

2007 DirectionFinder® Survey

Appendix D: Crosstabs by Home Ownership Status



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

<u>Q40 Own or rent residence</u>	<u>Number</u>	<u>Percent</u>
Own	663	80.8 %
Rent	113	13.8 %
<u>Not provided</u>	<u>45</u>	<u>5.5 %</u>
Total	821	100.0 %

Missing Cases = 0

CROSSTABS by OWN vs RENT HOME

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	<u>Q40 Own or rent residence</u>			<u>Total</u>
	<u>Own</u> 1	<u>Rent</u> 2	<u>Not provided</u> 9	
<u>Q1a The city's entertainment destinations</u>				
5=Very satisfied	14.8%	18.4%	17.1%	15.4%
4=Satisfied	45.2%	46.9%	41.5%	45.3%
3=Neutral	30.8%	25.5%	24.4%	29.8%
2=Dissatisfied	5.7%	7.1%	12.2%	6.3%
1=Very dissatis	3.4%	2.0%	4.9%	3.3%

CROSSTABS by OWN vs RENT HOME

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	<u>Q40 Own or rent residence</u>			<u>Total</u>
	<u>Own 1</u>	<u>Rent 2</u>	<u>Not provided 9</u>	
<u>Q1b Overall fairness of city taxes and fees</u>				
5=Very satisfied	3.9%	7.7%	7.0%	4.6%
4=Satisfied	15.9%	19.2%	16.3%	16.3%
3=Neutral	28.5%	40.4%	27.9%	30.0%
2=Dissatisfied	29.6%	15.4%	27.9%	27.6%
1=Very dissatis	22.1%	17.3%	20.9%	21.4%

CROSSTABS by OWN vs RENT HOME

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	<u>Q40 Own or rent residence</u>			<u>Total</u>
	<u>Own</u> 1	<u>Rent</u> 2	<u>Not provided</u> 9	
<u>Q1c The city's efforts to communicate with you</u>				
5=Very satisfied	12.1%	15.2%	11.9%	12.5%
4=Satisfied	34.7%	37.1%	35.7%	35.1%
3=Neutral	34.6%	29.5%	38.1%	34.1%
2=Dissatisfied	11.9%	12.4%	9.5%	11.9%
1=Very dissatis	6.7%	5.7%	4.8%	6.4%

CROSSTABS by OWN vs RENT HOME

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	Q40 Own or rent residence			Total
	Own 1	Rent 2	Not provided 9	

Q1d Overall quality of customer service you receive from city employees

5=Very satisfied	16.5%	18.0%	13.2%	16.5%
4=Satisfied	47.9%	48.0%	50.0%	48.0%
3=Neutral	24.7%	24.0%	21.1%	24.4%
2=Dissatisfied	6.9%	5.0%	10.5%	6.9%
1=Very dissatis	4.0%	5.0%	5.3%	4.2%

CROSSTABS by OWN vs RENT HOME

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

	Q40 Own or rent residence			Total
	Own 1	Rent 2	Not provided 9	

Q1e Overall quality of neighborhood commercial and retail districts

5=Very satisfied	10.8%	21.1%	17.5%	12.5%
4=Satisfied	40.9%	39.4%	47.5%	41.1%
3=Neutral	29.4%	28.4%	20.0%	28.8%
2=Dissatisfied	12.7%	7.3%	12.5%	11.9%
1=Very dissatis	6.3%	3.7%	2.5%	5.7%

CROSSTABS by OWN vs RENT HOME

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	Q40 Own or rent residence			Total
	Own 1	Rent 2	Not provided 9	

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

5=Very satisfied	18.4%	30.0%	20.5%	20.1%
4=Satisfied	53.5%	45.5%	52.3%	52.4%
3=Neutral	20.1%	17.3%	15.9%	19.5%
2=Dissatisfied	5.9%	3.6%	9.1%	5.7%
1=Very dissatis	2.2%	3.6%	2.3%	2.4%

CROSSTABS by OWN vs RENT HOME

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	<u>Q40 Own or rent residence</u>			<u>Total</u>
	<u>Own</u> 1	<u>Rent</u> 2	<u>Not provided</u> 9	
<u>Q1g Overall quality of public safety</u>				
5=Very satisfied	17.8%	20.7%	18.6%	18.2%
4=Satisfied	52.8%	47.7%	60.5%	52.5%
3=Neutral	21.5%	23.4%	16.3%	21.5%
2=Dissatisfied	5.5%	4.5%	2.3%	5.2%
1=Very dissatis	2.5%	3.6%	2.3%	2.6%

CROSSTABS by OWN vs RENT HOME

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	<u>Q40 Own or rent residence</u>			<u>Total</u>
	<u>Own</u> 1	<u>Rent</u> 2	<u>Not provided</u> 9	
<u>Q1h Overall quality of jobs and the economy</u>				
5=Very satisfied	7.7%	10.6%	11.9%	8.3%
4=Satisfied	42.6%	36.5%	42.9%	41.8%
3=Neutral	30.6%	26.9%	33.3%	30.3%
2=Dissatisfied	12.6%	17.3%	7.1%	12.9%
1=Very dissatis	6.5%	8.7%	4.8%	6.7%

CROSSTABS by OWN vs RENT HOME

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	Q40 Own or rent residence			Total
	Own 1	Rent 2	Not provided 9	

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

5=Very satisfied	8.2%	13.5%	12.2%	9.1%
4=Satisfied	30.2%	34.4%	48.8%	31.8%
3=Neutral	42.0%	35.4%	31.7%	40.6%
2=Dissatisfied	15.3%	10.4%	4.9%	14.1%
1=Very dissatis	4.3%	6.3%	2.4%	4.4%

CROSSTABS by OWN vs RENT HOME

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	<u>Q40 Own or rent residence</u>			<u>Total</u>
	<u>Own</u> 1	<u>Rent</u> 2	<u>Not provided</u> 9	
<u>Q1j Overall quality of downtown Des Moines</u>				
5=Very satisfied	14.1%	17.6%	20.5%	14.9%
4=Satisfied	47.7%	49.1%	43.2%	47.6%
3=Neutral	27.6%	23.1%	29.5%	27.1%
2=Dissatisfied	7.1%	8.3%	6.8%	7.3%
1=Very dissatis	3.5%	1.9%	0.0%	3.1%

CROSSTABS by OWN vs RENT HOME

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	<u>Q40 Own or rent residence</u>			<u>Total</u>
	<u>Own</u> 1	<u>Rent</u> 2	<u>Not provided</u> 9	
<u>Q1k Overall quality of learning opportunities</u>				
5=Very satisfied	17.7%	28.7%	22.5%	19.5%
4=Satisfied	49.5%	37.0%	50.0%	47.8%
3=Neutral	22.5%	25.0%	25.0%	23.0%
2=Dissatisfied	7.2%	3.7%	2.5%	6.5%
1=Very dissatis	3.0%	5.6%	0.0%	3.2%

CROSSTABS by OWN vs RENT HOME

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	Q40 Own or rent residence			Total
	Own	Rent	Not	
	1	2	9	

Q11 The city as a supportive community for youth and families

5=Very satisfied	12.6%	19.4%	17.5%	13.8%
4=Satisfied	43.2%	38.8%	55.0%	43.2%
3=Neutral	30.1%	27.2%	22.5%	29.3%
2=Dissatisfied	9.4%	7.8%	5.0%	9.0%
1=Very dissatis	4.6%	6.8%	0.0%	4.7%

CROSSTABS by OWN vs RENT HOME

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	Q40 Own or rent residence			Total
	Own 1	Rent 2	Not provided 9	

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

5=Very satisfied	14.2%	20.0%	14.6%	15.0%
4=Satisfied	39.5%	38.2%	46.3%	39.7%
3=Neutral	31.1%	28.2%	26.8%	30.5%
2=Dissatisfied	9.0%	5.5%	9.8%	8.6%
1=Very dissatis	6.1%	8.2%	2.4%	6.2%

CROSSTABS by OWN vs RENT HOME

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

Q40 Own or rent residence			Total
Own 1	Rent 2	Not provided 9	

Q2 Most emphasis

A=The city's entertainment destinations	10.0%	13.3%	11.1%	10.5%
B=Overall fairness of city taxes and fees	57.0%	42.5%	48.9%	54.6%
C=The city's efforts to communicate with you	11.8%	15.9%	15.6%	12.5%
D=Overall quality of customer service you receive from city employees	10.7%	15.0%	20.0%	11.8%
E=Overall quality of neighborhood commercial and retail districts	23.5%	13.3%	8.9%	21.3%
F=Overall quality of community assets parks, public buildings, bridges, etc.	13.9%	8.8%	15.6%	13.3%
G=Overall quality of public safety	18.9%	12.4%	17.8%	17.9%

CROSSTABS by OWN vs RENT HOME

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

Q40 Own or rent residence			Total
Own	Rent	Not provided	
1	2	9	

Q2 Most emphasis (Cont.)

