Interpreting the Maps

The maps on the following pages show the mean ratings for several questions on the survey by Census Block Group. If all areas on a map are the same color, then residents generally feel the same about that issue regardless of the location of their home.

When reading the maps, please use the following color scheme as a guide:

- **DARK/LIGHT BLUE** shades indicate **POSITIVE** ratings. Shades of blue generally indicate satisfaction with a service, ratings of “excellent” or “good” and ratings of “very safe” or “safe.”

- **OFF-WHITE** shades indicate **NEUTRAL** ratings. Shades of neutral generally indicate that residents thought the quality of service delivery is adequate.

- **ORANGE/RED** shades indicate **NEGATIVE** ratings. Shades of orange/red generally indicate dissatisfaction with a service, ratings of “below average” or “poor” and ratings of “unsafe” or “very unsafe.”
Q2-01 Level of Agreement that: The City provides good value for the taxes and fees paid by residents

2020 City of Des Moines Resident Survey

ETC INSTITUTE

Agreement
Mean rating on a 5-point scale:
- 1.0-1.8 Strongly Disagree
- 1.8-2.6 Disagree
- 2.6-3.4 Neutral
- 3.4-4.2 Agree
- 4.2-5.0 Strongly Agree
- No Response

2020 City of Des Moines Resident Survey: GIS Maps

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q2-02 Level of Agreement that: City staff and leaders are good stewards of the City’s resources

2020 City of Des Moines Resident Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

ETC INSTITUTE

Agreement
Mean rating on a 5-point scale
1.0-1.8 Strongly Disagree
1.8-2.6 Disagree
2.6-3.4 Neutral
3.4-4.2 Agree
4.2-5.0 Strongly Agree
No Response

2020 City of Des Moines Resident Survey: GIS Maps
ETC Institute (2020)
Q2-03 Level of Agreement that: City services are reliable

Agreement
Mean rating on a 5-point scale

- 1.0-1.8 Strongly Disagree
- 1.8-2.6 Disagree
- 2.6-3.4 Neutral
- 3.4-4.2 Agree
- 4.2-5.0 Strongly Agree
- No Response

2020 City of Des Moines Resident Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q2-04 Level of Agreement that: City services are delivered in an efficient, cost effective manner

2020 City of Des Moines Resident Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q2-05 Level of Agreement that: City is doing a good job investing for the City’s future needs

![Map of City of Des Moines with shaded areas indicating level of agreement](image)

2020 City of Des Moines Resident Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q2-06 Level of Agreement that: City does a good job partnering with business and other organizations to minimize the tax burden on residents

2020 City of Des Moines Resident Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q2-07 Level of Agreement that: Des Moines is a financially sound city

2020 City of Des Moines Resident Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q3-01 Level of Agreement that: The City is a good place to live

2020 City of Des Moines Resident Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

ETC Institute (2020)
Q3-02 Level of Agreement that: The City is a good place to invest in property

2020 City of Des Moines Resident Survey: GIS Maps

ETC INSTITUTE

Agreement
Mean rating on a 5-point scale

1.0-1.8 Strongly Disagree
1.8-2.6 Disagree
2.6-3.4 Neutral
3.4-4.2 Agree
4.2-5.0 Strongly Agree
No Response

ETC Institute (2020)
Q3-03 Level of Agreement that: The City is doing what’s needed to sustain property values

Agreement
Mean rating on a 5-point scale

1.0-1.8 Strongly Disagree
1.8-2.6 Disagree
2.6-3.4 Neutral
3.4-4.2 Agree
4.2-5.0 Strongly Agree
No Response

2020 City of Des Moines Resident Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q3-04 Level of Agreement that: The City’s commercial tax base is growing
Q3-05 Level of Agreement that: The City is an attractive/beautiful city

2020 City of Des Moines Resident Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q3-06 Level of Agreement that: I like the neighborhood where I live

