

2007 City of Des Moines Resident Satisfaction Survey

Thank you for taking time to provide the City of Des Moines with feedback about our services. Your input will provide valuable information to assist city leaders in budget decisions and long-range planning. If you have questions while completing this survey, please contact Lauren Palmer at (515) 283-4216.

1. 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”).

How satisfied are you with:	Very <u>Satisfied</u>	<u>Satisfied</u>	<u>Neutral</u>	<u>Dissatisfied</u>	Very <u>Dissatisfied</u>	Don't <u>Know</u>
(A) The city’s entertainment destinations	5	4	3	2	1	9
(B) Overall fairness of city taxes and fees	5	4	3	2	1	9
(C) The city’s efforts to communicate with you	5	4	3	2	1	9
(D) Overall quality of customer service you receive from city employees	5	4	3	2	1	9
(E) Overall quality of neighborhood commercial and retail districts	5	4	3	2	1	9
(F) Overall quality of community assets (parks, public buildings, bridges, etc.)	5	4	3	2	1	9
(G) Overall quality of public safety	5	4	3	2	1	9
(H) Overall quality of jobs and the economy	5	4	3	2	1	9
(I) The city’s efforts to conserve energy and protect the environment	5	4	3	2	1	9
(J) Overall quality of downtown Des Moines	5	4	3	2	1	9
(K) Overall quality of learning opportunities	5	4	3	2	1	9
(L) The city as a supportive community for youth and families	5	4	3	2	1	9
(M) The city as a welcoming community for people of diverse backgrounds	5	4	3	2	1	9

2. 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)

1st priority: _____ 2nd priority: _____ 3rd priority: _____

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

___(1) Yes (answer Question 3a-c) ___(2) No (go to Question #4)

3a. [IF YES TO Q#3] Which department did you contact most recently? _____

3b. [IF YES TO Q#3] How easy/difficult was it to contact the person you needed to reach?
 ___(1) very easy ___(2) somewhat easy ___(3) difficult ___(4) very difficult

3c. [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.”

	<u>Always</u>	<u>Usually</u>	<u>Sometimes</u>	<u>Seldom</u>	<u>Never</u>	<u>Don't Know</u>
(1) They were polite	5	4	3	2	1	9
(2) They gave accurate answers to your questions	5	4	3	2	1	9
(3) They did what they said they would do in a timely manner	5	4	3	2	1	9
(4) They helped you resolve an issue to your satisfaction	5	4	3	2	1	9

10. Please rate your 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.

<u>How satisfied are you with:</u>	Very <u>Satisfied</u>	<u>Satisfied</u>	<u>Neutral</u>	<u>Dissatisfied</u>	Very <u>Dissatisfied</u>	Don't <u>Know</u>
(A) Overall quality of city parks.....	5	4	3	2	1	9
(B) Overall beauty of the city	5	4	3	2	1	9
(C) Number and location of city parks	5	4	3	2	1	9
(D) Number of walking and biking trails in the City of Des Moines	5	4	3	2	1	9
(E) Overall quality of pools (aquatic centers, wading pools)	5	4	3	2	1	9
(F) Condition of city buildings (City Hall, police station, etc.)	5	4	3	2	1	9
(G) Landscaping along city streets and other public areas	5	4	3	2	1	9
(H) Use of “green” practices	5	4	3	2	1	9
(I) Special events sponsored by the city (park movies, Mayor’s Bike Ride, concerts)	5	4	3	2	1	9
(J) Condition of sports facilities	5	4	3	2	1	9
(K) Availability of special recreation facilities (canoe course, skate park, dog park)	5	4	3	2	1	9

11. 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)