H=Overall quality of jobs and the economy	27.1%	32.7%	33.3%	28.3%
I=The city's efforts to conserve energy and protect the environment	23.2%	11.5%	13.3%	21.1%
J=Overall quality of downtown Des Moines	11.5%	10.6%	11.1%	11.3%
K=Overall quality of learning opportunities	9.4%	10.6%	6.7%	9.4%
L=The city as a supportive community for youth and families	16.9%	15.9%	13.3%	16.6%
M=The city as a welcoming community for people of diverse backgrounds	12.7%	16.8%	13.3%	13.3%

CROSSTABS by OWN vs RENT HOME

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

N=821

Q40 Own or rent residence			Total
Own 1	Rent 2	Not provided 9	

Q3 Contacted city during past year

1=Yes	35.0%	15.9%	28.9%	32.0%
2=No	63.8%	83.2%	68.9%	66.7%
9=Don't know	1.2%	0.9%	2.2%	1.2%

CROSSTABS by OWN vs RENT HOME

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

N=821

	Q40 Own or rent residence			Total
	Own	Rent	Not provided	
	1	2	9	

Q3b How easy/difficult to contact person

1=Very easy	38.4%	38.9%	53.8%	39.2%
2=Somewhat easy	37.1%	27.8%	30.8%	36.1%
3=Difficult	10.8%	22.2%	7.7%	11.4%
4=Very difficult	11.6%	11.1%	7.7%	11.4%
9=Don't know	2.2%	0.0%	0.0%	1.9%

CROSSTABS by OWN vs RENT HOME

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	Q40 Own or rent residence			Total
	Own	Rent	Not provided	
	1	2	9	

Q3c-1 They were polite

5=Always	46.7%	38.9%	33.3%	45.5%
4=Usually	32.0%	33.3%	50.0%	32.9%
3=Sometimes	12.4%	22.2%	16.7%	13.3%
2=Seldom	5.8%	5.6%	0.0%	5.5%
1=Never	3.1%	0.0%	0.0%	2.7%

CROSSTABS by OWN vs RENT HOME

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	Q40 Own or rent residence			Total
	Own	Rent	Not provided	
	1	2	9	

Q3c-2 Gave accurate answers to your ques

5=Always	39.6%	12.5%	27.3%	37.3%
4=Usually	28.8%	37.5%	54.5%	30.5%
3=Sometimes	18.5%	25.0%	0.0%	18.1%
2=Seldom	7.7%	12.5%	9.1%	8.0%
1=Never	5.4%	12.5%	9.1%	6.0%

CROSSTABS by OWN vs RENT HOME

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	Q40 Own or rent residence			Total
	Own	Rent	Not provided	
	1	2	9	

Q3c-3 Did what they said they would in

5=Always	33.6%	41.2%	20.0%	33.6%
4=Usually	24.6%	35.3%	40.0%	26.1%
3=Sometimes	17.5%	0.0%	10.0%	16.0%
2=Seldom	10.4%	5.9%	10.0%	10.1%
1=Never	13.7%	17.6%	20.0%	14.3%

CROSSTABS by OWN vs RENT HOME

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	Q40 Own or rent residence			Total
	Own	Rent	Not provided	
	1	2	9	

Q3c-4 Helped resolve issue to satisfact

5=Always	32.4%	29.4%	20.0%	31.7%
4=Usually	23.3%	17.6%	40.0%	23.6%
3=Sometimes	13.7%	11.8%	10.0%	13.4%
2=Seldom	10.5%	23.5%	10.0%	11.4%
1=Never	20.1%	17.6%	20.0%	19.9%

CROSSTABS by OWN vs RENT HOME

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	<u>Q40 Own or rent residence</u>			<u>Total</u>
	<u>Own 1</u>	<u>Rent 2</u>	<u>Not provided 9</u>	
<u>Q4a Overall quality of police protection</u>				
5=Very satisfied	24.7%	26.1%	27.3%	25.0%
4=Satisfied	52.2%	45.0%	54.5%	51.3%
3=Neutral	17.6%	17.1%	13.6%	17.3%
2=Dissatisfied	3.3%	5.4%	2.3%	3.5%
1=Very dissatis	2.2%	6.3%	2.3%	2.8%

CROSSTABS by OWN vs RENT HOME

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	<u>Q40 Own or rent residence</u>			<u>Total</u>
	<u>Own</u> 1	<u>Rent</u> 2	<u>Not provided</u> 9	
<u>Q4b How quickly police respond to emergencies</u>				
5=Very satisfied	22.3%	28.4%	31.6%	23.7%
4=Satisfied	43.9%	41.1%	42.1%	43.4%
3=Neutral	24.2%	16.8%	15.8%	22.7%
2=Dissatisfied	7.1%	5.3%	5.3%	6.7%
1=Very dissatis	2.6%	8.4%	5.3%	3.6%

CROSSTABS by OWN vs RENT HOME

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	<u>Q40 Own or rent residence</u>			<u>Total</u>
	<u>Own</u> 1	<u>Rent</u> 2	<u>Not provided</u> 9	
<u>Q4c The visibility of police in neighborhoods</u>				
5=Very satisfied	14.6%	19.1%	17.1%	15.4%
4=Satisfied	39.7%	44.5%	46.3%	40.7%
3=Neutral	29.8%	21.8%	24.4%	28.4%
2=Dissatisfied	11.6%	8.2%	7.3%	10.9%
1=Very dissatis	4.2%	6.4%	4.9%	4.6%

CROSSTABS by OWN vs RENT HOME

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	<u>Q40 Own or rent residence</u>			<u>Total</u>
	<u>Own</u> 1	<u>Rent</u> 2	<u>Not provided</u> 9	
<u>Q4d The visibility of police in retail areas</u>				
5=Very satisfied	11.4%	20.8%	9.8%	12.6%
4=Satisfied	43.5%	34.0%	56.1%	42.8%
3=Neutral	34.0%	35.8%	29.3%	34.0%
2=Dissatisfied	8.1%	5.7%	2.4%	7.5%
1=Very dissatis	2.9%	3.8%	2.4%	3.0%

CROSSTABS by OWN vs RENT HOME

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	<u>Q40 Own or rent residence</u>			<u>Total</u>
	<u>Own 1</u>	<u>Rent 2</u>	<u>Not provided 9</u>	
<u>Q4e Quality of animal control</u>				
5=Very satisfied	14.3%	24.0%	25.0%	16.1%
4=Satisfied	39.9%	39.0%	38.9%	39.8%
3=Neutral	28.4%	25.0%	25.0%	27.7%
2=Dissatisfied	11.6%	6.0%	5.6%	10.5%
1=Very dissatis	5.9%	6.0%	5.6%	5.9%

CROSSTABS by OWN vs RENT HOME

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	<u>Q40 Own or rent residence</u>			<u>Total</u>
	<u>Own 1</u>	<u>Rent 2</u>	<u>Not provided 9</u>	
<u>Q4f Professionalism of city police officers</u>				
5=Very satisfied	24.2%	26.7%	30.8%	24.9%
4=Satisfied	47.0%	42.6%	53.8%	46.7%
3=Neutral	20.9%	17.8%	12.8%	20.1%
2=Dissatisfied	4.9%	6.9%	0.0%	4.9%
1=Very dissatis	3.0%	5.9%	2.6%	3.4%

CROSSTABS by OWN vs RENT HOME

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	Q40 Own or rent residence			Total
	Own 1	Rent 2	Not provided 9	

Q4g Responsiveness of police to investigations of criminal offenses

5=Very satisfied	20.0%	27.4%	22.6%	21.2%
4=Satisfied	39.3%	34.5%	51.6%	39.2%
3=Neutral	29.7%	26.2%	16.1%	28.5%
2=Dissatisfied	7.2%	4.8%	6.5%	6.8%
1=Very dissatis	3.9%	7.1%	3.2%	4.3%

CROSSTABS by OWN vs RENT HOME

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	<u>Q40 Own or rent residence</u>			<u>Total</u>
	<u>Own</u> 1	<u>Rent</u> 2	<u>Not provided</u> 9	
<u>Q4h Responsiveness of police to traffic complaints</u>				
5=Very satisfied	13.8%	20.5%	22.6%	15.2%
4=Satisfied	38.4%	43.2%	48.4%	39.6%
3=Neutral	32.0%	25.0%	19.4%	30.4%
2=Dissatisfied	11.5%	5.7%	6.5%	10.4%
1=Very dissatis	4.3%	5.7%	3.2%	4.4%

CROSSTABS by OWN vs RENT HOME

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

Q40 Own or rent residence			Total
Own	Rent	Not provided	
1	2	9	

Q5 Most emphasis

A=Overall quality of police protection	21.9%	21.2%	28.9%	22.2%
B=How quickly police respond to emergencies	24.3%	21.2%	26.7%	24.0%
C=The visibility of police in neighborhoods	35.1%	21.2%	28.9%	32.9%
D=The visibility of police in retail areas	11.5%	15.9%	8.9%	11.9%
E=Quality of animal control	16.9%	12.4%	13.3%	16.1%
F=Professionalism of city police officers	10.3%	15.9%	2.2%	10.6%
G=Responsiveness of police to investigations of criminal offenses	14.2%	18.6%	20.0%	15.1%
H=Responsiveness of police to traffic complaints	17.3%	9.7%	15.6%	16.2%

CROSSTABS by OWN vs RENT HOME

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

N=821

	Q40 Own or rent residence			Total
	Own	Rent	Not provided	
	1	2	9	

Q6 Level of traffic enforcement

1=Too much	2.9%	2.7%	2.2%	2.8%
2=Appropriate	50.1%	52.2%	57.8%	50.8%
3=Not enough	31.8%	28.3%	24.4%	30.9%
9=Don't know	15.2%	16.8%	15.6%	15.5%

CROSSTABS by OWN vs RENT HOME

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	Q40 Own or rent residence			Total
	Own	Rent	Not provided	
	1	2	9	

Q7a Overall in the City of Des Moines

5=Very safe	21.9%	33.6%	17.8%	23.3%
4=Safe	54.0%	46.9%	75.6%	54.2%
3=Neutral	16.3%	14.2%	2.2%	15.2%
2=Unsafe	4.8%	3.5%	2.2%	4.5%
1=Very unsafe	1.2%	0.0%	0.0%	1.0%
9=Don't know	1.8%	1.8%	2.2%	1.8%

CROSSTABS by OWN vs RENT HOME

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	Q40 Own or rent residence			Total
	Own	Rent	Not provided	
	1	2	9	

Q7b In your neighborhood

5=Very safe	34.5%	40.7%	37.8%	35.6%
4=Safe	46.9%	40.7%	48.9%	46.2%
3=Neutral	10.9%	9.7%	6.7%	10.5%
2=Unsafe	5.3%	6.2%	6.7%	5.5%
1=Very unsafe	1.4%	2.7%	0.0%	1.5%
9=Don't know	1.1%	0.0%	0.0%	0.9%

