

City of Des Moines Resident Survey

Findings Report

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2020

Submitted to the City of Des Moines, Iowa

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2020 City of Des Moines Resident Survey

Executive Summary

Purpose and Methodology

ETC Institute administered a survey to residents of the City of Des Moines during the fall of 2020. The purpose of the survey was to gather feedback on how the City is meeting community needs. Responses will help guide future decisions about how to spend tax dollars and how City leaders will allocate resources.

The seven-page survey, cover letter and postage-paid return envelope were mailed to a random sample of households in the City of Des Moines. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online at www.DesMoinesSurvey.org. At the end of the online survey, residents were asked to enter their home address, this was done to ensure that only responses from residents who were part of the random sample were included in the final survey database.

Ten days after the surveys were mailed, ETC Institute sent emails to the households that received the survey to encourage participation. The emails contained a link to the on-line version of the survey to make it easy for residents to complete the survey. To prevent people who were not residents of Des Moines from participating, everyone who completed the survey on-line was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered on-line with the addresses that were originally selected for the random sample. If the address from a survey completed on-line did not match one of the addresses selected for the sample, the on-line survey was not counted.

The goal was to obtain completed surveys from at least 800 residents. The goal was exceeded with a total of 864 residents completing the survey. The overall results for the sample of 864 households have a precision of at least +/-3.3% at the 95% level of confidence.

The percentage of “don’t know” responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from Des Moines with the results from other communities in ETC Institute’s *DirectionFinder*® database. Since the number of “don’t know” responses often reflects the utilization and awareness of city services, the percentage of “don’t know” responses has been provided in the tabular data section of this report. When the “don’t know” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase “*who had an opinion.*”

This report contains the following:

- an executive summary of the methodology and major findings
- charts depicting the overall results of the survey
- Importance-Satisfaction analysis to help the City use survey data to set priorities

- benchmarking data that shows how the survey results for Des Moines compare to other cities in the United States
- tabular data for the overall results to each question of the survey
- a copy of the survey instrument.

Overall Satisfaction with Customer Service

Thirty-six percent (36%) of those surveyed indicated they had called or visited the City with a question, problem, or complaint during the past year. The most common method for contacting the survey was by phone (70%). Overall, a majority (71%) of respondents found it to be either “very easy” (44%) or “somewhat easy” (27%) to address their issue when contacting the City. Respondents who had contacted the City during the past year were asked to indicate how often the employees they contacted displayed four different behaviors. Based on the sum of “always” and “usually” responses, City employees performed very well overall. Politeness was the behavior that respondents indicated, based on the sum of “always” and “usually” responses, employees displayed the most.

GuideDSM (Des Moines Strategic Plan 2015-2020-2030)

The Des Moines City Council adopted a new strategic plan, GuideDSM in 2015. GuideDSM is used as a roadmap for making Des Moines a better place for all that will improve neighborhoods, public safety, and quality of life. Also known as the Des Moines Strategic Plan 2015-2020-2030, Guide DSM clearly communicates Mayor and City Council priorities to Des Moines’ residents and businesses. The following is a brief summary of the questions on the 2020 City of Des Moines Resident survey that address each of the five major areas of the plan: Financial Soundness, Sustainability, High Performing Organization, Upgraded Infrastructure and Buildings, and Livable Community. Respondents were asked to indicate their level of agreement regarding each of the five major areas on a 5-point scale where “strongly agree” is 5 and “strongly disagree” is 1. “Don’t Know” responses have been excluded from this summary.

Goal of Being a Financially Sound City. The highest levels of agreement with statements regarding the Financial Soundness of Des Moines, based upon the combined percentage of “strongly agree” and “agree” responses from residents *who had an opinion*, were: City services are reliable (68%), City services are delivered in an efficient, cost effective manner (48%), and the City of Des Moines is a financially sound city (48%). Respondents least agreed with the following statement: the City does a good job partnering with businesses and other organizations to minimize the tax burden on residents (32%).

Goal of Being a Sustainable Community. The highest levels of agreement with statements regarding the Sustainability of Des Moines, based upon the combined percentage of “strongly agree” and “agree” responses from residents *who had an opinion*, were: the City is a good place to live (80%), I like the neighborhood where I live (79%), and the City is an attractive/beautiful City (73%). Respondents least agreed with the following statement: the City has improved its Greenhouse gas emissions (34%).

Goal of Being a High Performing Organization. The highest levels of agreement with statements regarding the performance of the City of Des Moines as an organization, based upon the combined percentage of “strongly agree” and “agree” responses from residents *who had an opinion*, were: the City provides customer-friendly services (62%), it is easy to access City services and information (57%), and the City is responsive to the needs of residents (47%). Respondents least agreed with the following statement: the City quickly adapts to changes (34%).

Goal to Provide Upgraded Infrastructure and Buildings. The highest levels of agreement with statements regarding upgraded infrastructure and buildings in Des Moines, based upon the combined percentage of “strongly agree” and “agree” responses from residents *who had an opinion*, were: travel times on City streets are predictable (80%), travel time on City streets are acceptable (72%), and the City has made investments that are needed to protect the City from flooding (64%). Respondents least agreed with the following statement: residents of Des Moines have affordable access to the latest technology infrastructure (33%).

Goal of Being a Livable Community. The highest levels of agreement with statements regarding the livability of Des Moines, based upon the combined percentage of “strongly agree” and “agree” responses from residents *who had an opinion*, were: the City of Des Moines is a livable community (84%), there are adequate trails for leisure and recreation (83%), and the City’s library is a resource center for the community (83%). Respondents least agreed with the following statement: the City is diverse and culturally inclusive (61%).

Overall, a majority of those surveyed agreed with most of the statements provided. Respondents were most in agreement, as a whole, with statements regarding the City’s goal of being a livable community. City leaders should continue to emphasize the City’s libraries and leisure and recreation opportunities. These assets all contribute to and are a part of the livability of Des Moines. Partnering with business, having affordable access to the latest technology infrastructure are three areas that the City should continue to emphasize as areas of improvement. These areas saw the lowest level of agreement among all the statements that were rated.

Satisfaction with Specific City Services

- **Police Services.** The highest levels of satisfaction with police services, based upon the combined percentage of “very satisfied” and “satisfied” responses from residents *who had an opinion*, were: the professionalism of city police officers (70%), how quickly police respond to emergencies (69%), and the overall quality of police protection (68%). Two-thirds (67%) of those surveyed indicated they would like the City to emphasize the visibility of police in neighborhoods over the next two years. This item also was among the top priorities derived from the Importance-Satisfaction Analysis.
- **Fire Services.** The highest levels of satisfaction with fire services, based upon the combined percentage of “very satisfied” and “satisfied” responses from residents *who had an opinion*, were: professionalism of the City’s fire fighters (90%), fire personnel response time to emergencies (88%), and the overall quality of fire protection (88%). More than half of all respondents indicated they would like to see the City emphasize how quickly fire personnel

respond to emergencies and the overall quality of ambulance and paramedic services and over the next two years.

- **Parks and Recreation.** The highest levels of satisfaction with parks and recreation services, based upon the combined percentage of “very satisfied” and “satisfied” responses from residents *who had an opinion*, were: the number and location of City parks (80%), the number of walking and biking trails in Des Moines (79%), and the overall quality of City parks (76%). The use of “green” practices and the number of walking and biking trails are the two items respondents would most like to see emphasized over the next two years.
- **Communication.** The highest levels of satisfaction with City communications, based upon the combined percentage of “very satisfied” and “satisfied” responses of residents *who had an opinion*, were: the quality of the City Source newsletter (59%) and the overall quality of the City’s website (48%). Residents were also asked to rate their satisfaction with various aspects of the City’s website; a majority of residents were generally satisfied with the three areas rated. The results showed that 57% of residents, *who had an opinion*, were “very satisfied” and “satisfied” with the ability to use online services on the City’s website; 56% were satisfied with the ability to find information on the City’s website, and 54% were satisfied with the overall quality of online services on the City’s website. Sixty-six percent (66%) of respondents who used the City’s website in the past year indicated they used a home computer or laptop to access the City’s website; 24% used a phone, and 9% used a tablet. The level of public involvement in decision-making, the availability of information about programs and services, and the City’s efforts to communicate with residents were the three items respondents indicated should receive the most emphasis over the next two years.
- **Public Works and Engineering.** The highest levels of satisfaction with public works and engineering services, based upon the combined percentage of “very satisfied” and “satisfied” responses of residents *who had an opinion*, were: garbage collection services (89%), recyclables collection (81%), and yard waste collection (78%). Residents were least satisfied with the ability to safely ride a bicycle on City streets (30%). Respondents indicated the condition of major City streets and neighborhood streets should receive the most emphasis over the next two years.
- **Community Development.** The highest levels of satisfaction with community development, based upon the combined percentage of “very satisfied” and “satisfied” responses of residents *who had an opinion*, were: the quality of new development in the City (53%), the quality of redevelopment in the City (52%) and the quality of new home construction (49%). Residents were least satisfied with enforcing the cleanup of dilapidated buildings (22%) and enforcing the maintenance of rental homes (23%).
- **Public Libraries.** Fifty percent (50%) of those surveyed indicated they or members of their household have used a Des Moines Library in the past year. The highest levels of satisfaction with public libraries, based upon the combined percentage of “very satisfied” and “satisfied” responses of residents *who had an opinion*, were: the helpfulness of library staff (94%), the availability of materials needed (92%), and the overall quality of City

libraries (91%). Thirty-five percent (35%) of respondents indicated they would like City leaders to emphasize the availability of materials needed over the next two years.

Neighborhood Issues

- The highest levels of satisfaction with Neighborhood Based Service Delivery (NBSD), based upon the combined percentage of “very satisfied” and “satisfied” responses of residents *who had an opinion*, were: the services offered through the NBSD program (60%) and the impact of NBSD on neighborhoods (59%).
- The percentage of residents who indicated they were satisfied with the appearance of private property in their neighborhood increased from 62% in 2018 to 72% in 2020.
- The percentage of residents who felt their neighborhood improved over the past five years increased from 40% in 2018 to 47% in 2020.
- Eighty-one percent (81%) of respondents indicated they don’t know if they live within the boundaries of a Neighborhood Based Service Delivery Area.

Other Findings

- Eighty-one percent (81%) of residents *who had an opinion* feel “very safe” or “safe” at outdoor venues; 80% feel safe in their neighborhood, 75% feel safe in retail areas, and 75% generally feel safe in the City.
- The top sources that residents reported they receive news and information about city programs, services and events were: television news (56%), word of mouth (37%), the City Source newsletter (36%), The Des Moines Register (34%), and social media (34%).
- Eighty-two percent (82%) of residents read the City Source newsletter that is mailed to their home, an increase of 1% since 2018.
- Eleven percent (11%) of those surveyed have watched DMTV Cable Channel 7 in the past year. This is a decrease of 6% since 2018.

How the City of Des Moines Compares to Other Communities Nationally

Satisfaction ratings for the City of Des Moines **rated the same as or above the U.S. average for communities with more than 250,000 residents in 29 of the 41 areas** that were assessed. The City of Des Moines rated significantly higher than the U.S. average for communities with more than 250,000 residents (difference of 5% or more) in 25 of these areas. Listed below are the comparisons between the City of Des Moines and the U.S. average for communities with more than 250,000 residents:

Service	Des Moines	Pop 250k +	Difference	Category
Quality of fire inspection program	72%	38%	34%	Fire Services
Flow of traffic on City Streets	64%	37%	27%	Public Works and Engineering
Yard waste collection	78%	53%	25%	Public Works and Engineering
Landscaping along city streets, parks, other areas	69%	47%	22%	Parks and Recreation Services/Libraries
Recyclables collection	81%	60%	21%	Public Works and Engineering
Overall feeling of safety in the city	75%	54%	21%	Feeling of Safety
Garbage collection	89%	69%	20%	Public Works and Engineering
Overall quality of pools	61%	41%	20%	Parks and Recreation Services/Libraries
Quality of ambulance & paramedic services	87%	69%	18%	Fire Services
Availability of info about programs & services	48%	31%	17%	Communication
Overall quality of City libraries	91%	75%	16%	Parks and Recreation Services/Libraries
Overall quality of streets & infrastructure	46%	31%	15%	Public Works and Engineering
Snow removal on major City streets	68%	53%	15%	Public Works and Engineering
How well the city is planning growth	49%	35%	14%	Community Development
How quickly police respond to emergencies	69%	56%	13%	Police Services
Number & location of City parks	80%	69%	11%	Parks and Recreation Services/Libraries
Overall quality of fire protection	88%	78%	10%	Fire Services
Overall quality of City parks	76%	66%	10%	Parks and Recreation Services/Libraries
Visibility of police in neighborhoods	52%	42%	10%	Police Services
Number of walking & biking trails	79%	70%	9%	Parks and Recreation Services/Libraries
Overall quality of police protection	68%	59%	9%	Police Services
Maintenance of traffic signals & street signs	73%	65%	8%	Public Works and Engineering
How quickly fire personnel respond to emergencies	88%	82%	6%	Fire Services
Overall effectiveness of city communication	45%	40%	5%	Communication
Visibility of police in retail areas	53%	48%	5%	Police Services
Level of public involvement in decision-making	34%	30%	4%	Communication
Animal control	56%	53%	3%	Police Services
Availability of on-street bike lanes & signs	39%	36%	3%	Public Works and Engineering
Effectiveness of fire safety education program	67%	67%	0%	Fire Services
Snow removal in your neighborhood	50%	50%	-1%	Public Works and Engineering
City's sanitary sewer system	63%	64%	-1%	Public Works and Engineering
Enforcement of local traffic laws	58%	59%	-1%	Police Services
Storm sewer system	53%	54%	-1%	Public Works and Engineering
Overall condition of sidewalks	43%	47%	-4%	Public Works and Engineering
Condition of streets in your neighborhood	36%	40%	-4%	Public Works and Engineering
Overall quality of City's website	48%	56%	-8%	Communication
Overall enforcement of city ordinances	35%	44%	-9%	Community Development
Condition of major City streets	32%	45%	-13%	Public Works and Engineering
Cleanup of litter & debris on private property	29%	42%	-13%	Community Development
Program quality on the cable television channel	34%	49%	-15%	Communication
Removal of junk cars from private property	27%	50%	-23%	Community Development

Investment Priorities

Recommended Priorities for the Next Two Years. In order to help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance residents placed on each City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. Details regarding the methodology for the analysis are provided in Section 2 of this report.

Priorities Within Departments/Specific Areas: Based on the results of the Importance-Satisfaction Analysis, the services that are recommended as the top priorities within each department over the next two years are listed below:

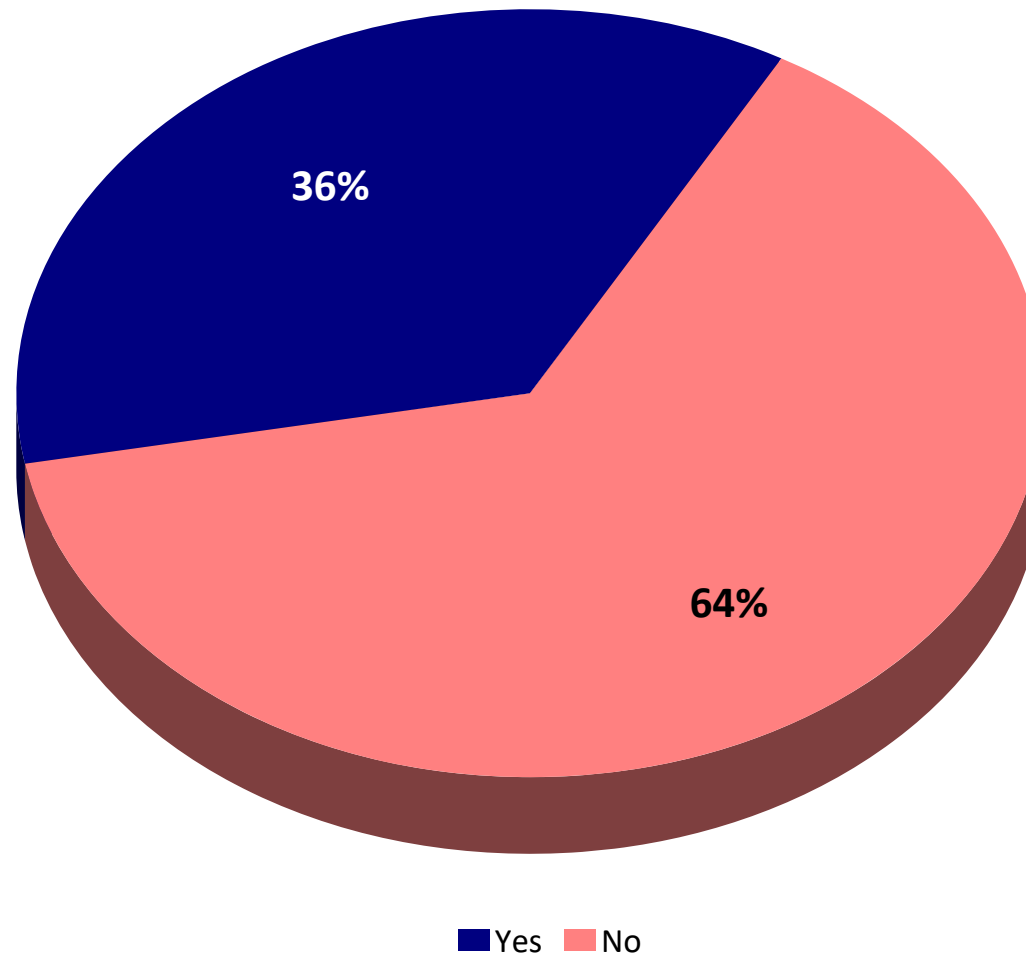
- **Police Services**
 - The visibility of police in neighborhoods (*IS=0.3238*)
 - How quickly police respond to emergencies (*IS=0.1831*)
 - Professionalism of City police officers (*IS=0.1584*)
 - Enforcement of local traffic laws (*IS=0.1172*)
 - The visibility of police in retail areas (*IS=0.1159*)
- **Fire Services**
 - None of the Fire Services categories were a high priority.
- **Parks and Recreation**
 - Number of restrooms in City parks (*IS=0.1199*)
 - Use of “green” practices (*IS=0.1050*)
- **City Communication**
 - Level of public involvement in decision-making (*IS=0.3784*)
 - Availability of information about programs and services (*IS=0.2557*)
 - City’s efforts to communicate with you (*IS=0.2552*)
 - Overall quality of the City’s website (*IS=0.1139*)
- **Public Works and Engineering**
 - Condition of major City streets (*IS=0.3405*)
 - Condition of streets in your neighborhood (*IS=0.2640*)
 - Snow removal in your neighborhood (*IS=0.1091*)
- **Community Development**
 - Enforcement of cleanup of dilapidated buildings (*IS=0.2351*)
 - Cleanup of litter and debris on private property (*IS=0.2147*)
 - Enforcement of the maintenance of rental homes (*IS=0.1981*)
 - Quality of redevelopment in the city (*IS=0.1183*)
 - Removal of junk cars from private property (*IS=0.1143*)
 - How well the City is planning growth (*IS=0.1126*)
- **Public Libraries**
 - None of the Public Library categories were a high priority.

Section 1

Charts and Graphs

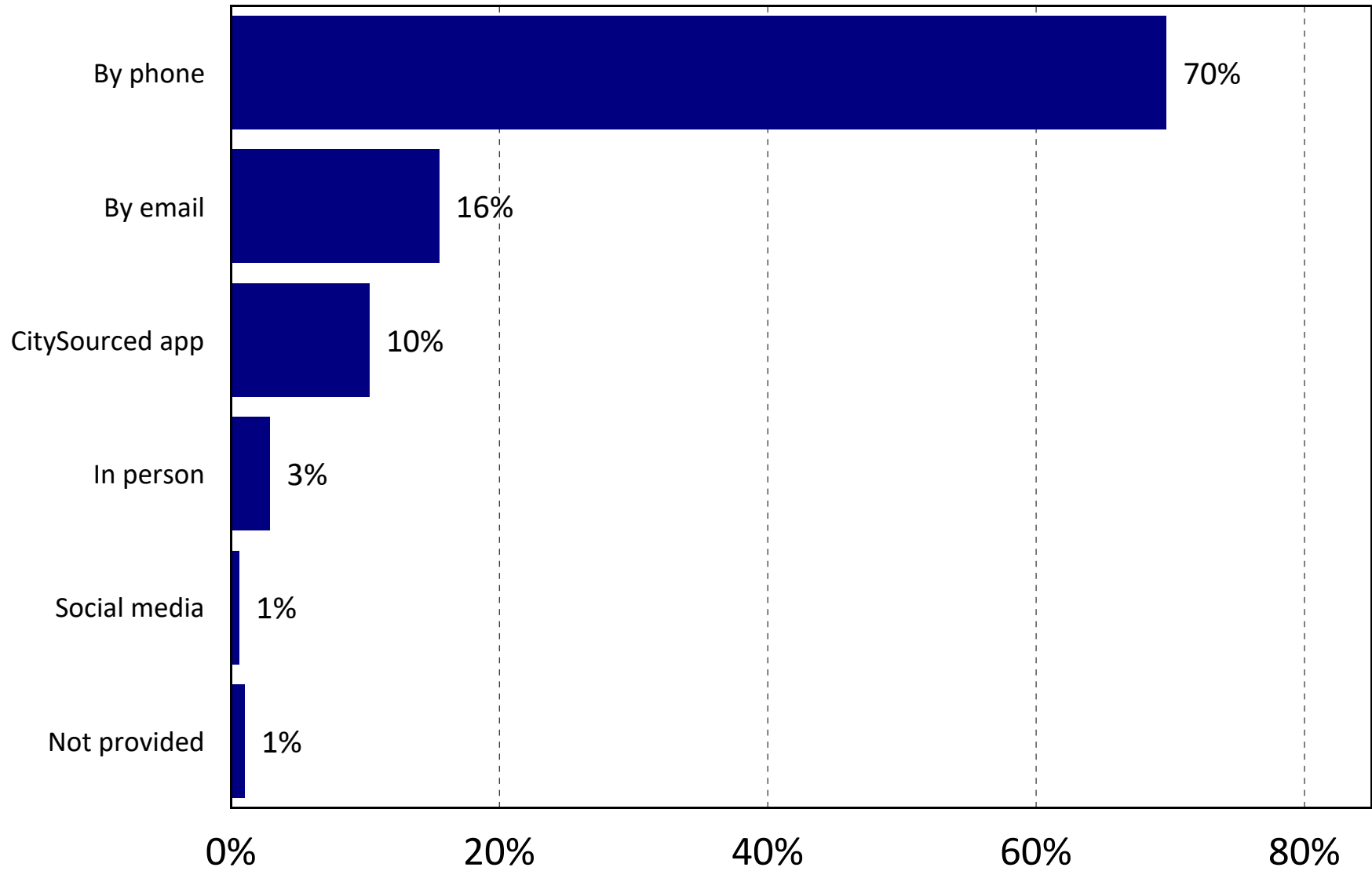
Q1. Have you called or visited the City with a question, problem, or complaint during the past year?

by percentage of respondents



Q1a. How did you contact the City?

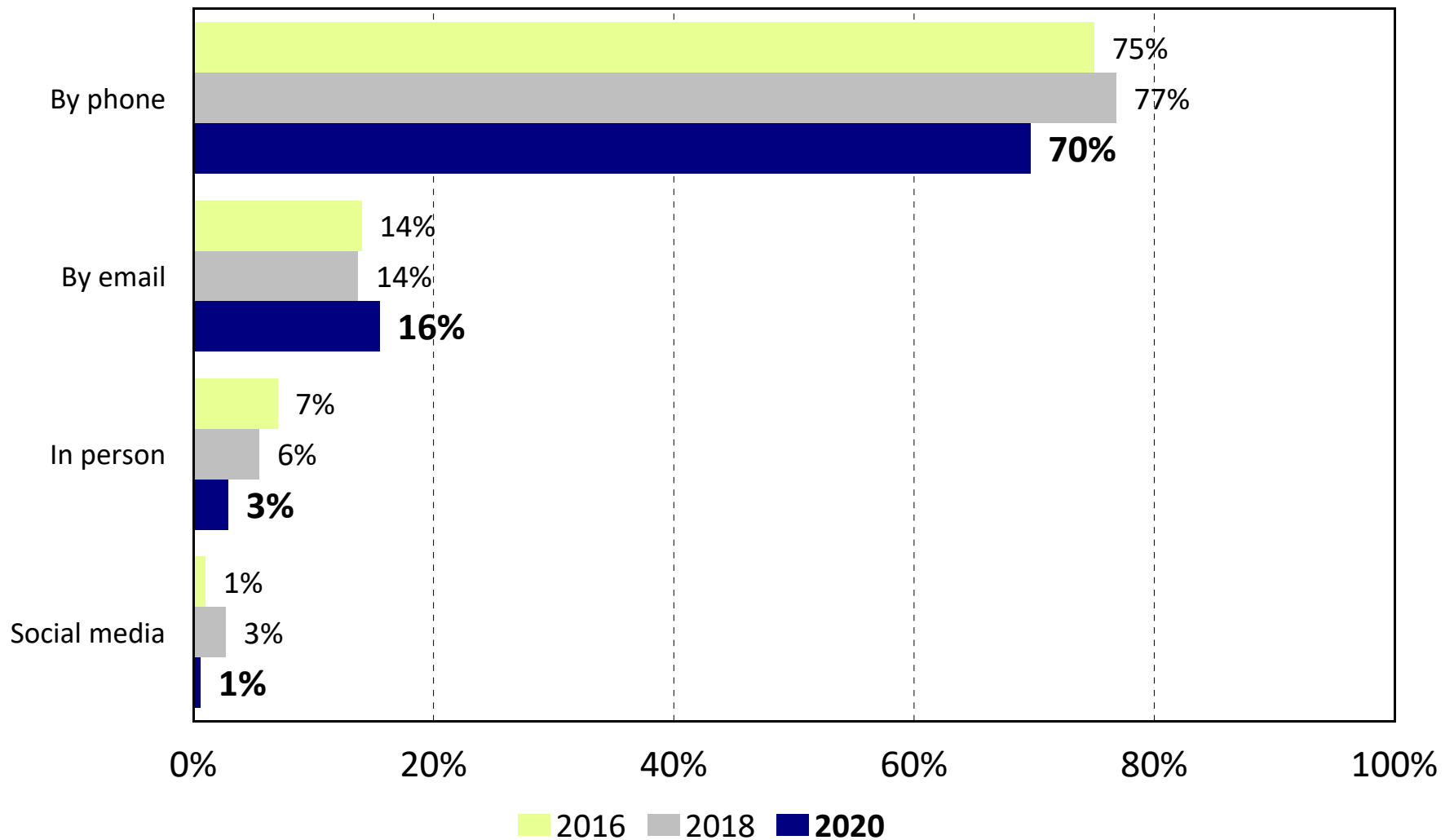
by percentage of respondents who had called or visited the City during the past year



Source: ETC Institute (2020)

Q1a. How did you contact the City? 2016, 2018 & 2020

by percentage of respondents who had called or visited the City during the past year



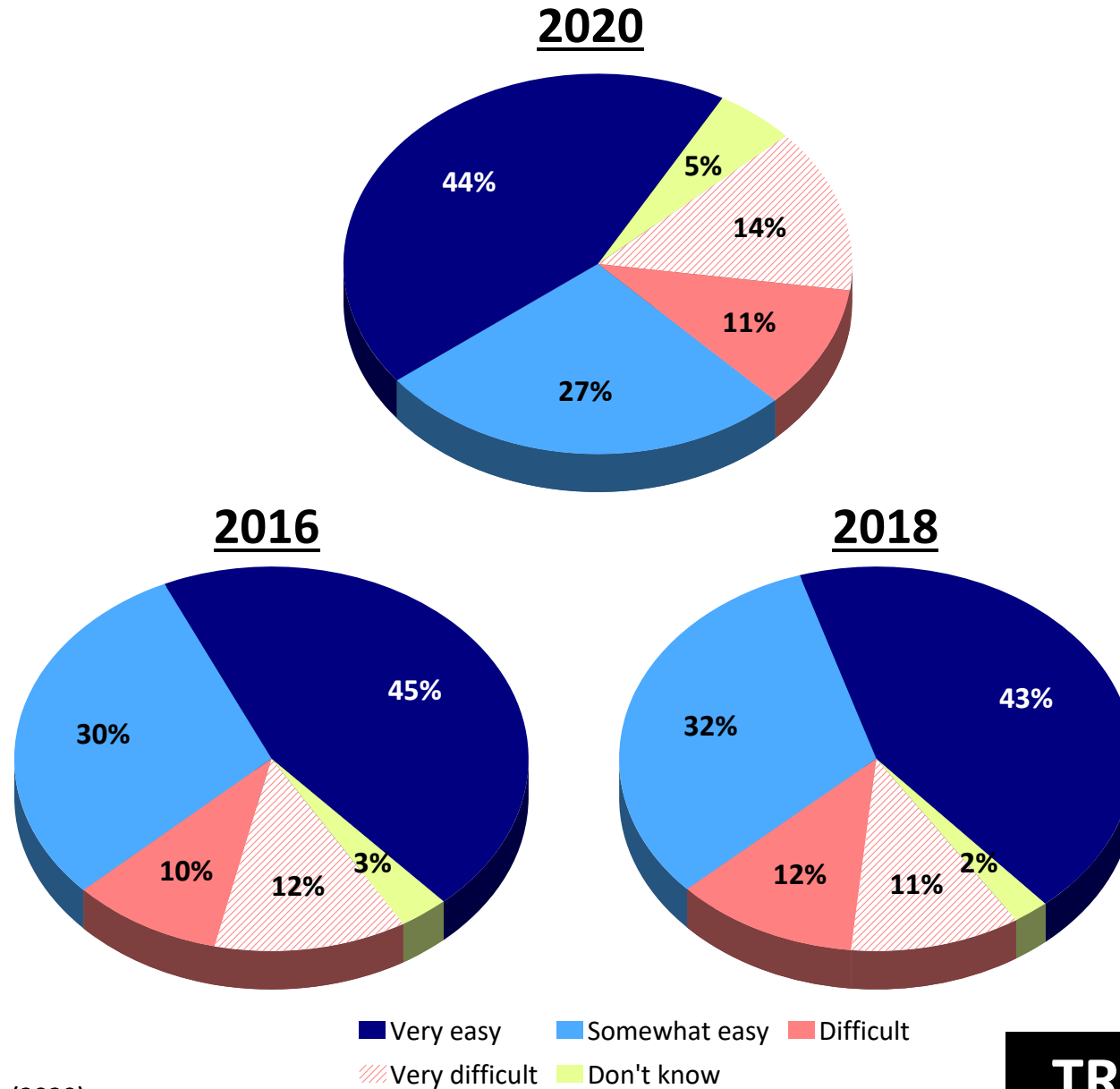
Source: ETC Institute (2020)

ETC Institute (2020)

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Q1c. How easy was it to address your issue?

by percentage of respondents who had called or visited the City during the past year



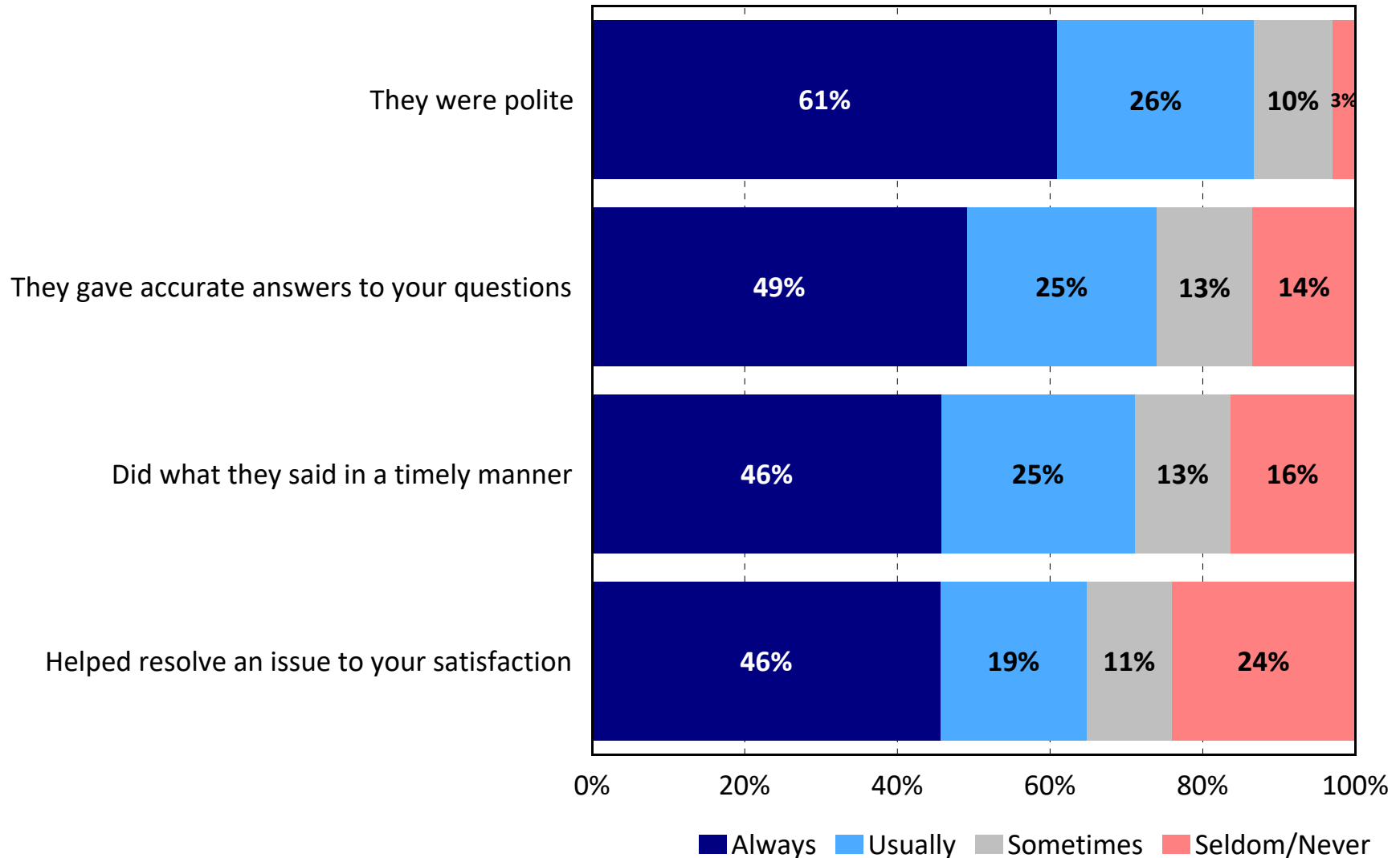
Source: ETC Institute (2020)

ETC Institute (2020)

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Q1d. How Often City Employees Displayed Various Behaviors

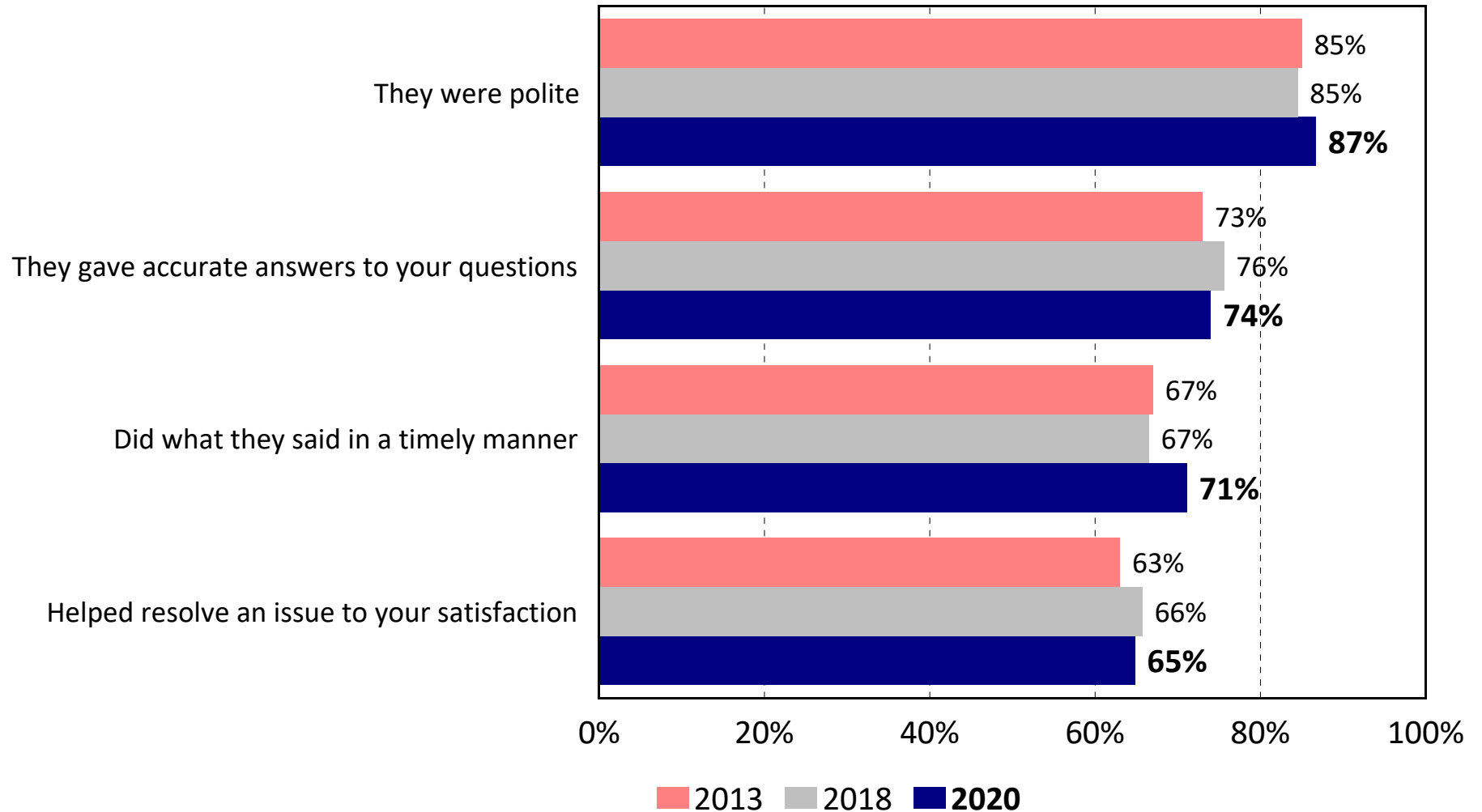
by percentage of respondents who had called or visited the City during the past year (excluding don't knows)



Source: ETC Institute (2020)

Q1d. How Often City Employees Displayed Various Behaviors - 2013, 2018 & 2020

by percentage of respondents who reported the City employee "always" or "usually" displayed the behavior (excluding don't knows)



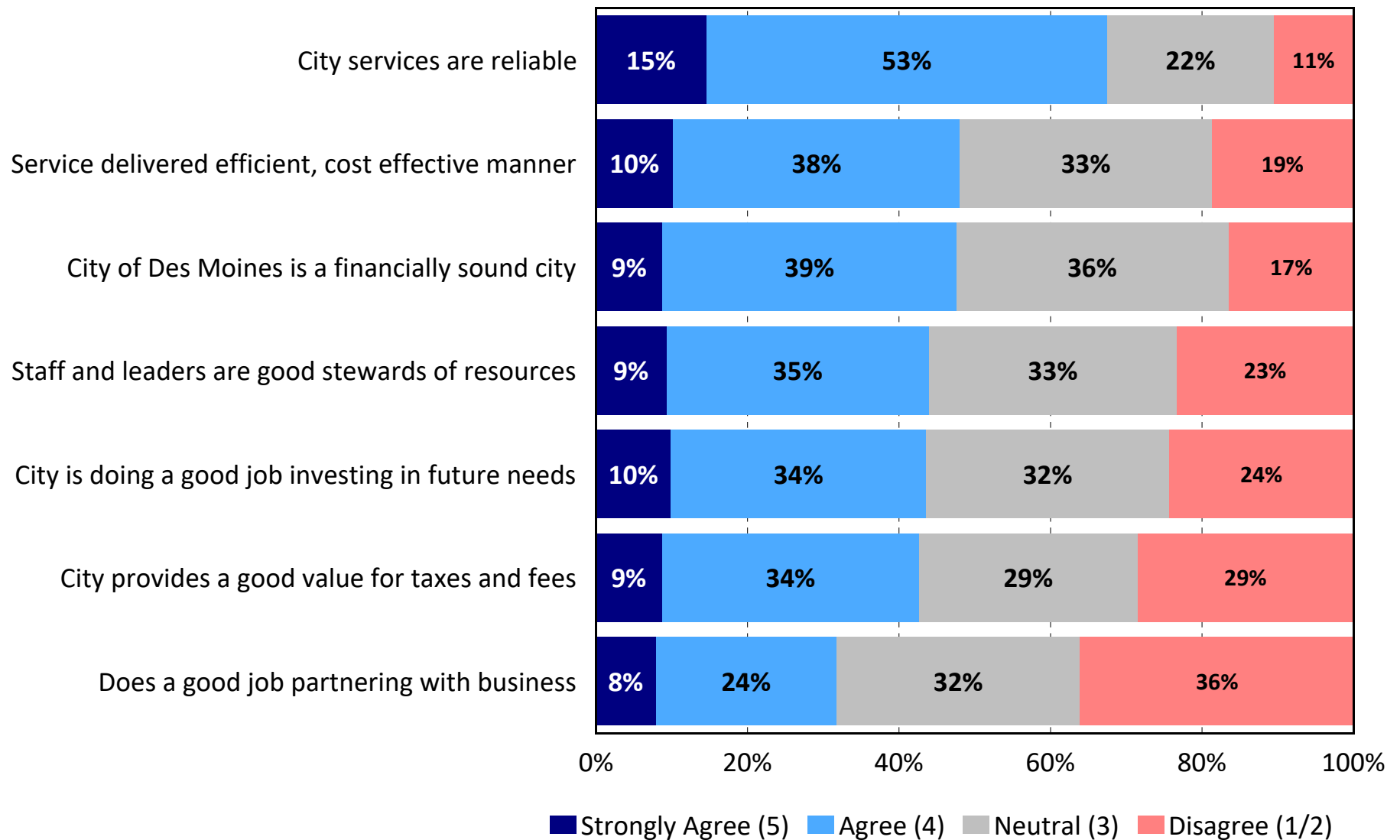
Source: ETC Institute (2020)

ETC Institute (2020)

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Q2. Agreement with Statements About Financial Soundness

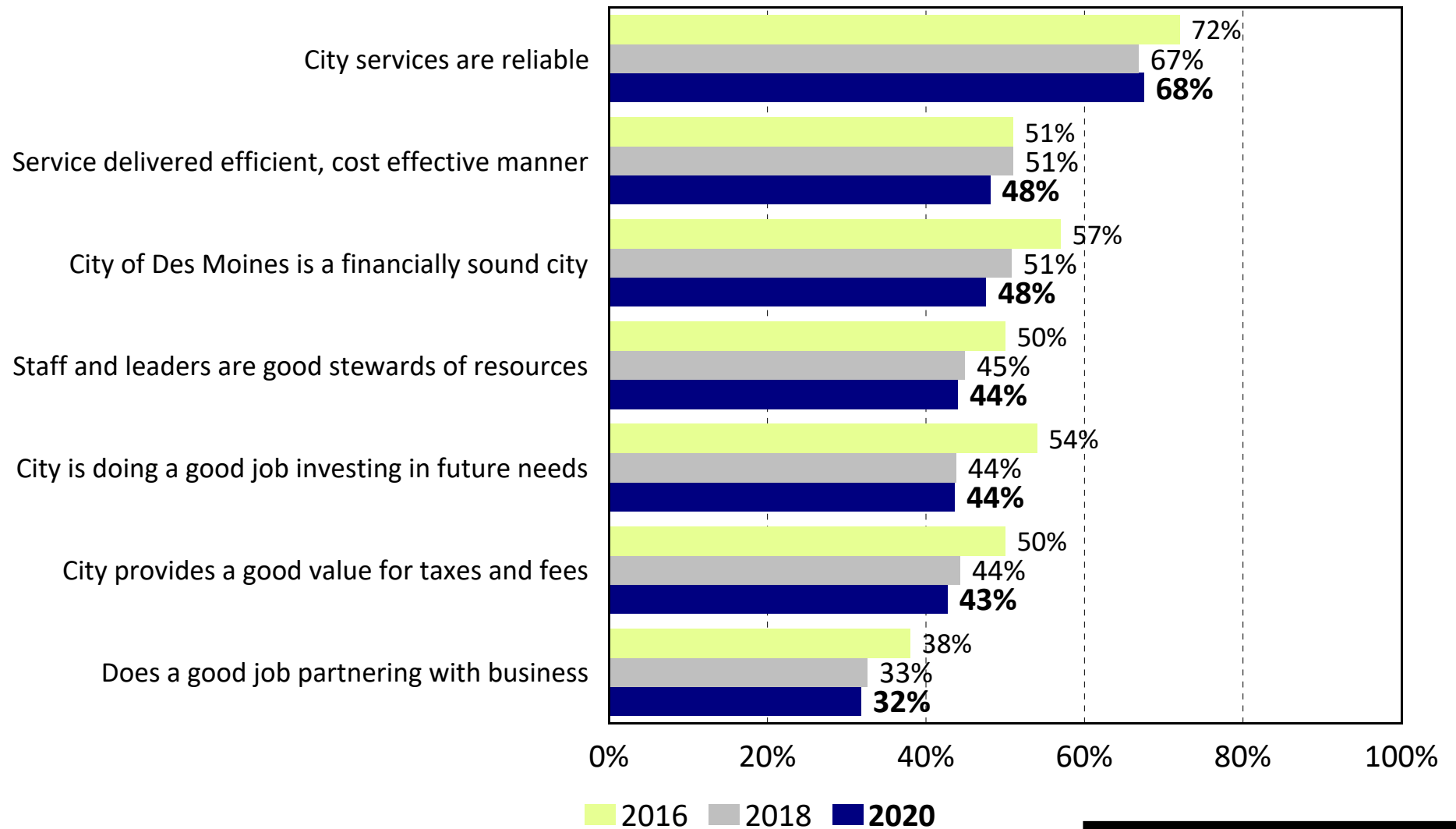
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2020)

Q2. Agreement with Statements About Financial Soundness 2016, 2018 & 2020

by percentage of respondents (excluding don't knows)

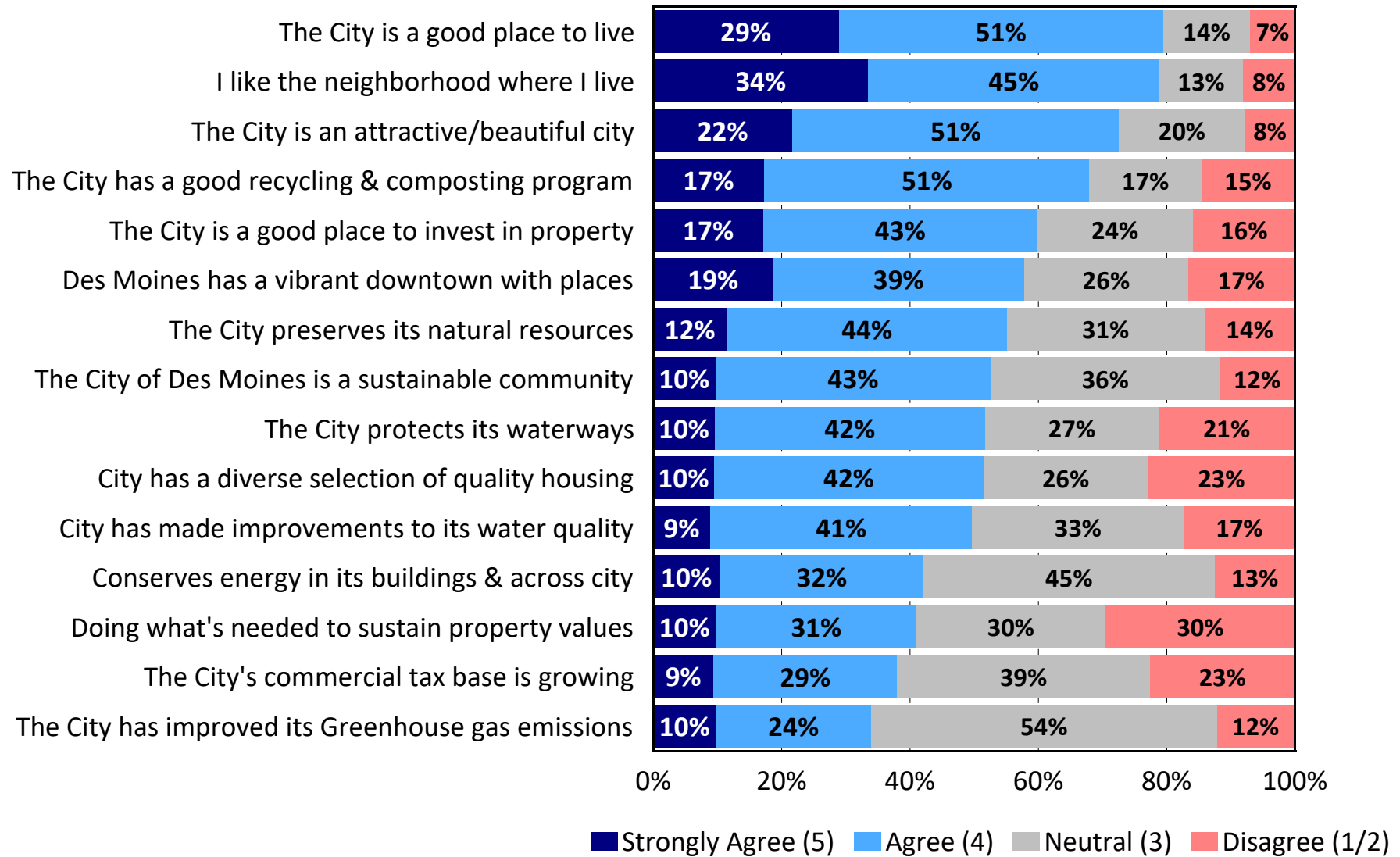


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Source: ETC Institute (2020)

Q3. Agreement with Statements About Sustainability

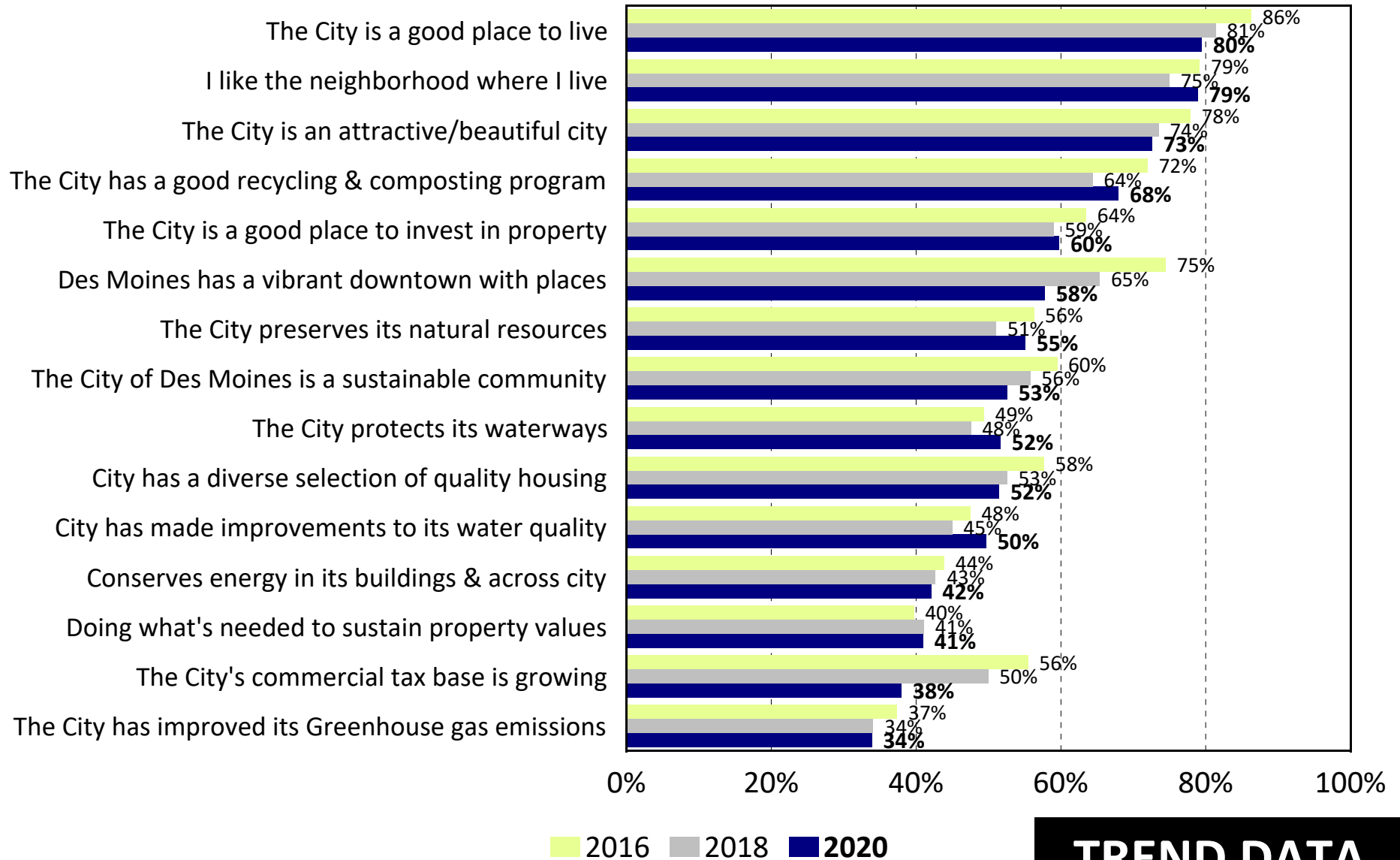
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2020)

Q3. Agreement with Statements About Sustainability 2016, 2018 & 2020

by percentage of respondents (excluding don't knows)



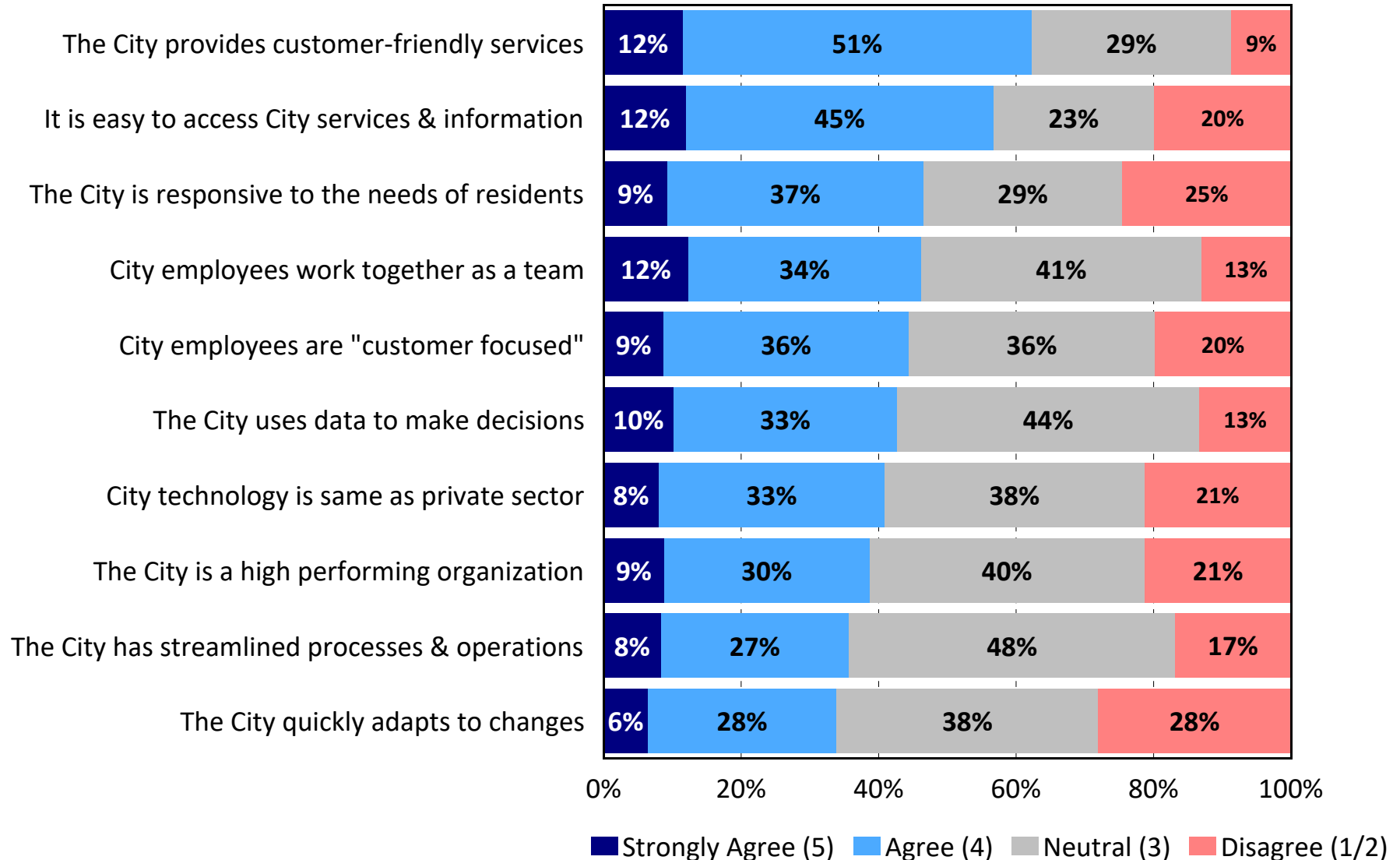
Source: ETC Institute (2020)

