.5%
1=Very unsafe	0.0%	0.0%	0.8%	1.4%	0.0%	1.0%
9=Don't know	0.0%	0.9%	1.6%	2.3%	0.0%	1.8%

**CROSSTABS by YEARS OF RESIDENCY**

**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	Q39 Years lived in Des Moines					Total
	Less than	5-10 years	11-20	More than	Not	
	5		years		provided	
1	2	3	4	9		

Q7b In your neighborhood

5=Very safe	41.8%	39.4%	30.5%	35.4%	33.3%	35.6%
4=Safe	45.5%	45.9%	49.2%	45.5%	50.0%	46.2%
3=Neutral	7.3%	11.0%	10.2%	10.6%	16.7%	10.5%
2=Unsafe	3.6%	2.8%	7.0%	6.0%	0.0%	5.5%
1=Very unsafe	1.8%	0.0%	1.6%	1.7%	0.0%	1.5%
9=Don't know	0.0%	0.9%	1.6%	0.8%	0.0%	0.9%

**CROSSTABS by YEARS OF RESIDENCY**

**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	Q39 Years lived in Des Moines					Total
	Less than	5-10 years	11-20	More than	Not	
	5	2	3	4	provided	
	1				9	

Q7c In city parks

5=Very safe	16.4%	20.2%	14.8%	13.5%	8.3%	14.7%
4=Safe	52.7%	38.5%	39.1%	37.1%	41.7%	38.7%
3=Neutral	20.0%	30.3%	25.8%	27.3%	8.3%	26.7%
2=Unsafe	1.8%	7.3%	8.6%	8.3%	8.3%	7.8%
1=Very unsafe	1.8%	0.0%	1.6%	1.7%	0.0%	1.5%
9=Don't know	7.3%	3.7%	10.2%	12.0%	33.3%	10.6%

**CROSSTABS by YEARS OF RESIDENCY**

**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	Q39 Years lived in Des Moines					Total
	Less than	5-10 years	11-20	More than	Not	
	5		years		provided	
1	2	3	4	9		

Q7d In downtown Des Moines

5=Very safe	20.0%	22.0%	14.1%	14.3%	8.3%	15.6%
4=Safe	47.3%	45.9%	44.5%	36.2%	33.3%	39.5%
3=Neutral	20.0%	24.8%	24.2%	25.7%	16.7%	24.8%
2=Unsafe	5.5%	2.8%	8.6%	10.8%	0.0%	8.9%
1=Very unsafe	3.6%	0.0%	0.8%	3.1%	0.0%	2.3%
9=Don't know	3.6%	4.6%	7.8%	9.9%	41.7%	8.9%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines						Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9		

**Q8a Overall quality of fire protection**

5=Very satisfied	40.5%	43.0%	37.7%	40.2%	36.4%	40.1%
4=Satisfied	45.9%	50.6%	50.0%	49.2%	54.5%	49.4%
3=Neutral	13.5%	6.3%	10.4%	9.2%	9.1%	9.3%
2=Dissatisfied	0.0%	0.0%	1.9%	0.9%	0.0%	0.9%
1=Very dissatis	0.0%	0.0%	0.0%	0.4%	0.0%	0.3%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines					Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9	

Q8b How quickly fire personnel respond to emergencies

5=Very satisfied	43.2%	41.9%	39.3%	42.7%	50.0%	42.3%
4=Satisfied	37.8%	46.8%	48.3%	46.4%	40.0%	46.1%
3=Neutral	16.2%	11.3%	12.4%	9.6%	10.0%	10.6%
2=Dissatisfied	2.7%	0.0%	0.0%	0.7%	0.0%	0.7%
1=Very dissatis	0.0%	0.0%	0.0%	0.5%	0.0%	0.3%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines						Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9		

**Q8c Overall quality of ambulance and paramedic services**

5=Very satisfied	47.2%	43.9%	39.8%	44.6%	40.0%	43.8%
4=Satisfied	44.4%	45.5%	48.0%	42.0%	40.0%	43.4%
3=Neutral	8.3%	10.6%	10.2%	12.0%	20.0%	11.5%
2=Dissatisfied	0.0%	0.0%	1.0%	0.9%	0.0%	0.8%
1=Very dissatis	0.0%	0.0%	1.0%	0.5%	0.0%	0.5%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines					Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9	

**Q8d The fire department's fire inspection program**

5=Very satisfied	25.9%	28.6%	32.4%	30.7%	22.2%	30.3%
4=Satisfied	40.7%	50.0%	43.2%	39.2%	55.6%	41.4%
3=Neutral	29.6%	19.6%	20.3%	27.0%	22.2%	25.2%
2=Dissatisfied	3.7%	1.8%	4.1%	1.3%	0.0%	1.9%
1=Very dissatis	0.0%	0.0%	0.0%	1.9%	0.0%	1.2%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines						Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9		

**Q8e The city's fire safety education program**

5=Very satisfied	33.3%	32.8%	33.8%	28.6%	12.5%	29.9%
4=Satisfied	37.0%	43.1%	39.0%	40.4%	50.0%	40.4%
3=Neutral	25.9%	22.4%	22.1%	26.5%	37.5%	25.5%
2=Dissatisfied	3.7%	1.7%	3.9%	2.7%	0.0%	2.8%
1=Very dissatis	0.0%	0.0%	1.3%	1.8%	0.0%	1.4%

**CROSSTABS by YEARS OF RESIDENCY**

**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

		Q39 Years lived in Des Moines				Total
		Less than 5 1	5-10 years 2	11-20 years 3	More than provided 4	9

Q9 Most emphasis

A=Overall quality of fire protection	18.2%	20.2%	19.5%	22.8%	0.0%	21.3%
B=How quickly fire personnel respond to emergencies	29.1%	30.3%	36.7%	29.0%	16.7%	30.2%
C=Overall quality of ambulance and paramedic services	18.2%	22.9%	23.4%	27.1%	16.7%	25.2%
D=The fire department's fire inspection program	20.0%	19.3%	11.7%	18.6%	25.0%	17.8%
E=The city's fire safety education program	34.5%	24.8%	22.7%	22.4%	25.0%	23.6%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines						Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9		

**Q10a Overall quality of city parks**

5=Very satisfied	15.7%	21.9%	14.7%	16.4%	0.0%	16.7%
4=Satisfied	68.6%	55.2%	57.8%	55.8%	75.0%	57.1%
3=Neutral	9.8%	19.0%	22.4%	21.5%	25.0%	20.5%
2=Dissatisfied	2.0%	3.8%	3.4%	4.6%	0.0%	4.1%
1=Very dissatis	3.9%	0.0%	1.7%	1.8%	0.0%	1.6%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines						Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9		

Q10b Overall beauty of the city

5=Very satisfied	17.0%	20.4%	10.8%	19.1%	11.1%	17.7%
4=Satisfied	54.7%	51.9%	62.5%	51.6%	88.9%	54.0%
3=Neutral	17.0%	22.2%	21.7%	21.7%	0.0%	21.2%
2=Dissatisfied	11.3%	4.6%	4.2%	6.4%	0.0%	6.0%
1=Very dissatis	0.0%	0.9%	0.8%	1.2%	0.0%	1.0%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines						Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9		

