

The National Citizen Survey™

Polk County, IA

Technical Appendices

2014

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Appendix A: Complete Survey Responses

Responses excluding “don’t know”

The following pages contain a complete set of responses to each question on the survey, excluding the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Table 1: Question 1

Please rate each of the following aspects of quality of life in Polk County:	Excellent		Good		Fair		Poor		Total	
Polk County as a place to live	34%	N=83	58%	N=143	8%	N=19	1%	N=2	100%	N=247
Your neighborhood as a place to live	45%	N=110	42%	N=103	11%	N=26	3%	N=7	100%	N=246
Polk County as a place to raise children	41%	N=94	43%	N=99	14%	N=31	2%	N=6	100%	N=229
Polk County as a place to work	34%	N=83	50%	N=121	13%	N=31	3%	N=7	100%	N=242
Polk County as a place to visit	20%	N=48	43%	N=104	31%	N=75	6%	N=14	100%	N=241
Polk County as a place to retire	20%	N=44	40%	N=88	29%	N=62	11%	N=23	100%	N=217
The overall quality of life in Polk County	25%	N=61	63%	N=154	11%	N=26	2%	N=4	100%	N=245

Table 2: Question 2

Please rate each of the following characteristics as they relate to Polk County as a whole:	Excellent		Good		Fair		Poor		Total	
Overall feeling of safety in Polk County	24%	N=58	57%	N=142	16%	N=40	3%	N=8	100%	N=247
Overall ease of getting to the places you usually have to visit	33%	N=81	55%	N=136	10%	N=25	2%	N=5	100%	N=246
Quality of overall natural environment in Polk County	20%	N=49	55%	N=135	24%	N=58	1%	N=3	100%	N=244
Overall “built environment” of Polk County (including overall design, buildings, parks and transportation systems)	17%	N=41	53%	N=130	26%	N=63	4%	N=10	100%	N=244
Health and wellness opportunities in Polk County	23%	N=57	55%	N=134	21%	N=51	1%	N=4	100%	N=245
Overall opportunities for education and enrichment	26%	N=64	55%	N=131	18%	N=44	1%	N=2	100%	N=241
Overall economic health of Polk County	16%	N=39	58%	N=139	22%	N=52	4%	N=10	100%	N=239
Sense of community	17%	N=42	50%	N=121	27%	N=67	6%	N=15	100%	N=245
Overall image or reputation of Polk County	15%	N=36	61%	N=145	21%	N=50	3%	N=7	100%	N=239

Table 3: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
Recommend living in Polk County to someone who asks	51%	N=123	41%	N=100	6%	N=14	3%	N=6	100%	N=244
Remain in Polk County for the next five years	65%	N=157	23%	N=55	9%	N=21	3%	N=8	100%	N=240

Table 4: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Total	
In your neighborhood during the day	74%	N=183	20%	N=49	3%	N=8	1%	N=3	2%	N=4	100%	N=246
In Polk County’s downtown/commercial area during the day	46%	N=109	44%	N=105	5%	N=12	5%	N=11	0%	N=1	100%	N=238

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Table 5: Question 5

Please rate each of the following characteristics as they relate to Polk County as a whole:	Excellent		Good		Fair		Poor		Total	
Traffic flow on major streets	7%	N=18	63%	N=153	24%	N=58	6%	N=15	100%	N=244
Ease of public parking	8%	N=20	52%	N=124	27%	N=65	12%	N=30	100%	N=238
Ease of travel by car in Polk County	22%	N=51	59%	N=142	16%	N=37	3%	N=8	100%	N=239
Ease of travel by public transportation in Polk County	13%	N=20	41%	N=61	28%	N=42	18%	N=26	100%	N=148
Ease of travel by bicycle in Polk County	17%	N=30	52%	N=92	25%	N=45	6%	N=10	100%	N=176
Ease of walking in Polk County	20%	N=46	55%	N=125	21%	N=49	3%	N=7	100%	N=227
Availability of paths and walking trails	28%	N=63	49%	N=111	21%	N=48	3%	N=6	100%	N=228
Air quality	27%	N=64	50%	N=119	21%	N=50	3%	N=6	100%	N=240
Cleanliness of Polk County	17%	N=42	54%	N=133	26%	N=64	3%	N=8	100%	N=247
Overall appearance of Polk County	16%	N=40	62%	N=154	20%	N=48	2%	N=4	100%	N=246
Public places where people want to spend time	17%	N=41	58%	N=140	21%	N=51	4%	N=9	100%	N=241
Variety of housing options	24%	N=55	47%	N=107	20%	N=46	9%	N=20	100%	N=229
Availability of affordable quality housing	16%	N=35	35%	N=78	36%	N=80	13%	N=29	100%	N=222
Fitness opportunities (including exercise classes and paths or trails, etc.)	24%	N=55	54%	N=122	22%	N=50	0%	N=0	100%	N=227
Recreational opportunities	20%	N=46	51%	N=118	26%	N=59	3%	N=8	100%	N=231
Availability of affordable quality food	24%	N=57	55%	N=134	18%	N=43	3%	N=8	100%	N=243
Availability of affordable quality health care	23%	N=54	50%	N=119	23%	N=56	5%	N=12	100%	N=240
Availability of preventive health services	22%	N=52	53%	N=126	20%	N=47	6%	N=13	100%	N=238
Availability of affordable quality mental health care	14%	N=23	46%	N=79	28%	N=49	12%	N=20	100%	N=171

Table 6: Question 6

Please rate each of the following characteristics as they relate to Polk County as a whole:	Excellent		Good		Fair		Poor		Total	
Availability of affordable quality child care/preschool	18%	N=22	44%	N=56	33%	N=42	5%	N=6	100%	N=126
K-12 education	28%	N=48	51%	N=88	17%	N=29	5%	N=8	100%	N=172
Adult educational opportunities	22%	N=44	52%	N=104	25%	N=50	1%	N=2	100%	N=201
Opportunities to attend cultural/arts/music activities	25%	N=57	52%	N=117	20%	N=45	3%	N=6	100%	N=226
Opportunities to participate in religious or spiritual events and activities	32%	N=65	50%	N=100	15%	N=30	2%	N=4	100%	N=199
Employment opportunities	11%	N=24	52%	N=120	31%	N=72	6%	N=14	100%	N=230
Shopping opportunities	26%	N=62	52%	N=125	17%	N=42	5%	N=11	100%	N=240
Cost of living in Polk County	12%	N=28	49%	N=117	31%	N=76	9%	N=21	100%	N=242
Overall quality of business and service establishments in Polk County	17%	N=40	56%	N=132	24%	N=58	2%	N=6	100%	N=235
Vibrant downtown/commercial area	13%	N=29	54%	N=122	26%	N=60	6%	N=14	100%	N=225
Overall quality of new development in Polk County	15%	N=33	59%	N=132	20%	N=45	6%	N=13	100%	N=223
Opportunities to participate in social events and activities	19%	N=43	56%	N=129	23%	N=52	3%	N=6	100%	N=229
Opportunities to volunteer	28%	N=60	55%	N=116	16%	N=33	1%	N=2	100%	N=212
Opportunities to participate in community matters	18%	N=37	52%	N=110	26%	N=54	4%	N=9	100%	N=210
Openness and acceptance of the community toward people of diverse backgrounds	13%	N=30	50%	N=114	29%	N=65	8%	N=19	100%	N=229
Neighborliness of residents in Polk County	11%	N=25	60%	N=141	25%	N=58	5%	N=11	100%	N=235

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Table 7: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Made efforts to conserve water	24%	N=58	76%	N=188	100%	N=246
Made efforts to make your home more energy efficient	23%	N=56	77%	N=188	100%	N=243
Observed a code violation or other hazard in Polk County	65%	N=159	35%	N=84	100%	N=244
Household member was a victim of a crime in Polk County	93%	N=225	7%	N=16	100%	N=242
Reported a crime to the police in Polk County	86%	N=207	14%	N=34	100%	N=241
Stocked supplies in preparation for an emergency	75%	N=182	25%	N=60	100%	N=242
Campaigned or advocated for an issue, cause or candidate	80%	N=195	20%	N=49	100%	N=244
Contacted Polk County (in-person, phone, email or web) for help or information	68%	N=166	32%	N=77	100%	N=242
Contacted Polk County elected officials (in-person, phone, email or web) to express your opinion	88%	N=215	12%	N=29	100%	N=245

