

Section 5:
Tabular Data
and Survey Instrument

2007 Des Moines DirectionFinder Survey Final Report

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").

(N=821)

	Very dissatis 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
Q1a The city's entertainment destinations	3.0%	5.7%	27.2%	41.3%	14.0%	8.8%
Q1b Overall fairness of city taxes and fees	20.6%	26.6%	28.9%	15.7%	4.4%	3.9%
Q1c The city's efforts to communicate with you	6.2%	11.4%	32.9%	33.9%	12.1%	3.5%
Q1d Overall quality of customer service you receive from city employees	3.9%	6.3%	22.5%	44.3%	15.2%	7.7%
Q1e Overall quality of neighborhood commercial and retail districts	5.5%	11.4%	27.6%	39.5%	12.1%	3.9%
Q1f Overall quality of community assets (parks, public buildings, bridges, etc.)	2.3%	5.6%	19.0%	51.2%	19.6%	2.3%
Q1g Overall quality of public safety	2.6%	5.1%	21.1%	51.5%	17.9%	1.8%
Q1h Overall quality of jobs/economy	6.3%	12.2%	28.5%	39.3%	7.8%	5.8%
Q1i The city's efforts to conserve energy and protect the environment	4.0%	12.8%	36.9%	28.9%	8.3%	9.1%
Q1j Overall quality of downtown	2.9%	6.9%	25.9%	45.6%	14.3%	4.4%
Q1k Overall quality of learning opportunities	3.0%	6.1%	21.7%	45.1%	18.4%	5.7%
Q1l The city as a supportive community for youth and families	4.4%	8.4%	27.4%	40.4%	12.9%	6.5%
Q1m The city as a welcoming community for people of diverse backgrounds	5.8%	8.0%	28.6%	37.3%	14.1%	6.1%

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 Know

(N=821)

	Very dissatis 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
Q1a The city's entertainment destinations	3.3%	6.3%	29.8%	45.3%	15.4%
Q1b Overall fairness of city taxes and fees	21.4%	27.6%	30.0%	16.3%	4.6%
Q1c The city's efforts to communicate with you	6.4%	11.9%	34.1%	35.1%	12.5%
Q1d Overall quality of customer service you receive from city employees	4.2%	6.9%	24.4%	48.0%	16.5%
Q1e Overall quality of neighborhood commercial and retail districts	5.7%	11.9%	28.8%	41.1%	12.5%
Q1f Overall quality of community assets (parks, public buildings, bridges, etc.)	2.4%	5.7%	19.5%	52.4%	20.1%
Q1g Overall quality of public safety	2.6%	5.2%	21.5%	52.5%	18.2%
Q1h Overall quality of jobs and the economy	6.7%	12.9%	30.3%	41.8%	8.3%
Q1i The city's efforts to conserve energy and protect the environment	4.4%	14.1%	40.6%	31.8%	9.1%
Q1j Overall quality of downtown Des Moines	3.1%	7.3%	27.1%	47.6%	14.9%
Q1k Overall quality of learning opportunities	3.2%	6.5%	23.0%	47.8%	19.5%
Q1l The city as a supportive community for youth and families	4.7%	9.0%	29.3%	43.2%	13.8%
Q1m The city as a welcoming community for people of diverse backgrounds	6.2%	8.6%	30.5%	39.7%	15.0%

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)

Q2 1 st choice	Number	Percent
A=The city's entertainment destinations	31	3.8 %
B=Overall fairness of city taxes and fees	301	36.7 %
C=The city's efforts to communicate with you	31	3.8 %
D=Overall quality of customer service you receive from city employees	36	4.4 %
E=Overall quality of neighborhood commercial and retail districts	50	6.1 %
F=Overall quality of community assets parks, public buildings, bridges, etc.	25	3.0 %
G=Overall quality of public safety	50	6.1 %
H=Overall quality of jobs and the economy	69	8.4 %
I=The city's efforts to conserve energy and protect the environment	41	5.0 %
J=Overall quality of downtown Des Moines	27	3.3 %
K=Overall quality of learning opportunities	21	2.6 %
L=The city as a supportive community for youth and families	30	3.7 %
M=The city as a welcoming community for people of diverse backgrounds	27	3.3 %
Total	739	90.0 %

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)

<u>Q2 2nd choice</u>	<u>Number</u>	<u>Percent</u>
A=The city's entertainment destinations	22	2.7 %
B=Overall fairness of city taxes and fees	94	11.4 %
C=The city's efforts to communicate with you	46	5.6 %
D=Overall quality of customer service you receive from city employees	33	4.0 %
E=Overall quality of neighborhood commercial and retail districts	73	8.9 %
F=Overall quality of community assets parks, public buildings, bridges, etc.	46	5.6 %
G=Overall quality of public safety	58	7.1 %
H=Overall quality of jobs and the economy	81	9.9 %
I=The city's efforts to conserve energy and protect the environment	60	7.3 %
J=Overall quality of downtown Des Moines	35	4.3 %
K=Overall quality of learning opportunities	27	3.3 %
L=The city as a supportive community for youth and families	46	5.6 %
M=The city as a welcoming community for people of diverse backgrounds	38	4.6 %
Total	659	80.3 %

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)

<u>Q2 3rd choice</u>	<u>Number</u>	<u>Percent</u>
A=The city's entertainment destinations	33	4.0 %
B=Overall fairness of city taxes and fees	53	6.5 %
C=The city's efforts to communicate with you	26	3.2 %
D=Overall quality of customer service you receive from city employees	28	3.4 %
E=Overall quality of neighborhood commercial and retail districts	52	6.3 %
F=Overall quality of community assets parks, public buildings, bridges, etc.	38	4.6 %
G=Overall quality of public safety	39	4.8 %
H=Overall quality of jobs and the economy	82	10.0 %
I=The city's efforts to conserve energy and protect the environment	72	8.8 %
J=Overall quality of downtown Des Moines	31	3.8 %
K=Overall quality of learning opportunities	29	3.5 %
L=The city as a supportive community for youth and families	60	7.3 %
M=The city as a welcoming community for people of diverse backgrounds	44	5.4 %
Total	587	71.5 %

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)

<u>Q2 all three choices</u>	<u>Number</u>	<u>Percent</u>
A=The city's entertainment destinations	86	10.5 %
B=Overall fairness of city taxes and fees	448	54.6 %
C=The city's efforts to communicate with you	103	12.5 %
D=Overall quality of customer service you receive from city employees	97	11.8 %
E=Overall quality of neighborhood commercial and retail districts	175	21.3 %
F=Overall quality of community assets parks, public buildings, bridges, etc.	109	13.3 %
G=Overall quality of public safety	147	17.9 %
H=Overall quality of jobs and the economy	232	28.3 %
I=The city's efforts to conserve energy and protect the environment	173	21.1 %
J=Overall quality of downtown Des Moines	93	11.3 %
K=Overall quality of learning opportunities	77	9.4 %
L=The city as a supportive community for youth and families	136	16.6 %
M=The city as a welcoming community for people of diverse backgrounds	109	13.3 %
Total	1985	

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

<u>Q3 Contacted city during past year</u>	<u>Number</u>	<u>Percent</u>	<u>95% CI</u>
1=Yes	263	32.0 %	± 3.3 %
2=No	548	66.7 %	± 3.3 %
9=Don't know	10	1.2 %	± 0.9 %
Total	821	100.0 %	

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

<u>Q3b How easy/difficult to contact person</u>	<u>Number</u>	<u>Percent</u>
1=Very easy	103	39.2 %
2=Somewhat easy	95	36.1 %
3=Difficult	30	11.4 %
4=Very difficult	30	11.4 %
9=Don't know	5	1.9 %
Total	263	100.0 %

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."

