

City of Des Moines

Resident Survey

Question 1b Comments

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2020

Submitted to the City of Des Moines, Iowa

by:
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ETC
INSTITUTE

Q1b. Which question, problem or complaint did you contact the City about MOST RECENTLY?

- A banded house messy causing rodent issues
- A city tree that will need to be taken down and damage that had been done to my asphalt drive way after storm debris pick up. Than on my 2nd call about driveway, because they put asphalt at end of drive but not where damage was. It was suggested I call city legal
- A grill was off the street drain at the edge of the street.
- A neighboring resident put up a shanty shack for his motorcycle. I was told it was illegal.
- A street closed for water line repair.
- A tree in the parking , damaged during the derecho , needed to be removed.
- ABANDON CARS, NEIGHBORS JUNK.
- Abandoned property in my neighborhood
- Abandoned vehicle and porch permit
- ABOUT RENO DOG PARK
- About storm damage to trees on parking in front of my house.
- About the bushes the city planted next to my fence
- About the neighbors yard
- ACQUIRING ANOTHER TRASH BIN.
- Adding another Garbage container
- Alley erosion and no parking complaints.
- Almost my dog and I being run over by a bulldozer at a dog park.
- Animal Control
- Asked about getting our absent ballot, clerk said it was no problem.
- ASKED THEM TO CLEAN UP THE ALLEY BEHIND MY HOME, WAS TOLD IT WAS NOT THEIR PROBLEM.
- Asking the Parks and Rec department to keep the dog poop bags in the containers
- Asking what city agencies are open
- Assistance with getting a air conditioning unit into my apartment for me and my child.
- ATVs and dirt bikes driving at high speed on the bike/pedestrian trail on the Des Moines River Levee.
- basic information
- BROKEN TREE LIMB AND BLOWING TRASH ON NEIGHBORS PROPERTY
- Brush drop off
- BRUSH REMOVAL
- Building permit for a fence and pool
- Building Permit last August/September.
- Business license issue
- CALLED LETTING THEM KNOW SOMEONE RAN OVER A TREE. THEY CAME OUT AND PICKED UP THE TREE. I HAVE CALLED SEVERAL TIMES TO GET THEM TO REPLACE THE TREE-NO RESPONSE.
- Car abandoned on our street
- CAR REGISTRATION/TITLE CHANGE.
- Children playing football in traffic
- City damaged personal property

- City inspector I helped my brother get apt at 1113 24th St in Des Moines. He never had a working stove or refrigerator. His shower barely works it was not clean when he moved in. He calls me to say they trying to evict him over non payment of rent and deposit. My brother has a brain injury so I did everything my name on lease. Had to call Home Inc and landlord. Send pics of paperwork and money that was paid out to them. This is in July. To this day no repairs have been made. But they want the rent we pay twice the amount every two months. Its how they take advantage of his brain injury. I'm sick and trying to get help for him thru social services but they have a waiting list. He needs help asap instead of being lost in the system. For more info. misseupora@yahoo.com
- City permit for mud jacking a small section of our sidewalk
- City sewer drain full of debris.
- City street filled with rock and sand
- City street filling with water on corners and over the new handicap ramps. In the winter it freezes and is very dangerous, sometimes vehicles are unable to stop.
- Code enforcement
- Coding Builders leaving the surrounding of out property unsafe to enter the grounds and the house.
- Complaint
- Concerning a garbage truck driving on the grass parking area.
- CONTACTED CITY COUNCIL PERSON ABOUT CRUMBY CONDITION OF OUR STREETS. (64TH AND HARWOOD CT) LITTLE TO NO ACTION TAKEN.
- crumbling slurry/asphalt at road edge
- Curb needed on my street
- Damage to my property due to bump in the street on 42nd street.
- dead tree in parking
- debris in the street
- Deceptive Parking rules downtown
- De-registering jet ski and trailer that I sold.
- Dog licenses
- Downed large tree limb before the derecho that had been in the parking area for several weeks. Still connected to a tall tree and kids were climbing on it.
- Drainage issue from field behind our house
- Drainage problem in the creek and drainage area behind our house.0
- dumpster in neighbors yard was attracting foragers.
- Early morning construction noise at 5th and Walnut (6:30am, against ordinance).
- Easton Blvd between E 29th and Hubbell. Speeding cars and motorcycles. Also it has been made a 3 lane and I think cars are too close to each other when passing the car in the turning lane. Also cars are passing cars using the center turning lane.
- Every time I called all I get is an answering machine
- EXCHANGING YARD AND SOLID WASTE TOTES.
- Failure to pick up garbage.
- Fallen tree from the storm.
- False alarm residential service call. The letter said to call for service charge.