Table 8: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Polk County?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Used Polk County recreation centers or their services	5%	N=11	18%	N=44	34%	N=82	43%	N=101	100%	N=238
Visited a neighborhood park or County park	10%	N=24	30%	N=74	44%	N=107	16%	N=39	100%	N=244
Used Polk County public libraries or their services	9%	N=21	22%	N=52	31%	N=75	38%	N=92	100%	N=240
Participated in religious or spiritual activities in Polk County	12%	N=29	27%	N=64	19%	N=46	42%	N=101	100%	N=240
Attended a County-sponsored event	0%	N=0	4%	N=9	27%	N=67	69%	N=167	100%	N=243
Used bus, rail, subway or other public transportation instead of driving	5%	N=12	1%	N=3	11%	N=26	83%	N=202	100%	N=244
Carpooled with other adults or children instead of driving alone	7%	N=18	14%	N=33	18%	N=43	61%	N=149	100%	N=243
Walked or biked instead of driving	13%	N=31	15%	N=36	26%	N=64	47%	N=114	100%	N=245
Volunteered your time to some group/activity in Polk County	6%	N=16	12%	N=28	23%	N=57	59%	N=142	100%	N=243
Participated in a club	4%	N=10	8%	N=19	16%	N=39	72%	N=174	100%	N=243
Talked to or visited with your immediate neighbors	41%	N=101	31%	N=76	20%	N=48	8%	N=19	100%	N=243
Done a favor for a neighbor	18%	N=45	26%	N=65	40%	N=97	15%	N=38	100%	N=245

Table 9: Question 9

Thinking about local public meetings (of local elected officials like County Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Attended a local public meeting	1%	N=2	1%	N=2	16%	N=39	82%	N=200	100%	N=243
Listened online to a local public meeting	0%	N=0	2%	N=6	9%	N=21	89%	N=215	100%	N=241

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Table 10: Question 10

Please rate the quality of each of the following services in Polk County:	Excellent		Good		Fair		Poor		Total	
Police/Sheriff services	20%	N=40	61%	N=124	15%	N=31	5%	N=10	100%	N=205
Fire services	34%	N=62	59%	N=108	7%	N=12	0%	N=0	100%	N=183
Ambulance or emergency medical services	35%	N=63	56%	N=102	9%	N=17	0%	N=0	100%	N=183
Crime prevention	15%	N=28	56%	N=102	24%	N=44	5%	N=9	100%	N=183
Fire prevention and education	20%	N=36	57%	N=102	22%	N=39	1%	N=2	100%	N=179
Traffic enforcement	13%	N=28	49%	N=106	29%	N=63	9%	N=20	100%	N=217
Street repair	2%	N=4	24%	N=58	44%	N=105	29%	N=69	100%	N=236
Street cleaning	10%	N=22	43%	N=99	31%	N=71	17%	N=39	100%	N=231
Street lighting	10%	N=22	50%	N=117	32%	N=75	9%	N=21	100%	N=235
Snow removal	14%	N=34	48%	N=113	26%	N=63	11%	N=27	100%	N=237
Sidewalk maintenance	7%	N=16	46%	N=104	30%	N=68	17%	N=40	100%	N=228
Traffic signal timing	7%	N=16	43%	N=100	34%	N=80	16%	N=37	100%	N=234
Bus or transit services	14%	N=18	48%	N=61	22%	N=27	16%	N=21	100%	N=127
Garbage collection	33%	N=72	53%	N=119	13%	N=30	1%	N=1	100%	N=222
Recycling	32%	N=74	46%	N=104	17%	N=38	6%	N=13	100%	N=229
Yard waste pick-up	25%	N=50	48%	N=94	21%	N=40	6%	N=12	100%	N=196
Storm drainage	12%	N=26	52%	N=107	30%	N=62	6%	N=12	100%	N=207
Drinking water	13%	N=30	53%	N=123	26%	N=60	9%	N=21	100%	N=233
Sewer services	16%	N=33	60%	N=129	19%	N=41	5%	N=10	100%	N=213
Power (electric and/or gas) utility	19%	N=45	60%	N=140	18%	N=43	3%	N=6	100%	N=234
Utility billing	17%	N=39	52%	N=117	27%	N=60	4%	N=8	100%	N=225
County parks	23%	N=50	60%	N=128	15%	N=33	1%	N=2	100%	N=213
Recreation programs or classes	16%	N=26	58%	N=94	25%	N=40	1%	N=2	100%	N=162
Recreation centers or facilities	15%	N=27	53%	N=97	31%	N=57	1%	N=1	100%	N=183
Land use, planning and zoning	7%	N=12	49%	N=86	38%	N=67	6%	N=10	100%	N=175
Code enforcement (weeds, abandoned buildings, etc.)	4%	N=7	43%	N=76	35%	N=62	18%	N=31	100%	N=176
Animal control	13%	N=23	52%	N=90	26%	N=45	9%	N=16	100%	N=174
Economic development	15%	N=30	50%	N=100	33%	N=66	3%	N=6	100%	N=201
Health services	15%	N=33	58%	N=130	26%	N=57	1%	N=3	100%	N=222
Public library services	29%	N=58	57%	N=112	12%	N=24	2%	N=5	100%	N=198
Public information services	14%	N=28	63%	N=120	17%	N=33	6%	N=11	100%	N=191
Cable television	11%	N=19	33%	N=61	38%	N=69	18%	N=34	100%	N=182
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	14%	N=27	54%	N=102	30%	N=56	2%	N=5	100%	N=191
Preservation of natural areas such as open space, farmlands and greenbelts	9%	N=19	45%	N=92	35%	N=71	10%	N=20	100%	N=203
Polk County open space	11%	N=21	45%	N=89	38%	N=75	5%	N=11	100%	N=195
County-sponsored special events	8%	N=12	53%	N=76	33%	N=47	6%	N=9	100%	N=143
Overall customer service by Polk County employees (police, receptionists, planners, etc.)	7%	N=14	64%	N=125	26%	N=51	3%	N=7	100%	N=197

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Table 11: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Total	
Polk County	14%	N=33	65%	N=151	20%	N=46	1%	N=2	100%	N=232
The Federal Government	4%	N=10	43%	N=99	31%	N=71	22%	N=49	100%	N=230

Table 12: Question 12

Please rate the following categories of Polk County government performance:	Excellent		Good		Fair		Poor		Total	
The value of services for the taxes paid to Polk County	5%	N=10	43%	N=92	35%	N=75	17%	N=36	100%	N=214
The overall direction that Polk County is taking	11%	N=24	48%	N=104	32%	N=70	8%	N=18	100%	N=216
The job Polk County government does at welcoming citizen involvement	7%	N=13	44%	N=81	35%	N=64	13%	N=24	100%	N=183
Overall confidence in Polk County government	6%	N=14	40%	N=87	39%	N=85	16%	N=35	100%	N=220
Generally acting in the best interest of the community	8%	N=17	45%	N=102	35%	N=80	12%	N=28	100%	N=227
Being honest	8%	N=16	37%	N=77	37%	N=76	18%	N=38	100%	N=206
Treating all residents fairly	6%	N=13	43%	N=88	34%	N=69	17%	N=34	100%	N=204

Table 13: Question 13

Please rate how important, if at all, you think it is for the Polk County community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
Overall feeling of safety in Polk County	52%	N=128	39%	N=96	7%	N=18	1%	N=2	100%	N=245
Overall ease of getting to the places you usually have to visit	31%	N=74	48%	N=117	19%	N=47	1%	N=3	100%	N=242
Quality of overall natural environment in Polk County	39%	N=94	40%	N=98	19%	N=46	2%	N=6	100%	N=244
Overall "built environment" of Polk County (including overall design, buildings, parks and transportation systems)	28%	N=67	44%	N=107	25%	N=62	3%	N=7	100%	N=243
Health and wellness opportunities in Polk County	34%	N=82	46%	N=113	17%	N=42	3%	N=8	100%	N=245
Overall opportunities for education and enrichment	38%	N=93	41%	N=100	16%	N=38	4%	N=11	100%	N=241
Overall economic health of Polk County	47%	N=116	46%	N=112	5%	N=12	2%	N=4	100%	N=244
Sense of community	33%	N=81	38%	N=94	26%	N=63	3%	N=7	100%	N=244