ETC Institute (2020)

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Q4. Agreement with Statements About Being a High Performing Organization

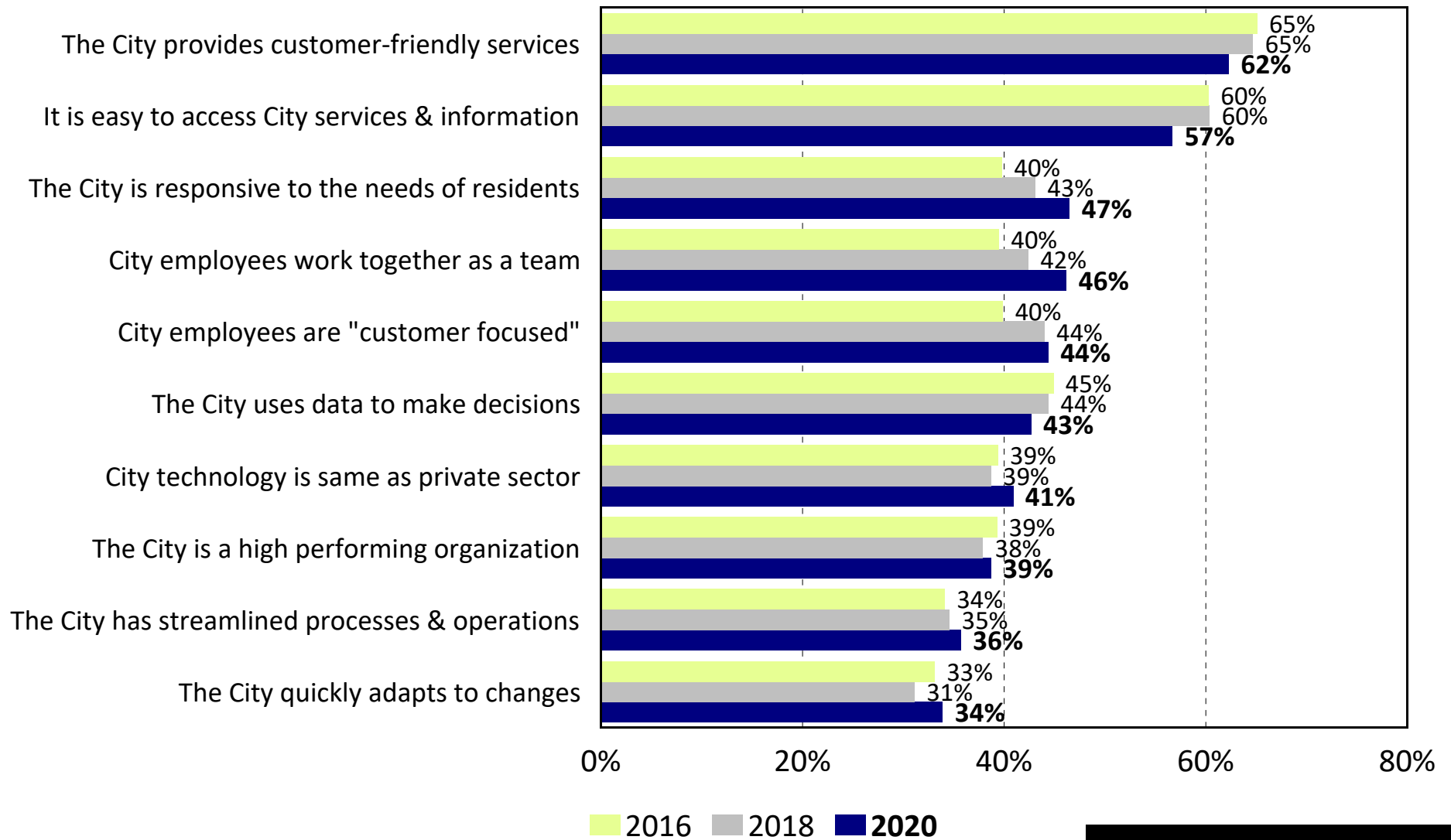
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2020)

Q4. Agreement with Statements About Being a High Performing Organization - 2016, 2018 & 2020

by percentage of respondents (excluding don't knows)



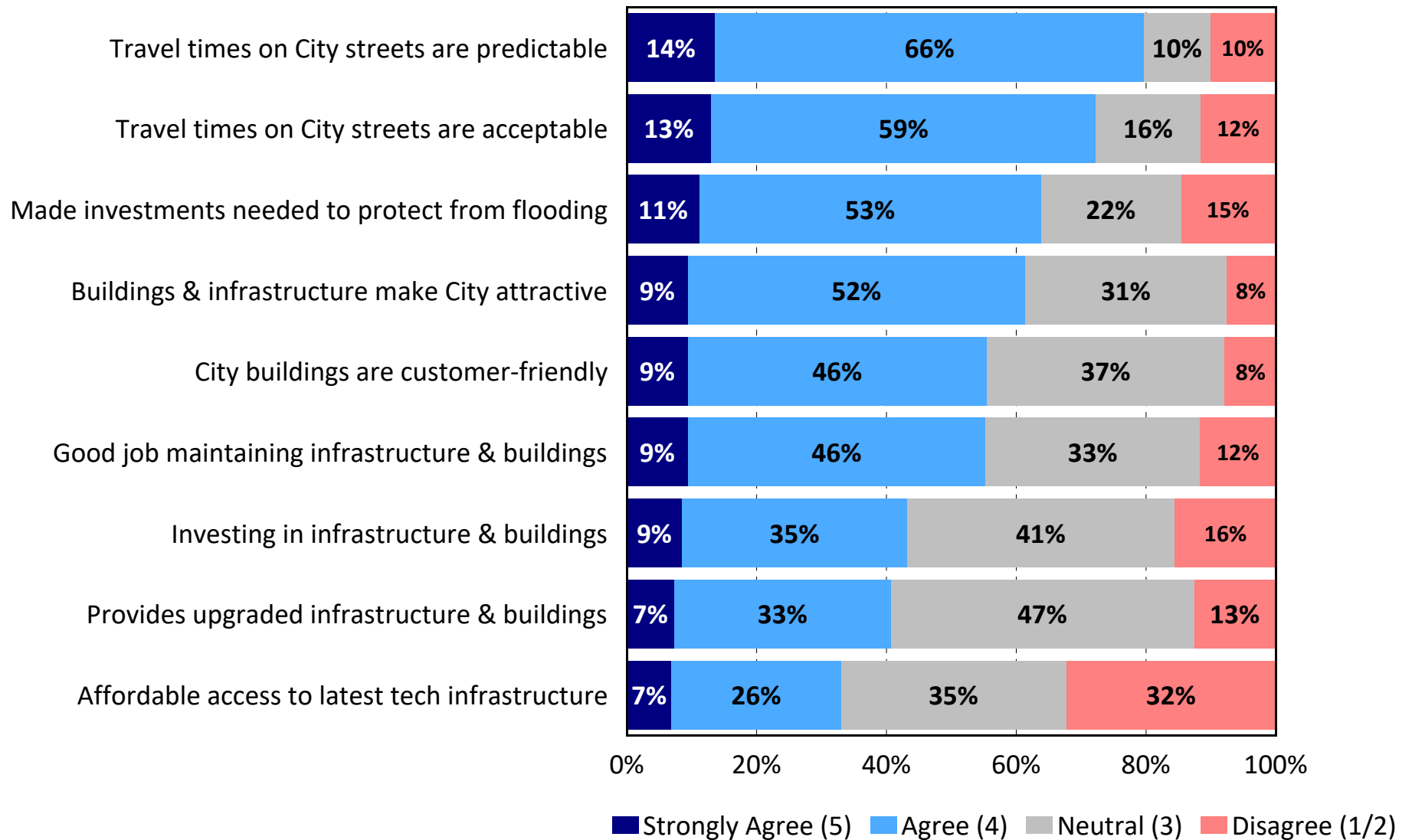
Source: ETC Institute (2020)

ETC Institute (2020)

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Q5. Agreement with Statements About Upgraded City Infrastructure and Buildings

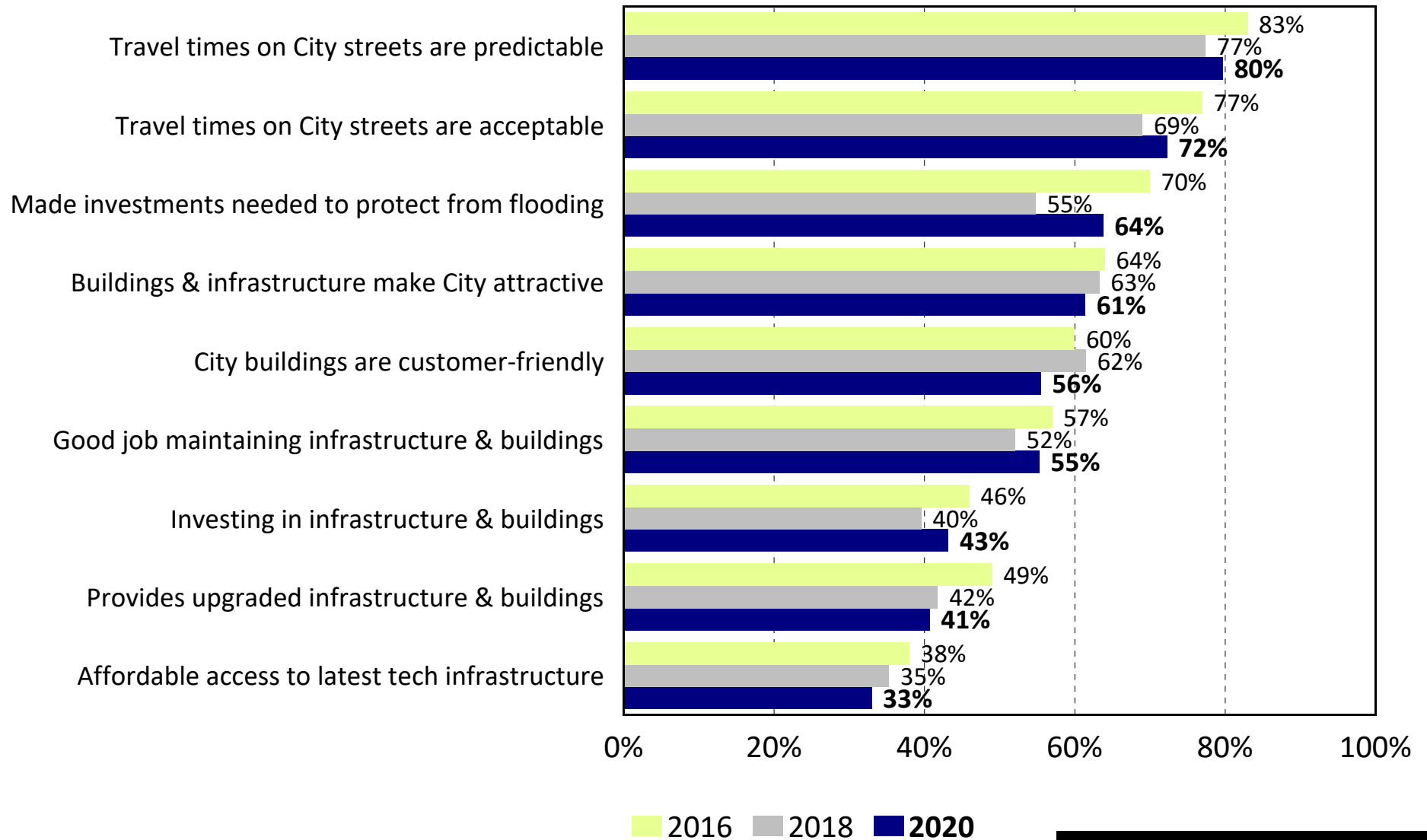
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2020)

Q5. Agreement with Statements About Upgraded City Infrastructure and Buildings - 2016, 2018 & 2020

by percentage of respondents (excluding don't knows)



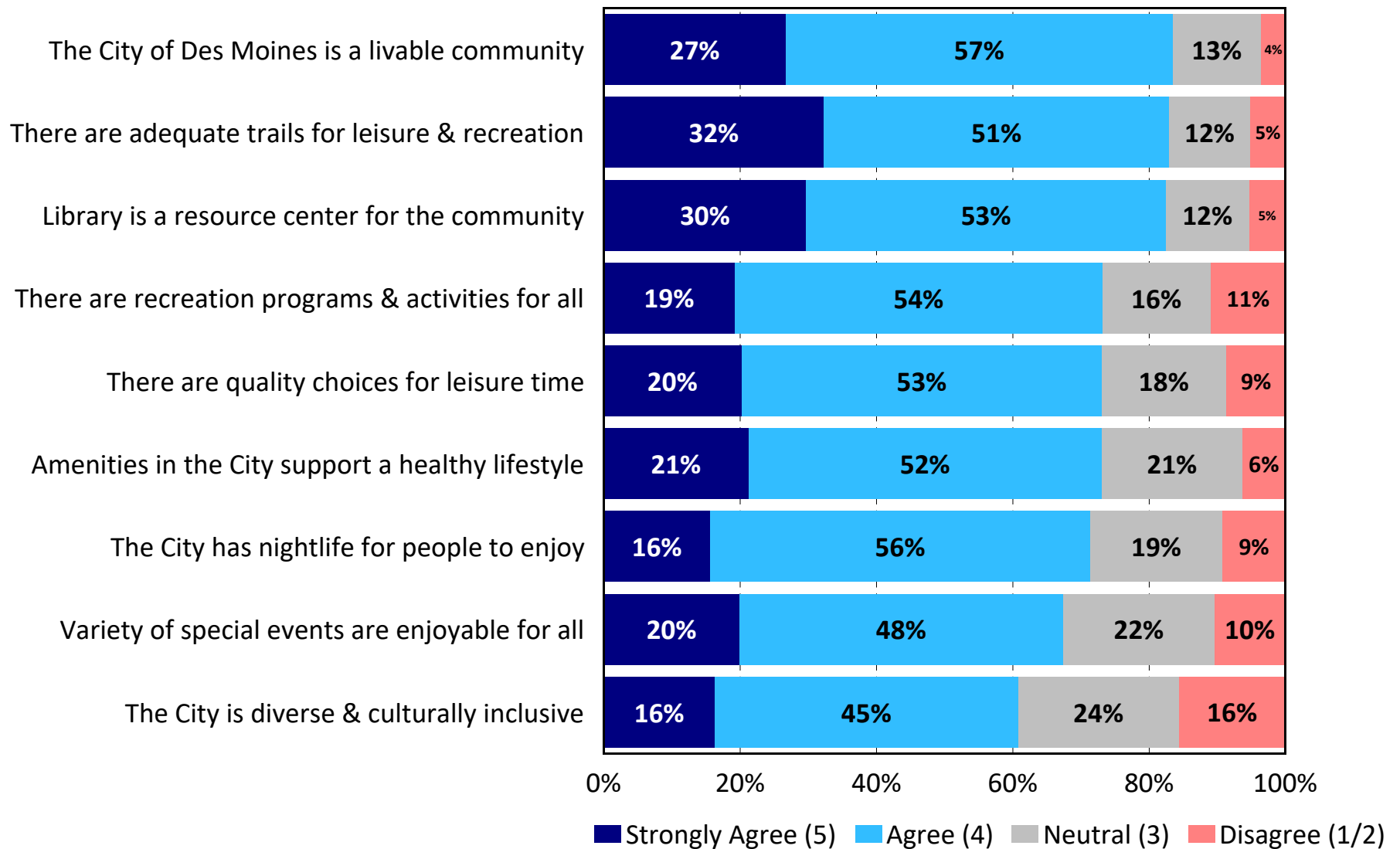
Source: ETC Institute (2020)

ETC Institute (2020)

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Q6. Agreement with Statements About Being a Livable Community

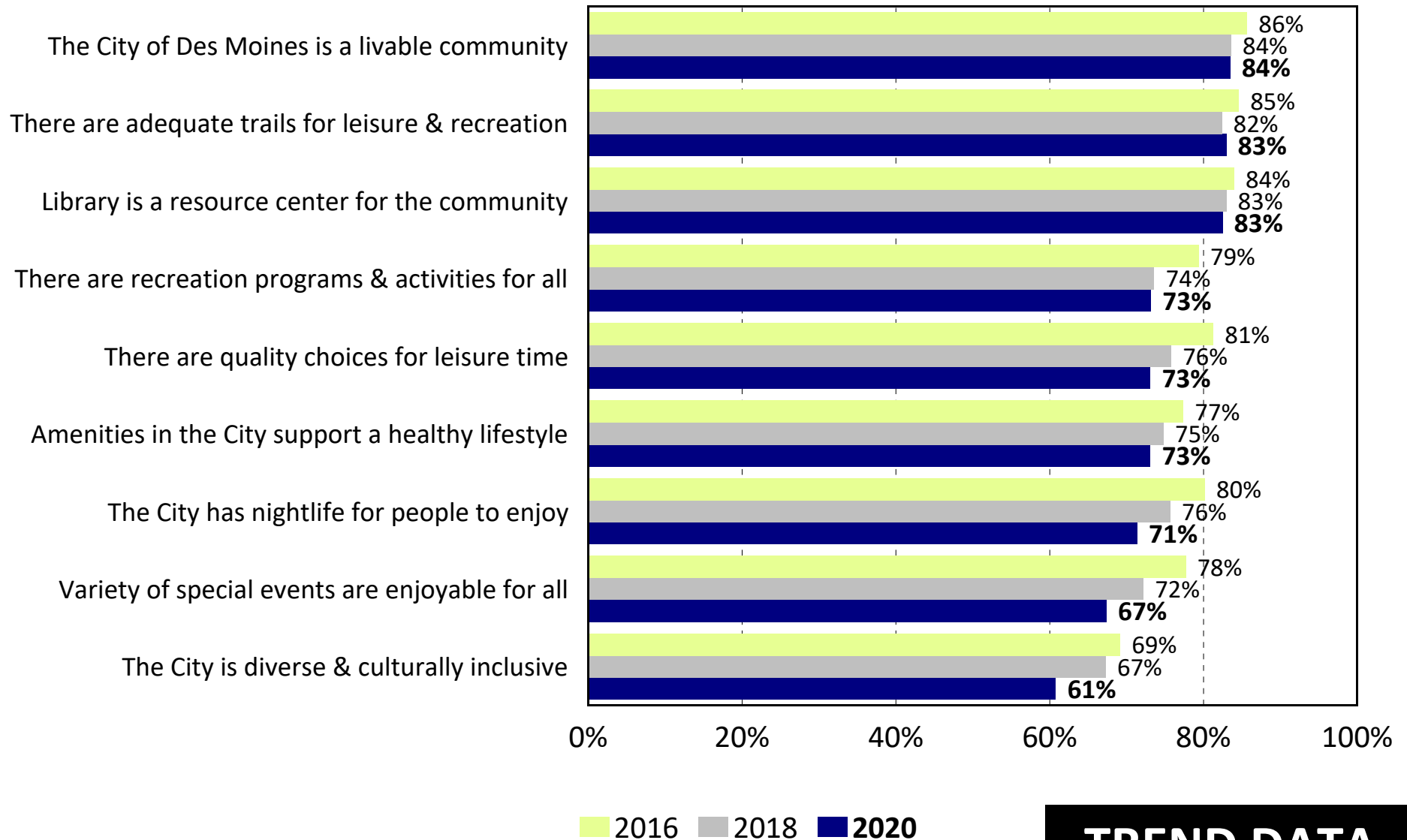
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2020)

Q6. Agreement with Statements About Being a Livable Community - 2016 , 2018 & 2020

by percentage of respondents (excluding don't knows)



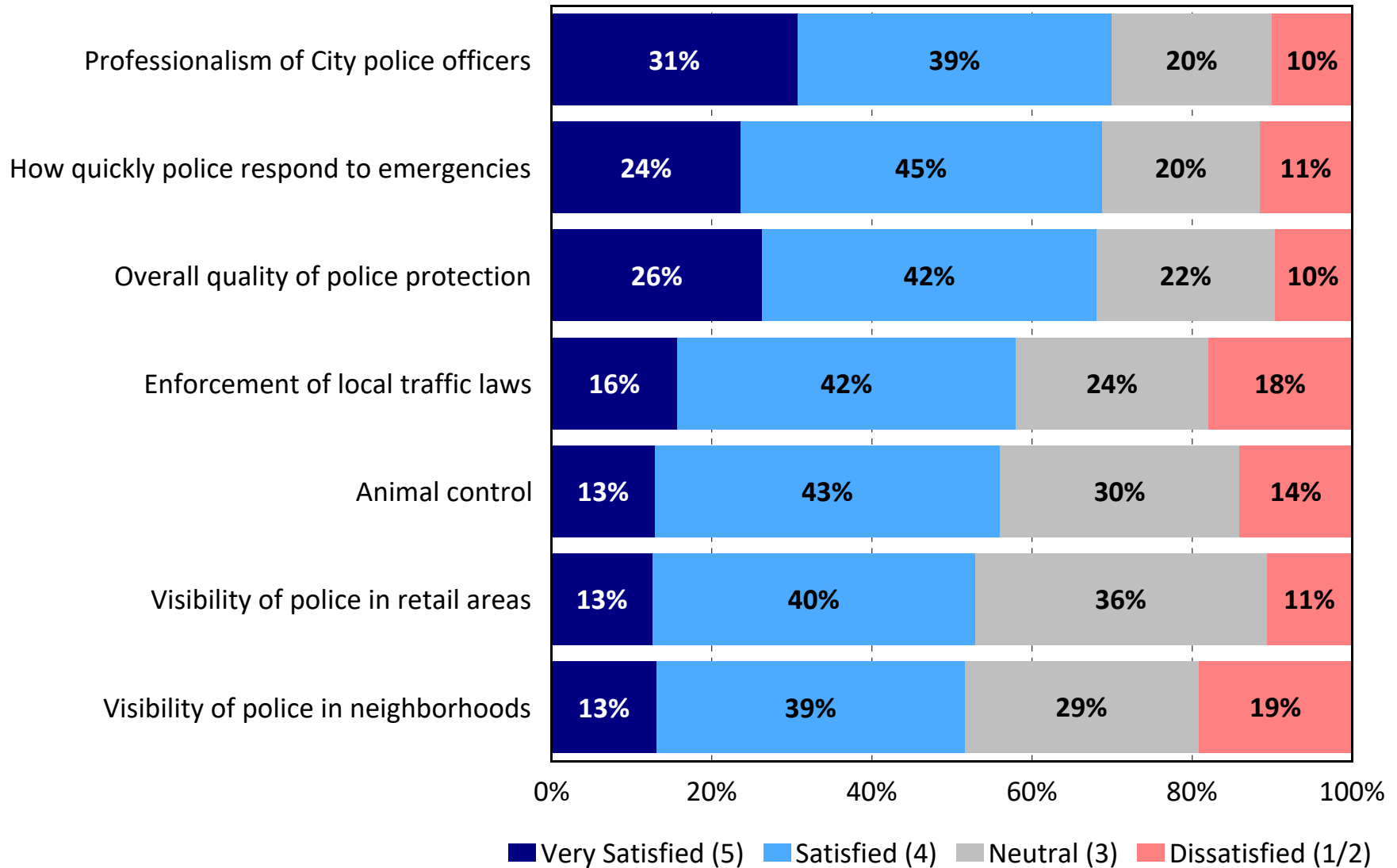
Source: ETC Institute (2020)

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Q7. Satisfaction with the City's Police Department

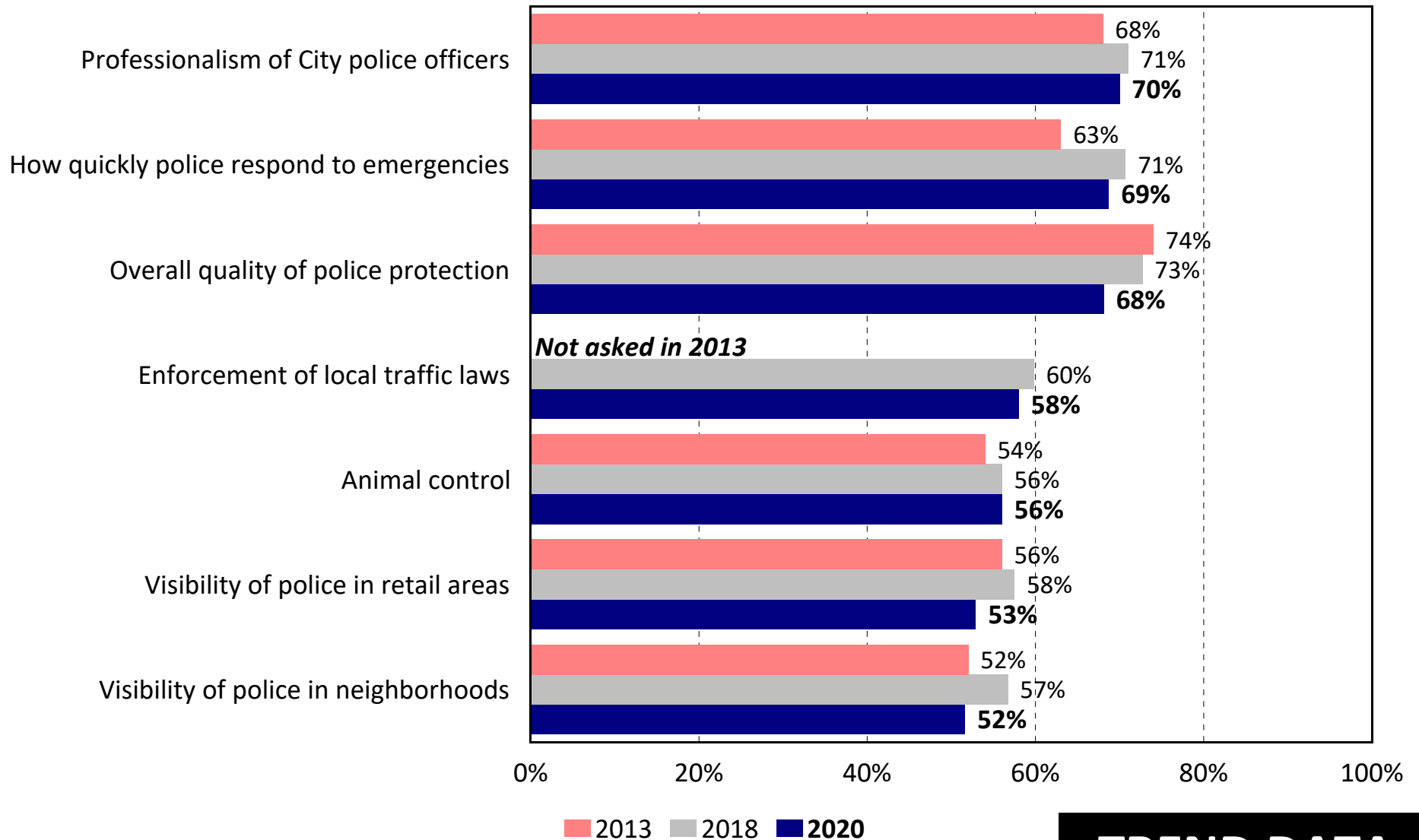
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2020)

Q7. Satisfaction with the City's Police Department 2013, 2018 & 2020

by percentage of respondents who were "very satisfied" or "satisfied" (excluding don't knows)



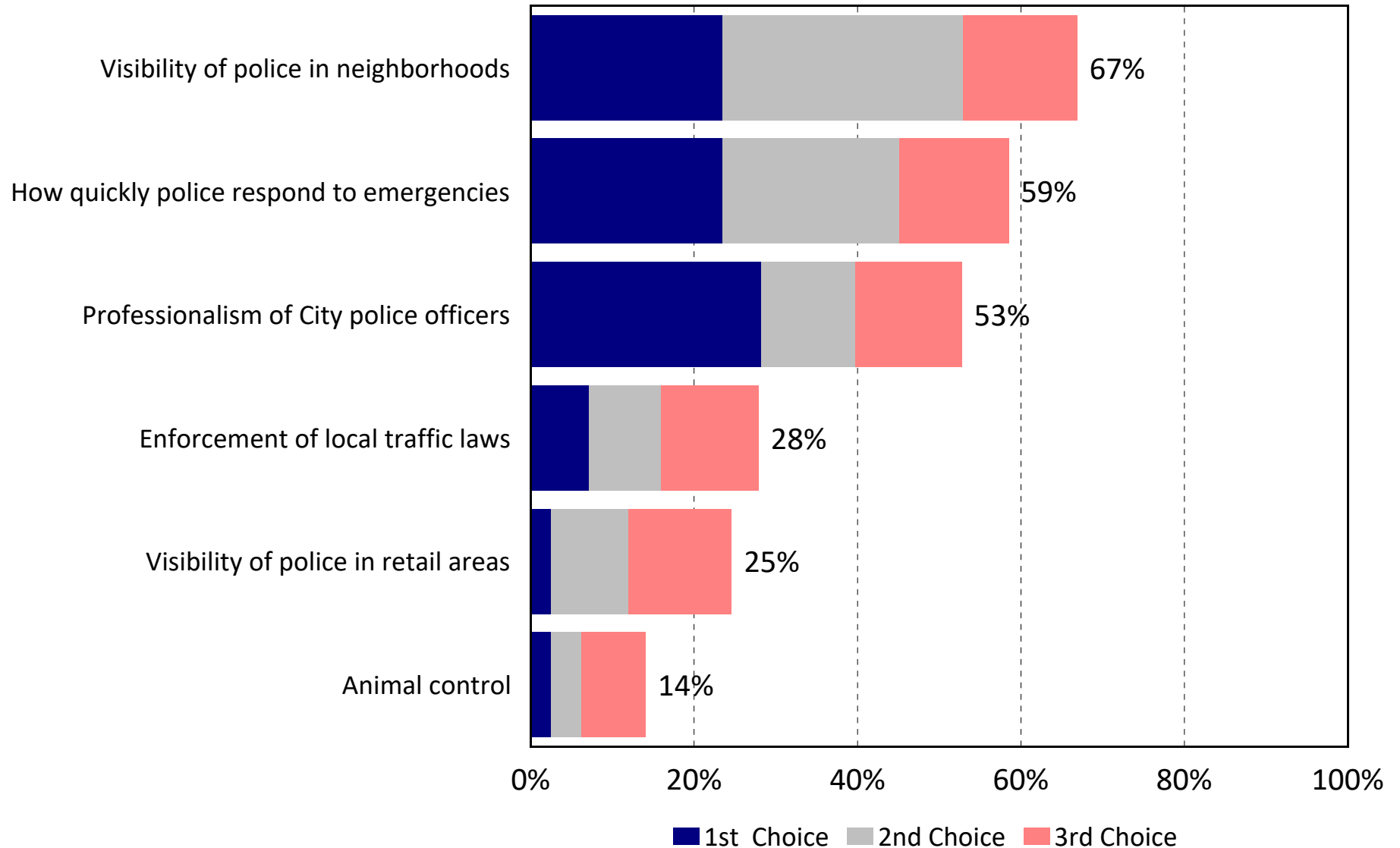
Source: ETC Institute (2020)

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Q8. Police Services That Should Receive the Most Emphasis Over the Next Two Years

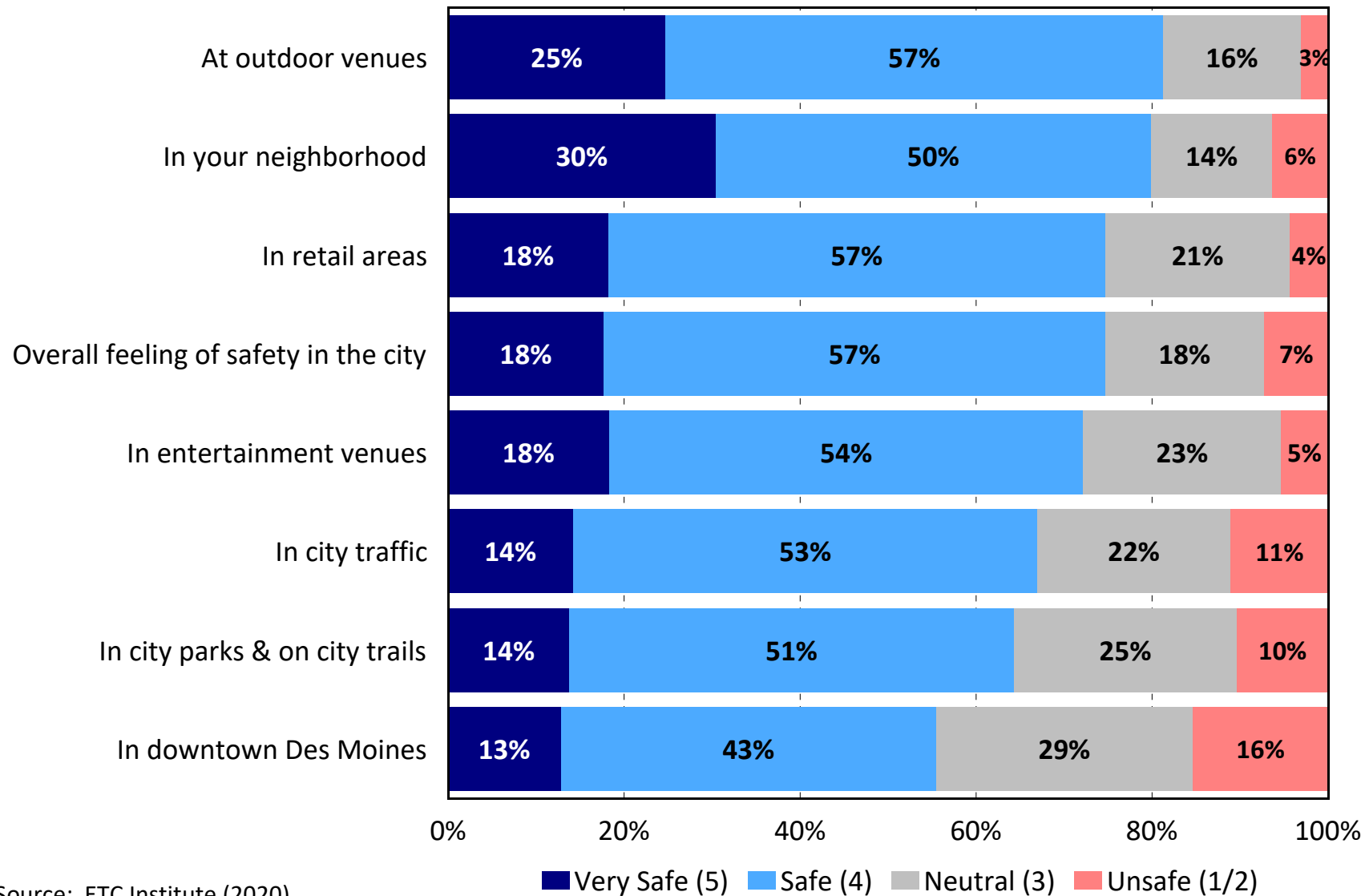
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2020)

Q9. How Safe Residents Feel in Various Parts of the City

by percentage of respondents (excluding don't knows)

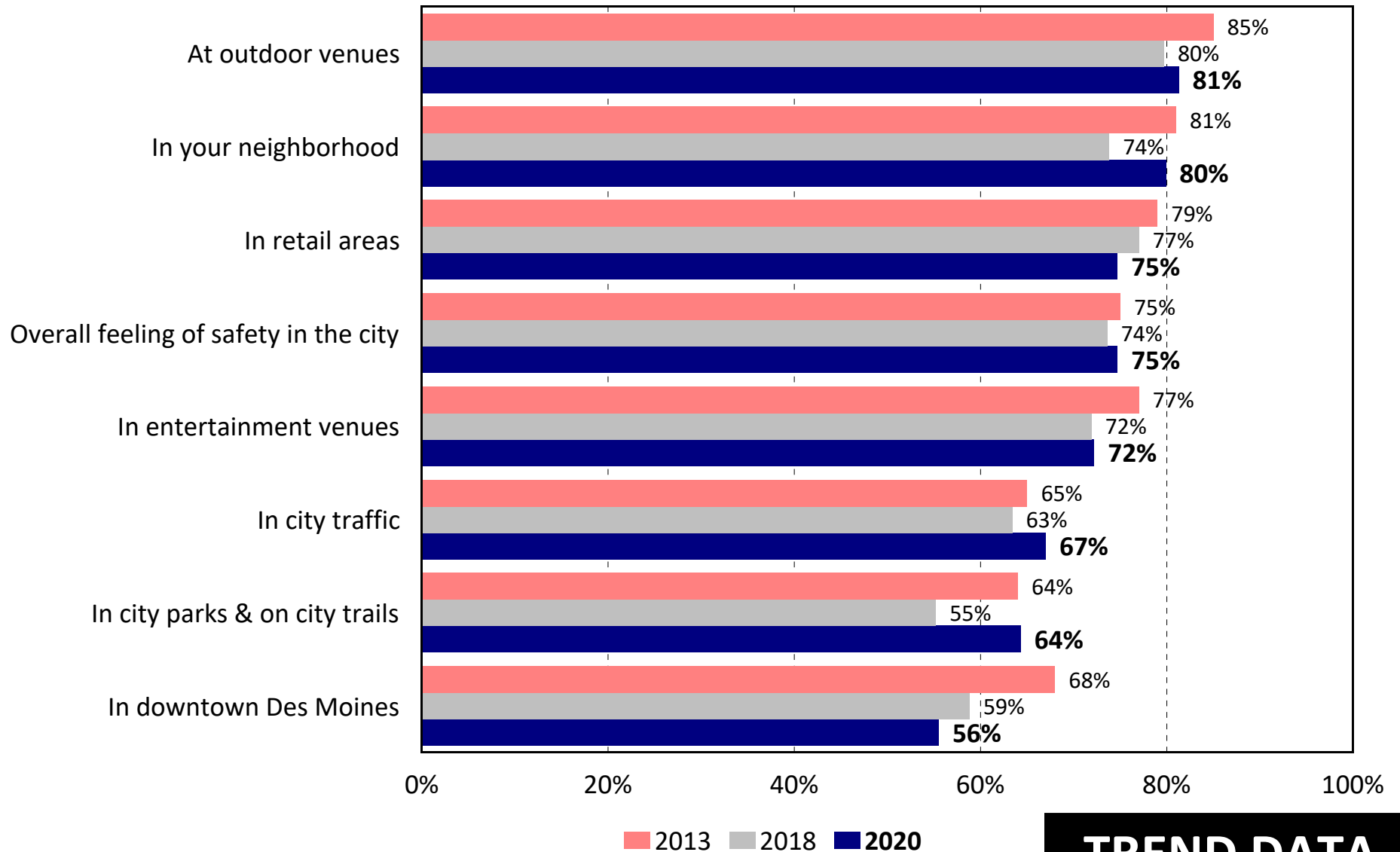


Source: ETC Institute (2020)

ETC Institute (2020)

Q9. How Safe Residents Feel in Various Parts of the City - 2013, 2018 & 2020

by percentage of respondents who were "very safe" or "safe" (excluding don't knows)

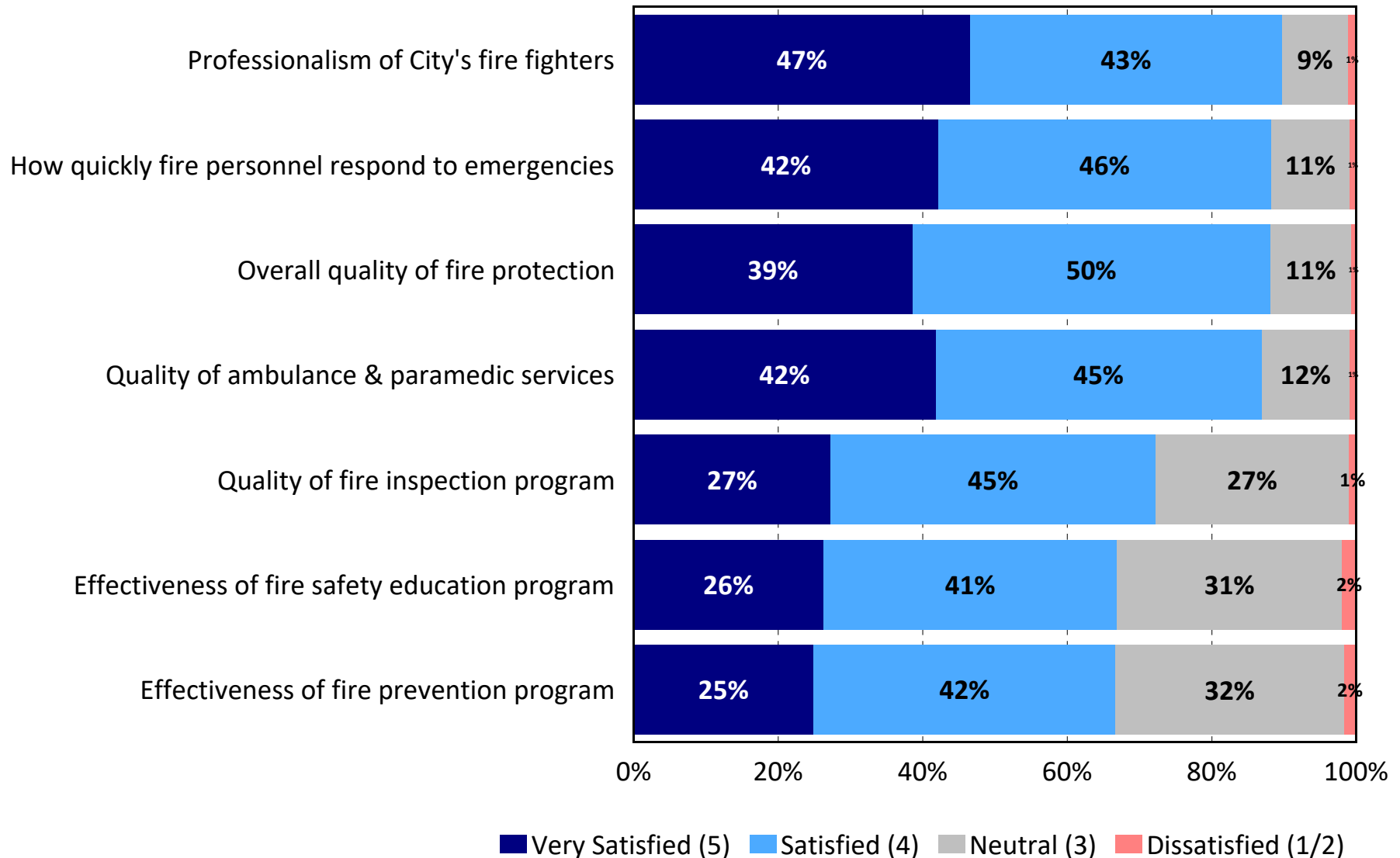


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Source: ETC Institute (2020)

Q10. Satisfaction with the City's Fire Department

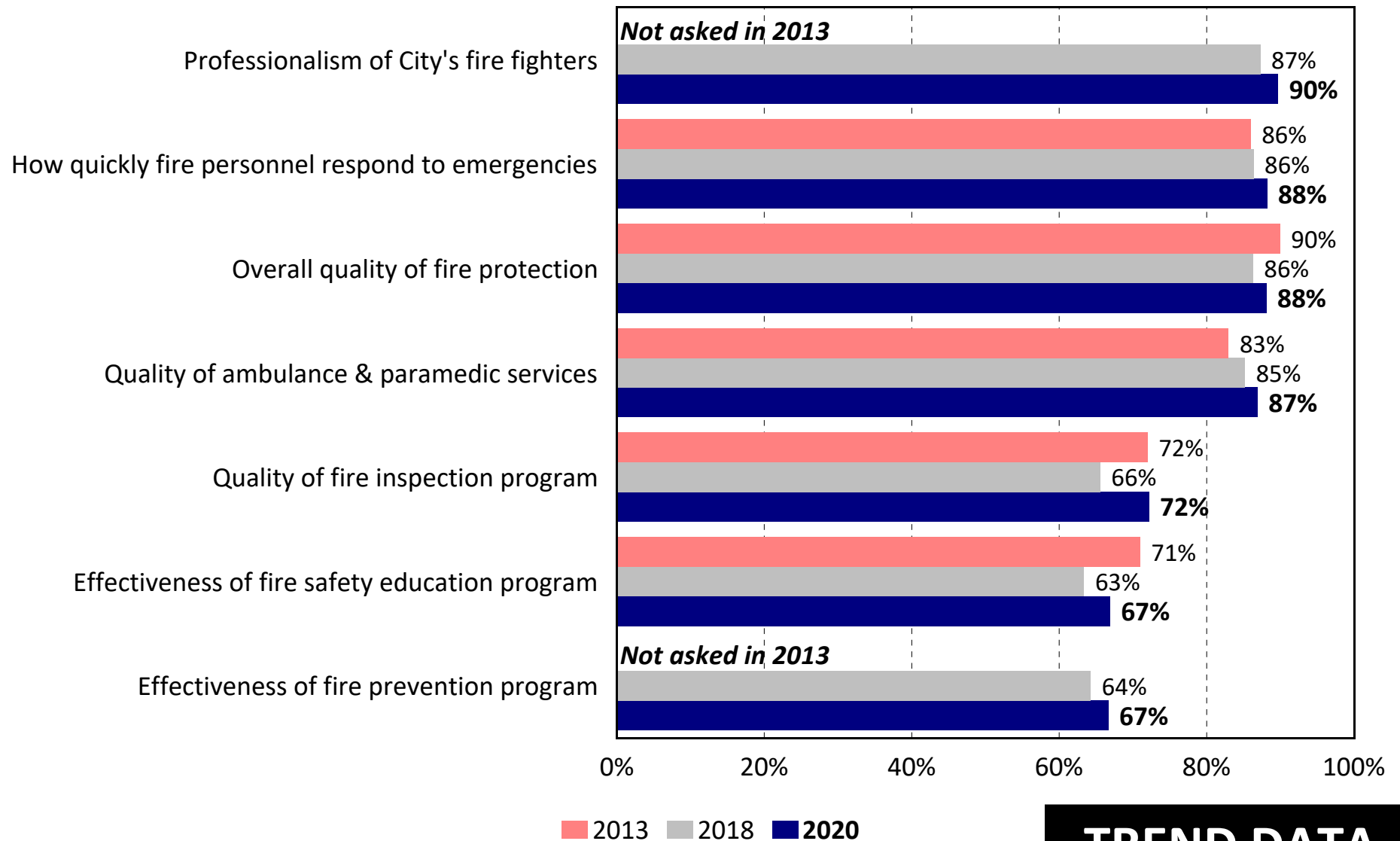
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2020)

Q10. Satisfaction with the City's Fire Department 2013, 2018 & 2020

by percentage of respondents who were "very satisfied" or "satisfied" (excluding don't knows)



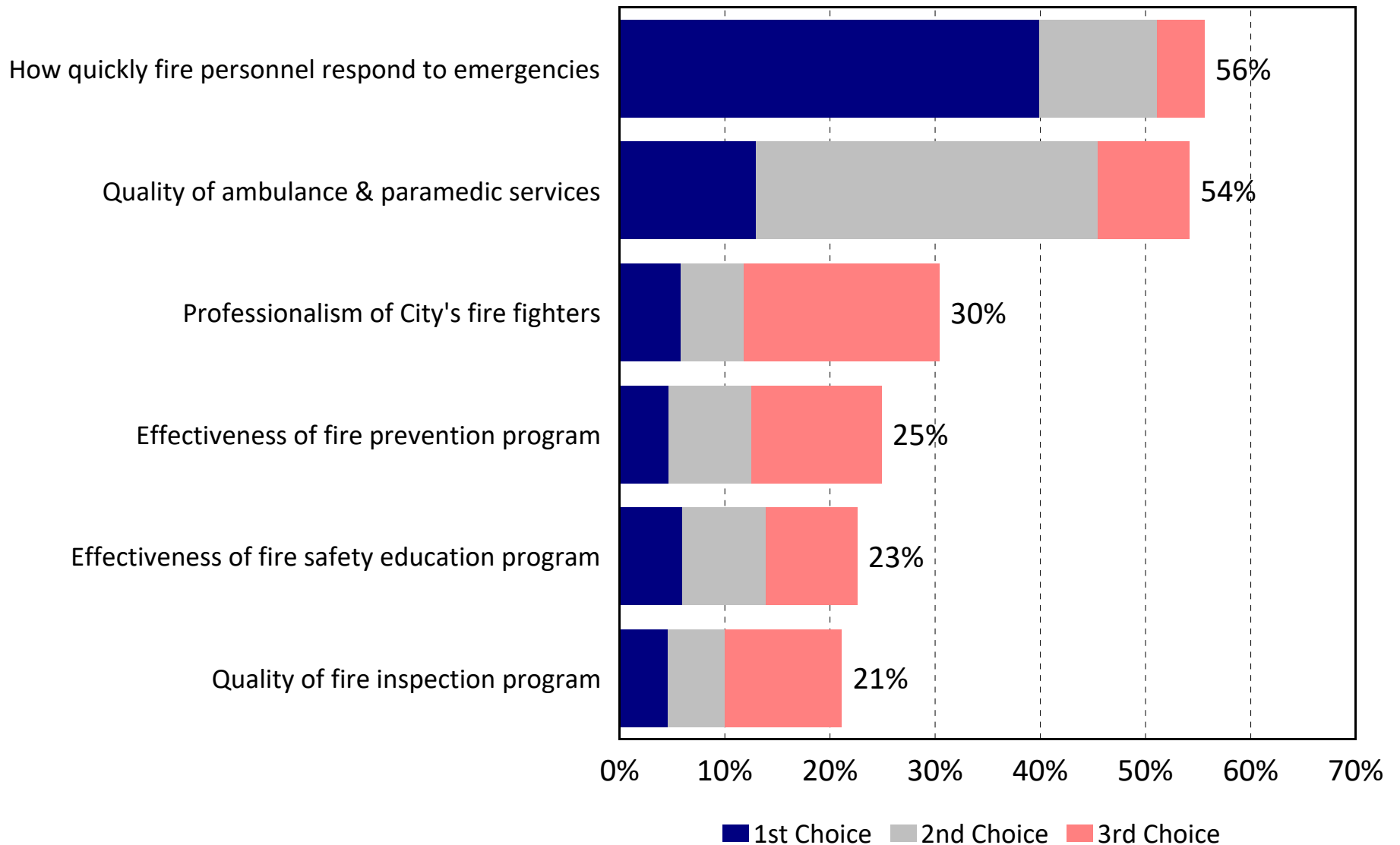
Source: ETC Institute (2020)

ETC Institute (2020)

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Q11. Fire Services That Should Receive the Most Emphasis Over the Next Two Years

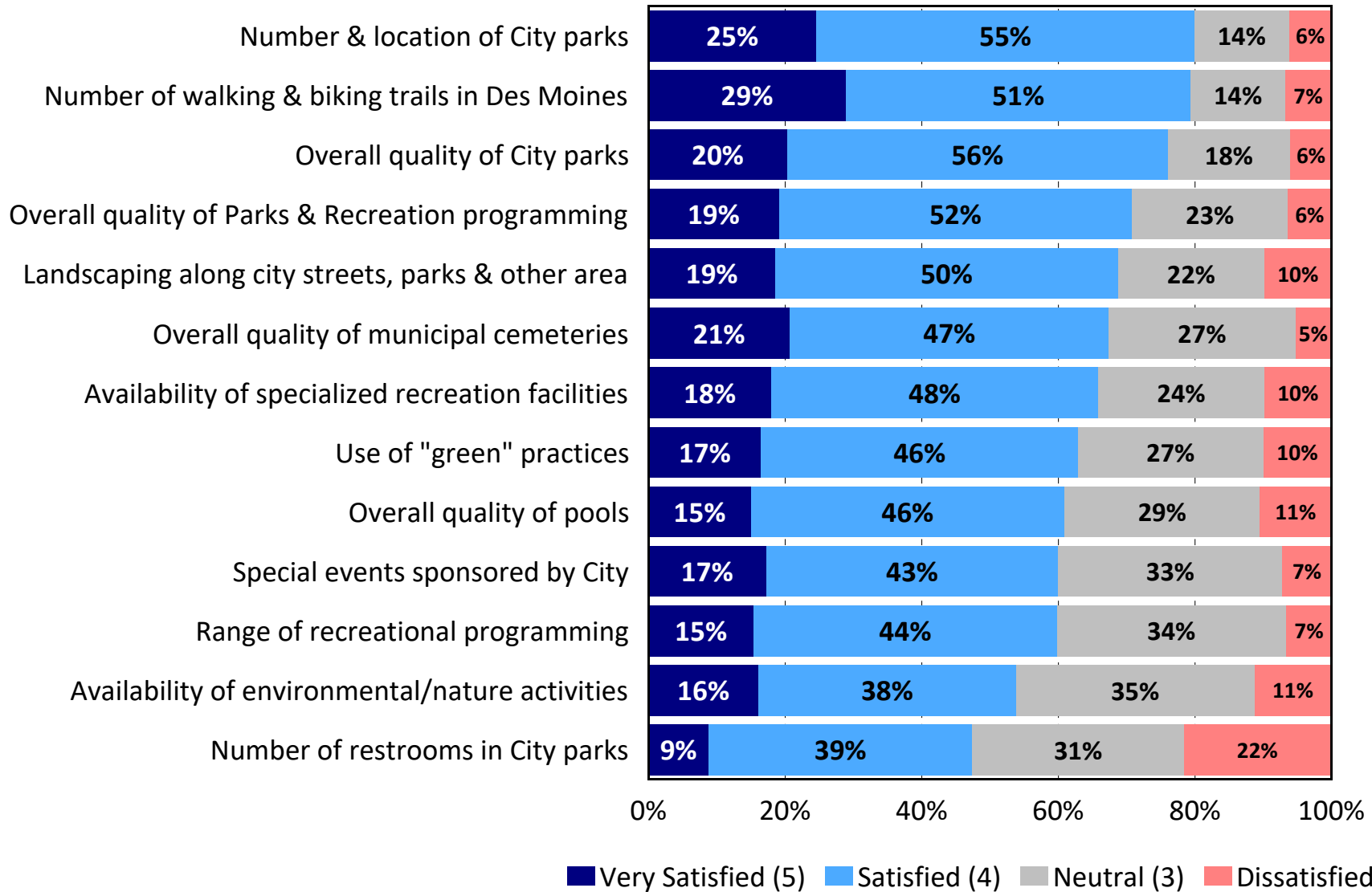
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2020)