Agreement
Mean rating on a 5-point scale

- 1.0-1.8 Strongly Disagree
- 1.8-2.6 Disagree
- 2.6-3.4 Neutral
- 3.4-4.2 Agree
- 4.2-5.0 Strongly Agree
- No Response

2020 City of Des Moines Resident Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q3-07 Level of Agreement that: Des Moines has a vibrant downtown with places I like to visit

2020 City of Des Moines Resident Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q3-08 Level of Agreement that: The City has a diverse selection of quality housing

2020 City of Des Moines Resident Survey

ETC Institute (2020)

Agreement
Mean rating on a 5-point scale

- 1.0-1.8 Strongly Disagree
- 1.8-2.6 Disagree
- 2.6-3.4 Neutral
- 3.4-4.2 Agree
- 4.2-5.0 Strongly Agree
- No Response

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q3-09 Level of Agreement that: The City protects its waterways

2020 City of Des Moines Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Agreement
Mean rating on a 5-point scale

- 1.0-1.8 Strongly Disagree
- 1.8-2.6 Disagree
- 2.6-3.4 Neutral
- 3.4-4.2 Agree
- 4.2-5.0 Strongly Agree
- No Response

2020 City of Des Moines Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q3-10 Level of Agreement that: The City has made improvements to its water quality (in waterways, NOT drinking water)
Q3-11 Level of Agreement that: The City preserves its natural resources

2020 City of Des Moines Resident Survey

ETC Institute (2020)
Q3-12 Level of Agreement that: The City conserves energy in its buildings and across the city

![Map showing agreement levels across the city of Des Moines]

**Agreement**
Mean rating on a 5-point scale:
- **1.0-1.8** Strongly Disagree
- **1.8-2.6** Disagree
- **2.6-3.4** Neutral
- **3.4-4.2** Agree
- **4.2-5.0** Strongly Agree
- **No Response**

2020 City of Des Moines Resident Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q3-13 Level of Agreement that: The City has a good recycling and composting program

2020 City of Des Moines Resident Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

2020 City of Des Moines Resident Survey
GIS Maps

ETC INSTITUTE
Q3-14 Level of Agreement that: The City has improved its greenhouse gas emissions

Agreement
Mean rating on a 5-point scale

<table>
<thead>
<tr>
<th>Rating Range</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0-1.8</td>
<td>Strongly Disagree</td>
</tr>
<tr>
<td>1.8-2.6</td>
<td>Disagree</td>
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</tr>
<tr>
<td>3.4-4.2</td>
<td>Agree</td>
</tr>
<tr>
<td>4.2-5.0</td>
<td>Strongly Agree</td>
</tr>
<tr>
<td></td>
<td>No Response</td>
</tr>
</tbody>
</table>

2020 City of Des Moines Resident Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q3-15 Level of Agreement that: The City of Des Moines is a sustainable community

2020 City of Des Moines Resident Survey

ETC INSTITUTE

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q4-01 Level of Agreement that: The City provides customer-friendly services

2020 City of Des Moines Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

ETC Institute (2020)
Q4-02 Level of Agreement that: It is easy to access City services and information

2020 City of Des Moines Resident Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q4-03 Level of Agreement that: City employees work together as a team

2020 City of Des Moines Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Agreement
Mean rating on a 5-point scale
- 1.0-1.8 Strongly Disagree
- 1.8-2.6 Disagree
- 2.6-3.4 Neutral
- 3.4-4.2 Agree
- 4.2-5.0 Strongly Agree
- No Response

ETC Institute (2020)

Page 27
Q4-04 Level of Agreement that: The City uses data to make decisions

Shading reflects the mean rating for all respondents by CBG (merged as needed)

2020 City of Des Moines Resident Survey

ETC INSTITUTE

Agreement
Mean rating on a 5-point scale

1.0-1.8 Strongly Disagree
1.8-2.6 Disagree
2.6-3.4 Neutral
3.4-4.2 Agree
4.2-5.0 Strongly Agree
No Response