(N=821)

	Never 1	Seldom 2	Sometimes 3	Usually 4	Always 5	Don't know 9
Q3c-1 They were polite	2.7%	5.3%	12.9%	31.9%	44.1%	3.0%
Q3c-2 Gave accurate answers to your questions	5.7%	7.6%	17.1%	28.9%	35.4%	5.3%
Q3c-3 Did what they said they would in a timely manner	12.9%	9.1%	14.4%	23.6%	30.4%	9.5%
Q3c-4 Helped resolve issue to satisfaction	18.6%	10.6%	12.5%	22.1%	29.7%	6.5%

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 Know

	Never 1	Seldom 2	Sometimes 3	Usually 4	Always 5
Q3c-1 They were polite	2.7%	5.5%	13.3%	32.9%	45.5%
Q3c-2 Gave accurate answers to your questions	6.0%	8.0%	18.1%	30.5%	37.3%
Q3c-3 Did what they said they would in a timely manner	14.3%	10.1%	16.0%	26.1%	33.6%
Q3c-4 Helped resolve issue to satisfaction	19.9%	11.4%	13.4%	23.6%	31.7%

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.

(N=821)

	Very dissatis 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
Q4a Overall quality of police protection	2.7%	3.4%	16.7%	49.5%	24.1%	3.7%
Q4b How quickly police respond to emergencies	2.9%	5.5%	18.5%	35.4%	19.4%	18.3%
Q4c The visibility of police in neighborhoods	4.4%	10.5%	27.3%	39.1%	14.7%	4.0%
Q4d The visibility of police in retail areas	2.8%	6.9%	31.5%	39.7%	11.7%	7.3%
Q4e Quality of animal control	5.2%	9.4%	24.7%	35.4%	14.4%	10.8%
Q4f Professionalism of city police officers	3.0%	4.4%	17.9%	41.7%	22.2%	10.8%
Q4g Responsiveness of police to investigations of criminal offenses	3.2%	5.0%	21.0%	28.9%	15.6%	26.4%
Q4h Responsiveness of police to traffic complaints	3.4%	8.0%	23.4%	30.5%	11.7%	22.9%

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 Know

(N=821)

	Very dissatis 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
Q4a Overall quality of police protection	2.8%	3.5%	17.3%	51.3%	25.0%
Q4b How quickly police respond to emergencies	3.6%	6.7%	22.7%	43.4%	23.7%
Q4c The visibility of police in neighborhoods	4.6%	10.9%	28.4%	40.7%	15.4%
Q4d The visibility of police in retail areas	3.0%	7.5%	34.0%	42.8%	12.6%
Q4e Quality of animal control	5.9%	10.5%	27.7%	39.8%	16.1%
Q4f Professionalism of city police officers	3.4%	4.9%	20.1%	46.7%	24.9%
Q4g Responsiveness of police to investigations of criminal offenses	4.3%	6.8%	28.5%	39.2%	21.2%
Q4h Responsiveness of police to traffic complaints	4.4%	10.4%	30.4%	39.6%	15.2%

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)

Q5 1 st choice	Number	Percent
A=Overall quality of police protection	121	14.7 %
B=How quickly police respond to emergencies	114	13.9 %
C=The visibility of police in neighborhoods	163	19.9 %
D=The visibility of police in retail areas	41	5.0 %
E=Quality of animal control	73	8.9 %
F=Professionalism of city police officers	50	6.1 %
G=Responsiveness of police to investigations of criminal offenses	45	5.5 %
H=Responsiveness of police to traffic complaints	58	7.1 %
Total	665	81.0 %

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)

<u>Q5 2nd choice</u>	<u>Number</u>	<u>Percent</u>
A=Overall quality of police protection	61	7.4 %
B=How quickly police respond to emergencies	83	10.1 %
C=The visibility of police in neighborhoods	107	13.0 %
D=The visibility of police in retail areas	57	6.9 %
E=Quality of animal control	59	7.2 %
F=Professionalism of city police officers	37	4.5 %
G=Responsiveness of police to investigations of criminal offenses	79	9.6 %
<u>H=Responsiveness of police to traffic complaints</u>	<u>75</u>	<u>9.1 %</u>
Total	558	68.0 %

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)

<u>Q5 both choices</u>	<u>Number</u>	<u>Percent</u>
A=Overall quality of police protection	182	22.2 %
B=How quickly police respond to emergencies	197	24.0 %
C=The visibility of police in neighborhoods	270	32.9 %
D=The visibility of police in retail areas	98	11.9 %
E=Quality of animal control	132	16.1 %
F=Professionalism of city police officers	87	10.6 %
G=Responsiveness of police to investigations of criminal offenses	124	15.1 %
<u>H=Responsiveness of police to traffic complaints</u>	<u>133</u>	<u>16.2 %</u>
Total	1223	

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

<u>Q6 Level of traffic enforcement</u>	<u>Number</u>	<u>Percent</u>
1=Too much	23	2.8 %
2=Appropriate	417	50.8 %
3=Not enough	254	30.9 %
9=Don't know	127	15.5 %
Total	821	100.0 %

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:

(N=821)

	Very unsafe 1	Unsafe 2	Neutral 3	Safe 4	Very safe 5	Don't know 9
Q7a Overall in the City of Des Moines	1.0%	4.5%	15.2%	54.2%	23.3%	1.8%
Q7b In your neighborhood	1.5%	5.5%	10.5%	46.2%	35.6%	0.9%
Q7c In city parks	1.5%	7.8%	26.7%	38.7%	14.7%	10.6%
Q7d In downtown Des Moines	2.3%	8.9%	24.8%	39.5%	15.6%	8.9%

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 Know**

(N=821)

	Very unsafe 1	Unsafe 2	Neutral 3	Safe 4	Very safe 5
Q7a Overall in the City of Des Moines	1.0%	4.6%	15.5%	55.2%	23.7%
Q7b In your neighborhood	1.5%	5.5%	10.6%	46.5%	35.9%
Q7c In city parks	1.7%	8.7%	29.9%	43.3%	16.4%
Q7d In downtown Des Moines	2.5%	9.8%	27.2%	43.4%	17.1%

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.