Q12. Satisfaction with Parks and Recreation

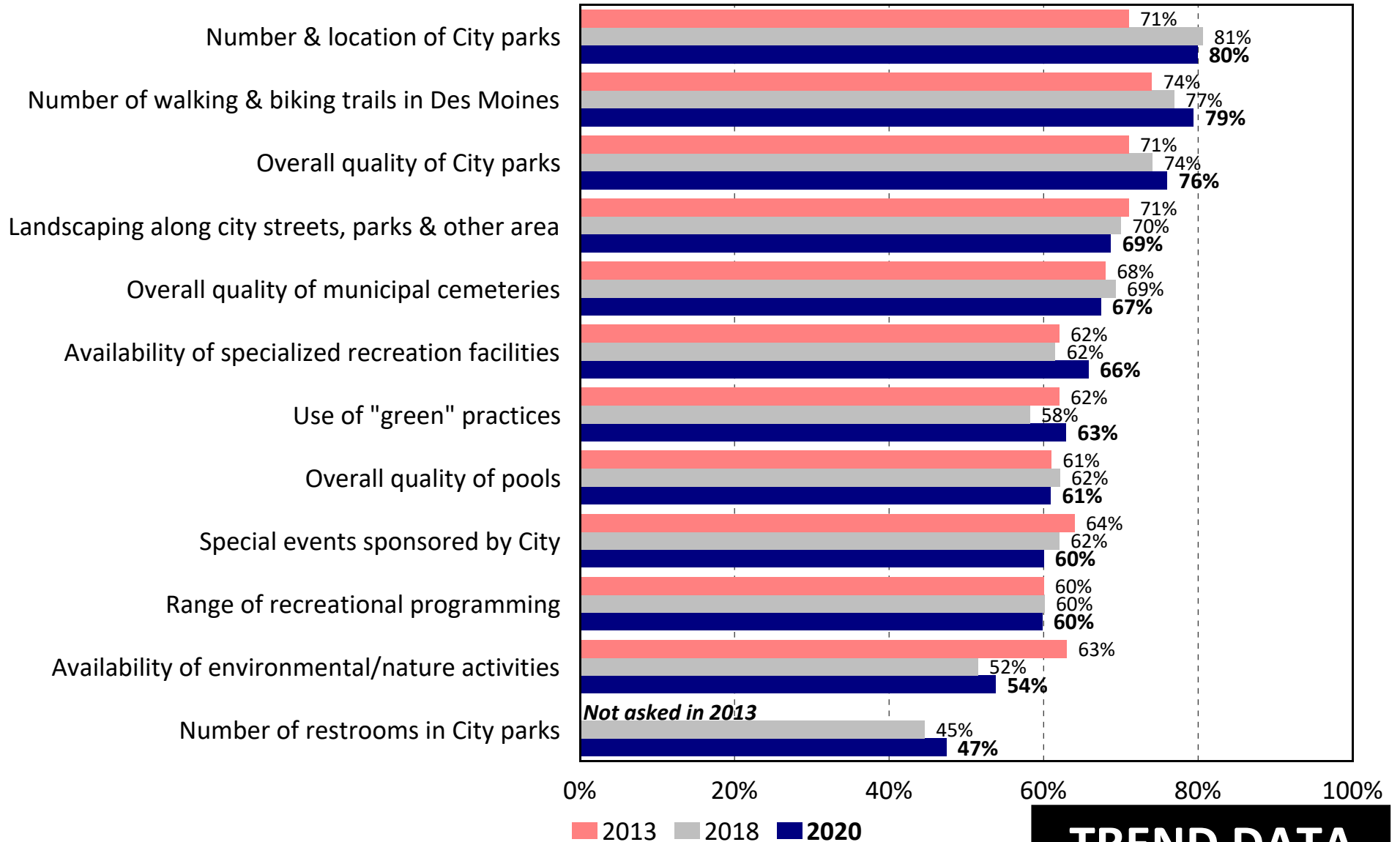
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2020)

Q12. Satisfaction with Parks and Recreation 2013, 2018 & 2020

by percentage of respondents who were "very satisfied" or "satisfied" (excluding don't knows)

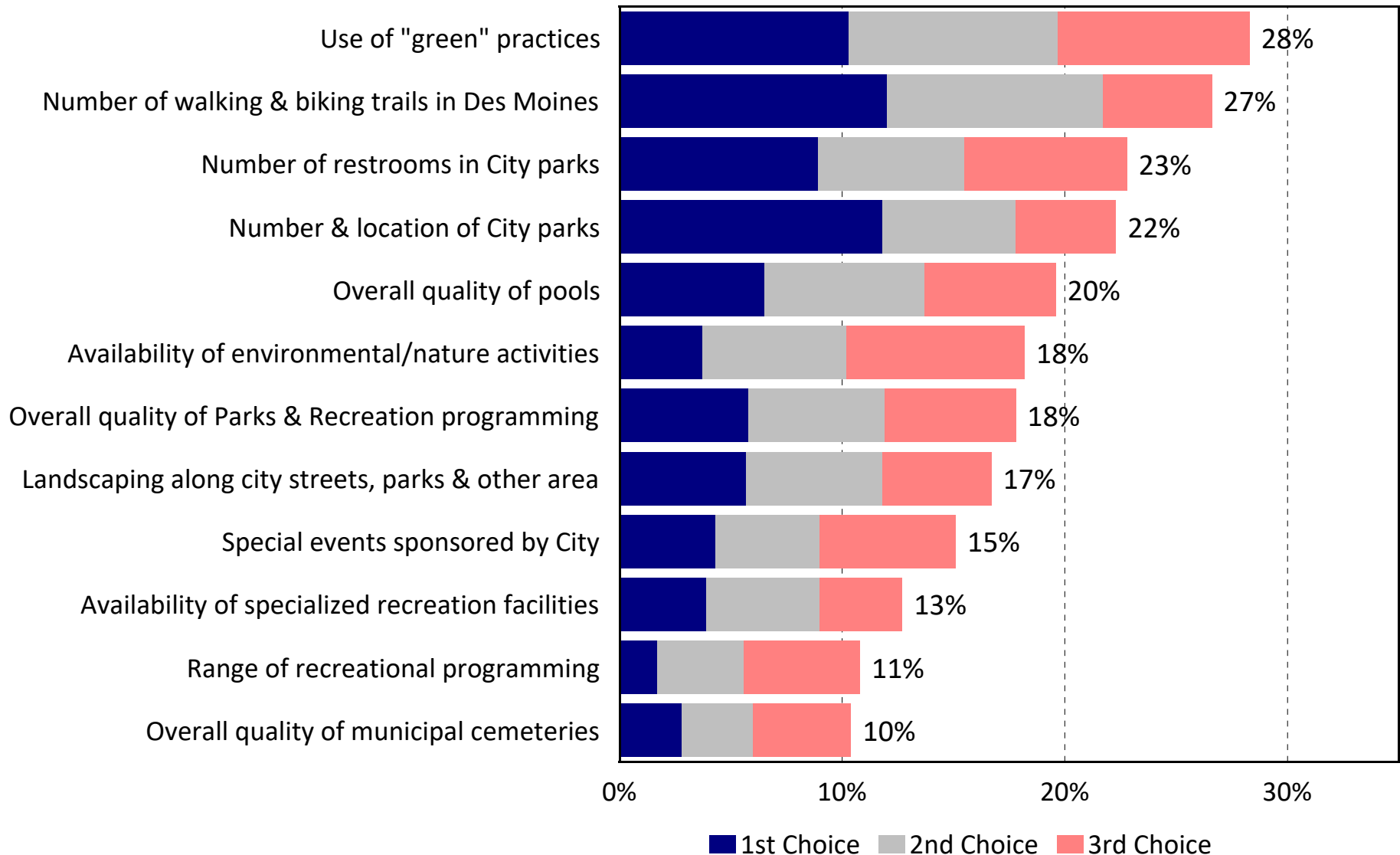


TREND DATA

Source: ETC Institute (2020)

Q13. Parks and Recreation Services That Should Receive the Most Emphasis Over the Next Two Years

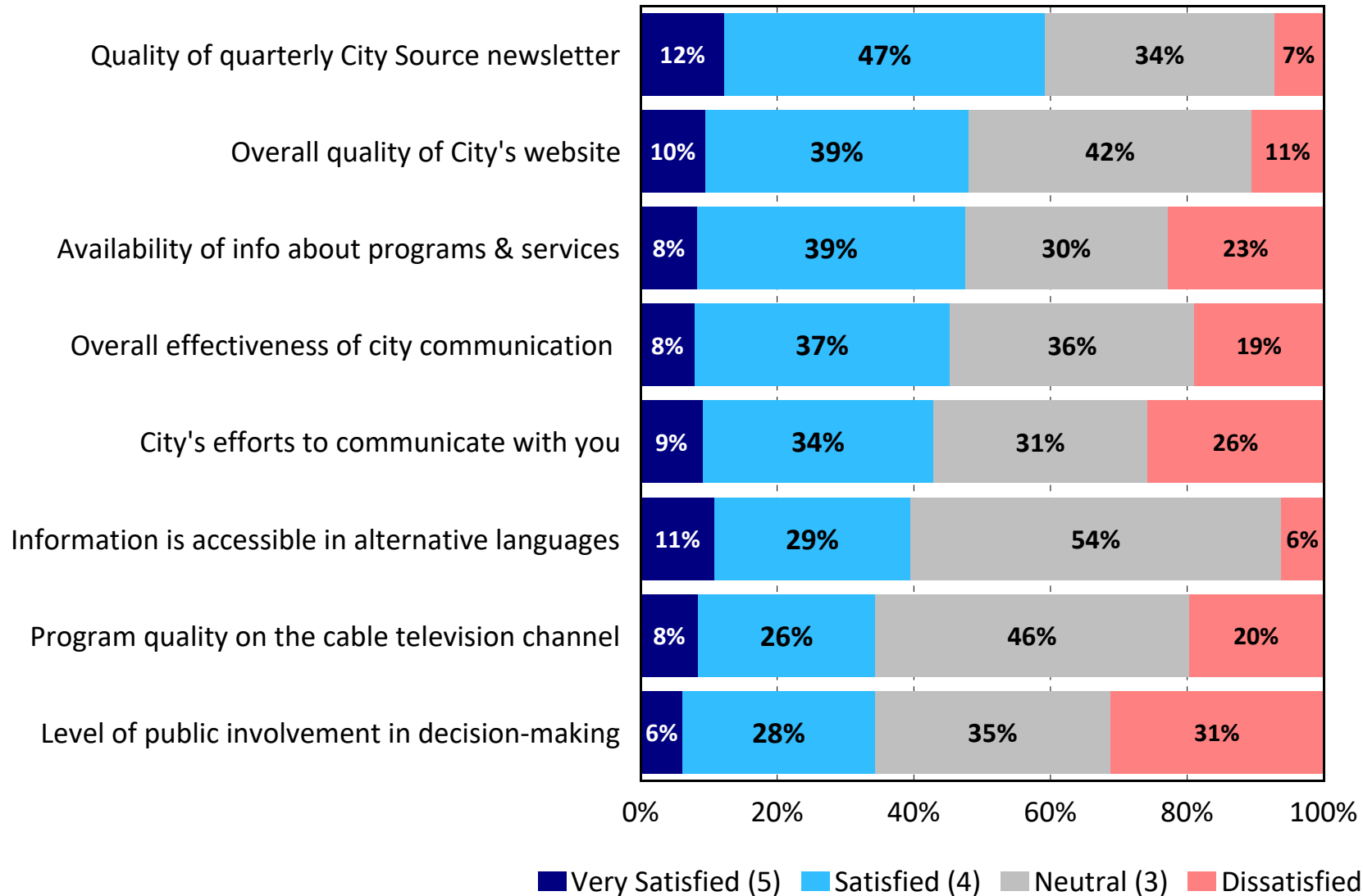
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2020)

Q14. Satisfaction with City Communications

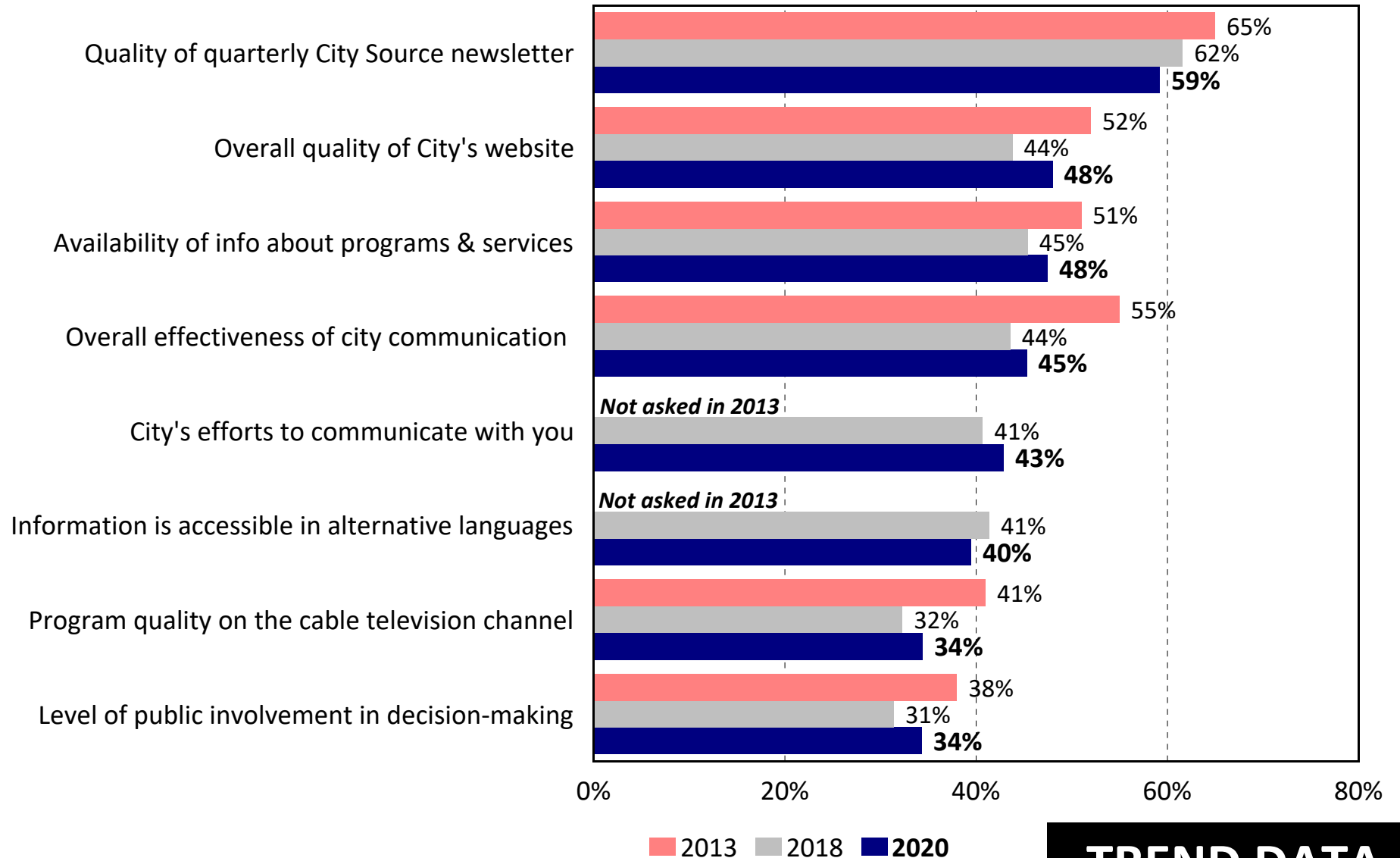
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2020)

Q14. Satisfaction with City Communications 2013, 2018 & 2020

by percentage of respondents who were "very satisfied" or "satisfied" (excluding don't knows)

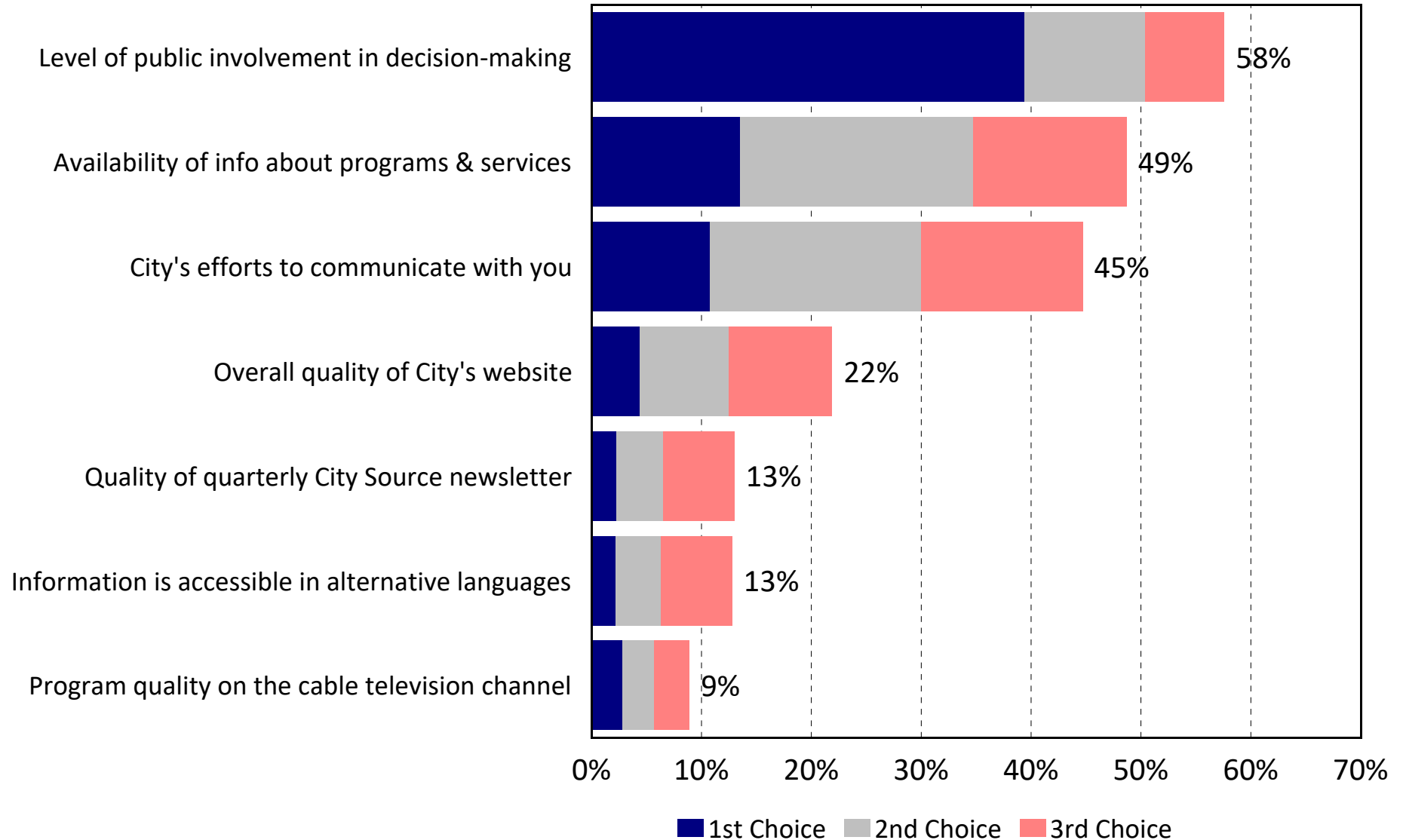


TREND DATA

Source: ETC Institute (2020)

Q15. Communication Areas That Should Receive the Most Emphasis Over the Next Two Years

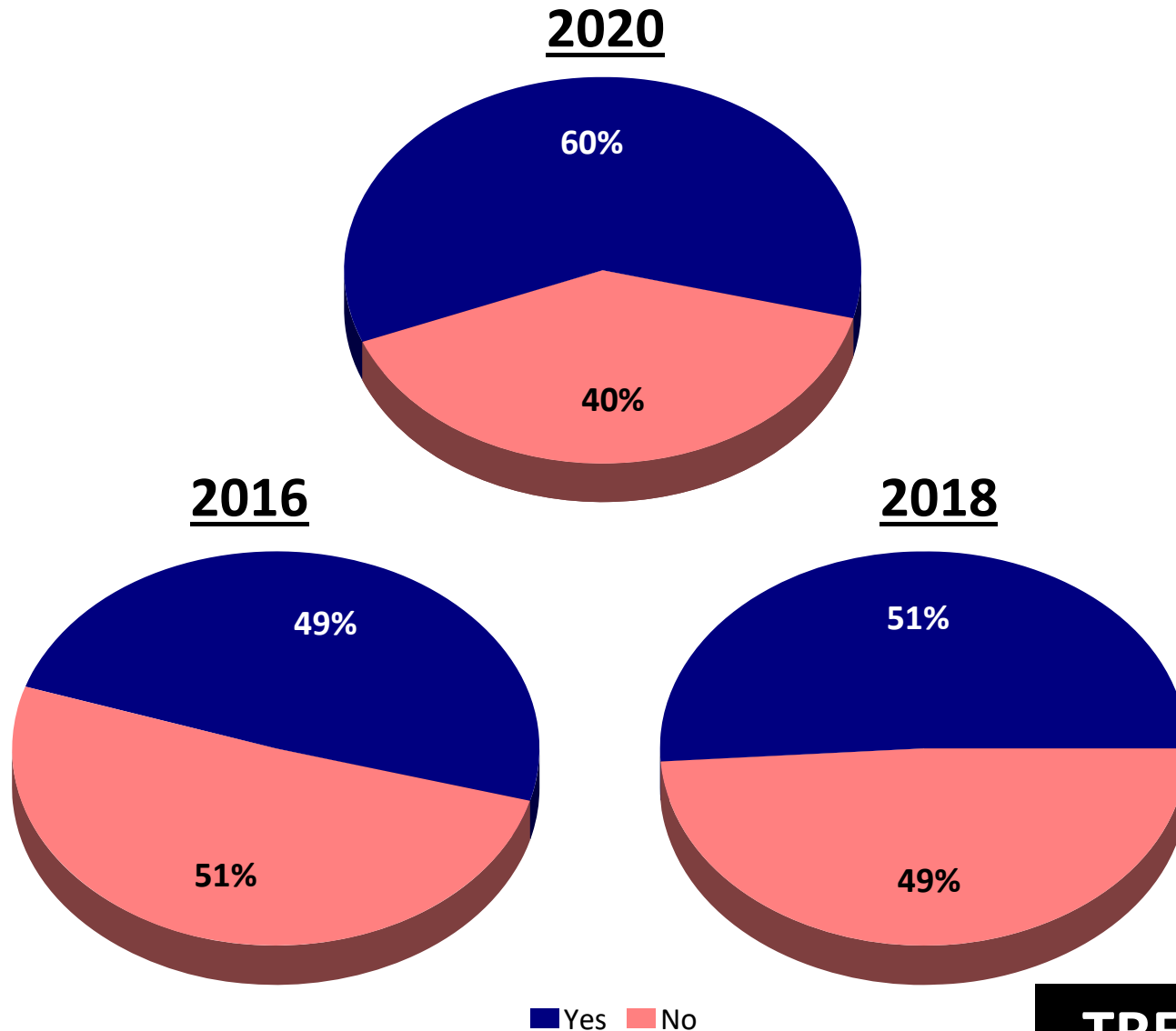
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2020)

Q16. Have you used the City of Des Moines website in the past year?

by percentage of respondents



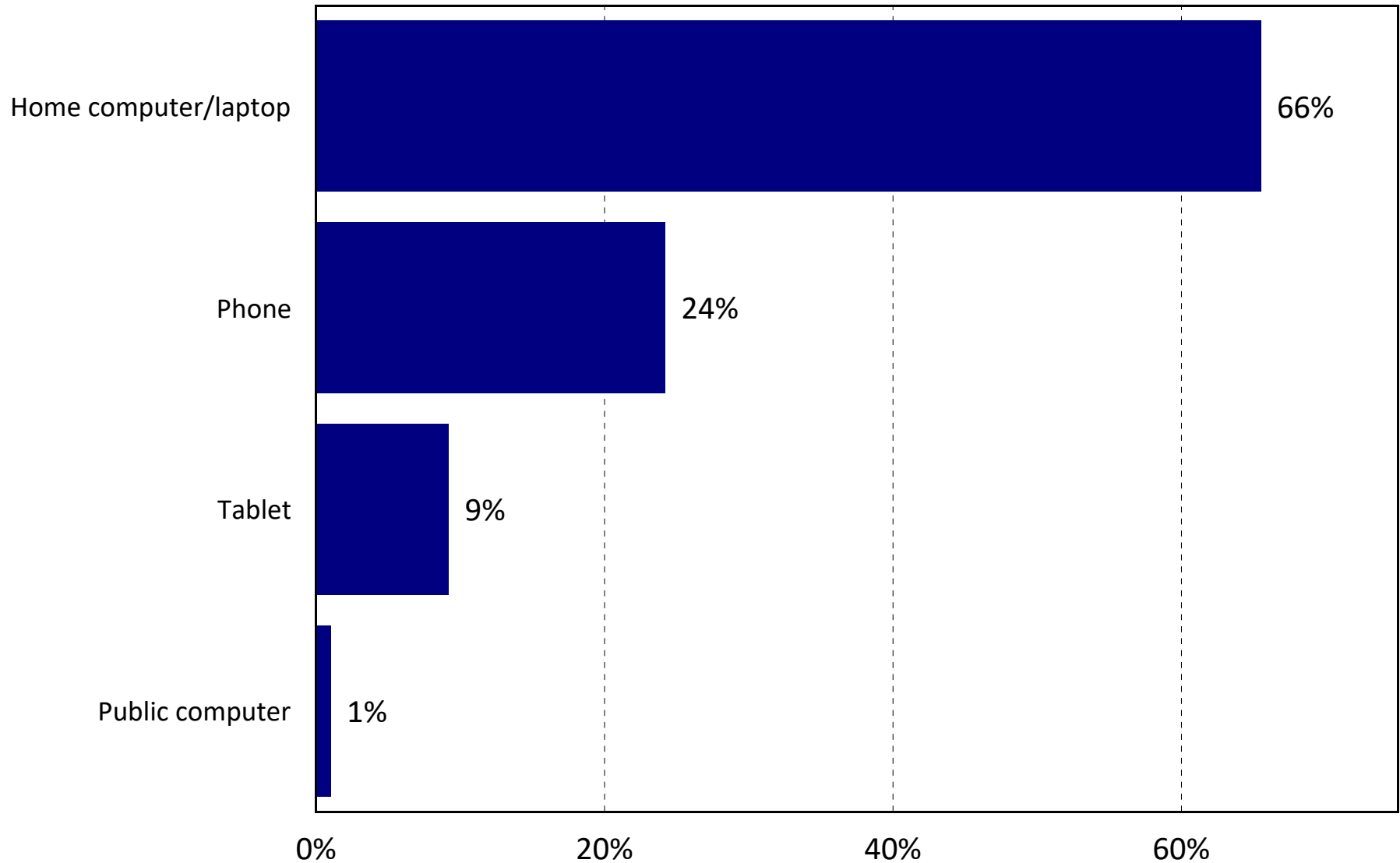
Source: ETC Institute (2020)

ETC Institute (2020)

TREND DATA

Q16a. How did you access the City's website?

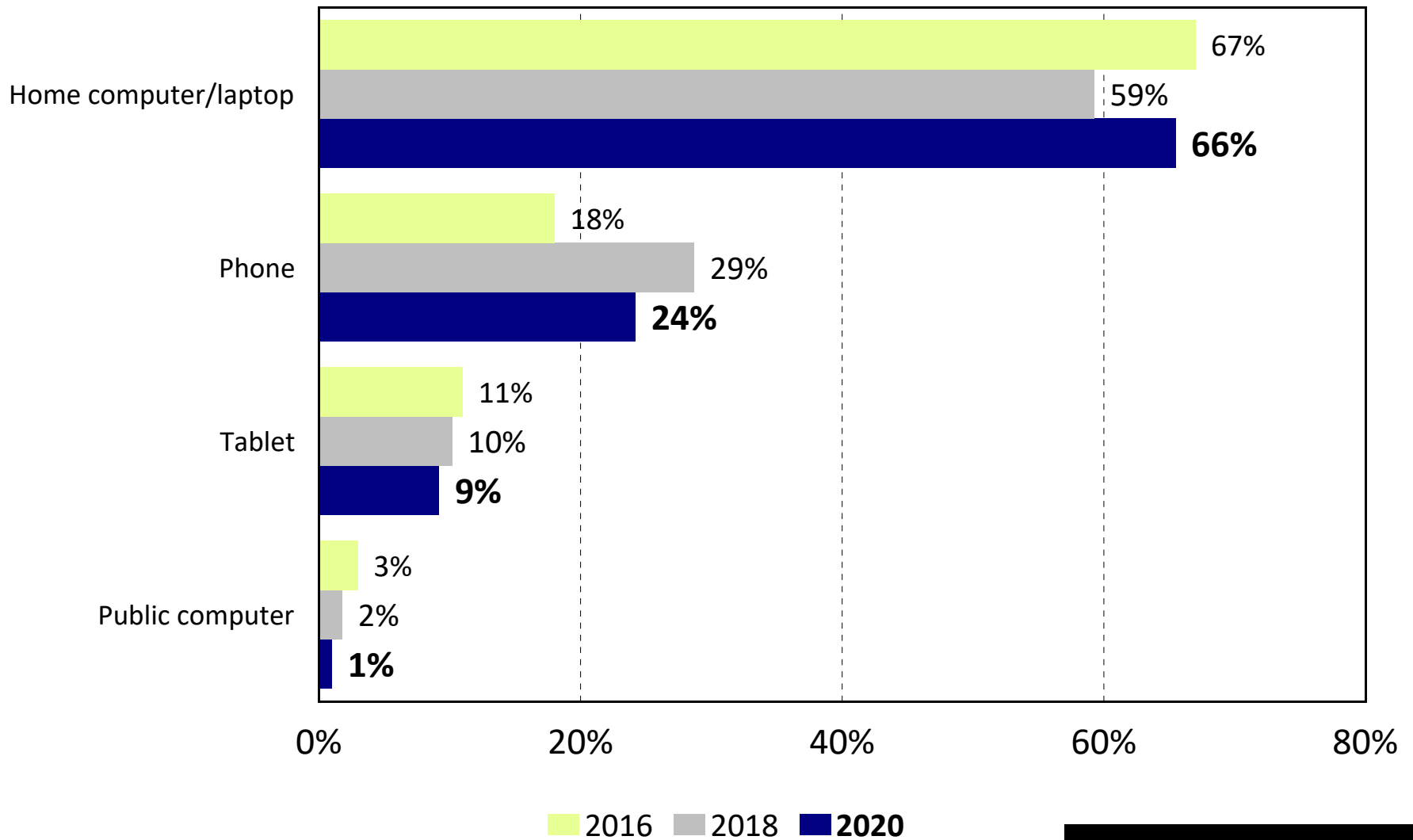
by percentage of respondents who reported they or someone in their household had used the City's website during the past year



Source: ETC Institute (2020)

Q16a. How did you access the City's website? 2016, 2018 & 2020

by percentage of respondents who reported they or someone in their household had used the City's website during the past year



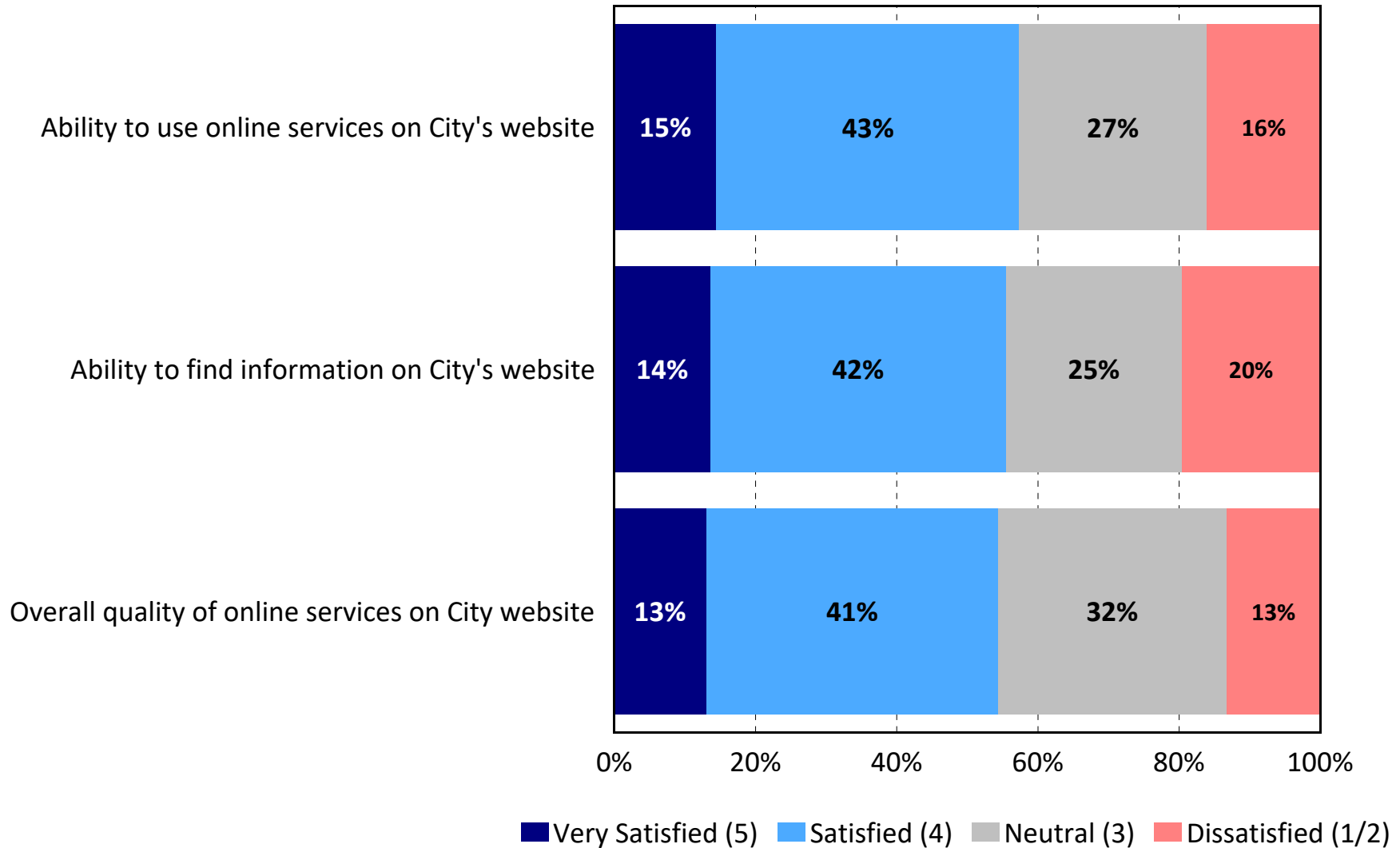
Source: ETC Institute (2020)

ETC Institute (2020)

TREND DATA

Q16b. Satisfaction with the City's Website

by percentage of respondents who reported they or someone in their household had used the City's website during the past year (excluding don't knows)

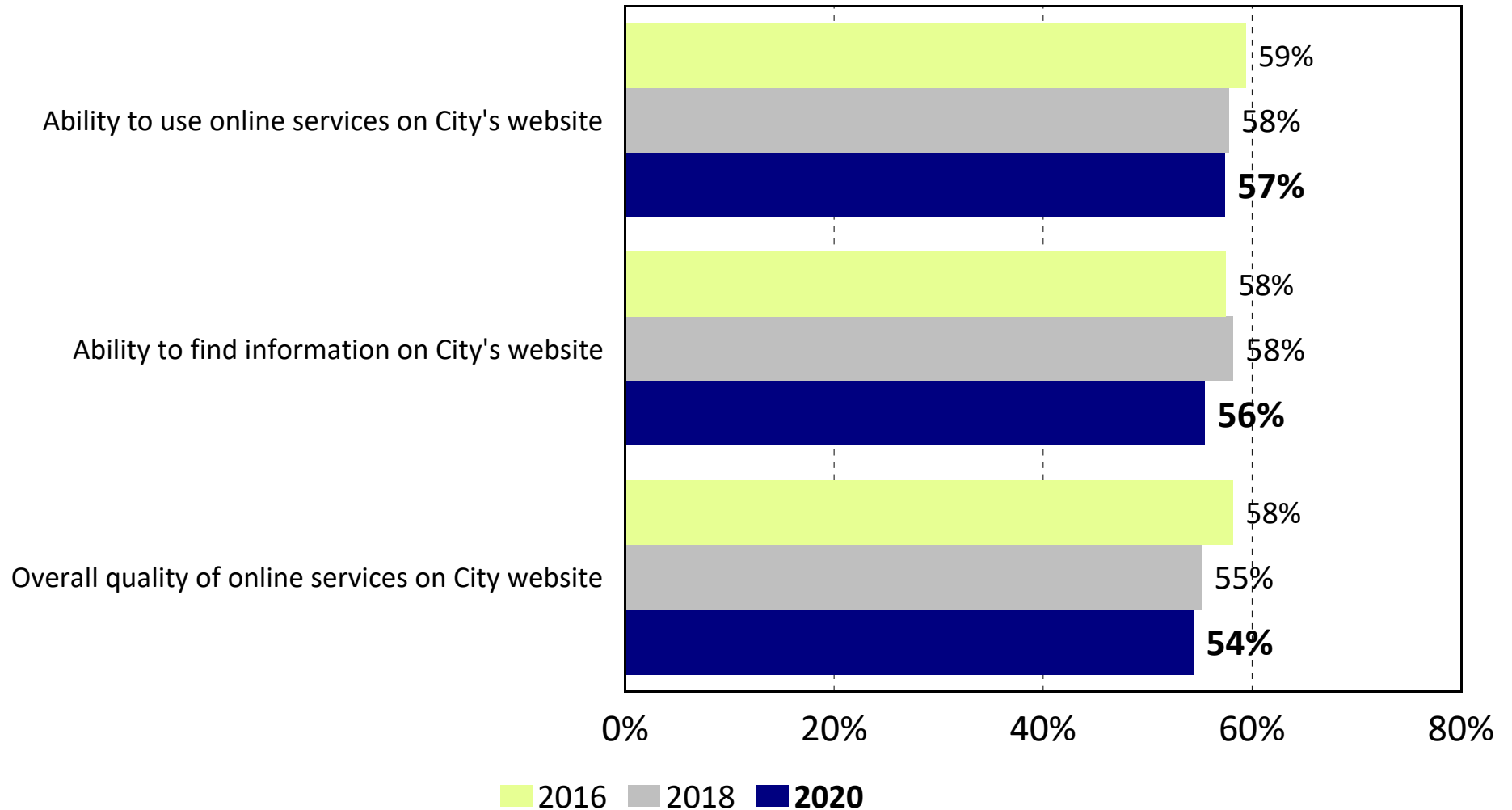


Source: ETC Institute (2020)

Q16b. Satisfaction with the City's Website

2016, 2018 & 2020

by percentage of respondents who reported they or someone in their household had used the City's website during the past year



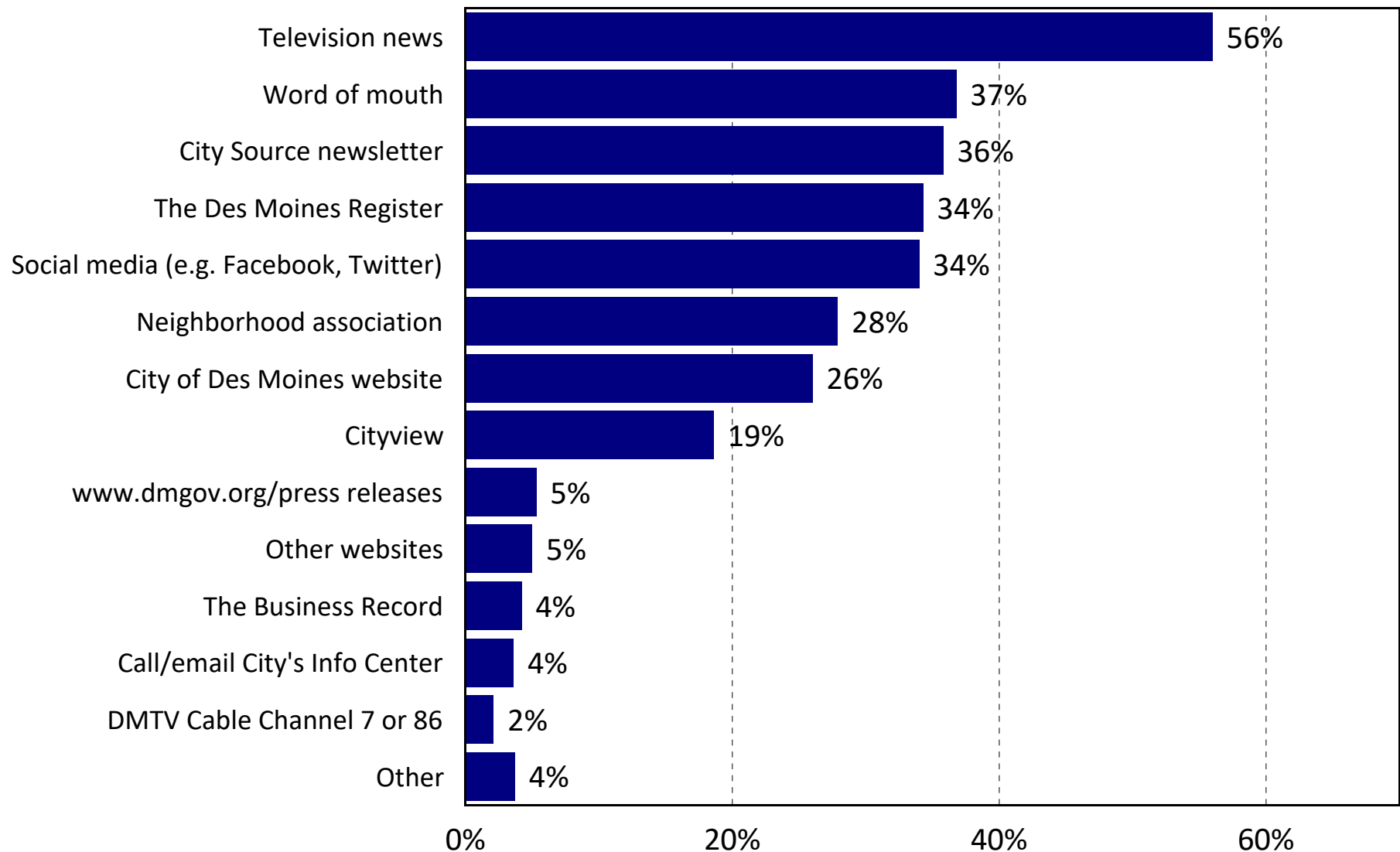
Source: ETC Institute (2020)

ETC Institute (2020)

TREND DATA

Q17. Where do you currently get news and information about city programs, services, and events?

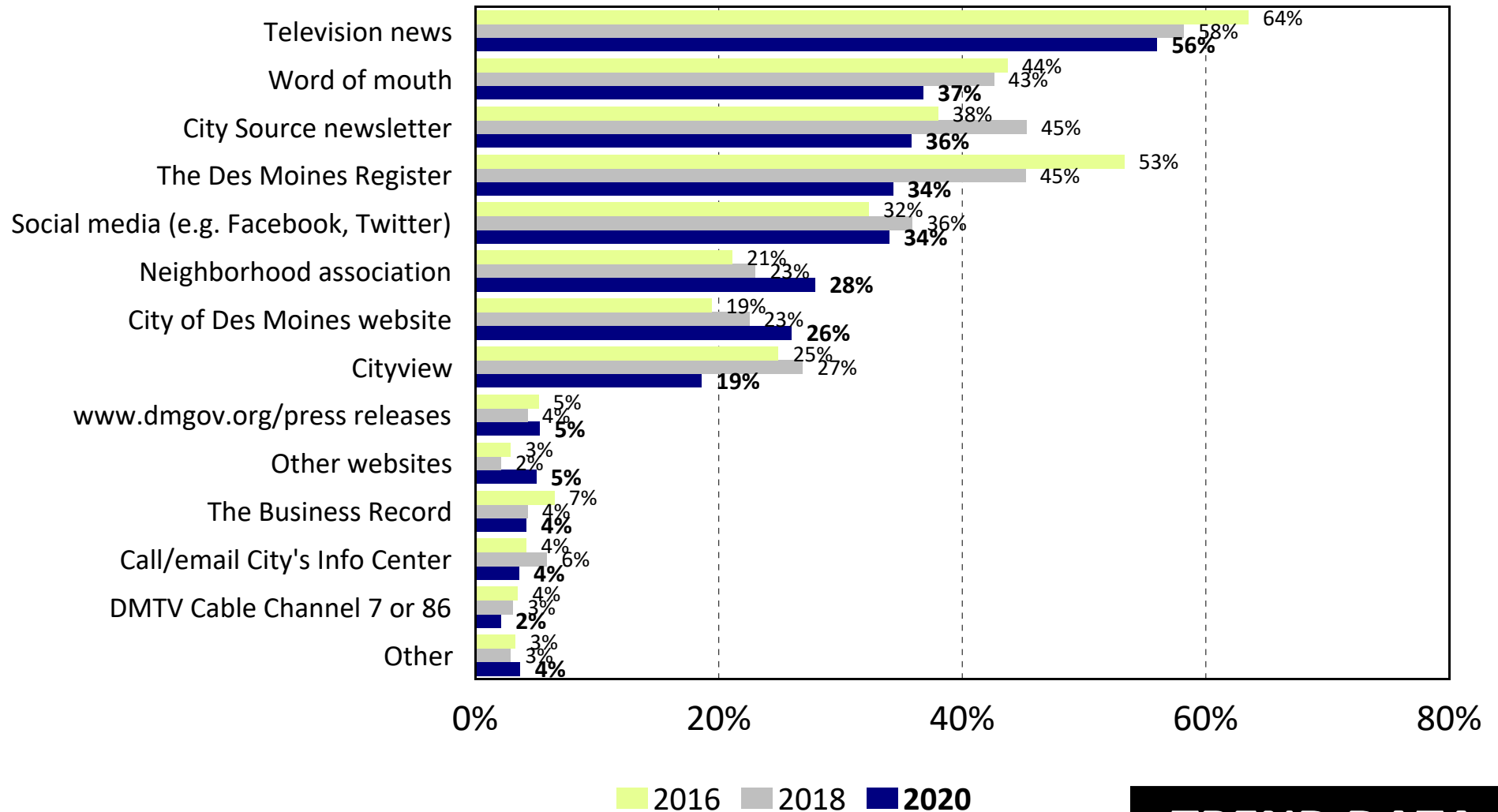
by percentage of respondents (multiple responses allowed)



Source: ETC Institute (2020)

Q17. Where do you currently get news and information about city programs, services, and events? 2016, 2018 & 2020

by percentage of respondents (multiple responses allowed)



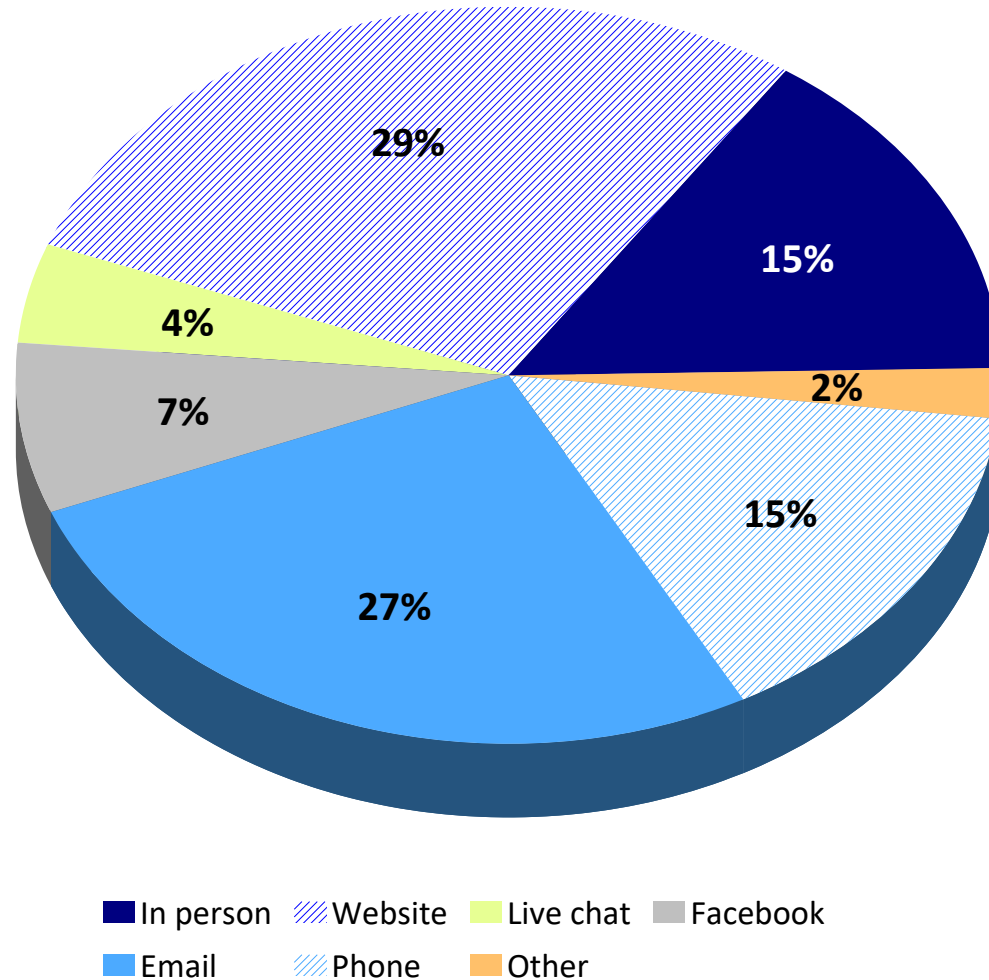
Source: ETC Institute (2020)

ETC Institute (2020)

TREND DATA

Q18. How would you prefer to interact with the City?

by percentage of respondents

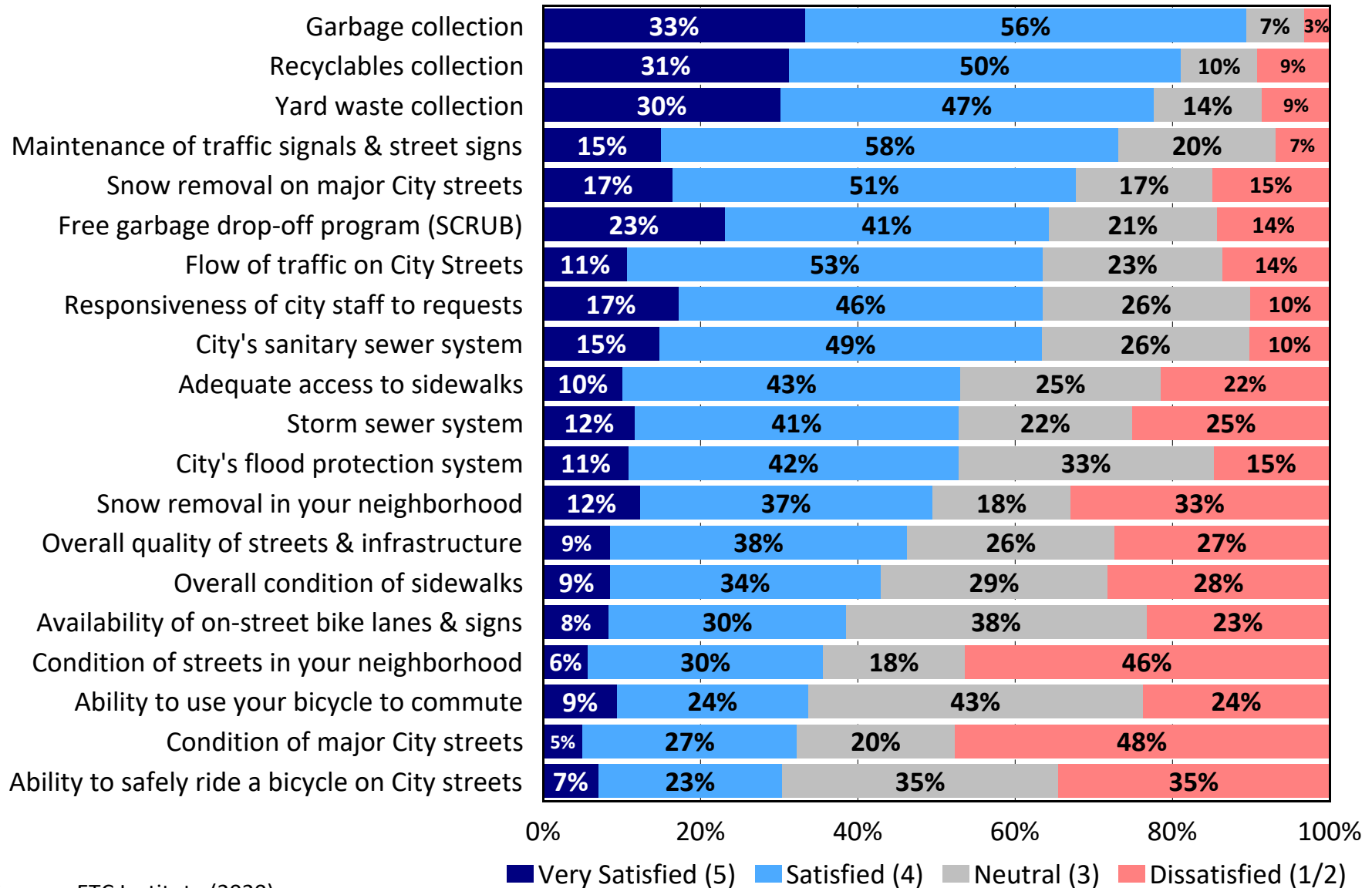


Source: ETC Institute (2020)

ETC Institute (2020)

Q19. Satisfaction with Public Works and Engineering

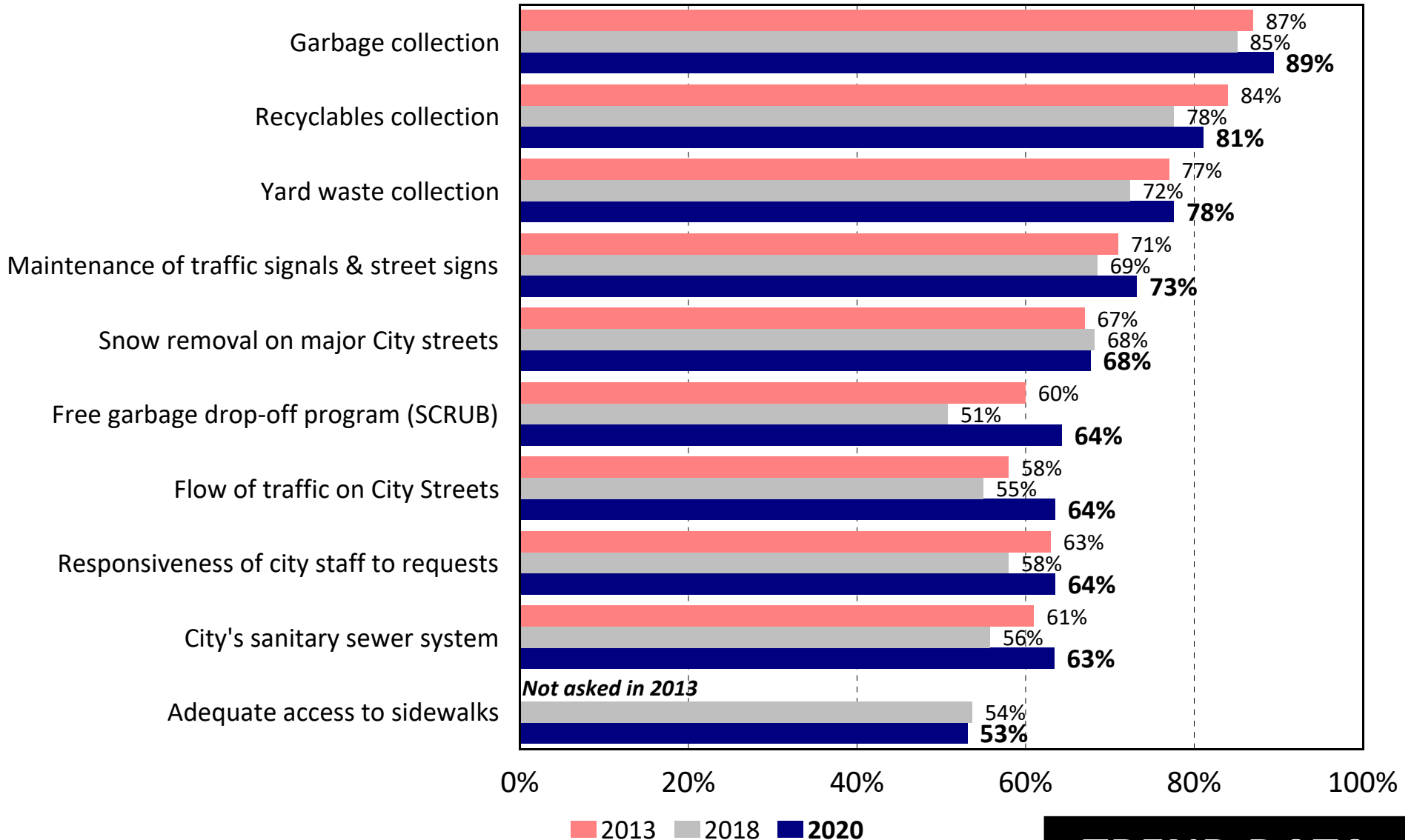
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2020)