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q4-05 Level of Agreement that: The City has streamlined processes and operations

2020 City of Des Moines Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q4-06 Level of Agreement that: City employees are “customer focused”

2020 City of Des Moines Resident Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q4-07 Level of Agreement that: The City is responsive to the needs of residents

2020 City of Des Moines Resident Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q4-08 Level of Agreement that: Des Moines is a High Performing Organization

2020 City of Des Moines Resident Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q4-09 Level of Agreement that: City technology is in line with technology used in the private sector

2020 City of Des Moines Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q4-10 Level of Agreement that: The City quickly adapts to changes

2020 City of Des Moines Resident Survey: GIS Maps

ETC Institute (2020)
Q5-01 Level of Agreement that: Travel times on City streets are predictable

ETC Institute (2020)
Q5-02 Level of Agreement that: Travel times on City streets are acceptable

2020 City of Des Moines Resident Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

ETC Institute (2020)
Q5-03 Level of Agreement that: City buildings are customer-friendly

2020 City of Des Moines Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q5-04 Level of Agreement that: City buildings and infrastructure make the City more attractive

2020 City of Des Moines Resident Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q5-05 Level of Agreement that: The City is doing a good job maintaining infrastructure and buildings to extend the life of these facilities

![GIS Map showing the level of agreement for maintenance of city infrastructure and buildings.](image-url)

**Agreement**
Mean rating on a 5-point scale

- 1.0-1.8 Strongly Disagree
- 1.8-2.6 Disagree
- 2.6-3.4 Neutral
- 3.4-4.2 Agree
- 4.2-5.0 Strongly Agree
- No Response

Shading reflects the mean rating for all respondents by CBG (merged as needed).
Q5-06 Level of Agreement that: Residents of Des Moines have affordable access to the latest technology infrastructure

2020 City of Des Moines Resident Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Agreement
Mean rating on a 5-point scale

- 1.0-1.8 Strongly Disagree
- 1.8-2.6 Disagree
- 2.6-3.4 Neutral
- 3.4-4.2 Agree
- 4.2-5.0 Strongly Agree
- No Response
Q5-07 Level of Agreement that: The City has made investments that are needed to protect the City from flooding

2020 City of Des Moines Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q5-08 Level of Agreement that: The City is doing a good job investing in infrastructure/buildings that are adaptable to changing climate/weather patterns
Q5-09 Level of Agreement that: Des Moines provides upgraded infrastructure and buildings

2020 City of Des Moines Resident Survey: GIS Maps

Agreement
Mean rating on a 5-point scale

- 1.0-1.8 Strongly Disagree
- 1.8-2.6 Disagree
- 2.6-3.4 Neutral
- 3.4-4.2 Agree
- 4.2-5.0 Strongly Agree
- No Response

2020 City of Des Moines Resident Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q6-01 Level of Agreement that: There are recreation programs and activities for people of all types in Des Moines

2020 City of Des Moines Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q6-02 Level of Agreement that: The City has nightlife for people to enjoy

2020 City of Des Moines Resident Survey

ETC INSTITUTE

2020 City of Des Moines Resident Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q6-03 Level of Agreement that: The City’s Library is a resource center for the community

**Agreement**
Mean rating on a 5-point scale

- 1.0-1.8 Strongly Disagree
- 1.8-2.6 Disagree
- 2.6-3.4 Neutral
- 3.4-4.2 Agree
- 4.2-5.0 Strongly Agree
- No Response

2020 City of Des Moines Resident Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q6-04 Level of Agreement that: There are quality choices for leisure time in Des Moines

2020 City of Des Moines Resident Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q6-05 Level of Agreement that: There are adequate trails for leisure and recreation