Q10c Number and location of city parks

5=Very satisfied	11.5%	21.0%	13.2%	17.2%	0.0%	16.5%
4=Satisfied	48.1%	50.5%	59.6%	52.6%	57.1%	53.1%
3=Neutral	25.0%	21.9%	23.7%	22.9%	42.9%	23.2%
2=Dissatisfied	11.5%	6.7%	2.6%	6.2%	0.0%	6.0%
1=Very dissatis	3.8%	0.0%	0.9%	1.1%	0.0%	1.1%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines					Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9	

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

5=Very satisfied	27.1%	22.3%	22.3%	25.6%	0.0%	24.4%
4=Satisfied	50.0%	40.8%	39.3%	45.3%	55.6%	44.1%
3=Neutral	14.6%	23.3%	19.6%	18.5%	22.2%	19.2%
2=Dissatisfied	8.3%	7.8%	18.8%	8.2%	22.2%	10.0%
1=Very dissatis	0.0%	5.8%	0.0%	2.3%	0.0%	2.3%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines						Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9		

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

5=Very satisfied	11.8%	21.8%	9.7%	16.2%	0.0%	15.4%
4=Satisfied	50.0%	35.9%	46.2%	43.1%	62.5%	43.3%
3=Neutral	17.6%	35.9%	34.4%	29.9%	12.5%	30.5%
2=Dissatisfied	11.8%	2.6%	9.7%	8.4%	25.0%	8.2%
1=Very dissatis	8.8%	3.8%	0.0%	2.4%	0.0%	2.6%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines						Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9		

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

5=Very satisfied	11.1%	17.8%	13.5%	14.0%	22.2%	14.3%
4=Satisfied	51.1%	54.4%	51.0%	47.7%	44.4%	49.3%
3=Neutral	33.3%	24.4%	31.7%	30.7%	22.2%	30.1%
2=Dissatisfied	2.2%	3.3%	1.9%	6.3%	11.1%	5.0%
1=Very dissatis	2.2%	0.0%	1.9%	1.4%	0.0%	1.3%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines						Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9		

Q10g Landscaping along city streets and other public areas

5=Very satisfied	21.2%	19.6%	19.5%	22.6%	10.0%	21.5%
4=Satisfied	51.9%	51.4%	45.8%	43.0%	50.0%	45.3%
3=Neutral	23.1%	16.8%	28.0%	24.5%	40.0%	24.1%
2=Dissatisfied	1.9%	10.3%	3.4%	7.8%	0.0%	7.0%
1=Very dissatis	1.9%	1.9%	3.4%	2.1%	0.0%	2.2%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines						Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9		

**Q10h Use of "green" practices**

5=Very satisfied	5.9%	11.0%	10.2%	13.9%	0.0%	12.3%
4=Satisfied	38.2%	46.3%	50.0%	37.9%	62.5%	41.4%
3=Neutral	44.1%	32.9%	31.6%	35.8%	37.5%	35.2%
2=Dissatisfied	8.8%	7.3%	6.1%	8.7%	0.0%	8.0%
1=Very dissatis	2.9%	2.4%	2.0%	3.7%	0.0%	3.2%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines					Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9	

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

5=Very satisfied	17.0%	19.6%	16.7%	22.3%	0.0%	20.5%
4=Satisfied	40.4%	45.4%	56.9%	45.6%	62.5%	47.1%
3=Neutral	40.4%	29.9%	21.6%	25.7%	25.0%	26.7%
2=Dissatisfied	0.0%	5.2%	2.9%	4.5%	12.5%	4.2%
1=Very dissatis	2.1%	0.0%	2.0%	1.8%	0.0%	1.6%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines						Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9		

**Q10j Condition of sports facilities**

5=Very satisfied	23.1%	21.8%	13.1%	21.9%	0.0%	20.3%
4=Satisfied	46.2%	46.0%	53.5%	44.2%	71.4%	46.4%
3=Neutral	25.6%	26.4%	27.3%	28.8%	14.3%	27.9%
2=Dissatisfied	5.1%	4.6%	4.0%	2.8%	14.3%	3.5%
1=Very dissatis	0.0%	1.1%	2.0%	2.3%	0.0%	1.9%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines						Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9		

Q10k Availability of special recreation

5=Very satisfied	14.3%	10.2%	8.7%	11.6%	0.0%	11.0%
4=Satisfied	25.7%	35.2%	40.2%	37.6%	42.9%	37.0%
3=Neutral	40.0%	37.5%	39.1%	32.4%	28.6%	34.6%
2=Dissatisfied	17.1%	12.5%	9.8%	13.4%	28.6%	13.1%
1=Very dissatis	2.9%	4.5%	2.2%	5.0%	0.0%	4.3%

**CROSSTABS by YEARS OF RESIDENCY**

**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

		Q39 Years lived in Des Moines					Total
		Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9	

Q11 Most emphasis

A=Overall quality of city parks	25.5%	27.5%	26.6%	27.3%	0.0%	26.7%
B=Overall beauty of the city	20.0%	23.9%	24.2%	23.8%	16.7%	23.5%
C=Number and location of city parks	16.4%	22.9%	16.4%	11.8%	8.3%	14.3%
D=Number of walking and biking trails in the City of Des Moines	10.9%	32.1%	21.9%	19.9%	8.3%	21.1%
E=Overall quality of pools aquatic centers, wading pools	20.0%	16.5%	19.5%	17.6%	16.7%	17.9%
F=Condition of city buildings City Hall, police station, etc.	14.5%	12.8%	14.1%	19.0%	25.0%	17.2%
G=Landscaping along city streets and other public areas	23.6%	22.9%	16.4%	21.1%	25.0%	20.8%
H=Use of “green” practices	20.0%	18.3%	17.2%	16.4%	16.7%	17.1%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines					Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9	

Q11 Most emphasis (Cont.)

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

18.2%	14.7%	8.6%	13.3%	16.7%	13.2%
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J=Condition of sports  
facilities

10.9%	8.3%	6.3%	6.2%	0.0%	6.7%
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**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines						Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9		

**Q12a Overall condition of city streets**

5=Very satisfied	3.6%	2.8%	0.8%	3.4%	9.1%	3.0%
4=Satisfied	21.8%	27.8%	24.8%	20.0%	27.3%	22.0%
3=Neutral	32.7%	31.5%	35.2%	29.1%	9.1%	30.3%
2=Dissatisfied	32.7%	32.4%	26.4%	31.4%	36.4%	30.9%
1=Very dissatis	9.1%	5.6%	12.8%	16.2%	18.2%	13.8%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines						Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9		

**Q12b Condition of major city streets**

5=Very satisfied	3.6%	7.5%	4.1%	5.9%	0.0%	5.6%
4=Satisfied	41.8%	30.8%	32.0%	28.9%	54.5%	30.9%
3=Neutral	30.9%	37.4%	30.3%	29.3%	18.2%	30.5%
2=Dissatisfied	16.4%	21.5%	22.1%	24.2%	27.3%	23.0%
1=Very dissatis	7.3%	2.8%	11.5%	11.6%	0.0%	10.0%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines					Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9	

**Q12c Condition of streets in your neighborhood**

5=Very satisfied	3.6%	7.3%	4.1%	8.3%	0.0%	7.1%
4=Satisfied	30.9%	34.9%	36.6%	30.8%	36.4%	32.3%
3=Neutral	30.9%	27.5%	25.2%	23.4%	27.3%	24.8%
2=Dissatisfied	18.2%	22.0%	19.5%	21.6%	36.4%	21.3%
1=Very dissatis	16.4%	8.3%	14.6%	15.9%	0.0%	14.5%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines					Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9	