1st priority: _____ 2nd priority: _____ 3rd priority: _____

12. Please rate your 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.

<u>How satisfied are you with:</u>	Very <u>Satisfied</u>	<u>Satisfied</u>	<u>Neutral</u>	<u>Dissatisfied</u>	Very <u>Dissatisfied</u>	Don't <u>Know</u>
(A) Overall condition of city streets	5	4	3	2	1	9
(B) Condition of major city streets.....	5	4	3	2	1	9
(C) Condition of streets in your neighborhood... ..	5	4	3	2	1	9
(D) Ability to safely ride a bicycle on city streets..	5	4	3	2	1	9
(E) Garbage collection.....	5	4	3	2	1	9
(F) Recyclables collection.....	5	4	3	2	1	9
(G) Yard waste collection	5	4	3	2	1	9
(H) Special item collection (using stickers).....	5	4	3	2	1	9
(I) Neighborhood cleanups (SCRUB program). ..	5	4	3	2	1	9
(J) Condition of city sidewalks.....	5	4	3	2	1	9
(K) Snow removal on major city streets	5	4	3	2	1	9
(L) Snow removal in your neighborhood.	5	4	3	2	1	9
(M) The city’s sanitary sewer system.....	5	4	3	2	1	9
(N) The city’s storm water sewer system	5	4	3	2	1	9
(O) Responsiveness of city staff to street, garbage, and sewer requests.....	5	4	3	2	1	9
(P) Overall flow of traffic in the city.....	5	4	3	2	1	9
(Q) Maintenance of traffic signals & street signs ..	5	4	3	2	1	9

13. 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)

1st priority: _____ 2nd priority: _____ 3rd priority: _____

14. Please rate your 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.

<u>How satisfied are you with:</u>	Very <u>Satisfied</u>	<u>Satisfied</u>	<u>Neutral</u>	<u>Dissatisfied</u>	Very <u>Dissatisfied</u>	Don't <u>Know</u>
(A) Overall enforcement of city ordinances	5	4	3	2	1	9
(B) Overall quality of new development in the city	5	4	3	2	1	9
(C) Overall quality of redevelopment in the city.....	5	4	3	2	1	9
(D) How well the city is planning growth	5	4	3	2	1	9
(E) The process for getting a permit..... (for buildings, signs, sound, fences, etc.)	5	4	3	2	1	9
(F) Enforcement of city land use regulations	5	4	3	2	1	9
(G) Enforcement of sign regulations.....	5	4	3	2	1	9
(H) Enforcement of the maintenance and upkeep of rental homes and apartments	5	4	3	2	1	9
(I) Enforcement of the clean up of litter and debris on private property	5	4	3	2	1	9
(J) Enforcement and clean up of junk cars	5	4	3	2	1	9

15. 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)

1st priority: _____ 2nd priority: _____ 3rd priority: _____

16. 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.

<u>How satisfied are you with:</u>	Very <u>Satisfied</u>	<u>Satisfied</u>	<u>Neutral</u>	<u>Dissatisfied</u>	Very <u>Dissatisfied</u>	Don't <u>Know</u>
(A) Overall effectiveness of city communication with the public.....	5	4	3	2	1	9
(B) The level of public involvement in local decision-making	5	4	3	2	1	9
(C) The availability of information about city programs and services.....	5	4	3	2	1	9
(D) City efforts to keep you informed about local issues	5	4	3	2	1	9
(E) The quality of programming on the city’s cable television channel	5	4	3	2	1	9
(F) The quality of the city’s website	5	4	3	2	1	9
(G) The quality of the quarterly City Source newsletter	5	4	3	2	1	9

17. 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)

1st priority: _____ 2nd priority: _____

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

- (1) Yes
- (2) No

19. Have you or other members of your household called or visited City Hall's Action Center with a city-related question or request?
 ___ (1) Yes ___ (2) No
20. Have you or other members of your household watched DMTV Cable Channel 7 in the past year?
 ___ (1) Yes ___ (2) No
21. Have you or other members of your household read the City Source newsletter that is mailed to your home?
 ___ (1) Yes ___ (2) No
22. Did you or other members of your household read *Building Community: The 2006 Performance Report* that was mailed to your home?
 ___ (1) Yes (answer Q#22a-c) ___ (2) No (go to Q#23)

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.

	Very Satisfied			Very Dissatisfied			Don't Know
How satisfied are you with:	Satisfied	Satisfied	Neutral	Dissatisfied	Dissatisfied	Dissatisfied	Know
(A) Overall quality of the report	5	4	3	2	1		9
(B) Content of the report	5	4	3	2	1		9
(C) Use of art in the report	5	4	3	2	1		9

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

- | | |
|---------------------------------|------------------------------------|
| ___ (1) The Des Moines Register | ___ (5) City of Des Moines Website |
| ___ (2) The Business Record | ___ (6) DMTV Cable Channel 7 |
| ___ (3) Cityview | ___ (7) City Source Newsletter |
| ___ (4) Television News | ___ (8) Other: _____ |

24. Have you or other members of your household used a City of Des Moines Library in the last year?
 ___ (1) Yes (answer Q#25-26) ___ (2) No (go to Q#27)