2020 City of Des Moines Resident Survey: GIS Maps

Agreement
Mean rating on a 5-point scale

- 1.0-1.8 Strongly Disagree
- 1.8-2.6 Disagree
- 2.6-3.4 Neutral
- 3.4-4.2 Agree
- 4.2-5.0 Strongly Agree
- No Response

Shading reflects the mean rating for all respondents by CBG (merged as needed)

ETC Institute (2020)
Q6-06 Level of Agreement that: The amenities in the City support a healthy lifestyle and personal wellness

2020 City of Des Moines Resident Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q6-07 Level of Agreement that: The variety of special events in the City are enjoyable for all

2020 City of Des Moines Resident Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Agreement
Mean rating on a 5-point scale

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<td>4.2-5.0</td>
<td>Strongly Agree</td>
</tr>
</tbody>
</table>

2020 City of Des Moines Resident Survey
ETC Institute (2020)
Q6-08 Level of Agreement that: The City is diverse and culturally inclusive

Agreement
Mean rating on a 5-point scale

- 1.0-1.8 Strongly Disagree
- 1.8-2.6 Disagree
- 2.6-3.4 Neutral
- 3.4-4.2 Agree
- 4.2-5.0 Strongly Agree
- No Response

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q6-09 Level of Agreement that: The City of Des Moines is a livable community

2020 City of Des Moines Resident Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q7-01 Level of Satisfaction with: How quickly police respond to emergencies

2020 City of Des Moines Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q7-02 Level of Satisfaction with: The visibility of police in neighborhoods

2020 City of Des Moines Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q7-03 Level of Satisfaction with: The visibility of police in retail areas

2020 City of Des Moines Resident Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

ETC INSTITUTE

2020 City of Des Moines Resident Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q7-04 Level of Satisfaction with: Animal control

2020 City of Des Moines Resident Survey

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q7-05 Level of Satisfaction with: Professionalism of city police officers

Citizen Satisfaction
Mean rating on a 5-point scale
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q7-06 Level of Satisfaction with: Enforcement of local traffic laws

2020 City of Des Moines Resident Survey

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q7-07 Level of Satisfaction with: Overall quality of police protection

2020 City of Des Moines Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q9-01 Level of Safety: Overall feeling of safety in the City

ETC Institute (2020)
Q9-02 Level of Safety: In your neighborhood

2020 City of Des Moines Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Feeling of Safety
Mean rating on a 5-point scale

- 1.0-1.8 Very Unsafe
- 1.8-2.6 Unsafe
- 2.6-3.4 Neutral
- 3.4-4.2 Safe
- 4.2-5.0 Very Safe
- No Response

2020 City of Des Moines Resident Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q9-03 Level of Safety: In City parks and on City trails

2020 City of Des Moines Resident Survey

Feeling of Safety
Mean rating on a 5-point scale

- 1.0-1.8 Very Unsafe
- 1.8-2.6 Unsafe
- 2.6-3.4 Neutral
- 3.4-4.2 Safe
- 4.2-5.0 Very Safe
- No Response

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q9-04 Level of Safety: In downtown Des Moines

2020 City of Des Moines Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Feeling of Safety
Mean rating on a 5-point scale

1.0-1.8 Very Unsafe
1.8-2.6 Unsafe
2.6-3.4 Neutral
3.4-4.2 Safe
4.2-5.0 Very Safe
No Response
Q9-05 Level of Safety: In retail areas

Feeling of Safety
Mean rating on a 5-point scale

- 1.0-1.8 Very Unsafe
- 1.8-2.6 Unsafe
- 2.6-3.4 Neutral
- 3.4-4.2 Safe
- 4.2-5.0 Very Safe
- No Response

2020 City of Des Moines Resident Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q9-06 Level of Safety: In City traffic

Feeling of Safety
Mean rating on a 5-point scale

1.0-1.8 Very Unsafe
1.8-2.6 Unsafe
2.6-3.4 Neutral
3.4-4.2 Safe
4.2-5.0 Very Safe
No Response