CROSSTABS by OWN vs RENT HOME

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	<u>Q40 Own or rent residence</u>			<u>Total</u>
	<u>Own</u> 1	<u>Rent</u> 2	<u>Not provided</u> 9	
<u>Q7c In city parks</u>				
5=Very safe	12.8%	25.7%	15.6%	14.7%
4=Safe	38.9%	35.4%	44.4%	38.7%
3=Neutral	28.2%	21.2%	17.8%	26.7%
2=Unsafe	8.7%	4.4%	2.2%	7.8%
1=Very unsafe	1.2%	2.7%	2.2%	1.5%
9=Don't know	10.1%	10.6%	17.8%	10.6%

CROSSTABS by OWN vs RENT HOME

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	Q40 Own or rent residence			Total
	Own	Rent	Not provided	
	1	2	9	

Q7d In downtown Des Moines

5=Very safe	14.2%	26.5%	8.9%	15.6%
4=Safe	40.7%	31.0%	42.2%	39.5%
3=Neutral	24.7%	24.8%	26.7%	24.8%
2=Unsafe	9.4%	8.0%	4.4%	8.9%
1=Very unsafe	2.3%	3.5%	0.0%	2.3%
9=Don't know	8.7%	6.2%	17.8%	8.9%

CROSSTABS by OWN vs RENT HOME

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	<u>Q40 Own or rent residence</u>			<u>Total</u>
	<u>Own 1</u>	<u>Rent 2</u>	<u>Not provided 9</u>	
<u>Q8a Overall quality of fire protection</u>				
5=Very satisfied	38.3%	51.1%	40.0%	40.1%
4=Satisfied	50.7%	39.1%	55.0%	49.4%
3=Neutral	9.9%	7.6%	5.0%	9.3%
2=Dissatisfied	0.9%	1.1%	0.0%	0.9%
1=Very dissatis	0.2%	1.1%	0.0%	0.3%

CROSSTABS by OWN vs RENT HOME

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	Q40 Own or rent residence			Total
	Own 1	Rent 2	Not provided 9	

Q8b How quickly fire personnel respond to emergencies

5=Very satisfied	40.2%	52.2%	45.2%	42.3%
4=Satisfied	47.9%	35.6%	48.4%	46.1%
3=Neutral	11.2%	8.9%	6.5%	10.6%
2=Dissatisfied	0.4%	2.2%	0.0%	0.7%
1=Very dissatis	0.2%	1.1%	0.0%	0.3%

CROSSTABS by OWN vs RENT HOME

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	Q40 Own or rent residence			Total
	Own 1	Rent 2	Not provided 9	

Q8c Overall quality of ambulance and paramedic services

5=Very satisfied	41.7%	51.6%	54.3%	43.8%
4=Satisfied	44.4%	37.9%	42.9%	43.4%
3=Neutral	12.7%	8.4%	2.9%	11.5%
2=Dissatisfied	1.0%	0.0%	0.0%	0.8%
1=Very dissatis	0.2%	2.1%	0.0%	0.5%

CROSSTABS by OWN vs RENT HOME

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	<u>Q40 Own or rent residence</u>			<u>Total</u>
	<u>Own</u> 1	<u>Rent</u> 2	<u>Not provided</u> 9	
<u>Q8d The fire department's fire inspection program</u>				
5=Very satisfied	28.1%	43.2%	25.9%	30.3%
4=Satisfied	40.9%	41.9%	48.1%	41.4%
3=Neutral	27.9%	10.8%	25.9%	25.2%
2=Dissatisfied	2.1%	1.4%	0.0%	1.9%
1=Very dissatis	1.0%	2.7%	0.0%	1.2%

CROSSTABS by OWN vs RENT HOME

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	<u>Q40 Own or rent residence</u>			<u>Total</u>
	<u>Own</u> 1	<u>Rent</u> 2	<u>Not provided</u> 9	
<u>Q8e The city's fire safety education program</u>				
5=Very satisfied	27.5%	43.0%	26.9%	29.9%
4=Satisfied	40.1%	40.5%	46.2%	40.4%
3=Neutral	27.7%	13.9%	26.9%	25.5%
2=Dissatisfied	3.3%	1.3%	0.0%	2.8%
1=Very dissatis	1.5%	1.3%	0.0%	1.4%

CROSSTABS by OWN vs RENT HOME

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

Q40 Own or rent residence			Total
Own 1	Rent 2	Not provided 9	

Q9 Most emphasis

A=Overall quality of fire protection	23.1%	15.9%	8.9%	21.3%
B=How quickly fire personnel respond to emergencies	31.4%	23.9%	28.9%	30.2%
C=Overall quality of ambulance and paramedic services	26.5%	19.5%	20.0%	25.2%
D=The fire department's fire inspection program	17.5%	15.9%	26.7%	17.8%
E=The city's fire safety education program	22.6%	24.8%	35.6%	23.6%

CROSSTABS by OWN vs RENT HOME

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	<u>Q40 Own or rent residence</u>			<u>Total</u>
	<u>Own</u> 1	<u>Rent</u> 2	<u>Not provided</u> 9	
<u>Q10a Overall quality of city parks</u>				
5=Very satisfied	15.3%	27.7%	7.9%	16.7%
4=Satisfied	57.2%	50.5%	73.7%	57.1%
3=Neutral	21.9%	14.9%	13.2%	20.5%
2=Dissatisfied	4.0%	5.0%	2.6%	4.1%
1=Very dissatis	1.5%	2.0%	2.6%	1.6%

CROSSTABS by OWN vs RENT HOME

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	<u>Q40 Own or rent residence</u>			<u>Total</u>
	<u>Own</u> 1	<u>Rent</u> 2	<u>Not</u> provided 9	
<u>Q10b Overall beauty of the city</u>				
5=Very satisfied	16.4%	24.8%	19.5%	17.7%
4=Satisfied	53.3%	50.5%	73.2%	54.0%
3=Neutral	23.1%	16.5%	4.9%	21.2%
2=Dissatisfied	6.2%	6.4%	2.4%	6.0%
1=Very dissatis	1.0%	1.8%	0.0%	1.0%

CROSSTABS by OWN vs RENT HOME

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	<u>Q40 Own or rent residence</u>			<u>Total</u>
	<u>Own 1</u>	<u>Rent 2</u>	<u>Not provided 9</u>	
<u>Q10c Number and location of city parks</u>				
5=Very satisfied	15.9%	24.3%	5.6%	16.5%
4=Satisfied	53.3%	47.6%	66.7%	53.1%
3=Neutral	23.6%	22.3%	19.4%	23.2%
2=Dissatisfied	6.2%	4.9%	5.6%	6.0%
1=Very dissatis	1.0%	1.0%	2.8%	1.1%

CROSSTABS by OWN vs RENT HOME

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	<u>Q40 Own or rent residence</u>			<u>Total</u>
	Own	Rent	Not	
	1	2	provided 9	

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

5=Very satisfied	23.3%	30.3%	25.0%	24.4%
4=Satisfied	44.6%	41.4%	44.4%	44.1%
3=Neutral	18.8%	20.2%	22.2%	19.2%
2=Dissatisfied	11.0%	5.1%	8.3%	10.0%
1=Very dissatis	2.3%	3.0%	0.0%	2.3%

CROSSTABS by OWN vs RENT HOME

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	Q40 Own or rent residence			Total
	Own 1	Rent 2	Not provided 9	

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

5=Very satisfied	14.9%	19.3%	12.9%	15.4%
4=Satisfied	42.8%	41.0%	58.1%	43.3%
3=Neutral	32.1%	28.9%	9.7%	30.5%
2=Dissatisfied	7.9%	7.2%	16.1%	8.2%
1=Very dissatis	2.3%	3.6%	3.2%	2.6%

CROSSTABS by OWN vs RENT HOME

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	Q40 Own or rent residence			Total
	Own	Rent	Not	
	1	2	9	

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

5=Very satisfied	11.9%	22.7%	27.8%	14.3%
4=Satisfied	51.2%	41.2%	41.7%	49.3%
3=Neutral	30.8%	28.9%	22.2%	30.1%
2=Dissatisfied	5.1%	4.1%	5.6%	5.0%
1=Very dissatis	0.9%	3.1%	2.8%	1.3%

CROSSTABS by OWN vs RENT HOME

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	Q40 Own or rent residence			Total
	Own	Rent	Not	
	1	2	9	

Q10g Landscaping along city streets and other public areas

5=Very satisfied	21.3%	21.8%	23.7%	21.5%
4=Satisfied	45.3%	42.7%	52.6%	45.3%
3=Neutral	24.2%	27.3%	13.2%	24.1%
2=Dissatisfied	7.0%	5.5%	10.5%	7.0%
1=Very dissatis	2.2%	2.7%	0.0%	2.2%

CROSSTABS by OWN vs RENT HOME

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	<u>Q40 Own or rent residence</u>			<u>Total</u>
	<u>Own</u> 1	<u>Rent</u> 2	<u>Not provided</u> 9	
<u>Q10h Use of "green" practices</u>				
5=Very satisfied	11.9%	13.6%	15.4%	12.3%
4=Satisfied	41.2%	40.9%	46.2%	41.4%
3=Neutral	34.8%	37.5%	34.6%	35.2%
2=Dissatisfied	9.0%	3.4%	3.8%	8.0%
1=Very dissatis	3.1%	4.5%	0.0%	3.2%

CROSSTABS by OWN vs RENT HOME

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	Q40 Own or rent residence			Total
	Own	Rent	Not	
	1	2	9	

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

5=Very satisfied	19.3%	29.9%	14.3%	20.5%
4=Satisfied	48.7%	34.0%	57.1%	47.1%
3=Neutral	27.3%	26.8%	17.1%	26.7%
2=Dissatisfied	3.5%	6.2%	8.6%	4.2%
1=Very dissatis	1.2%	3.1%	2.9%	1.6%