**Q12d Ability to safely ride a bicycle on city streets**

5=Very satisfied	2.2%	6.5%	5.0%	4.2%	0.0%	4.5%
4=Satisfied	19.6%	15.2%	25.0%	17.6%	28.6%	18.7%
3=Neutral	37.0%	33.7%	31.0%	37.5%	28.6%	35.8%
2=Dissatisfied	34.8%	31.5%	26.0%	26.6%	28.6%	27.8%
1=Very dissatis	6.5%	13.0%	13.0%	14.1%	14.3%	13.3%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines						Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9		

Q12e Garbage collection

5=Very satisfied	20.0%	29.9%	31.1%	33.0%	9.1%	31.1%
4=Satisfied	70.0%	56.1%	49.6%	49.7%	54.5%	51.9%
3=Neutral	6.0%	11.2%	10.1%	10.1%	36.4%	10.4%
2=Dissatisfied	2.0%	1.9%	5.0%	5.0%	0.0%	4.3%
1=Very dissatis	2.0%	0.9%	4.2%	2.2%	0.0%	2.3%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines						Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9		

**Q12f Recyclables collection**

5=Very satisfied	22.9%	19.2%	27.4%	27.4%	9.1%	25.8%
4=Satisfied	58.3%	51.9%	45.1%	44.2%	54.5%	46.4%
3=Neutral	10.4%	13.5%	13.3%	14.5%	36.4%	14.2%
2=Dissatisfied	6.3%	12.5%	8.0%	9.3%	0.0%	9.2%
1=Very dissatis	2.1%	2.9%	6.2%	4.6%	0.0%	4.4%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines						Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9		

**Q12g Yard waste collection**

5=Very satisfied	10.6%	25.5%	25.2%	26.1%	9.1%	24.7%
4=Satisfied	59.6%	43.1%	40.9%	39.4%	45.5%	41.5%
3=Neutral	12.8%	15.7%	17.4%	14.3%	45.5%	15.3%
2=Dissatisfied	8.5%	13.7%	9.6%	13.7%	0.0%	12.5%
1=Very dissatis	8.5%	2.0%	7.0%	6.5%	0.0%	6.0%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines						Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9		

**Q12h Special item collection (using stickers)**

5=Very satisfied	11.1%	19.3%	13.1%	17.5%	0.0%	16.5%
4=Satisfied	41.7%	35.2%	33.3%	32.6%	22.2%	33.4%
3=Neutral	22.2%	26.1%	27.3%	22.4%	66.7%	24.2%
2=Dissatisfied	19.4%	12.5%	20.2%	17.7%	11.1%	17.4%
1=Very dissatis	5.6%	6.8%	6.1%	9.8%	0.0%	8.5%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines						Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9		

**Q12i Neighborhood cleanups (SCRUB program)**

5=Very satisfied	28.9%	25.5%	20.6%	20.8%	9.1%	21.7%
4=Satisfied	39.5%	31.9%	35.5%	35.6%	27.3%	35.2%
3=Neutral	18.4%	28.7%	27.1%	27.3%	45.5%	27.3%
2=Dissatisfied	10.5%	9.6%	11.2%	10.6%	9.1%	10.6%
1=Very dissatis	2.6%	4.3%	5.6%	5.6%	9.1%	5.3%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines						Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9		

**Q12j Condition of city sidewalks**

5=Very satisfied	3.9%	13.3%	6.8%	7.8%	0.0%	8.1%
4=Satisfied	41.2%	33.3%	33.3%	36.1%	20.0%	35.4%
3=Neutral	31.4%	34.3%	38.5%	31.9%	60.0%	33.6%
2=Dissatisfied	17.6%	18.1%	15.4%	16.9%	20.0%	16.9%
1=Very dissatis	5.9%	1.0%	6.0%	7.4%	0.0%	6.1%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines					Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9	

**Q12k Snow removal on major city streets**

5=Very satisfied	17.0%	20.6%	15.1%	25.1%	9.1%	22.2%
4=Satisfied	52.8%	53.3%	50.4%	52.0%	18.2%	51.5%
3=Neutral	13.2%	16.8%	20.2%	14.3%	54.5%	16.0%
2=Dissatisfied	11.3%	8.4%	7.6%	5.2%	18.2%	6.6%
1=Very dissatis	5.7%	0.9%	6.7%	3.4%	0.0%	3.7%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines					Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9	

Q12l Snow removal in your neighborhood.

5=Very satisfied	22.6%	13.8%	7.6%	18.5%	9.1%	16.3%
4=Satisfied	20.8%	34.9%	45.8%	44.0%	18.2%	41.1%
3=Neutral	15.1%	24.8%	20.3%	17.7%	45.5%	19.3%
2=Dissatisfied	24.5%	20.2%	16.9%	12.9%	27.3%	15.5%
1=Very dissatis	17.0%	6.4%	9.3%	7.0%	0.0%	7.9%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines						Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9		

Q12m The city's sanitary sewer system

5=Very satisfied	16.7%	15.2%	12.0%	15.2%	9.1%	14.7%
4=Satisfied	54.8%	47.5%	47.2%	45.2%	45.5%	46.4%
3=Neutral	26.2%	28.3%	31.5%	29.6%	45.5%	29.7%
2=Dissatisfied	2.4%	4.0%	4.6%	5.9%	0.0%	5.1%
1=Very dissatis	0.0%	5.1%	4.6%	4.1%	0.0%	4.0%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines					Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9	

Q12n The city's storm water sewer system

5=Very satisfied	17.8%	13.3%	9.3%	13.1%	9.1%	12.8%
4=Satisfied	46.7%	51.0%	42.6%	42.5%	45.5%	44.0%
3=Neutral	31.1%	28.6%	29.6%	28.8%	45.5%	29.3%
2=Dissatisfied	4.4%	5.1%	13.0%	10.2%	0.0%	9.4%
1=Very dissatis	0.0%	2.0%	5.6%	5.4%	0.0%	4.6%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines						Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9		

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

5=Very satisfied	9.7%	18.6%	9.5%	16.8%	9.1%	15.4%
4=Satisfied	48.4%	41.4%	43.2%	39.7%	45.5%	41.0%
3=Neutral	41.9%	34.3%	33.7%	32.4%	36.4%	33.4%
2=Dissatisfied	0.0%	4.3%	4.2%	6.5%	9.1%	5.6%
1=Very dissatis	0.0%	1.4%	9.5%	4.5%	0.0%	4.6%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines						Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9		

Q12p Overall flow of traffic in the city

5=Very satisfied	3.8%	16.3%	5.9%	9.6%	10.0%	9.5%
4=Satisfied	61.5%	45.2%	50.4%	45.7%	40.0%	47.4%
3=Neutral	25.0%	27.9%	29.4%	31.0%	30.0%	29.9%
2=Dissatisfied	3.8%	8.7%	12.6%	9.8%	20.0%	9.8%
1=Very dissatis	5.8%	1.9%	1.7%	3.9%	0.0%	3.4%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines					Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9	

