

2007 DirectionFinder® Survey

Appendix C: Crosstabs by Income



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 Income

<u>Q41 Total annual household income</u>	<u>Number</u>	<u>Percent</u>
Under \$30K	196	23.9 %
\$30K to \$59,999	273	33.3 %
\$60K to \$99,999	185	22.5 %
\$100K+	87	10.6 %
<u>Not provided</u>	<u>80</u>	<u>9.7 %</u>
Total	821	100.0 %

Missing Cases = 0

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q1a The city's entertainment destinations

5=Very satisfied	20.3%	14.6%	12.9%	12.9%	14.9%	15.4%
4=Satisfied	37.2%	45.7%	48.9%	55.3%	41.8%	45.3%
3=Neutral	32.0%	29.6%	29.8%	25.9%	29.9%	29.8%
2=Dissatisfied	7.0%	6.1%	7.9%	2.4%	6.0%	6.3%
1=Very dissatis	3.5%	4.0%	0.6%	3.5%	7.5%	3.3%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q1b Overall fairness of city taxes and fees

5=Very satisfied	7.5%	4.7%	2.2%	5.7%	1.3%	4.6%
4=Satisfied	13.4%	17.6%	19.1%	16.1%	13.2%	16.3%
3=Neutral	31.6%	29.3%	30.1%	34.5%	23.7%	30.0%
2=Dissatisfied	23.0%	25.4%	33.9%	28.7%	30.3%	27.6%
1=Very dissatis	24.6%	23.0%	14.8%	14.9%	31.6%	21.4%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q1c The city's efforts to communicate with you

5=Very satisfied	14.1%	12.6%	10.5%	13.8%	11.7%	12.5%
4=Satisfied	39.5%	31.7%	35.9%	36.8%	32.5%	35.1%
3=Neutral	27.6%	35.9%	38.1%	34.5%	33.8%	34.1%
2=Dissatisfied	10.8%	12.6%	11.6%	11.5%	13.0%	11.9%
1=Very dissatis	8.1%	7.3%	3.9%	3.4%	9.1%	6.4%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q1d Overall quality of customer service you receive from city employees

5=Very satisfied	24.0%	14.3%	9.4%	15.2%	23.0%	16.5%
4=Satisfied	42.6%	51.6%	52.4%	43.0%	44.6%	48.0%
3=Neutral	23.0%	24.2%	25.3%	30.4%	20.3%	24.4%
2=Dissatisfied	4.9%	6.0%	9.4%	10.1%	5.4%	6.9%
1=Very dissatis	5.5%	4.0%	3.5%	1.3%	6.8%	4.2%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q1e Overall quality of neighborhood commercial and retail districts

5=Very satisfied	15.5%	11.1%	11.7%	14.9%	9.5%	12.5%
4=Satisfied	38.5%	40.8%	40.2%	49.4%	40.5%	41.1%
3=Neutral	28.3%	28.6%	32.4%	23.0%	28.4%	28.8%
2=Dissatisfied	10.7%	12.2%	11.2%	11.5%	16.2%	11.9%
1=Very dissatis	7.0%	7.3%	4.5%	1.1%	5.4%	5.7%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

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

5=Very satisfied	27.7%	17.5%	16.9%	21.8%	15.8%	20.1%
4=Satisfied	48.4%	52.2%	55.2%	54.0%	53.9%	52.4%
3=Neutral	17.0%	21.6%	18.6%	18.4%	21.1%	19.5%
2=Dissatisfied	3.7%	7.1%	7.7%	3.4%	3.9%	5.7%
1=Very dissatis	3.2%	1.5%	1.6%	2.3%	5.3%	2.4%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q1g Overall quality of public safety

5=Very satisfied	22.0%	19.3%	10.3%	23.3%	18.4%	18.2%
4=Satisfied	45.0%	54.3%	57.1%	60.5%	44.7%	52.5%
3=Neutral	22.5%	20.8%	23.9%	10.5%	27.6%	21.5%
2=Dissatisfied	5.2%	4.5%	6.5%	5.8%	3.9%	5.2%
1=Very dissatis	5.2%	1.1%	2.2%	0.0%	5.3%	2.6%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q1h Overall quality of jobs and the economy

5=Very satisfied	9.0%	5.4%	8.3%	16.1%	7.0%	8.3%
4=Satisfied	37.6%	43.6%	43.3%	51.7%	29.6%	41.8%
3=Neutral	29.8%	31.5%	31.7%	24.1%	31.0%	30.3%
2=Dissatisfied	14.6%	12.8%	12.2%	4.6%	21.1%	12.9%
1=Very dissatis	9.0%	6.6%	4.4%	3.4%	11.3%	6.7%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

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

5=Very satisfied	14.1%	8.2%	6.5%	7.8%	7.4%	9.1%
4=Satisfied	31.1%	34.5%	27.8%	31.2%	33.8%	31.8%
3=Neutral	36.7%	42.4%	43.2%	39.0%	39.7%	40.6%
2=Dissatisfied	11.3%	12.2%	18.3%	18.2%	13.2%	14.1%
1=Very dissatis	6.8%	2.7%	4.1%	3.9%	5.9%	4.4%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q1j Overall quality of downtown Des Moines

5=Very satisfied	15.9%	16.2%	12.8%	14.9%	13.0%	14.9%
4=Satisfied	39.6%	49.0%	50.0%	59.8%	42.9%	47.6%
3=Neutral	33.0%	27.0%	28.3%	18.4%	20.8%	27.1%
2=Dissatisfied	7.7%	5.4%	6.7%	4.6%	16.9%	7.3%
1=Very dissatis	3.8%	2.3%	2.2%	2.3%	6.5%	3.1%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q1k Overall quality of learning opportunities

5=Very satisfied	26.9%	18.5%	14.1%	19.0%	18.1%	19.5%
4=Satisfied	39.6%	49.4%	52.5%	54.8%	43.1%	47.8%
3=Neutral	25.3%	20.8%	24.9%	17.9%	26.4%	23.0%
2=Dissatisfied	3.8%	8.1%	6.2%	4.8%	9.7%	6.5%
1=Very dissatis	4.4%	3.1%	2.3%	3.6%	2.8%	3.2%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q11 The city as a supportive community for youth and families

5=Very satisfied	19.8%	12.7%	11.0%	17.9%	4.3%	13.8%
4=Satisfied	37.4%	46.2%	45.1%	45.2%	40.6%	43.2%
3=Neutral	29.1%	26.5%	31.8%	27.4%	36.2%	29.3%
2=Dissatisfied	7.7%	9.2%	9.8%	7.1%	11.6%	9.0%
1=Very dissatis	6.0%	5.4%	2.3%	2.4%	7.2%	4.7%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

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

5=Very satisfied	22.5%	13.7%	12.0%	14.9%	8.5%	15.0%
4=Satisfied	37.9%	39.8%	40.0%	40.2%	42.3%	39.7%
3=Neutral	26.4%	30.1%	33.1%	35.6%	29.6%	30.5%
2=Dissatisfied	4.9%	9.4%	10.3%	6.9%	12.7%	8.6%
1=Very dissatis	8.2%	7.0%	4.6%	2.3%	7.0%	6.2%

CROSSTABS by INCOME

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

	Q41 Total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
	1	2	3	4	9	
<u>Q2 Most emphasis</u>						
A=The city's entertainment destinations	9.2%	11.7%	12.4%	10.3%	5.0%	10.5%
B=Overall fairness of city taxes and fees	50.0%	52.7%	58.9%	57.5%	58.8%	54.6%
C=The city's efforts to communicate with you	12.2%	15.0%	9.2%	14.9%	10.0%	12.5%
D=Overall quality of customer service you receive from city employees	11.2%	12.1%	9.7%	9.2%	20.0%	11.8%
E=Overall quality of neighborhood commercial and retail districts	15.3%	20.9%	26.5%	26.4%	20.0%	21.3%
F=Overall quality of community assets parks, public buildings, bridges, etc.	8.2%	13.2%	15.1%	20.7%	13.8%	13.3%
G=Overall quality of public safety	17.3%	18.3%	20.0%	14.9%	16.3%	17.9%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q2 Most emphasis (Cont.)