CROSSTABS by OWN vs RENT HOME

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	<u>Q40 Own or rent residence</u>			<u>Total</u>
	<u>Own</u> 1	<u>Rent</u> 2	<u>Not provided</u> 9	
<u>Q10j Condition of sports facilities</u>				
5=Very satisfied	19.5%	25.3%	17.9%	20.3%
4=Satisfied	48.6%	31.9%	53.6%	46.4%
3=Neutral	27.1%	33.0%	25.0%	27.9%
2=Dissatisfied	3.4%	4.4%	3.6%	3.5%
1=Very dissatis	1.4%	5.5%	0.0%	1.9%

CROSSTABS by OWN vs RENT HOME

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	<u>Q40 Own or rent residence</u>			<u>Total</u>
	<u>Own</u> 1	<u>Rent</u> 2	<u>Not provided</u> 9	
<u>Q10k Availability of special recreation</u>				
5=Very satisfied	9.5%	18.2%	12.9%	11.0%
4=Satisfied	38.5%	28.4%	38.7%	37.0%
3=Neutral	34.8%	33.0%	35.5%	34.6%
2=Dissatisfied	13.0%	14.8%	9.7%	13.1%
1=Very dissatis	4.1%	5.7%	3.2%	4.3%

CROSSTABS by OWN vs RENT HOME

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

Q40 Own or rent residence			Total
Own 1	Rent 2	Not provided 9	

Q11 Most emphasis

A=Overall quality of city parks	28.5%	17.7%	22.2%	26.7%
B=Overall beauty of the city	24.4%	18.6%	22.2%	23.5%
C=Number and location of city parks	13.6%	19.5%	11.1%	14.3%
D=Number of walking and biking trails in the City of Des Moines	22.2%	15.9%	17.8%	21.1%
E=Overall quality of pools aquatic centers, wading pools	16.7%	22.1%	24.4%	17.9%
F=Condition of city buildings City Hall, police station, etc.	17.6%	12.4%	22.2%	17.2%
G=Landscaping along city streets and other public areas	21.6%	17.7%	17.8%	20.8%
H=Use of “green” practices	18.3%	13.3%	8.9%	17.1%

CROSSTABS by OWN vs RENT HOME

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

Q40 Own or rent residence			Total
Own 1	Rent 2	Not provided 9	

Q11 Most emphasis (Cont.)

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

12.1%	17.7%	17.8%	13.2%
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J=Condition of sports facilities

6.6%	9.7%	0.0%	6.7%
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CROSSTABS by OWN vs RENT HOME

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	<u>Q40 Own or rent residence</u>			<u>Total</u>
	<u>Own 1</u>	<u>Rent 2</u>	<u>Not provided 9</u>	
<u>Q12a Overall condition of city streets</u>				
5=Very satisfied	2.8%	2.7%	6.8%	3.0%
4=Satisfied	22.5%	18.9%	22.7%	22.0%
3=Neutral	29.8%	32.4%	31.8%	30.3%
2=Dissatisfied	31.4%	30.6%	25.0%	30.9%
1=Very dissatis	13.5%	15.3%	13.6%	13.8%

CROSSTABS by OWN vs RENT HOME

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	Q40 Own or rent residence			Total
	Own 1	Rent 2	Not provided 9	

Q12b Condition of major city streets

5=Very satisfied	5.5%	5.5%	7.0%	5.6%
4=Satisfied	31.8%	28.2%	23.3%	30.9%
3=Neutral	29.7%	34.5%	32.6%	30.5%
2=Dissatisfied	22.9%	22.7%	25.6%	23.0%
1=Very dissatis	10.0%	9.1%	11.6%	10.0%

CROSSTABS by OWN vs RENT HOME

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	<u>Q40 Own or rent residence</u>			<u>Total</u>
	<u>Own</u> 1	<u>Rent</u> 2	<u>Not provided</u> 9	
<u>Q12c Condition of streets in your neighborhood</u>				
5=Very satisfied	7.4%	6.3%	4.5%	7.1%
4=Satisfied	32.1%	33.0%	34.1%	32.3%
3=Neutral	26.4%	18.8%	15.9%	24.8%
2=Dissatisfied	19.7%	25.9%	34.1%	21.3%
1=Very dissatis	14.4%	16.1%	11.4%	14.5%

CROSSTABS by OWN vs RENT HOME

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	<u>Q40 Own or rent residence</u>			<u>Total</u>
	<u>Own</u> 1	<u>Rent</u> 2	<u>Not provided</u> 9	
<u>Q12d Ability to safely ride a bicycle on city streets</u>				
5=Very satisfied	3.5%	9.8%	5.7%	4.5%
4=Satisfied	17.7%	18.5%	34.3%	18.7%
3=Neutral	36.7%	34.8%	25.7%	35.8%
2=Dissatisfied	27.6%	29.3%	25.7%	27.8%
1=Very dissatis	14.6%	7.6%	8.6%	13.3%

CROSSTABS by OWN vs RENT HOME

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	<u>Q40 Own or rent residence</u>			<u>Total</u>
	<u>Own 1</u>	<u>Rent 2</u>	<u>Not provided 9</u>	
<u>Q12e Garbage collection</u>				
5=Very satisfied	31.3%	30.4%	31.0%	31.1%
4=Satisfied	52.2%	49.0%	54.8%	51.9%
3=Neutral	9.6%	14.7%	11.9%	10.4%
2=Dissatisfied	4.5%	3.9%	2.4%	4.3%
1=Very dissatis	2.5%	2.0%	0.0%	2.3%

CROSSTABS by OWN vs RENT HOME

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	<u>Q40 Own or rent residence</u>			<u>Total</u>
	<u>Own 1</u>	<u>Rent 2</u>	<u>Not provided 9</u>	
<u>Q12f Recyclables collection</u>				
5=Very satisfied	26.2%	23.5%	24.4%	25.8%
4=Satisfied	44.4%	53.1%	61.0%	46.4%
3=Neutral	15.3%	10.2%	7.3%	14.2%
2=Dissatisfied	9.0%	11.2%	7.3%	9.2%
1=Very dissatis	5.1%	2.0%	0.0%	4.4%

CROSSTABS by OWN vs RENT HOME

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	<u>Q40 Own or rent residence</u>			<u>Total</u>
	<u>Own 1</u>	<u>Rent 2</u>	<u>Not provided 9</u>	
<u>Q12g Yard waste collection</u>				
5=Very satisfied	25.4%	18.1%	28.2%	24.7%
4=Satisfied	39.7%	48.9%	51.3%	41.5%
3=Neutral	15.2%	17.0%	12.8%	15.3%
2=Dissatisfied	13.5%	8.5%	7.7%	12.5%
1=Very dissatis	6.2%	7.4%	0.0%	6.0%

CROSSTABS by OWN vs RENT HOME

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	<u>Q40 Own or rent residence</u>			<u>Total</u>
	<u>Own</u> 1	<u>Rent</u> 2	<u>Not provided</u> 9	
<u>Q12h Special item collection (using stickers)</u>				
5=Very satisfied	16.6%	15.9%	16.1%	16.5%
4=Satisfied	33.0%	32.9%	41.9%	33.4%
3=Neutral	23.0%	31.7%	25.8%	24.2%
2=Dissatisfied	18.6%	11.0%	12.9%	17.4%
1=Very dissatis	8.8%	8.5%	3.2%	8.5%

CROSSTABS by OWN vs RENT HOME

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	<u>Q40 Own or rent residence</u>			<u>Total</u>
	<u>Own</u> 1	<u>Rent</u> 2	<u>Not provided</u> 9	
<u>Q12i Neighborhood cleanups (SCRUB program)</u>				
5=Very satisfied	21.8%	23.6%	13.8%	21.7%
4=Satisfied	34.4%	39.3%	37.9%	35.2%
3=Neutral	27.0%	25.8%	37.9%	27.3%
2=Dissatisfied	11.9%	3.4%	6.9%	10.6%
1=Very dissatis	5.0%	7.9%	3.4%	5.3%

CROSSTABS by OWN vs RENT HOME

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	<u>Q40 Own or rent residence</u>			<u>Total</u>
	<u>Own</u> 1	<u>Rent</u> 2	<u>Not provided</u> 9	
<u>Q12j Condition of city sidewalks</u>				
5=Very satisfied	7.0%	15.4%	4.9%	8.1%
4=Satisfied	35.8%	33.7%	34.1%	35.4%
3=Neutral	34.3%	28.8%	34.1%	33.6%
2=Dissatisfied	16.7%	16.3%	22.0%	16.9%
1=Very dissatis	6.2%	5.8%	4.9%	6.1%

CROSSTABS by OWN vs RENT HOME

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	<u>Q40 Own or rent residence</u>			<u>Total</u>
	<u>Own</u> 1	<u>Rent</u> 2	<u>Not</u> provided 9	
<u>Q12k Snow removal on major city streets</u>				
5=Very satisfied	22.6%	20.6%	21.4%	22.2%
4=Satisfied	51.9%	53.3%	40.5%	51.5%
3=Neutral	15.6%	16.8%	21.4%	16.0%
2=Dissatisfied	6.5%	4.7%	11.9%	6.6%
1=Very dissatis	3.4%	4.7%	4.8%	3.7%

CROSSTABS by OWN vs RENT HOME

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	Q40 Own or rent residence			Total
	Own 1	Rent 2	Not provided 9	

Q12l Snow removal in your neighborhood.