(N=821)

	Very dissatis 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
Q8a Overall quality of fire protection	0.2%	0.7%	7.7%	40.8%	33.1%	17.4%
Q8b How quickly fire personnel respond to emergencies	0.2%	0.5%	7.8%	33.9%	31.1%	26.6%
Q8c Overall quality of ambulance and paramedic services	0.4%	0.6%	8.9%	33.5%	33.9%	22.8%
Q8d The fire department's fire inspection program	0.7%	1.1%	14.9%	24.5%	17.9%	40.9%
Q8e The city's fire safety education program	0.9%	1.7%	15.6%	24.7%	18.3%	38.9%

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 Know)

(N=821)

	Very dissatis 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
Q8a Overall quality of fire protection	0.3%	0.9%	9.3%	49.4%	40.1%
Q8b How quickly fire personnel respond to emergencies	0.3%	0.7%	10.6%	46.1%	42.3%
Q8c Overall quality of ambulance and paramedic services	0.5%	0.8%	11.5%	43.4%	43.8%
Q8d The fire department's fire inspection program	1.2%	1.9%	25.2%	41.4%	30.3%
Q8e The city's fire safety education program	1.4%	2.8%	25.5%	40.4%	29.9%

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)

Q9 1 st choice	Number	Percent
A=Overall quality of fire protection	126	15.3 %
B=How quickly fire personnel respond to emergencies	140	17.1 %
C=Overall quality of ambulance and paramedic services	65	7.9 %
D=The fire department's fire inspection program	79	9.6 %
E=The city's fire safety education program	104	12.7 %
Total	514	62.6 %

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)

Q9 2 nd choice	Number	Percent
A=Overall quality of fire protection	49	6.0 %
B=How quickly fire personnel respond to emergencies	108	13.2 %
C=Overall quality of ambulance and paramedic services	142	17.3 %
D=The fire department's fire inspection program	67	8.2 %
E=The city's fire safety education program	90	11.0 %
Total	456	55.5 %

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)

Q9 both choices	Number	Percent
A=Overall quality of fire protection	175	21.3 %
B=How quickly fire personnel respond to emergencies	248	30.2 %
C=Overall quality of ambulance and paramedic services	207	25.2 %
D=The fire department's fire inspection program	146	17.8 %
E=The city's fire safety education program	194	23.6 %
Total	970	

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.

(N=821)

	Very dissatis 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
Q10a Overall quality of city parks	1.5%	3.7%	18.3%	50.9%	14.9%	10.8%
Q10b Overall beauty of the city	1.0%	5.7%	20.1%	51.2%	16.8%	5.2%
Q10c Number and location of city parks	1.0%	5.4%	20.7%	47.4%	14.7%	10.8%
Q10d Number of walking and biking trails in the City of Des Moines	1.9%	8.6%	16.6%	38.1%	21.1%	13.6%
Q10e Overall quality of pools (aquatic centers, wading pools)	1.8%	5.8%	21.7%	30.8%	11.0%	28.9%
Q10f Condition of city buildings (City Hall, police station, etc.)	1.1%	4.1%	24.8%	40.7%	11.8%	17.4%
Q10g Landscaping along city streets and other public areas	2.1%	6.6%	22.7%	42.6%	20.2%	5.8%
Q10h Use of "green" practices	2.3%	5.8%	25.8%	30.3%	9.0%	26.7%
Q10i Special events sponsored by the city (park movies, Mayor's Bike Ride, concerts)	1.3%	3.5%	22.7%	40.0%	17.4%	15.1%
Q10j Condition of sports facilities	1.5%	2.7%	21.1%	35.1%	15.3%	24.4%
Q10k Availability of special recreation	3.2%	9.6%	25.3%	27.2%	8.0%	26.7%

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 Know

(N=821)

	Very dissatis 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
Q10a Overall quality of city parks	1.6%	4.1%	20.5%	57.1%	16.7%
Q10b Overall beauty of the city	1.0%	6.0%	21.2%	54.0%	17.7%
Q10c Number and location of city parks	1.1%	6.0%	23.2%	53.1%	16.5%
Q10d Number of walking and biking trails in the City of Des Moines	2.3%	10.0%	19.2%	44.1%	24.4%
Q10e Overall quality of pools (aquatic centers, wading pools)	2.6%	8.2%	30.5%	43.3%	15.4%
Q10f Condition of city buildings (City Hall, police station, etc.)	1.3%	5.0%	30.1%	49.3%	14.3%
Q10g Landscaping along city streets and other public areas	2.2%	7.0%	24.1%	45.3%	21.5%
Q10h Use of "green" practices	3.2%	8.0%	35.2%	41.4%	12.3%
Q10i Special events sponsored by the city (park movies, Mayor's Bike Ride, concerts)	1.6%	4.2%	26.7%	47.1%	20.5%
Q10j Condition of sports facilities	1.9%	3.5%	27.9%	46.4%	20.3%
Q10k Availability of special recreation	4.3%	13.1%	34.6%	37.0%	11.0%

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)

<u>Q11 1st choice</u>	<u>Number</u>	<u>Percent</u>
A=Overall quality of city parks	120	14.6 %
B=Overall beauty of the city	87	10.6 %
C=Number and location of city parks	41	5.0 %
D=Number of walking and biking trails in the City of Des Moines	71	8.6 %
E=Overall quality of pools aquatic centers, wading pools	50	6.1 %
F=Condition of city buildings City Hall, police station, etc.	61	7.4 %
G=Landscaping along city streets and other public areas	43	5.2 %
H=Use of “green” practices	52	6.3 %
I=Special events sponsored by the city park movies, Mayor’s Bike Ride, concerts	33	4.0 %
J=Condition of sports facilities	17	2.1 %
<u>K=No Label</u>	<u>61</u>	<u>7.4 %</u>
Total	636	77.5 %

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)

<u>Q11 2nd choice</u>	<u>Number</u>	<u>Percent</u>
A=Overall quality of city parks	50	6.1 %
B=Overall beauty of the city	60	7.3 %
C=Number and location of city parks	50	6.1 %
D=Number of walking and biking trails in the City of Des Moines	59	7.2 %
E=Overall quality of pools aquatic centers, wading pools	47	5.7 %
F=Condition of city buildings City Hall, police station, etc.	48	5.8 %
G=Landscaping along city streets and other public areas	76	9.3 %
H=Use of “green” practices	44	5.4 %
I=Special events sponsored by the city park movies, Mayor’s Bike Ride, concerts	31	3.8 %
J=Condition of sports facilities	21	2.6 %
<u>K=No Label</u>	<u>58</u>	<u>7.1 %</u>
Total	544	66.3 %

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)

<u>Q11 3rd choice</u>	<u>Number</u>	<u>Percent</u>
A=Overall quality of city parks	49	6.0 %
B=Overall beauty of the city	46	5.6 %
C=Number and location of city parks	26	3.2 %
D=Number of walking and biking trails in the City of Des Moines	43	5.2 %
E=Overall quality of pools aquatic centers, wading pools	50	6.1 %
F=Condition of city buildings City Hall, police station, etc.	32	3.9 %
G=Landscaping along city streets and other public areas	52	6.3 %
H=Use of “green” practices	44	5.4 %
I=Special events sponsored by the city park movies, Mayor’s Bike Ride, concerts	44	5.4 %
J=Condition of sports facilities	17	2.1 %
<u>K=No Label</u>	<u>58</u>	<u>7.1 %</u>
Total	461	56.2 %