Table 14: Question 14

Have you or a family member been to a Polk County Community or Senior Center?	Percent	Number
Yes	17%	N=40
No	83%	N=193
Total	100%	N=233

Table 15: Question 15

If yes, please rate them on the following:	Excellent		Good		Fair		Poor		Total	
Friendliness of staff	30%	N=13	49%	N=21	17%	N=8	4%	N=2	100%	N=43
Helpfulness of staff	28%	N=12	51%	N=22	19%	N=8	2%	N=1	100%	N=43
Cleanliness of building	34%	N=15	34%	N=14	28%	N=12	4%	N=2	100%	N=42
Building was safe	45%	N=18	39%	N=16	15%	N=6	1%	N=1	100%	N=40
Variety of activities/services	31%	N=12	42%	N=16	22%	N=8	5%	N=2	100%	N=37
Nutrition of congregate meals	31%	N=8	28%	N=7	25%	N=6	16%	N=4	100%	N=26
Taste of congregate meals	26%	N=6	22%	N=5	30%	N=7	23%	N=5	100%	N=24

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Table 16: Question 16

Please indicate how much you agree or disagree with the following statements about the Iowa Events Center (including Community Choice Credit Union Veterans Hall, HyVee Hall, and Wells Fargo Arena):	Strongly agree		Somewhat agree		Neither agree or disagree		Somewhat disagree		Strongly disagree		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
The Iowa Events Center provides a diverse variety of affordable entertainment for my family to enjoy	27%	N=59	52%	N=112	11%	N=23	6%	N=14	4%	N=8	100%	N=217
When I visit the Iowa Events Center the staff is courteous and helpful during my visit	43%	N=81	40%	N=75	14%	N=27	1%	N=1	2%	N=4	100%	N=188
The Iowa Events Center facilities are clean and welcoming when I attend events held there	51%	N=102	38%	N=75	8%	N=16	2%	N=4	1%	N=2	100%	N=200
The Iowa Events Center, and the events it attracts, is a benefit to Polk County and its residents	59%	N=124	28%	N=60	10%	N=21	3%	N=6	1%	N=1	100%	N=212

Table 17: Question 17

Please indicate how much you agree or disagree with the following statements about the Des Moines Area Regional Transit Authority (DART):	Strongly agree		Somewhat agree		Neither agree or disagree		Somewhat disagree		Strongly disagree		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
A region as large as the Des Moines area needs a good transit system	67%	N=145	25%	N=54	5%	N=11	2%	N=5	1%	N=1	100%	N=217
DART manages the transit buses to meet the public's current transportation needs	23%	N=32	43%	N=60	15%	N=21	8%	N=11	11%	N=15	100%	N=139
DART is important because it is the only transportation for many people	63%	N=121	26%	N=50	8%	N=15	1%	N=2	2%	N=5	100%	N=193
DART is safe	30%	N=41	32%	N=44	26%	N=36	10%	N=13	2%	N=3	100%	N=137
DART has worked toward planning for the public's future transportation needs	26%	N=35	39%	N=54	25%	N=33	6%	N=8	5%	N=6	100%	N=136
Using DART is convenient for me	14%	N=18	15%	N=19	28%	N=35	15%	N=19	28%	N=35	100%	N=126
DART provides me the mobility and freedom to do what I most want to do	15%	N=17	15%	N=17	35%	N=38	11%	N=12	24%	N=27	100%	N=110
DART will be more important to me in the future	15%	N=21	23%	N=31	39%	N=53	6%	N=8	17%	N=23	100%	N=135
The Des Moines region should invest more in public transit	32%	N=58	32%	N=58	27%	N=48	6%	N=10	4%	N=7	100%	N=180

Table 18: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Recycle at home	6%	N=14	6%	N=15	9%	N=22	23%	N=56	56%	N=138	100%	N=245
Purchase goods or services from a business located in Polk County	1%	N=3	1%	N=2	6%	N=16	57%	N=139	34%	N=84	100%	N=244
Eat at least 5 portions of fruits and vegetables a day	5%	N=13	16%	N=38	40%	N=97	29%	N=69	11%	N=26	100%	N=243
Participate in moderate or vigorous physical activity	3%	N=8	12%	N=30	31%	N=75	39%	N=93	14%	N=35	100%	N=241
Read or watch local news (via television, paper, computer, etc.)	3%	N=7	3%	N=6	15%	N=37	28%	N=69	51%	N=125	100%	N=244
Vote in local elections	8%	N=20	9%	N=21	16%	N=39	28%	N=70	39%	N=96	100%	N=245

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Table 19: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	17%	N=41
Very good	44%	N=108
Good	28%	N=69
Fair	9%	N=23
Poor	2%	N=4
Total	100%	N=245

Table 20: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be	Percent	Number
Very positive	5%	N=11
Somewhat positive	24%	N=58
Neutral	50%	N=120
Somewhat negative	18%	N=44
Very negative	3%	N=8
Total	100%	N=241

Table 21: Question D4

What is your employment status?	Percent	Number
Working full time for pay	67%	N=161
Working part time for pay	9%	N=22
Unemployed, looking for paid work	2%	N=5
Unemployed, not looking for paid work	2%	N=4
Fully retired	19%	N=47
Total	100%	N=239

Table 22: Question D5

Do you work inside the boundaries of Polk County?	Percent	Number
Yes, outside the home	68%	N=155
Yes, from home	6%	N=14
No	26%	N=60
Total	100%	N=229

Table 23: Question D6

How many years have you lived in Polk County?	Percent	Number
Less than 2 years	6%	N=16
2 to 5 years	12%	N=29
6 to 10 years	13%	N=32
11 to 20 years	19%	N=47
More than 20 years	49%	N=121
Total	100%	N=244

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Table 24: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	68%	N=164
Building with two or more homes (duplex, townhome, apartment or condominium)	29%	N=71
Mobile home	0%	N=0
Other	3%	N=7
Total	100%	N=243

Table 25: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	32%	N=75
Owned	68%	N=163
Total	100%	N=238

Table 26: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	6%	N=15
\$300 to \$599 per month	16%	N=38
\$600 to \$999 per month	32%	N=76
\$1,000 to \$1,499 per month	25%	N=59
\$1,500 to \$2,499 per month	14%	N=32
\$2,500 or more per month	7%	N=17
Total	100%	N=236

Table 27: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	71%	N=175
Yes	29%	N=70
Total	100%	N=245

Table 28: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	77%	N=188
Yes	23%	N=56
Total	100%	N=245

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Table 29: Question D12

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	18%	N=41
\$25,000 to \$49,999	21%	N=48
\$50,000 to \$99,999	38%	N=87
\$100,000 to \$149,999	14%	N=33
\$150,000 or more	10%	N=23
Total	100%	N=232

Table 30: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	97%	N=236
Yes, I consider myself to be Spanish, Hispanic or Latino	3%	N=7
Total	100%	N=243

Table 31: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	3%	N=7
Asian, Asian Indian or Pacific Islander	3%	N=8
Black or African American	8%	N=19
White	93%	N=224
Other	4%	N=10

Total may exceed 100% as respondents could select more than one option.