2020 City of Des Moines Resident Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q9-07 Level of Safety: At outdoor venues

Feeling of Safety
Mean rating on a 5-point scale

- 1.0-1.8 Very Unsafe
- 1.8-2.6 Unsafe
- 2.6-3.4 Neutral
- 3.4-4.2 Safe
- 4.2-5.0 Very Safe
- No Response

2020 City of Des Moines Resident Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

ETC Institute (2020)
Q9-08 Level of Safety: In entertainment venues

Feeling of Safety
Mean rating on a 5-point scale

- 1.0-1.8 Very Unsafe
- 1.8-2.6 Unsafe
- 2.6-3.4 Neutral
- 3.4-4.2 Safe
- 4.2-5.0 Very Safe
- No Response

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q10-01 Level of Satisfaction with: How quickly fire personnel respond to emergencies

Citizen Satisfaction
Mean rating on a 5-point scale

1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
No Response

2020 City of Des Moines Resident Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q10-02 Level of Satisfaction with: Quality of ambulance and paramedic services

2020 City of Des Moines Resident Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

2020 City of Des Moines Resident Survey: GIS Maps
ETC Institute (2020)

ETC INSTITUTE
Q10-03 Level of Satisfaction with: Quality of the fire inspection program

2020 City of Des Moines Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Citizen Satisfaction
Mean rating on a 5-point scale

1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
No Response

2020 City of Des Moines Resident Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

ETC Institute (2020)
Q10-04 Level of Satisfaction with: Effectiveness of the fire safety education program

2020 City of Des Moines Resident Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q10-05 Level of Satisfaction with: Effectiveness of the fire prevention program

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

2020 City of Des Moines Resident Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q10-06 Level of Satisfaction with: Professionalism of the City’s fire fighters

ETC INSTITUTE

Citizen Satisfaction
Mean rating on a 5-point scale
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

2020 City of Des Moines Resident Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q10-07 Level of Satisfaction with: Overall quality of fire protection

2020 City of Des Moines Resident Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

2020 City of Des Moines Resident Survey: GIS Maps
ETC INSTITUTE

Citizen Satisfaction
Mean rating on a 5-point scale
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response
Q12-01 Level of Satisfaction with: Number and location of City parks

2020 City of Des Moines Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Citizen Satisfaction
Mean rating on a 5-point scale

ETC INSTITUTE
Q12-02 Level of Satisfaction with: Number of walking and biking trails in Des Moines

2020 City of Des Moines Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Citizen Satisfaction
Mean rating on a 5-point scale

1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
No Response
Q12-03 Level of Satisfaction with: Overall quality of pools

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

2020 City of Des Moines Resident Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q12-04 Level of Satisfaction with: Number of restrooms in City parks

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

2020 City of Des Moines Resident Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q12-05 Level of Satisfaction with: Landscaping along city streets, parks and other public areas

2020 City of Des Moines Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

ETC INSTITUTE

2020 City of Des Moines Resident Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q12-06 Level of Satisfaction with: Use of “green” practices

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

2020 City of Des Moines Resident Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q12-07 Level of Satisfaction with: Special events sponsored by the City

2020 City of Des Moines Resident Survey: GIS Maps

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

2020 City of Des Moines Resident Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q12-08 Level of Satisfaction with: Range of recreational programming

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

2020 City of Des Moines Resident Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q12-09 Level of Satisfaction with: Availability of specialized recreation facilities

2020 City of Des Moines Resident Survey: GIS Maps

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q12-10 Level of Satisfaction with: Overall quality with City Parks and Recreation programming

2020 City of Des Moines Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Citizen Satisfaction
Mean rating on a 5-point scale

1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
No Response
Q12-11 Level of Satisfaction with: Overall quality and customer service of municipal cemeteries

2020 City of Des Moines Resident Survey: GIS Maps

Shading reflects the mean rating for all respondents by CBG (merged as needed)