Q19. Satisfaction with Public Works and Engineering 2013, 2018 & 2020

by percentage of respondents who were "very satisfied" or "satisfied" (excluding don't knows)

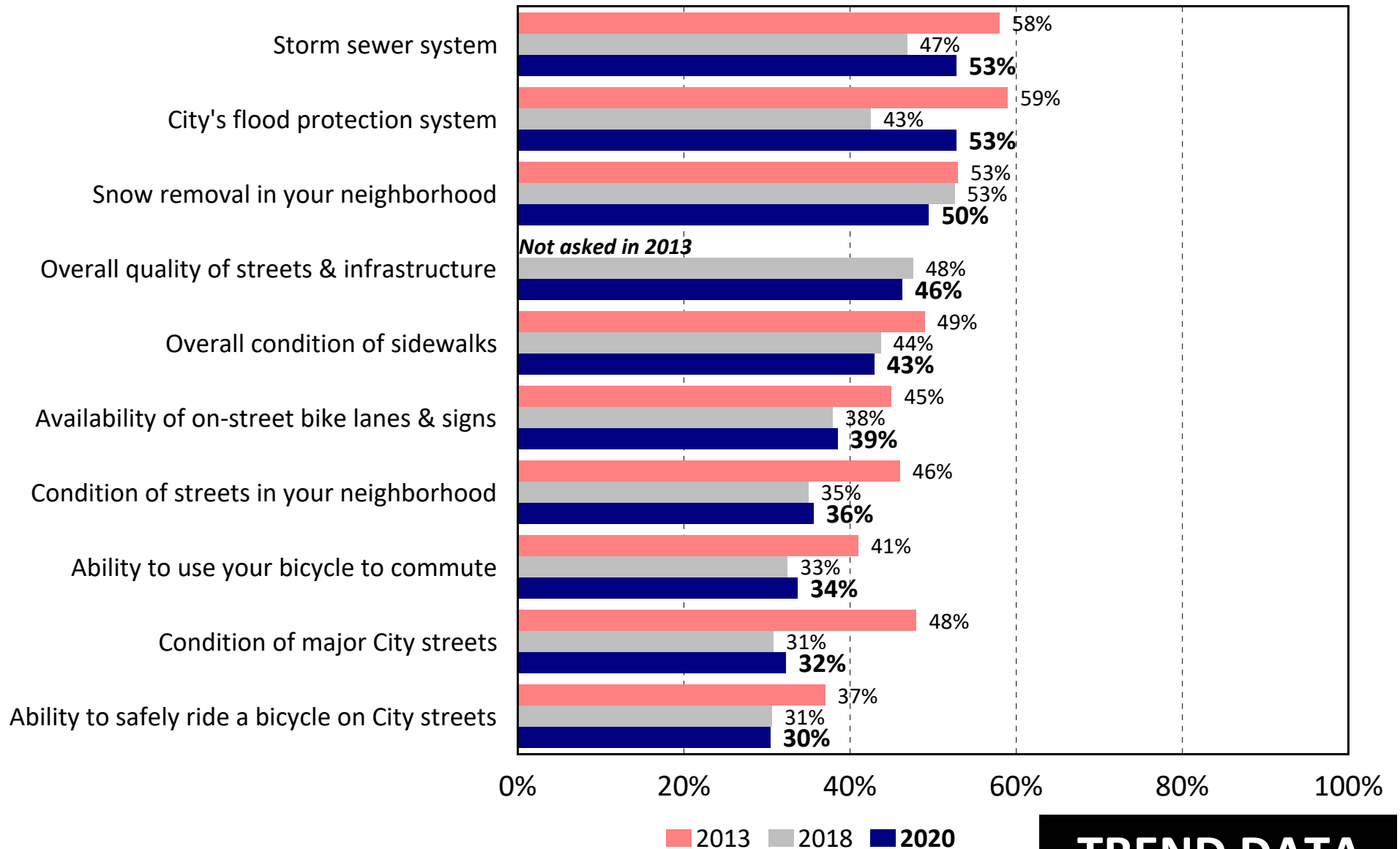


TREND DATA

Source: ETC Institute (2020)

Q19. Satisfaction with Public Works and Engineering 2013, 2018 & 2020 (Continued)

by percentage of respondents who were "very satisfied" or "satisfied" (excluding don't knows)



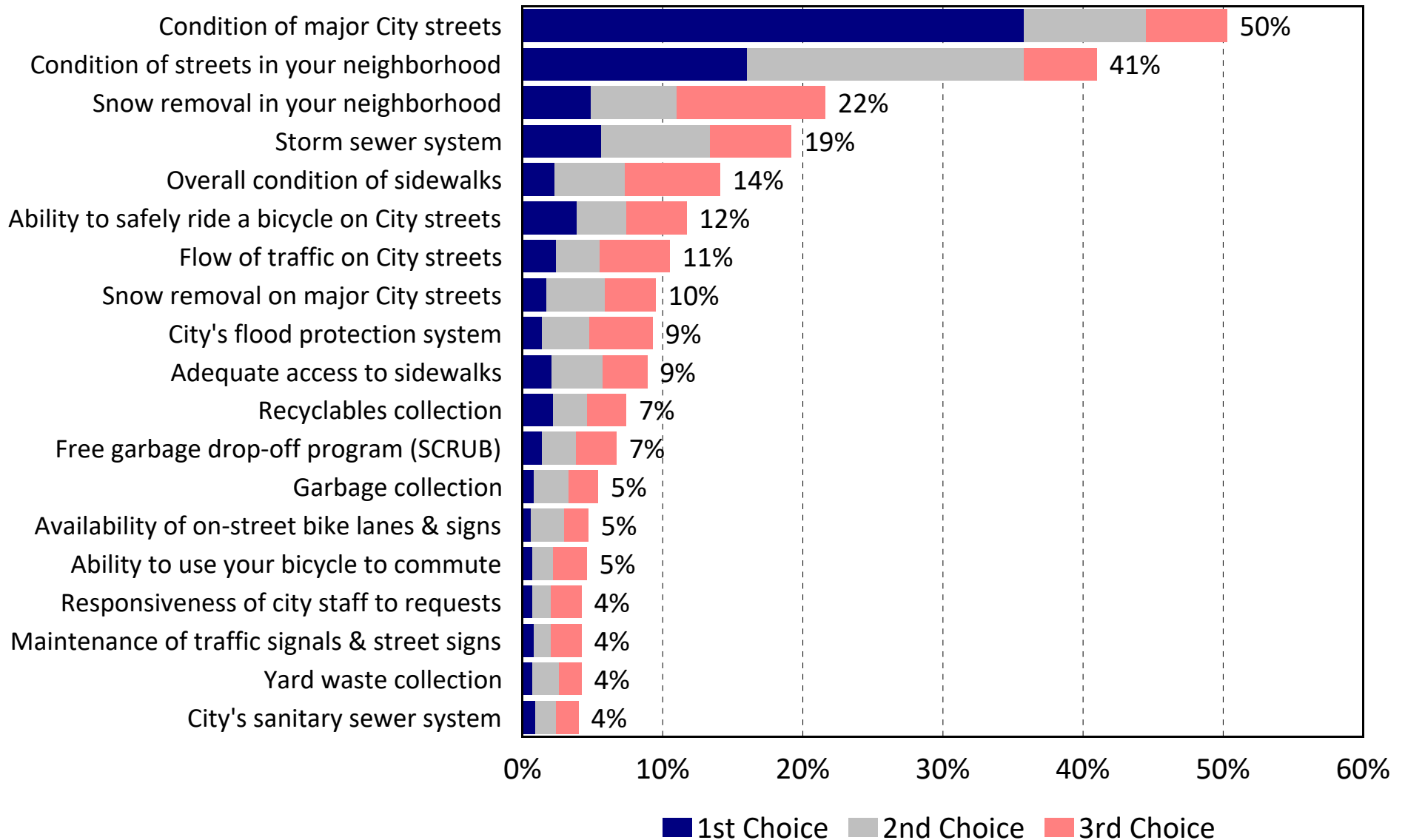
Source: ETC Institute (2020)

ETC Institute (2020)

TREND DATA

Q20. Public Works and Engineering Services That Should Receive the Most Emphasis Over the Next Two Years

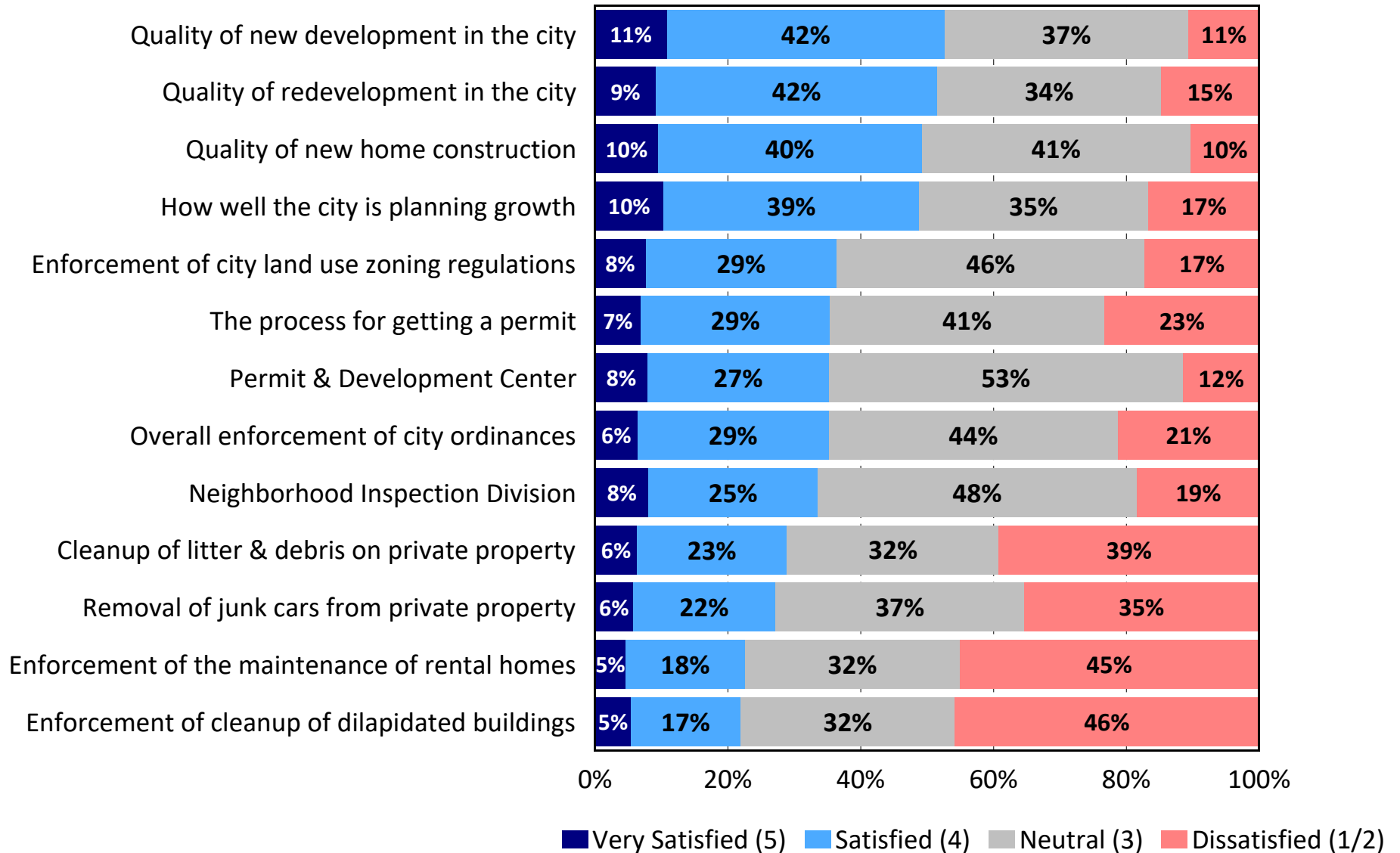
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2020)

Q21. Satisfaction with Items That Influence Community Development

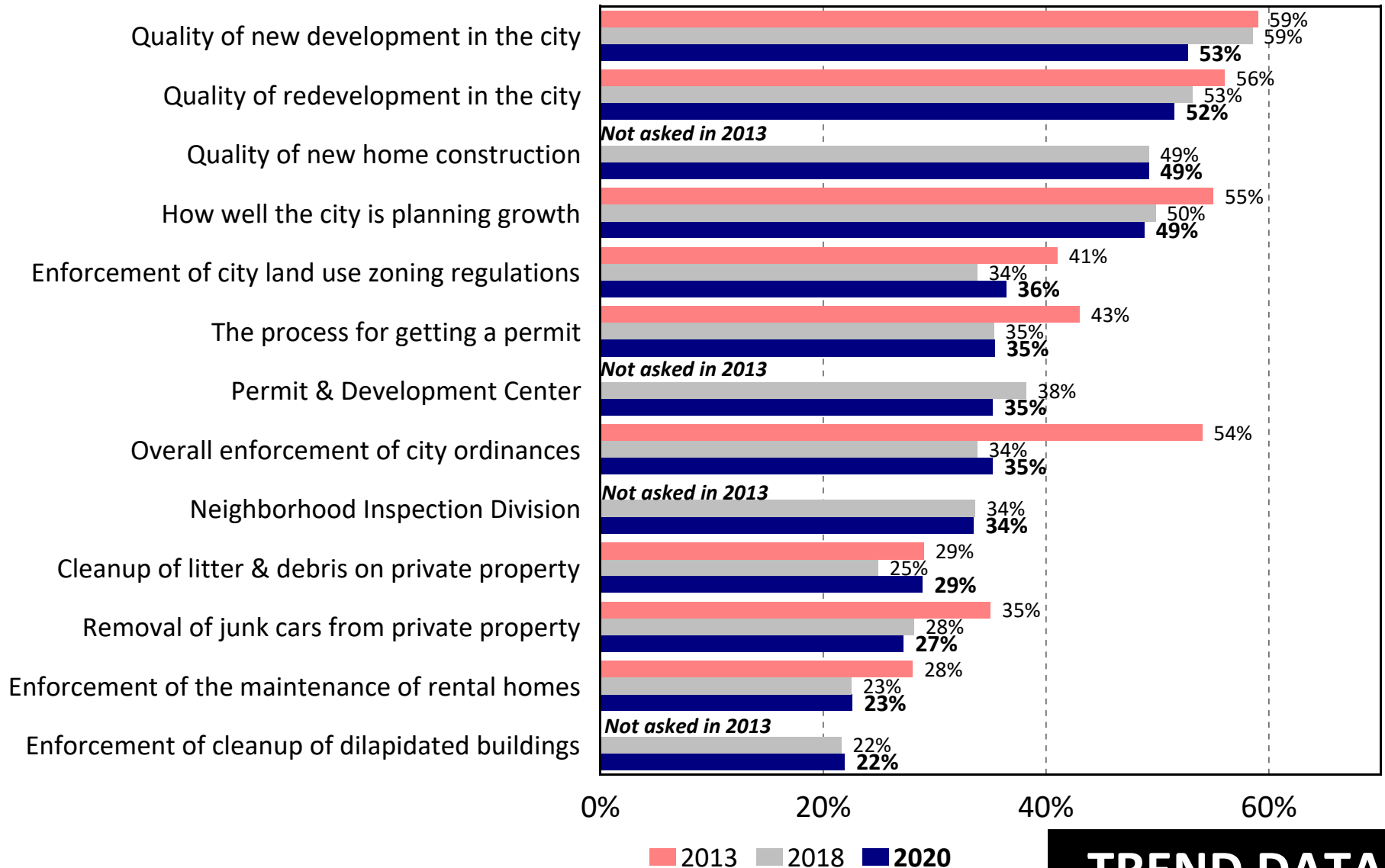
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2020)

Q21. Satisfaction with Items That Influence Community Development - 2013, 2016 and 2018

by percentage of respondents who were "very satisfied" or "satisfied" (excluding don't knows)

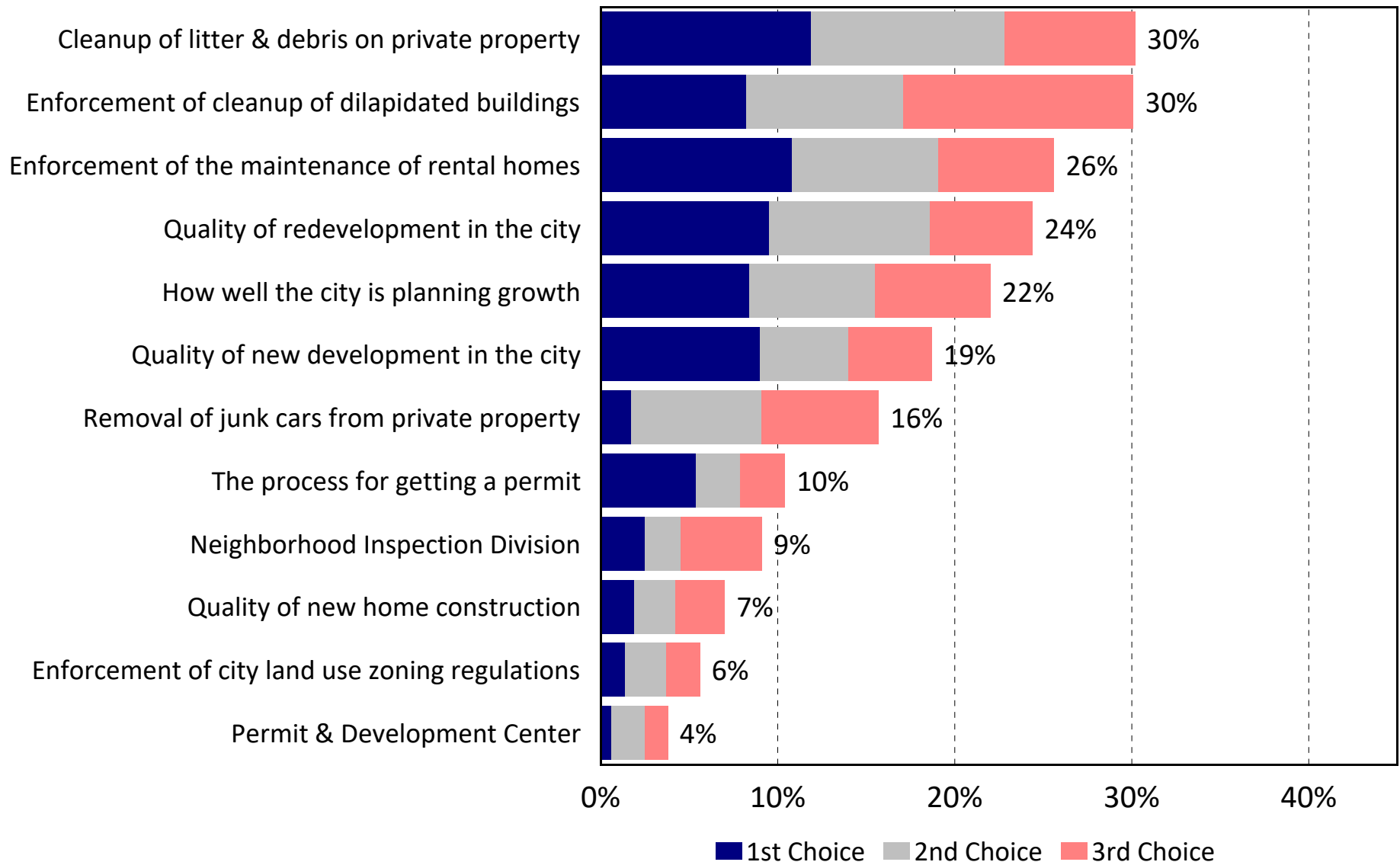


TREND DATA

Source: ETC Institute (2020)

Q22. Community Development Services That Should Receive the Most Emphasis Over the Next Two Years

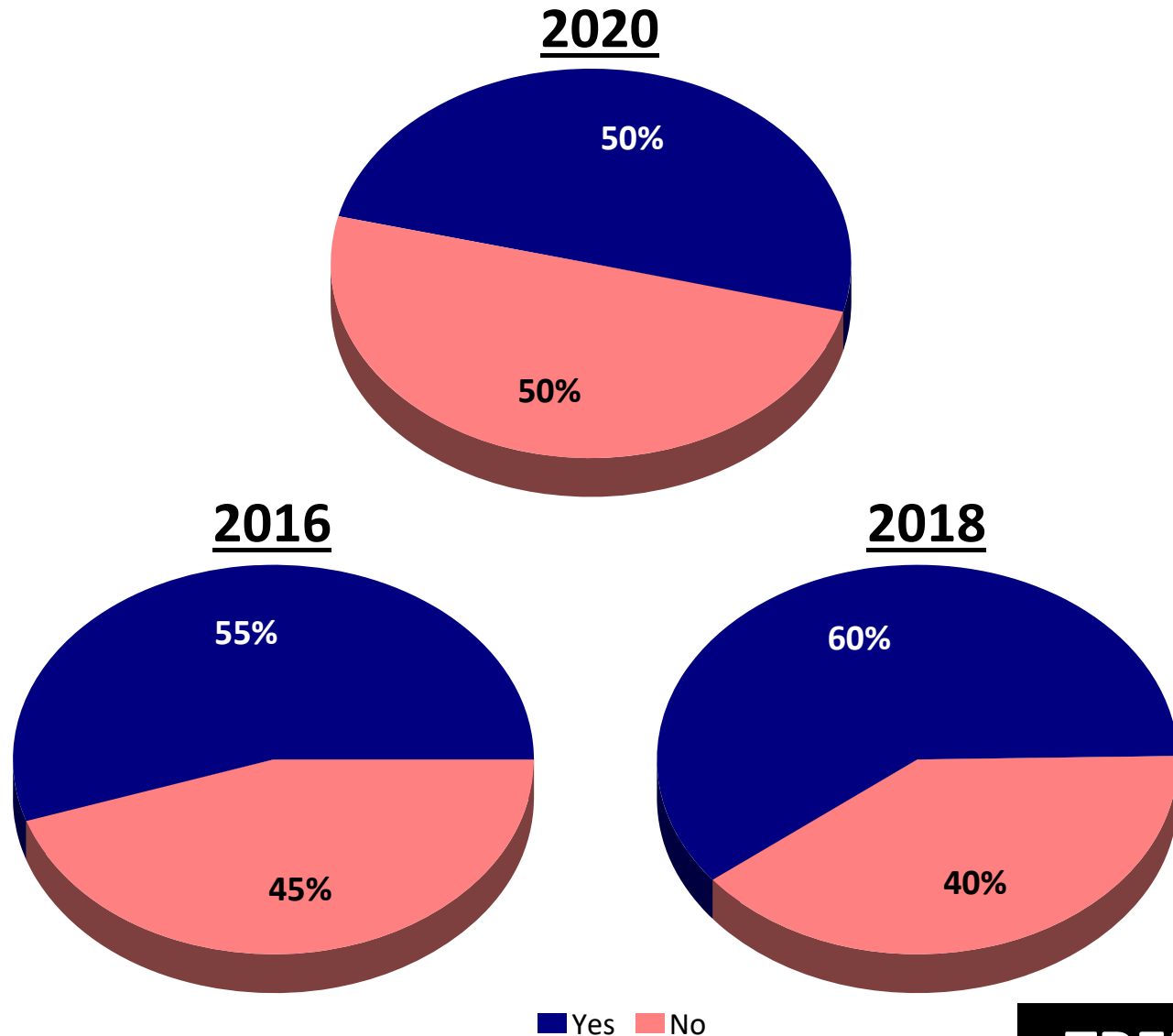
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2020)

Q23. Have you or other members of your household used a Des Moines Library in the past year?

by percentage of respondents



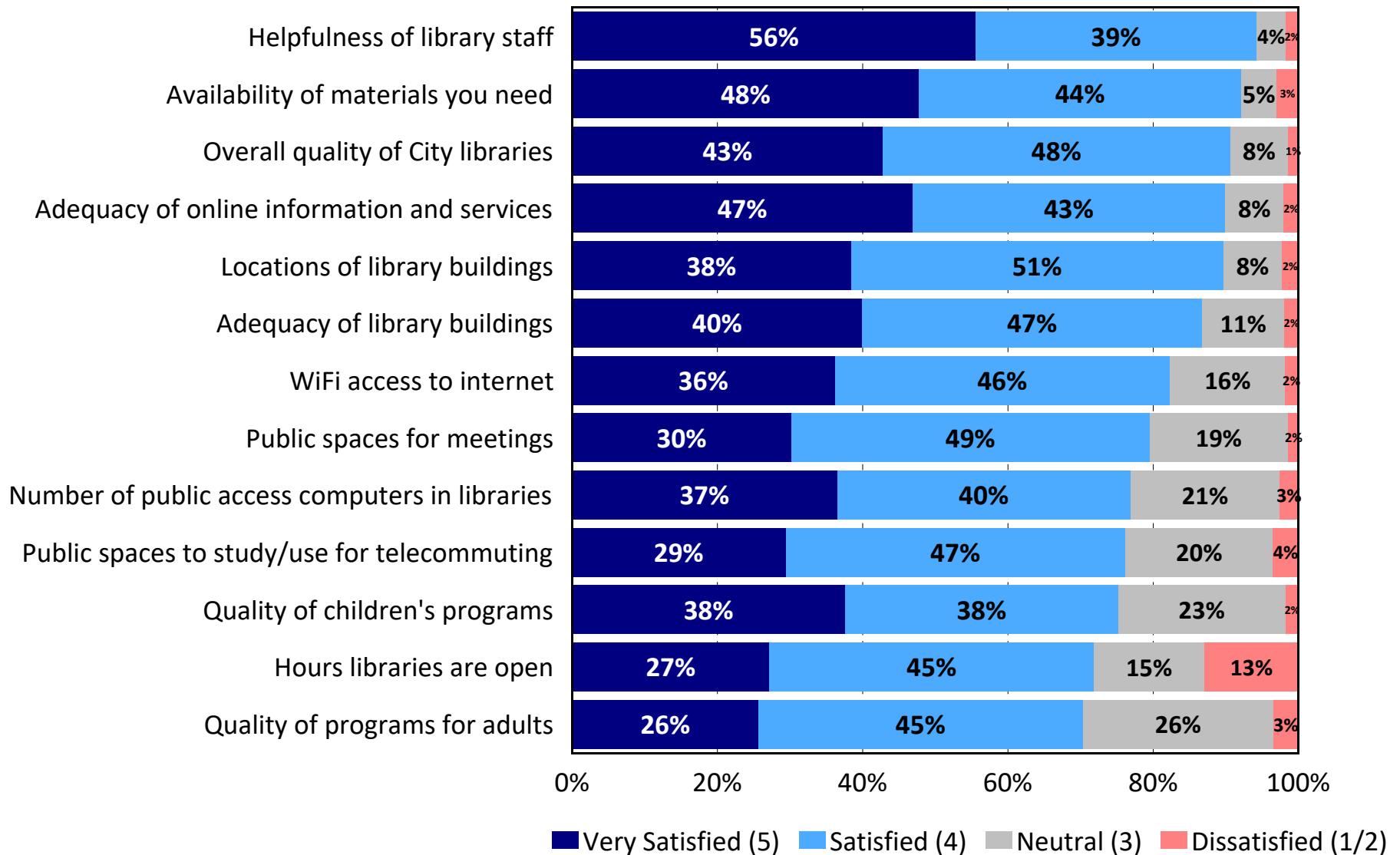
Source: ETC Institute (2020)

ETC Institute (2020)

TREND DATA

Q23a. Satisfaction with City Libraries

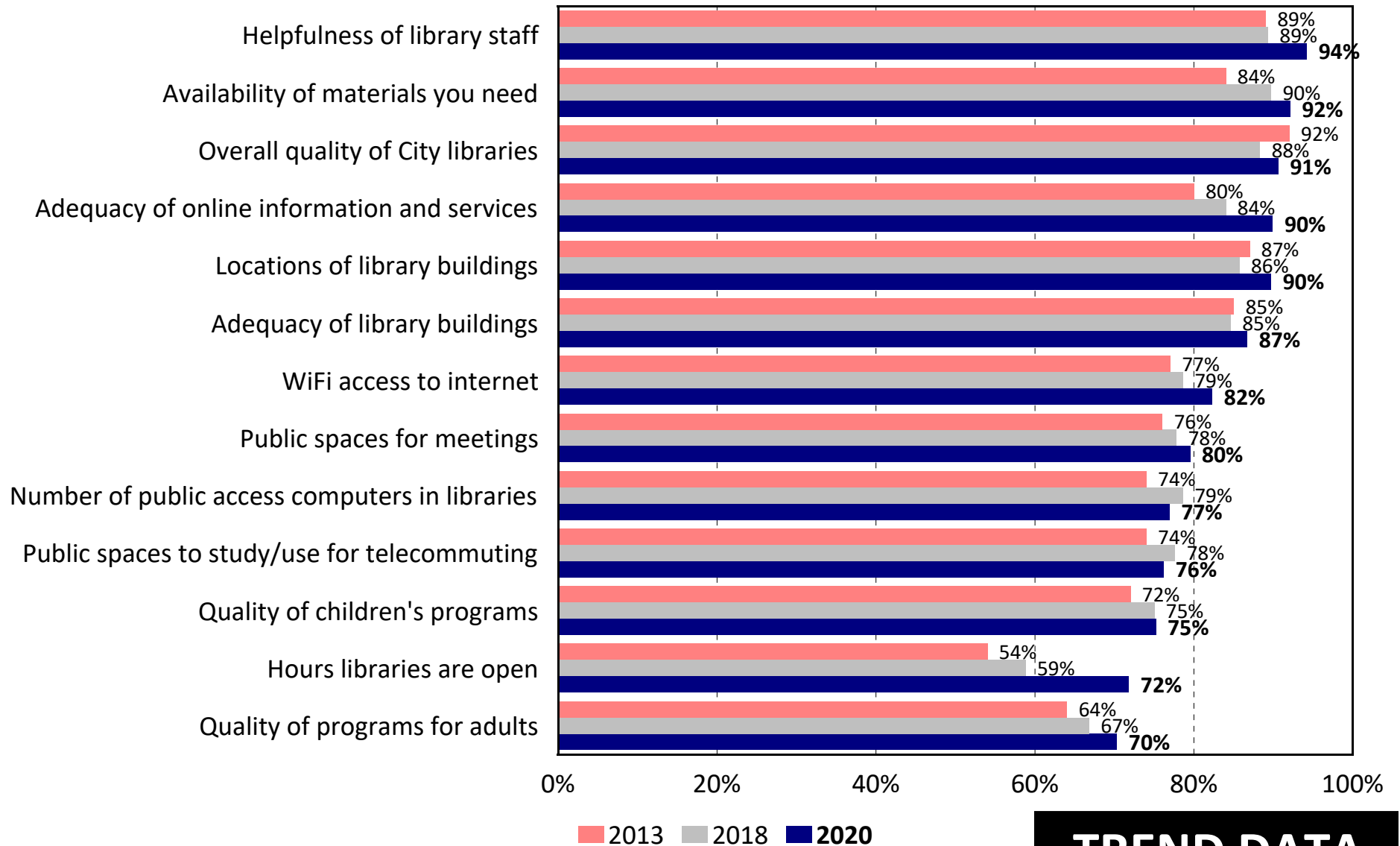
by percentage of respondents (excluding don't knows)



Source: ETC Institute (2020)

Q23a. Satisfaction with City Libraries 2013, 2018 & 2020

by percentage of respondents who were "very satisfied" or "satisfied" (excluding don't knows)



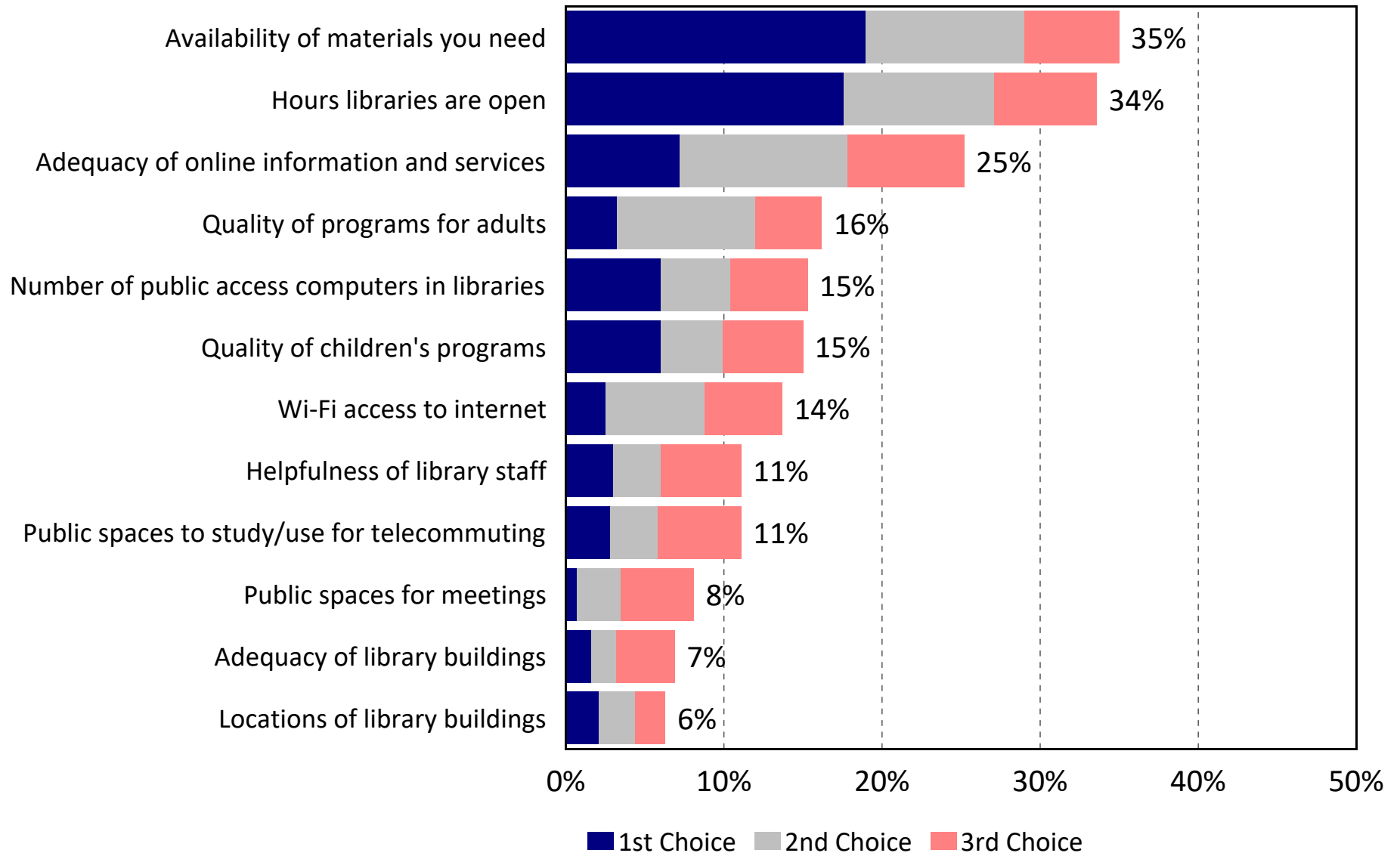
Source: ETC Institute (2020)

ETC Institute (2020)

TREND DATA

Q23b. Library Services That Should Receive the Most Emphasis Over the Next Two Years

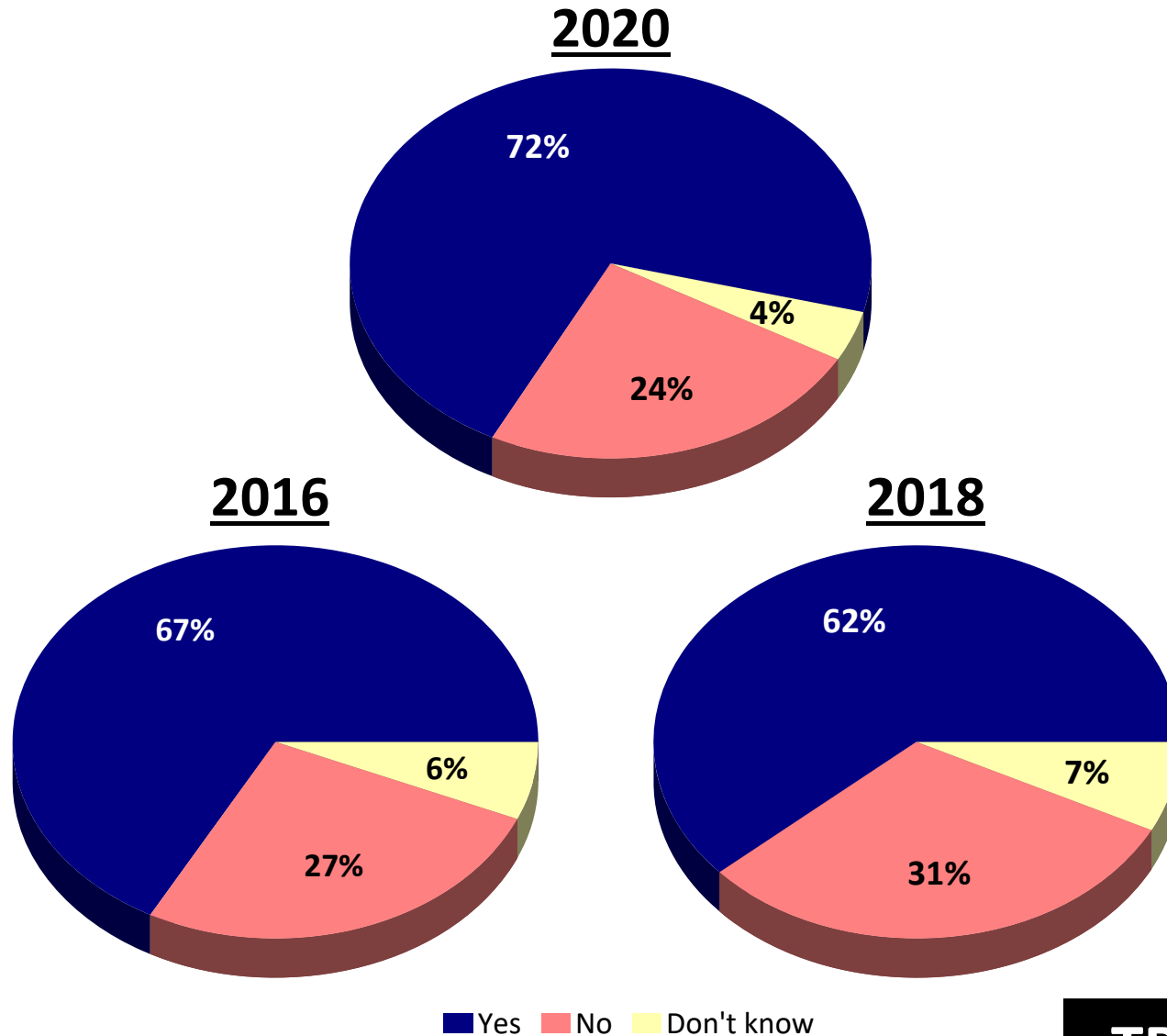
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (2020)

Q24. Are you satisfied with the appearance of private property in your neighborhood?

by percentage of respondents



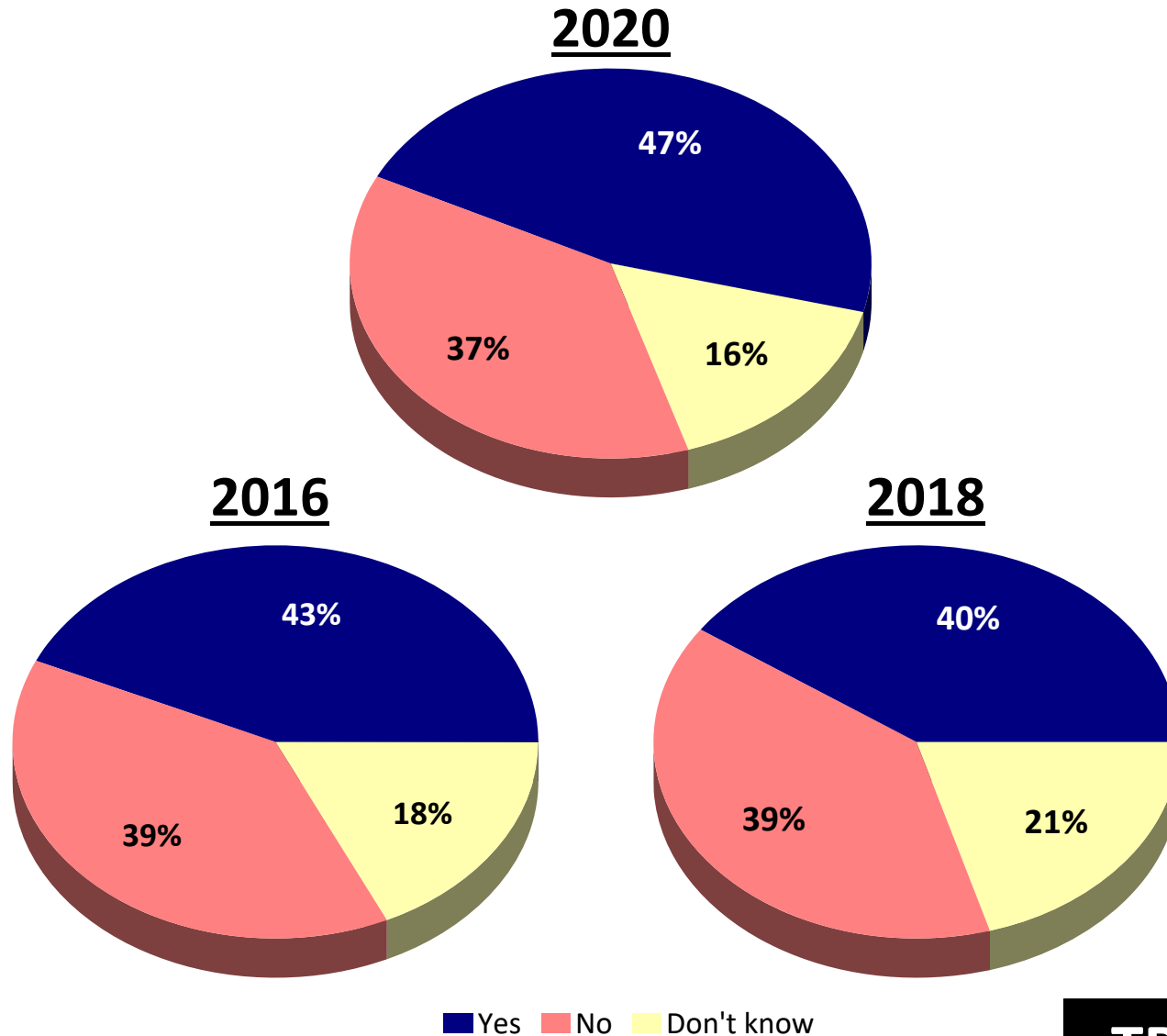
Source: ETC Institute (2020)

ETC Institute (2020)

TREND DATA

Q25. Has your neighborhood improved over the past five years?

by percentage of respondents



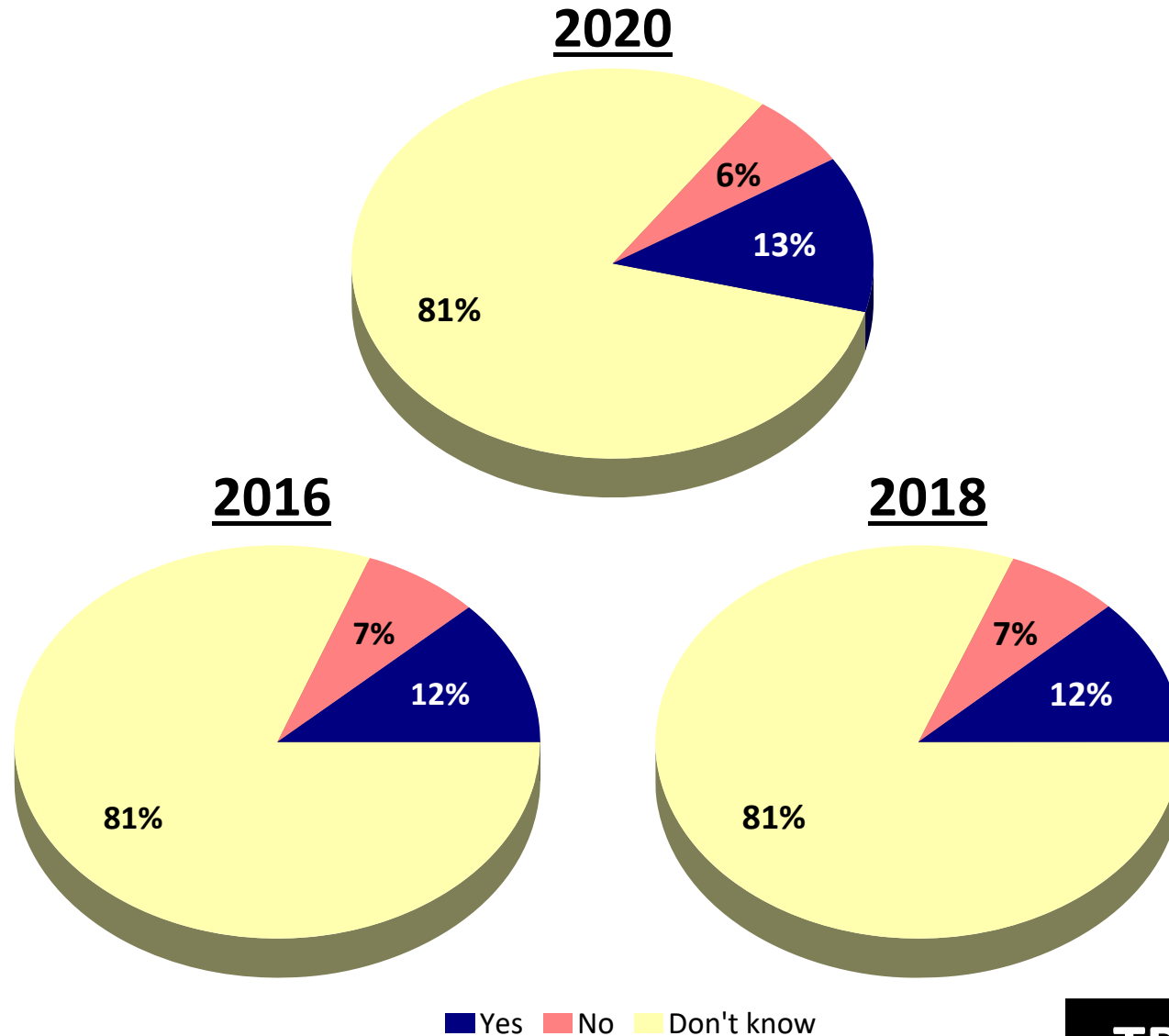
Source: ETC Institute (2020)

ETC Institute (2020)

TREND DATA

Q26. Do you currently live within the boundaries of a Neighborhood Based Service Delivery (NBSD) Area?

by percentage of respondents



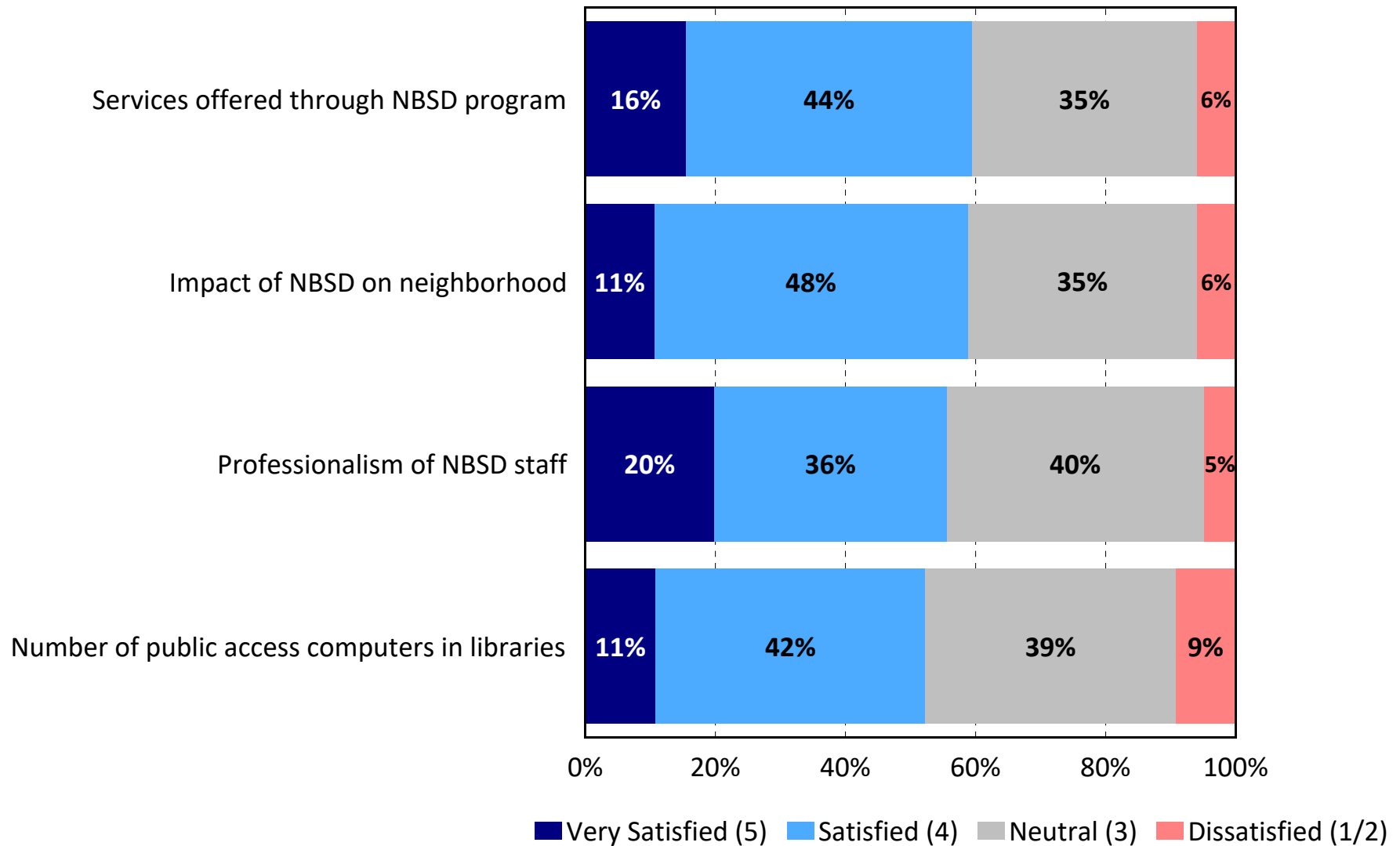
Source: ETC Institute (2020)

ETC Institute (2020)

TREND DATA

Q26a. Satisfaction with the Neighborhood Based Service Delivery (NBSD) Program

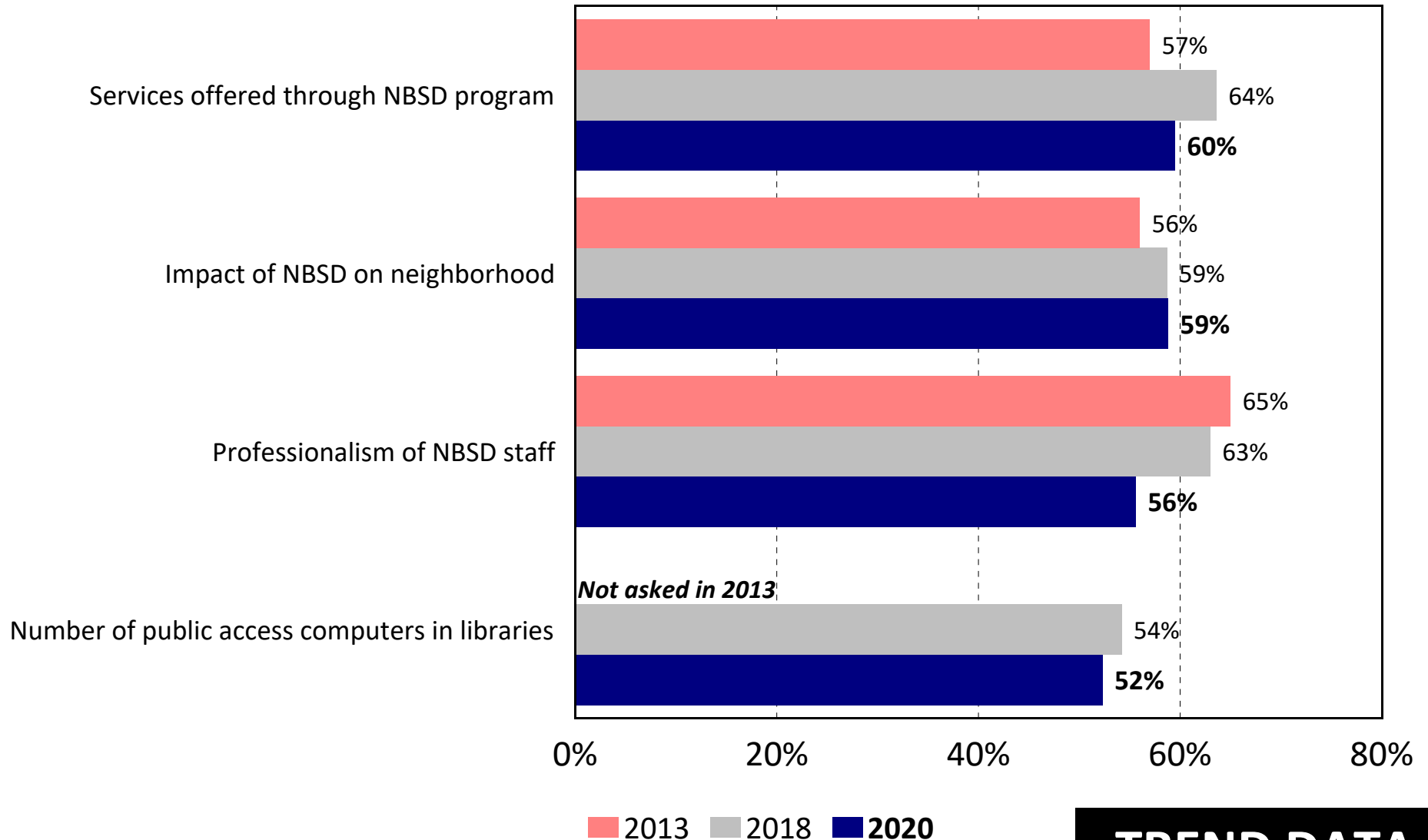
by percentage of respondents who reported they lived in a NBSD area (excluding don't knows)



Source: ETC Institute (2020)

Q26a. Satisfaction with the Neighborhood Based Service Delivery Area (NBSD) - 2013, 2018 & 2020

by percentage of respondents who were "very satisfied" or "satisfied" (excluding don't knows)