**Q12q Maintenance of traffic signals & street signs**

5=Very satisfied	9.8%	22.9%	13.4%	17.5%	0.0%	16.9%
4=Satisfied	66.7%	59.0%	60.5%	52.2%	54.5%	55.4%
3=Neutral	13.7%	15.2%	18.5%	21.9%	36.4%	20.1%
2=Dissatisfied	3.9%	1.9%	4.2%	7.2%	9.1%	5.8%
1=Very dissatis	5.9%	1.0%	3.4%	1.2%	0.0%	1.8%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines						Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9		

Q13 Most emphasis

A=Overall condition of city streets	50.9%	45.9%	39.8%	44.5%	25.0%	44.1%
B=Condition of major city streets	27.3%	33.0%	25.8%	29.8%	25.0%	29.4%
C=Condition of streets in your neighborhood	32.7%	33.9%	22.7%	29.8%	25.0%	29.4%
D=Ability to safely ride a bicycle on city streets	20.0%	22.9%	18.0%	18.0%	8.3%	18.6%
E=Garbage collection	1.8%	1.8%	7.8%	3.7%	8.3%	4.0%
F=Recyclables collection	9.1%	10.1%	10.9%	8.1%	0.0%	8.8%
G=Yard waste collection	1.8%	11.0%	3.1%	8.1%	8.3%	7.3%
H=Special item collection using stickers	9.1%	8.3%	6.3%	9.9%	0.0%	8.9%
I=Neighborhood cleanups SCRUB program	7.3%	17.4%	6.3%	11.2%	8.3%	11.0%

**CROSSTABS by YEARS OF RESIDENCY**

**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

	Q39 Years lived in Des Moines					Total
	Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9	
<u>Q13 Most emphasis (Cont.)</u>						
J=Condition of city sidewalks	25.5%	17.4%	14.8%	19.5%	8.3%	18.8%
K=Snow removal on major city streets	10.9%	9.2%	8.6%	4.6%	0.0%	6.2%
L=Snow removal in your neighborhood.	25.5%	18.3%	15.6%	10.8%	8.3%	13.5%
M=The city's sanitary sewer system	7.3%	3.7%	8.6%	7.4%	0.0%	6.9%
N=The city's storm water sewer system	5.5%	4.6%	10.9%	10.4%	0.0%	9.3%
O=Responsiveness of city staff to street, garbage, and sewer requests	5.5%	1.8%	3.9%	4.3%	0.0%	3.9%
P=Overall flow of traffic in the city	7.3%	11.9%	12.5%	13.7%	25.0%	13.0%
Q=Maintenance of traffic signals & street signs	7.3%	4.6%	10.2%	5.6%	16.7%	6.5%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines						Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9		

**Q14a Overall enforcement of city ordinances**

5=Very satisfied	10.3%	11.5%	12.4%	8.5%	11.1%	9.6%
4=Satisfied	33.3%	43.7%	42.3%	42.2%	22.2%	41.6%
3=Neutral	41.0%	28.7%	30.9%	33.4%	44.4%	33.0%
2=Dissatisfied	10.3%	14.9%	11.3%	10.8%	22.2%	11.5%
1=Very dissatis	5.1%	1.1%	3.1%	5.2%	0.0%	4.3%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines						Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9		

Q14b Overall quality of new development in th e city

5=Very satisfied	9.1%	13.0%	9.3%	12.9%	12.5%	12.1%
4=Satisfied	59.1%	53.0%	46.7%	39.7%	37.5%	43.8%
3=Neutral	22.7%	23.0%	33.6%	31.0%	25.0%	29.7%
2=Dissatisfied	4.5%	7.0%	8.4%	12.2%	12.5%	10.5%
1=Very dissatis	4.5%	4.0%	1.9%	4.1%	12.5%	3.9%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines					Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9	

**Q14c Overall quality of redevelopment in the city**

5=Very satisfied	8.9%	12.2%	11.1%	12.4%	12.5%	11.9%
4=Satisfied	44.4%	57.1%	50.0%	41.0%	37.5%	44.8%
3=Neutral	35.6%	20.4%	32.4%	29.5%	37.5%	29.2%
2=Dissatisfied	8.9%	6.1%	5.6%	11.9%	12.5%	10.0%
1=Very dissatis	2.2%	4.1%	0.9%	5.2%	0.0%	4.1%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines						Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9		

Q14d How well the city is planning growth

5=Very satisfied	14.3%	12.6%	12.6%	12.3%	20.0%	12.6%
4=Satisfied	38.1%	44.2%	36.9%	33.5%	50.0%	36.1%
3=Neutral	38.1%	33.7%	35.0%	32.5%	20.0%	33.2%
2=Dissatisfied	7.1%	7.4%	13.6%	15.3%	10.0%	13.4%
1=Very dissatis	2.4%	2.1%	1.9%	6.4%	0.0%	4.7%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines						Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9		

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

5=Very satisfied	5.6%	7.6%	10.0%	10.0%	16.7%	9.6%
4=Satisfied	33.3%	39.4%	27.1%	30.5%	33.3%	31.4%
3=Neutral	55.6%	40.9%	48.6%	41.5%	16.7%	42.7%
2=Dissatisfied	0.0%	10.6%	11.4%	11.9%	16.7%	11.3%
1=Very dissatis	5.6%	1.5%	2.9%	6.1%	16.7%	5.1%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines						Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9		

**Q14f Enforcement of city land use regulations**

5=Very satisfied	8.7%	12.5%	9.7%	7.6%	16.7%	8.7%
4=Satisfied	34.8%	29.7%	34.7%	33.8%	50.0%	33.7%
3=Neutral	52.2%	50.0%	48.6%	39.6%	33.3%	42.8%
2=Dissatisfied	0.0%	6.3%	4.2%	13.7%	0.0%	10.5%
1=Very dissatis	4.3%	1.6%	2.8%	5.2%	0.0%	4.3%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines						Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9		

Q14g Enforcement of sign regulations

5=Very satisfied	15.2%	10.4%	11.1%	9.0%	0.0%	9.8%
4=Satisfied	27.3%	32.8%	39.5%	37.0%	42.9%	36.3%
3=Neutral	45.5%	46.3%	39.5%	38.1%	42.9%	39.8%
2=Dissatisfied	12.1%	9.0%	7.4%	11.5%	0.0%	10.5%
1=Very dissatis	0.0%	1.5%	2.5%	4.4%	14.3%	3.6%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines					Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9	

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

5=Very satisfied	10.5%	9.5%	6.0%	5.8%	0.0%	6.5%
4=Satisfied	15.8%	21.4%	32.5%	19.9%	37.5%	21.7%
3=Neutral	31.6%	39.3%	31.3%	31.5%	37.5%	32.6%
2=Dissatisfied	18.4%	19.0%	22.9%	29.8%	25.0%	26.7%
1=Very dissatis	23.7%	10.7%	7.2%	13.1%	0.0%	12.5%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines					Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9	

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

5=Very satisfied	4.7%	8.9%	9.1%	7.7%	12.5%	7.9%
4=Satisfied	20.9%	18.9%	26.3%	19.3%	37.5%	20.6%
3=Neutral	37.2%	32.2%	35.4%	28.0%	25.0%	30.1%
2=Dissatisfied	20.9%	30.0%	22.2%	31.4%	12.5%	29.0%
1=Very dissatis	16.3%	10.0%	7.1%	13.6%	12.5%	12.4%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines						Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9		