- For a fence permit
- FOR ANIMAL CONTROL FOR A FAMILY OF OPOSSUMS IN MY YARD.
- Garbage
- Garbage
- Garbage
- Garbage and water.
- Garbage at a neighbor's house that has consistently been piled up and some removed and then more piled up, pictures were sent and I received no response.
- Garbage collection
- Garbage pickup my house was missed
- GARBAGE WAS NOT PICKED UP.
- Getting a curb at my residence
- GETTING DRIVERS LICENSE, OBTAINING IOWA PLATES, BUYING A HOUSE
- Gold lid recycle program
- Graffiti
- HAD A OPOSSUM IN MY GARBAGE CAN.
- had a Q ref the credit available ref stormwater retention
- Had some missing pieces on concrete at the bottom of our driveway/street
- HELPED WITH SCRUB AND HAZ MATERIAL QUESTIONS.
- House repair after a fire
- HOW DO I GET HELP WITH TREE LIMBS DOWN IN THE STREET?
- How long would it take for city crews to pick up my large trash items on the curb.
- HOW TO HAVE BRANCHES REMOVED.
- How to replace a garbage can lid.
- huge sink hole in street in front of our house
- I asked about garbage pickup after a holiday weekend.
- I asked about tree limb pickup related to the derecho.
- I called non-emergency to see if the city picks up stray cats (a mother and babies).
- I called to say I cannot afford my ambulance bill, I am not working at this time.
- I contacted about trash pick up during COVID.
- I found a bag of prescription drugs that someone threw out of their car onto my property. A police officer came and removed it.
- I have contacted the City in several ways -- phone, e-mail, and app. About: Upcoming street project, easement docs, fallen streetlight, pot holes in street, etc. Several were during the same time period.
- I left two voicemail messages about a recommended stormwater practice with the number suggested on my water bill. No one ever returned my call. Super peeved they couldn't bother to reply. Pointless to continue this survey because there is no opportunity for a narrative reply that fits this situation. Or even a blank that says, Did not return my call.
- I live across the street from McHenry Park, and a tree next to the sidewalk split in half and fell across the sidewalk. A bunch a people were shook up and a car was almost hit.
- I live in Section 8 housing, they were very responsive when the water started coming into my unit. They also provided me with air condition.