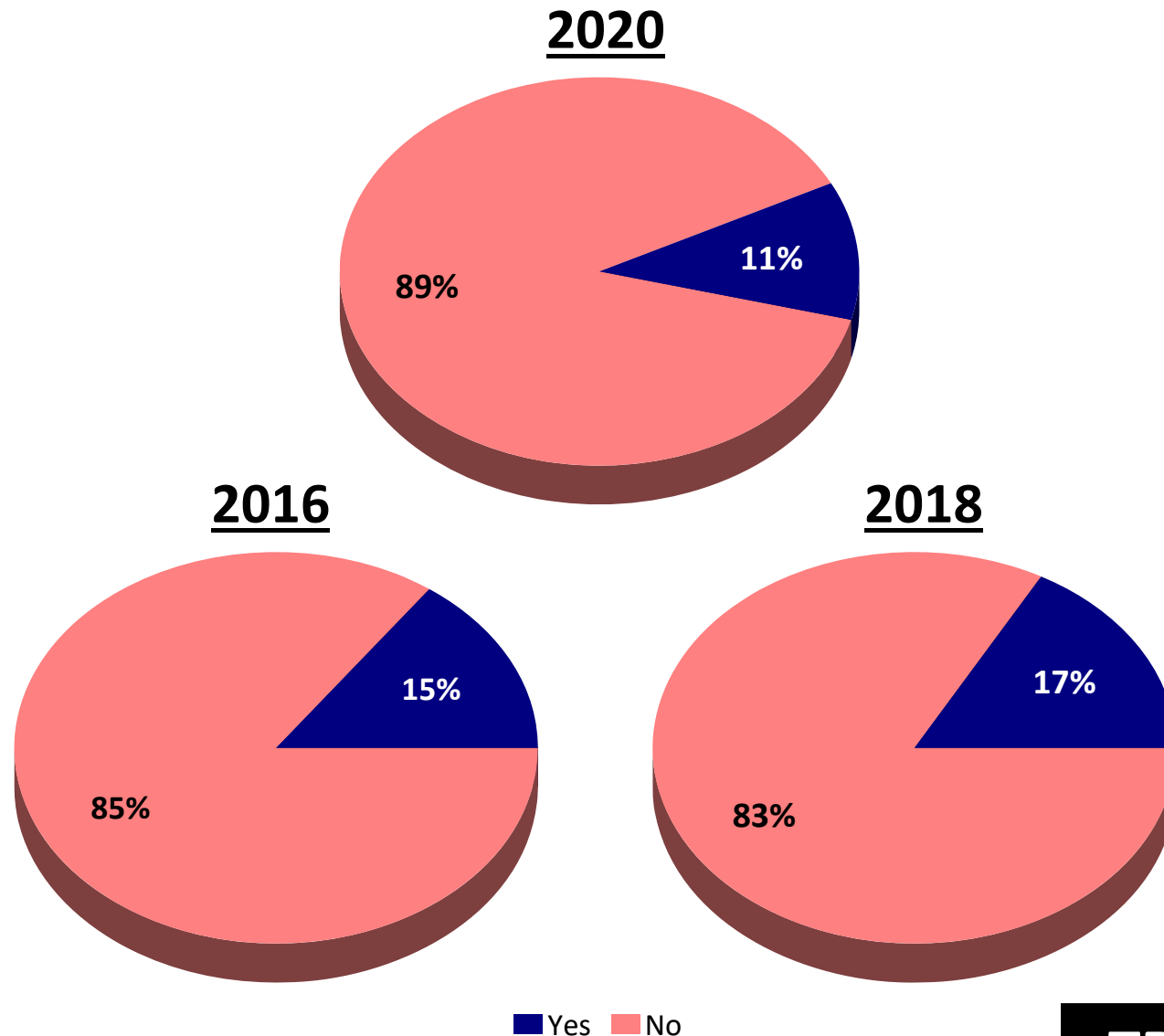
Source: ETC Institute (2020)

ETC Institute (2020)

TREND DATA

Q27. Have you or other members of your household watched DMTV Cable Channel 7 in the past year?

by percentage of respondents



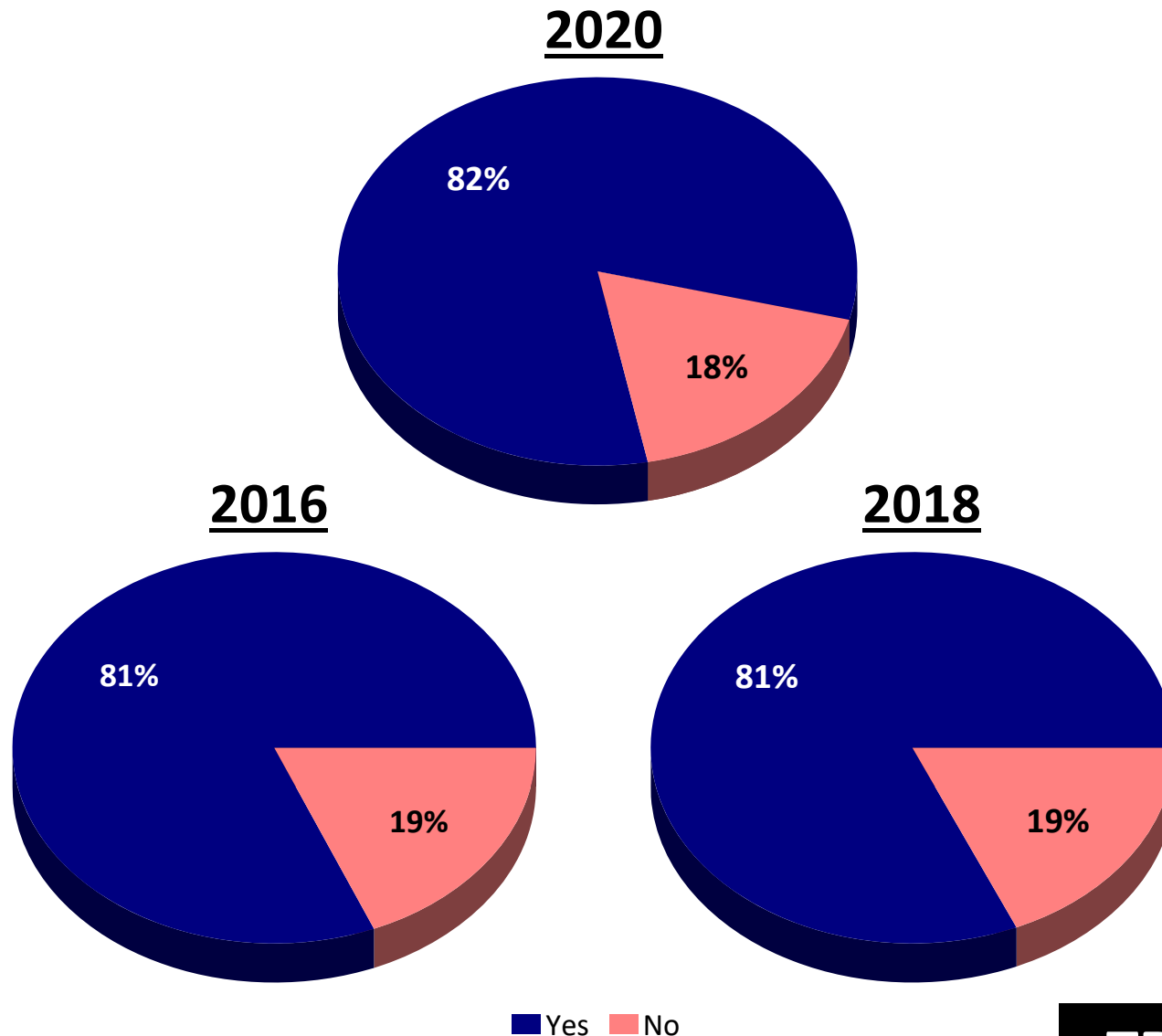
Source: ETC Institute (2020)

ETC Institute (2020)

TREND DATA

Q28. Have you or other members of your household read the City Source newsletter that is mailed to your home?

by percentage of respondents



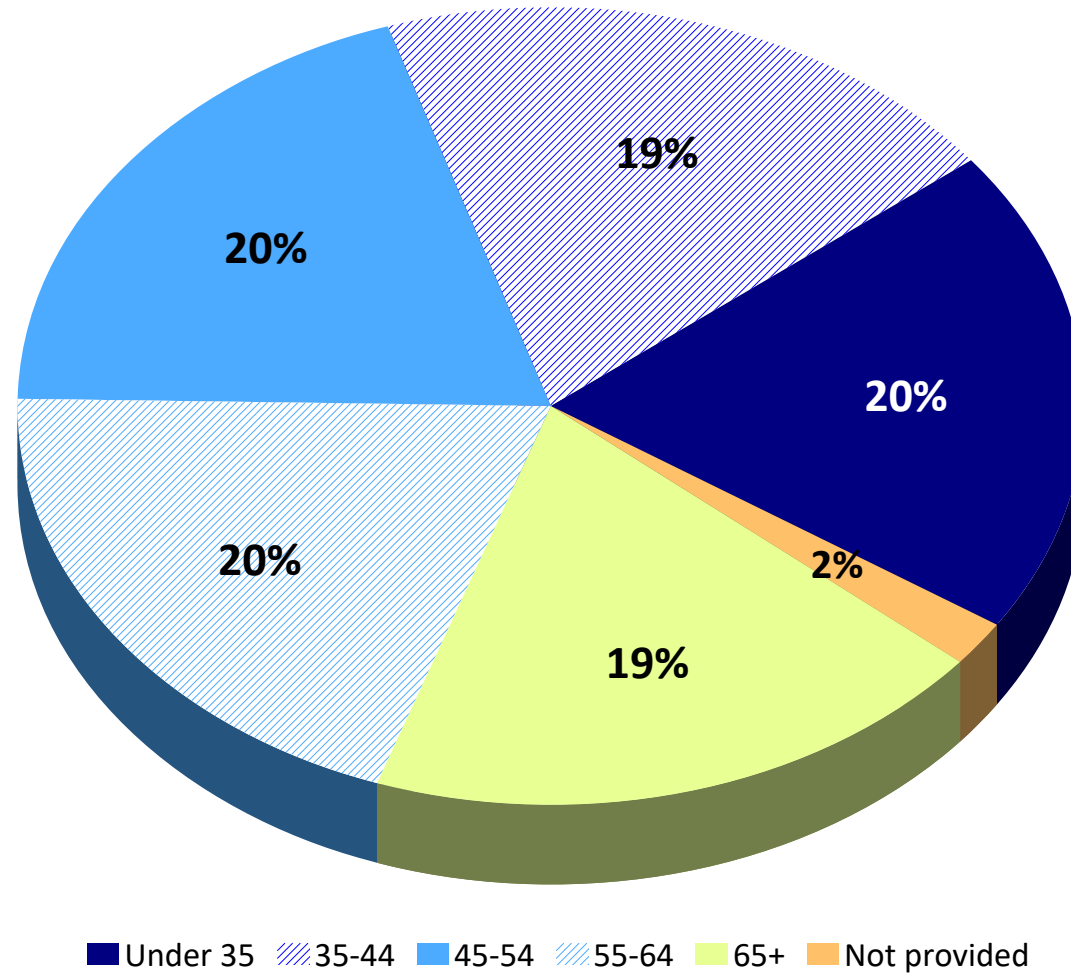
Source: ETC Institute (2020)

ETC Institute (2020)

TREND DATA

Q29. Age of Respondents

by percentage of respondents

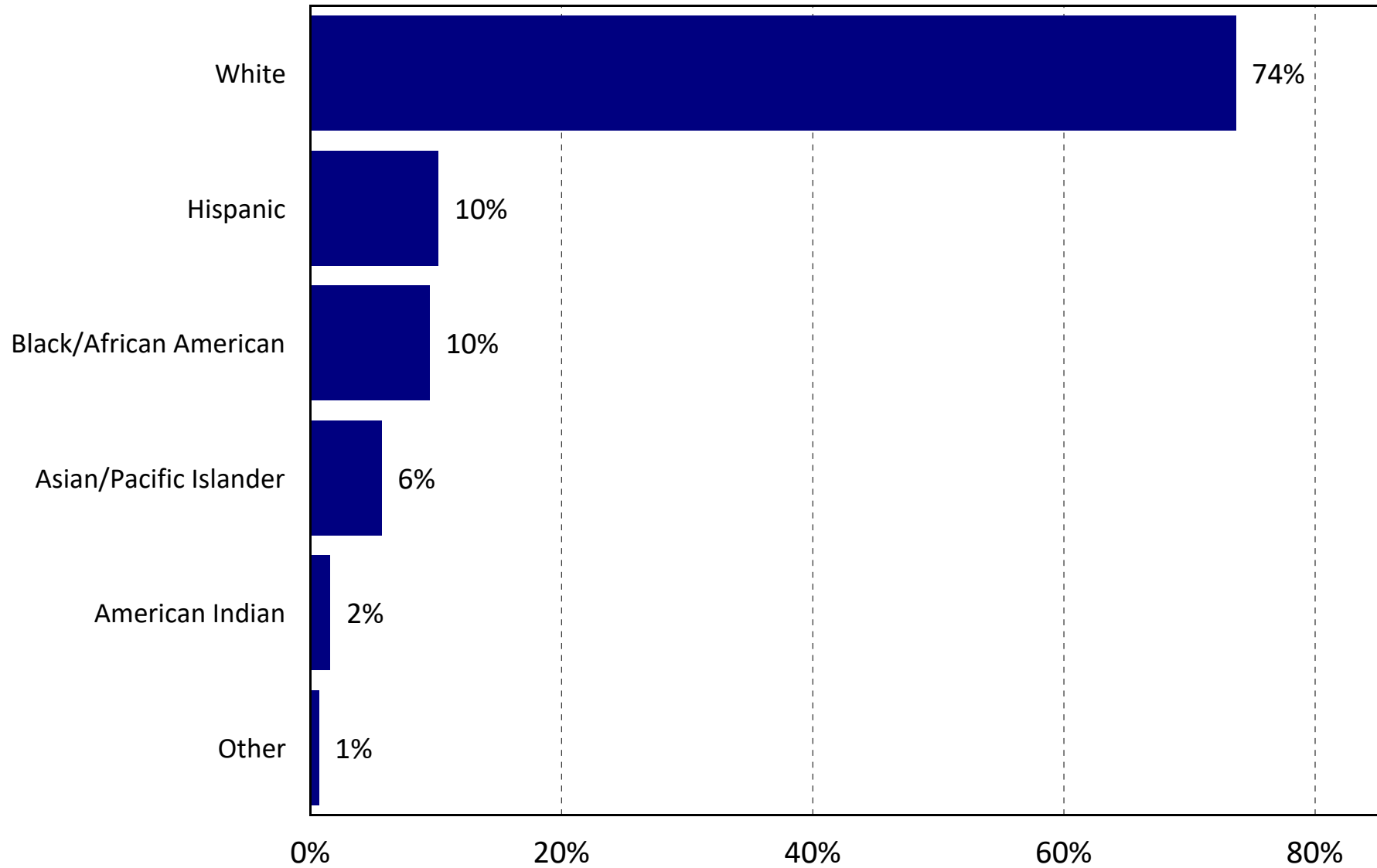


Source: ETC Institute (2020)

ETC Institute (2020)

Q30. Race/Ethnicity

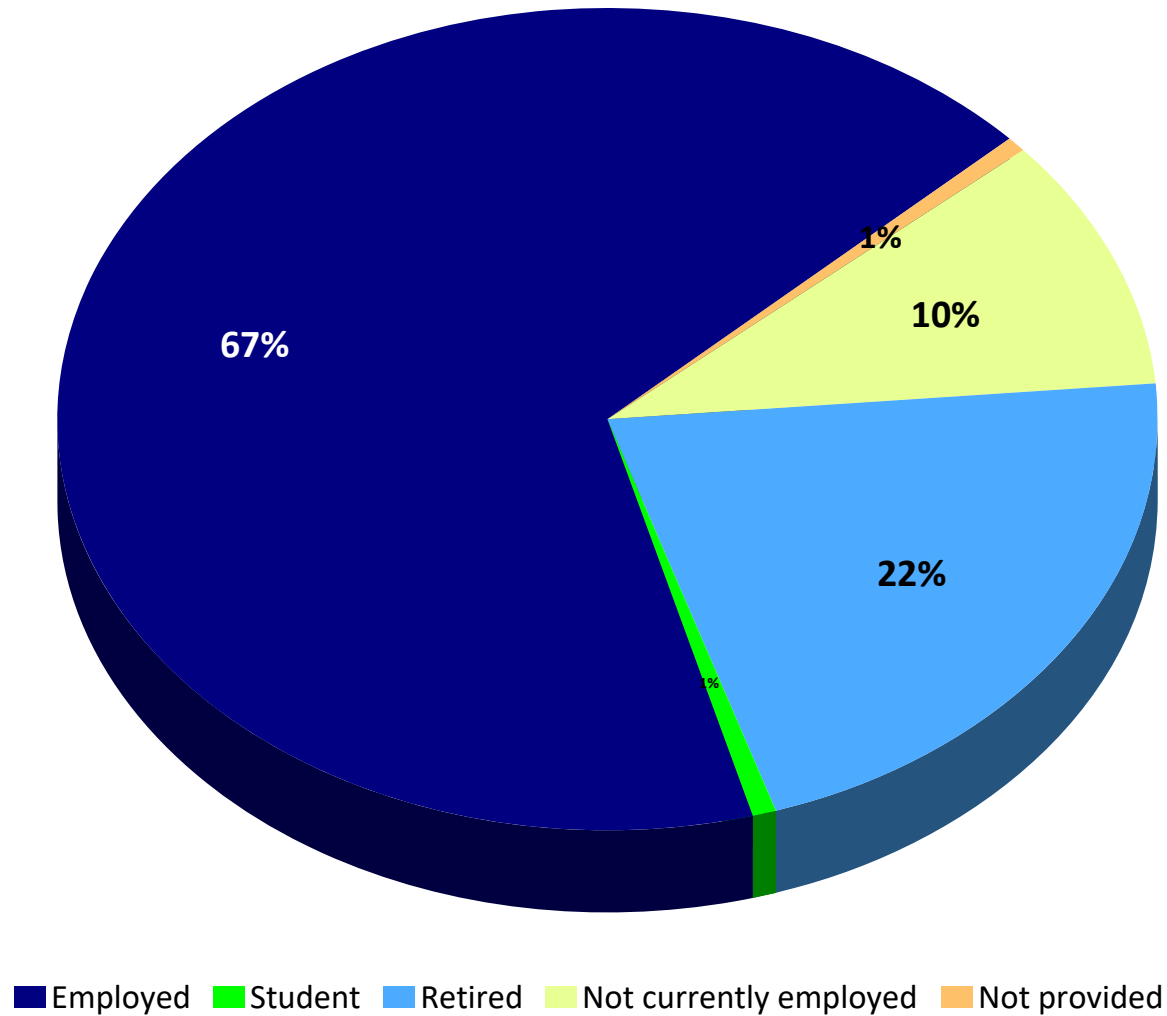
by percentage of respondents (multiple responses allowed)



Source: ETC Institute (2020)

Q31. Employment Status

by percentage of respondents

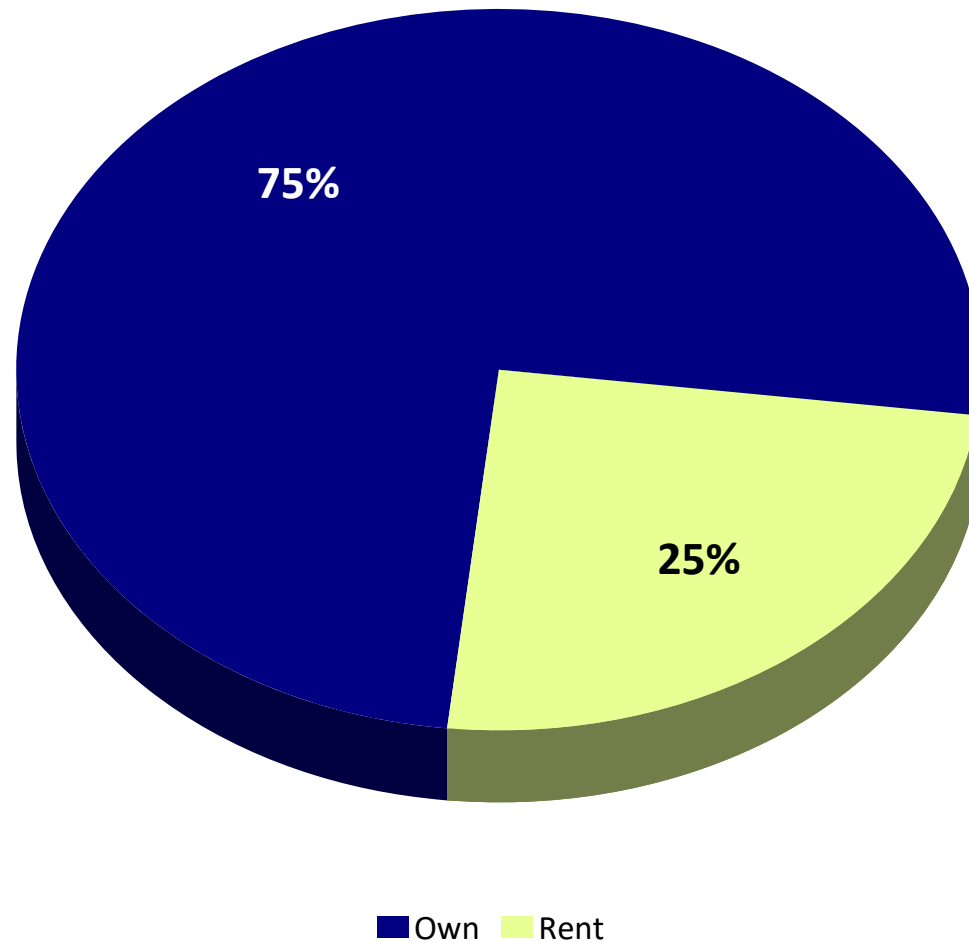


Source: ETC Institute (2020)

ETC Institute (2020)

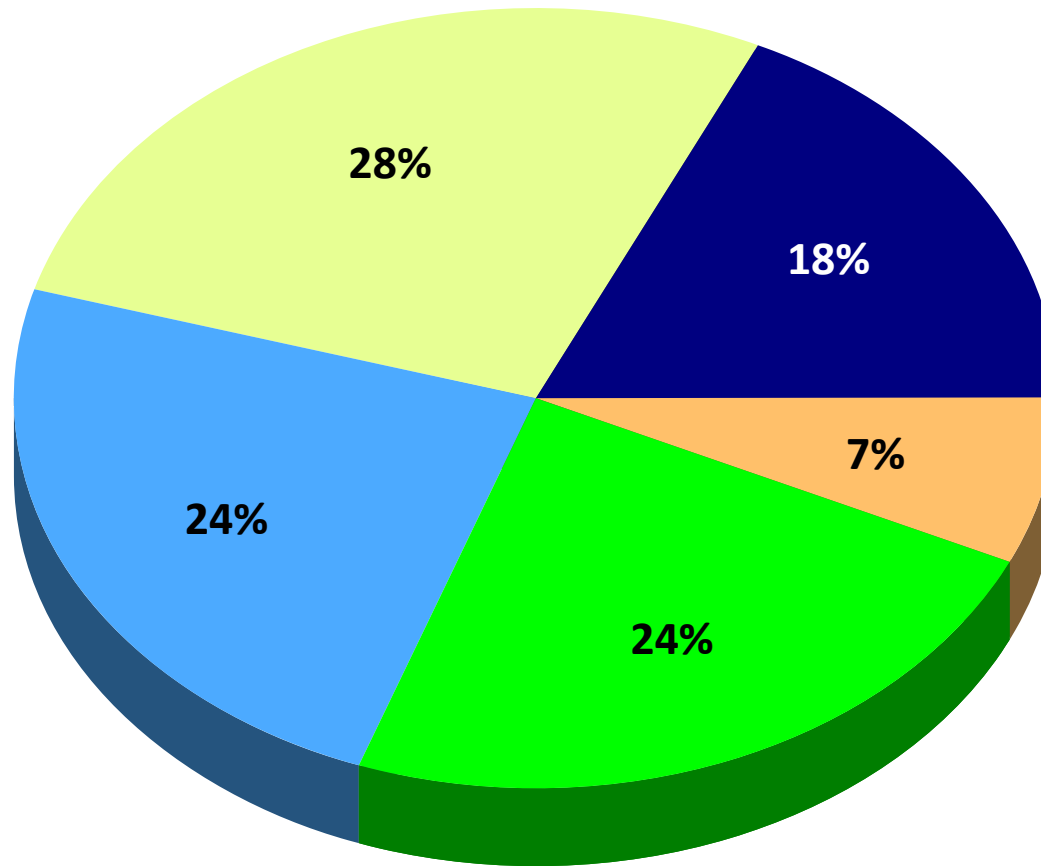
Q32. Do you own or rent your residence?

by percentage of respondents



Q33. Total Annual Household Income

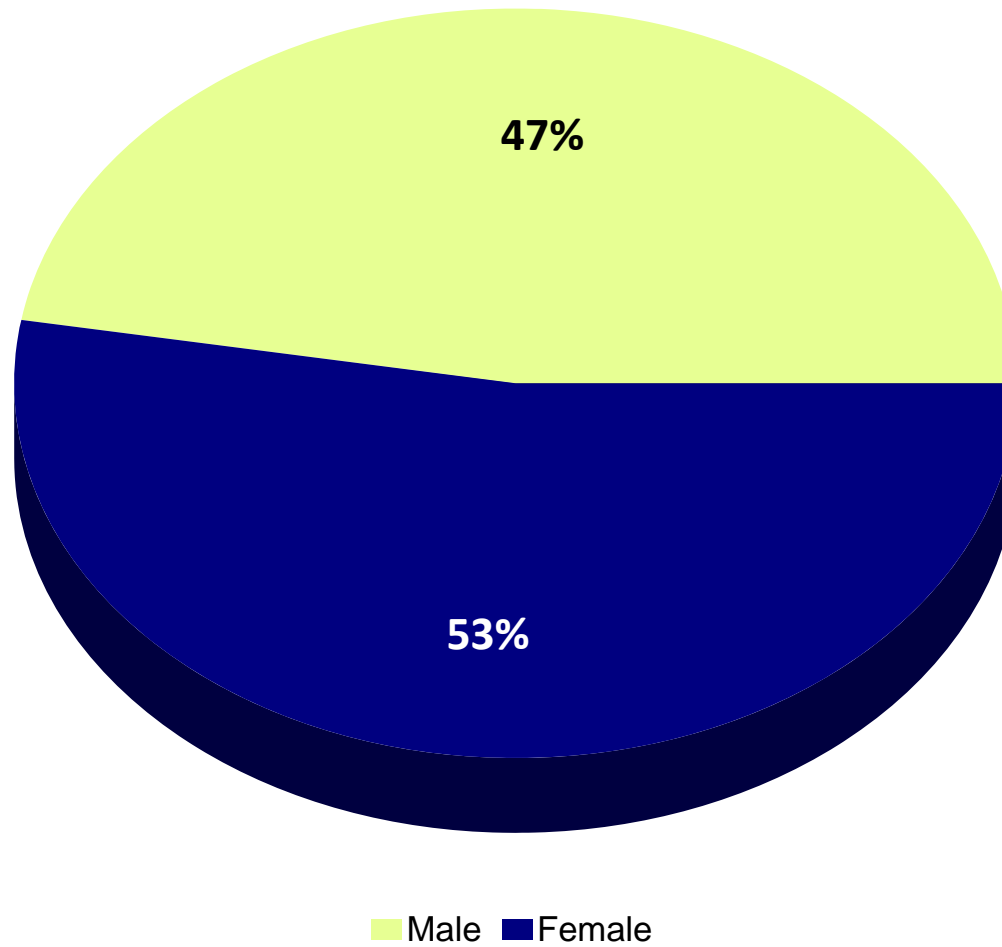
by percentage of respondents



■ Under \$30,000 ■ \$30,000-\$59,999 ■ \$60,000-\$99,999 ■ \$100,000 or more ■ Not provided

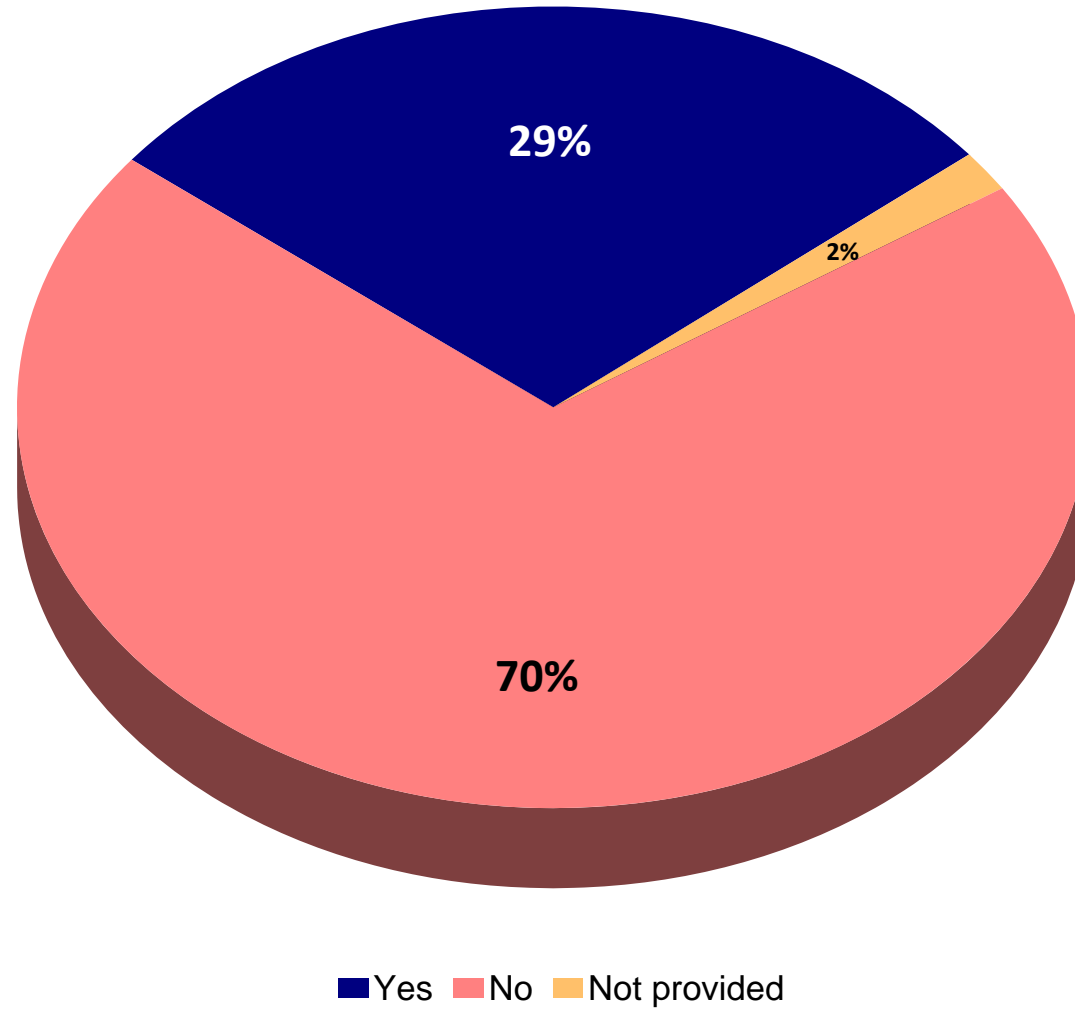
Q34. Gender of Respondents

by percentage of respondents



Q35. Do you belong to your neighborhood association?

by percentage of respondents



Section 2

Importance-Satisfaction Analysis

Importance-Satisfaction Analysis

City of Des Moines, Iowa

Overview

Today, City officials have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low and the perceived importance of the service is relatively high.

Overview

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the City to provide. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "Don't Know" responses). "Don't Know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable. $[IS = \text{Importance} \times (1 - \text{Satisfaction})]$.

Example of the Calculation: Respondents were asked to identify the community development services they thought should receive the most emphasis over the next two years. Approximately thirty percent (30.1%) of respondents selected *enforcement of cleanup of dilapidated buildings* as one of the most important community development services for the City to provide.

With regard to satisfaction, 21.9% of respondents surveyed rated the City's overall performance in the *enforcement of cleanup of dilapidated buildings* as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 30.1% was multiplied by 78.1% (1-0.219). This calculation yielded an I-S rating of 0.2351, which ranked first out of twelve community development service categories.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices to emphasize over the next two years and 0% indicate they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either of the following two situations:

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one for the three most important areas for the City to emphasize over the next two years.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- *Definitely Increase Emphasis* (IS > 0.20)
- *Increase Current Emphasis* (0.10 - 0.20)
- *Maintain Current Emphasis* (IS < 0.10)

The results for the City of Des Moines are provided on the following pages. *Note that the overall quality rating for each category has been excluded from this analysis.*

2020 Importance-Satisfaction Rating

City of Des Moines

Police Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Visibility of police in neighborhoods	67%	1	52%	6	0.3238	1
<u>High Priority (IS .10-.20)</u>						
How quickly police respond to emergencies	59%	2	69%	2	0.1831	2
Professionalism of City police officers	53%	3	70%	1	0.1584	3
Enforcement of local traffic laws	28%	4	58%	3	0.1172	4
Visibility of police in retail areas	25%	5	53%	5	0.1159	5
<u>Medium Priority (IS <.10)</u>						
Animal control	14%	6	56%	4	0.0620	6

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied. Note that "overall quality of police protection" has been excluded from this analysis.

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2020 Importance-Satisfaction Rating

City of Des Moines

Fire Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Medium Priority (IS <.10)						
Effectiveness of fire prevention program	25%	4	67%	6	0.0829	1
Effectiveness of fire safety education program	23%	5	67%	5	0.0748	2
Quality of ambulance & paramedic services	54%	2	87%	3	0.0710	3
How quickly fire personnel respond to emergencies	56%	1	88%	2	0.0656	4
Quality of fire inspection program	21%	6	72%	4	0.0587	5
Professionalism of City's fire fighters	30%	3	90%	1	0.0313	6

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied. Note that "overall quality of fire protection" has been excluded from this analysis.

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2020 Importance-Satisfaction Rating

City of Des Moines

Parks and Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10--20)						
Number of restrooms in City parks	23%	3	47%	12	0.1199	1
Use of "green" practices	28%	1	63%	7	0.1050	2
Medium Priority (IS <.10)						
Availability of environmental/nature activities	18%	6	54%	11	0.0841	3
Overall quality of pools	20%	5	61%	8	0.0766	4
Special events sponsored by City	15%	9	60%	9	0.0604	5
Number of walking & biking trails in Des Moines	27%	2	79%	2	0.0548	6
Landscaping along city streets, parks & other areas	17%	8	69%	4	0.0523	7
Overall quality of Parks & Recreation programming	18%	7	71%	3	0.0520	8
Number & location of City parks	22%	4	80%	1	0.0448	9
Availability of specialized recreation facilities	13%	10	66%	6	0.0434	10
Range of recreational programming	11%	11	60%	10	0.0434	11
Overall quality of municipal cemeteries	10%	12	67%	5	0.0339	12

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied. Note that "overall quality of City parks" has been excluded from this analysis.

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2020 Importance-Satisfaction Rating

City of Des Moines

City Communication

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Level of public involvement in decision-making	58%	1	34%	7	0.3784	1
Availability of info about programs & services	49%	2	48%	3	0.2557	2
City's efforts to communicate with you	45%	3	43%	4	0.2552	3
High Priority (IS .10-.20)						
Overall quality of City's website	22%	4	48%	2	0.1139	4
Medium Priority (IS <.10)						
Information is accessible in alternative languages	13%	6	40%	5	0.0774	5
Program quality on the City's cable television channel	9%	7	34%	6	0.0584	6
Quality of quarterly City Source newsletter	13%	5	59%	1	0.0530	7

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied. Note that "overall effectiveness of City communication with the public" has been excluded from this analysis

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2020 Importance-Satisfaction Rating

City of Des Moines

Public Works and Engineering Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Condition of major City streets	50%	1	32%	18	0.3405	1
Condition of streets in your neighborhood	41%	2	36%	16	0.2640	2
High Priority (IS .10-.20)						
Snow removal in your neighborhood	22%	3	50%	13	0.1091	3
Medium Priority (IS <.10)						
Storm sewer system	19%	4	53%	11	0.0906	4
Ability to safely ride a bicycle on City streets	12%	6	30%	19	0.0814	5
Overall condition of sidewalks	14%	5	43%	14	0.0805	6
City's flood protection system	9%	9	53%	12	0.0439	7
Adequate access to sidewalks	9%	10	53%	10	0.0417	8
Flow of traffic on City Streets	11%	7	64%	7	0.0383	9
Snow removal on major City streets	10%	8	68%	5	0.0307	10
Ability to use your bicycle to commute	5%	15	34%	17	0.0305	11
Availability of on-street bike lanes & signs	5%	14	39%	15	0.0289	12
Free garbage drop-off program (SCRUB)	7%	12	64%	6	0.0239	13
Responsiveness of city staff to requests	4%	16	64%	8	0.0153	14
City's sanitary sewer system	4%	19	63%	9	0.0146	15
Recyclables collection	7%	11	81%	2	0.0140	16
Maintenance of traffic signals & street signs	4%	17	73%	4	0.0113	17
Yard waste collection	4%	18	78%	3	0.0094	18
Garbage collection	5%	13	89%	1	0.0057	19

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied. Note that "overall quality of streets and infrastructure in the City" has been excluded from this analysis.

2020 Importance-Satisfaction Rating

City of Des Moines

Community Development Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Very High Priority (IS >.20)						
Enforcement of cleanup of dilapidated buildings	30%	2	22%	12	0.2351	1
Cleanup of litter & debris on private property	30%	1	29%	9	0.2147	2
High Priority (IS .10-.20)						
Enforcement of the maintenance of rental homes	26%	3	23%	11	0.1981	3
Quality of redevelopment in the city	24%	4	52%	2	0.1183	4
Removal of junk cars from private property	16%	7	27%	10	0.1143	5
How well the city is planning growth	22%	5	49%	4	0.1126	6
Medium Priority (IS <.10)						
Quality of new development in the city	19%	6	53%	1	0.0885	7
The process for getting a permit	10%	8	35%	6	0.0672	8
Neighborhood Inspection Division	9%	9	34%	8	0.0605	9
Enforcement of city land use zoning regulations	6%	11	36%	5	0.0356	10
Quality of new home construction	7%	10	49%	3	0.0356	11
Permit & Development Center	4%	12	35%	7	0.0246	12

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied. Note that "overall enforcement of City ordinances" has been excluded from this analysis.

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2020 Importance-Satisfaction Rating

City of Des Moines

Public Libraries

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Medium Priority (IS <.10)						
Hours libraries are open	34%	2	72%	11	0.0948	1
Quality of programs for adults	16%	4	70%	12	0.0481	2
Quality of children's programs	15%	6	75%	10	0.0372	3
Number of public access computers in libraries	15%	5	77%	8	0.0353	4
Availability of materials you need	35%	1	92%	2	0.0277	5
Public spaces to study/use for telecommuting	11%	9	76%	9	0.0264	6
Adequacy of online information and services	25%	3	90%	3	0.0255	7
WiFi access to internet	14%	7	82%	6	0.0242	8
Public spaces for meetings	8%	10	80%	7	0.0166	9
Adequacy of library buildings	7%	11	87%	5	0.0092	10
Locations of library buildings	6%	12	90%	4	0.0065	11
Helpfulness of library staff	11%	8	94%	1	0.0064	12

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should be the City's top priorities.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied. Note that "overall quality of City libraries" has been excluded from this analysis.

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Importance-Satisfaction Matrix Analysis

City of Des Moines, Iowa

Overview

The Importance-Satisfaction (I-S) rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low and the perceived importance of the service is relatively high. ETC Institute developed an Importance-Satisfaction Matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axis on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

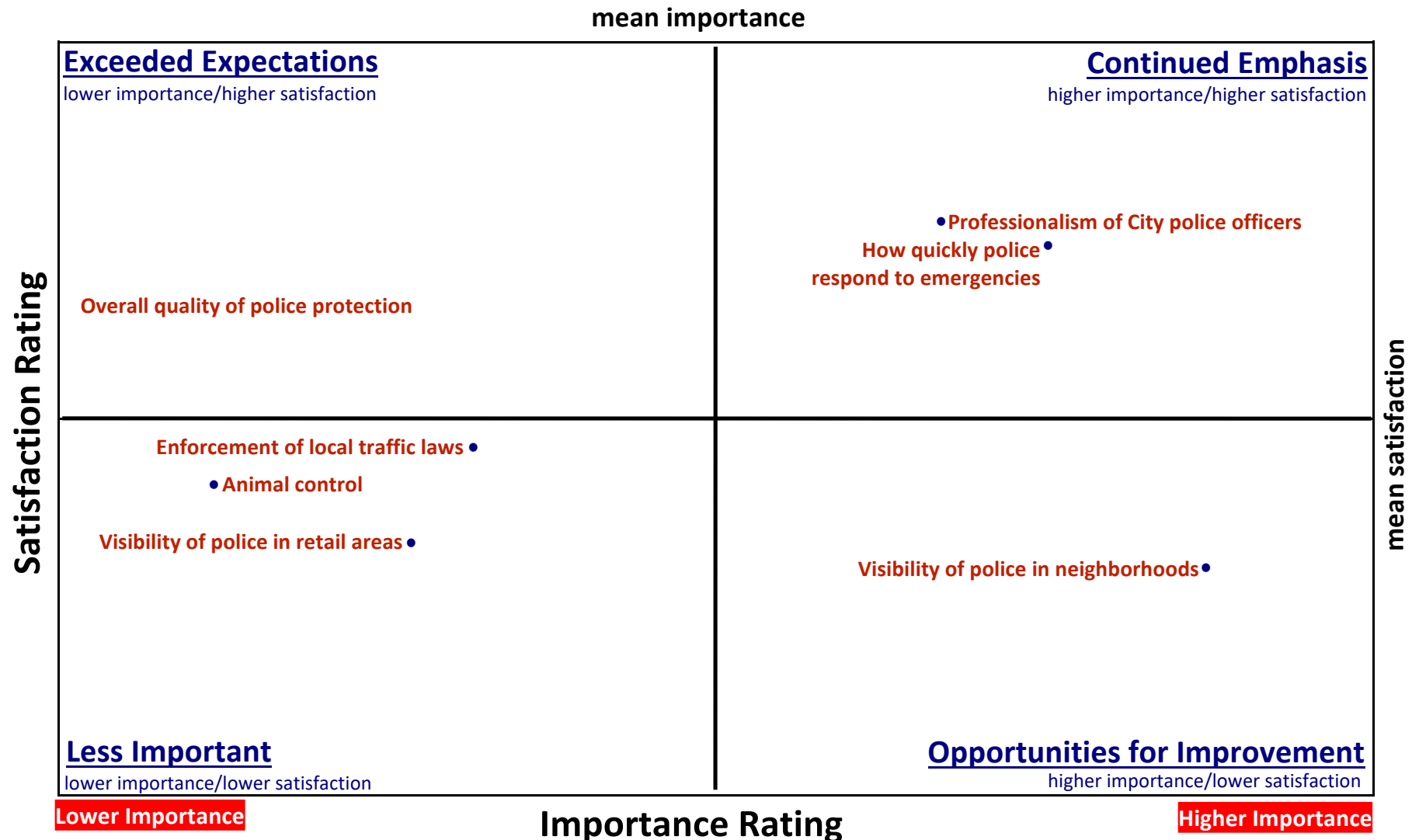
The I-S Matrix should be interpreted as follows:

- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting expectations. Items in this area have a significant impact on a resident's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on items in this area.
- **Exceeding Expectations (below average importance and above average satisfaction).** This area shows where the City is performing significantly better than residents expect the City to perform. Items in this area do not significantly affect the overall level of satisfaction with City services. The City should maintain (or slightly decrease) emphasis in this area.
- **Opportunities for Improvement (above average importance and below average satisfaction).** This area shows where the City is not performing as well as residents expect. This area has a significant impact on customer satisfaction, and the City should DEFINITELY increase emphasis on items in this area.
- **Less Important (below average importance and below average satisfaction).** This area shows where the City is not performing well *relative* to their performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction because the items are less important to residents. The City should maintain current levels of emphasis on items in this area.

Matrices showing the results for Des Moines are provided on the following pages.

2020 City of Des Moines Importance-Satisfaction Assessment Matrix -Police Services-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

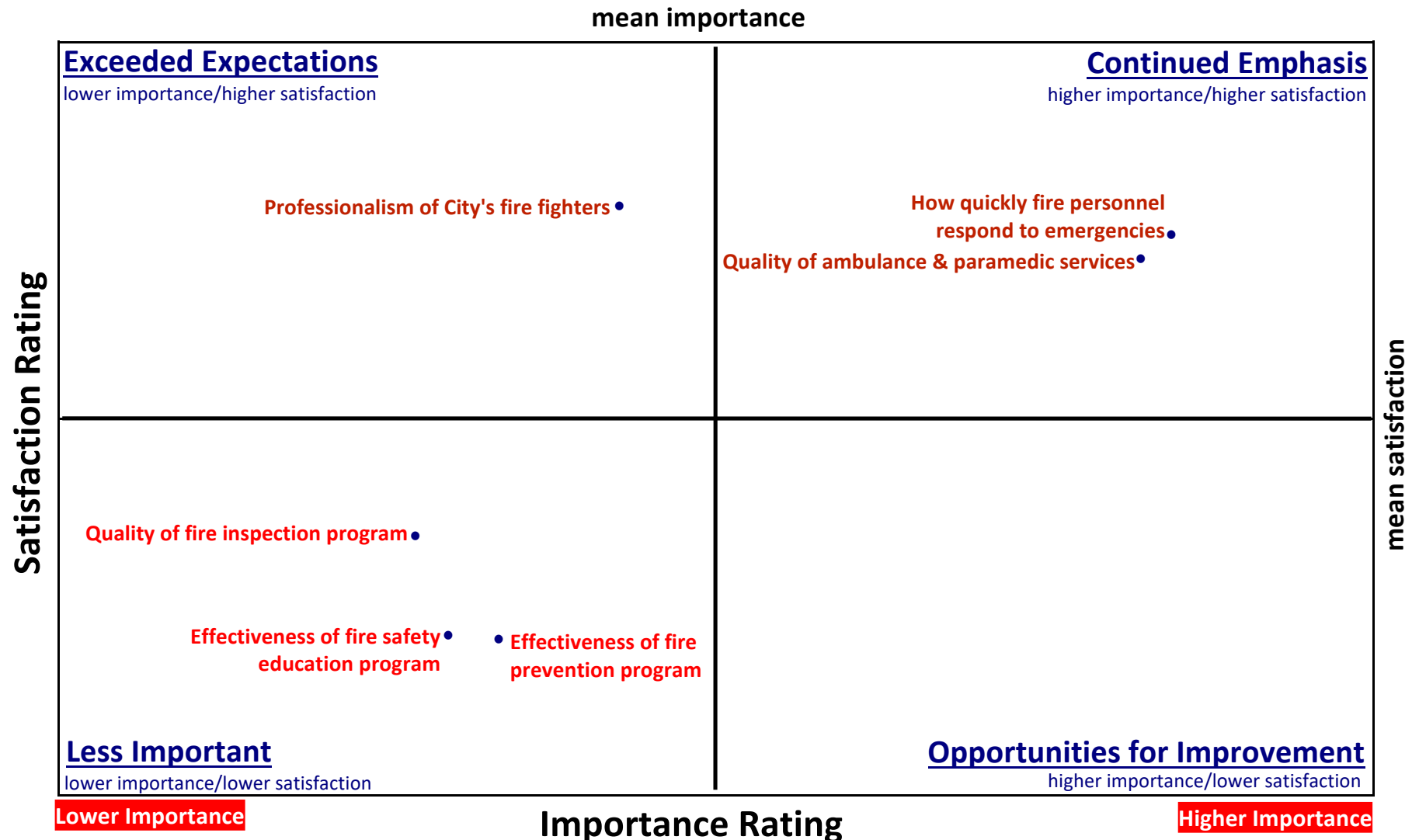


Source: ETC Institute (2020)

2020 City of Des Moines Importance-Satisfaction Assessment Matrix

-Fire Services-

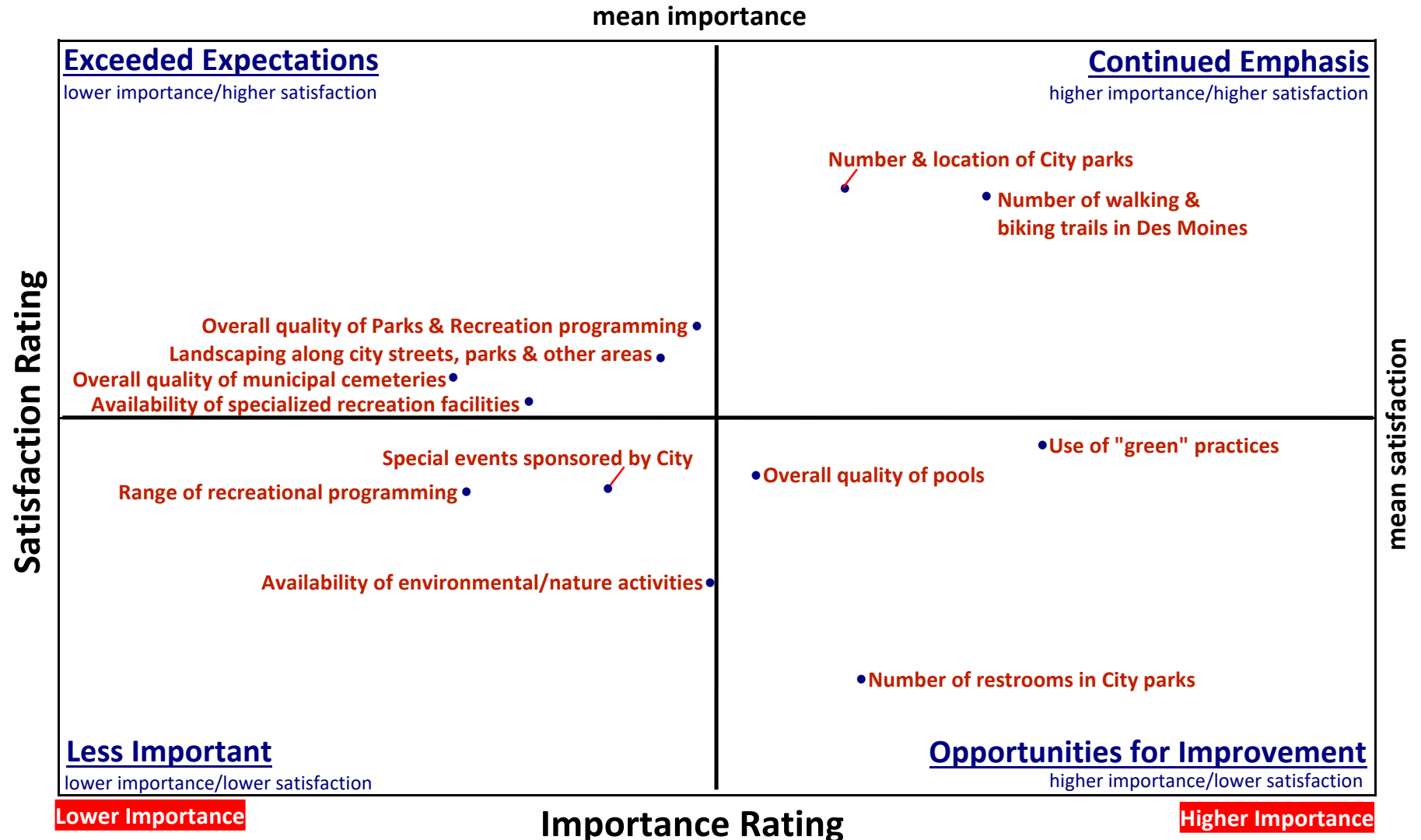
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2020)

2020 City of Des Moines Importance-Satisfaction Assessment Matrix -Parks and Recreation-

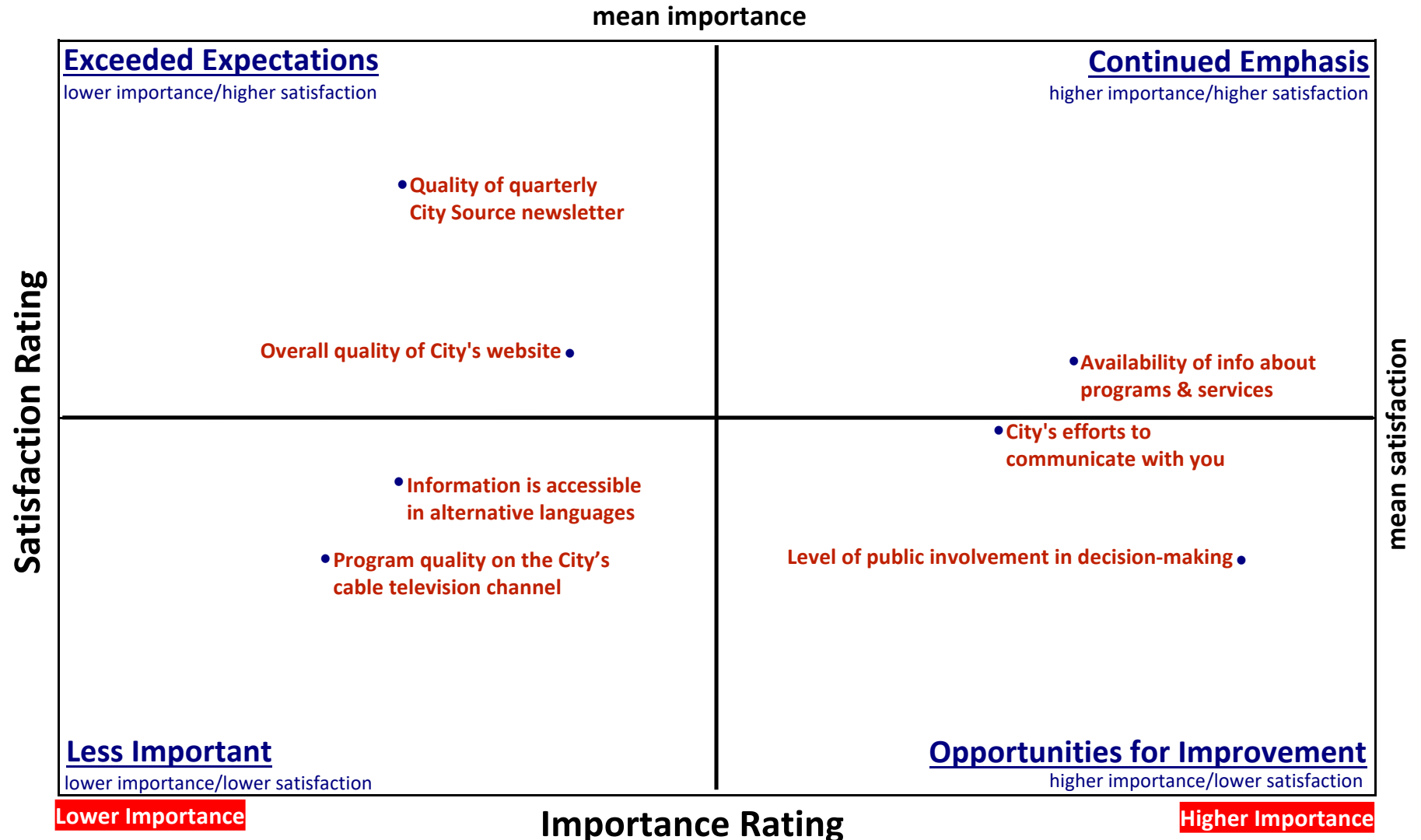
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2020)

2020 City of Des Moines Importance-Satisfaction Assessment Matrix -Communication-

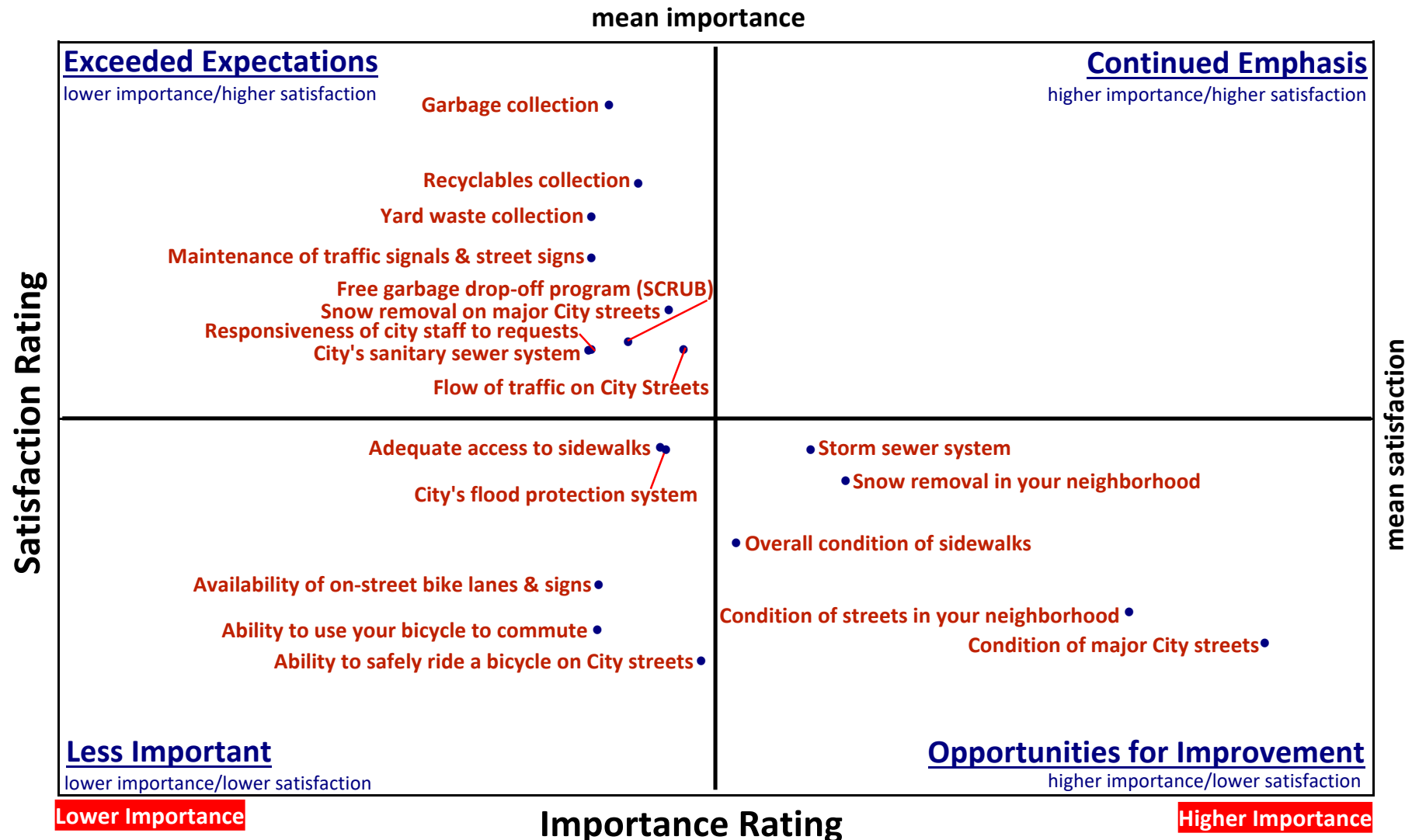
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2020)