ANSWER Q#25-26 ONLY IF "YES" TO Q#24,

25. Please rate your 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**.

	Very Satisfied			Very Dissatisfied			Don't Know
How satisfied are you with:	Satisfied	Satisfied	Neutral	Dissatisfied	Dissatisfied	Dissatisfied	Know
(A) Overall quality of city libraries	5	4	3	2	1		9
(B) Availability of the materials you need	5	4	3	2	1		9
(C) Adequacy of online (Internet) information and services	5	4	3	2	1		9
(D) Number of public access computers in the libraries	5	4	3	2	1		9
(E) Quality of children's programs	5	4	3	2	1		9
(F) Helpfulness of library staff	5	4	3	2	1		9
(G) Hours libraries are open	5	4	3	2	1		9

26. 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)

1st priority: _____ 2nd priority: _____

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

___ (1) Yes (answer Q#28-29) ___ (2) No (go to Q#30)

ANSWER Q#28-29 ONLY IF "YES" TO Q#27.

28. Please rate your 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.

<u>How satisfied are you with:</u>	<u>Very Satisfied</u>	<u>Satisfied</u>	<u>Neutral</u>	<u>Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>Don't Know</u>
(A) Overall quality of the Des Moines International Airport	5	4	3	2	1	9
(B) Helpfulness of signs & other directions	5	4	3	2	1	9
(C) Ease of moving through airport security	5	4	3	2	1	9
(D) Availability of parking	5	4	3	2	1	9
(E) Price of parking	5	4	3	2	1	9
(F) Food, beverage, and other concessions	5	4	3	2	1	9
(G) Cleanliness of facilities	5	4	3	2	1	9

29. 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)

1st priority: _____ 2nd priority: _____

ALL RESPONDENTS RESUME HERE

30. 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?

___ (1) Yes ___ (2) No ___ (9) Don't Know

31. 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)

___ (a) Sales Tax ___ (d) Property Tax
 ___ (b) Local Income Tax ___ (e) Franchise Fees
 ___ (c) User Fees

32. 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.

<u>How satisfied are you with</u>	<u>Very Satisfied</u>	<u>Satisfied</u>	<u>Neutral</u>	<u>Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>Don't Know</u>
(A) Overall quality of life in the city	5	4	3	2	1	9
(B) Overall cleanliness of the city	5	4	3	2	1	9
(C) Overall image of the city	5	4	3	2	1	9
(D) Overall value that you receive for your city tax dollars and fees	5	4	3	2	1	9
(E) Overall quality of city services	5	4	3	2	1	9

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

___ (1) Yes ___ (2) No ___ (9) Don't Know

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

___ (1) Yes ___ (2) No ___ (9) Don't Know

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

(1) Yes (answer Q#35a-c) (2) No (go to Q#36) (9) Don't Know (go to Q#36)

IF YES to #35: 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.

How satisfied are you with	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
(A) Services offered through NBSD program.....	5	4	3	2	1	9
(B) Impact of NBSD on neighborhood	5	4	3	2	1	9
(C) Professionalism of NBSD staff.....	5	4	3	2	1	9

Questions 36-43 are for statistical purposes only.

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

Under Age 5 Ages 19-24 Ages 65+
Ages 5-13 Ages 25-34
Ages 14-18 Ages 35-64

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

(1) Hispanic/Latino (4) Asian or Pacific Islander and Indian/Alaska Native
 (2) Black or African American (5) American Indian
 (3) White (non-Hispanic) (6) Other: _____

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

(1) employed: **What is the ZIP CODE where you work?** _____
 (2) student
 (3) retired
 (4) not currently employed

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

(1) less than 5 years (3) 11-20 years
 (2) 5-10 years (4) more than 20 years

40. Do you own or rent your current residence? (1) Own (2) Rent

41. Would you say your total household income is?

(1) Under \$30,000 (3) \$60,000 to \$99,999
 (2) \$30,000 to \$59,999 (4) more than \$100,000

42. What is your home zip code? _____

43. Your gender: (1) Male (2) Female

THANK YOU!

**This concludes the survey. Please return your survey in the enclosed postage-paid envelope addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061.**

The results of the survey will be available on or before July 31, 2007.

You may view the results online by visiting the City of Des Moines website at www.dmgov.org.

The information printed on the sticker to the right will be used to help identify how well city services are being delivered in various parts of the city. If your address is not correct, please provide the correct information. Thank you.