5=Very satisfied	15.6%	21.9%	14.3%	16.3%
4=Satisfied	41.6%	41.9%	31.0%	41.1%
3=Neutral	19.6%	14.3%	26.2%	19.3%
2=Dissatisfied	15.4%	12.4%	23.8%	15.5%
1=Very dissatis	7.8%	9.5%	4.8%	7.9%

CROSSTABS by OWN vs RENT HOME

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	<u>Q40 Own or rent residence</u>			<u>Total</u>
	<u>Own</u> 1	<u>Rent</u> 2	<u>Not</u> provided 9	
<u>Q12m The city's sanitary sewer system</u>				
5=Very satisfied	14.3%	18.1%	12.8%	14.7%
4=Satisfied	47.4%	39.4%	48.7%	46.4%
3=Neutral	29.6%	28.7%	33.3%	29.7%
2=Dissatisfied	5.1%	7.4%	0.0%	5.1%
1=Very dissatis	3.6%	6.4%	5.1%	4.0%

CROSSTABS by OWN vs RENT HOME

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	<u>Q40 Own or rent residence</u>			<u>Total</u>
	Own	Rent	Not	
	1	2	provided 9	

Q12n The city's storm water sewer system

5=Very satisfied	12.0%	17.2%	13.5%	12.8%
4=Satisfied	44.0%	45.2%	40.5%	44.0%
3=Neutral	29.8%	25.8%	29.7%	29.3%
2=Dissatisfied	9.6%	6.5%	13.5%	9.4%
1=Very dissatis	4.6%	5.4%	2.7%	4.6%

CROSSTABS by OWN vs RENT HOME

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	Q40 Own or rent residence			Total
	Own 1	Rent 2	Not provided 9	

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

5=Very satisfied	14.7%	18.2%	20.0%	15.4%
4=Satisfied	41.0%	42.9%	36.7%	41.0%
3=Neutral	33.5%	31.2%	36.7%	33.4%
2=Dissatisfied	6.0%	2.6%	6.7%	5.6%
1=Very dissatis	4.8%	5.2%	0.0%	4.6%

CROSSTABS by OWN vs RENT HOME

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	<u>Q40 Own or rent residence</u>			<u>Total</u>
	<u>Own 1</u>	<u>Rent 2</u>	<u>Not provided 9</u>	
<u>Q12p Overall flow of traffic in the city</u>				
5=Very satisfied	9.7%	9.3%	7.1%	9.5%
4=Satisfied	47.1%	44.9%	57.1%	47.4%
3=Neutral	29.9%	32.7%	23.8%	29.9%
2=Dissatisfied	10.9%	5.6%	4.8%	9.8%
1=Very dissatis	2.4%	7.5%	7.1%	3.4%

CROSSTABS by OWN vs RENT HOME

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	<u>Q40 Own or rent residence</u>			<u>Total</u>
	<u>Own</u> 1	<u>Rent</u> 2	<u>Not provided</u> 9	
<u>Q12q Maintenance of traffic signals & street signs</u>				
5=Very satisfied	16.3%	19.1%	19.5%	16.9%
4=Satisfied	56.8%	50.9%	46.3%	55.4%
3=Neutral	20.0%	22.7%	14.6%	20.1%
2=Dissatisfied	5.8%	1.8%	17.1%	5.8%
1=Very dissatis	1.1%	5.5%	2.4%	1.8%

CROSSTABS by OWN vs RENT HOME

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

Q40 Own or rent residence			Total
Own 1	Rent 2	Not provided 9	

Q13 Most emphasis

A=Overall condition of city streets	43.6%	48.7%	40.0%	44.1%
B=Condition of major city streets	29.7%	26.5%	31.1%	29.4%
C=Condition of streets in your neighborhood	29.1%	28.3%	35.6%	29.4%
D=Ability to safely ride a bicycle on city streets	18.9%	19.5%	13.3%	18.6%
E=Garbage collection	4.1%	3.5%	4.4%	4.0%
F=Recyclables collection	9.7%	5.3%	4.4%	8.8%
G=Yard waste collection	7.8%	3.5%	8.9%	7.3%
H=Special item collection using stickers	8.6%	12.4%	4.4%	8.9%
I=Neighborhood cleanups SCRUB program	11.2%	10.6%	8.9%	11.0%

CROSSTABS by OWN vs RENT HOME

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

Q40 Own or rent residence			Total
Own 1	Rent 2	Not provided 9	

Q13 Most emphasis (Cont.)

J=Condition of city sidewalks	17.6%	24.8%	20.0%	18.8%
K=Snow removal on major city streets	6.6%	3.5%	6.7%	6.2%
L=Snow removal in your neighborhood.	13.1%	15.0%	15.6%	13.5%
M=The city's sanitary sewer system	6.5%	8.8%	8.9%	6.9%
N=The city's storm water sewer system	10.1%	5.3%	6.7%	9.3%
O=Responsiveness of city staff to street, garbage, and sewer requests	4.4%	2.7%	0.0%	3.9%
P=Overall flow of traffic in the city	13.1%	14.2%	8.9%	13.0%
Q=Maintenance of traffic signals & street signs	5.7%	6.2%	17.8%	6.5%

CROSSTABS by OWN vs RENT HOME

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	<u>Q40 Own or rent residence</u>			<u>Total</u>
	<u>Own</u> 1	<u>Rent</u> 2	<u>Not provided</u> 9	
<u>Q14a Overall enforcement of city ordinances</u>				
5=Very satisfied	8.0%	18.7%	11.4%	9.6%
4=Satisfied	42.9%	35.2%	37.1%	41.6%
3=Neutral	33.7%	28.6%	34.3%	33.0%
2=Dissatisfied	11.6%	9.9%	14.3%	11.5%
1=Very dissatis	3.8%	7.7%	2.9%	4.3%

CROSSTABS by OWN vs RENT HOME

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	<u>Q40 Own or rent residence</u>			<u>Total</u>
	<u>Own</u> 1	<u>Rent</u> 2	<u>Not provided</u> 9	
<u>Q14b Overall quality of new development in th e city</u>				
5=Very satisfied	10.5%	20.2%	16.7%	12.1%
4=Satisfied	44.0%	35.4%	63.9%	43.8%
3=Neutral	31.1%	27.3%	13.9%	29.7%
2=Dissatisfied	10.7%	12.1%	2.8%	10.5%
1=Very dissatis	3.8%	5.1%	2.8%	3.9%

CROSSTABS by OWN vs RENT HOME

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	<u>Q40 Own or rent residence</u>			<u>Total</u>
	<u>Own</u> 1	<u>Rent</u> 2	<u>Not provided</u> 9	
<u>Q14c Overall quality of redevelopment in the city</u>				
5=Very satisfied	11.2%	16.8%	10.8%	11.9%
4=Satisfied	45.1%	38.6%	56.8%	44.8%
3=Neutral	28.5%	34.7%	24.3%	29.2%
2=Dissatisfied	11.2%	5.0%	5.4%	10.0%
1=Very dissatis	4.1%	5.0%	2.7%	4.1%

CROSSTABS by OWN vs RENT HOME

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	<u>Q40 Own or rent residence</u>			<u>Total</u>
	<u>Own</u> 1	<u>Rent</u> 2	<u>Not provided</u> 9	
<u>Q14d How well the city is planning growth</u>				
5=Very satisfied	12.7%	12.8%	11.1%	12.6%
4=Satisfied	34.9%	37.2%	50.0%	36.1%
3=Neutral	33.1%	35.1%	30.6%	33.2%
2=Dissatisfied	14.7%	8.5%	5.6%	13.4%
1=Very dissatis	4.6%	6.4%	2.8%	4.7%

CROSSTABS by OWN vs RENT HOME

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	Q40 Own or rent residence			Total
	Own 1	Rent 2	Not provided 9	

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

5=Very satisfied	8.7%	16.9%	4.3%	9.6%
4=Satisfied	32.4%	22.0%	39.1%	31.4%
3=Neutral	41.9%	49.2%	39.1%	42.7%
2=Dissatisfied	12.1%	6.8%	8.7%	11.3%
1=Very dissatis	4.9%	5.1%	8.7%	5.1%

CROSSTABS by OWN vs RENT HOME

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	<u>Q40 Own or rent residence</u>			<u>Total</u>
	<u>Own</u> 1	<u>Rent</u> 2	<u>Not provided</u> 9	
<u>Q14f Enforcement of city land use regulations</u>				
5=Very satisfied	7.2%	20.0%	4.0%	8.7%
4=Satisfied	33.7%	26.2%	52.0%	33.7%
3=Neutral	43.4%	41.5%	36.0%	42.8%
2=Dissatisfied	11.7%	7.7%	0.0%	10.5%
1=Very dissatis	4.0%	4.6%	8.0%	4.3%

CROSSTABS by OWN vs RENT HOME

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	<u>Q40 Own or rent residence</u>			<u>Total</u>
	<u>Own 1</u>	<u>Rent 2</u>	<u>Not provided 9</u>	
<u>Q14g Enforcement of sign regulations</u>				
5=Very satisfied	9.0%	17.9%	0.0%	9.8%
4=Satisfied	36.9%	25.6%	54.8%	36.3%
3=Neutral	39.4%	47.4%	25.8%	39.8%
2=Dissatisfied	11.5%	3.8%	12.9%	10.5%
1=Very dissatis	3.2%	5.1%	6.5%	3.6%

CROSSTABS by OWN vs RENT HOME

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	Q40 Own or rent residence			Total
	Own	Rent	Not	
	1	2	9	

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

5=Very satisfied	5.6%	14.3%	0.0%	6.5%
4=Satisfied	19.4%	31.9%	29.0%	21.7%
3=Neutral	33.5%	27.5%	32.3%	32.6%
2=Dissatisfied	29.8%	12.1%	19.4%	26.7%
1=Very dissatis	11.7%	14.3%	19.4%	12.5%

CROSSTABS by OWN vs RENT HOME

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	Q40 Own or rent residence			Total
	Own 1	Rent 2	Not provided 9	