ETC Institute (2020)
Q12-12 Level of Satisfaction with: Availability of environmental education and nature activities

2020 City of Des Moines Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

2020 City of Des Moines Resident Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q12-13 Level of Satisfaction with: Overall quality of City parks

2020 City of Des Moines Resident Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q14-01 Level of Satisfaction with: The level of public involvement in local decision-making

2020 City of Des Moines Resident Survey

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

Shading reflects the mean rating for all respondents by CBG (merged as needed)

ETC Institute (2020)
Q14-02 Level of Satisfaction with: The availability of information about City programs and services

2020 City of Des Moines Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

ETC Institute (2020)
Q14-03 Level of Satisfaction with: The City’s efforts to communicate with you

[Map showing citizen satisfaction ratings by area, shaded according to satisfaction levels on a 5-point scale, with legend for red: 1.0-1.8 Very Dissatisfied, orange: 1.8-2.6 Dissatisfied, yellow: 2.6-3.4 Neutral, blue: 3.4-4.2 Satisfied, dark blue: 4.2-5.0 Very Satisfied, and grey: No Response.]

2020 City of Des Moines Resident Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

ETC Institute (2020)
Q14-04 Level of Satisfaction with: Program quality on the City’s cable television channel

2020 City of Des Moines Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Citizen Satisfaction
Mean rating on a 5-point scale

<table>
<thead>
<tr>
<th>Rating Range</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0-1.8</td>
<td>Very Dissatisfied</td>
</tr>
<tr>
<td>1.8-2.6</td>
<td>Dissatisfied</td>
</tr>
<tr>
<td>2.6-3.4</td>
<td>Neutral</td>
</tr>
<tr>
<td>3.4-4.2</td>
<td>Satisfied</td>
</tr>
<tr>
<td>4.2-5.0</td>
<td>Very Satisfied</td>
</tr>
<tr>
<td></td>
<td>No Response</td>
</tr>
</tbody>
</table>
Q14-05 Level of Satisfaction with: City information is accessible in alternative languages or formats, as requested

2020 City of Des Moines Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q14-06 Level of Satisfaction with: Overall quality of the City’s website

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

2020 City of Des Moines Resident Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

ETC Institute (2020)
Q14-07 Level of Satisfaction with: The quality of the quarterly City Source newsletter

2020 City of Des Moines Resident Survey: GIS Maps

ETC INSTITUTE (2020)
Q14-08 Level of Satisfaction with: Overall effectiveness of City communication with the public

2020 City of Des Moines Resident Survey

ETC Institute (2020)
Q19-01 Level of Satisfaction with: Condition of major City streets

2020 City of Des Moines Resident Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

2020 City of Des Moines Resident Survey: GIS Maps

ETC Institute (2020)
Q19-02 Level of Satisfaction with: Condition of streets in your neighborhood

2020 City of Des Moines Resident Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

ETC Institute (2020)
Q19-03 Level of Satisfaction with: Ability to safely ride a bicycle on City streets

2020 City of Des Moines Resident Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q19-04 Level of Satisfaction with: Availability of on-street striped bike lanes and signs

2020 City of Des Moines Resident Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q19-05 Level of Satisfaction with: Ability to use bicycle to commute to work/school

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q19-06 Level of Satisfaction with: Garbage collection

[Map showing citizen satisfaction with garbage collection by CBG (merged as needed).]