Table 32: Question D15

In which category is your age?	Percent	Number
18 to 24 years	4%	N=9
25 to 34 years	28%	N=66
35 to 44 years	16%	N=38
45 to 54 years	21%	N=51
55 to 64 years	12%	N=29
65 to 74 years	12%	N=29
75 years or older	8%	N=19
Total	100%	N=240

Table 33: Question D16

What is your sex?	Percent	Number
Female	53%	N=126
Male	47%	N=113
Total	100%	N=239

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Table 34: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	62%	N=152
Land line	23%	N=56
Both	15%	N=37
Total	100%	N=245

Responses including “don’t know”

The following pages contain a complete set of responses to each question on the survey, including the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Table 35: Question 1

Please rate each of the following aspects of quality of life in Polk County:	Excellent		Good		Fair		Poor		Don't know		Total	
Polk County as a place to live	34%	N=83	58%	N=143	8%	N=19	1%	N=2	0%	N=0	100%	N=247
Your neighborhood as a place to live	45%	N=110	42%	N=103	11%	N=26	3%	N=7	0%	N=0	100%	N=246
Polk County as a place to raise children	38%	N=94	40%	N=99	13%	N=31	2%	N=6	7%	N=17	100%	N=246
Polk County as a place to work	34%	N=83	49%	N=121	12%	N=31	3%	N=7	2%	N=4	100%	N=246
Polk County as a place to visit	19%	N=48	42%	N=104	31%	N=75	6%	N=14	2%	N=4	100%	N=245
Polk County as a place to retire	18%	N=44	36%	N=88	25%	N=62	9%	N=23	12%	N=29	100%	N=246
The overall quality of life in Polk County	25%	N=61	63%	N=154	11%	N=26	2%	N=4	0%	N=0	100%	N=245

Table 36: Question 2

Please rate each of the following characteristics as they relate to Polk County as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Overall feeling of safety in Polk County	24%	N=58	57%	N=142	16%	N=40	3%	N=8	0%	N=0	100%	N=247
Overall ease of getting to the places you usually have to visit	33%	N=81	55%	N=136	10%	N=25	2%	N=5	0%	N=0	100%	N=246
Quality of overall natural environment in Polk County	20%	N=49	55%	N=135	23%	N=58	1%	N=3	0%	N=1	100%	N=245
Overall “built environment” of Polk County (including overall design, buildings, parks and transportation systems)	17%	N=41	53%	N=130	26%	N=63	4%	N=10	1%	N=2	100%	N=246
Health and wellness opportunities in Polk County	23%	N=57	54%	N=134	20%	N=51	1%	N=4	1%	N=2	100%	N=247
Overall opportunities for education and enrichment	26%	N=64	54%	N=131	18%	N=44	1%	N=2	2%	N=4	100%	N=245
Overall economic health of Polk County	16%	N=39	57%	N=139	21%	N=52	4%	N=10	2%	N=5	100%	N=245
Sense of community	17%	N=42	49%	N=121	27%	N=67	6%	N=15	1%	N=2	100%	N=246
Overall image or reputation of Polk County	15%	N=36	59%	N=145	20%	N=50	3%	N=7	3%	N=7	100%	N=246

Table 37: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
Recommend living in Polk County to someone who asks	50%	N=123	41%	N=100	6%	N=14	2%	N=6	1%	N=2	100%	N=246
Remain in Polk County for the next five years	63%	N=157	22%	N=55	8%	N=21	3%	N=8	3%	N=7	100%	N=247

Table 38: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
In your neighborhood during the day	74%	N=183	20%	N=49	3%	N=8	1%	N=3	2%	N=4	0%	N=0	100%	N=246
In Polk County's downtown/commercial area during the day	44%	N=109	43%	N=105	5%	N=12	4%	N=11	0%	N=1	3%	N=7	100%	N=245

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Table 39: Question 5

Please rate each of the following characteristics as they relate to Polk County as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Traffic flow on major streets	7%	N=18	63%	N=153	24%	N=58	6%	N=15	0%	N=1	100%	N=245
Ease of public parking	8%	N=20	51%	N=124	26%	N=65	12%	N=30	3%	N=7	100%	N=245
Ease of travel by car in Polk County	21%	N=51	59%	N=142	16%	N=37	3%	N=8	1%	N=2	100%	N=241
Ease of travel by public transportation in Polk County	8%	N=20	25%	N=61	17%	N=42	11%	N=26	38%	N=91	100%	N=239
Ease of travel by bicycle in Polk County	12%	N=30	38%	N=92	18%	N=45	4%	N=10	28%	N=69	100%	N=245
Ease of walking in Polk County	19%	N=46	51%	N=125	20%	N=49	3%	N=7	7%	N=18	100%	N=244
Availability of paths and walking trails	26%	N=63	45%	N=111	20%	N=48	3%	N=6	7%	N=17	100%	N=245
Air quality	26%	N=64	49%	N=119	21%	N=50	2%	N=6	2%	N=5	100%	N=245
Cleanliness of Polk County	17%	N=42	54%	N=133	26%	N=64	3%	N=8	0%	N=0	100%	N=247
Overall appearance of Polk County	16%	N=40	62%	N=154	20%	N=48	2%	N=4	0%	N=0	100%	N=246
Public places where people want to spend time	17%	N=41	57%	N=140	21%	N=51	4%	N=9	2%	N=4	100%	N=245
Variety of housing options	23%	N=55	44%	N=107	19%	N=46	8%	N=20	7%	N=16	100%	N=245
Availability of affordable quality housing	14%	N=35	32%	N=78	33%	N=80	12%	N=29	9%	N=21	100%	N=243
Fitness opportunities (including exercise classes and paths or trails, etc.)	23%	N=55	50%	N=122	21%	N=50	0%	N=0	6%	N=15	100%	N=243
Recreational opportunities	19%	N=46	49%	N=118	25%	N=59	3%	N=8	5%	N=12	100%	N=242
Availability of affordable quality food	23%	N=57	55%	N=134	18%	N=43	3%	N=8	1%	N=3	100%	N=246
Availability of affordable quality health care	22%	N=54	49%	N=119	23%	N=56	5%	N=12	1%	N=3	100%	N=244
Availability of preventive health services	21%	N=52	51%	N=126	19%	N=47	5%	N=13	3%	N=7	100%	N=245
Availability of affordable quality mental health care	10%	N=23	32%	N=79	20%	N=49	8%	N=20	30%	N=73	100%	N=245

Table 40: Question 6

Please rate each of the following characteristics as they relate to Polk County as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Availability of affordable quality child care/preschool	9%	N=22	23%	N=56	18%	N=42	2%	N=6	47%	N=112	100%	N=238
K-12 education	20%	N=48	37%	N=88	12%	N=29	3%	N=8	27%	N=65	100%	N=237
Adult educational opportunities	18%	N=44	43%	N=104	21%	N=50	1%	N=2	16%	N=39	100%	N=240
Opportunities to attend cultural/arts/music activities	24%	N=57	49%	N=117	19%	N=45	3%	N=6	6%	N=14	100%	N=240
Opportunities to participate in religious or spiritual events and activities	27%	N=65	42%	N=100	12%	N=30	2%	N=4	17%	N=42	100%	N=241
Employment opportunities	10%	N=24	50%	N=120	30%	N=72	6%	N=14	4%	N=9	100%	N=239
Shopping opportunities	26%	N=62	52%	N=125	17%	N=42	5%	N=11	0%	N=1	100%	N=241
Cost of living in Polk County	12%	N=28	49%	N=117	31%	N=76	9%	N=21	0%	N=0	100%	N=242
Overall quality of business and service establishments in Polk County	17%	N=40	55%	N=132	24%	N=58	2%	N=6	2%	N=5	100%	N=241
Vibrant downtown/commercial area	12%	N=29	51%	N=122	25%	N=60	6%	N=14	6%	N=15	100%	N=240
Overall quality of new development in Polk County	14%	N=33	55%	N=132	19%	N=45	5%	N=13	7%	N=17	100%	N=240
Opportunities to participate in social events and activities	18%	N=43	53%	N=129	22%	N=52	2%	N=6	5%	N=13	100%	N=242
Opportunities to volunteer	25%	N=60	48%	N=116	14%	N=33	1%	N=2	12%	N=28	100%	N=240
Opportunities to participate in community matters	16%	N=37	46%	N=110	23%	N=54	4%	N=9	13%	N=30	100%	N=241
Openness and acceptance of the community toward people of diverse backgrounds	12%	N=30	47%	N=114	27%	N=65	8%	N=19	5%	N=13	100%	N=242
Neighborliness of residents in Polk County	10%	N=25	59%	N=141	24%	N=58	5%	N=11	2%	N=5	100%	N=240