H=Overall quality of jobs and the economy	25.5%	28.9%	27.0%	29.9%	33.8%	28.3%
I=The city's efforts to conserve energy and protect the environment	16.3%	22.7%	26.5%	23.0%	12.5%	21.1%
J=Overall quality of downtown Des Moines	10.7%	8.4%	13.0%	20.7%	8.8%	11.3%
K=Overall quality of learning opportunities	8.7%	9.5%	9.2%	8.0%	12.5%	9.4%
L=The city as a supportive community for youth and families	19.9%	14.3%	17.3%	19.5%	11.3%	16.6%
M=The city as a welcoming community for people of diverse backgrounds	13.3%	11.7%	17.3%	12.6%	10.0%	13.3%

CROSSTABS by INCOME

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

N=821	Q41 Total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
	1	2	3	4	9	

Q3 Contacted city during past year

1=Yes	20.4%	33.7%	38.9%	35.6%	35.0%	32.0%
2=No	78.6%	64.8%	60.5%	62.1%	63.8%	66.7%
9=Don't know	1.0%	1.5%	0.5%	2.3%	1.3%	1.2%

CROSSTABS by INCOME

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

N=821

	Q41 Total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
	1	2	3	4	9	

Q3b How easy/difficult to contact person

1=Very easy	30.0%	43.5%	38.9%	38.7%	39.3%	39.2%
2=Somewhat easy	42.5%	32.6%	36.1%	35.5%	39.3%	36.1%
3=Difficult	10.0%	13.0%	11.1%	3.2%	17.9%	11.4%
4=Very difficult	17.5%	8.7%	11.1%	22.6%	0.0%	11.4%
9=Don't know	0.0%	2.2%	2.8%	0.0%	3.6%	1.9%

CROSSTABS by INCOME

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

Q41 Total annual household income						Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided		
1	2	3	4	9		

Q3c-1 They were polite

5=Always	51.3%	51.1%	37.7%	53.3%	29.6%	45.5%
4=Usually	17.9%	32.2%	36.2%	33.3%	48.1%	32.9%
3=Sometimes	15.4%	10.0%	17.4%	6.7%	18.5%	13.3%
2=Seldom	7.7%	3.3%	7.2%	6.7%	3.7%	5.5%
1=Never	7.7%	3.3%	1.4%	0.0%	0.0%	2.7%

CROSSTABS by INCOME

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	Q41 Total annual household income					Total
	Under \$30K 1	\$30K to \$59,999 2	\$60K to \$99,999 3	\$100K+ 4	Not provided 9	

Q3c-2 Gave accurate answers to your ques

5=Always	39.5%	42.5%	30.4%	41.4%	30.8%	37.3%
4=Usually	21.1%	33.3%	37.7%	20.7%	26.9%	30.5%
3=Sometimes	15.8%	11.5%	21.7%	24.1%	26.9%	18.1%
2=Seldom	10.5%	5.7%	10.1%	3.4%	11.5%	8.0%
1=Never	13.2%	6.9%	0.0%	10.3%	3.8%	6.0%

CROSSTABS by INCOME

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

Q41 Total annual household income						Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided		
1	2	3	4	9		

Q3c-3 Did what they said they would in

5=Always	38.9%	34.6%	28.8%	43.3%	24.0%	33.6%
4=Usually	16.7%	32.1%	27.3%	20.0%	24.0%	26.1%
3=Sometimes	11.1%	11.1%	21.2%	16.7%	24.0%	16.0%
2=Seldom	13.9%	3.7%	15.2%	6.7%	16.0%	10.1%
1=Never	19.4%	18.5%	7.6%	13.3%	12.0%	14.3%

CROSSTABS by INCOME

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

	Q41 Total annual household income					Total
	Under \$30K 1	\$30K to \$59,999 2	\$60K to \$99,999 3	\$100K+ 4	Not provided 9	

Q3c-4 Helped resolve issue to satisfact

5=Always	31.6%	38.4%	29.4%	24.1%	24.0%	31.7%
4=Usually	13.2%	25.6%	23.5%	34.5%	20.0%	23.6%
3=Sometimes	18.4%	7.0%	19.1%	10.3%	16.0%	13.4%
2=Seldom	13.2%	8.1%	16.2%	6.9%	12.0%	11.4%
1=Never	23.7%	20.9%	11.8%	24.1%	28.0%	19.9%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q4a Overall quality of police protection

5=Very satisfied	27.6%	28.1%	15.7%	25.9%	28.8%	25.0%
4=Satisfied	45.8%	55.1%	55.1%	56.5%	37.0%	51.3%
3=Neutral	18.2%	12.9%	21.9%	11.8%	26.0%	17.3%
2=Dissatisfied	4.7%	1.5%	5.6%	4.7%	1.4%	3.5%
1=Very dissatis	3.6%	2.3%	1.7%	1.2%	6.8%	2.8%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q4b How quickly police respond to emergencies

5=Very satisfied	32.1%	20.3%	16.7%	26.1%	27.0%	23.7%
4=Satisfied	33.9%	50.2%	43.1%	43.5%	44.4%	43.4%
3=Neutral	22.0%	20.7%	30.6%	21.7%	14.3%	22.7%
2=Dissatisfied	7.7%	6.6%	5.6%	7.2%	6.3%	6.7%
1=Very dissatis	4.2%	2.2%	4.2%	1.4%	7.9%	3.6%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q4c The visibility of police in neighborhoods

5=Very satisfied	17.0%	14.7%	12.5%	20.5%	14.7%	15.4%
4=Satisfied	41.0%	45.1%	36.9%	32.5%	42.7%	40.7%
3=Neutral	26.1%	28.2%	34.7%	31.3%	17.3%	28.4%
2=Dissatisfied	9.6%	9.4%	11.4%	12.0%	17.3%	10.9%
1=Very dissatis	6.4%	2.6%	4.5%	3.6%	8.0%	4.6%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q4d The visibility of police in retail areas

5=Very satisfied	16.9%	10.2%	10.9%	13.9%	13.2%	12.6%
4=Satisfied	39.5%	53.3%	37.9%	35.4%	34.2%	42.8%
3=Neutral	34.5%	29.4%	39.1%	39.2%	31.6%	34.0%
2=Dissatisfied	5.1%	5.9%	9.8%	8.9%	11.8%	7.5%
1=Very dissatis	4.0%	1.2%	2.3%	2.5%	9.2%	3.0%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q4e Quality of animal control

5=Very satisfied	23.7%	13.9%	12.2%	13.9%	16.2%	16.1%
4=Satisfied	31.6%	44.3%	39.0%	39.2%	47.1%	39.8%
3=Neutral	31.6%	26.2%	28.7%	30.4%	17.6%	27.7%
2=Dissatisfied	7.3%	10.2%	13.4%	13.9%	8.8%	10.5%
1=Very dissatis	5.6%	5.3%	6.7%	2.5%	10.3%	5.9%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q4f Professionalism of city police officers

5=Very satisfied	31.2%	23.5%	21.2%	25.3%	22.5%	24.9%
4=Satisfied	35.9%	48.6%	52.7%	49.4%	49.3%	46.7%
3=Neutral	22.9%	20.2%	18.2%	19.0%	18.3%	20.1%
2=Dissatisfied	5.9%	5.7%	4.2%	3.8%	2.8%	4.9%
1=Very dissatis	4.1%	2.0%	3.6%	2.5%	7.0%	3.4%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q4g Responsiveness of police to investigations of criminal offenses

5=Very satisfied	26.7%	22.1%	12.2%	24.1%	21.1%	21.2%
4=Satisfied	36.7%	43.8%	34.4%	36.2%	43.9%	39.2%
3=Neutral	24.7%	27.4%	38.2%	32.8%	15.8%	28.5%
2=Dissatisfied	6.7%	4.8%	9.2%	3.4%	12.3%	6.8%
1=Very dissatis	5.3%	1.9%	6.1%	3.4%	7.0%	4.3%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q4h Responsiveness of police to traffic complaints

5=Very satisfied	21.8%	13.9%	9.4%	12.5%	19.0%	15.2%
4=Satisfied	37.8%	44.9%	32.6%	39.1%	41.4%	39.6%
3=Neutral	25.0%	29.6%	39.9%	37.5%	17.2%	30.4%
2=Dissatisfied	9.6%	10.2%	11.6%	7.8%	13.8%	10.4%
1=Very dissatis	5.8%	1.4%	6.5%	3.1%	8.6%	4.4%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q5 Most emphasis

A=Overall quality of police protection	21.9%	16.8%	22.7%	27.6%	33.8%	22.2%
B=How quickly police respond to emergencies	17.3%	24.9%	23.2%	34.5%	27.5%	24.0%
C=The visibility of police in neighborhoods	26.5%	34.8%	37.3%	33.3%	31.3%	32.9%
D=The visibility of police in retail areas	9.2%	12.1%	14.1%	12.6%	12.5%	11.9%
E=Quality of animal control	17.3%	20.5%	13.0%	9.2%	12.5%	16.1%
F=Professionalism of city police officers	10.2%	12.1%	10.3%	13.8%	3.8%	10.6%
G=Responsiveness of police to investigations of criminal offenses	13.3%	12.8%	21.6%	13.8%	13.8%	15.1%
H=Responsiveness of police to traffic complaints	13.3%	17.2%	19.5%	13.8%	15.0%	16.2%

CROSSTABS by INCOME

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

N=821

Q41 Total annual household income						Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided		
1	2	3	4	9		

Q6 Level of traffic enforcement

1=Too much	1.5%	2.9%	2.7%	4.6%	3.8%	2.8%
2=Appropriate	46.4%	51.6%	55.1%	64.4%	33.8%	50.8%
3=Not enough	32.1%	29.3%	33.5%	23.0%	36.3%	30.9%
9=Don't know	19.9%	16.1%	8.6%	8.0%	26.3%	15.5%

CROSSTABS by INCOME

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	Q41 Total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
	1	2	3	4	9	