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)

<u>Q11 all three choices</u>	<u>Number</u>	<u>Percent</u>
A=Overall quality of city parks	219	26.7 %
B=Overall beauty of the city	193	23.5 %
C=Number and location of city parks	117	14.3 %
D=Number of walking and biking trails in the City of Des Moines	173	21.1 %
E=Overall quality of pools aquatic centers, wading pools	147	17.9 %
F=Condition of city buildings City Hall, police station, etc.	141	17.2 %
G=Landscaping along city streets and other public areas	171	20.8 %
H=Use of “green” practices	140	17.1 %
I=Special events sponsored by the city park movies, Mayor’s Bike Ride, concerts	108	13.2 %
J=Condition of sports facilities	55	6.7 %
<u>K=No Label</u>	<u>177</u>	<u>21.6 %</u>
Total	1641	

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.

(N=821)

	Very dissatis 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
Q12a Overall condition of city streets	13.5%	30.4%	29.8%	21.6%	2.9%	1.8%
Q12b Condition of major city streets	9.7%	22.5%	29.8%	30.2%	5.5%	2.2%
Q12c Condition of streets in your neighborhood	14.3%	21.0%	24.4%	31.8%	6.9%	1.7%
Q12d Ability to safely ride a bicycle on city streets	10.5%	21.9%	28.3%	14.7%	3.5%	21.1%
Q12e Garbage collection	2.2%	4.1%	10.0%	49.9%	30.0%	3.8%
Q12f Recyclables collection	4.1%	8.6%	13.4%	43.6%	24.2%	6.0%
Q12g Yard waste collection	5.5%	11.4%	14.0%	37.9%	22.5%	8.6%
Q12h Special item collection (using stickers)	6.8%	14.0%	19.5%	26.9%	13.3%	19.5%
Q12i Neighborhood cleanups (SCRUB program)	4.4%	8.8%	22.7%	29.2%	18.0%	16.9%
Q12j Condition of city sidewalks	5.6%	15.6%	30.9%	32.6%	7.4%	7.8%
Q12k Snow removal on major city streets	3.5%	6.3%	15.5%	49.7%	21.4%	3.5%
Q12l Snow removal in your neighborhood.	7.6%	14.9%	18.5%	39.5%	15.7%	3.9%
Q12m The city's sanitary sewer system	3.5%	4.5%	26.1%	40.7%	12.9%	12.3%

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.

continued

	Very dissatis 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
Q12n The city's storm water sewer system	4.0%	8.3%	25.7%	38.6%	11.2%	12.2%
Q12o Responsiveness of city staff to street, garbage, and sewer requests	3.4%	4.1%	24.6%	30.2%	11.3%	26.3%
Q12p Overall flow of traffic in the city	3.2%	9.3%	28.3%	44.7%	9.0%	5.6%
Q12q Maintenance of traffic signals & street signs	1.7%	5.5%	18.9%	52.0%	15.8%	6.1%

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 Know

(N=821)

	Very dissatis 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
Q12a Overall condition of city streets	13.8%	30.9%	30.3%	22.0%	3.0%
Q12b Condition of major city streets	10.0%	23.0%	30.5%	30.9%	5.6%
Q12c Condition of streets in your neighborhood	14.5%	21.3%	24.8%	32.3%	7.1%
Q12d Ability to safely ride a bicycle on city streets	13.3%	27.8%	35.8%	18.7%	4.5%
Q12e Garbage collection	2.3%	4.3%	10.4%	51.9%	31.1%
Q12f Recyclables collection	4.4%	9.2%	14.2%	46.4%	25.8%
Q12g Yard waste collection	6.0%	12.5%	15.3%	41.5%	24.7%
Q12h Special item collection (using stickers)	8.5%	17.4%	24.2%	33.4%	16.5%
Q12i Neighborhood cleanups (SCRUB program)	5.3%	10.6%	27.3%	35.2%	21.7%
Q12j Condition of city sidewalks	6.1%	16.9%	33.6%	35.4%	8.1%
Q12k Snow removal on major city streets	3.7%	6.6%	16.0%	51.5%	22.2%
Q12l Snow removal in your neighborhood.	7.9%	15.5%	19.3%	41.1%	16.3%
Q12m The city's sanitary sewer system	4.0%	5.1%	29.7%	46.4%	14.7%
Q12n The city's storm water sewer system	4.6%	9.4%	29.3%	44.0%	12.8%
Q12o Responsiveness of city staff to street, garbage, and sewer requests	4.6%	5.6%	33.4%	41.0%	15.4%
Q12p Overall flow of traffic in the city	3.4%	9.8%	29.9%	47.4%	9.5%
Q12q Maintenance of traffic signals & street signs	1.8%	5.8%	20.1%	55.4%	16.9%

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)

<u>Q13 1st choice</u>	<u>Number</u>	<u>Percent</u>
A=Overall condition of city streets	228	27.8 %
B=Condition of major city streets	62	7.6 %
C=Condition of streets in your neighborhood	94	11.4 %
D=Ability to safely ride a bicycle on city streets	53	6.5 %
E=Garbage collection	13	1.6 %
F=Recyclables collection	24	2.9 %
G=Yard waste collection	26	3.2 %
H=Special item collection using stickers	21	2.6 %
I=Neighborhood cleanups SCRUB program	27	3.3 %
J=Condition of city sidewalks	43	5.2 %
K=Snow removal on major city streets	10	1.2 %
L=Snow removal in your neighborhood.	36	4.4 %
M=The city's sanitary sewer system	16	1.9 %
N=The city's storm water sewer system	18	2.2 %
O=Responsiveness of city staff to street, garbage, and sewer requests	7	0.9 %
P=Overall flow of traffic in the city	32	3.9 %
Q=Maintenance of traffic signals & street signs	12	1.5 %
Total	722	87.9 %

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)

<u>Q13 2nd choice</u>	<u>Number</u>	<u>Percent</u>
A=Overall condition of city streets	75	9.1 %
B=Condition of major city streets	129	15.7 %
C=Condition of streets in your neighborhood	69	8.4 %
D=Ability to safely ride a bicycle on city streets	51	6.2 %
E=Garbage collection	14	1.7 %
F=Recyclables collection	27	3.3 %
G=Yard waste collection	16	1.9 %
H=Special item collection using stickers	30	3.7 %
I=Neighborhood cleanups SCRUB program	36	4.4 %
J=Condition of city sidewalks	60	7.3 %
K=Snow removal on major city streets	28	3.4 %
L=Snow removal in your neighborhood.	35	4.3 %
M=The city's sanitary sewer system	22	2.7 %
N=The city's storm water sewer system	19	2.3 %
O=Responsiveness of city staff to street, garbage, and sewer requests	9	1.1 %
P=Overall flow of traffic in the city	34	4.1 %
Q=Maintenance of traffic signals & street signs	10	1.2 %
Total	664	80.9 %