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

2020 City of Des Moines Resident Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

ETC Institute (2020)
Q19-07 Level of Satisfaction with: Recyclables collection

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

2020 City of Des Moines Resident Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q19-08 Level of Satisfaction with: Yard waste collection

2020 City of Des Moines Resident Survey: GIS Maps

ETC Institute (2020)
Q19-09 Level of Satisfaction with: Storm sewer system

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

2020 City of Des Moines Resident Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q19-10 Level of Satisfaction with:  Free garbage drop-off program (SCRUB)

Citizen Satisfaction
Mean rating on a 5-point scale
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

2020 City of Des Moines Resident Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q19-11 Level of Satisfaction with: Overall condition of sidewalks

2020 City of Des Moines Resident Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

2020 City of Des Moines Resident Survey
GIS Maps

ETC INSTITUTE
(2020)
Q19-12 Level of Satisfaction with: Adequate access to sidewalks

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

2020 City of Des Moines Resident Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

ETC Institute (2020)
Q19-13 Level of Satisfaction with: Snow removal on major City streets

2020 City of Des Moines Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

ETC INSTITUTE (2020)
Q19-14 Level of Satisfaction with: Snow removal in your neighborhood

2020 City of Des Moines Resident Survey: GIS Maps

ETC Institute (2020)
Q19-15 Level of Satisfaction with: The City’s sanitary sewer system

2020 City of Des Moines Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

2020 City of Des Moines Resident Survey: GIS Maps

ETC Institute (2020)
Q19-16 Level of Satisfaction with: The City’s flood protection system

2020 City of Des Moines Resident Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

2020 City of Des Moines Resident Survey: GIS Maps

ETC Institute (2020)
Q19-17 Level of Satisfaction with: Responsiveness of City staff to street, garbage, and sewer service requests

2020 City of Des Moines Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q19-18 Level of Satisfaction with: Flow of traffic on City Streets

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

2020 City of Des Moines Resident Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q19-19 Level of Satisfaction with: Maintenance of traffic signals and street signs

2020 City of Des Moines Resident Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q19-20 Level of Satisfaction with: Overall quality of streets and infrastructure in the City

Citizen Satisfaction
Mean rating on a 5-point scale

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q21-01 Level of Satisfaction with: Overall quality of new development in the City

2020 City of Des Moines Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q21-02 Level of Satisfaction with: Overall quality of redevelopment in the City

2020 City of Des Moines Resident Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q21-03 Level of Satisfaction with: How well the City is planning growth

2020 City of Des Moines Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

ETC INSTITUTE

1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
No Response

ETC Institute (2020)
Q21-04 Level of Satisfaction with: The process for getting a permit

2020 City of Des Moines Resident Survey

Citizen Satisfaction
Mean rating on a 5-point scale

1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
No Response

2020 City of Des Moines Resident Survey: GIS Maps

ETC Institute (2020)
Q21-05 Level of Satisfaction with: Enforcement of City land use zoning regulations

Shading reflects the mean rating for all respondents by CBG (merged as needed)

2020 City of Des Moines Resident Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q21-06 Level of Satisfaction with: Enforcement of the maintenance and upkeep of rental homes and apartments

2020 City of Des Moines Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q21-07 Level of Satisfaction with: Cleanup of litter/debris on private property

2020 City of Des Moines Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q21-08 Level of Satisfaction with: Removal of junk cars from private property

2020 City of Des Moines Resident Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

2020 City of Des Moines Resident Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q21-09 Level of Satisfaction with: Enforcement of the cleanup of dilapidated buildings

2020 City of Des Moines Resident Survey: GIS Maps

ETC Institute (2020)
Q21-10 Level of Satisfaction with: Quality of new home construction

2020 City of Des Moines Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

2020 City of Des Moines Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)
Q21-11 Level of Satisfaction with: Permit and Development Center

2020 City of Des Moines Resident Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Citizen Satisfaction
Mean rating on a 5-point scale

1.0-1.8 Very Dissatisfied
1.8-2.6 Dissatisfied
2.6-3.4 Neutral
3.4-4.2 Satisfied
4.2-5.0 Very Satisfied
No Response
Q21-12 Level of Satisfaction with: Neighborhood Inspection Division

2020 City of Des Moines Resident Survey: GIS Maps

ETC Institute (2020)
Q21-13 Level of Satisfaction with: Overall enforcement of City ordinances

Citizen Satisfaction
Mean rating on a 5-point scale
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response