Q14j Enforcement and clean up of junk cars

5=Very satisfied	10.3%	9.1%	11.7%	6.6%	0.0%	7.8%
4=Satisfied	23.1%	21.6%	28.7%	20.0%	50.0%	22.1%
3=Neutral	28.2%	39.8%	31.9%	32.3%	25.0%	32.9%
2=Dissatisfied	20.5%	19.3%	20.2%	26.9%	12.5%	24.3%
1=Very dissatis	17.9%	10.2%	7.4%	14.2%	12.5%	12.9%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines					Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9	

Q15 Most emphasis

A=Overall enforcement of city ordinances	16.4%	15.6%	16.4%	19.9%	25.0%	18.6%
B=Overall quality of new development in the city	12.7%	12.8%	12.5%	15.1%	8.3%	14.1%
C=Overall quality of redevelopment in the city	18.2%	23.9%	18.0%	18.8%	0.0%	19.0%
D=How well the city is planning growth	27.3%	24.8%	19.5%	23.2%	8.3%	22.9%
E=The process for getting a permit for buildings, signs, sound, fences, etc.	0.0%	6.4%	10.9%	8.3%	16.7%	8.0%
F=Enforcement of city land use regulations	1.8%	9.2%	7.0%	8.1%	0.0%	7.6%
G=Enforcement of sign regulations	7.3%	4.6%	10.2%	5.4%	8.3%	6.2%

**CROSSTABS by YEARS OF RESIDENCY**

**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

		Q39 Years lived in Des Moines					Total
		Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9	

Q15 Most emphasis (Cont.)

H=Enforcement of the maintenance and upkeep of rental homes and apartments

41.8%	42.2%	31.3%	41.2%	8.3%	39.3%
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I=Enforcement of the clean up of litter and debris on private property

50.9%	45.0%	39.1%	45.3%	16.7%	44.2%
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J=Enforcement and clean up of junk cars

36.4%	27.5%	17.2%	32.9%	0.0%	29.5%
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**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines					Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9	

Q16a Overall effectiveness of city communication with the public

5=Very satisfied	8.0%	14.9%	9.3%	12.1%	0.0%	11.6%
4=Satisfied	42.0%	41.6%	46.6%	40.8%	54.5%	42.1%
3=Neutral	36.0%	33.7%	30.5%	31.0%	45.5%	31.8%
2=Dissatisfied	8.0%	8.9%	9.3%	11.5%	0.0%	10.4%
1=Very dissatis	6.0%	1.0%	4.2%	4.6%	0.0%	4.1%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines					Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9	

Q16b The level of public involvement in local decision-making

5=Very satisfied	6.4%	12.1%	2.7%	5.9%	9.1%	6.3%
4=Satisfied	19.1%	25.3%	40.0%	29.2%	27.3%	29.7%
3=Neutral	57.4%	39.6%	30.0%	32.7%	45.5%	35.0%
2=Dissatisfied	6.4%	20.9%	18.2%	21.6%	18.2%	19.9%
1=Very dissatis	10.6%	2.2%	9.1%	10.7%	0.0%	9.2%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines					Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9	

Q16c The availability of information about city programs and services

5=Very satisfied	7.8%	12.0%	11.4%	11.3%	20.0%	11.3%
4=Satisfied	27.5%	38.0%	41.2%	37.2%	30.0%	37.1%
3=Neutral	51.0%	37.0%	34.2%	31.5%	30.0%	34.0%
2=Dissatisfied	5.9%	12.0%	8.8%	15.4%	20.0%	13.4%
1=Very dissatis	7.8%	1.0%	4.4%	4.6%	0.0%	4.2%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines					Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9	

**Q16d City efforts to keep you informed about local issues**

5=Very satisfied	8.3%	13.1%	11.1%	11.2%	10.0%	11.2%
4=Satisfied	25.0%	37.4%	41.0%	35.6%	40.0%	36.1%
3=Neutral	45.8%	32.3%	30.8%	33.7%	30.0%	33.8%
2=Dissatisfied	16.7%	15.2%	10.3%	14.9%	20.0%	14.4%
1=Very dissatis	4.2%	2.0%	6.8%	4.6%	0.0%	4.5%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines					Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9	

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

5=Very satisfied	6.9%	9.0%	7.3%	10.1%	0.0%	9.2%
4=Satisfied	51.7%	32.8%	39.0%	29.3%	50.0%	32.7%
3=Neutral	27.6%	50.7%	37.8%	38.6%	37.5%	39.4%
2=Dissatisfied	6.9%	4.5%	7.3%	13.5%	12.5%	11.1%
1=Very dissatis	6.9%	3.0%	8.5%	8.5%	0.0%	7.6%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines						Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9		

Q16f The quality of the city's website

5=Very satisfied	10.3%	11.9%	10.0%	11.8%	0.0%	11.2%
4=Satisfied	55.2%	44.1%	38.6%	33.6%	28.6%	37.1%
3=Neutral	27.6%	37.3%	38.6%	43.2%	57.1%	40.9%
2=Dissatisfied	3.4%	3.4%	10.0%	7.9%	14.3%	7.4%
1=Very dissatis	3.4%	3.4%	2.9%	3.6%	0.0%	3.4%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines					Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9	

Q16g The quality of the quarterly City Source newsletter

5=Very satisfied	16.7%	18.1%	8.5%	15.1%	0.0%	14.5%
4=Satisfied	47.2%	53.0%	45.1%	43.9%	77.8%	46.1%
3=Neutral	30.6%	25.3%	31.7%	33.8%	22.2%	31.9%
2=Dissatisfied	2.8%	1.2%	9.8%	4.2%	0.0%	4.4%
1=Very dissatis	2.8%	2.4%	4.9%	3.1%	0.0%	3.2%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines					Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9	

**Q17 Most emphasis**

A=Overall effectiveness of city communication with the public

32.7%    29.4%    32.8%    27.1%    0.0%    28.3%

B=The level of public involvement in local decision-making

32.7%    39.4%    33.6%    43.5%    16.7%    40.3%

C=The availability of information about city programs and services

25.5%    24.8%    16.4%    21.3%    16.7%    21.2%

D=City efforts to keep you informed about local issues

27.3%    24.8%    20.3%    22.6%    25.0%    22.9%

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

9.1%    11.9%    7.8%    12.6%    0.0%    11.3%

F=The quality of the city's website

3.6%    12.8%    6.3%    5.2%    8.3%    6.3%

G=The quality of the quarterly City Source newsletter

9.1%    4.6%    3.1%    6.2%    8.3%    5.7%

**CROSSTABS by YEARS OF RESIDENCY**

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

N=821	Q39 Years lived in Des Moines					Total
	Less than	5-10 years	11-20 years	More than	Not provided	
	5	2	3	4	9	

**Q18 Used website in last year**

1=Yes	36.4%	41.3%	33.6%	28.0%	16.7%	31.1%
2=No	56.4%	55.0%	57.0%	64.6%	66.7%	61.6%
9=Don't know	7.3%	3.7%	9.4%	7.4%	16.7%	7.3%

**CROSSTABS by YEARS OF RESIDENCY**

**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	Q39 Years lived in Des Moines					Total
	Less than		11-20		Not	
	5	5-10 years	years	More than	provided	
	1	2	3	4	9	