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)

Q13 3 rd choice	Number	Percent
A=Overall condition of city streets	59	7.2 %
B=Condition of major city streets	50	6.1 %
C=Condition of streets in your neighborhood	78	9.5 %
D=Ability to safely ride a bicycle on city streets	49	6.0 %
E=Garbage collection	6	0.7 %
F=Recyclables collection	21	2.6 %
G=Yard waste collection	18	2.2 %
H=Special item collection using stickers	22	2.7 %
I=Neighborhood cleanups SCRUB program	27	3.3 %
J=Condition of city sidewalks	51	6.2 %
K=Snow removal on major city streets	13	1.6 %
L=Snow removal in your neighborhood.	40	4.9 %
M=The city's sanitary sewer system	19	2.3 %
N=The city's storm water sewer system	39	4.8 %
O=Responsiveness of city staff to street, garbage, and sewer requests	16	1.9 %
P=Overall flow of traffic in the city	41	5.0 %
Q=Maintenance of traffic signals & street signs	31	3.8 %
Total	580	70.6 %

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)

Q13 all three choices	Number	Percent
A=Overall condition of city streets	362	44.1 %
B=Condition of major city streets	241	29.4 %
C=Condition of streets in your neighborhood	241	29.4 %
D=Ability to safely ride a bicycle on city streets	153	18.6 %
E=Garbage collection	33	4.0 %
F=Recyclables collection	72	8.8 %
G=Yard waste collection	60	7.3 %
H=Special item collection using stickers	73	8.9 %
I=Neighborhood cleanups SCRUB program	90	11.0 %
J=Condition of city sidewalks	154	18.8 %
K=Snow removal on major city streets	51	6.2 %
L=Snow removal in your neighborhood.	111	13.5 %
M=The city's sanitary sewer system	57	6.9 %
N=The city's storm water sewer system	76	9.3 %
O=Responsiveness of city staff to street, garbage, and sewer requests	32	3.9 %
P=Overall flow of traffic in the city	107	13.0 %
Q=Maintenance of traffic signals & street signs	53	6.5 %
Total	1966	

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.

(N=821)

	Very dissatis 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
Q14a Overall enforcement of city ordinances	3.5%	9.5%	27.4%	34.4%	7.9%	17.2%
Q14b Overall quality of new development in the city	3.4%	9.1%	25.9%	38.2%	10.6%	12.7%
Q14c Overall quality of redevelopment in the city	3.5%	8.5%	25.0%	38.4%	10.2%	14.4%
Q14d How well the city is planning growth	3.9%	11.0%	27.3%	29.6%	10.4%	17.9%
Q14e The process for getting a permit (for buildings, signs, sound, fences, etc.)	2.9%	6.5%	24.5%	18.0%	5.5%	42.6%
Q14f Enforcement of city land use regulations	2.6%	6.3%	25.7%	20.2%	5.2%	40.0%
Q14g Enforcement of sign regulations	2.4%	7.1%	26.8%	24.5%	6.6%	32.6%
Q14h Enforcement of the maintenance and upkeep of rental homes and apartments	9.5%	20.3%	24.8%	16.6%	5.0%	23.8%
Q14i Enforcement of the clean up of litter and debris on private property	10.2%	24.0%	25.0%	17.1%	6.6%	17.2%
Q14j Enforcement and clean up of junk cars	10.2%	19.4%	26.2%	17.5%	6.2%	20.5%

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 Know

(N=821)

	Very dissatis 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
Q14a Overall enforcement of city ordinances	4.3%	11.5%	33.0%	41.6%	9.6%
Q14b Overall quality of new development in the city	3.9%	10.5%	29.7%	43.8%	12.1%
Q14c Overall quality of redevelopment in the city	4.1%	10.0%	29.2%	44.8%	11.9%
Q14d How well the city is planning growth	4.7%	13.4%	33.2%	36.1%	12.6%
Q14e The process for getting a permit (for buildings, signs, sound, fences, etc.)	5.1%	11.3%	42.7%	31.4%	9.6%
Q14f Enforcement of city land use regulations	4.3%	10.5%	42.8%	33.7%	8.7%
Q14g Enforcement of sign regulations	3.6%	10.5%	39.8%	36.3%	9.8%
Q14h Enforcement of the maintenance and upkeep of rental homes and apartments	12.5%	26.7%	32.6%	21.7%	6.5%
Q14i Enforcement of the clean up of litter and debris on private property	12.4%	29.0%	30.1%	20.6%	7.9%
Q14j Enforcement and clean up of junk cars	12.9%	24.3%	32.9%	22.1%	7.8%

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)

<u>Q15 1st choice</u>	<u>Number</u>	<u>Percent</u>
A=Overall enforcement of city ordinances	92	11.2 %
B=Overall quality of new development in the city	57	6.9 %
C=Overall quality of redevelopment in the city	52	6.3 %
D=How well the city is planning growth	76	9.3 %
E=The process for getting a permit for buildings, signs, sound, fences, etc.	29	3.5 %
F=Enforcement of city land use regulations	9	1.1 %
G=Enforcement of sign regulations	15	1.8 %
H=Enforcement of the maintenance and upkeep of rental homes and apartments	140	17.1 %
I=Enforcement of the clean up of litter and debris on private property	111	13.5 %
J=Enforcement and clean up of junk cars	58	7.1 %
Total	639	77.8 %

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)

<u>Q15 2nd choice</u>	<u>Number</u>	<u>Percent</u>
A=Overall enforcement of city ordinances	23	2.8 %
B=Overall quality of new development in the city	34	4.1 %
C=Overall quality of redevelopment in the city	61	7.4 %
D=How well the city is planning growth	53	6.5 %
E=The process for getting a permit for buildings, signs, sound, fences, etc.	16	1.9 %
F=Enforcement of city land use regulations	29	3.5 %
G=Enforcement of sign regulations	19	2.3 %
H=Enforcement of the maintenance and upkeep of rental homes and apartments	106	12.9 %
I=Enforcement of the clean up of litter and debris on private property	167	20.3 %
J=Enforcement and clean up of junk cars	66	8.0 %
Total	574	69.9 %

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)

<u>Q15 3rd choice</u>	<u>Number</u>	<u>Percent</u>
A=Overall enforcement of city ordinances	38	4.6 %
B=Overall quality of new development in the city	25	3.0 %
C=Overall quality of redevelopment in the city	43	5.2 %
D=How well the city is planning growth	59	7.2 %
E=The process for getting a permit for buildings, signs, sound, fences, etc.	21	2.6 %
F=Enforcement of city land use regulations	24	2.9 %
G=Enforcement of sign regulations	17	2.1 %
H=Enforcement of the maintenance and upkeep of rental homes and apartments	77	9.4 %
I=Enforcement of the clean up of litter and debris on private property	85	10.4 %
J=Enforcement and clean up of junk cars	118	14.4 %
Total	507	61.8 %

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)

<u>Q15 all three choices</u>	<u>Number</u>	<u>Percent</u>
A=Overall enforcement of city ordinances	153	18.6 %
B=Overall quality of new development in the city	116	14.1 %
C=Overall quality of redevelopment in the city	156	19.0 %
D=How well the city is planning growth	188	22.9 %
E=The process for getting a permit for buildings, signs, sound, fences, etc.	66	8.0 %
F=Enforcement of city land use regulations	62	7.6 %
G=Enforcement of sign regulations	51	6.2 %
H=Enforcement of the maintenance and upkeep of rental homes and apartments	323	39.3 %
I=Enforcement of the clean up of litter and debris on private property	363	44.2 %
J=Enforcement and clean up of junk cars	242	29.5 %
Total	1720	

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.