- I originally requested a tree on the parking and expected a sweet little tree like the ones I have seen elsewhere. Instead I have a large ash tree on the parking, planted by the city, which has become a problem. The street has been torn up three times this summer for several reasons; I wonder if the tree is a causative factor, since the roots pushed up the sidewalk and street. I talked to someone about leveling the sidewalk and he said---why bother, the roots will just push it up again. I called a few years ago to ask about it, and the person wasn't in the office at the time I called. Recently, I emailed. I am fully aware that we have more difficult problems currently, but would still like to have advice and/ or removal of the tree at some future time.
- I wanted to know if could put a 1 foot decorative fence on top of my 6 foot privacy fence as my dog is a jumper and I want to keep her safe
- I was inquiring about the AirBnB requirements and permit application location.
- I was trying to get recycle calendars for recycle bins. The person I talked to directed me to the correct company.
- if the sewer line at the intersection of Amick Ave & 40th PI had been cleaned in the last two years
- Illegal dumping, weeds, and trash issues to include junk on curbs without stickers on curbs for weeks.
- Illegal parked car.
- Inaction of fireworks enforcement
- ISSUES WITH NEIGHBORHOOD INSPECTOR, STORM WATER RUNNING ONTO MY PROPERTY.
- Issues with the water bill. Questions about our local park (union park).
- IT WAS VERY EARLY SPRING-YARD WASTE-GREEN TOTE CART NOT PICKED UP.
- It's been about 2-3 months since I have changed by election card and was wondering when I would be receiving it back. they told me they had it but was working on getting polling places and would send it out later. To date, I still have not gotten this back. It shouldn't take much to put it in the mail.
- I've actually tried several forms of communication with several municipal leaders and law enforcement personnel as well. Urban development over the past few years has been exploding all over the Downtown area. As much as we look forward to a booming metropolis and the capital gains to come, it would be nice if some consideration was given to the quality of life of those who already reside Downtown. In other words, enforce the Noise Ordinances. Especially with construction and waste disposal. Living in between construction zones becomes unbearable with all the noise pollution, i.e., those obnoxious hazard warning beepers, sometimes much earlier before the times allowed by the ordinances. Trash collection at 3am, dumpsters slamming, trucks beeping, sometimes several times around one block by different contractors. Construction seven days a week? No rest on Sundays? Give us a break. I remember when they were discussing 'live/work' zones years ago. It seems that much of the consideration and preferential treatment goes more to the 'work' side of the spectrum than the 'live' side, with all due respect. There is new technology [about twenty years old] that could be considered as a replacement for all those beeping hazard warning systems. Much less offensive, much safer and easier for the ear to pinpoint the direction of oncoming danger. As a matter of fact, you'll notice that Amazon has a version of the white noise low-frequency systems on their delivery vans. Maybe provide some incentive for developers and contractors to make the move to a less invasive system? If I may include this link as an audio/visual aid. Thank you for your consideration. Don't make me have to run for City Council!

- <https://www.youtube.com/watch?v=fa28llGuxq8>
- Junk in neighborhood
- Junk vehicles. Nuisance property
- Lack of progress on neighborhood projects.
- Large Maple tree on city property pushing up sod, when they fixed it, it made it worse!
- Lawns needed mowing. House at 2719 Franklin Avenue that needs to be torn down. It has been slated to be demolished for about one year - but nothing seems to be happening and I can't seem to find an answer as to why.
- Levy not being mowed
- MAIN WATER LINE
- Manhole cover off
- Mask mandate and public school support of Black Lives Matter
- Missed garbage pickup
- Missed Recycling pickup
- mosquito spraying
- My Latino neighbor had 4 cars parked in the street for 6 months to a year, without being moved. I had been having trouble getting in and out of my driveway so I phoned the city. An officer was sent out. He talked with my neighbor and then came over and talked to me. My neighbors then knew it was me that called in about the cars. There is a car parked in there yard next to the street and is not drivable and has been there for three years. The officer said there was nothing he could do about that car. I should not have been involved by the officer.
- My recycle was not picked up
- My street causes back ups on Se 9th due to parking on the street from a local business. Permit to lay a driveway.
- MY STREET IS IN VERY BAD CONDITION AND NEEDS TO BE RESURFACED.
- Needed a new recycling trash can
- Needing resources for specific supports
- NEIGHBOR CONFLICT
- Neighbor trash and bright lights
- Neighbor trash and lights on my property
- Neighbor with long grass and weeds and trash strewn on property
- Neighbor's overgrown yard
- Neighboring yards being trashed
- Neighbor's contractor for a pool breaking up the sidewalk without repair.
- neighbors parking on the sidewalk and what could be done
- Neighbors who keep 5 cars parked in the street but normally only move 1-2. As well as the 1 in their driveway and 1 in their yard.
- NEW GARBAGE BIN LID. HOW MANY STICKERS NEEDED ON VARIOUS CURBSIDE PICK UP ITEMS.
- new garbage can lid
- non emergency police issue, weed control
- Nonfunctional car parked on street
- NOT PICKING UP OUR RECYCLING BIN.
- NOT PICKING UP TRASH
- Nuisance properties.