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Table 41: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Made efforts to conserve water	24%	N=58	76%	N=188	100%	N=246
Made efforts to make your home more energy efficient	23%	N=56	77%	N=188	100%	N=243
Observed a code violation or other hazard in Polk County	65%	N=159	35%	N=84	100%	N=244
Household member was a victim of a crime in Polk County	93%	N=225	7%	N=16	100%	N=242
Reported a crime to the police in Polk County	86%	N=207	14%	N=34	100%	N=241
Stocked supplies in preparation for an emergency	75%	N=182	25%	N=60	100%	N=242
Campaigned or advocated for an issue, cause or candidate	80%	N=195	20%	N=49	100%	N=244
Contacted Polk County (in-person, phone, email or web) for help or information	68%	N=166	32%	N=77	100%	N=242
Contacted Polk County elected officials (in-person, phone, email or web) to express your opinion	88%	N=215	12%	N=29	100%	N=245

Table 42: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Polk County?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Used Polk County recreation centers or their services	5%	N=11	18%	N=44	34%	N=82	43%	N=101	100%	N=238
Visited a neighborhood park or County park	10%	N=24	30%	N=74	44%	N=107	16%	N=39	100%	N=244
Used Polk County public libraries or their services	9%	N=21	22%	N=52	31%	N=75	38%	N=92	100%	N=240
Participated in religious or spiritual activities in Polk County	12%	N=29	27%	N=64	19%	N=46	42%	N=101	100%	N=240
Attended a County-sponsored event	0%	N=0	4%	N=9	27%	N=67	69%	N=167	100%	N=243
Used bus, rail, subway or other public transportation instead of driving	5%	N=12	1%	N=3	11%	N=26	83%	N=202	100%	N=244
Carpooled with other adults or children instead of driving alone	7%	N=18	14%	N=33	18%	N=43	61%	N=149	100%	N=243
Walked or biked instead of driving	13%	N=31	15%	N=36	26%	N=64	47%	N=114	100%	N=245
Volunteered your time to some group/activity in Polk County	6%	N=16	12%	N=28	23%	N=57	59%	N=142	100%	N=243
Participated in a club	4%	N=10	8%	N=19	16%	N=39	72%	N=174	100%	N=243
Talked to or visited with your immediate neighbors	41%	N=101	31%	N=76	20%	N=48	8%	N=19	100%	N=243
Done a favor for a neighbor	18%	N=45	26%	N=65	40%	N=97	15%	N=38	100%	N=245

Table 43: Question 9

Thinking about local public meetings (of local elected officials like County Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Attended a local public meeting	1%	N=2	1%	N=2	16%	N=39	82%	N=200	100%	N=243
Listened online to a local public meeting	0%	N=0	2%	N=6	9%	N=21	89%	N=215	100%	N=241

Table 44: Question 10

Please rate the quality of each of the following services in Polk County:	Excellent		Good		Fair		Poor		Don't know		Total	
Police/Sheriff services	17%	N=40	52%	N=124	13%	N=31	4%	N=10	15%	N=36	100%	N=241
Fire services	26%	N=62	44%	N=108	5%	N=12	0%	N=0	25%	N=60	100%	N=243
Ambulance or emergency medical services	27%	N=63	43%	N=102	7%	N=17	0%	N=0	23%	N=56	100%	N=238
Crime prevention	11%	N=28	42%	N=102	18%	N=44	4%	N=9	24%	N=57	100%	N=240
Fire prevention and education	15%	N=36	42%	N=102	16%	N=39	1%	N=2	26%	N=62	100%	N=241
Traffic enforcement	12%	N=28	44%	N=106	26%	N=63	8%	N=20	10%	N=23	100%	N=241

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Please rate the quality of each of the following services in Polk County:	Excellent		Good		Fair		Poor		Don't know		Total	
Street repair	2%	N=4	24%	N=58	43%	N=105	29%	N=69	3%	N=6	100%	N=242
Street cleaning	9%	N=22	41%	N=99	30%	N=71	16%	N=39	4%	N=9	100%	N=240
Street lighting	9%	N=22	49%	N=117	31%	N=75	9%	N=21	2%	N=5	100%	N=240
Snow removal	14%	N=34	47%	N=113	26%	N=63	11%	N=27	1%	N=3	100%	N=240
Sidewalk maintenance	7%	N=16	43%	N=104	28%	N=68	16%	N=40	5%	N=13	100%	N=241
Traffic signal timing	7%	N=16	41%	N=100	33%	N=80	16%	N=37	3%	N=7	100%	N=241
Bus or transit services	7%	N=18	25%	N=61	11%	N=27	9%	N=21	48%	N=115	100%	N=241
Garbage collection	30%	N=72	49%	N=119	12%	N=30	1%	N=1	8%	N=19	100%	N=241
Recycling	31%	N=74	43%	N=104	16%	N=38	5%	N=13	5%	N=13	100%	N=242
Yard waste pick-up	21%	N=50	39%	N=94	17%	N=40	5%	N=12	18%	N=44	100%	N=240
Storm drainage	11%	N=26	45%	N=107	26%	N=62	5%	N=12	14%	N=34	100%	N=241
Drinking water	12%	N=30	51%	N=123	25%	N=60	9%	N=21	3%	N=8	100%	N=240
Sewer services	14%	N=33	54%	N=129	17%	N=41	4%	N=10	11%	N=26	100%	N=240
Power (electric and/or gas) utility	19%	N=45	58%	N=140	18%	N=43	3%	N=6	3%	N=6	100%	N=241
Utility billing	17%	N=39	50%	N=117	26%	N=60	3%	N=8	5%	N=11	100%	N=236
County parks	21%	N=50	54%	N=128	14%	N=33	1%	N=2	11%	N=27	100%	N=240
Recreation programs or classes	11%	N=26	40%	N=94	17%	N=40	1%	N=2	32%	N=75	100%	N=237
Recreation centers or facilities	11%	N=27	41%	N=97	24%	N=57	1%	N=1	23%	N=55	100%	N=238
Land use, planning and zoning	5%	N=12	36%	N=86	28%	N=67	4%	N=10	27%	N=65	100%	N=240
Code enforcement (weeds, abandoned buildings, etc.)	3%	N=7	32%	N=76	26%	N=62	13%	N=31	27%	N=64	100%	N=240
Animal control	9%	N=23	38%	N=90	19%	N=45	6%	N=16	28%	N=66	100%	N=240
Economic development	12%	N=30	42%	N=100	28%	N=66	2%	N=6	16%	N=38	100%	N=239
Health services	14%	N=33	54%	N=130	24%	N=57	1%	N=3	8%	N=19	100%	N=241
Public library services	24%	N=58	47%	N=112	10%	N=24	2%	N=5	17%	N=41	100%	N=240
Public information services	12%	N=28	50%	N=120	14%	N=33	4%	N=11	19%	N=46	100%	N=238
Cable television	8%	N=19	26%	N=61	29%	N=69	14%	N=34	22%	N=52	100%	N=234
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	11%	N=27	43%	N=102	24%	N=56	2%	N=5	20%	N=47	100%	N=237
Preservation of natural areas such as open space, farmlands and greenbelts	8%	N=19	38%	N=92	30%	N=71	8%	N=20	16%	N=39	100%	N=242
Polk County open space	9%	N=21	37%	N=89	32%	N=75	5%	N=11	18%	N=43	100%	N=238
County-sponsored special events	5%	N=12	32%	N=76	20%	N=47	4%	N=9	40%	N=94	100%	N=237
Overall customer service by Polk County employees (police, receptionists, planners, etc.)	6%	N=14	53%	N=125	22%	N=51	3%	N=7	17%	N=40	100%	N=237

Table 45: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
Polk County	14%	N=33	62%	N=151	19%	N=46	1%	N=2	4%	N=10	100%	N=242
The Federal Government	4%	N=10	41%	N=99	29%	N=71	20%	N=49	5%	N=13	100%	N=242