(N=821)

	Very dissatis 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
Q16a Overall effectiveness of city communication with the public	3.8%	9.6%	29.5%	39.0%	10.7%	7.4%
Q16b The level of public involvement in local decision-making	8.0%	17.4%	30.6%	25.9%	5.5%	12.5%
Q16c The availability of information about city programs and services	3.9%	12.3%	31.2%	34.1%	10.4%	8.2%
Q16d City efforts to keep you informed about local issues	4.1%	13.3%	31.2%	33.3%	10.4%	7.8%
Q16e The quality of programming on the city's cable television channel	5.0%	7.3%	25.9%	21.6%	6.1%	34.1%
Q16f The quality of the city's website	1.8%	4.0%	22.2%	20.1%	6.1%	45.8%
Q16g The quality of the quarterly City Source newsletter	2.3%	3.2%	23.1%	33.4%	10.5%	27.5%

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 Know

(N=821)

	Very dissatis 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
Q16a Overall effectiveness of city communication with the public	4.1%	10.4%	31.8%	42.1%	11.6%
Q16b The level of public involvement in local decision-making	9.2%	19.9%	35.0%	29.7%	6.3%
Q16c The availability of information about city programs and services	4.2%	13.4%	34.0%	37.1%	11.3%
Q16d City efforts to keep you informed about local issues	4.5%	14.4%	33.8%	36.1%	11.2%
Q16e The quality of programming on the city's cable television channel	7.6%	11.1%	39.4%	32.7%	9.2%
Q16f The quality of the city's website	3.4%	7.4%	40.9%	37.1%	11.2%
Q16g The quality of the quarterly City Source newsletter	3.2%	4.4%	31.9%	46.1%	14.5%

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)

<u>Q17 1st choice</u>	<u>Number</u>	<u>Percent</u>
A=Overall effectiveness of city communication with the public	143	17.4 %
B=The level of public involvement in local decision-making	220	26.8 %
C=The availability of information about city programs and services	79	9.6 %
D=City efforts to keep you informed about local issues	60	7.3 %
E=The quality of programming on the city's cable television channel	55	6.7 %
F=The quality of the city's website	26	3.2 %
G=The quality of the quarterly City Source newsletter	19	2.3 %
Total	602	73.3 %

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)

<u>Q17 2nd choice</u>	<u>Number</u>	<u>Percent</u>
A=Overall effectiveness of city communication with the public	89	10.8 %
B=The level of public involvement in local decision-making	111	13.5 %
C=The availability of information about city programs and services	95	11.6 %
D=City efforts to keep you informed about local issues	128	15.6 %
E=The quality of programming on the city's cable television channel	38	4.6 %
F=The quality of the city's website	26	3.2 %
G=The quality of the quarterly City Source newsletter	28	3.4 %
Total	515	62.7 %

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)

Q17 both choices	Number	Percent
A=Overall effectiveness of city communication with the public	232	28.3 %
B=The level of public involvement in local decision-making	331	40.3 %
C=The availability of information about city programs and services	174	21.2 %
D=City efforts to keep you informed about local issues	188	22.9 %
E=The quality of programming on the city's cable television channel	93	11.3 %
F=The quality of the city's website	52	6.3 %
G=The quality of the quarterly City Source newsletter	47	5.7 %
Total	1117	

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

Q18 Used website in last year	Number	Percent
1=Yes	255	31.1 %
2=No	506	61.6 %
9=Don't know	60	7.3 %
Total	821	100.0 %

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

<u>Q19 Called or visited City Hall's Action</u>	<u>Number</u>	<u>Percent</u>
1=Yes	115	14.0 %
2=No	693	84.4 %
9=Don't know	13	1.6 %
Total	821	100.0 %

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

<u>Q20 Watched DMTV in past year</u>	<u>Number</u>	<u>Percent</u>
1=Yes	336	40.9 %
2=No	473	57.6 %
9=Don't know	12	1.5 %
Total	821	100.0 %

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

<u>Q21 Read City Source newsletter</u>	<u>Number</u>	<u>Percent</u>
1=Yes	540	65.8 %
2=No	268	32.6 %
9=Don't know	13	1.6 %
Total	821	100.0 %

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

<u>Q22 Read Building Community</u>	<u>Number</u>	<u>Percent</u>
1=Yes	228	27.8 %
2=No	573	69.8 %
9=Don't know	20	2.4 %
Total	821	100.0 %

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.

(N=228)

	Very dissatis 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
Q22a Quality of the report	1.8%	0.9%	14.5%	57.0%	23.2%	2.6%
Q22b Content of the report	1.3%	1.3%	19.4%	52.9%	21.1%	4.0%
Q22c Use of art in the report	0.9%	0.4%	20.7%	48.0%	20.3%	9.7%

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 Know

(N=228)

	Very dissatis 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
Q22a Quality of the report	1.8%	0.9%	14.9%	58.6%	23.9%
Q22b Content of the report	1.4%	1.4%	20.2%	55.0%	22.0%
Q22c Use of art in the report	1.0%	0.5%	22.9%	53.2%	22.4%

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

<u>Q23 Where currently get news & info</u>	<u>Number</u>	<u>Percent</u>
1=The Des Moines Register	560	68.2 %
2=The Business Record	53	6.5 %
3=Cityview	214	26.1 %
4=Television news	591	72.0 %
5=City of Des Moines Website	122	14.9 %
6=DMTV Cable Channel 7	124	15.1 %
7=City Source Newsletter	235	28.6 %
8=Other	103	12.5 %
9=Don't know	38	4.6 %
Total	2040	

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

<u>Q24 Used a City of Des Moines Library</u>	<u>Number</u>	<u>Percent</u>
Yes	429	52.3 %
No	364	44.3 %
Don't know	28	3.4 %
Total	821	100.0 %

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.