**Q19 Called or visited City Hall's Action**

1=Yes	3.6%	13.8%	13.3%	15.7%	0.0%	14.0%
2=No	96.4%	85.3%	85.9%	82.4%	91.7%	84.4%
9=Don't know	0.0%	0.9%	0.8%	1.9%	8.3%	1.6%

**CROSSTABS by YEARS OF RESIDENCY**

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

N=821	Q39 Years lived in Des Moines					Total
	Less than	5-10 years	11-20	More than	Not	
	5	2	3	4	9	

**Q20 Watched DMTV in past year**

1=Yes	23.6%	33.9%	39.8%	44.7%	33.3%	40.9%
2=No	76.4%	65.1%	59.4%	53.6%	58.3%	57.6%
9=Don't know	0.0%	0.9%	0.8%	1.7%	8.3%	1.5%

**CROSSTABS by YEARS OF RESIDENCY**

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

N=821	Q39 Years lived in Des Moines					Total
	Less than	5-10 years	11-20 years	More than	Not provided	
	5	2	3	4	9	

Q21 Read City Source newsletter

1=Yes	54.5%	74.3%	57.8%	66.9%	75.0%	65.8%
2=No	45.5%	24.8%	41.4%	31.1%	16.7%	32.6%
9=Don't know	0.0%	0.9%	0.8%	1.9%	8.3%	1.6%

**CROSSTABS by YEARS OF RESIDENCY**

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

N=821	Q39 Years lived in Des Moines					Total
	Less than	5-10 years	11-20 years	More than	Not provided	
	5	2	3	4	9	

**Q22 Read Building Community**

1=Yes	27.3%	33.9%	23.4%	27.7%	25.0%	27.8%
2=No	70.9%	65.1%	75.0%	69.4%	66.7%	69.8%
9=Don't know	1.8%	0.9%	1.6%	2.9%	8.3%	2.4%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines						Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9		

Q22a Quality of the report

5=Very satisfied	20.0%	29.7%	24.1%	22.5%	33.3%	23.9%
4=Satisfied	60.0%	51.4%	48.3%	62.3%	66.7%	58.6%
3=Neutral	13.3%	18.9%	20.7%	13.0%	0.0%	14.9%
2=Dissatisfied	6.7%	0.0%	0.0%	0.7%	0.0%	0.9%
1=Very dissatis	0.0%	0.0%	6.9%	1.4%	0.0%	1.8%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines						Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9		

Q22b Content of the report

5=Very satisfied	20.0%	24.3%	19.2%	22.6%	0.0%	22.0%
4=Satisfied	53.3%	54.1%	50.0%	56.9%	33.3%	55.0%
3=Neutral	26.7%	21.6%	23.1%	17.5%	66.7%	20.2%
2=Dissatisfied	0.0%	0.0%	0.0%	2.2%	0.0%	1.4%
1=Very dissatis	0.0%	0.0%	7.7%	0.7%	0.0%	1.4%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines						Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9		

Q22c Use of art in the report

5=Very satisfied	21.4%	23.5%	26.9%	21.9%	0.0%	22.4%
4=Satisfied	64.3%	47.1%	46.2%	55.5%	33.3%	53.2%
3=Neutral	14.3%	29.4%	26.9%	20.3%	66.7%	22.9%
2=Dissatisfied	0.0%	0.0%	0.0%	0.8%	0.0%	0.5%
1=Very dissatis	0.0%	0.0%	0.0%	1.6%	0.0%	1.0%

**CROSSTABS by YEARS OF RESIDENCY**

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

N=821

Q39 Years lived in Des Moines					Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9	

Q23 Where currently get news & info

1=The Des	65.5%	68.8%	64.8%	69.4%	58.3%	68.2%
2=The Business	1.8%	7.3%	10.2%	5.8%	8.3%	6.5%
3=Cityview	27.3%	28.4%	20.3%	26.9%	25.0%	26.1%
4=Television news	58.2%	68.8%	66.4%	75.6%	66.7%	72.0%
5=City of	20.0%	17.4%	20.3%	12.6%	8.3%	14.9%
6=DMTV Cable	9.1%	8.3%	10.9%	18.0%	25.0%	15.1%
7=City Source	18.2%	32.1%	18.8%	31.1%	41.7%	28.6%
8=Other	12.7%	15.6%	16.4%	11.2%	0.0%	12.5%
9=Don't know	7.3%	2.8%	3.1%	5.0%	8.3%	4.6%

**CROSSTABS by YEARS OF RESIDENCY**

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

N=821	Q39 Years lived in Des Moines					Total
	Less than	5-10 years	11-20 years	More than	Not provided	
	5	2	3	4	9	

Q24 Used a City of Des Moines Library

1=Yes	54.5%	54.1%	57.0%	51.1%	25.0%	52.3%
2=No	43.6%	44.0%	40.6%	45.1%	58.3%	44.3%
9=Don't know	1.8%	1.8%	2.3%	3.9%	16.7%	3.4%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines						Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9		

**Q25a Overall quality of city libraries**

5=Very satisfied	63.3%	50.0%	47.9%	49.2%	33.3%	50.0%
4=Satisfied	30.0%	41.7%	35.6%	43.9%	66.7%	41.4%
3=Neutral	6.7%	6.7%	6.8%	4.6%	0.0%	5.4%
2=Dissatisfied	0.0%	0.0%	8.2%	1.5%	0.0%	2.3%
1=Very dissatis	0.0%	1.7%	1.4%	0.8%	0.0%	0.9%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines						Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9		

**Q25b Availability of the materials you need**

5=Very satisfied	50.0%	49.2%	40.3%	42.9%	33.3%	43.8%
4=Satisfied	40.0%	40.7%	45.8%	46.4%	66.7%	45.2%
3=Neutral	6.7%	10.2%	5.6%	7.7%	0.0%	7.5%
2=Dissatisfied	3.3%	0.0%	6.9%	2.7%	0.0%	3.1%
1=Very dissatis	0.0%	0.0%	1.4%	0.4%	0.0%	0.5%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines						Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9		

**Q25c Adequacy of online (Internet) information and services**

5=Very satisfied	54.5%	41.2%	42.9%	40.1%	50.0%	41.7%
4=Satisfied	36.4%	45.1%	41.3%	43.5%	0.0%	42.6%
3=Neutral	9.1%	11.8%	7.9%	14.5%	50.0%	12.8%
2=Dissatisfied	0.0%	2.0%	7.9%	1.0%	0.0%	2.3%
1=Very dissatis	0.0%	0.0%	0.0%	1.0%	0.0%	0.6%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines						Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9		

**Q25d Number of public access computers in the libraries**

5=Very satisfied	40.0%	35.3%	40.6%	35.5%	33.3%	36.7%
4=Satisfied	36.0%	45.1%	34.4%	38.3%	0.0%	38.1%
3=Neutral	20.0%	15.7%	15.6%	21.0%	66.7%	19.6%
2=Dissatisfied	4.0%	3.9%	7.8%	4.7%	0.0%	5.0%
1=Very dissatis	0.0%	0.0%	1.6%	0.5%	0.0%	0.6%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines						Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9		

Q25e Quality of children's programs

5=Very satisfied	40.0%	33.3%	38.2%	33.3%	50.0%	34.8%
4=Satisfied	50.0%	47.6%	47.3%	44.4%	0.0%	45.5%
3=Neutral	5.0%	14.3%	12.7%	18.3%	50.0%	16.1%
2=Dissatisfied	5.0%	2.4%	0.0%	2.8%	0.0%	2.3%
1=Very dissatis	0.0%	2.4%	1.8%	1.1%	0.0%	1.3%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines						Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9		