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Table 46: Question 12

Please rate the following categories of Polk County government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
The value of services for the taxes paid to Polk County	4%	N=10	38%	N=92	31%	N=75	15%	N=36	11%	N=27	100%	N=241
The overall direction that Polk County is taking	10%	N=24	43%	N=104	29%	N=70	8%	N=18	10%	N=23	100%	N=240
The job Polk County government does at welcoming citizen involvement	5%	N=13	34%	N=81	27%	N=64	10%	N=24	24%	N=58	100%	N=241
Overall confidence in Polk County government	6%	N=14	36%	N=87	35%	N=85	14%	N=35	8%	N=20	100%	N=240
Generally acting in the best interest of the community	7%	N=17	42%	N=102	33%	N=80	12%	N=28	6%	N=13	100%	N=240
Being honest	7%	N=16	32%	N=77	31%	N=76	16%	N=38	14%	N=34	100%	N=240
Treating all residents fairly	5%	N=13	37%	N=88	29%	N=69	14%	N=34	15%	N=36	100%	N=240

Table 47: Question 13

Please rate how important, if at all, you think it is for the Polk County community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
Overall feeling of safety in Polk County	52%	N=128	39%	N=96	7%	N=18	1%	N=2	100%	N=245
Overall ease of getting to the places you usually have to visit	31%	N=74	48%	N=117	19%	N=47	1%	N=3	100%	N=242
Quality of overall natural environment in Polk County	39%	N=94	40%	N=98	19%	N=46	2%	N=6	100%	N=244
Overall "built environment" of Polk County (including overall design, buildings, parks and transportation systems)	28%	N=67	44%	N=107	25%	N=62	3%	N=7	100%	N=243
Health and wellness opportunities in Polk County	34%	N=82	46%	N=113	17%	N=42	3%	N=8	100%	N=245
Overall opportunities for education and enrichment	38%	N=93	41%	N=100	16%	N=38	4%	N=11	100%	N=241
Overall economic health of Polk County	47%	N=116	46%	N=112	5%	N=12	2%	N=4	100%	N=244
Sense of community	33%	N=81	38%	N=94	26%	N=63	3%	N=7	100%	N=244

Table 48: Question 14

Have you or a family member been to a Polk County Community or Senior Center?	Percent	Number
Yes	17%	N=40
No	83%	N=193
Total	100%	N=233

Table 49: Question 15

If yes, please rate them on the following:	Excellent		Good		Fair		Poor		Don't know		Total	
Friendliness of staff	27%	N=13	44%	N=21	16%	N=8	3%	N=2	9%	N=4	100%	N=48
Helpfulness of staff	25%	N=12	47%	N=22	17%	N=8	2%	N=1	9%	N=4	100%	N=48
Cleanliness of building	31%	N=15	30%	N=14	26%	N=12	3%	N=2	9%	N=4	100%	N=47
Building was safe	39%	N=18	33%	N=16	13%	N=6	1%	N=1	14%	N=7	100%	N=47
Variety of activities/services	25%	N=12	34%	N=16	17%	N=8	4%	N=2	20%	N=9	100%	N=46
Nutrition of congregate meals	17%	N=8	16%	N=7	14%	N=6	9%	N=4	45%	N=21	100%	N=47
Taste of congregate meals	13%	N=6	11%	N=5	15%	N=7	12%	N=5	48%	N=23	100%	N=47

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Table 50: Question 16

Please indicate how much you agree or disagree with the following statements about the Iowa Events Center (including Community Choice Credit Union Veterans Hall, HyVee Hall, and Wells Fargo Arena):	Strongly agree		Somewhat agree		Neither agree or disagree		Somewhat disagree		Strongly disagree		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
The Iowa Events Center provides a diverse variety of affordable entertainment for my family to enjoy	24%	N=59	46%	N=112	10%	N=23	6%	N=14	3%	N=8	11%	N=26	100%	N=243
When I visit the Iowa Events Center the staff is courteous and helpful during my visit	33%	N=81	31%	N=75	11%	N=27	1%	N=1	1%	N=4	22%	N=54	100%	N=243
The Iowa Events Center facilities are clean and welcoming when I attend events held there	42%	N=102	31%	N=75	7%	N=16	2%	N=4	1%	N=2	18%	N=43	100%	N=243
The Iowa Events Center, and the events it attracts, is a benefit to Polk County and its residents	51%	N=124	25%	N=60	9%	N=21	2%	N=6	1%	N=1	12%	N=30	100%	N=242

Table 51: Question 17

Please indicate how much you agree or disagree with the following statements about the Des Moines Area Regional Transit Authority (DART):	Strongly agree		Somewhat agree		Neither agree or disagree		Somewhat disagree		Strongly disagree		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
A region as large as the Des Moines area needs a good transit system	59%	N=145	22%	N=54	5%	N=11	2%	N=5	1%	N=1	12%	N=28	100%	N=245
DART manages the transit buses to meet the public's current transportation needs	13%	N=32	24%	N=60	8%	N=21	5%	N=11	6%	N=15	43%	N=106	100%	N=245
DART is important because it is the only transportation for many people	49%	N=121	20%	N=50	6%	N=15	1%	N=2	2%	N=5	21%	N=52	100%	N=245
DART is safe	17%	N=41	18%	N=44	15%	N=36	5%	N=13	1%	N=3	43%	N=103	100%	N=241
DART has worked toward planning for the public's future transportation needs	14%	N=35	22%	N=54	14%	N=33	3%	N=8	3%	N=6	44%	N=108	100%	N=245
Using DART is convenient for me	7%	N=18	8%	N=19	15%	N=35	8%	N=19	14%	N=35	48%	N=115	100%	N=241
DART provides me the mobility and freedom to do what I most want to do	7%	N=17	7%	N=17	16%	N=38	5%	N=12	11%	N=27	54%	N=131	100%	N=242
DART will be more important to me in the future	9%	N=21	13%	N=31	22%	N=53	3%	N=8	9%	N=23	45%	N=109	100%	N=244
The Des Moines region should invest more in public transit	24%	N=58	23%	N=58	19%	N=48	4%	N=10	3%	N=7	27%	N=65	100%	N=245

Table 52: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Recycle at home	6%	N=14	6%	N=15	9%	N=22	23%	N=56	56%	N=138	100%	N=245
Purchase goods or services from a business located in Polk County	1%	N=3	1%	N=2	6%	N=16	57%	N=139	34%	N=84	100%	N=244
Eat at least 5 portions of fruits and vegetables a day	5%	N=13	16%	N=38	40%	N=97	29%	N=69	11%	N=26	100%	N=243
Participate in moderate or vigorous physical activity	3%	N=8	12%	N=30	31%	N=75	39%	N=93	14%	N=35	100%	N=241
Read or watch local news (via television, paper, computer, etc.)	3%	N=7	3%	N=6	15%	N=37	28%	N=69	51%	N=125	100%	N=244
Vote in local elections	8%	N=20	9%	N=21	16%	N=39	28%	N=70	39%	N=96	100%	N=245

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Table 53: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	17%	N=41
Very good	44%	N=108
Good	28%	N=69
Fair	9%	N=23
Poor	2%	N=4
Total	100%	N=245

Table 54: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be	Percent	Number
Very positive	5%	N=11
Somewhat positive	24%	N=58
Neutral	50%	N=120
Somewhat negative	18%	N=44
Very negative	3%	N=8
Total	100%	N=241

Table 55: Question D4

What is your employment status?	Percent	Number
Working full time for pay	67%	N=161
Working part time for pay	9%	N=22
Unemployed, looking for paid work	2%	N=5
Unemployed, not looking for paid work	2%	N=4
Fully retired	19%	N=47
Total	100%	N=239

Table 56: Question D5

Do you work inside the boundaries of Polk County?	Percent	Number
Yes, outside the home	68%	N=155
Yes, from home	6%	N=14
No	26%	N=60
Total	100%	N=229

Table 57: Question D6

How many years have you lived in Polk County?	Percent	Number
Less than 2 years	6%	N=16
2 to 5 years	12%	N=29
6 to 10 years	13%	N=32
11 to 20 years	19%	N=47
More than 20 years	49%	N=121
Total	100%	N=244

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Table 58: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	68%	N=164
Building with two or more homes (duplex, townhome, apartment or condominium)	29%	N=71
Mobile home	0%	N=0
Other	3%	N=7
Total	100%	N=243

Table 59: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	32%	N=75
Owned	68%	N=163
Total	100%	N=238

Table 60: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	6%	N=15
\$300 to \$599 per month	16%	N=38
\$600 to \$999 per month	32%	N=76
\$1,000 to \$1,499 per month	25%	N=59
\$1,500 to \$2,499 per month	14%	N=32
\$2,500 or more per month	7%	N=17
Total	100%	N=236

Table 61: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	71%	N=175
Yes	29%	N=70
Total	100%	N=245

Table 62: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	77%	N=188
Yes	23%	N=56
Total	100%	N=245

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Table 63: Question D12

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	18%	N=41
\$25,000 to \$49,999	21%	N=48
\$50,000 to \$99,999	38%	N=87
\$100,000 to \$149,999	14%	N=33
\$150,000 or more	10%	N=23
Total	100%	N=232

Table 64: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	97%	N=236
Yes, I consider myself to be Spanish, Hispanic or Latino	3%	N=7
Total	100%	N=243

Table 65: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	3%	N=7
Asian, Asian Indian or Pacific Islander	3%	N=8
Black or African American	8%	N=19
White	93%	N=224
Other	4%	N=10

Total may exceed 100% as respondents could select more than one option.