(N=821)

	Very dissatis 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
Q25a Overall quality of city libraries	0.9%	2.3%	5.3%	41.2%	49.8%	0.5%
Q25b Availability of the materials you need	0.5%	3.0%	7.4%	44.7%	43.3%	1.2%
Q25c Adequacy of online (Internet) information and services	0.5%	1.9%	10.2%	34.2%	33.5%	19.8%
Q25d Number of public access computers in the libraries	0.5%	4.2%	16.3%	31.6%	30.5%	17.0%
Q25e Quality of children's programs	0.9%	1.6%	11.2%	31.6%	24.2%	30.5%
Q25f Helpfulness of library staff	0.9%	1.9%	8.1%	35.6%	49.5%	4.0%
Q25g Hours libraries are open	1.6%	9.3%	15.1%	41.9%	29.3%	2.8%

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 Know

(N=821)

	Very dissatis 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
Q25a Overall quality of city libraries	0.9%	2.3%	5.4%	41.4%	50.0%
Q25b Availability of the materials you need	0.5%	3.1%	7.5%	45.2%	43.8%
Q25c Adequacy of online (Internet) information and services	0.6%	2.3%	12.8%	42.6%	41.7%
Q25d Number of public access computers in the libraries	0.6%	5.0%	19.6%	38.1%	36.7%
Q25e Quality of children's programs	1.3%	2.3%	16.1%	45.5%	34.8%
Q25f Helpfulness of library staff	1.0%	1.9%	8.5%	37.0%	51.6%
Q25g Hours libraries are open	1.7%	9.6%	15.6%	43.1%	30.1%

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)

Q26 1 st choice	Number	Percent
A=Overall quality of city libraries	58	7.1 %
B=Availability of the materials you need	59	7.2 %
C=Adequacy of online Internet information and services	12	1.5 %
D=Number of public access computers in the libraries	32	3.9 %
E=Quality of children's programs	33	4.0 %
F=Helpfulness of library staff	17	2.1 %
G=Hours libraries are open	103	12.5 %
Total	314	38.2 %

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)

<u>Q26 2nd choice</u>	<u>Number</u>	<u>Percent</u>
A=Overall quality of city libraries	34	4.1 %
B=Availability of the materials you need	59	7.2 %
C=Adequacy of online Internet information and services	16	1.9 %
D=Number of public access computers in the libraries	26	3.2 %
E=Quality of children's programs	29	3.5 %
F=Helpfulness of library staff	19	2.3 %
G=Hours libraries are open	59	7.2 %
Total	242	29.5 %

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)

<u>Q26 both choices</u>	<u>Number</u>	<u>Percent</u>
A=Overall quality of city libraries	92	11.2 %
B=Availability of the materials you need	118	14.4 %
C=Adequacy of online Internet information and services	28	3.4 %
D=Number of public access computers in the libraries	58	7.1 %
E=Quality of children's programs	62	7.6 %
F=Helpfulness of library staff	36	4.4 %
G=Hours libraries are open	162	19.7 %
Total	556	

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

<u>Q27 Used Des Moines International airport</u>	<u>Number</u>	<u>Percent</u>	<u>95% CI</u>
Yes	442	53.8 %	± 3.5 %
No	360	43.8 %	± 3.5 %
Don't know	19	2.3 %	± 1.2 %
Total	821	100.0 %	

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.

(N=821)

	Very dissatis 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
Q28a Overall quality of the Des Moines International Airport	2.3%	2.5%	13.3%	59.3%	21.9%	0.7%
Q28b Helpfulness of signs & other directions	0.2%	2.5%	12.2%	60.0%	24.0%	1.1%
Q28c Ease of moving through airport security	2.3%	6.1%	19.7%	48.9%	20.6%	2.5%
Q28d Availability of parking	0.9%	6.6%	13.6%	50.9%	24.4%	3.6%
Q28e Price of parking	4.1%	17.9%	23.8%	35.1%	12.2%	7.0%
Q28f Food, beverage, and other concessions	3.6%	14.9%	27.1%	33.3%	10.4%	10.6%
Q28g Cleanliness of facilities	0.7%	2.0%	11.8%	56.7%	27.4%	1.4%

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 Know

(N=821)

	Very dissatis 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
Q28a Overall quality of the Des Moines International Airport	2.3%	2.5%	13.4%	59.7%	22.1%
Q28b Helpfulness of signs & other directions	0.2%	2.5%	12.4%	60.6%	24.3%
Q28c Ease of moving through airport security	2.3%	6.3%	20.2%	50.1%	21.1%
Q28d Availability of parking	0.9%	6.8%	14.1%	52.8%	25.4%
Q28e Price of parking	4.4%	19.2%	25.5%	37.7%	13.1%
Q28f Food, beverage, and other concessions	4.1%	16.7%	30.4%	37.2%	11.6%
Q28g Cleanliness of facilities	0.7%	2.1%	12.0%	57.5%	27.8%

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)

Q29 1 st choice	Number	Percent
A=Overall quality of the Des Moines International Airport	68	8.3 %
B=Helpfulness of signs & other directions	19	2.3 %
C=Ease of moving through airport security	82	10.0 %
D=Availability of parking	29	3.5 %
E=Price of parking	98	11.9 %
F=Food, beverage, and other concessions	46	5.6 %
G=Cleanliness of facilities	21	2.6 %
Total	363	44.2 %

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)

<u>Q29 2nd choice</u>	<u>Number</u>	<u>Percent</u>
A=Overall quality of the Des Moines International Airport	31	3.8 %
B=Helpfulness of signs & other directions	28	3.4 %
C=Ease of moving through airport security	70	8.5 %
D=Availability of parking	27	3.3 %
E=Price of parking	57	6.9 %
F=Food, beverage, and other concessions	62	7.6 %
G=Cleanliness of facilities	33	4.0 %
Total	308	37.5 %

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)

<u>Q29 both choices</u>	<u>Number</u>	<u>Percent</u>
A=Overall quality of the Des Moines International Airport	99	12.1 %
B=Helpfulness of signs & other directions	47	5.7 %
C=Ease of moving through airport security	152	18.5 %
D=Availability of parking	56	6.8 %
E=Price of parking	155	18.9 %
F=Food, beverage, and other concessions	108	13.2 %
G=Cleanliness of facilities	54	6.6 %
Total	671	

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?

Q30 In favor of creating service	Number	Percent
Yes	182	22.2 %
No	455	55.4 %
Don't know	184	22.4 %
Total	821	100.0 %

Q31. Please rank order, using numbers 1 through 5, the following funding options according to your most preferred method of paying for city services? (1 means most preferred method to pay for services and 5 means least preferred)

(N=821)

	0	1	2	3	4	5	7	9
Q31a Sales tax	0.2%	24.0%	16.2%	14.3%	10.8%	8.8%	0.0%	25.7%
Q31b Local income tax	0.2%	7.2%	10.2%	17.8%	17.9%	16.8%	0.0%	29.8%
Q31c User fees	0.0%	27.5%	16.6%	12.7%	10.7%	4.6%	0.1%	27.8%
Q31d Property tax	0.2%	12.3%	8.0%	10.4%	12.9%	25.9%	0.0%	30.2%
Q31e Franchise fees	0.0%	7.1%	18.1%	14.0%	15.7%	13.8%	0.0%	31.3%

Q31. Please rank order, using numbers 1 through 5, the following funding options according to your most preferred method of paying for city services? (1 means most preferred method to pay for services and 5 means least preferred)

Excluding Don't Know

(N=821)

	0	1	2	3	4	5	7
Q31a Sales tax	0.3%	32.3%	21.8%	19.2%	14.6%	11.8%	0.0%
Q31b Local income tax	0.3%	10.2%	14.6%	25.3%	25.5%	24.0%	0.0%
Q31c User fees	0.0%	38.1%	22.9%	17.5%	14.8%	6.4%	0.2%
Q31d Property tax	0.3%	17.6%	11.5%	14.8%	18.5%	37.2%	0.0%
Q31e Franchise fees	0.0%	10.3%	26.4%	20.4%	22.9%	20.0%	0.0%

Q31. Please rank order, using numbers 1 through 5, the following funding options according to your most preferred method of paying for city services? (1 means most preferred method to pay for services and 5 means least preferred)

Excluding Don't Know

	Mean
Q31a Sales tax	2.51
Q31b Local income tax	3.37
Q31c User fees	2.29
Q31d Property tax	3.45
Q31e Franchise fees	3.16

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.