Q7a Overall in the City of Des Moines

5=Very safe	26.0%	22.0%	21.1%	31.0%	17.5%	23.3%
4=Safe	48.5%	57.1%	59.5%	57.5%	42.5%	54.2%
3=Neutral	11.7%	16.8%	14.6%	9.2%	26.3%	15.2%
2=Unsafe	6.6%	2.9%	3.2%	2.3%	10.0%	4.5%
1=Very unsafe	3.1%	0.0%	1.1%	0.0%	0.0%	1.0%
9=Don't know	4.1%	1.1%	0.5%	0.0%	3.8%	1.8%

CROSSTABS by INCOME

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	Q41 Total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
	1	2	3	4	9	

Q7b In your neighborhood

5=Very safe	28.1%	37.0%	39.5%	50.6%	23.8%	35.6%
4=Safe	46.9%	49.5%	48.1%	37.9%	37.5%	46.2%
3=Neutral	11.7%	9.2%	6.5%	6.9%	25.0%	10.5%
2=Unsafe	8.7%	2.9%	4.9%	4.6%	8.8%	5.5%
1=Very unsafe	3.6%	0.7%	0.5%	0.0%	2.5%	1.5%
9=Don't know	1.0%	0.7%	0.5%	0.0%	2.5%	0.9%

CROSSTABS by INCOME

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	Q41 Total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
	1	2	3	4	9	

Q7c In city parks

5=Very safe	17.3%	13.2%	14.1%	18.4%	11.3%	14.7%
4=Safe	37.2%	39.9%	40.0%	47.1%	26.3%	38.7%
3=Neutral	20.4%	28.6%	32.4%	20.7%	28.8%	26.7%
2=Unsafe	9.2%	6.2%	6.5%	6.9%	13.8%	7.8%
1=Very unsafe	2.6%	0.7%	1.1%	1.1%	2.5%	1.5%
9=Don't know	13.3%	11.4%	5.9%	5.7%	17.5%	10.6%

CROSSTABS by INCOME

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	Q41 Total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
	1	2	3	4	9	

Q7d In downtown Des Moines

5=Very safe	15.3%	17.2%	14.6%	20.7%	7.5%	15.6%
4=Safe	35.2%	39.2%	41.6%	51.7%	32.5%	39.5%
3=Neutral	23.0%	24.9%	30.3%	16.1%	26.3%	24.8%
2=Unsafe	9.2%	9.2%	7.6%	6.9%	12.5%	8.9%
1=Very unsafe	4.6%	0.7%	1.6%	1.1%	5.0%	2.3%
9=Don't know	12.8%	8.8%	4.3%	3.4%	16.3%	8.9%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q8a Overall quality of fire protection

5=Very satisfied	49.7%	37.8%	33.6%	34.3%	44.4%	40.1%
4=Satisfied	41.4%	52.2%	54.8%	55.7%	41.3%	49.4%
3=Neutral	7.7%	9.6%	10.3%	10.0%	9.5%	9.3%
2=Dissatisfied	0.0%	0.4%	1.4%	0.0%	4.8%	0.9%
1=Very dissatis	1.2%	0.0%	0.0%	0.0%	0.0%	0.3%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q8b How quickly fire personnel respond to emergencies

5=Very satisfied	54.5%	40.9%	31.0%	31.7%	50.0%	42.3%
4=Satisfied	34.0%	50.7%	52.4%	55.0%	39.7%	46.1%
3=Neutral	10.3%	7.9%	15.1%	13.3%	8.6%	10.6%
2=Dissatisfied	0.0%	0.5%	1.6%	0.0%	1.7%	0.7%
1=Very dissatis	1.3%	0.0%	0.0%	0.0%	0.0%	0.3%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q8c Overall quality of ambulance and paramedic services

5=Very satisfied	52.4%	40.8%	36.4%	41.0%	50.0%	43.8%
4=Satisfied	37.5%	46.4%	47.7%	45.9%	37.1%	43.4%
3=Neutral	8.9%	11.8%	13.6%	13.1%	11.3%	11.5%
2=Dissatisfied	0.6%	0.5%	2.3%	0.0%	0.0%	0.8%
1=Very dissatis	0.6%	0.5%	0.0%	0.0%	1.6%	0.5%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q8d The fire department's fire inspection program

5=Very satisfied	36.6%	29.1%	25.0%	26.0%	34.0%	30.3%
4=Satisfied	43.1%	46.1%	35.0%	40.0%	36.2%	41.4%
3=Neutral	14.6%	24.2%	34.0%	34.0%	27.7%	25.2%
2=Dissatisfied	3.3%	0.6%	3.0%	0.0%	2.1%	1.9%
1=Very dissatis	2.4%	0.0%	3.0%	0.0%	0.0%	1.2%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q8e The city's fire safety education program

5=Very satisfied	38.3%	26.7%	21.8%	27.3%	39.1%	29.9%
4=Satisfied	42.2%	45.3%	34.7%	36.4%	34.8%	40.4%
3=Neutral	14.8%	23.8%	36.6%	34.5%	26.1%	25.5%
2=Dissatisfied	2.3%	3.5%	5.0%	0.0%	0.0%	2.8%
1=Very dissatis	2.3%	0.6%	2.0%	1.8%	0.0%	1.4%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q9 Most emphasis

A=Overall quality of fire protection

15.8% 20.5% 24.3% 28.7% 22.5% 21.3%

B=How quickly fire personnel respond to emergencies

21.9% 29.7% 33.0% 42.5% 32.5% 30.2%

C=Overall quality of ambulance and paramedic services

18.9% 27.8% 25.9% 31.0% 23.8% 25.2%

D=The fire department's fire inspection program

18.9% 20.1% 18.9% 9.2% 13.8% 17.8%

E=The city's fire safety education program

24.0% 25.6% 25.4% 17.2% 18.8% 23.6%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q10a Overall quality of city parks

5=Very satisfied	20.5%	15.2%	14.8%	14.6%	20.7%	16.7%
4=Satisfied	57.8%	58.8%	55.7%	63.4%	43.1%	57.1%
3=Neutral	16.9%	20.0%	23.9%	17.1%	27.6%	20.5%
2=Dissatisfied	3.6%	4.8%	4.0%	3.7%	3.4%	4.1%
1=Very dissatis	1.2%	1.2%	1.7%	1.2%	5.2%	1.6%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q10b Overall beauty of the city

5=Very satisfied	25.1%	17.3%	12.0%	15.5%	17.6%	17.7%
4=Satisfied	53.0%	52.7%	54.1%	61.9%	51.5%	54.0%
3=Neutral	15.3%	23.5%	26.2%	17.9%	19.1%	21.2%
2=Dissatisfied	6.0%	6.2%	6.6%	4.8%	5.9%	6.0%
1=Very dissatis	0.5%	0.4%	1.1%	0.0%	5.9%	1.0%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q10c Number and location of city parks

5=Very satisfied	22.6%	14.2%	14.8%	13.3%	19.0%	16.5%
4=Satisfied	54.2%	56.3%	47.7%	56.6%	48.3%	53.1%
3=Neutral	18.5%	21.9%	28.4%	26.5%	22.4%	23.2%
2=Dissatisfied	4.2%	6.9%	9.1%	2.4%	3.4%	6.0%
1=Very dissatis	0.6%	0.8%	0.0%	1.2%	6.9%	1.1%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

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

5=Very satisfied	31.4%	23.2%	22.5%	19.3%	23.2%	24.4%
4=Satisfied	42.3%	45.2%	44.5%	49.4%	35.7%	44.1%
3=Neutral	19.2%	19.1%	16.8%	20.5%	25.0%	19.2%
2=Dissatisfied	4.5%	9.5%	13.3%	10.8%	16.1%	10.0%
1=Very dissatis	2.6%	2.9%	2.9%	0.0%	0.0%	2.3%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

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

5=Very satisfied	19.3%	15.3%	12.5%	15.6%	12.5%	15.4%
4=Satisfied	45.0%	42.9%	39.7%	45.3%	47.9%	43.3%
3=Neutral	26.4%	32.1%	35.3%	26.6%	27.1%	30.5%
2=Dissatisfied	7.1%	7.1%	8.8%	10.9%	10.4%	8.2%
1=Very dissatis	2.1%	2.6%	3.7%	1.6%	2.1%	2.6%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

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

5=Very satisfied	21.2%	14.3%	8.6%	9.2%	16.7%	14.3%
4=Satisfied	46.7%	51.5%	49.3%	48.7%	48.1%	49.3%
3=Neutral	26.1%	29.9%	34.9%	32.9%	25.9%	30.1%
2=Dissatisfied	3.6%	4.3%	5.9%	6.6%	7.4%	5.0%
1=Very dissatis	2.4%	0.0%	1.3%	2.6%	1.9%	1.3%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q10g Landscaping along city streets and other public areas

5=Very satisfied	24.7%	21.9%	16.5%	19.0%	27.7%	21.5%
4=Satisfied	44.5%	44.6%	45.1%	50.0%	44.6%	45.3%
3=Neutral	22.5%	26.5%	24.7%	21.4%	20.0%	24.1%
2=Dissatisfied	4.9%	5.8%	10.4%	8.3%	6.2%	7.0%
1=Very dissatis	3.3%	1.2%	3.3%	1.2%	1.5%	2.2%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q10h Use of "green" practices