- On East 38th street, I have asked several times last 3-4 years, to put all parking on east side of East 38th St and move center line to the west, as it is now you cannot drive either direction with cars parked on either side without crossing the center line, go check with the metro bus and ask them cause they also cross the center line and have to cross it even farther, I have also contacted Linda Westerguard about this. 2nd complaint is west bound traffic on douglas ave is not, I repeat is not stopping at the stop sign at east 38th street
- Our garbage or yard waste is missed quite often, and I called that they had missed it again.
- Our sewer line collapsed and I had some questions.
- Overgrown and disrepair of rental prop on street
- OVERGROWN GRASS AND WEEDS, OVERGROWN SIDEWALKS AND SHRUBS. BUSINESSES NOT PICKING UP TRASH.
- Panhandling
- PARKING
- Parking meters and parking card.
- People blocking road when we had blizzard
- Permit/Development
- pick up of leaf bags
- Picking up mattress and box spring
- Planting a tree
- Police office with no mask going into a store right after the mayor's mask mandate.
- Portholes
- Pot hole and street repair
- Pot hole in front of our house
- Pot holes
- Pot holes
- POT HOLES, OVER GROWN BRUSH. HOMEOWNERS NOT TAKING CARE OF ANIMALS.
- Potholes
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- Potholes
- POTHoles, CLOGGED SEWERS.
- Power outages (waited for hours) and phone line outages (left without fixing two other lines) plumbing (had to call again)
- Printed garbage/recycle schedule so we knew when recycles were to be picked up.
- Problem: storm damage; large limbs and damaged trees along street at front of residence.
- Property tax is too high.
- Public land mowing, mosquito spraying complaint
- PUBLIC WORKS- APPLIANCE DISPOSAL
- QUESTION ABOUT HOMESTEAD EXEMPTION

- Question about which City of Des Moines department I should get in touch with about appliance pickup
- Question regarding garbage and stop sign.
- question regarding large item disposal
- Questions about our property tax.
- Questions about the tree damage pick-up after the Derecho.
- RACIAL INJUSTICE AND POLICE BRUTALITY
- RACIAL PROFILING, POLICE BUDGET, POLICE MISCONDUCT.
- Recyclables.
- Recycle items.
- Dead animal in street.
- RECYCLE MASKS AND GLOVES THAT ARE LITTERING DSM'S STREETS AND PARKING LOTS DURING PANDEMIC.
- recycle not picked up. New lids needed for garbage can
- Recycle pickup was missed
- regarding city code for building
- Regarding Fleur project and compost pick ups in our neighborhood keep getting skipped
- Regarding the Day drinking, Prostitution, Drug Dealing an loitering in the Riverbend Neighborhood.
- Removal of a tree.
- Renewing dog license and provide proof of rabies vaccination.
- Rental of facilities
- Renter's rights for mobile home owners
- RENTING SAVAGE SOFTBALL COMPLEX FOR A FEW HOURS.
- Report a shopping cart left in our yard.
- Reported pot hole and needing dirt for the city right of way.
- Sewer not draining
- Sewer Problem. Manhole was blocked making sewer water backup into my rental unit. Had to threaten lawsuit because they would not take responsibility for damage to rental. Had the testimony of 2 separate plumbing companies plus pictures inside the manhole. Several correspondence was made after initial denial of my claim. They have a habit of denying claims. I wouldn't back down this time and they paid my claim.
- Sewer smell at the end of our street.
- Sidewalk
- Sidewalk
- Sidewalk
- Sidewalk needing replaced.
- SIDEWALK/STREET REPAIR
- Snow removal or lack of
- Someone abandon a box spring in my front yard. I was sent a notice that it was a nuisance and that I would be fined. I called the city and explained to them what happened. I asked if they would simply pick it up and they did. I also contacted the City zoning office to offer my opinion on a proposed construction project near my home. I wasn't sure I would be able to attend the

virtual meeting and wanted to send something in writing. I was provided the email of the individual handling the process.