**Q25f Helpfulness of library staff**

5=Very satisfied	53.6%	47.5%	50.7%	52.8%	33.3%	51.6%
4=Satisfied	35.7%	35.6%	35.2%	38.1%	33.3%	37.0%
3=Neutral	7.1%	13.6%	9.9%	6.7%	33.3%	8.5%
2=Dissatisfied	3.6%	1.7%	2.8%	1.6%	0.0%	1.9%
1=Very dissatis	0.0%	1.7%	1.4%	0.8%	0.0%	1.0%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines						Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9		

**Q25g Hours libraries are open**

5=Very satisfied	33.3%	31.7%	23.2%	31.3%	33.3%	30.1%
4=Satisfied	46.7%	45.0%	47.8%	41.0%	33.3%	43.1%
3=Neutral	13.3%	16.7%	17.4%	14.8%	33.3%	15.6%
2=Dissatisfied	6.7%	5.0%	10.1%	10.9%	0.0%	9.6%
1=Very dissatis	0.0%	1.7%	1.4%	2.0%	0.0%	1.7%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines						Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9		

Q39 Years lived in Des Moines

1=Less than 5	100.0%	0.0%	0.0%	0.0%	0.0%	6.7%
2=5-10 years	0.0%	100.0%	0.0%	0.0%	0.0%	13.3%
3=11-20 years	0.0%	0.0%	100.0%	0.0%	0.0%	15.6%
4=More than	0.0%	0.0%	0.0%	100.0%	0.0%	63.0%
9=Not provided	0.0%	0.0%	0.0%	0.0%	100.0%	1.5%

**CROSSTABS by YEARS OF RESIDENCY**

**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

		Q39 Years lived in Des Moines				Total
Less than		11-20		Not		
5	5-10 years	years	More than	provided		
1	2	3	4	9		

Q26 Most emphasis

A=Overall quality of city libraries	9.1%	14.7%	12.5%	10.6%	0.0%	11.2%
B=Availability of the materials you need	16.4%	12.8%	19.5%	13.3%	8.3%	14.4%
C=Adequacy of online Internet information and services	0.0%	2.8%	3.9%	3.9%	0.0%	3.4%
D=Number of public access computers in the libraries	5.5%	9.2%	8.6%	6.6%	0.0%	7.1%
E=Quality of children's programs	14.5%	7.3%	8.6%	6.8%	0.0%	7.6%
F=Helpfulness of library staff	3.6%	7.3%	5.5%	3.3%	16.7%	4.4%
G=Hours libraries are open	16.4%	21.1%	18.8%	20.3%	8.3%	19.7%

**CROSSTABS by YEARS OF RESIDENCY**

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

N=821	Q39 Years lived in Des Moines					Total
	Less than	5-10 years	11-20 years	More than	Not provided	
	5	2	3	4	9	

Q27 Used Des Moines International airp

1=Yes	49.1%	64.2%	60.2%	50.5%	58.3%	53.8%
2=No	49.1%	34.9%	37.5%	47.2%	25.0%	43.8%
9=Don't know	1.8%	0.9%	2.3%	2.3%	16.7%	2.3%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines						Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9		

**Q28a Overall quality of the Des Moines International Airport**

5=Very satisfied	3.7%	25.7%	29.9%	20.9%	14.3%	22.1%
4=Satisfied	70.4%	51.4%	54.5%	62.4%	57.1%	59.7%
3=Neutral	18.5%	18.6%	13.0%	11.2%	28.6%	13.4%
2=Dissatisfied	3.7%	4.3%	2.6%	1.9%	0.0%	2.5%
1=Very dissatis	3.7%	0.0%	0.0%	3.5%	0.0%	2.3%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines						Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9		

**Q28b Helpfulness of signs & other directions**

5=Very satisfied	14.8%	28.6%	28.0%	22.9%	28.6%	24.3%
4=Satisfied	55.6%	60.0%	60.0%	62.0%	42.9%	60.6%
3=Neutral	22.2%	10.0%	8.0%	12.8%	28.6%	12.4%
2=Dissatisfied	7.4%	1.4%	4.0%	1.9%	0.0%	2.5%
1=Very dissatis	0.0%	0.0%	0.0%	0.4%	0.0%	0.2%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines						Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9		

Q28c Ease of moving through airport security

5=Very satisfied	19.2%	30.0%	28.9%	16.7%	14.3%	21.1%
4=Satisfied	30.8%	51.4%	46.1%	53.2%	42.9%	50.1%
3=Neutral	30.8%	12.9%	22.4%	20.2%	28.6%	20.2%
2=Dissatisfied	11.5%	5.7%	1.3%	7.1%	14.3%	6.3%
1=Very dissatis	7.7%	0.0%	1.3%	2.8%	0.0%	2.3%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines						Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9		

Q28d Availability of parking

5=Very satisfied	26.9%	34.8%	31.1%	20.8%	28.6%	25.4%
4=Satisfied	38.5%	49.3%	51.4%	56.0%	42.9%	52.8%
3=Neutral	26.9%	13.0%	10.8%	14.4%	0.0%	14.1%
2=Dissatisfied	7.7%	2.9%	5.4%	7.6%	28.6%	6.8%
1=Very dissatis	0.0%	0.0%	1.4%	1.2%	0.0%	0.9%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines						Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9		

Q28e Price of parking

5=Very satisfied	12.0%	20.6%	11.3%	11.6%	16.7%	13.1%
4=Satisfied	20.0%	44.1%	45.1%	35.3%	50.0%	37.7%
3=Neutral	40.0%	25.0%	22.5%	25.7%	0.0%	25.5%
2=Dissatisfied	24.0%	8.8%	18.3%	21.6%	33.3%	19.2%
1=Very dissatis	4.0%	1.5%	2.8%	5.8%	0.0%	4.4%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines						Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9		

**Q28f Food, beverage, and other concessions**

5=Very satisfied	0.0%	13.0%	8.7%	13.2%	14.3%	11.6%
4=Satisfied	30.4%	44.9%	44.9%	33.0%	42.9%	37.2%
3=Neutral	47.8%	27.5%	33.3%	29.5%	0.0%	30.4%
2=Dissatisfied	21.7%	10.1%	11.6%	19.4%	28.6%	16.7%
1=Very dissatis	0.0%	4.3%	1.4%	4.8%	14.3%	4.1%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines						Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9		

Q28g Cleanliness of facilities

5=Very satisfied	18.5%	30.0%	30.7%	27.3%	28.6%	27.8%
4=Satisfied	70.4%	52.9%	60.0%	56.3%	71.4%	57.5%
3=Neutral	11.1%	14.3%	5.3%	13.7%	0.0%	12.0%
2=Dissatisfied	0.0%	2.9%	4.0%	1.6%	0.0%	2.1%
1=Very dissatis	0.0%	0.0%	0.0%	1.2%	0.0%	0.7%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines					Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9	