5=Very satisfied	19.4%	9.9%	10.6%	11.4%	8.3%	12.3%
4=Satisfied	42.4%	42.4%	38.0%	40.0%	45.8%	41.4%
3=Neutral	29.5%	38.9%	35.2%	32.9%	39.6%	35.2%
2=Dissatisfied	5.8%	6.4%	12.0%	11.4%	4.2%	8.0%
1=Very dissatis	2.9%	2.5%	4.2%	4.3%	2.1%	3.2%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

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

5=Very satisfied	29.3%	21.5%	13.0%	20.5%	13.3%	20.5%
4=Satisfied	38.4%	48.1%	48.8%	59.0%	46.7%	47.1%
3=Neutral	25.0%	26.2%	32.7%	15.4%	31.7%	26.7%
2=Dissatisfied	4.3%	4.3%	4.3%	2.6%	5.0%	4.2%
1=Very dissatis	3.0%	0.0%	1.2%	2.6%	3.3%	1.6%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q10j Condition of sports facilities

5=Very satisfied	25.0%	19.2%	21.7%	18.3%	9.6%	20.3%
4=Satisfied	41.4%	49.5%	44.2%	57.7%	38.5%	46.4%
3=Neutral	27.0%	26.0%	29.0%	21.1%	44.2%	27.9%
2=Dissatisfied	2.6%	4.3%	5.1%	0.0%	3.8%	3.5%
1=Very dissatis	3.9%	1.0%	0.0%	2.8%	3.8%	1.9%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q10k Availability of special recreation

5=Very satisfied	19.0%	8.2%	6.4%	9.9%	12.5%	11.0%
4=Satisfied	36.7%	41.8%	32.1%	36.6%	33.3%	37.0%
3=Neutral	32.7%	34.2%	35.0%	32.4%	43.8%	34.6%
2=Dissatisfied	8.2%	12.8%	18.6%	16.9%	8.3%	13.1%
1=Very dissatis	3.4%	3.1%	7.9%	4.2%	2.1%	4.3%

CROSSTABS by INCOME

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

	Q41 Total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
	1	2	3	4	9	
<u>Q11 Most emphasis</u>						
A=Overall quality of city parks	20.4%	28.2%	33.0%	28.7%	20.0%	26.7%
B=Overall beauty of the city	18.4%	25.6%	23.8%	28.7%	22.5%	23.5%
C=Number and location of city parks	12.8%	13.9%	15.1%	18.4%	12.5%	14.3%
D=Number of walking and biking trails in the City of Des Moines	11.7%	19.4%	29.7%	33.3%	16.3%	21.1%
E=Overall quality of pools aquatic centers, wading pools	15.3%	24.5%	16.8%	12.6%	10.0%	17.9%
F=Condition of city buildings City Hall, police station, etc.	15.3%	20.9%	14.6%	17.2%	15.0%	17.2%
G=Landscaping along city streets and other public areas	16.8%	23.1%	25.4%	21.8%	11.3%	20.8%
H=Use of “green” practices	12.2%	16.5%	21.1%	26.4%	11.3%	17.1%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q11 Most emphasis (Cont.)

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

13.8%	13.2%	13.0%	14.9%	10.0%	13.2%
-------	-------	-------	-------	-------	-------

J=Condition of sports facilities

7.7%	7.3%	5.9%	8.0%	2.5%	6.7%
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CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q12a Overall condition of city streets

5=Very satisfied	5.2%	3.0%	0.5%	2.4%	4.0%	3.0%
4=Satisfied	17.7%	24.9%	21.6%	29.8%	14.7%	22.0%
3=Neutral	35.4%	27.1%	28.1%	29.8%	34.7%	30.3%
2=Dissatisfied	26.0%	34.9%	34.1%	26.2%	26.7%	30.9%
1=Very dissatis	15.6%	10.0%	15.7%	11.9%	20.0%	13.8%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q12b Condition of major city streets

5=Very satisfied	8.9%	4.4%	2.7%	6.0%	8.2%	5.6%
4=Satisfied	26.2%	31.9%	35.1%	39.3%	19.2%	30.9%
3=Neutral	31.9%	31.5%	27.0%	25.0%	38.4%	30.5%
2=Dissatisfied	23.0%	24.8%	23.8%	21.4%	16.4%	23.0%
1=Very dissatis	9.9%	7.4%	11.4%	8.3%	17.8%	10.0%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q12c Condition of streets in your neighborhood

5=Very satisfied	6.2%	7.1%	5.4%	10.6%	9.5%	7.1%
4=Satisfied	34.0%	36.4%	29.7%	29.4%	23.0%	32.3%
3=Neutral	24.7%	21.2%	26.5%	29.4%	28.4%	24.8%
2=Dissatisfied	17.5%	24.2%	22.2%	21.2%	18.9%	21.3%
1=Very dissatis	17.5%	11.2%	16.2%	9.4%	20.3%	14.5%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q12d Ability to safely ride a bicycle on city streets

5=Very satisfied	6.5%	2.8%	2.6%	5.1%	9.8%	4.5%
4=Satisfied	25.5%	19.0%	14.8%	15.4%	13.7%	18.7%
3=Neutral	41.2%	38.9%	30.3%	28.2%	35.3%	35.8%
2=Dissatisfied	17.0%	25.1%	34.8%	43.6%	25.5%	27.8%
1=Very dissatis	9.8%	14.2%	17.4%	7.7%	15.7%	13.3%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q12e Garbage collection

5=Very satisfied	32.6%	33.5%	27.3%	27.4%	32.9%	31.1%
4=Satisfied	51.1%	47.4%	57.4%	58.3%	49.3%	51.9%
3=Neutral	10.3%	10.9%	9.8%	10.7%	9.6%	10.4%
2=Dissatisfied	3.3%	6.4%	4.4%	1.2%	2.7%	4.3%
1=Very dissatis	2.7%	1.9%	1.1%	2.4%	5.5%	2.3%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q12f Recyclables collection

5=Very satisfied	26.7%	28.1%	22.4%	21.7%	28.6%	25.8%
4=Satisfied	47.8%	44.9%	50.8%	41.0%	42.9%	46.4%
3=Neutral	11.7%	16.8%	13.1%	14.5%	14.3%	14.2%
2=Dissatisfied	9.4%	7.4%	9.8%	15.7%	5.7%	9.2%
1=Very dissatis	4.4%	2.7%	3.8%	7.2%	8.6%	4.4%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q12g Yard waste collection

5=Very satisfied	28.2%	23.0%	22.2%	26.3%	26.5%	24.7%
4=Satisfied	39.1%	46.0%	40.0%	38.8%	38.2%	41.5%
3=Neutral	15.5%	15.3%	15.6%	15.0%	14.7%	15.3%
2=Dissatisfied	12.1%	12.1%	13.9%	12.5%	11.8%	12.5%
1=Very dissatis	5.2%	3.6%	8.3%	7.5%	8.8%	6.0%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q12h Special item collection (using stickers)

5=Very satisfied	22.2%	14.0%	13.2%	23.3%	12.5%	16.5%
4=Satisfied	27.8%	34.1%	34.6%	32.9%	42.9%	33.4%
3=Neutral	23.6%	27.1%	23.3%	26.0%	14.3%	24.2%
2=Dissatisfied	18.8%	17.9%	16.4%	11.0%	23.2%	17.4%
1=Very dissatis	7.6%	7.0%	12.6%	6.8%	7.1%	8.5%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q12i Neighborhood cleanups (SCRUB program)

5=Very satisfied	20.8%	22.0%	18.5%	29.3%	22.4%	21.7%
4=Satisfied	33.8%	35.7%	39.3%	28.0%	34.5%	35.2%
3=Neutral	28.6%	28.2%	23.8%	30.7%	25.9%	27.3%
2=Dissatisfied	9.1%	11.0%	11.9%	10.7%	8.6%	10.6%
1=Very dissatis	7.8%	3.1%	6.5%	1.3%	8.6%	5.3%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q12j Condition of city sidewalks

5=Very satisfied	12.9%	7.6%	2.9%	9.6%	8.5%	8.1%
4=Satisfied	33.7%	37.2%	40.0%	26.5%	32.4%	35.4%
3=Neutral	30.3%	32.4%	32.6%	43.4%	36.6%	33.6%
2=Dissatisfied	16.9%	16.0%	19.4%	16.9%	14.1%	16.9%
1=Very dissatis	6.2%	6.8%	5.1%	3.6%	8.5%	6.1%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q12k Snow removal on major city streets

5=Very satisfied	26.6%	22.8%	17.8%	22.9%	19.2%	22.2%
4=Satisfied	46.8%	52.1%	54.6%	54.2%	50.7%	51.5%
3=Neutral	17.6%	15.2%	16.8%	15.7%	13.7%	16.0%
2=Dissatisfied	5.9%	6.8%	5.9%	4.8%	11.0%	6.6%
1=Very dissatis	3.2%	3.0%	4.9%	2.4%	5.5%	3.7%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q12l Snow removal in your neighborhood.