2020 City of Des Moines Importance-Satisfaction Assessment Matrix -Public Works and Engineering Services-

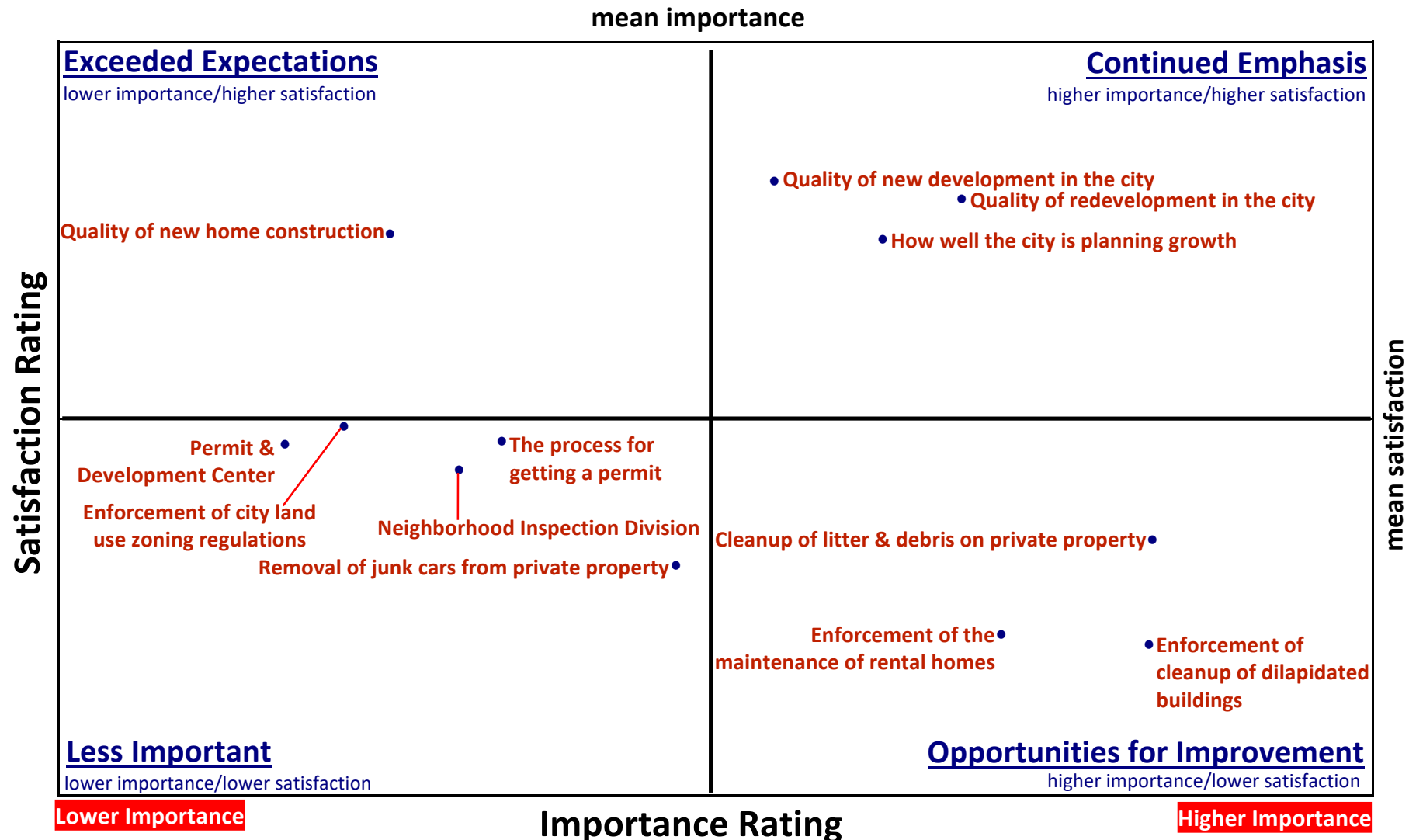
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2020)

2020 City of Des Moines Importance-Satisfaction Assessment Matrix -Community Development-

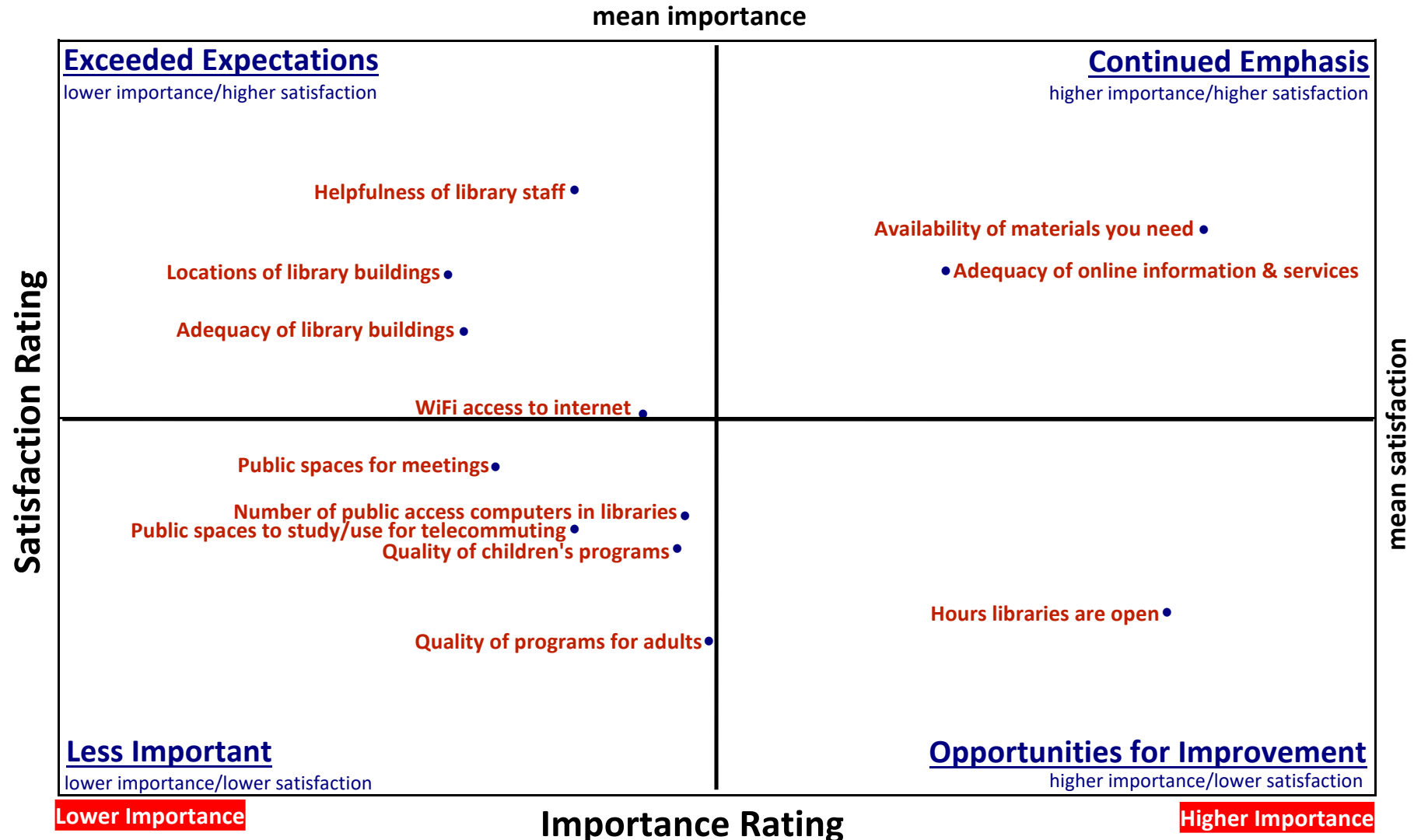
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2020)

2020 City of Des Moines Importance-Satisfaction Assessment Matrix -Public Libraries-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2020)

Section 3

Benchmarking Analysis

Benchmarking Summary Report

City of Des Moines, Iowa

Overview

ETC Institute's *DirectionFinder* program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November of 1999, the survey has been administered in more than 300 cities in 49 states. Most participating cities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the summer of 2019 to a random sample of more than 500 residents across the United States living in cities with a population of 250,000 or more, and (2) survey results from seven large communities (populations of more than 200,000 residents) were ETC Institute has administered the *DirectionFinder* survey between January 2017 and October 2020. The results from the individual communities were used as the basis for developing the specific comparisons.

Interpreting the Charts

National Benchmarks. The first set of charts on the following pages show how the overall ratings for Des Moines compare to the national average for cities with a population of 250,000 or more residents. The blue bar shows the ratings for Des Moines, and the green bar shows the national average for communities with a population of 250,000 or more.

Head-to-Head Comparisons. The second set of charts show head-to-head comparisons to other large cities in the United States with populations of 200,000 or more.

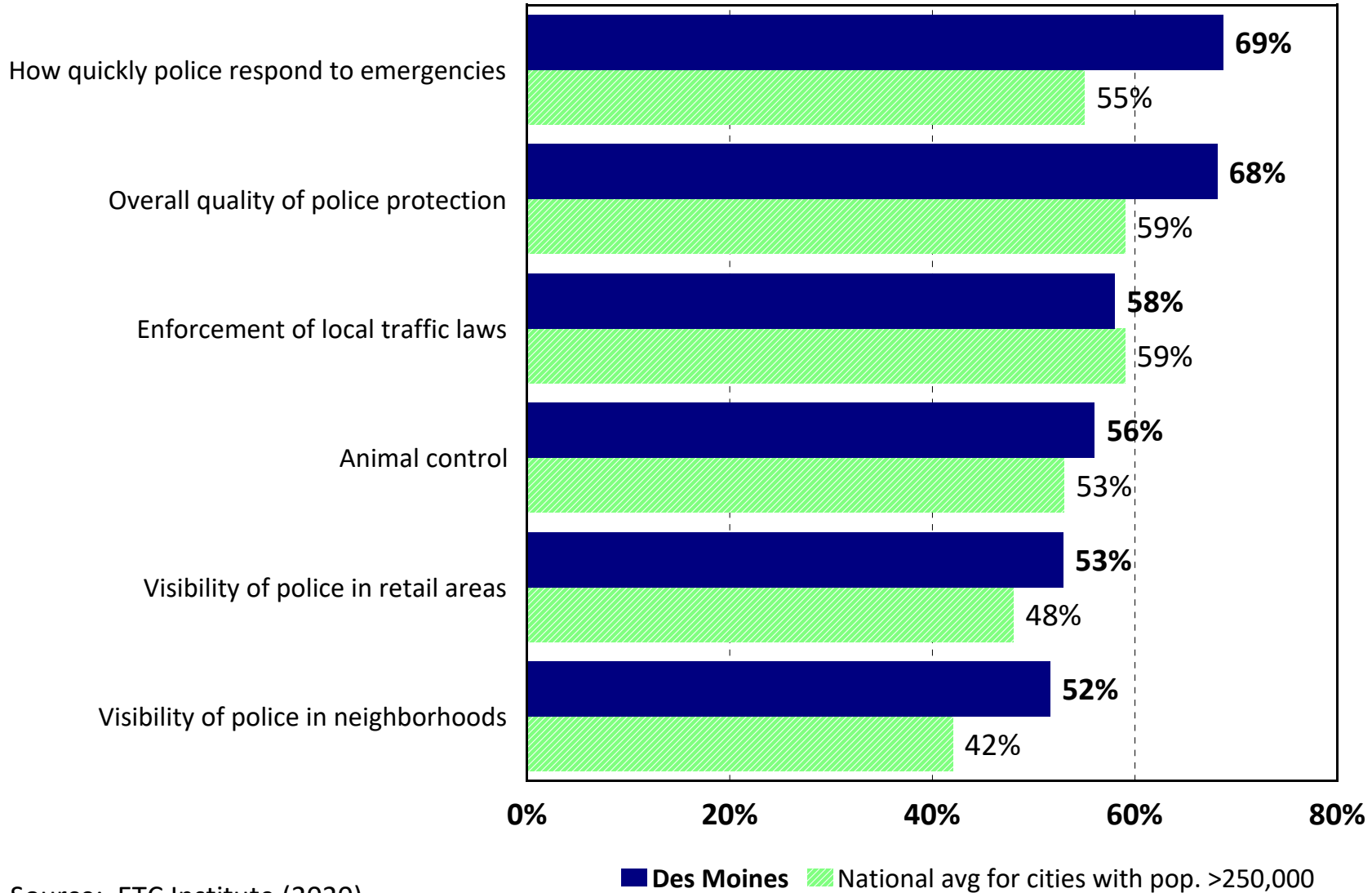
National Benchmarks

Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Des Moines is not authorized without written consent from ETC Institute.

Overall Satisfaction with Police Department Services

Des Moines vs. Large U.S. Cities

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

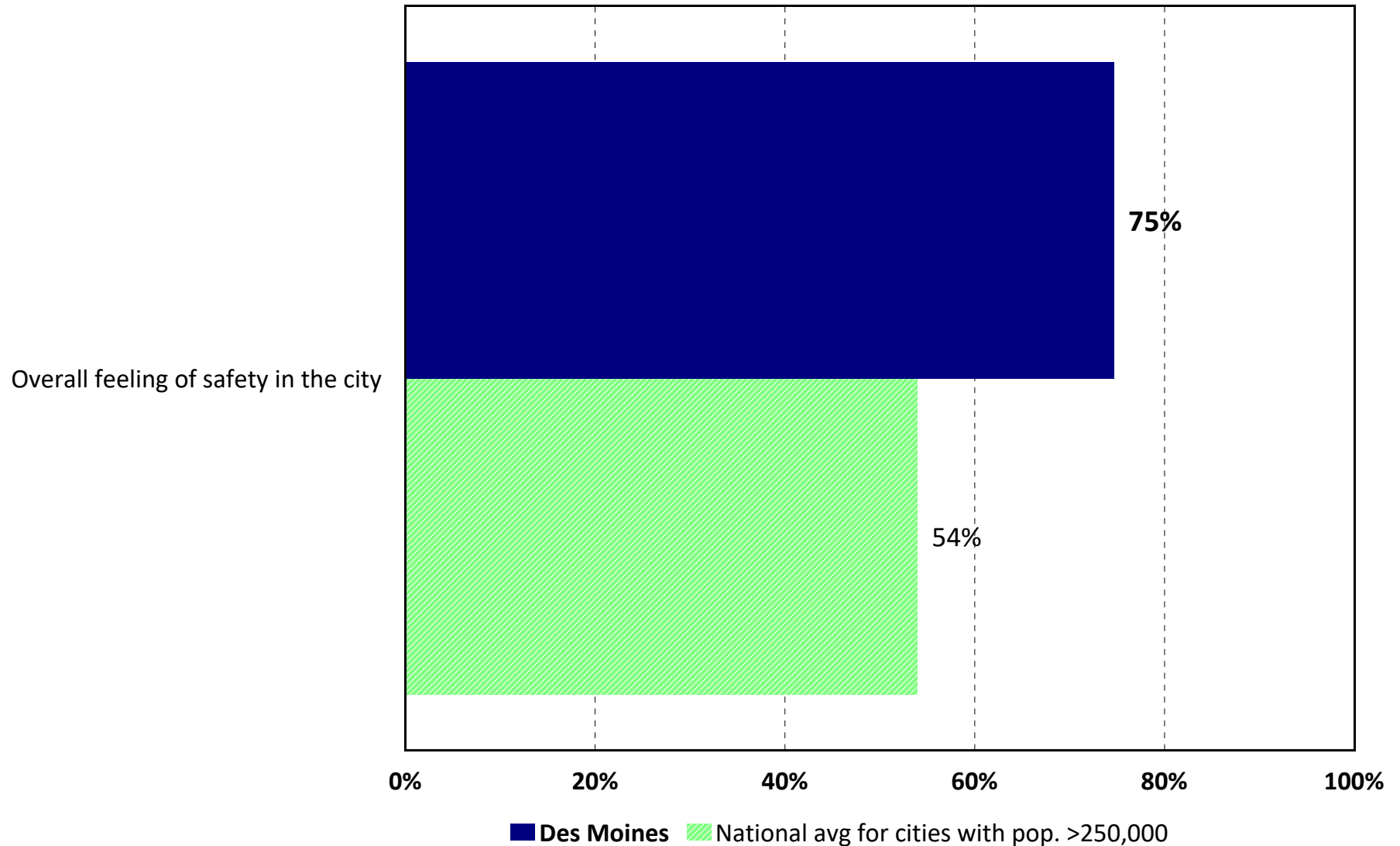


Source: ETC Institute (2020)

How Safe Residents Feel in Their Community

Des Moines vs. Large U.S. Cities

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very safe" and 1 was "very unsafe" (excluding don't knows)

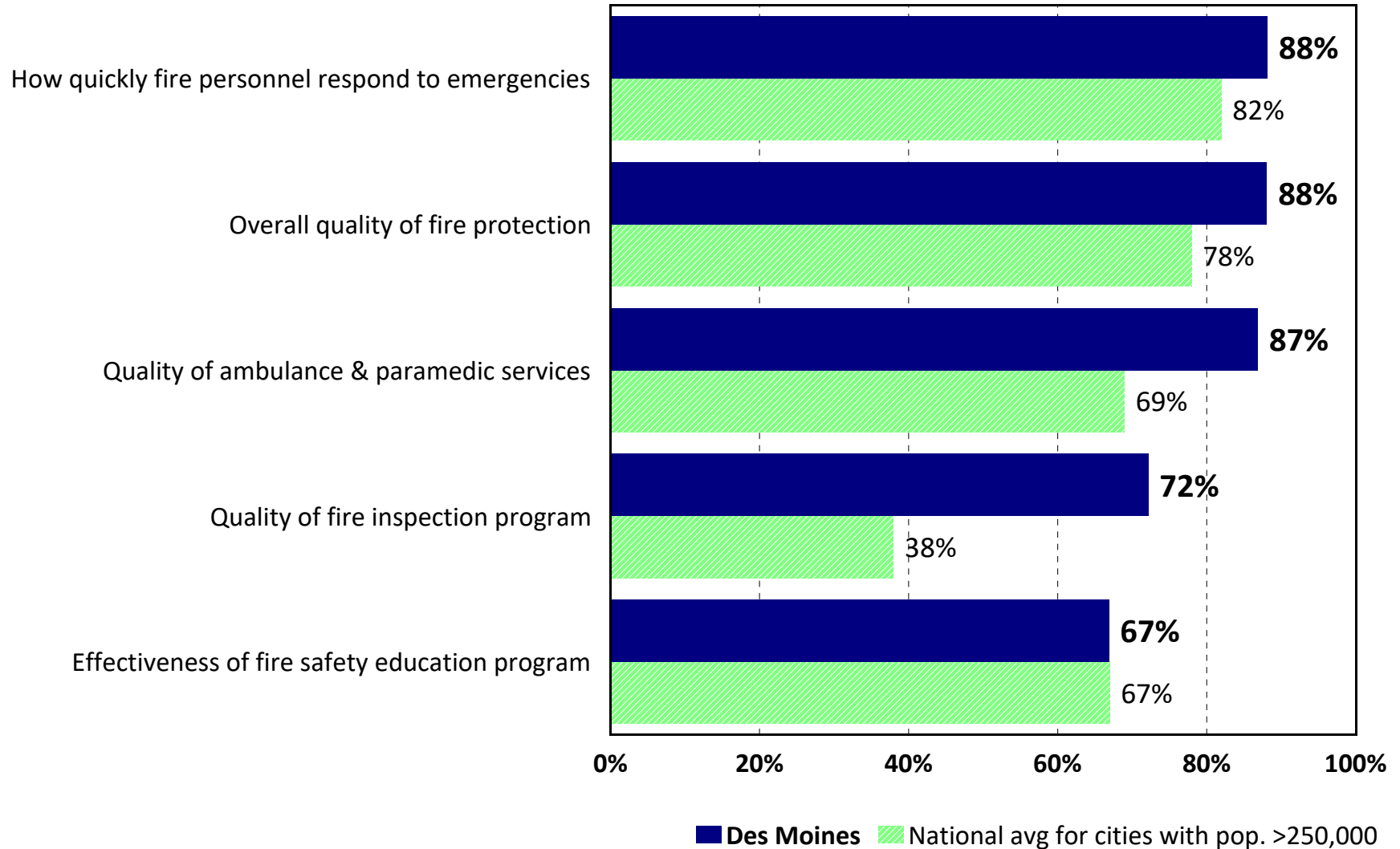


Source: ETC Institute (2020)

Overall Satisfaction with Fire Services

Des Moines vs. Large U.S. Cities

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

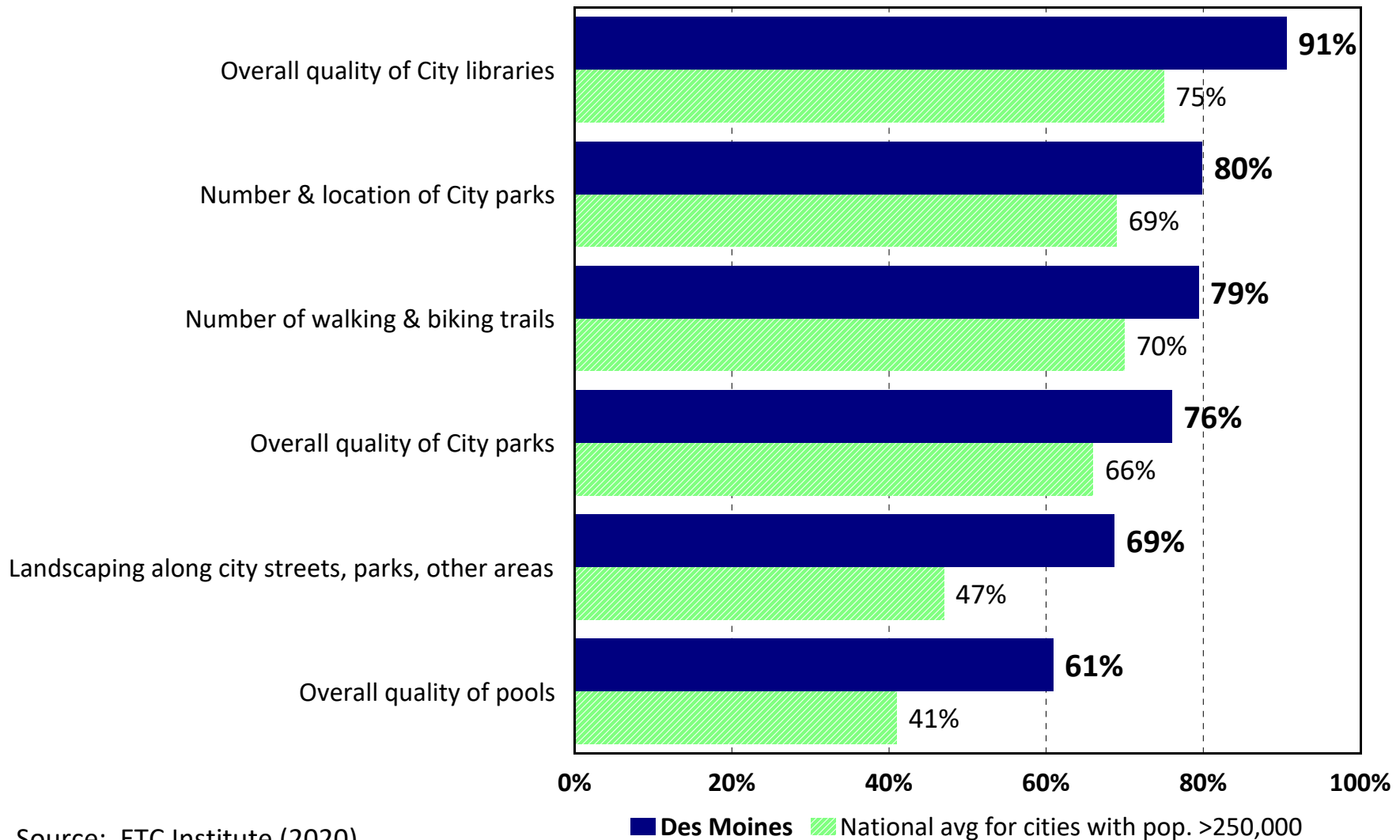


Source: ETC Institute (2020)

Overall Satisfaction with Parks and Recreation Services and Libraries

Des Moines vs. Large U.S. Cities

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

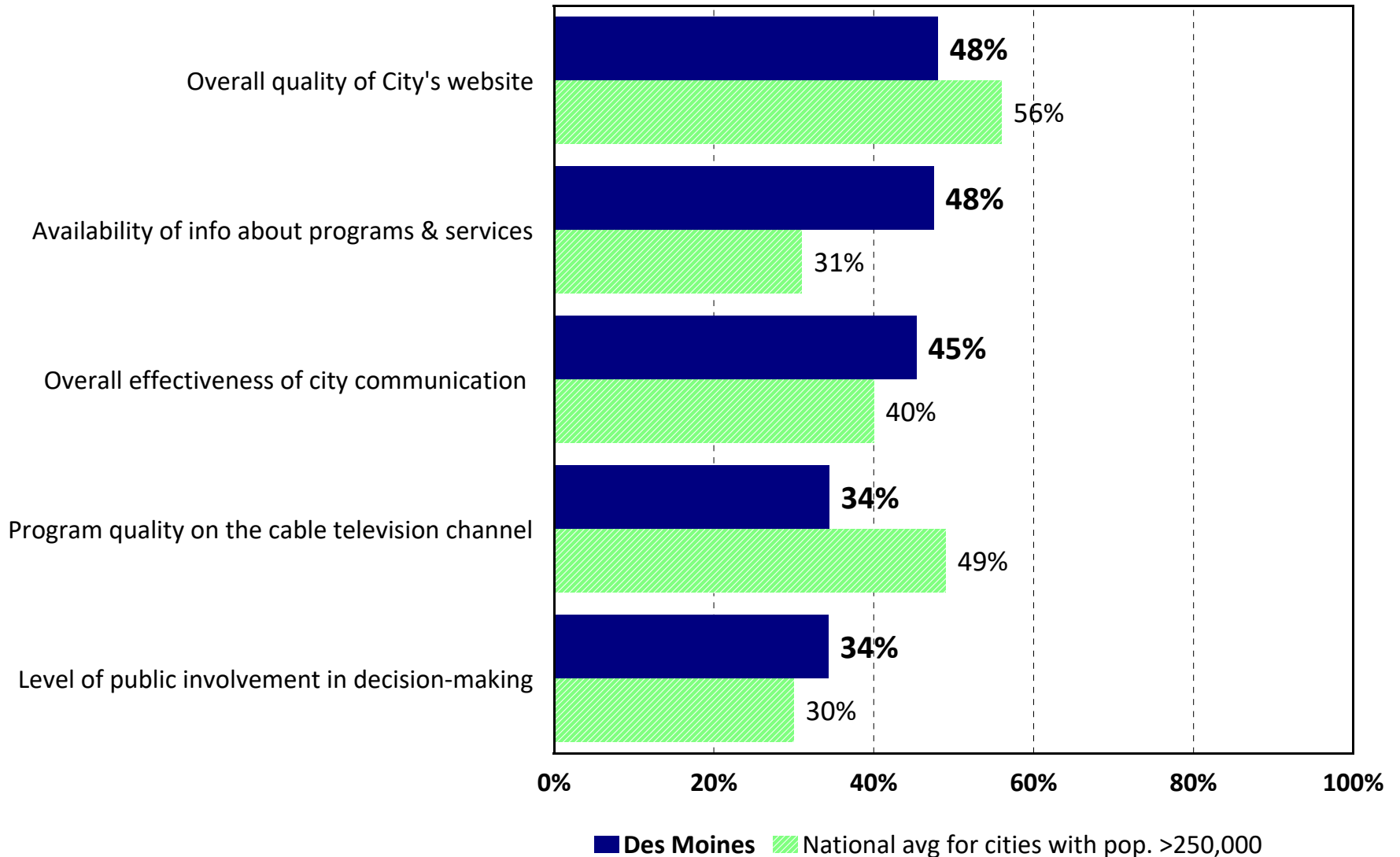


Source: ETC Institute (2020)

Overall Satisfaction with City Communication

Des Moines vs. Large U.S. Cities

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

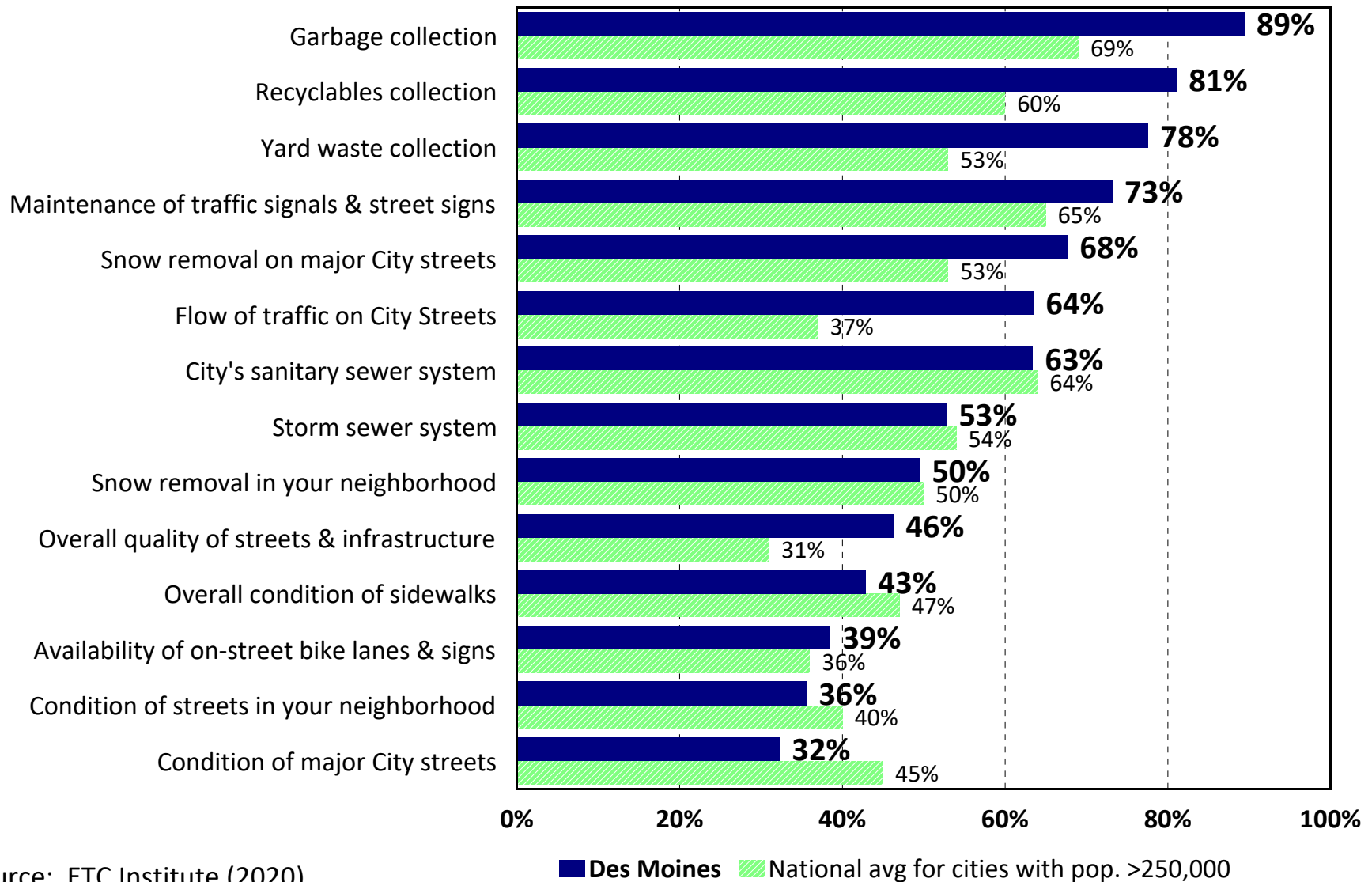


Source: ETC Institute (2020)

Overall Satisfaction with Public Works and Engineering

Des Moines vs. Large U.S. Cities

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

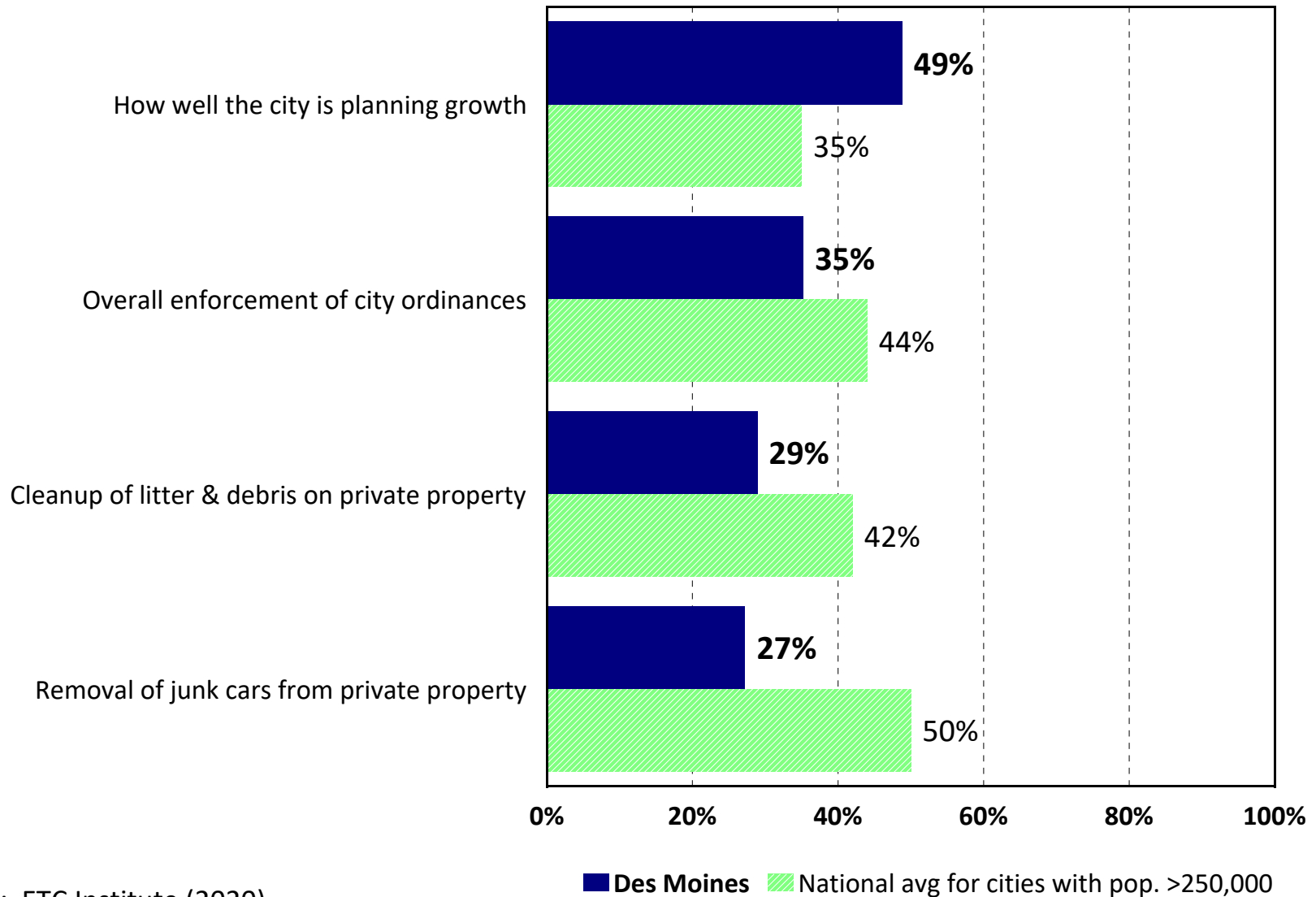


Source: ETC Institute (2020)

Overall Satisfaction with Community Development

Des Moines vs. Large U.S. Cities

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



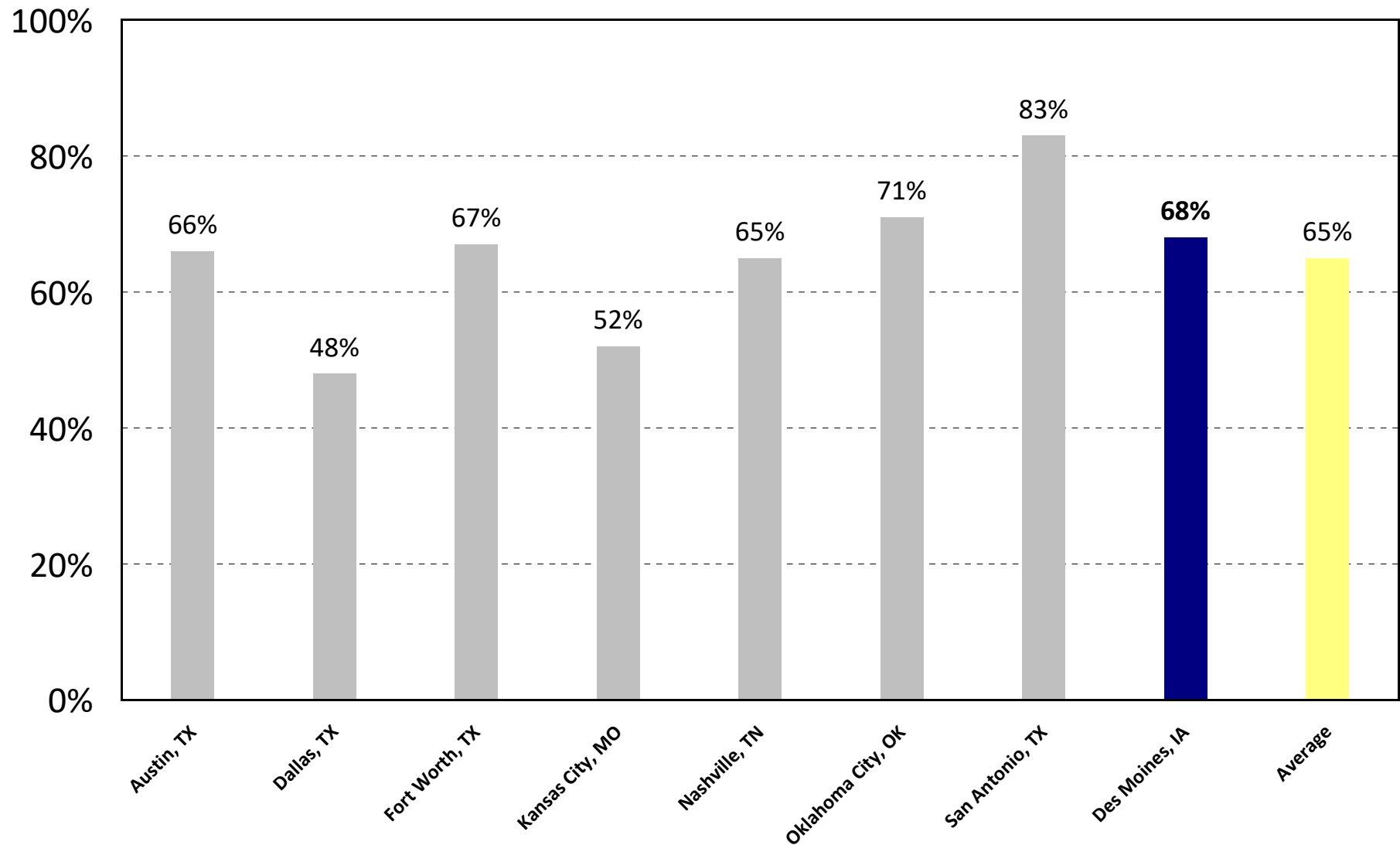
Source: ETC Institute (2020)

Head-to-Head Comparisons

Overall Quality of Police Protection - 2020

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
excluding don't knows

Central U.S. Large City Regional Benchmarks

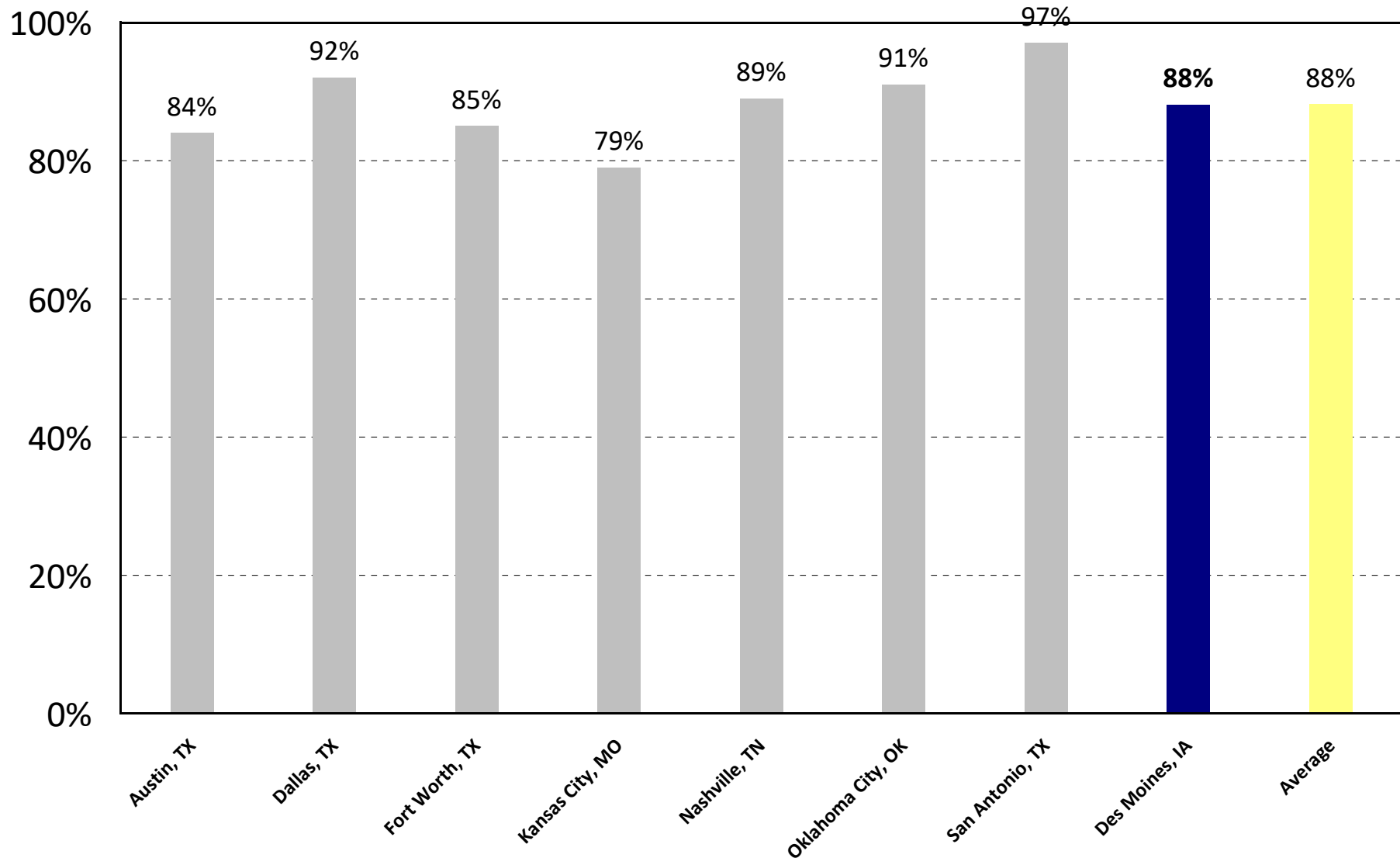


Source: ETC Institute (2020)

Overall Quality of Fire Protection - 2020

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
excluding don't knows

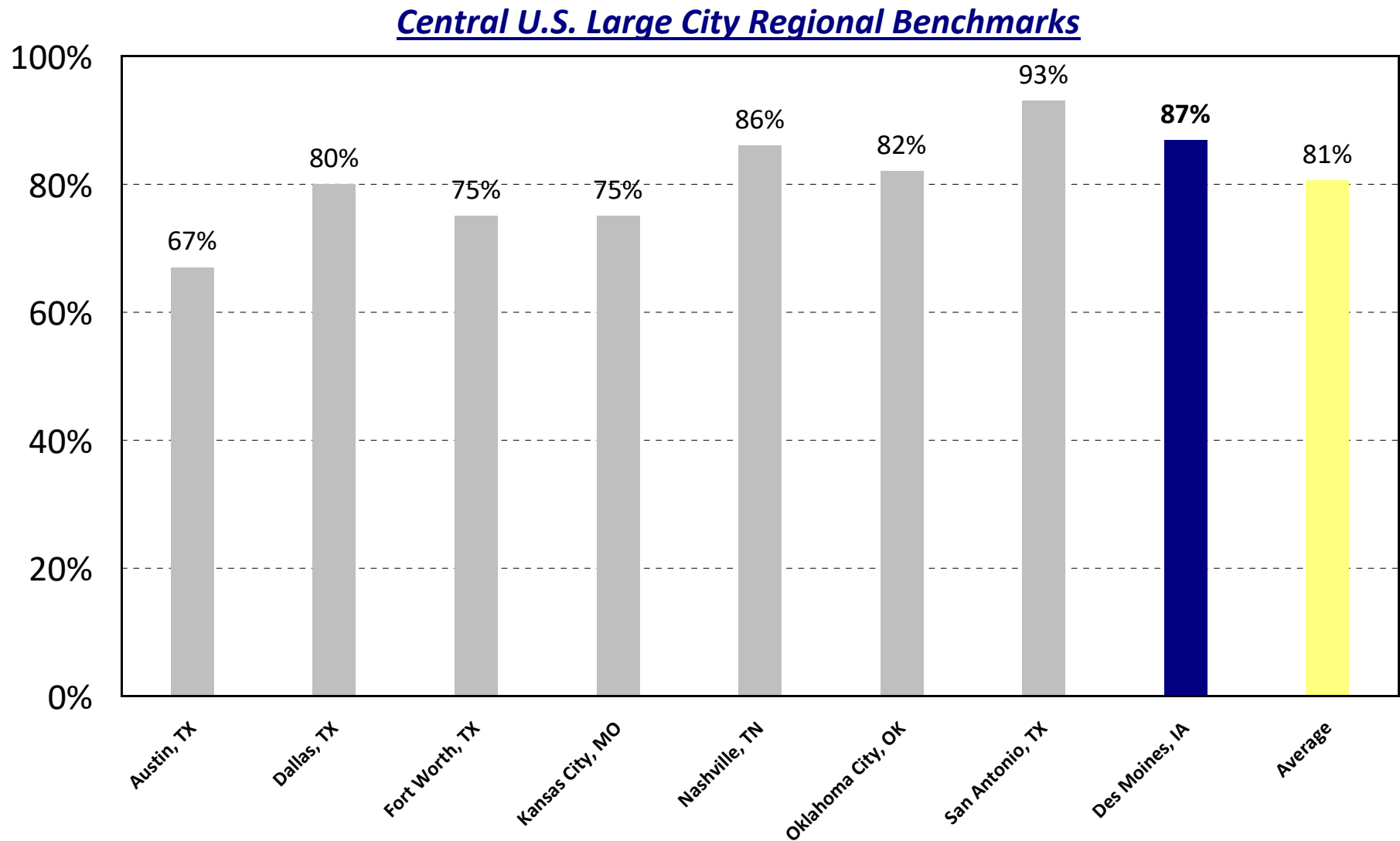
Central U.S. Large City Regional Benchmarks



Source: ETC Institute (2020)

Overall Quality of Ambulance and Paramedic Services - 2020

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
excluding don't knows

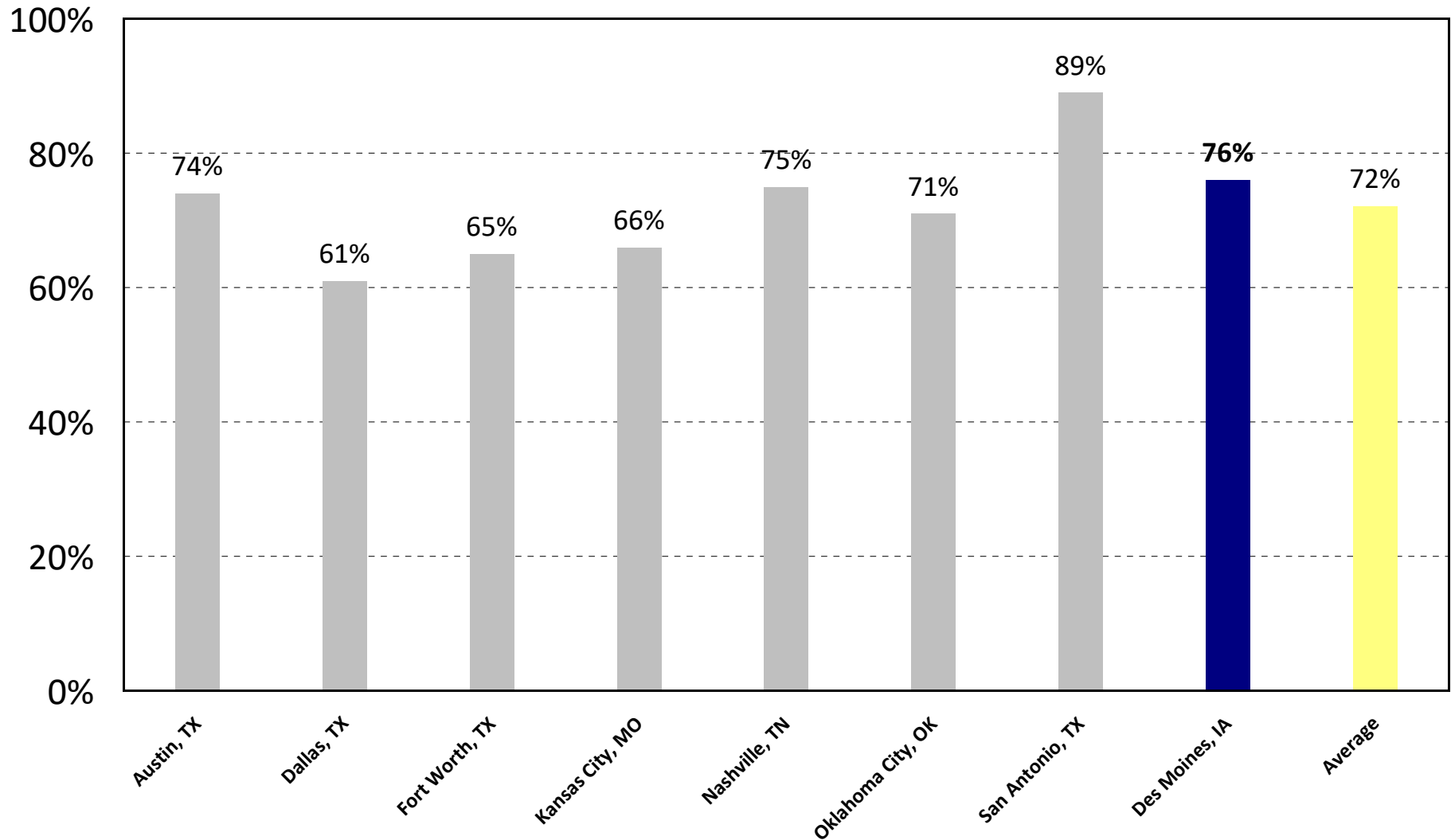


Source: ETC Institute (2020)

Overall Quality of City Parks - 2020

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
excluding don't knows

Central U.S. Large City Regional Benchmarks

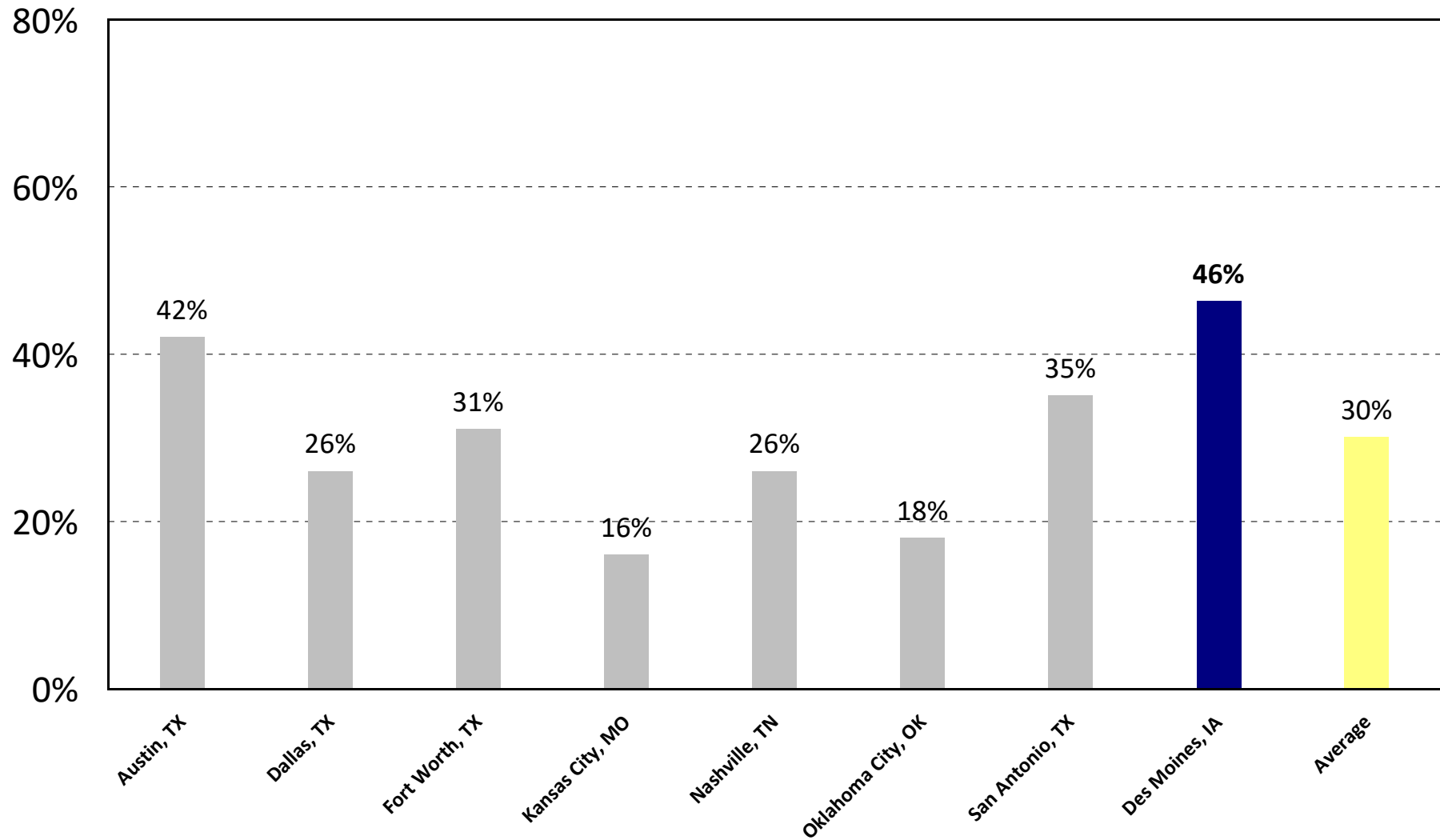


Source: ETC Institute (2020)