Q29 Most emphasis

A=Overall quality of the Des Moines International Airport	14.5%	14.7%	12.5%	11.2%	8.3%	12.1%
B=Helpfulness of signs & other directions	5.5%	7.3%	10.9%	4.1%	8.3%	5.7%
C=Ease of moving through airport security	18.2%	27.5%	13.3%	18.2%	8.3%	18.5%
D=Availability of parking	1.8%	5.5%	7.0%	7.5%	8.3%	6.8%
E=Price of parking	14.5%	22.9%	18.8%	18.6%	16.7%	18.9%
F=Food, beverage, and other concessions	9.1%	18.3%	13.3%	12.6%	8.3%	13.2%
G=Cleanliness of facilities	5.5%	6.4%	7.0%	6.8%	0.0%	6.6%

**CROSSTABS by YEARS OF RESIDENCY**

**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	Q39 Years lived in Des Moines					Total
	Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9	

Q30 In favor of creating service

1=Yes	32.7%	28.4%	21.9%	19.7%	25.0%	22.2%
2=No	45.5%	49.5%	54.7%	58.0%	50.0%	55.4%
9=Don't know	21.8%	22.0%	23.4%	22.2%	25.0%	22.4%

**CROSSTABS by YEARS OF RESIDENCY**

**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	Q39 Years lived in Des Moines					Total
	Less than	5-10 years	11-20	More than	Not	
	5	2	3	4	provided	
	1				9	

Q32a Quality of life in the city

5=Very satisfied	29.1%	35.5%	21.6%	28.9%	10.0%	28.4%
4=Satisfied	54.5%	47.7%	56.8%	54.8%	80.0%	54.5%
3=Neutral	10.9%	16.8%	17.6%	11.0%	10.0%	12.8%
2=Dissatisfied	3.6%	0.0%	3.2%	3.6%	0.0%	3.0%
1=Very dissatisf	1.8%	0.0%	0.8%	1.6%	0.0%	1.3%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines					Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9	

Q32b Cleanliness of the city

5=Very satisfied	14.5%	17.6%	16.1%	17.8%	10.0%	17.2%
4=Satisfied	58.2%	48.1%	53.2%	50.7%	80.0%	51.6%
3=Neutral	20.0%	29.6%	25.0%	21.4%	10.0%	22.9%
2=Dissatisfied	5.5%	4.6%	5.6%	9.0%	0.0%	7.5%
1=Very dissatisf	1.8%	0.0%	0.0%	1.0%	0.0%	0.8%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines					Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9	

Q32c Image of the city

5=Very satisfied	21.8%	18.5%	17.7%	21.3%	20.0%	20.4%
4=Satisfied	60.0%	50.0%	50.8%	49.5%	50.0%	50.5%
3=Neutral	12.7%	25.9%	24.2%	19.7%	20.0%	20.8%
2=Dissatisfied	3.6%	4.6%	7.3%	6.9%	10.0%	6.5%
1=Very dissatisf	1.8%	0.9%	0.0%	2.6%	0.0%	1.9%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines					Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9	

Q32d Value that you receive for tax doll

5=Very satisfied	7.5%	14.6%	8.9%	12.5%	10.0%	11.8%
4=Satisfied	50.9%	35.0%	39.8%	34.6%	40.0%	36.6%
3=Neutral	24.5%	29.1%	34.1%	27.6%	30.0%	28.7%
2=Dissatisfied	13.2%	18.4%	10.6%	18.2%	20.0%	16.7%
1=Very dissatisf	3.8%	2.9%	6.5%	7.2%	0.0%	6.2%

**CROSSTABS by YEARS OF RESIDENCY**

**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	Q39 Years lived in Des Moines					Total
	Less than	5-10 years	11-20	More than	Not	
	5	2	3	4	provided	
	1				9	

Q32e Quality of city services

5=Very satisfied	9.6%	16.7%	12.9%	15.0%	20.0%	14.6%
4=Satisfied	65.4%	54.6%	50.8%	50.0%	50.0%	51.8%
3=Neutral	19.2%	24.1%	25.8%	24.5%	30.0%	24.4%
2=Dissatisfied	5.8%	3.7%	7.3%	7.5%	0.0%	6.7%
1=Very dissatisf	0.0%	0.9%	3.2%	3.0%	0.0%	2.5%

**CROSSTABS by YEARS OF RESIDENCY**

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

N=821	Q39 Years lived in Des Moines					Total
	Less than	5-10 years	11-20	More than	Not	
	5	2	3	4	9	

Q33 Satisfied with appearance of private

1=Yes	63.6%	68.8%	70.3%	68.1%	66.7%	68.2%
2=No	27.3%	22.0%	18.0%	24.0%	8.3%	22.8%
9=Don't know	9.1%	9.2%	11.7%	7.9%	25.0%	9.0%

**CROSSTABS by YEARS OF RESIDENCY**

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

N=821

		Q39 Years lived in Des Moines				Total
		Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9

Q34 Has neighborhood improved in 5 years

1=Yes	43.6%	59.6%	53.1%	53.2%	41.7%	53.2%
2=No	16.4%	30.3%	27.3%	33.3%	33.3%	30.8%
9=Don't know	40.0%	10.1%	19.5%	13.5%	25.0%	16.0%

**CROSSTABS by YEARS OF RESIDENCY**

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

N=821	Q39 Years lived in Des Moines					Total
	Less than	5-10 years	11-20 years	More than	Not provided	
	5	2	3	4	9	

**Q35 Live within boundaries of NBSD**

1=Yes	9.1%	19.3%	10.9%	14.3%	0.0%	13.9%
2=No	3.6%	6.4%	16.4%	12.2%	16.7%	11.6%
9=Don't know	87.3%	74.3%	72.7%	73.5%	83.3%	74.5%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines					Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9	

Q35a Services offered through NBSD prog

5=Very satisfied	40.0%	27.8%	36.4%	30.8%	0.0%	31.3%
4=Satisfied	40.0%	27.8%	27.3%	38.5%	0.0%	35.4%
3=Neutral	20.0%	27.8%	9.1%	23.1%	0.0%	22.2%
2=Dissatisfied	0.0%	11.1%	18.2%	3.1%	0.0%	6.1%
1=Very dissatis	0.0%	5.6%	9.1%	4.6%	0.0%	5.1%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines						Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9		

Q35b Impact of NBSD on neighborhood

5=Very satisfied	20.0%	26.3%	27.3%	28.1%	0.0%	27.3%
4=Satisfied	40.0%	31.6%	45.5%	35.9%	0.0%	36.4%
3=Neutral	40.0%	31.6%	27.3%	28.1%	0.0%	29.3%
2=Dissatisfied	0.0%	5.3%	0.0%	6.3%	0.0%	5.1%
1=Very dissatis	0.0%	5.3%	0.0%	1.6%	0.0%	2.0%

**CROSSTABS by YEARS OF RESIDENCY**

**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

Q39 Years lived in Des Moines						Total
Less than 5 1	5-10 years 2	11-20 years 3	More than 4	Not provided 9		

**Q35c Professionalism of NBSD staff**

5=Very satisfied	20.0%	27.8%	36.4%	31.1%	0.0%	30.5%
4=Satisfied	60.0%	27.8%	36.4%	34.4%	0.0%	34.7%
3=Neutral	20.0%	38.9%	27.3%	27.9%	0.0%	29.5%
2=Dissatisfied	0.0%	5.6%	0.0%	3.3%	0.0%	3.2%
1=Very dissatis	0.0%	0.0%	0.0%	3.3%	0.0%	2.1%