Table 66: Question D15

In which category is your age?	Percent	Number
18 to 24 years	4%	N=9
25 to 34 years	28%	N=66
35 to 44 years	16%	N=38
45 to 54 years	21%	N=51
55 to 64 years	12%	N=29
65 to 74 years	12%	N=29
75 years or older	8%	N=19
Total	100%	N=240

Table 67: Question D16

What is your sex?	Percent	Number
Female	53%	N=126
Male	47%	N=113
Total	100%	N=239

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Table 68: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	62%	N=152
Land line	23%	N=56
Both	15%	N=37
Total	100%	N=245

Appendix B: Benchmark Comparisons

Comparison Data

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 500 communities whose residents evaluated the same kinds of topics on The National Citizen Survey™. The comparison evaluations are from the most recent survey completed in each community; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. Polk County chose to have comparisons made to the entire database.

Interpreting the Results

Ratings are compared when there are at least five communities in which a similar question was asked. Where comparisons are available, four columns are provided in the table. The first column is Polk County’s “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” “essential” and “very important,” etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month. The second column is the rank assigned to Polk County’s rating among communities where a similar question was asked. The third column is the number of communities that asked a similar question. The final column shows the comparison of Polk County’s rating to the benchmark.

In that final column, Polk County’s results are noted as being “higher” than the benchmark, “lower” than the benchmark or “similar” to the benchmark, meaning that the average rating given by Polk County residents is statistically similar to or different (greater or lesser) than the benchmark. More extreme differences are noted as “much higher” or “much lower.”

Benchmark Database Characteristics	
Region	Percent
New England	3%
Middle Atlantic	5%
East North Central	15%
West North Central	13%
South Atlantic	22%
East South Central	3%
West South Central	7%
Mountain	16%
Pacific	16%
Population	Percent
Less than 10,000	10%
10,000 to 24,999	22%
25,000 to 49,999	23%
50,000 to 99,999	22%
100,000 or more	23%

National Benchmark Comparisons

Table 69: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Polk County	88%	181	367	Similar
Overall image or reputation of Polk County	76%	146	280	Similar
Polk County as a place to live	91%	155	308	Similar
Your neighborhood as a place to live	86%	72	246	Similar
Polk County as a place to raise children	84%	130	306	Similar
Polk County as a place to retire	61%	190	293	Similar
Overall appearance of Polk County	79%	133	284	Similar

Table 70: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark	
Safety	Overall feeling of safety in Polk County	81%	77	130	Similar	
	In your neighborhood during the day	94%	111	282	Similar	
	In Polk County's downtown/commercial area during the day	90%	166	244	Similar	
Mobility	Overall ease of getting to the places you usually have to visit	88%	14	49	Similar	
	Availability of paths and walking trails	76%	56	222	Higher	
	Ease of walking in Polk County	75%	84	237	Similar	
	Ease of travel by bicycle in Polk County	69%	61	244	Similar	
	Ease of travel by public transportation in Polk County	54%	33	74	Similar	
	Ease of travel by car in Polk County	81%	38	241	Similar	
	Ease of public parking	60%	19	38	Similar	
	Traffic flow on major streets	70%	46	277	Similar	
	Natural Environment	Quality of overall natural environment in Polk County	75%	113	226	Similar
Cleanliness of Polk County		71%	130	222	Similar	
Air quality		76%	75	207	Similar	
Built Environment	Overall "built environment" of Polk County (including overall design, buildings, parks and transportation systems)	70%	21	46	Similar	
	Overall quality of new development in Polk County	74%	51	229	Similar	
	Availability of affordable quality housing	51%	83	250	Similar	
	Variety of housing options	71%	43	215	Similar	
	Public places where people want to spend time	75%	20	44	Similar	
Economy	Overall economic health of Polk County	74%	21	49	Similar	
	Vibrant downtown/commercial area	67%	13	44	Higher	
	Overall quality of business and service establishments in Polk County	73%	61	213	Similar	
	Cost of living in Polk County	60%	8	46	Similar	
	Shopping opportunities	78%	37	236	Higher	
	Employment opportunities	63%	16	253	Higher	
	Polk County as a place to visit	63%	35	58	Similar	
	Polk County as a place to work	84%	28	282	Higher	
	Recreation and Wellness	Health and wellness opportunities in Polk County	78%	20	46	Similar
		Availability of affordable quality mental health care	60%	17	44	Similar
Availability of preventive health services		75%	41	177	Similar	
Availability of affordable quality health care		72%	38	212	Higher	

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Availability of affordable quality food	79%	28	177	Similar
	Recreational opportunities	71%	105	246	Similar
	Fitness opportunities (including exercise classes and paths or trails, etc.)	78%	18	46	Similar
Education and Enrichment	Opportunities to participate in religious or spiritual events and activities	83%	51	172	Similar
	Opportunities to attend cultural/arts/music activities	77%	39	243	Higher
	Adult educational opportunities	74%	11	43	Similar
	K-12 education	79%	86	202	Similar
	Availability of affordable quality child care/preschool	62%	28	211	Higher
Community Engagement	Opportunities to participate in social events and activities	75%	53	203	Similar
	Neighborhoodliness of Polk County	71%	17	45	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	63%	139	235	Similar
	Opportunities to participate in community matters	70%	73	211	Similar
	Opportunities to volunteer	83%	49	215	Similar

Table 71: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by Polk County	79%	167	342	Similar
Overall customer service by Polk County employees (police, receptionists, planners, etc.)	71%	260	293	Similar
Value of services for the taxes paid to Polk County	48%	234	325	Similar
Overall direction that Polk County is taking	59%	128	267	Similar
Job Polk County government does at welcoming citizen involvement	51%	139	248	Similar
Overall confidence in Polk County government	46%	30	48	Similar
Generally acting in the best interest of the community	52%	28	46	Similar
Being honest	45%	32	46	Similar
Treating all residents fairly	49%	28	46	Similar
Services provided by the Federal Government	48%	60	204	Similar

Table 72: Governance by Facet

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark	
Safety	Police/Sheriff services	80%	236	343	Similar
	Fire services	93%	189	289	Similar
	Ambulance or emergency medical services	91%	162	273	Similar
	Crime prevention	71%	153	281	Similar
	Fire prevention and education	77%	153	237	Similar
	Animal control	65%	124	262	Similar
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	68%	93	236	Similar
Mobility	Traffic enforcement	62%	192	305	Similar
	Street repair	26%	303	350	Lower
	Street cleaning	53%	189	237	Similar
	Street lighting	59%	151	262	Similar
	Snow removal	62%	144	238	Similar
	Sidewalk maintenance	53%	162	242	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Traffic signal timing	50%	123	205	Similar
	Bus or transit services	62%	82	179	Similar
Natural Environment	Garbage collection	86%	142	281	Similar
	Recycling	78%	178	292	Similar
	Yard waste pick-up	73%	119	212	Similar
	Drinking water	65%	185	264	Similar
	Preservation of natural areas such as open space, farmlands and greenbelts	55%	135	213	Similar
	Polk County open space	56%	42	58	Similar
	Built Environment	Storm drainage	64%	160	290
Sewer services		76%	171	248	Similar
Power (electric and/or gas) utility		79%	64	122	Similar
Utility billing		69%	26	49	Similar
Land use, planning and zoning		56%	73	239	Similar
Code enforcement (weeds, abandoned buildings, etc.)		47%	178	291	Similar
Cable television		44%	130	161	Similar
Economy	Economic development	64%	38	228	Higher
Recreation and Wellness	County parks	84%	156	261	Similar
	Recreation programs or classes	74%	153	267	Similar
	Recreation centers or facilities	68%	131	227	Similar
	Health services	73%	60	163	Similar
Education and Enrichment	County-sponsored special events	61%	36	49	Similar
	Public library services	86%	179	278	Similar
Community Engagement	Public information services	77%	92	220	Similar