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

5=Very satisfied	8.0%	9.5%	2.6%	7.9%
4=Satisfied	18.1%	28.4%	36.8%	20.6%
3=Neutral	30.3%	31.6%	23.7%	30.1%
2=Dissatisfied	31.4%	21.1%	13.2%	29.0%
1=Very dissatis	12.1%	9.5%	23.7%	12.4%

CROSSTABS by OWN vs RENT HOME

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	<u>Q40 Own or rent residence</u>			<u>Total</u>
	<u>Own</u> 1	<u>Rent</u> 2	<u>Not provided</u> 9	
<u>Q14j Enforcement and clean up of junk cars</u>				
5=Very satisfied	7.0%	14.8%	2.9%	7.8%
4=Satisfied	20.2%	27.3%	37.1%	22.1%
3=Neutral	34.3%	29.5%	20.0%	32.9%
2=Dissatisfied	26.6%	14.8%	14.3%	24.3%
1=Very dissatis	11.9%	13.6%	25.7%	12.9%

CROSSTABS by OWN vs RENT HOME

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

Q40 Own or rent residence			Total
Own	Rent	Not provided	
1	2	9	

Q15 Most emphasis

A=Overall enforcement of city ordinances	18.3%	21.2%	17.8%	18.6%
B=Overall quality of new development in the city	14.9%	12.4%	6.7%	14.1%
C=Overall quality of redevelopment in the city	19.5%	15.9%	20.0%	19.0%
D=How well the city is planning growth	23.4%	20.4%	22.2%	22.9%
E=The process for getting a permit for buildings, signs, sound, fences, etc.	8.4%	3.5%	13.3%	8.0%
F=Enforcement of city land use regulations	7.8%	8.0%	2.2%	7.6%
G=Enforcement of sign regulations	5.6%	8.0%	11.1%	6.2%

CROSSTABS by OWN vs RENT HOME

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

Q40 Own or rent residence			Total
Own 1	Rent 2	Not provided 9	

Q15 Most emphasis (Cont.)

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

39.8%	37.2%	37.8%	39.3%
-------	-------	-------	-------

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

43.9%	42.5%	53.3%	44.2%
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J=Enforcement and clean up of junk cars

30.5%	24.8%	26.7%	29.5%
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CROSSTABS by OWN vs RENT HOME

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	Q40 Own or rent residence			Total
	Own 1	Rent 2	Not provided 9	

Q16a Overall effectiveness of city communication with the public

5=Very satisfied	10.6%	15.5%	16.3%	11.6%
4=Satisfied	42.3%	36.9%	51.2%	42.1%
3=Neutral	32.4%	32.0%	23.3%	31.8%
2=Dissatisfied	10.6%	9.7%	9.3%	10.4%
1=Very dissatis	4.1%	5.8%	0.0%	4.1%

CROSSTABS by OWN vs RENT HOME

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	Q40 Own or rent residence			Total
	Own 1	Rent 2	Not provided 9	

Q16b The level of public involvement in local decision-making

5=Very satisfied	5.7%	8.0%	10.5%	6.3%
4=Satisfied	30.5%	25.0%	28.9%	29.7%
3=Neutral	33.8%	41.0%	36.8%	35.0%
2=Dissatisfied	21.0%	13.0%	21.1%	19.9%
1=Very dissatis	9.0%	13.0%	2.6%	9.2%

CROSSTABS by OWN vs RENT HOME

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	Q40 Own or rent residence			Total
	Own 1	Rent 2	Not provided 9	

Q16c The availability of information about city programs and services

5=Very satisfied	10.4%	14.7%	15.4%	11.3%
4=Satisfied	37.2%	36.3%	38.5%	37.1%
3=Neutral	34.7%	30.4%	30.8%	34.0%
2=Dissatisfied	14.2%	8.8%	12.8%	13.4%
1=Very dissatis	3.4%	9.8%	2.6%	4.2%

CROSSTABS by OWN vs RENT HOME

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	<u>Q40 Own or rent residence</u>			<u>Total</u>
	Own 1	Rent 2	Not provided	
			9	

Q16d City efforts to keep you informed about local issues

5=Very satisfied	10.6%	15.2%	11.9%	11.2%
4=Satisfied	36.5%	33.3%	35.7%	36.1%
3=Neutral	33.8%	32.3%	38.1%	33.8%
2=Dissatisfied	14.9%	12.1%	11.9%	14.4%
1=Very dissatis	4.2%	7.1%	2.4%	4.5%

CROSSTABS by OWN vs RENT HOME

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	Q40 Own or rent residence			Total
	Own	Rent	Not	
	1	2	9	

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

5=Very satisfied	8.4%	14.8%	6.9%	9.2%
4=Satisfied	33.2%	32.1%	27.6%	32.7%
3=Neutral	39.9%	35.8%	41.4%	39.4%
2=Dissatisfied	11.4%	7.4%	17.2%	11.1%
1=Very dissatis	7.2%	9.9%	6.9%	7.6%

CROSSTABS by OWN vs RENT HOME

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	<u>Q40 Own or rent residence</u>			<u>Total</u>
	<u>Own 1</u>	<u>Rent 2</u>	<u>Not provided 9</u>	
<u>Q16f The quality of the city's website</u>				
5=Very satisfied	10.5%	17.5%	8.0%	11.2%
4=Satisfied	36.4%	40.4%	40.0%	37.1%
3=Neutral	41.9%	36.8%	36.0%	40.9%
2=Dissatisfied	8.0%	3.5%	8.0%	7.4%
1=Very dissatis	3.3%	1.8%	8.0%	3.4%

CROSSTABS by OWN vs RENT HOME

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	Q40 Own or rent residence			Total
	Own	Rent	Not	
	1	2	9	

Q16g The quality of the quarterly City Source newsletter

5=Very satisfied	14.6%	16.3%	8.3%	14.5%
4=Satisfied	46.3%	43.8%	47.2%	46.1%
3=Neutral	31.5%	33.8%	33.3%	31.9%
2=Dissatisfied	4.4%	2.5%	8.3%	4.4%
1=Very dissatis	3.1%	3.8%	2.8%	3.2%

CROSSTABS by OWN vs RENT HOME

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

	Q40 Own or rent residence			Total
	Own 1	Rent 2	Not provided 9	
<u>Q17 Most emphasis</u>				
A=Overall effectiveness of city communication with the public	28.4%	23.9%	37.8%	28.3%
B=The level of public involvement in local decision-making	40.3%	41.6%	37.8%	40.3%
C=The availability of information about city programs and services	21.9%	18.6%	17.8%	21.2%
D=City efforts to keep you informed about local issues	22.6%	23.0%	26.7%	22.9%
E=The quality of programming on the city's cable television channel	10.9%	15.0%	8.9%	11.3%
F=The quality of the city's website	6.3%	6.2%	6.7%	6.3%
G=The quality of the quarterly City Source newsletter	6.5%	2.7%	2.2%	5.7%

CROSSTABS by OWN vs RENT HOME

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

N=821

Q40 Own or rent residence			Total
Own 1	Rent 2	Not provided 9	

Q18 Used website in last year

1=Yes	32.9%	24.8%	20.0%	31.1%
2=No	59.7%	68.1%	73.3%	61.6%
9=Don't know	7.4%	7.1%	6.7%	7.3%

CROSSTABS by OWN vs RENT HOME

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	<u>Q40 Own or rent residence</u>			<u>Total</u>
	<u>Own</u>	<u>Rent</u>	<u>Not provided</u>	
	<u>1</u>	<u>2</u>	<u>9</u>	

Q19 Called or visited City Hall's Action

1=Yes	15.7%	8.0%	4.4%	14.0%
2=No	83.0%	89.4%	93.3%	84.4%
9=Don't know	1.4%	2.7%	2.2%	1.6%

CROSSTABS by OWN vs RENT HOME

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

N=821

Q40 Own or rent residence			Total
Own 1	Rent 2	Not provided 9	

Q20 Watched DMTV in past year

1=Yes	41.3%	42.5%	31.1%	40.9%
2=No	57.5%	54.9%	66.7%	57.6%
9=Don't know	1.2%	2.7%	2.2%	1.5%

CROSSTABS by OWN vs RENT HOME

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

N=821	<u>Q40 Own or rent residence</u>			<u>Total</u>
	<u>Own</u>	<u>Rent</u>	<u>Not provided</u>	
	<u>1</u>	<u>2</u>	<u>9</u>	

Q21 Read City Source newsletter

1=Yes	68.2%	55.8%	55.6%	65.8%
2=No	30.8%	40.7%	40.0%	32.6%
9=Don't know	1.1%	3.5%	4.4%	1.6%

CROSSTABS by OWN vs RENT HOME

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

N=821	Q40 Own or rent residence			Total
	Own	Rent	Not provided	
	1	2	9	

Q22 Read Building Community

1=Yes	28.5%	23.9%	26.7%	27.8%
2=No	68.8%	75.2%	71.1%	69.8%
9=Don't know	2.7%	0.9%	2.2%	2.4%

CROSSTABS by OWN vs RENT HOME

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	<u>Q40 Own or rent residence</u>			<u>Total</u>
	<u>Own 1</u>	<u>Rent 2</u>	<u>Not provided 9</u>	
<u>Q22a Quality of the report</u>				
5=Very satisfied	22.4%	25.9%	41.7%	23.9%
4=Satisfied	61.7%	51.9%	25.0%	58.6%
3=Neutral	13.1%	18.5%	33.3%	14.9%
2=Dissatisfied	0.5%	3.7%	0.0%	0.9%
1=Very dissatis	2.2%	0.0%	0.0%	1.8%

CROSSTABS by OWN vs RENT HOME

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	<u>Q40 Own or rent residence</u>			<u>Total</u>
	<u>Own 1</u>	<u>Rent 2</u>	<u>Not provided 9</u>	
<u>Q22b Content of the report</u>				
5=Very satisfied	20.0%	25.9%	45.5%	22.0%
4=Satisfied	59.4%	40.7%	18.2%	55.0%
3=Neutral	18.3%	25.9%	36.4%	20.2%
2=Dissatisfied	0.6%	7.4%	0.0%	1.4%
1=Very dissatis	1.7%	0.0%	0.0%	1.4%