5=Very satisfied	18.9%	17.9%	12.0%	14.3%	17.6%	16.3%
4=Satisfied	45.4%	40.5%	42.9%	31.0%	39.2%	41.1%
3=Neutral	18.4%	19.5%	17.4%	25.0%	18.9%	19.3%
2=Dissatisfied	9.7%	14.1%	20.1%	21.4%	16.2%	15.5%
1=Very dissatis	7.6%	8.0%	7.6%	8.3%	8.1%	7.9%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q12m The city's sanitary sewer system

5=Very satisfied	20.5%	15.6%	10.0%	12.0%	11.5%	14.7%
4=Satisfied	39.2%	47.7%	54.1%	48.0%	37.7%	46.4%
3=Neutral	29.8%	29.2%	27.1%	32.0%	36.1%	29.7%
2=Dissatisfied	7.0%	4.1%	2.9%	8.0%	6.6%	5.1%
1=Very dissatis	3.5%	3.3%	5.9%	0.0%	8.2%	4.0%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q12n The city's storm water sewer system

5=Very satisfied	17.4%	13.9%	7.6%	12.8%	10.4%	12.8%
4=Satisfied	40.1%	45.8%	50.9%	35.9%	38.8%	44.0%
3=Neutral	28.7%	29.0%	28.1%	35.9%	26.9%	29.3%
2=Dissatisfied	6.6%	7.6%	9.4%	15.4%	16.4%	9.4%
1=Very dissatis	7.2%	3.8%	4.1%	0.0%	7.5%	4.6%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

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

5=Very satisfied	22.2%	14.4%	10.8%	14.1%	12.3%	15.4%
4=Satisfied	39.2%	48.8%	42.3%	31.3%	26.3%	41.0%
3=Neutral	32.7%	28.9%	34.6%	42.2%	38.6%	33.4%
2=Dissatisfied	2.6%	4.5%	6.9%	7.8%	12.3%	5.6%
1=Very dissatis	3.3%	3.5%	5.4%	4.7%	10.5%	4.6%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q12p Overall flow of traffic in the city

5=Very satisfied	12.6%	8.9%	7.2%	9.9%	9.7%	9.5%
4=Satisfied	43.7%	51.2%	47.5%	56.8%	31.9%	47.4%
3=Neutral	28.4%	29.8%	29.3%	27.2%	38.9%	29.9%
2=Dissatisfied	11.5%	8.1%	13.3%	3.7%	9.7%	9.8%
1=Very dissatis	3.8%	1.9%	2.8%	2.5%	9.7%	3.4%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q12q Maintenance of traffic signals & street signs

5=Very satisfied	18.9%	17.6%	13.6%	20.7%	12.5%	16.9%
4=Satisfied	51.9%	55.3%	60.5%	62.2%	44.4%	55.4%
3=Neutral	21.6%	20.4%	16.4%	13.4%	31.9%	20.1%
2=Dissatisfied	5.4%	5.5%	7.9%	3.7%	5.6%	5.8%
1=Very dissatis	2.2%	1.2%	1.7%	0.0%	5.6%	1.8%

CROSSTABS by INCOME

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

	Q41 Total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
	1	2	3	4	9	
<u>Q13 Most emphasis</u>						
A=Overall condition of city streets	45.4%	43.2%	43.2%	41.4%	48.8%	44.1%
B=Condition of major city streets	27.0%	30.8%	32.4%	28.7%	23.8%	29.4%
C=Condition of streets in your neighborhood	28.1%	32.6%	31.4%	27.6%	18.8%	29.4%
D=Ability to safely ride a bicycle on city streets	12.8%	20.1%	23.2%	23.0%	12.5%	18.6%
E=Garbage collection	3.6%	3.7%	2.2%	5.7%	8.8%	4.0%
F=Recyclables collection	7.1%	8.4%	11.9%	12.6%	2.5%	8.8%
G=Yard waste collection	7.7%	5.1%	9.7%	8.0%	7.5%	7.3%
H=Special item collection using stickers	11.2%	9.5%	9.7%	4.6%	3.8%	8.9%
I=Neighborhood cleanups SCRUB program	9.2%	11.0%	11.9%	16.1%	7.5%	11.0%

CROSSTABS by INCOME

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

	Q41 Total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
	1	2	3	4	9	
<u>Q13 Most emphasis (Cont.)</u>						
J=Condition of city sidewalks	22.4%	20.9%	18.4%	12.6%	10.0%	18.8%
K=Snow removal on major city streets	2.6%	7.7%	7.6%	8.0%	5.0%	6.2%
L=Snow removal in your neighborhood.	10.2%	15.8%	15.1%	16.1%	7.5%	13.5%
M=The city's sanitary sewer system	7.1%	6.2%	5.4%	5.7%	13.8%	6.9%
N=The city's storm water sewer system	10.2%	8.8%	9.2%	8.0%	10.0%	9.3%
O=Responsiveness of city staff to street, garbage, and sewer requests	3.1%	4.4%	4.3%	2.3%	5.0%	3.9%
P=Overall flow of traffic in the city	11.2%	11.4%	16.2%	9.2%	20.0%	13.0%
Q=Maintenance of traffic signals & street signs	5.6%	6.6%	7.0%	8.0%	5.0%	6.5%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q14a Overall enforcement of city ordinances

5=Very satisfied	18.9%	7.0%	6.5%	7.1%	5.0%	9.6%
4=Satisfied	41.5%	44.8%	42.2%	44.3%	25.0%	41.6%
3=Neutral	24.4%	37.0%	32.5%	32.9%	43.3%	33.0%
2=Dissatisfied	9.8%	9.6%	13.0%	14.3%	16.7%	11.5%
1=Very dissatis	5.5%	1.7%	5.8%	1.4%	10.0%	4.3%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q14b Overall quality of new development in th e city

5=Very satisfied	18.9%	11.3%	9.5%	7.8%	9.5%	12.1%
4=Satisfied	40.2%	45.6%	44.4%	50.6%	36.5%	43.8%
3=Neutral	24.9%	29.7%	33.7%	28.6%	33.3%	29.7%
2=Dissatisfied	11.8%	10.5%	8.3%	10.4%	12.7%	10.5%
1=Very dissatis	4.1%	2.9%	4.1%	2.6%	7.9%	3.9%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q14c Overall quality of redevelopment in the city

5=Very satisfied	19.9%	7.2%	12.0%	11.7%	8.6%	11.9%
4=Satisfied	38.0%	49.4%	44.9%	53.2%	34.5%	44.8%
3=Neutral	27.7%	30.6%	29.3%	20.8%	37.9%	29.2%
2=Dissatisfied	10.8%	8.9%	9.6%	9.1%	13.8%	10.0%
1=Very dissatis	3.6%	3.8%	4.2%	5.2%	5.2%	4.1%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q14d How well the city is planning growth

5=Very satisfied	18.4%	10.4%	10.8%	14.1%	8.8%	12.6%
4=Satisfied	34.8%	36.5%	32.9%	45.1%	35.1%	36.1%
3=Neutral	32.9%	33.9%	36.7%	21.1%	36.8%	33.2%
2=Dissatisfied	8.9%	14.3%	17.1%	14.1%	10.5%	13.4%
1=Very dissatis	5.1%	4.8%	2.5%	5.6%	8.8%	4.7%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

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

5=Very satisfied	14.7%	7.9%	9.3%	5.9%	7.7%	9.6%
4=Satisfied	28.4%	36.6%	27.8%	23.5%	38.5%	31.4%
3=Neutral	43.1%	40.9%	46.3%	45.1%	35.9%	42.7%
2=Dissatisfied	9.2%	10.4%	10.2%	21.6%	10.3%	11.3%
1=Very dissatis	4.6%	4.3%	6.5%	3.9%	7.7%	5.1%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q14f Enforcement of city land use regulations

5=Very satisfied	17.1%	4.7%	5.7%	7.5%	9.5%	8.7%
4=Satisfied	34.1%	37.3%	29.2%	28.3%	35.7%	33.7%
3=Neutral	30.9%	43.2%	52.8%	47.2%	45.2%	42.8%
2=Dissatisfied	11.4%	11.8%	9.4%	13.2%	2.4%	10.5%
1=Very dissatis	6.5%	3.0%	2.8%	3.8%	7.1%	4.3%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q14g Enforcement of sign regulations

5=Very satisfied	17.0%	7.3%	9.1%	5.3%	6.3%	9.8%
4=Satisfied	39.3%	37.0%	30.6%	40.4%	35.4%	36.3%
3=Neutral	31.9%	41.7%	48.8%	42.1%	29.2%	39.8%
2=Dissatisfied	6.7%	10.4%	9.1%	12.3%	22.9%	10.5%
1=Very dissatis	5.2%	3.6%	2.5%	0.0%	6.3%	3.6%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

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

5=Very satisfied	14.6%	4.1%	3.6%	3.3%	3.9%	6.5%
4=Satisfied	19.6%	25.3%	18.0%	18.0%	27.5%	21.7%
3=Neutral	31.6%	33.6%	34.5%	36.1%	21.6%	32.6%
2=Dissatisfied	22.8%	25.8%	29.5%	29.5%	31.4%	26.7%
1=Very dissatis	11.4%	11.1%	14.4%	13.1%	15.7%	12.5%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