Overall Quality of Streets and Infrastructure - 2020

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
excluding don't knows

Central U.S. Large City Regional Benchmarks

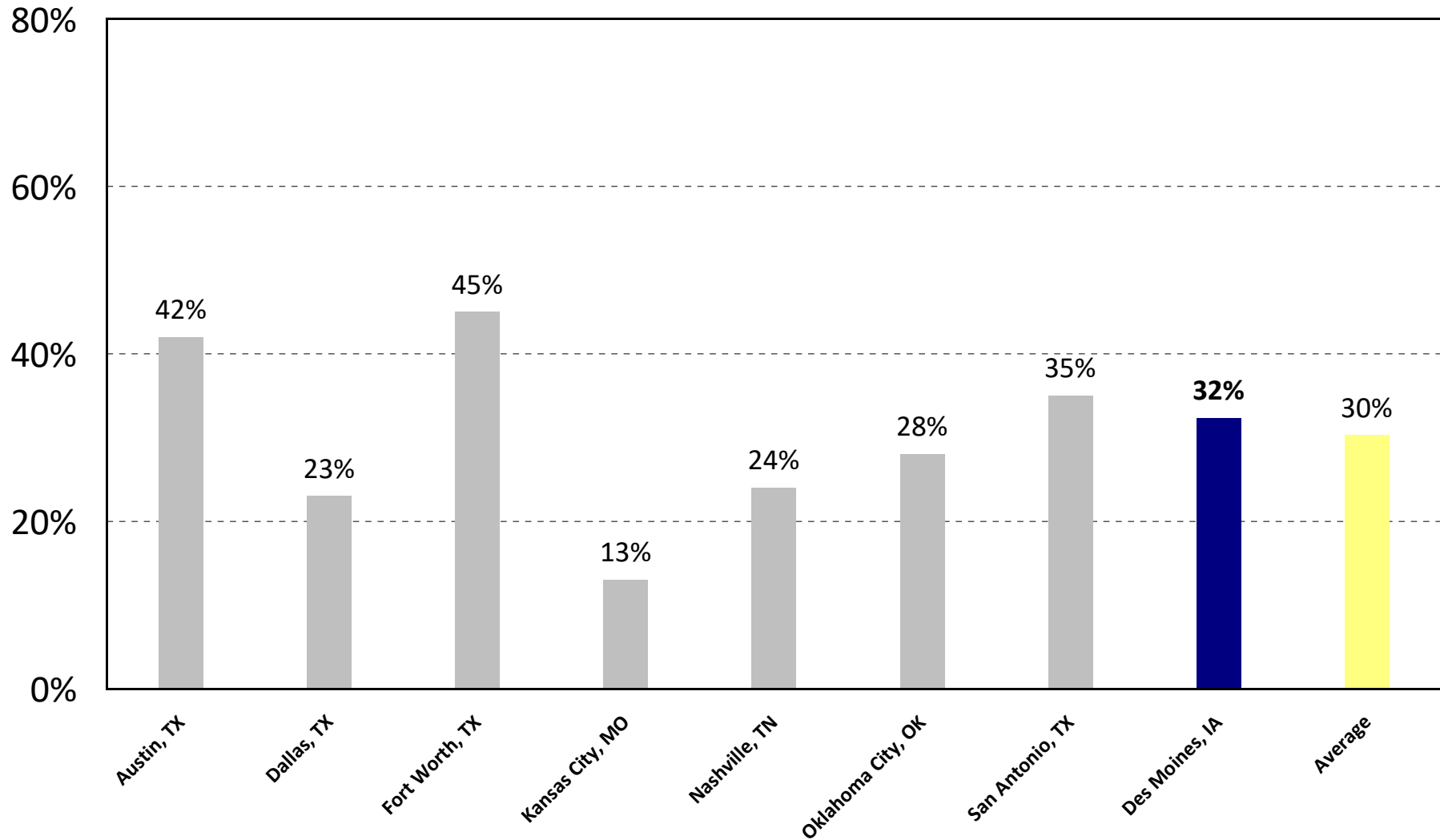


Source: ETC Institute (2020)

Overall Condition of Major City Streets - 2020

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
excluding don't knows

Central U.S. Large City Regional Benchmarks

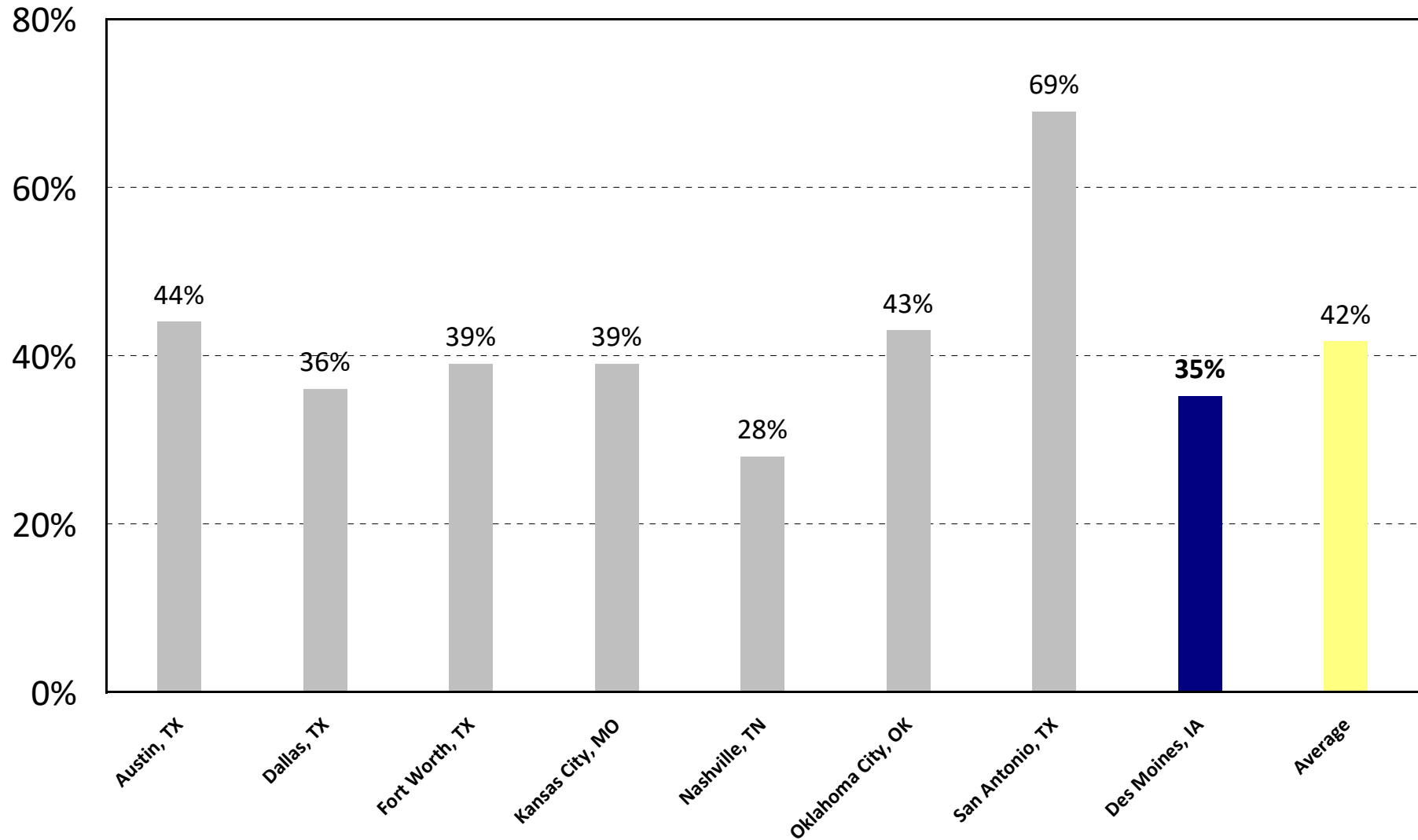


Source: ETC Institute (2020)

Overall Enforcement of City Ordinances - 2020

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
excluding don't knows

Central U.S. Large City Regional Benchmarks

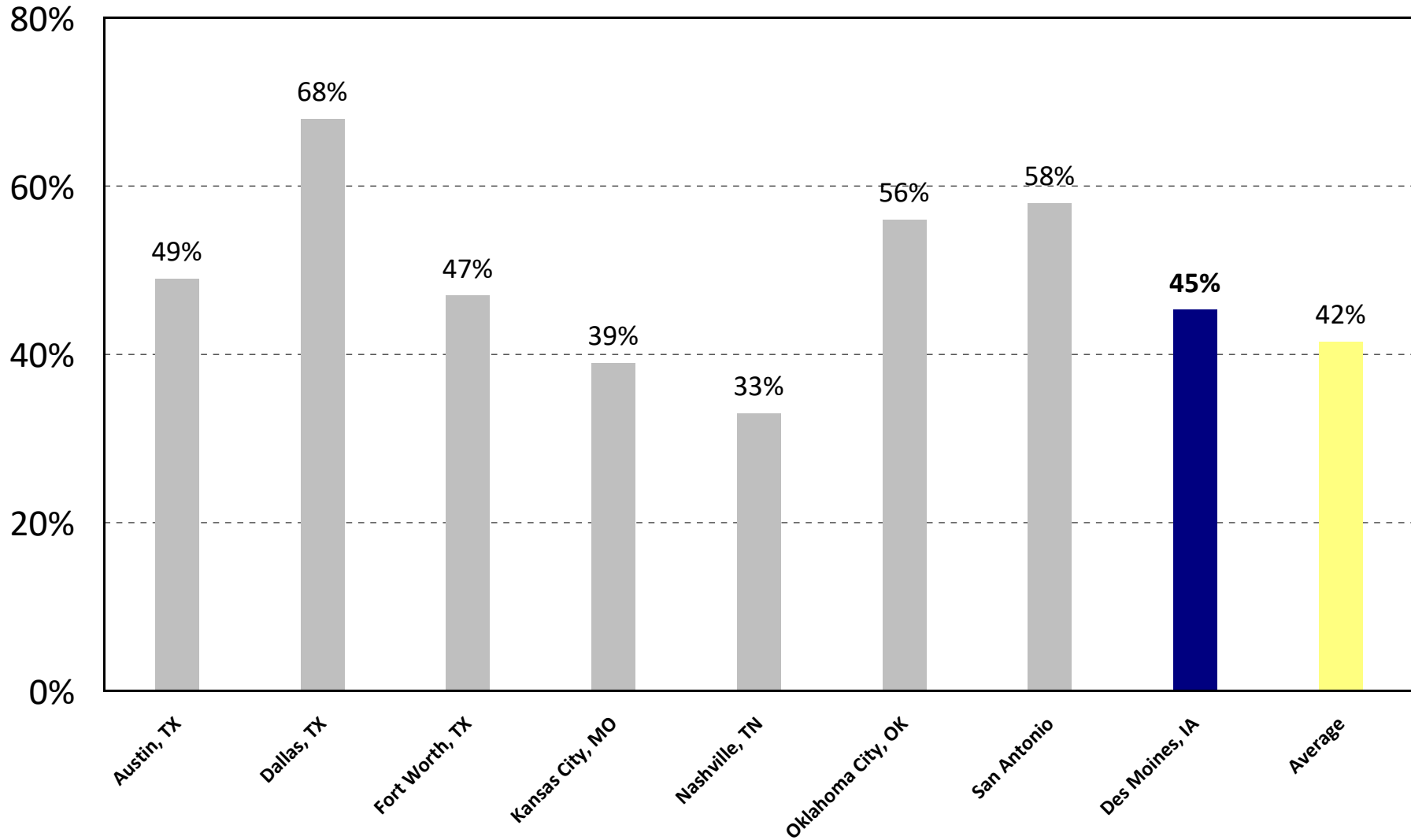


Source: ETC Institute (2020)

Overall Effectiveness of City Communication - 2020

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
excluding don't knows

Central U.S. Large City Regional Benchmarks

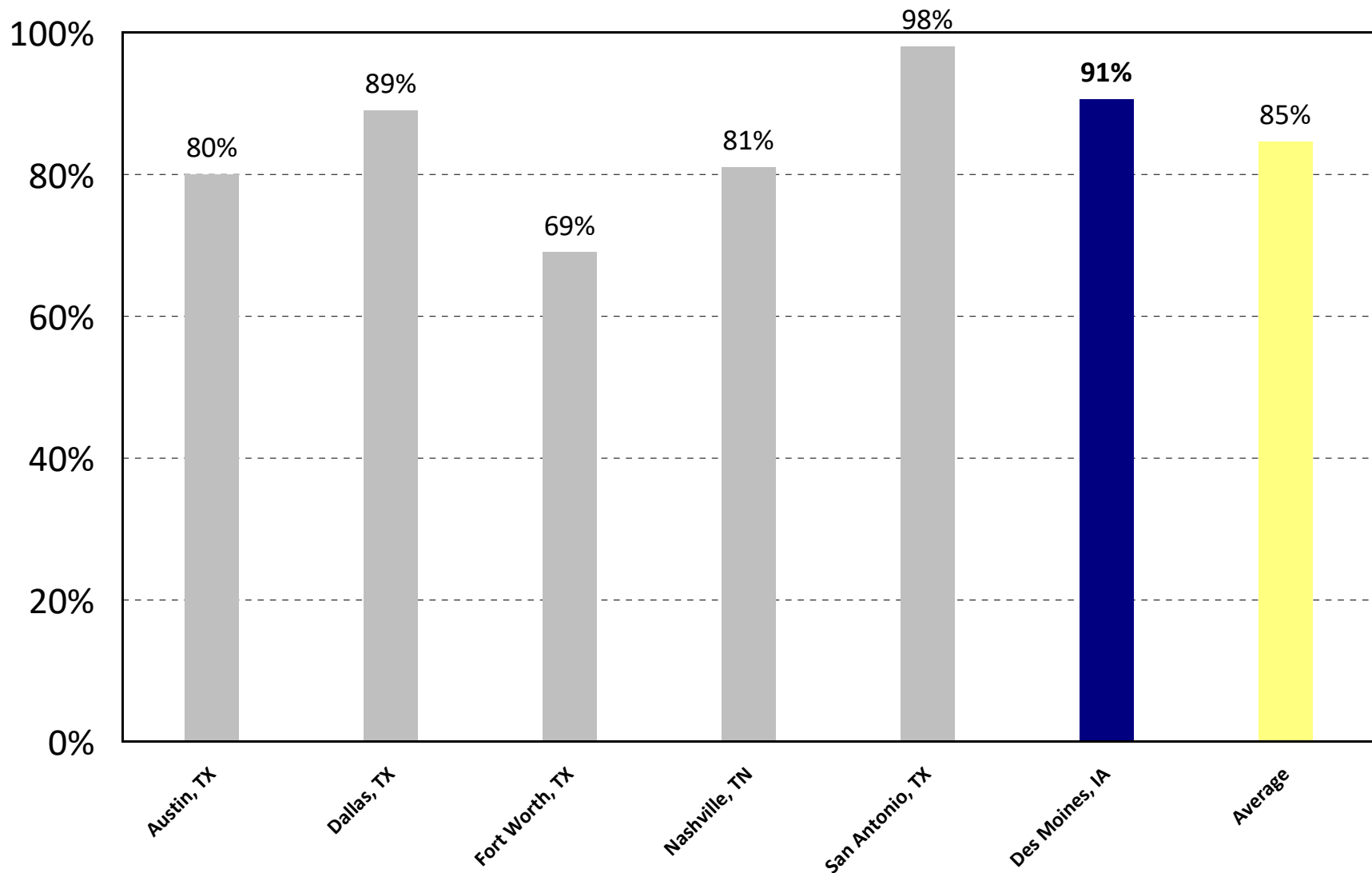


Source: ETC Institute (2020)

Overall Quality of City Libraries - 2020

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale
excluding don't knows

Central U.S. Large City Regional Benchmarks



Source: ETC Institute (2020)

Section 4

Tabular Data

Q1. Customer Service. Have you called or visited the City with a question, problem, or complaint during the past year?

Q1. Have you called or visited City with a question, problem, or complaint during past year	Number	Percent
Yes	310	35.9 %
No	554	64.1 %
Total	864	100.0 %

Q1a. How did you contact the City?

Q1a. How did you contact City	Number	Percent
By phone	216	69.7 %
By email	48	15.5 %
Social media	2	0.6 %
In person	9	2.9 %
CitySourced app	32	10.3 %
Not provided	3	1.0 %
Total	310	100.0 %

WITHOUT "NOT PROVIDED"

Q1a. How did you contact the City? (without "not provided")

Q1a. How did you contact City	Number	Percent
By phone	216	70.4 %
By email	48	15.6 %
Social media	2	0.7 %
In person	9	2.9 %
CitySourced app	32	10.4 %
Total	307	100.0 %

Q1c. How easy/difficult was it to address your issue?

<u>Q1c. How easy/difficult was it to address your issue</u>	<u>Number</u>	<u>Percent</u>
Very easy	135	43.5 %
Somewhat easy	83	26.8 %
Difficult	33	10.6 %
Very difficult	43	13.9 %
Don't know	16	5.2 %
Total	310	100.0 %

WITHOUT "DON'T KNOW"

Q1c. How easy/difficult was it to address your issue? (without "don't know")

<u>Q1c. How easy/difficult was it to address your issue</u>	<u>Number</u>	<u>Percent</u>
Very easy	135	45.9 %
Somewhat easy	83	28.2 %
Difficult	33	11.2 %
Very difficult	43	14.6 %
Total	294	100.0 %

Q1d. 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.

(N=310)

	Always	Usually	Sometimes	Seldom	Never	Don't know
Q1d-1. They were polite	53.5%	22.6%	9.0%	2.3%	0.3%	12.3%
Q1d-2. They gave accurate answers to your questions	41.9%	21.3%	10.6%	8.1%	3.5%	14.5%
Q1d-3. They did what they said they would do in a timely manner	37.4%	20.6%	10.3%	7.4%	5.8%	18.4%
Q1d-4. They helped you resolve an issue to your satisfaction	39.4%	16.5%	9.7%	6.8%	13.9%	13.9%

WITHOUT "DON'T KNOW"

Q1d. 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. (without "don't know")

(N=310)

	Always	Usually	Sometimes	Seldom	Never
Q1d-1. They were polite	61.0%	25.7%	10.3%	2.6%	0.4%
Q1d-2. They gave accurate answers to your questions	49.1%	24.9%	12.5%	9.4%	4.2%
Q1d-3. They did what they said they would do in a timely manner	45.8%	25.3%	12.6%	9.1%	7.1%
Q1d-4. They helped you resolve an issue to your satisfaction	45.7%	19.1%	11.2%	7.9%	16.1%

Q2. Financial Soundness. Please rate your level of agreement with the following statements that may impact your perception of the City's goal of being a "Financially Sound City."

(N=864)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q2-1. City provides good value for taxes & fees paid by residents	8.3%	32.8%	27.8%	16.8%	10.6%	3.7%
Q2-2. City staff & leaders are good stewards of City's resources	8.4%	31.7%	29.9%	13.4%	7.9%	8.7%
Q2-3. City services are reliable	14.1%	51.3%	21.3%	7.4%	2.8%	3.1%
Q2-4. City services are delivered in an efficient & cost effective manner	9.3%	34.5%	30.2%	12.4%	4.6%	9.0%
Q2-5. City is doing a good job investing for City's future needs	8.4%	28.7%	27.3%	13.9%	6.8%	14.8%
Q2-6. City does a good job partnering with business & other organizations to minimize tax burden on residents	6.5%	19.6%	26.3%	15.6%	14.0%	18.1%
Q2-7. City of Des Moines is a financially sound City	7.1%	31.1%	28.8%	8.4%	4.9%	19.7%

WITHOUT "DON'T KNOW"**Q2. Financial Soundness. Please rate your level of agreement with the following statements that may impact your perception of the City's goal of being a "Financially Sound City." (without "don't know")**

(N=864)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q2-1. City provides good value for taxes & fees paid by residents	8.7%	34.0%	28.8%	17.4%	11.1%
Q2-2. City staff & leaders are good stewards of City's resources	9.3%	34.7%	32.7%	14.7%	8.6%
Q2-3. City services are reliable	14.6%	52.9%	22.0%	7.6%	2.9%
Q2-4. City services are delivered in an efficient & cost effective manner	10.2%	37.9%	33.2%	13.6%	5.1%
Q2-5. City is doing a good job investing for City's future needs	9.9%	33.7%	32.1%	16.3%	8.0%
Q2-6. City does a good job partnering with business & other organizations to minimize tax burden on residents	7.9%	23.9%	32.1%	19.1%	17.1%
Q2-7. City of Des Moines is a financially sound City	8.8%	38.8%	35.9%	10.5%	6.1%

Q3. Sustainability. Please rate your level of agreement with the following statements that may impact your perception of the City's goal of being a "Sustainable Community."

(N=864)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q3-1. City is a good place to live	28.7%	50.3%	13.4%	5.1%	1.9%	0.6%
Q3-2. City is a good place to invest in property	16.2%	40.2%	22.9%	11.0%	3.9%	5.8%
Q3-3. City is doing what's needed to sustain property values	8.9%	28.2%	26.7%	19.2%	7.5%	9.4%
Q3-4. City's commercial tax base is growing	6.7%	20.5%	28.2%	13.0%	3.2%	28.4%
Q3-5. City is an attractive/beautiful city	21.4%	50.2%	19.3%	5.7%	2.1%	1.3%
Q3-6. I like the neighborhood where I live	33.2%	45.0%	12.8%	5.2%	2.8%	0.9%
Q3-7. Des Moines has a vibrant Downtown with places I like to visit	17.9%	37.5%	24.5%	11.3%	4.5%	4.2%
Q3-8. City has a diverse selection of quality housing	8.7%	38.3%	23.4%	15.9%	5.0%	8.8%
Q3-9. City protects its waterways (rivers, creeks, ponds)	8.6%	37.5%	24.2%	13.7%	5.2%	10.9%
Q3-10. City has made improvements to its water quality (in waterways, not drinking water)	7.2%	32.9%	26.6%	10.0%	3.9%	19.4%
Q3-11. City preserves its natural resources (savannas, prairies, woodlands)	10.0%	37.6%	26.6%	8.8%	3.4%	13.7%
Q3-12. City conserves energy in its buildings & across City	7.3%	22.2%	31.8%	6.8%	2.0%	29.9%
Q3-13. City has a good recycling & composting program	16.6%	48.6%	16.7%	9.8%	4.2%	4.2%
Q3-14. City has improved its greenhouse gas emissions	5.7%	13.9%	31.1%	4.7%	2.2%	42.4%
Q3-15. City of Des Moines is a sustainable community	8.1%	35.9%	29.9%	6.7%	3.0%	16.4%

WITHOUT "DON'T KNOW"**Q3. Sustainability. Please rate your level of agreement with the following statements that may impact your perception of the City's goal of being a "Sustainable Community." (without "don't know")**

(N=864)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q3-1. City is a good place to live	28.9%	50.6%	13.5%	5.1%	1.9%
Q3-2. City is a good place to invest in property	17.2%	42.6%	24.3%	11.7%	4.2%
Q3-3. City is doing what's needed to sustain property values	9.8%	31.2%	29.5%	21.2%	8.3%
Q3-4. City's commercial tax base is growing	9.4%	28.6%	39.4%	18.1%	4.5%
Q3-5. City is an attractive/beautiful city	21.7%	50.9%	19.6%	5.7%	2.1%
Q3-6. I like the neighborhood where I live	33.5%	45.4%	13.0%	5.3%	2.8%
Q3-7. Des Moines has a vibrant Downtown with places I like to visit	18.7%	39.1%	25.6%	11.8%	4.7%
Q3-8. City has a diverse selection of quality housing	9.5%	42.0%	25.6%	17.4%	5.5%
Q3-9. City protects its waterways (rivers, creeks, ponds)	9.6%	42.1%	27.1%	15.3%	5.8%
Q3-10. City has made improvements to its water quality (in waterways, not drinking water)	8.9%	40.8%	33.0%	12.4%	4.9%
Q3-11. City preserves its natural resources (savannas, prairies, woodlands)	11.5%	43.6%	30.8%	10.2%	3.9%
Q3-12. City conserves energy in its buildings & across City	10.4%	31.7%	45.4%	9.7%	2.8%
Q3-13. City has a good recycling & composting program	17.3%	50.7%	17.4%	10.3%	4.3%
Q3-14. City has improved its greenhouse gas emissions	9.8%	24.1%	54.0%	8.2%	3.8%
Q3-15. City of Des Moines is a sustainable community	9.7%	42.9%	35.7%	8.0%	3.6%

Q4. High Performing Organization. Please rate your level of agreement with the following statements that may impact your perception of the City's goal of being a "High Performing Organization."

(N=864)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q4-1. City provides customer-friendly services	10.6%	47.0%	26.9%	6.5%	1.6%	7.4%
Q4-2. It is easy to access City services & information	11.3%	42.1%	22.1%	15.0%	3.7%	5.7%
Q4-3. City employees work together as a team	8.4%	23.3%	28.0%	6.5%	2.4%	31.4%
Q4-4. City uses data to make decisions	6.3%	19.9%	27.0%	5.8%	2.3%	38.8%
Q4-5. City has streamlined processes & operations	5.1%	16.8%	29.2%	7.1%	3.2%	38.7%
Q4-6. City employees are customer focused	7.2%	29.4%	29.5%	11.6%	4.7%	17.6%
Q4-7. City is responsive to the needs of residents	8.4%	33.7%	26.3%	15.2%	7.1%	9.4%
Q4-8. City of Des Moines is a high performing organization	6.8%	23.3%	31.1%	11.8%	4.9%	22.1%
Q4-9. City technology is in line with technology used in private sector	5.2%	21.4%	24.7%	10.4%	3.5%	34.8%
Q4-10. City quickly adapts to changes	5.2%	22.3%	30.9%	16.2%	6.5%	18.9%

WITHOUT "DON'T KNOW"**Q4. High Performing Organization. Please rate your level of agreement with the following statements that may impact your perception of the City's goal of being a "High Performing Organization." (without "don't know")**

(N=864)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q4-1. City provides customer-friendly services	11.5%	50.8%	29.0%	7.0%	1.8%
Q4-2. It is easy to access City services & information	12.0%	44.7%	23.4%	16.0%	3.9%
Q4-3. City employees work together as a team	12.3%	33.9%	40.8%	9.4%	3.5%
Q4-4. City uses data to make decisions	10.2%	32.5%	44.0%	9.5%	3.8%
Q4-5. City has streamlined processes & operations	8.3%	27.4%	47.5%	11.5%	5.3%
Q4-6. City employees are customer focused	8.7%	35.7%	35.8%	14.0%	5.8%
Q4-7. City is responsive to the needs of residents	9.3%	37.2%	29.0%	16.7%	7.8%
Q4-8. City of Des Moines is a high performing organization	8.8%	29.9%	40.0%	15.2%	6.2%
Q4-9. City technology is in line with technology used in private sector	8.0%	32.9%	37.8%	16.0%	5.3%
Q4-10. City quickly adapts to changes	6.4%	27.5%	38.1%	20.0%	8.0%

Q5. Upgraded City Infrastructure and Buildings. Please rate your level of agreement with the following statements that may impact your perception of the City's goal to provide upgraded infrastructure and buildings.

(N=864)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q5-1. Travel times on City streets are predictable	13.4%	65.2%	10.1%	7.5%	2.4%	1.4%
Q5-2. Travel times on City streets are acceptable	12.8%	58.4%	15.9%	7.6%	3.7%	1.5%
Q5-3. City buildings are customer-friendly	8.2%	40.3%	31.9%	5.3%	1.6%	12.6%
Q5-4. City buildings & infrastructure make City more attractive	8.9%	49.1%	29.3%	5.0%	2.1%	5.7%
Q5-5. City is doing a good job maintaining infrastructure & buildings to extend life of these facilities	7.6%	37.3%	26.7%	6.6%	2.9%	18.9%
Q5-6. Residents of Des Moines have affordable access to latest technology infrastructure	5.6%	21.1%	28.0%	20.1%	5.9%	19.3%
Q5-7. City has made investments that are needed to protect City from flooding	9.8%	46.1%	18.9%	9.5%	3.2%	12.5%
Q5-8. City is doing a good job investing in infrastructure & buildings that are adaptable to changing climate/weather patterns	5.8%	23.6%	28.0%	8.6%	2.1%	31.9%
Q5-9. Des Moines provides upgraded infrastructure & buildings	5.6%	25.5%	35.5%	7.6%	2.0%	23.8%

WITHOUT "DON'T KNOW"**Q5. Upgraded City Infrastructure and Buildings. Please rate your level of agreement with the following statements that may impact your perception of the City's goal to provide upgraded infrastructure and buildings. (without "don't know")**

(N=864)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q5-1. Travel times on City streets are predictable	13.6%	66.1%	10.2%	7.6%	2.5%
Q5-2. Travel times on City streets are acceptable	13.0%	59.3%	16.1%	7.8%	3.8%
Q5-3. City buildings are customer-friendly	9.4%	46.1%	36.6%	6.1%	1.9%
Q5-4. City buildings & infrastructure make City more attractive	9.4%	52.0%	31.0%	5.3%	2.2%
Q5-5. City is doing a good job maintaining infrastructure & buildings to extend life of these facilities	9.4%	45.9%	33.0%	8.1%	3.6%
Q5-6. Residents of Des Moines have affordable access to latest technology infrastructure	6.9%	26.1%	34.7%	25.0%	7.3%
Q5-7. City has made investments that are needed to protect City from flooding	11.2%	52.6%	21.6%	10.8%	3.7%
Q5-8. City is doing a good job investing in infrastructure & buildings that are adaptable to changing climate/weather patterns	8.5%	34.7%	41.2%	12.6%	3.1%
Q5-9. Des Moines provides upgraded infrastructure & buildings	7.3%	33.4%	46.7%	10.0%	2.6%

Q6. Livable Community. Please rate your level of agreement with the following statements that may impact your perception of the City's goal of being a "Livable Community."

(N=864)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q6-1. There are recreation programs & activities for people of all types in Des Moines	18.2%	51.2%	14.9%	8.3%	2.2%	5.2%
Q6-2. City has nightlife for people to enjoy	14.6%	52.2%	18.2%	6.7%	1.9%	6.5%
Q6-3. City's library is a resource center for the community	28.4%	50.5%	11.7%	3.8%	1.3%	4.4%
Q6-4. There are quality choices for leisure time in Des Moines	19.7%	51.5%	17.7%	6.5%	2.1%	2.5%
Q6-5. There are adequate trails for leisure & recreation	31.4%	49.3%	11.5%	4.1%	1.0%	2.8%
Q6-6. Amenities in the City support a healthy lifestyle & personal wellness	20.4%	49.9%	19.8%	4.7%	1.4%	3.8%
Q6-7. Variety of special events in City are enjoyable for all	19.0%	45.4%	21.2%	8.3%	1.6%	4.5%
Q6-8. City is diverse & culturally inclusive	15.5%	42.2%	22.5%	11.3%	3.5%	5.0%
Q6-9. City of Des Moines is a livable community	26.3%	55.9%	12.7%	2.5%	1.0%	1.5%

WITHOUT "DON'T KNOW"

Q6. Livable Community. Please rate your level of agreement with the following statements that may impact your perception of the City's goal of being a "Livable Community." (without "don't know")

(N=864)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q6-1. There are recreation programs & activities for people of all types in Des Moines	19.2%	54.0%	15.8%	8.8%	2.3%
Q6-2. City has nightlife for people to enjoy	15.6%	55.8%	19.4%	7.2%	2.0%
Q6-3. City's library is a resource center for the community	29.7%	52.8%	12.2%	4.0%	1.3%
Q6-4. There are quality choices for leisure time in Des Moines	20.2%	52.9%	18.2%	6.7%	2.1%
Q6-5. There are adequate trails for leisure & recreation	32.3%	50.7%	11.8%	4.2%	1.1%
Q6-6. Amenities in the City support a healthy lifestyle & personal wellness	21.2%	51.9%	20.6%	4.9%	1.4%
Q6-7. Variety of special events in City are enjoyable for all	19.9%	47.5%	22.2%	8.7%	1.7%
Q6-8. City is diverse & culturally inclusive	16.3%	44.5%	23.6%	11.9%	3.7%
Q6-9. City of Des Moines is a livable community	26.7%	56.8%	12.9%	2.6%	1.1%

Q7. Police Services. Please rate your satisfaction with the following services provided by the City's Police Department.

(N=864)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q7-1. How quickly police respond to emergencies	19.4%	37.2%	16.3%	6.5%	2.9%	17.7%
Q7-2. Visibility of police in neighborhoods	12.6%	37.0%	28.1%	14.6%	3.8%	3.8%
Q7-3. Visibility of police in retail areas	11.7%	37.4%	33.8%	7.9%	2.1%	7.2%
Q7-4. Animal control	11.0%	36.7%	25.5%	7.9%	4.1%	14.9%
Q7-5. Professionalism of City police officers	28.8%	36.9%	18.6%	6.3%	3.2%	6.1%
Q7-6. Enforcement of local traffic laws	15.0%	40.4%	22.9%	11.6%	5.7%	4.4%
Q7-7. Overall quality of police protection	25.3%	40.3%	21.4%	5.6%	3.7%	3.7%

WITHOUT "DON'T KNOW"**Q7. Police Services. Please rate your satisfaction with the following services provided by the City's Police Department. (without "don't know")**

(N=864)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q7-1. How quickly police respond to emergencies	23.6%	45.1%	19.8%	7.9%	3.5%
Q7-2. Visibility of police in neighborhoods	13.1%	38.5%	29.2%	15.2%	4.0%
Q7-3. Visibility of police in retail areas	12.6%	40.3%	36.4%	8.5%	2.2%
Q7-4. Animal control	12.9%	43.1%	29.9%	9.3%	4.8%
Q7-5. Professionalism of City police officers	30.7%	39.3%	19.9%	6.7%	3.5%
Q7-6. Enforcement of local traffic laws	15.7%	42.3%	24.0%	12.1%	5.9%
Q7-7. Overall quality of police protection	26.3%	41.8%	22.2%	5.8%	3.8%

Q8. Which THREE of the police services listed in Question 7 (excluding the overall rating in item 7) do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q8. Top choice</u>	<u>Number</u>	<u>Percent</u>
How quickly police respond to emergencies	203	23.5 %
Visibility of police in neighborhoods	203	23.5 %
Visibility of police in retail areas	22	2.5 %
Animal control	22	2.5 %
Professionalism of City police officers	244	28.2 %
Enforcement of local traffic laws	61	7.1 %
None chosen	109	12.6 %
Total	864	100.0 %

Q8. Which THREE of the police services listed in Question 7 (excluding the overall rating in item 7) do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q8. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
How quickly police respond to emergencies	187	21.6 %
Visibility of police in neighborhoods	254	29.4 %
Visibility of police in retail areas	82	9.5 %
Animal control	32	3.7 %
Professionalism of City police officers	99	11.5 %
Enforcement of local traffic laws	77	8.9 %
None chosen	133	15.4 %
Total	864	100.0 %

Q8. Which THREE of the police services listed in Question 7 (excluding the overall rating in item 7) do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q8. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
How quickly police respond to emergencies	116	13.4 %
Visibility of police in neighborhoods	121	14.0 %
Visibility of police in retail areas	109	12.6 %
Animal control	68	7.9 %
Professionalism of City police officers	113	13.1 %
Enforcement of local traffic laws	103	11.9 %
None chosen	234	27.1 %
Total	864	100.0 %

SUM OF TOP 3 CHOICES

Q8. Which THREE of the police services listed in Question 7 (excluding the overall rating in item 7) do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

<u>Q8. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
How quickly police respond to emergencies	506	58.6 %
Visibility of police in neighborhoods	578	66.9 %
Visibility of police in retail areas	213	24.7 %
Animal control	122	14.1 %
Professionalism of City police officers	456	52.8 %
Enforcement of local traffic laws	241	27.9 %
None chosen	109	12.6 %
Total	2225	

Q9. Perceptions of Safety. Please rate how safe you feel in the following areas.

(N=864)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q9-1. Overall feeling of safety in City	17.5%	56.4%	17.8%	6.1%	1.2%	1.0%
Q9-2. In your neighborhood	30.1%	49.1%	13.7%	4.9%	1.4%	0.9%
Q9-3. In City parks & on City trails	13.1%	47.7%	24.0%	8.2%	1.5%	5.6%
Q9-4. In Downtown Des Moines	12.3%	41.0%	27.9%	12.2%	2.7%	4.1%
Q9-5. In retail areas	17.8%	55.3%	20.6%	3.6%	0.6%	2.1%
Q9-6. In City traffic	14.0%	52.2%	21.6%	9.1%	1.9%	1.2%
Q9-7. At outdoor venues (Farmer's Market, street events, concerts)	23.3%	53.4%	14.7%	2.3%	0.7%	5.7%
Q9-8. In entertainment venues	16.6%	48.7%	20.4%	3.6%	1.2%	9.6%

WITHOUT "DON'T KNOW"**Q9. Perceptions of Safety. Please rate how safe you feel in the following areas. (without "don't know")**

(N=864)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q9-1. Overall feeling of safety in City	17.7%	57.0%	18.0%	6.2%	1.2%
Q9-2. In your neighborhood	30.4%	49.5%	13.8%	4.9%	1.4%
Q9-3. In City parks & on City trails	13.8%	50.5%	25.4%	8.7%	1.6%
Q9-4. In Downtown Des Moines	12.8%	42.7%	29.1%	12.7%	2.8%
Q9-5. In retail areas	18.2%	56.5%	21.0%	3.7%	0.6%
Q9-6. In City traffic	14.2%	52.8%	21.9%	9.3%	1.9%
Q9-7. At outdoor venues (Farmer's Market, street events, concerts)	24.7%	56.6%	15.6%	2.5%	0.7%
Q9-8. In entertainment venues	18.3%	53.9%	22.5%	4.0%	1.3%

Q10. Fire Services. Please rate your satisfaction with the services provided by the City's Fire Department.

(N=864)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-1. How quickly fire personnel respond to emergencies	31.5%	34.3%	8.1%	0.7%	0.0%	25.5%
Q10-2. Quality of ambulance & paramedic services	31.8%	34.4%	9.3%	0.3%	0.3%	23.8%
Q10-3. Quality of fire inspection program	16.2%	26.6%	15.9%	0.6%	0.0%	40.7%
Q10-4. Effectiveness of fire safety education program	14.7%	22.7%	17.4%	1.0%	0.1%	44.1%
Q10-5. Effectiveness of fire prevention program	13.8%	23.1%	17.5%	0.9%	0.0%	44.7%
Q10-6. Professionalism of City's fire fighters	35.8%	33.1%	7.1%	0.6%	0.2%	23.3%
Q10-7. Overall quality of fire protection	30.8%	39.5%	8.9%	0.5%	0.1%	20.3%

WITHOUT "DON'T KNOW"

Q10. Fire Services. Please rate your satisfaction with the services provided by the City's Fire Department. (without "don't know")

(N=864)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. How quickly fire personnel respond to emergencies	42.2%	46.0%	10.9%	0.9%	0.0%
Q10-2. Quality of ambulance & paramedic services	41.8%	45.1%	12.2%	0.5%	0.5%
Q10-3. Quality of fire inspection program	27.3%	44.9%	26.8%	1.0%	0.0%
Q10-4. Effectiveness of fire safety education program	26.3%	40.6%	31.1%	1.9%	0.2%
Q10-5. Effectiveness of fire prevention program	24.9%	41.8%	31.6%	1.7%	0.0%
Q10-6. Professionalism of City's fire fighters	46.6%	43.1%	9.2%	0.8%	0.3%
Q10-7. Overall quality of fire protection	38.6%	49.5%	11.2%	0.6%	0.1%

Q11. Which THREE of the fire services listed in Question 10 (excluding the overall rating in item 7) do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q11. Top choice	Number	Percent
How quickly fire personnel respond to emergencies	345	39.9 %
Quality of ambulance & paramedic services	112	13.0 %
Quality of fire inspection program	40	4.6 %
Effectiveness of fire safety education program	52	6.0 %
Effectiveness of fire prevention program	41	4.7 %
Professionalism of City's fire fighters	50	5.8 %
None chosen	224	25.9 %
Total	864	100.0 %

Q11. Which THREE of the fire services listed in Question 10 (excluding the overall rating in item 7) do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q11. 2nd choice	Number	Percent
How quickly fire personnel respond to emergencies	97	11.2 %
Quality of ambulance & paramedic services	281	32.5 %
Quality of fire inspection program	47	5.4 %
Effectiveness of fire safety education program	68	7.9 %
Effectiveness of fire prevention program	67	7.8 %
Professionalism of City's fire fighters	52	6.0 %
None chosen	252	29.2 %
Total	864	100.0 %

Q11. Which THREE of the fire services listed in Question 10 (excluding the overall rating in item 7) do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q11. 3rd choice	Number	Percent
How quickly fire personnel respond to emergencies	39	4.5 %
Quality of ambulance & paramedic services	75	8.7 %
Quality of fire inspection program	96	11.1 %
Effectiveness of fire safety education program	75	8.7 %
Effectiveness of fire prevention program	107	12.4 %
Professionalism of City's fire fighters	161	18.6 %
None chosen	311	36.0 %
Total	864	100.0 %

SUM OF TOP 3 CHOICES

Q11. Which THREE of the fire services listed in Question 10 (excluding the overall rating in item 7) do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

<u>Q11. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
How quickly fire personnel respond to emergencies	481	55.7 %
Quality of ambulance & paramedic services	468	54.2 %
Quality of fire inspection program	183	21.2 %
Effectiveness of fire safety education program	195	22.6 %
Effectiveness of fire prevention program	215	24.9 %
Professionalism of City's fire fighters	263	30.4 %
None chosen	224	25.9 %
Total	2029	

Q12. Parks and Recreation. Please rate your satisfaction with the following services.

(N=864)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q12-1. Number & location of City parks	23.8%	53.5%	13.4%	5.0%	1.0%	3.2%
Q12-2. Number of walking & biking trails in Des Moines	27.4%	48.0%	13.1%	5.0%	1.5%	5.0%
Q12-3. Overall quality of pools (aquatic centers, wading pools, splash pads)	12.2%	37.2%	23.1%	6.6%	2.0%	19.0%
Q12-4. Number of restrooms in City parks	7.5%	32.9%	26.4%	16.0%	2.3%	14.9%
Q12-5. Landscaping (shrubs, flowers) along City streets, parks & other public areas	17.9%	48.4%	20.7%	7.2%	2.3%	3.5%
Q12-6. Use of green practices (natural landscapes, rain gardens/bioswales)	14.0%	39.4%	23.0%	6.6%	1.9%	15.2%
Q12-7. Special events sponsored by City (Free Flicks, Mayor's Annual Ride for Trails, Father Daughter Dance, etc.)	14.1%	35.1%	26.9%	4.2%	1.7%	18.1%
Q12-8. Range of recreational programming (flag football, swimming lessons, softball/baseball)	12.2%	35.1%	26.5%	4.2%	1.2%	20.9%
Q12-9. Availability of specialized recreation facilities (disc golf courses, tennis courts, skate parks, basketball courts, dog parks, golf courses, etc.)	15.7%	41.9%	21.4%	7.1%	1.5%	12.4%
Q12-10. Overall quality of City Parks & Recreation programming	17.1%	46.4%	20.5%	4.4%	1.4%	10.2%
Q12-11. Overall quality & customer service of municipal cemeteries (Glendale, Woodland, Laurel Hill, Sims, Oak Grove, Elm Grove)	15.0%	33.9%	19.8%	2.5%	1.3%	27.4%

Q12. Parks and Recreation. Please rate your satisfaction with the following services.

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q12-12. Availability of environmental education & nature activities (star gazing, canoe float, science day camps)	11.6%	27.1%	25.1%	6.5%	1.6%	28.1%
Q12-13. Overall quality of City parks	19.2%	52.8%	17.0%	4.5%	1.2%	5.3%

WITHOUT "DON'T KNOW"**Q12. Parks and Recreation. Please rate your satisfaction with the following services. (without "don't know")**

(N=864)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-1. Number & location of City parks	24.6%	55.3%	13.9%	5.1%	1.1%
Q12-2. Number of walking & biking trails in Des Moines	28.9%	50.5%	13.8%	5.2%	1.6%
Q12-3. Overall quality of pools (aquatic centers, wading pools, splash pads)	15.0%	45.9%	28.6%	8.1%	2.4%
Q12-4. Number of restrooms in City parks	8.8%	38.6%	31.0%	18.8%	2.7%
Q12-5. Landscaping (shrubs, flowers) along City streets, parks & other public areas	18.6%	50.1%	21.5%	7.4%	2.4%
Q12-6. Use of green practices (natural landscapes, rain gardens/bioswales)	16.5%	46.4%	27.1%	7.8%	2.2%
Q12-7. Special events sponsored by City (Free Flicks, Mayor's Annual Ride for Trails, Father Daughter Dance, etc.)	17.2%	42.8%	32.8%	5.1%	2.1%
Q12-8. Range of recreational programming (flag football, swimming lessons, softball/baseball)	15.4%	44.4%	33.5%	5.3%	1.5%
Q12-9. Availability of specialized recreation facilities (disc golf courses, tennis courts, skate parks, basketball courts, dog parks, golf courses, etc.)	18.0%	47.8%	24.4%	8.1%	1.7%
Q12-10. Overall quality of City Parks & Recreation programming	19.1%	51.7%	22.8%	4.9%	1.5%
Q12-11. Overall quality & customer service of municipal cemeteries (Glendale, Woodland, Laurel Hill, Sims, Oak Grove, Elm Grove)	20.7%	46.7%	27.3%	3.5%	1.8%
Q12-12. Availability of environmental education & nature activities (star gazing, canoe float, science day camps)	16.1%	37.7%	34.9%	9.0%	2.3%
Q12-13. Overall quality of City parks	20.3%	55.7%	18.0%	4.8%	1.2%

Q13. Which THREE of the parks and recreation services listed in Question 12 (excluding the overall rating in item 12) do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q13. Top choice	Number	Percent
Number & location of City parks	102	11.8 %
Number of walking & biking trails in Des Moines	104	12.0 %
Overall quality of pools (aquatic centers, wading pools, splash pads)	56	6.5 %
Number of restrooms in City parks	77	8.9 %
Landscaping (shrubs, flowers) along City streets, parks & other public areas	49	5.7 %
Use of "green" practices (natural landscapes, rain gardens/bioswales)	89	10.3 %
Special events sponsored by City (Free Flicks, Mayor's Annual Ride for Trails, Father Daughter Dance, etc.)	37	4.3 %
Range of recreational programming (flag football, swimming lessons, softball/baseball)	15	1.7 %
Availability of specialized recreation facilities (disc golf courses, tennis courts, skate parks, basketball courts, dog parks, golf courses, etc.)	34	3.9 %
Overall quality of City Parks & Recreation programming	50	5.8 %
Overall quality & customer service of municipal cemeteries (Glendale, Woodland, Laurel Hill, Sims, Oak Grove, Elm Grove)	24	2.8 %
Availability of environmental education & nature activities (star gazing, canoe float, science day camps)	32	3.7 %
None chosen	195	22.6 %
Total	864	100.0 %

Q13. Which THREE of the parks and recreation services listed in Question 12 (excluding the overall rating in item 12) do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q13. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Number & location of City parks	52	6.0 %
Number of walking & biking trails in Des Moines	84	9.7 %
Overall quality of pools (aquatic centers, wading pools, splash pads)	62	7.2 %
Number of restrooms in City parks	57	6.6 %
Landscaping (shrubs, flowers) along City streets, parks & other public areas	53	6.1 %
Use of "green" practices (natural landscapes, rain gardens/bioswales)	81	9.4 %
Special events sponsored by City (Free Flicks, Mayor's Annual Ride for Trails, Father Daughter Dance, etc.)	41	4.7 %
Range of recreational programming (flag football, swimming lessons, softball/baseball)	34	3.9 %
Availability of specialized recreation facilities (disc golf courses, tennis courts, skate parks, basketball courts, dog parks, golf courses, etc.)	44	5.1 %
Overall quality of City Parks & Recreation programming	53	6.1 %
Overall quality & customer service of municipal cemeteries (Glendale, Woodland, Laurel Hill, Sims, Oak Grove, Elm Grove)	28	3.2 %
Availability of environmental education & nature activities (star gazing, canoe float, science day camps)	56	6.5 %
None chosen	219	25.3 %
Total	864	100.0 %

Q13. Which THREE of the parks and recreation services listed in Question 12 (excluding the overall rating in item 12) do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q13. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Number & location of City parks	39	4.5 %
Number of walking & biking trails in Des Moines	42	4.9 %
Overall quality of pools (aquatic centers, wading pools, splash pads)	51	5.9 %
Number of restrooms in City parks	63	7.3 %
Landscaping (shrubs, flowers) along City streets, parks & other public areas	42	4.9 %
Use of "green" practices (natural landscapes, rain gardens/bioswales)	74	8.6 %
Special events sponsored by City (Free Flicks, Mayor's Annual Ride for Trails, Father Daughter Dance, etc.)	53	6.1 %
Range of recreational programming (flag football, swimming lessons, softball/baseball)	45	5.2 %
Availability of specialized recreation facilities (disc golf courses, tennis courts, skate parks, basketball courts, dog parks, golf courses, etc.)	32	3.7 %
Overall quality of City Parks & Recreation programming	51	5.9 %
Overall quality & customer service of municipal cemeteries (Glendale, Woodland, Laurel Hill, Sims, Oak Grove, Elm Grove)	38	4.4 %
Availability of environmental education & nature activities (star gazing, canoe float, science day camps)	69	8.0 %
<u>None chosen</u>	<u>265</u>	<u>30.7 %</u>
Total	864	100.0 %

SUM OF TOP 3 CHOICES

Q13. Which THREE of the parks and recreation services listed in Question 12 (excluding the overall rating in item 12) do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q13. Sum of top 3 choices	Number	Percent
Number & location of City parks	193	22.3 %
Number of walking & biking trails in Des Moines	230	26.6 %
Overall quality of pools (aquatic centers, wading pools, splash pads)	169	19.6 %
Number of restrooms in City parks	197	22.8 %
Landscaping (shrubs, flowers) along City streets, parks & other public areas	144	16.7 %
Use of "green" practices (natural landscapes, rain gardens/ bioswales)	244	28.2 %
Special events sponsored by City (Free Flicks, Mayor's Annual Ride for Trails, Father Daughter Dance, etc.)	131	15.2 %
Range of recreational programming (flag football, swimming lessons, softball/baseball)	94	10.9 %
Availability of specialized recreation facilities (disc golf courses, tennis courts, skate parks, basketball courts, dog parks, golf courses, etc.)	110	12.7 %
Overall quality of City Parks & Recreation programming	154	17.8 %
Overall quality & customer service of municipal cemeteries (Glendale, Woodland, Laurel Hill, Sims, Oak Grove, Elm Grove)	90	10.4 %
Availability of environmental education & nature activities (star gazing, canoe float, science day camps)	157	18.2 %
None chosen	195	22.6 %
Total	2108	

Q14. Communication. Please rate your satisfaction with the City of Des Moines' communication with you as a resident of Des Moines.

(N=864)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q14-1. Level of public involvement in local decision-making	5.3%	24.3%	29.9%	18.2%	8.8%	13.5%
Q14-2. Availability of information about City programs & services	7.8%	36.7%	27.8%	15.2%	6.1%	6.5%
Q14-3. City's efforts to communicate with you	8.4%	31.5%	29.2%	17.0%	6.9%	6.9%
Q14-4. Program quality on City's cable television channel	4.4%	13.7%	24.1%	6.7%	3.6%	47.6%
Q14-5. City information is accessible in alternative languages or formats, as requested	5.4%	14.5%	27.3%	1.4%	1.7%	49.7%
Q14-6. Overall quality of City's website	7.6%	30.9%	33.3%	7.1%	1.4%	19.7%
Q14-7. Quality of the quarterly City Source newsletter	10.6%	40.5%	29.1%	4.5%	1.6%	13.7%
Q14-8. Overall effectiveness of City communication with the public	7.2%	34.0%	32.5%	12.5%	4.7%	9.0%

WITHOUT "DON'T KNOW"**Q14. Communication. Please rate your satisfaction with the City of Des Moines' communication with you as a resident of Des Moines. (without "don't know")**

(N=864)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14-1. Level of public involvement in local decision-making	6.2%	28.1%	34.5%	21.0%	10.2%
Q14-2. Availability of information about City programs & services	8.3%	39.2%	29.7%	16.2%	6.6%
Q14-3. City's efforts to communicate with you	9.1%	33.8%	31.3%	18.3%	7.5%
Q14-4. Program quality on City's cable television channel	8.4%	26.0%	45.9%	12.8%	6.8%
Q14-5. City information is accessible in alternative languages or formats, as requested	10.8%	28.7%	54.3%	2.8%	3.4%
Q14-6. Overall quality of City's website	9.5%	38.5%	41.5%	8.8%	1.7%
Q14-7. Quality of the quarterly City Source newsletter	12.3%	46.9%	33.6%	5.2%	1.9%
Q14-8. Overall effectiveness of City communication with the public	7.9%	37.4%	35.8%	13.7%	5.2%

Q15. Which THREE areas of Communication listed in Question 14 (excluding the overall rating in item 8) do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q15. Top choice</u>	<u>Number</u>	<u>Percent</u>
Level of public involvement in local decision-making	340	39.4 %
Availability of information about City programs & services	117	13.5 %
City's efforts to communicate with you	93	10.8 %
Program quality on City's cable television channel	24	2.8 %
City information is accessible in alternative languages or formats, as requested	19	2.2 %
Overall quality of City's website	38	4.4 %
Quality of the quarterly City Source newsletter	20	2.3 %
None chosen	213	24.7 %
Total	864	100.0 %

Q15. Which THREE areas of Communication listed in Question 14 (excluding the overall rating in item 8) do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q15. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Level of public involvement in local decision-making	95	11.0 %
Availability of information about City programs & services	183	21.2 %
City's efforts to communicate with you	166	19.2 %
Program quality on City's cable television channel	25	2.9 %
City information is accessible in alternative languages or formats, as requested	35	4.1 %
Overall quality of City's website	70	8.1 %
Quality of the quarterly City Source newsletter	36	4.2 %
None chosen	254	29.4 %
Total	864	100.0 %

Q15. Which THREE areas of Communication listed in Question 14 (excluding the overall rating in item 8) do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q15. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Level of public involvement in local decision-making	62	7.2 %
Availability of information about City programs & services	121	14.0 %
City's efforts to communicate with you	127	14.7 %
Program quality on City's cable television channel	28	3.2 %
City information is accessible in alternative languages or formats, as requested	56	6.5 %
Overall quality of City's website	81	9.4 %
Quality of the quarterly City Source newsletter	56	6.5 %
None chosen	333	38.5 %
Total	864	100.0 %

SUM OF TOP 3 CHOICES

Q15. Which THREE areas of Communication listed in Question 14 (excluding the overall rating in item 8) do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

<u>Q15. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Level of public involvement in local decision-making	497	57.5 %
Availability of information about City programs & services	421	48.7 %
City's efforts to communicate with you	386	44.7 %
Program quality on City's cable television channel	77	8.9 %
City information is accessible in alternative languages or formats, as requested	110	12.7 %
Overall quality of City's website	189	21.9 %
Quality of the quarterly City Source newsletter	112	13.0 %
None chosen	229	26.5 %
Total	2021	

Q16. Have you or other members of your household used the City of Des Moines website in the last year?

Q16. Have you used City of Des Moines website in last year	Number	Percent
Yes	508	58.8 %
No	341	39.5 %
Not provided	15	1.7 %
Total	864	100.0 %

WITHOUT "NOT PROVIDED"**Q16. Have you or other members of your household used the City of Des Moines website in the last year? (without "not provided")**

Q16. Have you used City of Des Moines website in last year	Number	Percent
Yes	508	59.8 %
No	341	40.2 %
Total	849	100.0 %

Q16a. How did you access the City's website?

Q16a. How did you access City's website	Number	Percent
Phone	121	23.8 %
Tablet	46	9.1 %
Home computer/laptop	327	64.4 %
Public computer	5	1.0 %
Not provided	9	1.8 %
Total	508	100.0 %

WITHOUT "NOT PROVIDED"**Q16a. How did you access the City's website? (without "not provided")**

Q16a. How did you access City's website	Number	Percent
Phone	121	24.2 %
Tablet	46	9.2 %
Home computer/laptop	327	65.5 %
Public computer	5	1.0 %
Total	499	100.0 %

Q16b. Please rate your satisfaction with the following aspects of the City's website.