(N=821)

	Very dissatisf 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
Q32a Quality of life in the city	1.2%	2.9%	12.4%	52.7%	27.5%	3.2%
Q32b Cleanliness of the city	0.7%	7.3%	22.2%	50.1%	16.7%	3.0%
Q32c Image of the city	1.8%	6.2%	20.0%	48.6%	19.6%	3.8%
Q32d Value that you receive for tax dollars	5.8%	15.8%	27.2%	34.7%	11.2%	5.2%
Q32e Quality of city services	2.4%	6.5%	23.4%	49.7%	14.0%	4.0%

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 Know**

(N=821)

	Very dissatisf 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
Q32a Quality of life in the city	1.3%	3.0%	12.8%	54.5%	28.4%
Q32b Cleanliness of the city	0.8%	7.5%	22.9%	51.6%	17.2%
Q32c Image of the city	1.9%	6.5%	20.8%	50.5%	20.4%
Q32d Value that you receive for tax dollars	6.2%	16.7%	28.7%	36.6%	11.8%
Q32e Quality of city services	2.5%	6.7%	24.4%	51.8%	14.6%

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

<u>Q33 Satisfied with appearance of private</u>	<u>Number</u>	<u>Percent</u>
Yes	560	68.2 %
No	187	22.8 %
<u>Don't know</u>	<u>74</u>	<u>9.0 %</u>
Total	821	100.0 %

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

<u>Q34 Has neighborhood improved in 5 years</u>	<u>Number</u>	<u>Percent</u>
Yes	437	53.2 %
No	253	30.8 %
<u>Don't know</u>	<u>131</u>	<u>16.0 %</u>
Total	821	100.0 %

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

<u>Q35 Live within boundaries of NBSD</u>	<u>Number</u>	<u>Percent</u>
Yes	114	13.9 %
No	95	11.6 %
<u>Don't know</u>	<u>612</u>	<u>74.5 %</u>
Total	821	100.0 %

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.
(N=821)

	Very dissatis 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5	Don't know 9
Q35a Services offered through NBSD program	4.4%	5.3%	19.3%	30.7%	27.2%	13.2%
Q35b Impact of NBSD on neighborhood	1.8%	4.4%	25.4%	31.6%	23.7%	13.2%
Q35c Professionalism of NBSD staff	1.8%	2.6%	24.6%	28.9%	25.4%	16.7%

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 KNOW

(N=821)

	Very dissatis 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very satisfied 5
Q35a Services offered through NBSD program	5.1%	6.1%	22.2%	35.4%	31.3%
Q35b Impact of NBSD on neighborhood	2.0%	5.1%	29.3%	36.4%	27.3%
Q35c Professionalism of NBSD staff	2.1%	3.2%	29.5%	34.7%	30.5%

Q36. How many people at your residence (counting yourself), are? (write the number of people in each of the age categories listed below).

	Mean
people	2.54
Q36 Under age 5	0.25
Q36 Ages 5-13	0.26
Q36 Ages 14-18	0.20
Q36 Ages 19-24	0.15
Q36 Ages 25-34	0.27
Q36 Ages 35-64	0.99
Q36 Ages 65+	0.42

Q37. Which of the following best describes your race/ethnicity? (check all that apply)

<u>Q37 Race/ethnicity</u>	<u>Number</u>	<u>Percent</u>	<u>95% CI</u>
1=Hispanic/Latino	67	8.2 %	± 2.0 %
2=Black or	61	7.4 %	± 1.9 %
3=White	658	80.1 %	± 2.8 %
4=Asian or	40	4.9 %	± 1.6 %
5=American Indian/	4	0.5 %	± 0.8 %
6=American Indian	5	0.6 %	± 0.8 %
7=Other	3	0.4 %	± 1.0 %
9=Not provided	12	1.5 %	± 1.0 %
Total	850		

Q38. Which of the following best describes your current employment status?

<u>Q38 Current employment status</u>	<u>Number</u>	<u>Percent</u>	<u>95% CI</u>
Employed	501	61.0 %	± 3.5 %
Student	17	2.1 %	± 1.1 %
Retired	224	27.3 %	± 3.3 %
Not currently	67	8.2 %	± 2.0 %
Not provided	12	1.5 %	± 1.0 %
Total	821	100.0 %	

Q39. Approximately how many years have you lived in the City of Des Moines?

<u>Q39 Years lived in Des Moines</u>	<u>Number</u>	<u>Percent</u>	<u>95% CI</u>
Less than 5	91	10.9 %	± 1.8 %
5-10 years	109	13.3 %	± 2.4 %
11-20 years	128	15.6 %	± 2.6 %
More than 20	493	60.0 %	± 3.4 %
Total	821	100.0 %	

Q40. Do you own or rent your current residence?

Q40 Own or rent residence	Number	Percent	95% CI
Own	663	80.8 %	± 2.8 %
Rent	113	13.8 %	± 2.4 %
Not provided	45	5.5 %	± 1.7 %
Total	821	100.0 %	

Q41. Would you say your total household income is?

Q41 Total annual household income	Number	Percent	95% CI
Under \$30000	196	23.9 %	± 3.0 %
\$30000 to \$59999	273	33.3 %	± 3.3 %
\$60000 to \$99999	185	22.5 %	± 2.9 %
More than \$100,000	87	10.6 %	± 2.2 %
Not provided	80	9.7 %	± 2.1 %
Total	821	100.0 %	

Q42. What is your home zip code?

Q42 Home zip code	Number	Percent
50309	9	1.1 %
50310	125	15.2 %
50311	70	8.5 %
50312	74	9.0 %
50313	48	5.8 %
50314	63	7.7 %
50315	137	16.7 %
50316	74	9.0 %
50317	138	16.8 %
50320	47	5.7 %
50321	23	2.8 %
50322	12	1.5 %
50325	1	0.1 %
Total	821	100.0 %

Q43. Your gender:

<u>Q43 Gender</u>	<u>Number</u>	<u>Percent</u>	<u>95% CI</u>
1=Male	378	46.0 %	± 3.5 %
2=Female	443	54.0 %	± 3.5 %
Total	821	100.0 %	