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

5=Very satisfied	16.4%	5.0%	4.3%	6.1%	6.8%	7.9%
4=Satisfied	22.2%	22.2%	19.0%	13.6%	22.0%	20.6%
3=Neutral	29.2%	33.5%	27.0%	34.8%	23.7%	30.1%
2=Dissatisfied	22.8%	29.4%	36.2%	30.3%	23.7%	29.0%
1=Very dissatis	9.4%	10.0%	13.5%	15.2%	23.7%	12.4%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q14j Enforcement and clean up of junk cars

5=Very satisfied	13.8%	5.8%	3.9%	7.8%	9.4%	7.8%
4=Satisfied	22.6%	24.4%	19.1%	21.9%	18.9%	22.1%
3=Neutral	34.6%	31.6%	35.5%	32.8%	26.4%	32.9%
2=Dissatisfied	17.6%	24.9%	30.3%	23.4%	26.4%	24.3%
1=Very dissatis	11.3%	13.3%	11.2%	14.1%	18.9%	12.9%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q15 Most emphasis

A=Overall enforcement of city ordinances	19.9%	17.2%	19.5%	17.2%	20.0%	18.6%
B=Overall quality of new development in the city	10.2%	13.2%	17.8%	21.8%	10.0%	14.1%
C=Overall quality of redevelopment in the city	11.7%	17.2%	25.4%	28.7%	17.5%	19.0%
D=How well the city is planning growth	19.4%	23.4%	29.2%	26.4%	11.3%	22.9%
E=The process for getting a permit for buildings, signs, sound, fences, etc.	6.1%	8.1%	7.6%	11.5%	10.0%	8.0%
F=Enforcement of city land use regulations	7.1%	8.8%	6.5%	10.3%	3.8%	7.6%
G=Enforcement of sign regulations	6.6%	4.4%	7.0%	5.7%	10.0%	6.2%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q15 Most emphasis (Cont.)

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

36.7% 46.5% 40.0% 31.0% 28.8% 39.3%

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

41.3% 43.2% 54.1% 41.4% 35.0% 44.2%

J=Enforcement and clean up of junk cars

28.6% 32.6% 31.4% 21.8% 25.0% 29.5%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q16a Overall effectiveness of city communication with the public

5=Very satisfied	19.0%	9.3%	9.4%	12.0%	5.6%	11.6%
4=Satisfied	35.2%	44.4%	42.4%	48.2%	43.7%	42.1%
3=Neutral	26.8%	33.5%	37.6%	22.9%	35.2%	31.8%
2=Dissatisfied	14.0%	9.3%	7.1%	14.5%	8.5%	10.4%
1=Very dissatis	5.0%	3.5%	3.5%	2.4%	7.0%	4.1%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q16b The level of public involvement in local decision-making

5=Very satisfied	12.4%	4.2%	3.7%	6.3%	4.3%	6.3%
4=Satisfied	30.6%	31.2%	25.9%	38.8%	20.3%	29.7%
3=Neutral	30.0%	37.6%	37.7%	33.8%	33.3%	35.0%
2=Dissatisfied	15.3%	16.9%	27.8%	16.3%	27.5%	19.9%
1=Very dissatis	11.8%	10.1%	4.9%	5.0%	14.5%	9.2%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q16c The availability of information about city programs and services

5=Very satisfied	18.3%	9.6%	7.5%	12.0%	7.5%	11.3%
4=Satisfied	36.1%	34.3%	40.5%	42.2%	35.8%	37.1%
3=Neutral	26.1%	39.4%	35.3%	28.9%	37.3%	34.0%
2=Dissatisfied	12.2%	12.0%	13.9%	15.7%	17.9%	13.4%
1=Very dissatis	7.2%	4.8%	2.9%	1.2%	1.5%	4.2%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q16d City efforts to keep you informed about local issues

5=Very satisfied	18.2%	8.7%	8.5%	11.0%	10.0%	11.2%
4=Satisfied	34.7%	37.2%	37.5%	41.5%	25.7%	36.1%
3=Neutral	26.7%	36.0%	33.5%	31.7%	47.1%	33.8%
2=Dissatisfied	13.6%	14.2%	15.9%	14.6%	12.9%	14.4%
1=Very dissatis	6.8%	4.0%	4.5%	1.2%	4.3%	4.5%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

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

5=Very satisfied	15.6%	6.9%	6.9%	8.5%	7.4%	9.2%
4=Satisfied	34.1%	33.9%	28.4%	31.9%	35.2%	32.7%
3=Neutral	33.3%	40.2%	49.1%	36.2%	33.3%	39.4%
2=Dissatisfied	8.9%	10.6%	9.5%	17.0%	16.7%	11.1%
1=Very dissatis	8.1%	8.5%	6.0%	6.4%	7.4%	7.6%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q16f The quality of the city's website

5=Very satisfied	17.3%	10.4%	8.9%	9.4%	7.9%	11.2%
4=Satisfied	32.7%	41.7%	39.3%	35.8%	26.3%	37.1%
3=Neutral	39.8%	39.6%	41.1%	41.5%	47.4%	40.9%
2=Dissatisfied	4.1%	4.9%	10.7%	9.4%	13.2%	7.4%
1=Very dissatis	6.1%	3.5%	0.0%	3.8%	5.3%	3.4%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q16g The quality of the quarterly City Source newsletter

5=Very satisfied	22.5%	14.1%	11.0%	9.7%	9.8%	14.5%
4=Satisfied	44.9%	46.7%	47.6%	50.0%	37.3%	46.1%
3=Neutral	21.7%	33.2%	36.6%	32.3%	41.2%	31.9%
2=Dissatisfied	6.5%	1.5%	3.4%	6.5%	9.8%	4.4%
1=Very dissatis	4.3%	4.5%	1.4%	1.6%	2.0%	3.2%

CROSSTABS by INCOME

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

	Q41 Total annual household income					Total
	Under \$30K 1	\$30K to \$59,999 2	\$60K to \$99,999 3	\$100K+ 4	Not provided 9	
<u>Q17 Most emphasis</u>						
A=Overall effectiveness of city communication with the public	28.6%	28.9%	26.5%	31.0%	26.3%	28.3%
B=The level of public involvement in local decision-making	37.8%	37.7%	47.0%	37.9%	42.5%	40.3%
C=The availability of information about city programs and services	14.3%	22.3%	26.5%	26.4%	16.3%	21.2%
D=City efforts to keep you informed about local issues	19.4%	22.3%	27.0%	21.8%	25.0%	22.9%
E=The quality of programming on the city's cable television channel	12.8%	13.2%	11.9%	5.7%	6.3%	11.3%
F=The quality of the city's website	4.6%	4.8%	8.6%	13.8%	2.5%	6.3%
G=The quality of the quarterly City Source newsletter	4.1%	5.5%	7.0%	8.0%	5.0%	5.7%

CROSSTABS by INCOME

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

N=821	Q41 Total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
	1	2	3	4	9	

Q18 Used website in last year

1=Yes	14.8%	28.9%	45.9%	54.0%	18.8%	31.1%
2=No	76.5%	65.6%	45.9%	40.2%	71.3%	61.6%
9=Don't know	8.7%	5.5%	8.1%	5.7%	10.0%	7.3%

CROSSTABS by INCOME

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	Q41 Total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
	1	2	3	4	9	

Q19 Called or visited City Hall's Action

1=Yes	13.3%	13.2%	14.6%	20.7%	10.0%	14.0%
2=No	84.7%	86.1%	85.4%	74.7%	86.3%	84.4%
9=Don't know	2.0%	0.7%	0.0%	4.6%	3.8%	1.6%

CROSSTABS by INCOME

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

N=821

Q41 Total annual household income						Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided		
1	2	3	4	9		

Q20 Watched DMTV in past year

1=Yes	37.8%	40.3%	42.7%	41.4%	46.3%	40.9%
2=No	60.2%	59.3%	56.8%	55.2%	50.0%	57.6%
9=Don't know	2.0%	0.4%	0.5%	3.4%	3.8%	1.5%

CROSSTABS by INCOME

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

N=821	Q41 Total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
	1	2	3	4	9	

Q21 Read City Source newsletter

1=Yes	59.7%	67.0%	70.8%	67.8%	62.5%	65.8%
2=No	36.7%	32.6%	29.2%	28.7%	35.0%	32.6%
9=Don't know	3.6%	0.4%	0.0%	3.4%	2.5%	1.6%

CROSSTABS by INCOME

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

N=821	Q41 Total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
	1	2	3	4	9	

Q22 Read Building Community

1=Yes	24.5%	23.8%	36.8%	33.3%	22.5%	27.8%
2=No	73.0%	74.4%	62.2%	63.2%	71.3%	69.8%
9=Don't know	2.6%	1.8%	1.1%	3.4%	6.3%	2.4%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q22a Quality of the report

5=Very satisfied	34.8%	18.8%	19.4%	33.3%	16.7%	23.9%
4=Satisfied	47.8%	67.2%	61.2%	55.6%	50.0%	58.6%
3=Neutral	15.2%	10.9%	16.4%	11.1%	27.8%	14.9%
2=Dissatisfied	2.2%	0.0%	1.5%	0.0%	0.0%	0.9%
1=Very dissatis	0.0%	3.1%	1.5%	0.0%	5.6%	1.8%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q22b Content of the report