- Sound Permit
- Special waste item pickup-large pink sticker item.
- Speeding down our street.
- speeding on Lincoln Place Drive
- Stickers for garbage pickup
- Stop sign at Lower Beaver and Bel Aire-People run it constantly. Forestry-Ash trees on parking They were treated . Asked when they were going to be treated again because we have two Large ash trees in our yard- Got no answer.
- Storm damage
- STORM DRAIN IN FRONT OF MY HOME.
- Street flooding from backed up storm sewer
- Street lights that were out and potholes
- Street repair
- Street repair
- Street repair
- STREET REPAIR AND SIDEWALKS
- Street repair at Douglas and 55th, it's awful! They just did a band aid repair and it does not last.
- Street repairs, garbage service and a dead tree.
- Street sweeper and tree planting
- Street that badly needed repair.
- Streets and Garbage collection
- TAKE CARE OF WEEDS AT THE PARK WHICH HAPPENS TO BE MY BACKYARD.
- The POOR condition of Indianola Rd. Between Army Post Rd. South to Highway 69. Still is disintegrating. No action has been taken to date.
- The alley behind our house at 5420 Harwood Dr. is marked for sections of this city maintained cement alley to be resurfaced. The city crew came in and started making cuts about three months ago so. Of the 8 or so cuts that need to be done, one and one half are done and then they left. I have not been able to find out if our alley is going to be repaired or not. I called the Public Works phone number and was given the name of Ryan Rivas; I left several messages on his voicemail and have not heard back from him.
- THE APARTMENTS THAT SURROUND OUR HOME ARE NOT UP TO CODE FOR FIRE EXITS.
- THE DAMAGE CAUSED BY CONE/POT HOLES.
- THE DOWN PIPES IN MY HOUSE DO NOT WORK.
- The forestry department removed trees on our street
- The person had junk cars and garbage in his yard and on the street.
- THE RAZING OF THE NATIVE PLANTS IN WITMER PARK THROUGH BOTH MECHANICAL AND CHEMICAL METHODS.
- The speeding on our street
- The street
- There is a foreclosed house behind ours that is a hotbed of vagrancy and drug use. Yet the city has taken little action since it was foreclosed on in April of 2017.
- There was a mourning dove on the lawn that I thought was injured.

- Ticket
- TRAFFIC CONTROL
- Traffic control, people running red lights at a very busy intersection and not getting ticketed.
- Traffic speed at E. 23rd and Guthrie. I have witness several fender benders and also wrecks in which people become very agitated all because they are driving 40-45 miles an hour and have to come to a stop. I requested a speed camera to promote awareness but did not get one yet.
- Trash
- Trash
- Trash can lid broken
- Trash can lid replacement.
- Trash pickup in alley
- Trash removal
- Trash removal
- TRASH, TAXES.
- Tree blocking road
- Tree branch ready to fall on my head after derecho
- Tree branches falling off the diseased trees on city property.
- Tree clean up post-Derecho
- TREE DAMAGE-BRANCHES BETWEEN STREET AND SIDEWALK, TREES BETWEEN SIDEWALK AND STREET (CITY TREES) NEEDS TO COME DOWN AND BE REPLANTED.
- TREE DOWN IN ALLEY AFTER AUGUST 10TH STORM. NEEDED REMOVED TO TURN INTERNET BACK ON.
- Tree issue
- Tree limbs down on easement
- Tree on right of way blocking vision
- Tree removal from storm.
- Tree remove
- TREES IN STREET-POST DERECHO
- Unkept lot
- Unmowed yard.
- Unmowed yards & cars parked illegally
- UNPAID BILL FOR WATER, THE CHECK WAS SENT, BUT HAD NOT BEEN PROCESSED.
- Use of park shelters
- Vehicle parked on street right at stop sign creating a dangerous situation.
- Vicious dog at dog park.
- Was having an issue with a neighbor leaving trash and debris in the street in front of my house constantly.
- Was trying to find a contact that could help me with getting a rebuild letter so I can sell my home.
- Waste/garbage pickup
- Water - street flooding
- Water drainage issues
- We had to move water and trash service
- We had to have a new trash can at our new house

- WE had to call about a large item pick up
- We qualified for a gold lid on our recycling bin.
- Weed control
- Weed control
- weeds in empty lot
- When I asked a city road worker which way to go around the construction he cussed me out with a profanity laced, derogatory tirade.
- When the city resurfaced my street, the end of my driveway/gutter was altered, needing a cut. The city still has not responded.
- Why Des Moines's internet system is not upgraded so we can acquire the speeds of the suburbs.
- Yard debris pile left in neighboring property
- Yard waste not picked up
- Yard Waste Removal
- Yoga in the park.
- ZONE VARIANCE REQUEST BY SPOT FREE CAR WASH.
- ZONING OF GAS STATION IN AREA.