(N=508)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q16b-1. Ability to find the information you were looking for on City's website	13.6%	41.7%	24.8%	16.5%	3.0%	0.4%
Q16b-2. Ability to use the online service you needed on City's website	14.0%	41.3%	25.6%	13.0%	2.6%	3.5%
Q16b-3. Overall quality of the online services offered on City's website	12.6%	40.2%	31.3%	10.8%	2.2%	3.0%

WITHOUT "DON'T KNOW"

Q16b. Please rate your satisfaction with the following aspects of the City's website. (without "don't know")

(N=508)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q16b-1. Ability to find the information you were looking for on City's website	13.6%	41.9%	24.9%	16.6%	3.0%
Q16b-2. Ability to use the online service you needed on City's website	14.5%	42.9%	26.5%	13.5%	2.7%
Q16b-3. Overall quality of the online services offered on City's website	13.0%	41.4%	32.3%	11.2%	2.2%

Q17. Where do you currently get news and information about City programs, services, and events?

Q17. Where do you currently get news & information about City programs, services, & events	Number	Percent
The Des Moines Register	296	34.3 %
The Business Record	36	4.2 %
Cityview	161	18.6 %
Television news	484	56.0 %
City of Des Moines website	225	26.0 %
DMTV Cable Channel 7	18	2.1 %
City Source newsletter	309	35.8 %
Call/email City's Info Center	31	3.6 %
Other websites	43	5.0 %
Social media (e.g. Facebook, Twitter)	294	34.0 %
Neighborhood association	241	27.9 %
Word of mouth	318	36.8 %
www.dmgov.org/press releases	46	5.3 %
Other	32	3.7 %
Total	2534	

Q17-9. Which websites?

Q17-9. Other websites	Number	Percent
Facebook	2	11.8 %
KCCI	2	11.8 %
Local news sites	1	5.9 %
TRAVEL IOWA	1	5.9 %
YOUTUBE	1	5.9 %
Neighborhood Facebook	1	5.9 %
FOX news channel	1	5.9 %
NEXTDOOR	1	5.9 %
MSN	1	5.9 %
DSM4KIDS	1	5.9 %
NextDoor, Facebook	1	5.9 %
Google	1	5.9 %
Des Moines Moms	1	5.9 %
MSN.COM	1	5.9 %
CHANNEL5 ABC	1	5.9 %
Total	17	100.0 %

Q17-14. Other

<u>Q17-14. Other</u>	<u>Number</u>	<u>Percent</u>
NextDoor	4	16.7 %
Radio	2	8.3 %
Local news	1	4.2 %
CITY COUNCIL MEETINGS	1	4.2 %
WHO RADIO	1	4.2 %
EMAIL	1	4.2 %
Cell phone apps	1	4.2 %
Google	1	4.2 %
FRIENDS	1	4.2 %
BILL INSERTS, CITY NEWS	1	4.2 %
Volunteer newsletter in my email	1	4.2 %
City council member Carl Voss' newsletter with helpful information	1	4.2 %
PLDM	1	4.2 %
From council member communication	1	4.2 %
CNN GOOGLE FOX	1	4.2 %
There is NOTHING of interest as jobs are scarce and TAXES ARE HIGH	1	4.2 %
Online news	1	4.2 %
MY EMAIL SIGNING UP FOR OTHER ACTIVITIES WITH PARKS AND REC	1	4.2 %
BBC NEWS HOUR	1	4.2 %
Radio program announcements	1	4.2 %
Total	24	100.0 %

Q18. How would you prefer to interact with the City?

<u>Q18. How would you prefer to interact with City</u>	<u>Number</u>	<u>Percent</u>
In person	122	14.1 %
Website	230	26.6 %
Live chat	34	3.9 %
Facebook	58	6.7 %
Email	215	24.9 %
Phone	123	14.2 %
Other	17	2.0 %
Not provided	65	7.5 %
Total	864	100.0 %

WITHOUT "NOT PROVIDED"

Q18. How would you prefer to interact with the City? (without "not provided")

<u>Q18. How would you prefer to interact with City</u>	<u>Number</u>	<u>Percent</u>
In person	122	15.3 %
Website	230	28.8 %
Live chat	34	4.3 %
Facebook	58	7.3 %
Email	215	26.9 %
Phone	123	15.4 %
Other	17	2.1 %
Total	799	100.0 %

Q18-7. Other

Q18-7. Other	Number	Percent
MAIL	7	41.2 %
NEWSLETTER	1	5.9 %
PUBLIC MEETINGS	1	5.9 %
APP IS GREAT	1	5.9 %
Cell phone apps	1	5.9 %
ALL EXCEPT FACEBOOK	1	5.9 %
MAKE IT MORE NON-CABLE ACCESIBLE	1	5.9 %
Anything online	1	5.9 %
MAIL, CITY NEWS	1	5.9 %
News letter	1	5.9 %
All of these	1	5.9 %
Total	17	100.0 %

Q19. Public Works and Engineering. Please rate your satisfaction with the services provided by the City's Public Works and Engineering Departments.

(N=864)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q19-1. Condition of major City streets	5.0%	27.0%	19.8%	33.1%	14.0%	1.2%
Q19-2. Condition of streets in your neighborhood	5.7%	29.7%	17.9%	29.9%	16.3%	0.5%
Q19-3. Ability to safely ride a bicycle on City streets	5.7%	19.0%	28.5%	20.4%	7.6%	18.9%
Q19-4. Availability of on-street striped bike lanes & signs	7.2%	25.8%	32.8%	14.0%	5.9%	14.4%
Q19-5. Ability to use your bicycle to commute to work or school	6.3%	16.2%	28.5%	10.6%	5.2%	33.2%
Q19-6. Garbage collection	32.9%	55.3%	7.2%	2.1%	1.2%	1.4%
Q19-7. Recyclables collection	30.4%	48.7%	9.5%	6.8%	2.1%	2.4%
Q19-8. Yard waste collection	28.4%	44.6%	13.0%	5.8%	2.3%	6.0%
Q19-9. Storm sewer system (system drains excess rain & ground water from paved streets, parking lots, sidewalks, & roofs)	11.1%	39.0%	20.9%	16.2%	7.6%	5.1%
Q19-10. Free garbage drop-off program (SCRUB)	19.2%	34.3%	17.8%	8.6%	3.4%	16.8%
Q19-11. Overall condition of sidewalks	8.1%	32.9%	27.7%	22.0%	5.0%	4.4%
Q19-12. Adequate access to sidewalks	9.7%	41.4%	24.4%	14.8%	5.9%	3.7%
Q19-13. Snow removal on major City streets	16.3%	50.6%	17.2%	10.1%	4.6%	1.2%
Q19-14. Snow removal in your neighborhood	12.2%	36.7%	17.4%	21.5%	10.9%	1.4%
Q19-15. City's sanitary sewer system	13.2%	43.2%	23.5%	5.6%	3.5%	11.1%

Q19. Public Works and Engineering. Please rate your satisfaction with the services provided by the City's Public Works and Engineering Departments.

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q19-16. City's flood protection system	9.1%	35.1%	27.2%	8.0%	4.3%	16.3%
Q19-17. Responsiveness of City staff to street, garbage, & sewer service requests	13.9%	37.0%	21.2%	5.8%	2.3%	19.8%
Q19-18. Flow of traffic on City streets	10.5%	51.7%	22.5%	10.3%	3.0%	2.0%
Q19-19. Maintenance of traffic signals & street signs	14.7%	56.8%	19.4%	5.3%	1.4%	2.3%
Q19-20. Overall quality of streets & infrastructure in City	8.3%	37.3%	26.0%	19.3%	7.5%	1.5%

WITHOUT "DON'T KNOW"**Q19. Public Works and Engineering. Please rate your satisfaction with the services provided by the City's Public Works and Engineering Departments. (without "don't know")**

(N=864)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q19-1. Condition of major City streets	5.0%	27.3%	20.0%	33.5%	14.2%
Q19-2. Condition of streets in your neighborhood	5.7%	29.9%	18.0%	30.0%	16.4%
Q19-3. Ability to safely ride a bicycle on City streets	7.0%	23.4%	35.1%	25.1%	9.4%
Q19-4. Availability of on-street striped bike lanes & signs	8.4%	30.1%	38.2%	16.4%	6.9%
Q19-5. Ability to use your bicycle to commute to work or school	9.4%	24.3%	42.6%	15.9%	7.8%
Q19-6. Garbage collection	33.3%	56.1%	7.3%	2.1%	1.2%
Q19-7. Recyclables collection	31.2%	49.9%	9.7%	7.0%	2.1%
Q19-8. Yard waste collection	30.2%	47.4%	13.8%	6.2%	2.5%
Q19-9. Storm sewer system (system drains excess rain & ground water from paved streets, parking lots, sidewalks, & roofs)	11.7%	41.1%	22.1%	17.1%	8.0%
Q19-10. Free garbage drop-off program (SCRUB)	23.1%	41.2%	21.4%	10.3%	4.0%
Q19-11. Overall condition of sidewalks	8.5%	34.4%	28.9%	23.0%	5.2%
Q19-12. Adequate access to sidewalks	10.1%	43.0%	25.4%	15.4%	6.1%
Q19-13. Snow removal on major City streets	16.5%	51.2%	17.4%	10.2%	4.7%
Q19-14. Snow removal in your neighborhood	12.3%	37.2%	17.6%	21.8%	11.0%
Q19-15. City's sanitary sewer system	14.8%	48.6%	26.4%	6.3%	3.9%
Q19-16. City's flood protection system	10.9%	41.9%	32.5%	9.5%	5.1%
Q19-17. Responsiveness of City staff to street, garbage, & sewer service requests	17.3%	46.2%	26.4%	7.2%	2.9%
Q19-18. Flow of traffic on City streets	10.7%	52.8%	22.9%	10.5%	3.1%
Q19-19. Maintenance of traffic signals & street signs	15.0%	58.2%	19.9%	5.5%	1.4%

WITHOUT "DON'T KNOW"

Q19. Public Works and Engineering. Please rate your satisfaction with the services provided by the City's Public Works and Engineering Departments. (without "don't know")

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q19-20. Overall quality of streets & infrastructure in City	8.5%	37.8%	26.4%	19.6%	7.6%

Q20. Which THREE areas of Public Works and Engineering Services listed in Question 19 (excluding the overall rating in item 20) do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q20. Top choice</u>	<u>Number</u>	<u>Percent</u>
Condition of major City streets	309	35.8 %
Condition of streets in your neighborhood	138	16.0 %
Ability to safely ride a bicycle on City streets	34	3.9 %
Availability of on-street striped bike lanes & signs	5	0.6 %
Ability to use your bicycle to commute to work or school	6	0.7 %
Garbage collection	7	0.8 %
Recyclables collection	19	2.2 %
Yard waste collection	6	0.7 %
Storm sewer system (system drains excess rain & ground water from paved streets, parking lots, sidewalks, & roofs)	48	5.6 %
Free garbage drop-off program (SCRUB)	12	1.4 %
Overall condition of sidewalks	20	2.3 %
Adequate access to sidewalks	18	2.1 %
Snow removal on major City streets	15	1.7 %
Snow removal in your neighborhood	42	4.9 %
City's sanitary sewer system	8	0.9 %
City's flood protection system	12	1.4 %
Responsiveness of City staff to street, garbage, & sewer service requests	6	0.7 %
Flow of traffic on City streets	21	2.4 %
Maintenance of traffic signals & street signs	7	0.8 %
None chosen	131	15.2 %
Total	864	100.0 %

Q20. Which THREE areas of Public Works and Engineering Services listed in Question 19 (excluding the overall rating in item 20) do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q20. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Condition of major City streets	75	8.7 %
Condition of streets in your neighborhood	171	19.8 %
Ability to safely ride a bicycle on City streets	30	3.5 %
Availability of on-street striped bike lanes & signs	21	2.4 %
Ability to use your bicycle to commute to work or school	13	1.5 %
Garbage collection	22	2.5 %
Recyclables collection	21	2.4 %
Yard waste collection	16	1.9 %
Storm sewer system (system drains excess rain & ground water from paved streets, parking lots, sidewalks, & roofs)	67	7.8 %
Free garbage drop-off program (SCRUB)	21	2.4 %
Overall condition of sidewalks	43	5.0 %
Adequate access to sidewalks	31	3.6 %
Snow removal on major City streets	36	4.2 %
Snow removal in your neighborhood	53	6.1 %
City's sanitary sewer system	13	1.5 %
City's flood protection system	29	3.4 %
Responsiveness of City staff to street, garbage, & sewer service requests	11	1.3 %
Flow of traffic on City streets	27	3.1 %
Maintenance of traffic signals & street signs	10	1.2 %
None chosen	154	17.8 %
Total	864	100.0 %

Q20. Which THREE areas of Public Works and Engineering Services listed in Question 19 (excluding the overall rating in item 20) do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q20. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Condition of major City streets	50	5.8 %
Condition of streets in your neighborhood	45	5.2 %
Ability to safely ride a bicycle on City streets	37	4.3 %
Availability of on-street striped bike lanes & signs	15	1.7 %
Ability to use your bicycle to commute to work or school	21	2.4 %
Garbage collection	18	2.1 %
Recyclables collection	24	2.8 %
Yard waste collection	14	1.6 %
Storm sewer system (system drains excess rain & ground water from paved streets, parking lots, sidewalks, & roofs)	50	5.8 %
Free garbage drop-off program (SCRUB)	25	2.9 %
Overall condition of sidewalks	59	6.8 %
Adequate access to sidewalks	28	3.2 %
Snow removal on major City streets	31	3.6 %
Snow removal in your neighborhood	92	10.6 %
City's sanitary sewer system	14	1.6 %
City's flood protection system	39	4.5 %
Responsiveness of City staff to street, garbage, & sewer service requests	19	2.2 %
Flow of traffic on City streets	43	5.0 %
Maintenance of traffic signals & street signs	19	2.2 %
None chosen	221	25.6 %
Total	864	100.0 %

SUM OF TOP 3 CHOICES

Q20. Which THREE areas of Public Works and Engineering Services listed in Question 19 (excluding the overall rating in item 20) do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

<u>Q20. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Condition of major City streets	434	50.2 %
Condition of streets in your neighborhood	354	41.0 %
Ability to safely ride a bicycle on City streets	101	11.7 %
Availability of on-street striped bike lanes & signs	41	4.7 %
Ability to use your bicycle to commute to work or school	40	4.6 %
Garbage collection	47	5.4 %
Recyclables collection	64	7.4 %
Yard waste collection	36	4.2 %
Storm sewer system (system drains excess rain & ground water from paved streets, parking lots, sidewalks, & roofs)	165	19.1 %
Free garbage drop-off program (SCRUB)	58	6.7 %
Overall condition of sidewalks	122	14.1 %
Adequate access to sidewalks	77	8.9 %
Snow removal on major City streets	82	9.5 %
Snow removal in your neighborhood	187	21.6 %
City's sanitary sewer system	35	4.1 %
City's flood protection system	80	9.3 %
Responsiveness of City staff to street, garbage, & sewer service requests	36	4.2 %
Flow of traffic on City streets	91	10.5 %
Maintenance of traffic signals & street signs	36	4.2 %
None chosen	131	15.2 %
Total	2217	

Q21. Community Development. Please rate your satisfaction with the following services.

(N=864)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q21-1. Overall quality of new development in City	9.3%	36.1%	31.5%	7.6%	1.6%	13.9%
Q21-2. Overall quality of redevelopment in City	7.9%	36.0%	28.8%	9.5%	3.0%	14.8%
Q21-3. How well City is planning growth	8.0%	30.0%	26.9%	10.0%	3.1%	22.1%
Q21-4. Process for getting a permit (for buildings, signs, sound, fences, etc.)	4.1%	16.8%	24.3%	9.0%	4.7%	41.1%
Q21-5. Enforcement of City land use zoning regulations	4.3%	16.3%	26.3%	6.6%	3.1%	43.4%
Q21-6. Enforcement of maintenance & upkeep of rental homes & apartments	3.2%	12.7%	22.8%	21.9%	10.0%	29.4%
Q21-7. Cleanup of litter & debris on private property	5.1%	18.4%	25.9%	21.3%	10.6%	18.6%
Q21-8. Removal of junk cars from private property	4.1%	15.3%	26.5%	17.9%	7.2%	29.1%
Q21-9. Enforcement of cleanup of dilapidated buildings	4.1%	12.5%	24.4%	23.7%	11.0%	24.3%
Q21-10. Quality of new home construction	6.8%	28.5%	29.1%	5.0%	2.4%	28.2%
Q21-11. Permit & Development Center	4.2%	14.5%	28.2%	3.6%	2.5%	47.0%
Q21-12. Neighborhood Inspection Division	4.6%	14.5%	27.4%	7.1%	3.5%	42.9%
Q21-13. Overall enforcement of City ordinances	4.6%	20.8%	31.5%	10.3%	5.0%	27.8%

WITHOUT "DON'T KNOW"**Q21. Community Development. Please rate your satisfaction with the following services. (without "don't know")**

(N=864)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q21-1. Overall quality of new development in City	10.8%	41.9%	36.6%	8.9%	1.9%
Q21-2. Overall quality of redevelopment in City	9.2%	42.3%	33.8%	11.1%	3.5%
Q21-3. How well City is planning growth	10.3%	38.5%	34.5%	12.8%	4.0%
Q21-4. Process for getting a permit (for buildings, signs, sound, fences, etc.)	6.9%	28.5%	41.3%	15.3%	8.1%
Q21-5. Enforcement of City land use zoning regulations	7.6%	28.8%	46.4%	11.7%	5.5%
Q21-6. Enforcement of maintenance & upkeep of rental homes & apartments	4.6%	18.0%	32.3%	31.0%	14.1%
Q21-7. Cleanup of litter & debris on private property	6.3%	22.6%	31.9%	26.2%	13.1%
Q21-8. Removal of junk cars from private property	5.7%	21.5%	37.4%	25.3%	10.1%
Q21-9. Enforcement of cleanup of dilapidated buildings	5.4%	16.5%	32.3%	31.3%	14.5%
Q21-10. Quality of new home construction	9.5%	39.7%	40.5%	6.9%	3.4%
Q21-11. Permit & Development Center	7.9%	27.3%	53.3%	6.8%	4.8%
Q21-12. Neighborhood Inspection Division	8.1%	25.4%	48.1%	12.4%	6.1%
Q21-13. Overall enforcement of City ordinances	6.4%	28.8%	43.6%	14.3%	6.9%

Q22. Which THREE services provided by the City Community Development Department listed in Question 21 (excluding the overall rating of City ordinances in item 13) do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q22. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of new development in City	78	9.0 %
Overall quality of redevelopment in City	82	9.5 %
How well City is planning growth	73	8.4 %
Process for getting a permit (for buildings, signs, sound, fences, etc.)	47	5.4 %
Enforcement of City land use zoning regulations	12	1.4 %
Enforcement of maintenance & upkeep of rental homes & apartments	93	10.8 %
Cleanup of litter & debris on private property	103	11.9 %
Removal of junk cars from private property	15	1.7 %
Enforcement of cleanup of dilapidated buildings	71	8.2 %
Quality of new home construction	16	1.9 %
Permit & Development Center	5	0.6 %
Neighborhood Inspection Division	22	2.5 %
None chosen	247	28.6 %
Total	864	100.0 %

Q22. Which THREE services provided by the City Community Development Department listed in Question 21 (excluding the overall rating of City ordinances in item 13) do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q22. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of new development in City	43	5.0 %
Overall quality of redevelopment in City	79	9.1 %
How well City is planning growth	61	7.1 %
Process for getting a permit (for buildings, signs, sound, fences, etc.)	22	2.5 %
Enforcement of City land use zoning regulations	20	2.3 %
Enforcement of maintenance & upkeep of rental homes & apartments	72	8.3 %
Cleanup of litter & debris on private property	94	10.9 %
Removal of junk cars from private property	64	7.4 %
Enforcement of cleanup of dilapidated buildings	77	8.9 %
Quality of new home construction	20	2.3 %
Permit & Development Center	16	1.9 %
Neighborhood Inspection Division	17	2.0 %
None chosen	279	32.3 %
Total	864	100.0 %

Q22. Which THREE services provided by the City Community Development Department listed in Question 21 (excluding the overall rating of City ordinances in item 13) do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q22. 3rd choice	Number	Percent
Overall quality of new development in City	41	4.7 %
Overall quality of redevelopment in City	50	5.8 %
How well City is planning growth	56	6.5 %
Process for getting a permit (for buildings, signs, sound, fences, etc.)	22	2.5 %
Enforcement of City land use zoning regulations	16	1.9 %
Enforcement of maintenance & upkeep of rental homes & apartments	56	6.5 %
Cleanup of litter & debris on private property	64	7.4 %
Removal of junk cars from private property	57	6.6 %
Enforcement of cleanup of dilapidated buildings	112	13.0 %
Quality of new home construction	24	2.8 %
Permit & Development Center	11	1.3 %
Neighborhood Inspection Division	40	4.6 %
None chosen	315	36.5 %
Total	864	100.0 %

SUM OF TOP 3 CHOICES

Q22. Which THREE services provided by the City Community Development Department listed in Question 21 (excluding the overall rating of City ordinances in item 13) do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q22. Sum of top 3 choices	Number	Percent
Overall quality of new development in City	162	18.8 %
Overall quality of redevelopment in City	211	24.4 %
How well City is planning growth	190	22.0 %
Process for getting a permit (for buildings, signs, sound, fences, etc.)	91	10.5 %
Enforcement of City land use zoning regulations	48	5.6 %
Enforcement of maintenance & upkeep of rental homes & apartments	221	25.6 %
Cleanup of litter & debris on private property	261	30.2 %
Removal of junk cars from private property	136	15.7 %
Enforcement of cleanup of dilapidated buildings	260	30.1 %
Quality of new home construction	60	6.9 %
Permit & Development Center	32	3.7 %
Neighborhood Inspection Division	79	9.1 %
None chosen	247	28.6 %
Total	1998	

Q23. City Library. Have you or other members of your household used a Des Moines Library in the last year?

<u>Q23. Have you used a Des Moines Library in last year</u>	<u>Number</u>	<u>Percent</u>
Yes	432	50.0 %
No	431	49.9 %
Not provided	1	0.1 %
Total	864	100.0 %

WITHOUT "NOT PROVIDED"

Q23. City Library. Have you or other members of your household used a Des Moines Library in the last year? (without "not provided")

<u>Q23. Have you used a Des Moines Library in last year</u>	<u>Number</u>	<u>Percent</u>
Yes	432	50.1 %
No	431	49.9 %
Total	863	100.0 %

Q23a. Please rate your satisfaction with the services provided by the City's public libraries.

(N=432)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q23a-1. Availability of materials you need	47.2%	43.8%	4.9%	3.0%	0.0%	1.2%
Q23a-2. Adequacy of online (internet) information & services	44.0%	40.3%	7.6%	1.4%	0.5%	6.3%
Q23a-3. Number of public access computers in libraries	28.9%	31.9%	16.2%	2.1%	0.0%	20.8%
Q23a-4. Quality of children's programs	23.8%	23.8%	14.6%	0.9%	0.2%	36.6%
Q23a-5. Helpfulness of library staff	53.2%	37.0%	3.9%	1.2%	0.5%	4.2%
Q23a-6. Hours libraries are open	26.4%	43.3%	14.8%	10.9%	1.6%	3.0%
Q23a-7. Quality of programs for adults	19.4%	33.8%	19.9%	2.3%	0.2%	24.3%
Q23a-8. Locations of library buildings	37.7%	50.5%	7.9%	2.1%	0.2%	1.6%
Q23a-9. Adequacy of library buildings	38.9%	45.4%	11.1%	1.9%	0.0%	2.8%
Q23a-10. Wi-Fi access to internet	28.9%	36.8%	12.7%	1.2%	0.2%	20.1%
Q23a-11. Public spaces for meetings	23.8%	38.9%	15.0%	0.9%	0.2%	21.1%
Q23a-12. Public spaces to study or to use for telecommuting	21.5%	34.3%	14.8%	2.3%	0.2%	26.9%
Q23a-13. Overall quality of City libraries	42.1%	47.0%	7.9%	1.4%	0.0%	1.6%

WITHOUT "DON'T KNOW"**Q23a. Please rate your satisfaction with the services provided by the City's public libraries. (without "don't know")**

(N=432)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q23a-1. Availability of materials you need	47.8%	44.3%	4.9%	3.0%	0.0%
Q23a-2. Adequacy of online (internet) information & services	46.9%	43.0%	8.1%	1.5%	0.5%
Q23a-3. Number of public access computers in libraries	36.5%	40.4%	20.5%	2.6%	0.0%
Q23a-4. Quality of children's programs	37.6%	37.6%	23.0%	1.5%	0.4%
Q23a-5. Helpfulness of library staff	55.6%	38.6%	4.1%	1.2%	0.5%
Q23a-6. Hours libraries are open	27.2%	44.6%	15.3%	11.2%	1.7%
Q23a-7. Quality of programs for adults	25.7%	44.6%	26.3%	3.1%	0.3%
Q23a-8. Locations of library buildings	38.4%	51.3%	8.0%	2.1%	0.2%
Q23a-9. Adequacy of library buildings	40.0%	46.7%	11.4%	1.9%	0.0%
Q23a-10. Wi-Fi access to internet	36.2%	46.1%	15.9%	1.4%	0.3%
Q23a-11. Public spaces for meetings	30.2%	49.3%	19.1%	1.2%	0.3%
Q23a-12. Public spaces to study or to use for telecommuting	29.4%	46.8%	20.3%	3.2%	0.3%
Q23a-13. Overall quality of City libraries	42.8%	47.8%	8.0%	1.4%	0.0%

Q23b. Which THREE Library Services listed in Question 23a (excluding the overall rating for libraries in item 13) do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q23b. Top choice</u>	<u>Number</u>	<u>Percent</u>
Availability of materials you need	82	19.0 %
Adequacy of online (internet) information & services	31	7.2 %
Number of public access computers in libraries	26	6.0 %
Quality of children's programs	26	6.0 %
Helpfulness of library staff	13	3.0 %
Hours libraries are open	76	17.6 %
Quality of programs for adults	14	3.2 %
Locations of library buildings	9	2.1 %
Adequacy of library buildings	7	1.6 %
Wi-Fi access to internet	11	2.5 %
Public spaces for meetings	3	0.7 %
Public spaces to study or to use for telecommuting	12	2.8 %
None chosen	122	28.2 %
Total	432	100.0 %

Q23b. Which THREE Library Services listed in Question 23a (excluding the overall rating for libraries in item 13) do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q23b. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Availability of materials you need	43	10.0 %
Adequacy of online (internet) information & services	46	10.6 %
Number of public access computers in libraries	19	4.4 %
Quality of children's programs	17	3.9 %
Helpfulness of library staff	13	3.0 %
Hours libraries are open	41	9.5 %
Quality of programs for adults	38	8.8 %
Locations of library buildings	10	2.3 %
Adequacy of library buildings	7	1.6 %
Wi-Fi access to internet	27	6.3 %
Public spaces for meetings	12	2.8 %
Public spaces to study or to use for telecommuting	13	3.0 %
None chosen	146	33.8 %
Total	432	100.0 %

Q23b. Which THREE Library Services listed in Question 23a (excluding the overall rating for libraries in item 13) do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q23b. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Availability of materials you need	26	6.0 %
Adequacy of online (internet) information & services	32	7.4 %
Number of public access computers in libraries	21	4.9 %
Quality of children's programs	22	5.1 %
Helpfulness of library staff	22	5.1 %
Hours libraries are open	28	6.5 %
Quality of programs for adults	18	4.2 %
Locations of library buildings	8	1.9 %
Adequacy of library buildings	16	3.7 %
Wi-Fi access to internet	21	4.9 %
Public spaces for meetings	20	4.6 %
Public spaces to study or to use for telecommuting	23	5.3 %
None chosen	175	40.5 %
Total	432	100.0 %

SUM OF TOP 3 CHOICES

Q23b. Which THREE Library Services listed in Question 23a (excluding the overall rating for libraries in item 13) do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

<u>Q23b. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Availability of materials you need	151	35.0 %
Adequacy of online (internet) information & services	109	25.2 %
Number of public access computers in libraries	66	15.3 %
Quality of children's programs	65	15.0 %
Helpfulness of library staff	48	11.1 %
Hours libraries are open	145	33.6 %
Quality of programs for adults	70	16.2 %
Locations of library buildings	27	6.3 %
Adequacy of library buildings	30	6.9 %
Wi-Fi access to internet	59	13.7 %
Public spaces for meetings	35	8.1 %
Public spaces to study or to use for telecommuting	48	11.1 %
None chosen	122	28.2 %
Total	975	

Q24. Neighborhood. Are you satisfied with the appearance of private property in your neighborhood?

Q24. Are you satisfied with the appearance of private property in your neighborhood	Number	Percent
Yes	618	71.5 %
No	210	24.3 %
Don't know	36	4.2 %
Total	864	100.0 %

WITHOUT "DON'T KNOW"

Q24. Neighborhood. Are you satisfied with the appearance of private property in your neighborhood? (without "don't know")

Q24. Are you satisfied with the appearance of private property in your neighborhood	Number	Percent
Yes	618	74.6 %
No	210	25.4 %
Total	828	100.0 %

Q25. Has your neighborhood improved over the past five years?

Q25. Has your neighborhood improved over past five years	Number	Percent
Yes	403	46.6 %
No	319	36.9 %
Don't know	142	16.4 %
Total	864	100.0 %

WITHOUT "DON'T KNOW"

Q25. Has your neighborhood improved over the past five years? (without "don't know")

Q25. Has your neighborhood improved over past five years	Number	Percent
Yes	403	55.8 %
No	319	44.2 %
Total	722	100.0 %

Q26. Do you currently live within the boundaries of a Neighborhood Based Service Delivery (NBSD) Area?

Q26. Do you currently live within boundaries of a Neighborhood Based Service Delivery (NBSD) area	Number	Percent
Yes	111	12.8 %
No	55	6.4 %
Don't know	698	80.8 %
Total	864	100.0 %

WITHOUT "DON'T KNOW"

Q26. Do you currently live within the boundaries of a Neighborhood Based Service Delivery (NBSD) Area? (without "don't know")

Q26. Do you currently live within boundaries of a Neighborhood Based Service Delivery (NBSD) area	Number	Percent
Yes	111	66.9 %
No	55	33.1 %
Total	166	100.0 %

Q26a. Please rate your satisfaction with the Neighborhood Based Service Delivery (NBSD) Program.

(N=111)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q26a-1. Services offered through NBSD program	11.7%	33.3%	26.1%	2.7%	1.8%	24.3%
Q26a-2. Impact of NBSD on neighborhood	8.1%	36.9%	27.0%	2.7%	1.8%	23.4%
Q26a-3. Professionalism of NBSD staff	14.4%	26.1%	28.8%	1.8%	1.8%	27.0%
Q26a-4. Number of public access computers in libraries	6.3%	24.3%	22.5%	4.5%	0.9%	41.4%

WITHOUT "DON'T KNOW"

Q26a. Please rate your satisfaction with the Neighborhood Based Service Delivery (NBSD) Program. (without "don't know")

(N=111)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q26a-1. Services offered through NBSD program	15.5%	44.0%	34.5%	3.6%	2.4%
Q26a-2. Impact of NBSD on neighborhood	10.6%	48.2%	35.3%	3.5%	2.4%
Q26a-3. Professionalism of NBSD staff	19.8%	35.8%	39.5%	2.5%	2.5%
Q26a-4. Number of public access computers in libraries	10.8%	41.5%	38.5%	7.7%	1.5%

Q27. City Media Outlets. Have you or other members of your household watched DMTV Cable Channel 7 in the past year?

Q27. Have you watched DMTV Cable Channel 7 in past year	Number	Percent
Yes	97	11.2 %
No	763	88.3 %
Not provided	4	0.5 %
Total	864	100.0 %

WITHOUT "NOT PROVIDED"**Q27. City Media Outlets. Have you or other members of your household watched DMTV Cable Channel 7 in the past year? (without "not provided")**

Q27. Have you watched DMTV Cable Channel 7 in past year	Number	Percent
Yes	97	11.3 %
No	763	88.7 %
Total	860	100.0 %

Q28. Have you or other members of your household read the City Source newsletter that is mailed to your home?

Q28. Have you read City Source newsletter that is mailed to your home	Number	Percent
Yes	707	81.8 %
No	156	18.1 %
Not provided	1	0.1 %
Total	864	100.0 %

WITHOUT "NOT PROVIDED"**Q28. Have you or other members of your household read the City Source newsletter that is mailed to your home? (without "not provided")**

Q28. Have you read City Source newsletter that is mailed to your home	Number	Percent
Yes	707	81.9 %
No	156	18.1 %
Total	863	100.0 %

Q29. What is your age?

Q29. Your age	Number	Percent
18-34	170	19.7 %
35-44	167	19.3 %
45-54	172	19.9 %
55-64	174	20.1 %
65+	165	19.1 %
Not provided	16	1.9 %
Total	864	100.0 %

WITHOUT "NOT PROVIDED"

Q29. What is your age? (without "not provided")

Q29. Your age	Number	Percent
18-34	170	20.0 %
35-44	167	19.7 %
45-54	172	20.3 %
55-64	174	20.5 %
65+	165	19.5 %
Total	848	100.0 %

Q30. Which of the following best describes your race/ethnicity?

Q30. Your race/ethnicity	Number	Percent
White	637	73.7 %
Black/African American	82	9.5 %
Hispanic	88	10.2 %
American Indian	14	1.6 %
Asian/Pacific Islander	49	5.7 %
Other	6	0.7 %
Total	876	

Q30-6. Other

Q30-6. Other	Number	Percent
Mixed	2	33.3 %
Multi racial	2	33.3 %
More than one	1	16.7 %
Italian	1	16.7 %
Total	6	100.0 %

Q31. Which of following BEST describes your employment status?

<u>Q31. What best describes your employment status</u>	<u>Number</u>	<u>Percent</u>
Employed	581	67.2 %
Student	6	0.7 %
Retired	186	21.5 %
Not currently employed	86	10.0 %
Not provided	5	0.6 %
Total	864	100.0 %

WITHOUT "NOT PROVIDED"

Q31. Which of following BEST describes your employment status? (without "not provided")

<u>Q31. What best describes your employment status</u>	<u>Number</u>	<u>Percent</u>
Employed	581	67.6 %
Student	6	0.7 %
Retired	186	21.7 %
Not currently employed	86	10.0 %
Total	859	100.0 %

Q31-1. What is the zip code where you work?

Q31-1. What is the zip code where you work	Number	Percent
50309	81	14.5 %
50312	42	7.5 %
50310	41	7.3 %
50315	41	7.3 %
50266	38	6.8 %
50317	33	5.9 %
50313	28	5.0 %
50311	25	4.5 %
50314	24	4.3 %
50322	23	4.1 %
50320	22	3.9 %
50316	22	3.9 %
50265	21	3.8 %
50321	19	3.4 %
50131	16	2.9 %
50325	14	2.5 %
50021	9	1.6 %
50319	9	1.6 %
50023	5	0.9 %
50111	5	0.9 %
50327	3	0.5 %
50324	3	0.5 %
50392	3	0.5 %
50263	2	0.4 %
50391	2	0.4 %
50010	2	0.4 %
50211	2	0.4 %
50323	2	0.4 %
50395	2	0.4 %
50326	2	0.4 %
50513	1	0.2 %
52403	1	0.2 %
52245	1	0.2 %
50306	1	0.2 %
50273	1	0.2 %
50626	1	0.2 %
50220	1	0.2 %
50026	1	0.2 %
53090	1	0.2 %
50304	1	0.2 %
50276	1	0.2 %
59316	1	0.2 %
50675	1	0.2 %
50169	1	0.2 %
50125	1	0.2 %
50061	1	0.2 %
50035	1	0.2 %
50301	1	0.2 %
Total	559	100.0 %

Q32. Do you own or rent your current residence?

Q32. Do you own or rent your current residence	Number	Percent
Own	649	75.1 %
Rent	213	24.7 %
Not provided	2	0.2 %
Total	864	100.0 %

WITHOUT "NOT PROVIDED"**Q32. Do you own or rent your current residence? (without "not provided")**

Q32. Do you own or rent your current residence	Number	Percent
Own	649	75.3 %
Rent	213	24.7 %
Total	862	100.0 %

Q33. Would you say your total annual household income is...

Q33. What is your total annual household income	Number	Percent
Under \$30K	156	18.1 %
\$30K to \$59,999	238	27.5 %
\$60K to \$99,999	207	24.0 %
\$100K+	204	23.6 %
Not provided	59	6.8 %
Total	864	100.0 %

WITHOUT "NOT PROVIDED"**Q33. Would you say your total annual household income is... (without "not provided")**

Q33. What is your total annual household income	Number	Percent
Under \$30K	156	19.4 %
\$30K to \$59,999	238	29.6 %
\$60K to \$99,999	207	25.7 %
\$100K+	204	25.3 %
Total	805	100.0 %

Q34. Your gender:

<u>Q34. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	409	47.3 %
Female	454	52.5 %
Not provided	1	0.1 %
Total	864	100.0 %

WITHOUT "NOT PROVIDED"**Q34. Your gender: (without "not provided")**

<u>Q34. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	409	47.4 %
Female	454	52.6 %
Total	863	100.0 %

Q35. Do you belong to your neighborhood association?

<u>Q35. Do you belong to your neighborhood association</u>	<u>Number</u>	<u>Percent</u>
Yes	247	28.6 %
No	602	69.7 %
Not provided	15	1.7 %
Total	864	100.0 %

WITHOUT "NOT PROVIDED"**Q35. Do you belong to your neighborhood association? (without "not provided")**

<u>Q35. Do you belong to your neighborhood association</u>	<u>Number</u>	<u>Percent</u>
Yes	247	29.1 %
No	602	70.9 %
Total	849	100.0 %

Section 5

Survey Instrument



August 2020

Dear Resident of Des Moines,

The City of Des Moines would like your feedback on how we are meeting your needs as a resident of Des Moines. The enclosed survey is very important as it is one of the best ways for you to tell us how we are doing. The survey should only take 15 to 20 minutes to complete.

The survey asks specific questions about the work the City does. Your responses will help guide future decisions about how to spend tax dollars and how we allocate resources.

Please fill out the online survey at www.DesMoinesSurvey.org or return your completed survey in the enclosed return postage-paid envelope to: ETC INSTITUTE, 725 W. Frontier Circle, Olathe, KS 66061. If you have any questions while completing the survey, please contact ETC Institute at 888-801-5368.

Thank you for taking the time to share your opinions. Your feedback will help the City Council set the direction for the future of Des Moines.

Sincerely,

A handwritten signature in black ink, appearing to read "Scott Sanders". The signature is fluid and cursive, with a long horizontal stroke at the end.

Scott E. Sanders
City Manager

2020 City of Des Moines Resident Survey

Thank you for taking time to provide the City of Des Moines with feedback. Your input will provide valuable information to assist City leaders in budget decisions and strategic planning. If you have questions while completing this survey, please contact the City Manager's Office at (515) 283-4141.

1. **Customer Service.** Have you called or visited the City with a question, problem, or complaint during the past year?

___(1) Yes [Answer Q1a-d.] ___(2) No [Skip to Q2.]

1a. How did you contact the City?

___(1) By phone ___(2) By email ___(3) Social media ___(4) In person ___(5) CitySourced app

1b. Which question, problem or complaint did you contact the City about MOST RECENTLY?

1c. How easy/difficult was it to address your issue?

___(1) Very Easy ___(2) Somewhat Easy ___(3) Difficult ___(4) Very Difficult ___(9) Don't Know

1d. 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.

	Always	Usually	Sometimes	Seldom	Never	Don't Know
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

In 2015, the Des Moines City Council adopted a new strategic plan, Guide DSM. Questions 2-6 address each of the five major areas in the plan.

2. **Financial Soundness.** Please rate your level of agreement with the following statements that may impact your perception of the City's goal of being a "financially sound" city.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1. The City provides good value for the taxes and fees paid by residents	5	4	3	2	1	9
2. City staff and leaders are good stewards of the City's resources	5	4	3	2	1	9
3. City services are reliable	5	4	3	2	1	9
4. City services are delivered in an efficient, cost effective manner	5	4	3	2	1	9
5. The City is doing a good job investing for the City's future needs	5	4	3	2	1	9
6. The City does a good job partnering with business and other organizations to minimize the tax burden on residents	5	4	3	2	1	9
7. The City of Des Moines is a financially sound city	5	4	3	2	1	9

3. **Sustainability.** Please rate your level of agreement with the following statements that may impact your perception of the City's goal of being a "sustainable community."

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
01.	The City is a good place to live	5	4	3	2	1	9
02.	The City is a good place to invest in property	5	4	3	2	1	9
03.	The City is doing what's needed to sustain property values	5	4	3	2	1	9
04.	The City's commercial tax base is growing	5	4	3	2	1	9
05.	The City is an attractive/beautiful city	5	4	3	2	1	9
06.	I like the neighborhood where I live	5	4	3	2	1	9
07.	Des Moines has a vibrant downtown with places I like to visit	5	4	3	2	1	9
08.	The City has a diverse selection of quality housing	5	4	3	2	1	9
09.	The City protects its waterways (rivers, creeks, ponds)	5	4	3	2	1	9
10.	The City has made improvements to its water quality (in waterways, NOT drinking water)	5	4	3	2	1	9
11.	The City preserves its natural resources (savannas, prairies, woodlands)	5	4	3	2	1	9
12.	The City conserves energy in its buildings and across the city	5	4	3	2	1	9
13.	The City has a good recycling and composting program	5	4	3	2	1	9
14.	The City has improved its greenhouse gas emissions	5	4	3	2	1	9
15.	The City of Des Moines is a sustainable community	5	4	3	2	1	9

4. **High Performing Organization.** Please rate your level of agreement with the following statements that may impact your perception of the City's goal of being a "High Performing Organization."

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
01.	The City provides customer-friendly services	5	4	3	2	1	9
02.	It is easy to access City services and information	5	4	3	2	1	9
03.	City employees work together as a team	5	4	3	2	1	9
04.	The City uses data to make decisions	5	4	3	2	1	9
05.	The City has streamlined processes and operations	5	4	3	2	1	9
06.	City employees are "customer focused"	5	4	3	2	1	9
07.	The City is responsive to the needs of residents	5	4	3	2	1	9
08.	The City of Des Moines is a High Performing Organization	5	4	3	2	1	9
09.	City technology is in line with technology used in the private sector	5	4	3	2	1	9
10.	The City quickly adapts to changes	5	4	3	2	1	9

5. **Upgraded City Infrastructure and Buildings.** Please rate your level of agreement with the following statements that may impact your perception of the City's goal to provide upgraded infrastructure and buildings.

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1.	Travel times on City streets are predictable	5	4	3	2	1	9
2.	Travel times on City streets are acceptable	5	4	3	2	1	9
3.	City buildings are customer-friendly	5	4	3	2	1	9
4.	City buildings and infrastructure make the City more attractive	5	4	3	2	1	9
5.	The City is doing a good job maintaining infrastructure and buildings to extend the life of these facilities	5	4	3	2	1	9
6.	Residents of Des Moines have affordable access to the latest technology infrastructure	5	4	3	2	1	9
7.	The City has made investments that are needed to protect the City from flooding	5	4	3	2	1	9
8.	The City is doing a good job investing in infrastructure and buildings that are adaptable to changing climate/weather patterns	5	4	3	2	1	9
9.	Des Moines provides upgraded infrastructure and buildings	5	4	3	2	1	9

6. **Livable Community.** Please rate your level of agreement with the following statements that may impact your perception of the City's goal of being a "livable" community.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1. There are recreation programs and activities for people of all types in Des Moines	5	4	3	2	1	9
2. The City has nightlife for people to enjoy	5	4	3	2	1	9
3. The City's library is a resource center for the community	5	4	3	2	1	9
4. There are quality choices for leisure time in Des Moines	5	4	3	2	1	9
5. There are adequate trails for leisure and recreation	5	4	3	2	1	9
6. The amenities in the City support a healthy lifestyle and personal wellness	5	4	3	2	1	9
7. The variety of special events in the City are enjoyable for all	5	4	3	2	1	9
8. The City is diverse and culturally inclusive	5	4	3	2	1	9
9. The City of Des Moines is a livable community	5	4	3	2	1	9

7. **Police Services.** Please rate your satisfaction with the following services provided by the City's Police Department.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. How quickly police respond to emergencies	5	4	3	2	1	9
2. The visibility of police in neighborhoods	5	4	3	2	1	9
3. The visibility of police in retail areas	5	4	3	2	1	9
4. Animal control	5	4	3	2	1	9
5. Professionalism of city police officers	5	4	3	2	1	9
6. Enforcement of local traffic laws	5	4	3	2	1	9
7. Overall quality of police protection	5	4	3	2	1	9

8. Which THREE of the police services listed above (excluding the overall rating in item 7) do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 7.]

1st: ____ 2nd: ____ 3rd: ____

9. **Perceptions of Safety.** Please rate how safe you feel in the following areas.

How safe do you feel...	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
1. Overall feeling of safety in the City	5	4	3	2	1	9
2. In your neighborhood	5	4	3	2	1	9
3. In City parks and on City trails	5	4	3	2	1	9
4. In downtown Des Moines	5	4	3	2	1	9
5. In retail areas	5	4	3	2	1	9
6. In City traffic	5	4	3	2	1	9
7. At outdoor venues (Farmer's Market, street events, concerts)	5	4	3	2	1	9
8. In entertainment venues	5	4	3	2	1	9

10. **Fire Services.** Please rate your satisfaction with the services provided by the City's Fire Department.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. How quickly fire personnel respond to emergencies	5	4	3	2	1	9
2. Quality of ambulance and paramedic services	5	4	3	2	1	9
3. Quality of the fire inspection program	5	4	3	2	1	9
4. Effectiveness of the fire safety education program	5	4	3	2	1	9
5. Effectiveness of the fire prevention program	5	4	3	2	1	9
6. Professionalism of the City's fire fighters	5	4	3	2	1	9
7. Overall quality of fire protection	5	4	3	2	1	9

11. Which **THREE** of the fire services listed in Question 10 on the previous page (excluding the overall rating in item 7) do you think should receive the **MOST EMPHASIS** from City leaders over the next **TWO** years? [Write in your answers below using the numbers from the list in Question 10.]

1st: ____ 2nd: ____ 3rd: ____

12. **Parks and Recreation.** Please rate your satisfaction with the following services.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Number and location of City parks	5	4	3	2	1	9
02. Number of walking and biking trails in Des Moines	5	4	3	2	1	9
03. Overall quality of pools (aquatic centers, wading pools, splash pads)	5	4	3	2	1	9
04. Number of restrooms in City parks	5	4	3	2	1	9
05. Landscaping (shrubs, flowers) along city streets, parks and other public areas	5	4	3	2	1	9
06. Use of "green" practices (natural landscapes, rain gardens/bioswales)	5	4	3	2	1	9
07. Special events sponsored by the City (Free Flicks, Mayor's Annual Ride for Trails, Father Daughter Dance, etc.)	5	4	3	2	1	9
08. Range of recreational programming (flag football, swimming lessons, softball/baseball)	5	4	3	2	1	9
09. Availability of specialized recreation facilities (disc golf courses, tennis courts, skate parks, basketball courts, dog parks, golf courses, etc.)	5	4	3	2	1	9
10. Overall quality with City Parks and Recreation programming	5	4	3	2	1	9
11. Overall quality and customer service of municipal cemeteries (Glendale, Woodland, Laurel Hill, Sims, Oak Grove, Elm Grove)	5	4	3	2	1	9
12. Availability of environmental education and nature activities (star gazing, canoe float, science day camps)	5	4	3	2	1	9
13. Overall quality of City parks	5	4	3	2	1	9

13. Which **THREE** of the parks and recreation services listed above (excluding the overall rating in item 13) do you think should receive the **MOST EMPHASIS** from City leaders over the next **TWO** years? [Write in your answers below using the numbers from the list in Question 12.]

1st: ____ 2nd: ____ 3rd: ____

14. **Communication.** Please rate your satisfaction with the City of Des Moines' communication with you as a resident of Des Moines.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. The level of public involvement in local decision-making	5	4	3	2	1	9
2. The availability of information about City programs and services	5	4	3	2	1	9
3. The City's efforts to communicate with you	5	4	3	2	1	9
4. Program quality on the City's cable television channel	5	4	3	2	1	9
5. City information is accessible in alternative languages or formats, as requested	5	4	3	2	1	9
6. Overall quality of the City's website	5	4	3	2	1	9
7. The quality of the quarterly City Source newsletter	5	4	3	2	1	9
8. Overall effectiveness of City communication with the public	5	4	3	2	1	9

15. Which **THREE** areas of Communication listed in Question 14 above (excluding the overall rating in item 8) do you think should receive the **MOST EMPHASIS** from City leaders over the next **TWO** years? [Write in your answers below using the numbers from the list in Question 14.]

1st: ____ 2nd: ____ 3rd: ____

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

____(1) Yes [Answer Q16a-b.] ____ (2) No [Skip to Q17.]

16a. How did you access the City's website?

____(1) Phone ____ (2) Tablet ____ (3) Home computer/laptop ____ (4) Public computer

16b. Please rate your satisfaction with the following aspects of the City's website.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Ability to find the information you were looking for on the City's website	5	4	3	2	1	9
2. Ability to use the online service you needed on the City's website	5	4	3	2	1	9
3. Overall quality of the online services offered on the City's website	5	4	3	2	1	9

17. Where do you currently get news and information about City programs, services, and events? [Check all that apply.]

- ____(01) The Des Moines Register ____ (08) Call/email the City's Info Center
 ____ (02) The Business Record ____ (09) Other website [Which site(s)? _____]
 ____ (03) Cityview ____ (10) Social media (e.g. Facebook, Twitter)
 ____ (04) Television news ____ (11) Neighborhood Association
 ____ (05) City of Des Moines Website ____ (12) Word of mouth
 ____ (06) DMTV Cable Channel 7 ____ (13) www.dmgov.org/Press Releases
 ____ (07) City Source Newsletter ____ (14) Other: _____

18. How would you prefer to interact with the City? [Check only one.]

- ____(1) In person ____ (3) Live chat ____ (5) Email ____ (7) Other: _____
 ____ (2) Website ____ (4) Facebook ____ (6) Phone

19. **Public Works and Engineering.** Please rate your satisfaction with the services provided by the City's Public Works and Engineering Departments.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Condition of major City streets	5	4	3	2	1	9
02. Condition of streets in your neighborhood	5	4	3	2	1	9
03. Ability to safely ride a bicycle on City streets	5	4	3	2	1	9
04. Availability of on-street striped bike lanes and signs	5	4	3	2	1	9
05. Ability to use your bicycle to commute to work or school	5	4	3	2	1	9
06. Garbage collection	5	4	3	2	1	9
07. Recyclables collection	5	4	3	2	1	9
08. Yard waste collection	5	4	3	2	1	9
09. Storm sewer system (system drains excess rain and ground water from paved streets, parking lots, sidewalks, and roofs)	5	4	3	2	1	9
10. Free garbage drop-off program (SCRUB)	5	4	3	2	1	9
11. Overall condition of sidewalks	5	4	3	2	1	9
12. Adequate access to sidewalks	5	4	3	2	1	9
13. Snow removal on major City streets	5	4	3	2	1	9
14. Snow removal in your neighborhood	5	4	3	2	1	9
15. The City's sanitary sewer system	5	4	3	2	1	9
16. The City's flood protection system	5	4	3	2	1	9
17. Responsiveness of City staff to street, garbage, and sewer service requests	5	4	3	2	1	9
18. Flow of traffic on City Streets (do not include interstates and state highways in your rating)	5	4	3	2	1	9
19. Maintenance of traffic signals and street signs	5	4	3	2	1	9
20. Overall quality of streets and infrastructure in the City	5	4	3	2	1	9

20. Which THREE areas of public works and engineering services listed in Question 19 (excluding the overall rating in item 20) do you think should receive the MOST EMPHASIS from city leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 19.]

1st: ____ 2nd: ____ 3rd: ____

21. **Community Development.** Please rate your satisfaction with the following services.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Overall quality of new development in the City	5	4	3	2	1	9
02. Overall quality of redevelopment in the City	5	4	3	2	1	9
03. How well the City is planning growth	5	4	3	2	1	9
04. The process for getting a permit (for buildings, signs, sound, fences, etc.)	5	4	3	2	1	9
05. Enforcement of City land use zoning regulations	5	4	3	2	1	9
06. Enforcement of the maintenance and upkeep of rental homes and apartments	5	4	3	2	1	9
07. Cleanup of litter and debris on private property	5	4	3	2	1	9
08. Removal of junk cars from private property	5	4	3	2	1	9
09. Enforcement of the cleanup of dilapidated buildings	5	4	3	2	1	9
10. Quality of new home construction	5	4	3	2	1	9
11. Permit and Development Center	5	4	3	2	1	9
12. Neighborhood Inspection Division	5	4	3	2	1	9
13. Overall enforcement of City ordinances	5	4	3	2	1	9

22. Which THREE services provided by the City Community Development Department listed above in Question 21 (excluding the overall rating of city ordinances in item 13) do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 21.]

1st: ____ 2nd: ____ 3rd: ____

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

____(1) Yes [Answer Q23a-b.] ____ (2) No [Skip to Q24.]

23a. Please rate your satisfaction with the services provided by the City's public libraries.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Availability of the materials you need	5	4	3	2	1	9
02. Adequacy of online (Internet) information and services	5	4	3	2	1	9
03. Number of public access computers in the libraries	5	4	3	2	1	9
04. Quality of children's programs	5	4	3	2	1	9
05. Helpfulness of library staff	5	4	3	2	1	9
06. Hours libraries are open	5	4	3	2	1	9
07. Quality of programs for adults	5	4	3	2	1	9
08. Locations of library buildings	5	4	3	2	1	9
09. Adequacy of library buildings	5	4	3	2	1	9
10. Wi-Fi access to the Internet	5	4	3	2	1	9
11. Public spaces for meetings	5	4	3	2	1	9
12. Public spaces to study or to use for telecommuting	5	4	3	2	1	9
13. Overall quality of City libraries	5	4	3	2	1	9

23b. Which THREE Library services listed above (excluding the overall rating for libraries in item 13) do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write in your answers below using the numbers from the list in Question 23a.]

1st: ____ 2nd: ____ 3rd: ____

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

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

25. Has your neighborhood improved over the past five years? ____ (1) Yes ____ (2) No ____ (9) Don't Know

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

___(1) Yes [Answer Q26a.] ___(2) No [Skip to Q27.] ___(9) Don't Know [Skip to Q27.]

26a. Please rate your satisfaction with the Neighborhood Based Service Delivery (NBSD) Program.

How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Services offered through NBSD program	5	4	3	2	1	9
2. Impact of NBSD on neighborhood	5	4	3	2	1	9
3. Professionalism of NBSD staff	5	4	3	2	1	9
4. Number of public access computers in the libraries	5	4	3	2	1	9

27. City Media Outlets. Have you or other members of your household watched DMTV Cable Channel 7 in the past year?

___(1) Yes ___(2) No

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

___(1) Yes ___(2) No

Demographics

29. What is your age? _____ years

30. Which of the following best describes your race/ethnicity? [Check all that apply.]

___(1) White ___(3) Hispanic ___(5) Asian/Pacific Islander
___(2) Black/African American ___(4) American Indian ___(6) Other: _____

31. Which of following BEST describes your employment status?

___(1) Employed [What is the zip code where you work? _____] ___(2) Student ___(4) Not currently employed
___(3) Retired

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

33. Would you say your total annual household income is...

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

34. Your gender:

___(1) Male ___(4) Transgender woman
___(2) Female ___(5) Transgender man
___(3) Non-binary/Gender-fluid ___(6) If none apply, what is your gender identity? _____

35. Do you belong to your neighborhood association? ___(1) Yes ___(2) No

36. Would you be willing to participate in future surveys or focus groups sponsored by the City of Des Moines?

___(1) Yes [Answer Q36a.] ___(2) No

36a. Please provided your contact information below.

Name: _____ Phone: _____

Email: _____

Your responses will remain completely confidential. The information printed to the right will ONLY be used to help identify which areas of the City are having problems with city services. If your address is not correct, please provide the correct information. Thank you.

This concludes the survey. Thank you for your time!
Please return your completed survey in the enclosed postage-paid envelope addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061