5=Very satisfied	33.3%	17.5%	18.5%	25.9%	16.7%	22.0%
4=Satisfied	46.7%	63.5%	53.8%	55.6%	50.0%	55.0%
3=Neutral	13.3%	17.5%	27.7%	14.8%	27.8%	20.2%
2=Dissatisfied	6.7%	0.0%	0.0%	0.0%	0.0%	1.4%
1=Very dissatis	0.0%	1.6%	0.0%	3.7%	5.6%	1.4%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q22c Use of art in the report

5=Very satisfied	34.1%	16.9%	18.6%	28.0%	16.7%	22.4%
4=Satisfied	45.5%	55.9%	57.6%	56.0%	44.4%	53.2%
3=Neutral	15.9%	25.4%	23.7%	16.0%	38.9%	22.9%
2=Dissatisfied	2.3%	0.0%	0.0%	0.0%	0.0%	0.5%
1=Very dissatis	2.3%	1.7%	0.0%	0.0%	0.0%	1.0%

CROSSTABS by INCOME

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

N=821

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q23 Where currently get news & info

1=The Des	56.1%	73.3%	72.4%	74.7%	63.8%	68.2%
2=The Business	2.0%	4.0%	8.6%	18.4%	7.5%	6.5%
3=Cityview	24.0%	26.0%	27.0%	35.6%	18.8%	26.1%
4=Television news	74.5%	75.1%	69.7%	59.8%	73.8%	72.0%
5=City of	7.7%	13.6%	23.2%	25.3%	6.3%	14.9%
6=DMTV Cable	15.8%	13.9%	16.8%	14.9%	13.8%	15.1%
7=City Source	28.6%	28.9%	31.4%	25.3%	25.0%	28.6%
8=Other	10.7%	13.2%	14.1%	14.9%	8.8%	12.5%
9=Don't know	7.1%	2.6%	1.6%	9.2%	7.5%	4.6%

CROSSTABS by INCOME

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

N=821	Q41 Total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
	1	2	3	4	9	

Q24 Used a City of Des Moines Library

1=Yes	41.3%	50.2%	61.6%	66.7%	48.8%	52.3%
2=No	55.1%	46.9%	35.1%	31.0%	45.0%	44.3%
9=Don't know	3.6%	2.9%	3.2%	2.3%	6.3%	3.4%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q25a Overall quality of city libraries

5=Very satisfied	62.5%	55.5%	44.3%	39.7%	36.8%	50.0%
4=Satisfied	33.8%	38.7%	45.2%	46.6%	47.4%	41.4%
3=Neutral	3.8%	4.4%	6.1%	5.2%	10.5%	5.4%
2=Dissatisfied	0.0%	0.7%	2.6%	8.6%	2.6%	2.3%
1=Very dissatis	0.0%	0.7%	1.7%	0.0%	2.6%	0.9%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q25b Availability of the materials you need

5=Very satisfied	52.5%	51.1%	38.3%	32.8%	32.4%	43.8%
4=Satisfied	41.3%	38.5%	48.7%	55.2%	51.4%	45.2%
3=Neutral	5.0%	7.4%	8.7%	6.9%	10.8%	7.5%
2=Dissatisfied	1.3%	3.0%	3.5%	3.4%	5.4%	3.1%
1=Very dissatis	0.0%	0.0%	0.9%	1.7%	0.0%	0.5%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q25c Adequacy of online (Internet) information and services

5=Very satisfied	52.9%	51.0%	35.4%	28.3%	25.8%	41.7%
4=Satisfied	32.4%	38.5%	49.0%	50.0%	48.4%	42.6%
3=Neutral	13.2%	7.7%	13.5%	15.2%	22.6%	12.8%
2=Dissatisfied	0.0%	2.9%	2.1%	6.5%	0.0%	2.3%
1=Very dissatis	1.5%	0.0%	0.0%	0.0%	3.2%	0.6%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q25d Number of public access computers in the libraries

5=Very satisfied	47.2%	41.0%	32.3%	26.1%	23.1%	36.7%
4=Satisfied	27.8%	33.3%	47.9%	45.7%	38.5%	38.1%
3=Neutral	19.4%	21.4%	15.6%	21.7%	23.1%	19.6%
2=Dissatisfied	5.6%	3.4%	4.2%	4.3%	15.4%	5.0%
1=Very dissatis	0.0%	0.9%	0.0%	2.2%	0.0%	0.6%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q25e Quality of children's programs

5=Very satisfied	39.7%	39.2%	30.7%	30.0%	21.1%	34.8%
4=Satisfied	46.0%	44.1%	48.0%	42.5%	47.4%	45.5%
3=Neutral	11.1%	11.8%	18.7%	25.0%	26.3%	16.1%
2=Dissatisfied	1.6%	3.9%	1.3%	2.5%	0.0%	2.3%
1=Very dissatis	1.6%	1.0%	1.3%	0.0%	5.3%	1.3%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q25f Helpfulness of library staff

5=Very satisfied	59.5%	54.2%	55.5%	37.5%	35.1%	51.6%
4=Satisfied	38.0%	33.6%	30.0%	53.6%	43.2%	37.0%
3=Neutral	2.5%	9.2%	10.0%	7.1%	16.2%	8.5%
2=Dissatisfied	0.0%	2.3%	2.7%	1.8%	2.7%	1.9%
1=Very dissatis	0.0%	0.8%	1.8%	0.0%	2.7%	1.0%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q25g Hours libraries are open

5=Very satisfied	38.5%	40.6%	21.9%	19.0%	17.1%	30.1%
4=Satisfied	47.4%	37.6%	41.2%	44.8%	57.1%	43.1%
3=Neutral	9.0%	11.3%	22.8%	22.4%	11.4%	15.6%
2=Dissatisfied	3.8%	9.0%	12.3%	10.3%	14.3%	9.6%
1=Very dissatis	1.3%	1.5%	1.8%	3.4%	0.0%	1.7%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q41 Total annual household income

1=Under \$30K	100.0%	0.0%	0.0%	0.0%	0.0%	23.9%
2=\$30K to \$59,999	0.0%	100.0%	0.0%	0.0%	0.0%	33.3%
3=\$60K to \$99,999	0.0%	0.0%	100.0%	0.0%	0.0%	22.5%
4=\$100K+	0.0%	0.0%	0.0%	100.0%	0.0%	10.6%
9=Not provided	0.0%	0.0%	0.0%	0.0%	100.0%	9.7%

CROSSTABS by INCOME

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

	Q41 Total annual household income					Total
	Under \$30K 1	\$30K to \$59,999 2	\$60K to \$99,999 3	\$100K+ 4	Not provided 9	
<u>Q26 Most emphasis</u>						
A=Overall quality of city libraries	6.6%	8.8%	16.2%	20.7%	8.8%	11.2%
B=Availability of the materials you need	8.7%	15.0%	18.4%	23.0%	7.5%	14.4%
C=Adequacy of online Internet information and services	4.1%	2.6%	3.2%	6.9%	1.3%	3.4%
D=Number of public access computers in the libraries	4.6%	9.2%	6.5%	9.2%	5.0%	7.1%
E=Quality of children's programs	5.6%	7.3%	11.9%	8.0%	2.5%	7.6%
F=Helpfulness of library staff	1.5%	3.7%	5.9%	4.6%	10.0%	4.4%
G=Hours libraries are open	14.3%	15.0%	27.6%	33.3%	16.3%	19.7%

CROSSTABS by INCOME

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

N=821	Q41 Total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
	1	2	3	4	9	

Q27 Used Des Moines International airp

1=Yes	32.7%	49.8%	71.9%	82.8%	46.3%	53.8%
2=No	64.3%	47.3%	27.6%	16.1%	50.0%	43.8%
9=Don't know	3.1%	2.9%	0.5%	1.1%	3.8%	2.3%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q28a Overall quality of the Des Moines International Airport

5=Very satisfied	31.3%	24.6%	18.0%	18.1%	19.4%	22.1%
4=Satisfied	59.4%	55.2%	60.2%	69.4%	55.6%	59.7%
3=Neutral	4.7%	16.4%	18.0%	6.9%	13.9%	13.4%
2=Dissatisfied	3.1%	1.5%	2.3%	4.2%	2.8%	2.5%
1=Very dissatis	1.6%	2.2%	1.5%	1.4%	8.3%	2.3%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q28b Helpfulness of signs & other directions

5=Very satisfied	31.7%	24.1%	21.1%	22.2%	27.8%	24.3%
4=Satisfied	63.5%	57.9%	60.2%	68.1%	52.8%	60.6%
3=Neutral	3.2%	15.8%	14.3%	9.7%	13.9%	12.4%
2=Dissatisfied	1.6%	2.3%	4.5%	0.0%	2.8%	2.5%
1=Very dissatis	0.0%	0.0%	0.0%	0.0%	2.8%	0.2%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q28c Ease of moving through airport security

5=Very satisfied	29.5%	20.6%	18.9%	16.7%	25.7%	21.1%
4=Satisfied	50.8%	48.9%	53.8%	48.6%	42.9%	50.1%
3=Neutral	16.4%	22.9%	18.2%	23.6%	17.1%	20.2%
2=Dissatisfied	3.3%	6.1%	6.1%	6.9%	11.4%	6.3%
1=Very dissatis	0.0%	1.5%	3.0%	4.2%	2.9%	2.3%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q28d Availability of parking