CROSSTABS by OWN vs RENT HOME

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	<u>Q40 Own or rent residence</u>			<u>Total</u>
	<u>Own 1</u>	<u>Rent 2</u>	<u>Not provided 9</u>	
<u>Q22c Use of art in the report</u>				
5=Very satisfied	21.3%	26.9%	30.0%	22.4%
4=Satisfied	56.8%	38.5%	30.0%	53.2%
3=Neutral	20.1%	34.6%	40.0%	22.9%
2=Dissatisfied	0.6%	0.0%	0.0%	0.5%
1=Very dissatis	1.2%	0.0%	0.0%	1.0%

CROSSTABS by OWN vs RENT HOME

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

N=821	<u>Q40 Own or rent residence</u>			<u>Total</u>
	<u>Own 1</u>	<u>Rent 2</u>	<u>Not provided 9</u>	
<u>Q23 Where currently get news & info</u>				
1=The Des	69.5%	63.7%	60.0%	68.2%
2=The Business	6.8%	4.4%	6.7%	6.5%
3=Cityview	24.7%	31.9%	31.1%	26.1%
4=Television news	72.9%	67.3%	71.1%	72.0%
5=City of	15.8%	12.4%	6.7%	14.9%
6=DMTV Cable	15.5%	13.3%	13.3%	15.1%
7=City Source	30.3%	20.4%	24.4%	28.6%
8=Other	12.5%	13.3%	11.1%	12.5%
9=Don't know	4.2%	7.1%	4.4%	4.6%

CROSSTABS by OWN vs RENT HOME

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

N=821

Q40 Own or rent residence			Total
Own 1	Rent 2	Not provided 9	

Q24 Used a City of Des Moines Library

1=Yes	52.9%	50.4%	46.7%	52.3%
2=No	44.0%	44.2%	48.9%	44.3%
9=Don't know	3.0%	5.3%	4.4%	3.4%

CROSSTABS by OWN vs RENT HOME

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	<u>Q40 Own or rent residence</u>			<u>Total</u>
	<u>Own 1</u>	<u>Rent 2</u>	<u>Not provided 9</u>	
<u>Q25a Overall quality of city libraries</u>				
5=Very satisfied	47.1%	64.9%	57.1%	50.0%
4=Satisfied	43.4%	31.6%	33.3%	41.4%
3=Neutral	5.4%	3.5%	9.5%	5.4%
2=Dissatisfied	2.9%	0.0%	0.0%	2.3%
1=Very dissatis	1.1%	0.0%	0.0%	0.9%

CROSSTABS by OWN vs RENT HOME

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	Q40 Own or rent residence			Total
	Own 1	Rent 2	Not provided 9	

Q25b Availability of the materials you need

5=Very satisfied	42.2%	52.6%	45.0%	43.8%
4=Satisfied	45.7%	40.4%	50.0%	45.2%
3=Neutral	8.3%	3.5%	5.0%	7.5%
2=Dissatisfied	3.4%	1.8%	0.0%	3.1%
1=Very dissatis	0.3%	1.8%	0.0%	0.5%

CROSSTABS by OWN vs RENT HOME

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	Q40 Own or rent residence			Total
	Own 1	Rent 2	Not provided 9	

Q25c Adequacy of online (Internet) information and services

5=Very satisfied	40.5%	45.8%	50.0%	41.7%
4=Satisfied	42.7%	41.7%	44.4%	42.6%
3=Neutral	14.0%	10.4%	0.0%	12.8%
2=Dissatisfied	2.5%	2.1%	0.0%	2.3%
1=Very dissatis	0.4%	0.0%	5.6%	0.6%

CROSSTABS by OWN vs RENT HOME

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	Q40 Own or rent residence			Total
	Own 1	Rent 2	Not provided 9	

Q25d Number of public access computers in the libraries

5=Very satisfied	33.9%	50.0%	47.1%	36.7%
4=Satisfied	40.1%	29.2%	29.4%	38.1%
3=Neutral	20.2%	16.7%	17.6%	19.6%
2=Dissatisfied	5.1%	4.2%	5.9%	5.0%
1=Very dissatis	0.7%	0.0%	0.0%	0.6%

CROSSTABS by OWN vs RENT HOME

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	<u>Q40 Own or rent residence</u>			<u>Total</u>
	<u>Own 1</u>	<u>Rent 2</u>	<u>Not provided 9</u>	
<u>Q25e Quality of children's programs</u>				
5=Very satisfied	32.6%	44.4%	40.0%	34.8%
4=Satisfied	46.9%	42.2%	33.3%	45.5%
3=Neutral	15.9%	13.3%	26.7%	16.1%
2=Dissatisfied	2.9%	0.0%	0.0%	2.3%
1=Very dissatis	1.7%	0.0%	0.0%	1.3%

CROSSTABS by OWN vs RENT HOME

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	<u>Q40 Own or rent residence</u>			<u>Total</u>
	<u>Own 1</u>	<u>Rent 2</u>	<u>Not provided 9</u>	
<u>Q25f Helpfulness of library staff</u>				
5=Very satisfied	49.7%	60.7%	57.9%	51.6%
4=Satisfied	38.5%	28.6%	36.8%	37.0%
3=Neutral	8.6%	8.9%	5.3%	8.5%
2=Dissatisfied	2.1%	1.8%	0.0%	1.9%
1=Very dissatis	1.2%	0.0%	0.0%	1.0%

CROSSTABS by OWN vs RENT HOME

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	<u>Q40 Own or rent residence</u>			<u>Total</u>
	<u>Own 1</u>	<u>Rent 2</u>	<u>Not provided 9</u>	
<u>Q25g Hours libraries are open</u>				
5=Very satisfied	27.9%	40.4%	40.0%	30.1%
4=Satisfied	42.2%	47.4%	45.0%	43.1%
3=Neutral	17.9%	3.5%	10.0%	15.6%
2=Dissatisfied	10.3%	7.0%	5.0%	9.6%
1=Very dissatis	1.8%	1.8%	0.0%	1.7%

CROSSTABS by OWN vs RENT HOME

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	<u>Q40 Own or rent residence</u>			<u>Total</u>
	<u>Own 1</u>	<u>Rent 2</u>	<u>Not provided 9</u>	
<u>Q40 Own or rent residence</u>				
1=Own	100.0%	0.0%	0.0%	80.8%
2=Rent	0.0%	100.0%	0.0%	13.8%
9=Not provided	0.0%	0.0%	100.0%	5.5%

CROSSTABS by OWN vs RENT HOME

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

Q40 Own or rent residence			Total
Own	Rent	Not provided	
1	2	9	

Q26 Most emphasis

A=Overall quality of city libraries	11.6%	9.7%	8.9%	11.2%
B=Availability of the materials you need	14.9%	11.5%	13.3%	14.4%
C=Adequacy of online Internet information and services	3.6%	2.7%	2.2%	3.4%
D=Number of public access computers in the libraries	7.1%	7.1%	6.7%	7.1%
E=Quality of children's programs	7.2%	9.7%	6.7%	7.6%
F=Helpfulness of library staff	4.4%	3.5%	6.7%	4.4%
G=Hours libraries are open	21.1%	15.9%	8.9%	19.7%

CROSSTABS by OWN vs RENT HOME

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

N=821	Q40 Own or rent residence			Total
	Own	Rent	Not provided	
	1	2	9	

Q27 Used Des Moines International airp

1=Yes	56.0%	40.7%	55.6%	53.8%
2=No	41.9%	57.5%	37.8%	43.8%
9=Don't know	2.1%	1.8%	6.7%	2.3%

CROSSTABS by OWN vs RENT HOME

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	Q40 Own or rent residence			Total
	Own 1	Rent 2	Not provided 9	

Q28a Overall quality of the Des Moines International Airport

5=Very satisfied	20.1%	28.3%	40.0%	22.1%
4=Satisfied	61.1%	52.2%	52.0%	59.7%
3=Neutral	14.1%	13.0%	4.0%	13.4%
2=Dissatisfied	2.7%	0.0%	4.0%	2.5%
1=Very dissatis	1.9%	6.5%	0.0%	2.3%

CROSSTABS by OWN vs RENT HOME

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	<u>Q40 Own or rent residence</u>			<u>Total</u>
	<u>Own</u> 1	<u>Rent</u> 2	<u>Not provided</u> 9	
<u>Q28b Helpfulness of signs & other directions</u>				
5=Very satisfied	22.3%	32.6%	37.5%	24.3%
4=Satisfied	61.9%	54.3%	54.2%	60.6%
3=Neutral	13.1%	8.7%	8.3%	12.4%
2=Dissatisfied	2.5%	4.3%	0.0%	2.5%
1=Very dissatis	0.3%	0.0%	0.0%	0.2%

CROSSTABS by OWN vs RENT HOME

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	<u>Q40 Own or rent residence</u>			<u>Total</u>
	<u>Own</u> 1	<u>Rent</u> 2	<u>Not provided</u> 9	
<u>Q28c Ease of moving through airport security</u>				
5=Very satisfied	19.0%	31.8%	33.3%	21.1%
4=Satisfied	51.8%	34.1%	54.2%	50.1%
3=Neutral	20.1%	25.0%	12.5%	20.2%
2=Dissatisfied	6.6%	6.8%	0.0%	6.3%
1=Very dissatis	2.5%	2.3%	0.0%	2.3%

CROSSTABS by OWN vs RENT HOME

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	<u>Q40 Own or rent residence</u>			<u>Total</u>
	<u>Own 1</u>	<u>Rent 2</u>	<u>Not provided 9</u>	
<u>Q28d Availability of parking</u>				
5=Very satisfied	22.6%	44.2%	33.3%	25.4%
4=Satisfied	55.7%	25.6%	58.3%	52.8%
3=Neutral	13.9%	20.9%	4.2%	14.1%
2=Dissatisfied	6.7%	9.3%	4.2%	6.8%
1=Very dissatis	1.1%	0.0%	0.0%	0.9%