5=Very satisfied	25.0%	25.0%	28.8%	22.5%	20.0%	25.4%
4=Satisfied	53.3%	50.8%	48.5%	66.2%	48.6%	52.8%
3=Neutral	11.7%	18.8%	14.4%	7.0%	14.3%	14.1%
2=Dissatisfied	6.7%	5.5%	8.3%	2.8%	14.3%	6.8%
1=Very dissatis	3.3%	0.0%	0.0%	1.4%	2.9%	0.9%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q28e Price of parking

5=Very satisfied	14.5%	10.4%	12.5%	14.1%	21.9%	13.1%
4=Satisfied	34.5%	36.8%	40.6%	40.8%	28.1%	37.7%
3=Neutral	21.8%	30.4%	28.1%	18.3%	18.8%	25.5%
2=Dissatisfied	23.6%	20.0%	14.8%	22.5%	18.8%	19.2%
1=Very dissatis	5.5%	2.4%	3.9%	4.2%	12.5%	4.4%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q28f Food, beverage, and other concessions

5=Very satisfied	17.6%	11.4%	10.7%	7.5%	15.6%	11.6%
4=Satisfied	33.3%	37.4%	41.0%	31.3%	40.6%	37.2%
3=Neutral	29.4%	30.9%	29.5%	34.3%	25.0%	30.4%
2=Dissatisfied	13.7%	17.1%	14.8%	22.4%	15.6%	16.7%
1=Very dissatis	5.9%	3.3%	4.1%	4.5%	3.1%	4.1%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q28g Cleanliness of facilities

5=Very satisfied	31.7%	24.2%	28.6%	26.4%	34.3%	27.8%
4=Satisfied	61.9%	56.1%	56.4%	62.5%	48.6%	57.5%
3=Neutral	4.8%	17.4%	12.8%	5.6%	14.3%	12.0%
2=Dissatisfied	0.0%	2.3%	2.3%	4.2%	0.0%	2.1%
1=Very dissatis	1.6%	0.0%	0.0%	1.4%	2.9%	0.7%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q29 Most emphasis

A=Overall quality of the Des Moines International Airport	5.1%	9.9%	17.3%	21.8%	13.8%	12.1%
B=Helpfulness of signs & other directions	3.1%	5.5%	12.4%	0.0%	3.8%	5.7%
C=Ease of moving through airport security	7.1%	16.8%	27.0%	36.8%	12.5%	18.5%
D=Availability of parking	6.6%	5.9%	6.5%	9.2%	8.8%	6.8%
E=Price of parking	13.3%	20.9%	24.3%	18.4%	13.8%	18.9%
F=Food, beverage, and other concessions	4.1%	12.8%	17.3%	28.7%	10.0%	13.2%
G=Cleanliness of facilities	3.1%	7.0%	7.6%	13.8%	3.8%	6.6%

CROSSTABS by INCOME

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	Q41 Total annual household income					Total
	Under \$30K 1	\$30K to \$59,999 2	\$60K to \$99,999 3	\$100K+ 4	Not provided 9	

Q30 In favor of creating service

1=Yes	16.8%	23.1%	29.2%	27.6%	10.0%	22.2%
2=No	54.1%	54.6%	54.6%	54.0%	65.0%	55.4%
9=Don't know	29.1%	22.3%	16.2%	18.4%	25.0%	22.4%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q32a Quality of life in the city

5=Very satisfied	30.2%	24.7%	31.3%	31.8%	26.4%	28.4%
4=Satisfied	48.1%	58.1%	54.9%	58.8%	51.4%	54.5%
3=Neutral	16.4%	13.5%	11.0%	7.1%	12.5%	12.8%
2=Dissatisfied	3.7%	3.4%	1.6%	1.2%	5.6%	3.0%
1=Very dissatisf	1.6%	0.4%	1.1%	1.2%	4.2%	1.3%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q32b Cleanliness of the city

5=Very satisfied	19.7%	16.0%	17.0%	17.6%	15.1%	17.2%
4=Satisfied	50.5%	50.7%	50.0%	60.0%	52.1%	51.6%
3=Neutral	20.7%	25.7%	22.0%	17.6%	26.0%	22.9%
2=Dissatisfied	8.0%	7.1%	11.0%	3.5%	4.1%	7.5%
1=Very dissatisf	1.1%	0.4%	0.0%	1.2%	2.7%	0.8%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q32c Image of the city

5=Very satisfied	23.0%	20.2%	18.9%	16.5%	22.5%	20.4%
4=Satisfied	51.3%	46.8%	51.1%	58.8%	50.7%	50.5%
3=Neutral	17.1%	24.7%	22.2%	16.5%	16.9%	20.8%
2=Dissatisfied	5.9%	7.5%	5.6%	7.1%	5.6%	6.5%
1=Very dissatisf	2.7%	0.7%	2.2%	1.2%	4.2%	1.9%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q32d Value that you receive for tax doll

5=Very satisfied	14.8%	11.5%	10.0%	10.6%	11.4%	11.8%
4=Satisfied	35.5%	39.2%	31.1%	42.4%	37.1%	36.6%
3=Neutral	26.2%	26.5%	35.0%	31.8%	22.9%	28.7%
2=Dissatisfied	18.0%	16.5%	17.8%	12.9%	15.7%	16.7%
1=Very dissatisf	5.5%	6.2%	6.1%	2.4%	12.9%	6.2%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q32e Quality of city services

5=Very satisfied	19.0%	14.6%	12.6%	10.7%	12.7%	14.6%
4=Satisfied	49.5%	52.1%	51.1%	60.7%	47.9%	51.8%
3=Neutral	20.1%	25.5%	26.9%	26.2%	22.5%	24.4%
2=Dissatisfied	8.2%	5.6%	8.2%	1.2%	9.9%	6.7%
1=Very dissatisf	3.3%	2.2%	1.1%	1.2%	7.0%	2.5%

CROSSTABS by INCOME

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

N=821

Q41 Total annual household income					Total
Under \$30K 1	\$30K to \$59,999 2	\$60K to \$99,999 3	\$100K+ 4	Not provided 9	

Q33 Satisfied with appearance of private

1=Yes	63.8%	67.4%	73.5%	79.3%	57.5%	68.2%
2=No	25.5%	24.5%	18.9%	17.2%	25.0%	22.8%
9=Don't know	10.7%	8.1%	7.6%	3.4%	17.5%	9.0%

CROSSTABS by INCOME

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

N=821

	Q41 Total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
	1	2	3	4	9	

Q34 Has neighborhood improved in 5 years

1=Yes	46.4%	56.8%	56.8%	64.4%	37.5%	53.2%
2=No	32.1%	30.4%	27.6%	25.3%	42.5%	30.8%
9=Don't know	21.4%	12.8%	15.7%	10.3%	20.0%	16.0%

CROSSTABS by INCOME

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

N=821	Q41 Total annual household income					Total
	Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
	1	2	3	4	9	

Q35 Live within boundaries of NBSD

1=Yes	14.8%	11.7%	17.8%	12.6%	11.3%	13.9%
2=No	10.7%	15.0%	7.0%	14.9%	8.8%	11.6%
9=Don't know	74.5%	73.3%	75.1%	72.4%	80.0%	74.5%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q35a Services offered through NBSD prog

5=Very satisfied	42.3%	42.9%	24.1%	0.0%	11.1%	31.3%
4=Satisfied	34.6%	35.7%	37.9%	42.9%	22.2%	35.4%
3=Neutral	15.4%	14.3%	20.7%	28.6%	66.7%	22.2%
2=Dissatisfied	7.7%	0.0%	6.9%	28.6%	0.0%	6.1%
1=Very dissatis	0.0%	7.1%	10.3%	0.0%	0.0%	5.1%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q35b Impact of NBSD on neighborhood

5=Very satisfied	37.5%	34.5%	23.3%	0.0%	12.5%	27.3%
4=Satisfied	37.5%	31.0%	46.7%	37.5%	12.5%	36.4%
3=Neutral	12.5%	31.0%	23.3%	50.0%	75.0%	29.3%
2=Dissatisfied	12.5%	0.0%	3.3%	12.5%	0.0%	5.1%
1=Very dissatis	0.0%	3.4%	3.3%	0.0%	0.0%	2.0%

CROSSTABS by INCOME

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

Q41 Total annual household income					Total
Under \$30K	\$30K to \$59,999	\$60K to \$99,999	\$100K+	Not provided	
1	2	3	4	9	

Q35c Professionalism of NBSD staff

5=Very satisfied	37.5%	34.5%	25.9%	14.3%	25.0%	30.5%
4=Satisfied	45.8%	37.9%	33.3%	28.6%	0.0%	34.7%
3=Neutral	12.5%	24.1%	29.6%	57.1%	75.0%	29.5%
2=Dissatisfied	4.2%	0.0%	7.4%	0.0%	0.0%	3.2%
1=Very dissatis	0.0%	3.4%	3.7%	0.0%	0.0%	2.1%