CROSSTABS by OWN vs RENT HOME

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	<u>Q40 Own or rent residence</u>			<u>Total</u>
	<u>Own 1</u>	<u>Rent 2</u>	<u>Not provided 9</u>	
<u>Q28e Price of parking</u>				
5=Very satisfied	11.2%	24.4%	21.7%	13.1%
4=Satisfied	39.2%	24.4%	39.1%	37.7%
3=Neutral	25.9%	24.4%	21.7%	25.5%
2=Dissatisfied	19.6%	19.5%	13.0%	19.2%
1=Very dissatis	4.0%	7.3%	4.3%	4.4%

CROSSTABS by OWN vs RENT HOME

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	<u>Q40 Own or rent residence</u>			<u>Total</u>
	<u>Own</u> 1	<u>Rent</u> 2	<u>Not provided</u> 9	
<u>Q28f Food, beverage, and other concessions</u>				
5=Very satisfied	10.2%	17.9%	21.7%	11.6%
4=Satisfied	35.7%	48.7%	39.1%	37.2%
3=Neutral	32.1%	23.1%	17.4%	30.4%
2=Dissatisfied	17.1%	10.3%	21.7%	16.7%
1=Very dissatis	4.8%	0.0%	0.0%	4.1%

CROSSTABS by OWN vs RENT HOME

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	<u>Q40 Own or rent residence</u>			<u>Total</u>
	<u>Own 1</u>	<u>Rent 2</u>	<u>Not provided 9</u>	
<u>Q28g Cleanliness of facilities</u>				
5=Very satisfied	26.0%	41.3%	29.2%	27.8%
4=Satisfied	58.1%	47.8%	66.7%	57.5%
3=Neutral	12.9%	10.9%	0.0%	12.0%
2=Dissatisfied	2.5%	0.0%	0.0%	2.1%
1=Very dissatis	0.5%	0.0%	4.2%	0.7%

CROSSTABS by OWN vs RENT HOME

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	<u>Q40 Own or rent residence</u>			<u>Total</u>
	<u>Own 1</u>	<u>Rent 2</u>	<u>Not provided 9</u>	
<u>Q40 Own or rent residence</u>				
1=Own	100.0%	0.0%	0.0%	80.8%
2=Rent	0.0%	100.0%	0.0%	13.8%
9=Not provided	0.0%	0.0%	100.0%	5.5%

CROSSTABS by OWN vs RENT HOME

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

Q40 Own or rent residence			Total
Own	Rent	Not provided	
1	2	9	

Q29 Most emphasis

A=Overall quality of the Des Moines International Airport	12.1%	8.0%	22.2%	12.1%
B=Helpfulness of signs & other directions	5.7%	4.4%	8.9%	5.7%
C=Ease of moving through airport security	19.5%	14.2%	15.6%	18.5%
D=Availability of parking	7.5%	4.4%	2.2%	6.8%
E=Price of parking	19.6%	14.2%	20.0%	18.9%
F=Food, beverage, and other concessions	14.2%	8.0%	11.1%	13.2%
G=Cleanliness of facilities	7.5%	3.5%	0.0%	6.6%

CROSSTABS by OWN vs RENT HOME

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	Q40 Own or rent residence			Total
	Own	Rent	Not provided	
	1	2	9	

Q30 In favor of creating service

1=Yes	21.9%	25.7%	17.8%	22.2%
2=No	57.2%	46.0%	53.3%	55.4%
9=Don't know	21.0%	28.3%	28.9%	22.4%

CROSSTABS by OWN vs RENT HOME

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	Q40 Own or rent residence			Total
	Own 1	Rent 2	Not provided 9	
<u>Q32a Quality of life in the city</u>				
5=Very satisfied	27.8%	29.4%	36.6%	28.4%
4=Satisfied	54.3%	55.0%	56.1%	54.5%
3=Neutral	13.6%	11.0%	4.9%	12.8%
2=Dissatisfied	3.3%	1.8%	2.4%	3.0%
1=Very dissatisf	1.1%	2.8%	0.0%	1.3%

CROSSTABS by OWN vs RENT HOME

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	Q40 Own or rent residence			Total
	Own 1	Rent 2	Not provided 9	
<u>Q32b Cleanliness of the city</u>				
5=Very satisfied	17.0%	16.4%	22.5%	17.2%
4=Satisfied	50.8%	54.5%	57.5%	51.6%
3=Neutral	23.8%	21.8%	10.0%	22.9%
2=Dissatisfied	7.9%	5.5%	7.5%	7.5%
1=Very dissatisf	0.5%	1.8%	2.5%	0.8%

CROSSTABS by OWN vs RENT HOME

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	Q40 Own or rent residence			Total
	Own 1	Rent 2	Not provided 9	
<u>Q32c Image of the city</u>				
5=Very satisfied	20.1%	20.2%	25.0%	20.4%
4=Satisfied	49.5%	54.1%	57.5%	50.5%
3=Neutral	21.7%	17.4%	15.0%	20.8%
2=Dissatisfied	6.9%	5.5%	2.5%	6.5%
1=Very dissatisf	1.9%	2.8%	0.0%	1.9%

CROSSTABS by OWN vs RENT HOME

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	Q40 Own or rent residence			Total
	Own	Rent	Not provided	
	1	2	9	

Q32d Value that you receive for tax doll

5=Very satisfied	11.3%	12.7%	17.5%	11.8%
4=Satisfied	35.1%	42.2%	47.5%	36.6%
3=Neutral	29.6%	25.5%	22.5%	28.7%
2=Dissatisfied	17.3%	15.7%	10.0%	16.7%
1=Very dissatisf	6.8%	3.9%	2.5%	6.2%

CROSSTABS by OWN vs RENT HOME

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	Q40 Own or rent residence			Total
	Own 1	Rent 2	Not provided 9	
<u>Q32e Quality of city services</u>				
5=Very satisfied	13.8%	18.1%	18.4%	14.6%
4=Satisfied	51.5%	52.4%	55.3%	51.8%
3=Neutral	25.7%	18.1%	18.4%	24.4%
2=Dissatisfied	6.4%	9.5%	5.3%	6.7%
1=Very dissatisf	2.6%	1.9%	2.6%	2.5%

CROSSTABS by OWN vs RENT HOME

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

N=821	<u>Q40 Own or rent residence</u>			<u>Total</u>
	<u>Own</u>	<u>Rent</u>	<u>Not</u>	
	<u>1</u>	<u>2</u>	<u>provided</u>	
			<u>9</u>	

Q33 Satisfied with appearance of private

1=Yes	68.6%	67.3%	64.4%	68.2%
2=No	23.8%	19.5%	15.6%	22.8%
9=Don't know	7.5%	13.3%	20.0%	9.0%

CROSSTABS by OWN vs RENT HOME

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

N=821	<u>Q40 Own or rent residence</u>			<u>Total</u>
	<u>Own</u>	<u>Rent</u>	<u>Not provided</u>	
	<u>1</u>	<u>2</u>	<u>9</u>	

Q34 Has neighborhood improved in 5 years

1=Yes	53.8%	50.4%	51.1%	53.2%
2=No	32.7%	23.0%	22.2%	30.8%
9=Don't know	13.4%	26.5%	26.7%	16.0%

CROSSTABS by OWN vs RENT HOME

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

N=821	<u>Q40 Own or rent residence</u>			<u>Total</u>
	<u>Own</u>	<u>Rent</u>	<u>Not provided</u>	
	<u>1</u>	<u>2</u>	<u>9</u>	

Q35 Live within boundaries of NBSD

1=Yes	14.0%	13.3%	13.3%	13.9%
2=No	11.9%	10.6%	8.9%	11.6%
9=Don't know	74.1%	76.1%	77.8%	74.5%

CROSSTABS by OWN vs RENT HOME

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	<u>Q40 Own or rent residence</u>			<u>Total</u>
	<u>Own 1</u>	<u>Rent 2</u>	<u>Not provided 9</u>	
<u>Q35a Services offered through NBSD prog</u>				
5=Very satisfied	33.8%	23.1%	16.7%	31.3%
4=Satisfied	35.0%	46.2%	16.7%	35.4%
3=Neutral	18.8%	23.1%	66.7%	22.2%
2=Dissatisfied	6.3%	7.7%	0.0%	6.1%
1=Very dissatis	6.3%	0.0%	0.0%	5.1%

CROSSTABS by OWN vs RENT HOME

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	<u>Q40 Own or rent residence</u>			<u>Total</u>
	<u>Own 1</u>	<u>Rent 2</u>	<u>Not provided 9</u>	
<u>Q35b Impact of NBSD on neighborhood</u>				
5=Very satisfied	29.6%	16.7%	16.7%	27.3%
4=Satisfied	35.8%	41.7%	33.3%	36.4%
3=Neutral	27.2%	33.3%	50.0%	29.3%
2=Dissatisfied	4.9%	8.3%	0.0%	5.1%
1=Very dissatis	2.5%	0.0%	0.0%	2.0%

CROSSTABS by OWN vs RENT HOME

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	<u>Q40 Own or rent residence</u>			<u>Total</u>
	<u>Own 1</u>	<u>Rent 2</u>	<u>Not provided 9</u>	
<u>Q35c Professionalism of NBSD staff</u>				
5=Very satisfied	32.1%	27.3%	16.7%	30.5%
4=Satisfied	35.9%	36.4%	16.7%	34.7%
3=Neutral	26.9%	36.4%	50.0%	29.5%
2=Dissatisfied	3.8%	0.0%	0.0%	3.2%
1=Very dissatis	1.3%	0.0%	16.7%	2.1%