Table 73: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	67%	118	248	Similar
Recommend living in Polk County to someone who asks	92%	82	217	Similar
Remain in Polk County for the next five years	88%	60	217	Similar
Contacted Polk County (in-person, phone, email or web) for help or information	32%	237	245	Lower

Table 74: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Stocked supplies in preparation for an emergency	25%	37	43	Lower
	Did NOT report a crime to the police	86%	10	45	Similar
	Household member was NOT a victim of a crime	93%	34	221	Similar
Mobility	Used bus, rail, subway or other public transportation instead of driving	17%	28	41	Lower
	Carpooled with other adults or children instead of driving alone	39%	31	45	Similar
	Walked or biked instead of driving	53%	24	45	Similar
Natural Environment	Made efforts to conserve water	76%	34	44	Similar
	Made efforts to make your home more energy efficient	77%	28	44	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Recycle at home	88%	103	210	Similar
Built Environment	Did NOT observe a code violation or other hazard in Polk County	65%	10	45	Higher
	NOT experiencing housing costs stress	76%	37	206	Similar
	Purchase goods or services from a business located in Polk County	98%	13	44	Similar
Economy	Economy will have positive impact on income	29%	34	206	Similar
	Work inside boundaries of Polk County	74%	2	44	Much higher
	Used Polk County recreation centers or their services	57%	90	187	Similar
Recreation and Wellness	Visited a neighborhood park or County park	84%	135	215	Similar
	Eat at least 5 portions of fruits and vegetables a day	79%	38	44	Similar
	Participate in moderate or vigorous physical activity	84%	20	44	Similar
	In very good to excellent health	61%	36	44	Similar
	Used Polk County public libraries or their services	62%	148	193	Similar
Education and Enrichment	Participated in religious or spiritual activities in Polk County	58%	50	165	Similar
	Attended County-sponsored event	31%	43	44	Much lower
	Campaigned or advocated for an issue, cause or candidate	20%	27	44	Similar
Community Engagement	Contacted Polk County elected officials (in-person, phone, email or web) to express your opinion	12%	39	44	Similar
	Volunteered your time to some group/activity in Polk County	41%	116	214	Similar
	Participated in a club	28%	100	189	Similar
	Talked to or visited with your immediate neighbors	92%	19	44	Similar
	Done a favor for a neighbor	85%	17	42	Similar
	Attended a local public meeting	18%	179	216	Similar
	Read or watch local news (via television, paper, computer, etc.)	95%	3	44	Similar
	Vote in local elections	83%	59	206	Similar

Communities included in national comparisons

The communities included in Polk County’s comparisons are listed on the following pages along with their population according to the 2010 Census.

Abilene city, KS.....	6,844	Ashland city, OR.....	20,078
Adams County, CO.....	441,603	Ashland town, VA.....	7,225
Airway Heights city, WA.....	6,114	Aspen city, CO.....	6,658
Albany city, OR.....	50,158	Auburn city, AL.....	53,380
Albemarle County, VA.....	98,970	Auburn city, WA.....	70,180
Albert Lea city, MN.....	18,016	Aurora city, CO.....	325,078
Altoona city, IA.....	14,541	Austin city, TX.....	790,390
Ames city, IA.....	58,965	Bainbridge Island city, WA.....	23,025
Andover CDP, MA.....	8,762	Baltimore city, MD.....	620,961
Ankeny city, IA.....	45,582	Baltimore County, MD.....	805,029
Ann Arbor city, MI.....	113,934	Battle Creek city, MI.....	52,347
Annapolis city, MD.....	38,394	Bay City city, MI.....	34,932
Apple Valley town, CA.....	69,135	Baytown city, TX.....	71,802
Arlington city, TX.....	365,438	Bedford town, MA.....	13,320
Arlington County, VA.....	207,627	Bellevue city, WA.....	122,363
Arvada city, CO.....	106,433	Beltrami County, MN.....	44,442

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Benbrook city, TX.....	21,234	Dade City city, FL.....	6,437
Benicia city, CA.....	26,997	Dakota County, MN.....	398,552
Bettendorf city, IA.....	33,217	Dallas city, OR.....	14,583
Billings city, MT.....	104,170	Dallas city, TX.....	1,197,816
Blaine city, MN.....	57,186	Davenport city, IA.....	99,685
Bloomfield Hills city, MI.....	3,869	Davidson town, NC.....	10,944
Bloomington city, IL.....	76,610	Decatur city, GA.....	19,335
Bloomington city, MN.....	82,893	Delray Beach city, FL.....	60,522
Blue Springs city, MO.....	52,575	Denison city, TX.....	22,682
Boise City city, ID.....	205,671	Denver city, CO.....	600,158
Boonville city, MO.....	8,319	Derby city, KS.....	22,158
Boulder city, CO.....	97,385	Des Moines city, IA.....	203,433
Boulder County, CO.....	294,567	Destin city, FL.....	12,305
Bowling Green city, KY.....	58,067	Dewey-Humboldt town, AZ.....	3,894
Bristol city, TN.....	26,702	Dorchester County, MD.....	32,618
Broken Arrow city, OK.....	98,850	Dothan city, AL.....	65,496
Brookfield city, WI.....	37,920	Douglas County, CO.....	285,465
Brookline CDP, MA.....	58,732	Dover city, NH.....	29,987
Brookline town, NH.....	4,991	Dublin city, OH.....	41,751
Broomfield city, CO.....	55,889	Duluth city, MN.....	86,265
Brownsburg town, IN.....	21,285	Duncanville city, TX.....	38,524
Bryan city, TX.....	76,201	Durham city, NC.....	228,330
Burleson city, TX.....	36,690	East Grand Forks city, MN.....	8,601
Cabarrus County, NC.....	178,011	East Lansing city, MI.....	48,579
Cambridge city, MA.....	105,162	Eau Claire city, WI.....	65,883
Canton city, SD.....	3,057	Eden Prairie city, MN.....	60,797
Cape Coral city, FL.....	154,305	Edgerton city, KS.....	1,671
Cape Girardeau city, MO.....	37,941	Edina city, MN.....	47,941
Carlisle borough, PA.....	18,682	Edmonds city, WA.....	39,709
Carlsbad city, CA.....	105,328	El Cerrito city, CA.....	23,549
Cartersville city, GA.....	19,731	El Paso city, TX.....	649,121
Cary town, NC.....	135,234	Elk Grove city, CA.....	153,015
Casa Grande city, AZ.....	48,571	Elk River city, MN.....	22,974
Casper city, WY.....	55,316	Elko New Market city, MN.....	4,110
Castle Pines North city, CO.....	10,360	Elmhurst city, IL.....	44,121
Castle Rock town, CO.....	48,231	Encinitas city, CA.....	59,518
Cedar Falls city, IA.....	39,260	Englewood city, CO.....	30,255
Cedar Rapids city, IA.....	126,326	Erie town, CO.....	18,135
Centennial city, CO.....	100,377	Escambia County, FL.....	297,619
Centralia city, IL.....	13,032	Estes Park town, CO.....	5,858
Chambersburg borough, PA.....	20,268	Farmington Hills city, MI.....	79,740
Chandler city, AZ.....	236,123	Fayetteville city, NC.....	200,564
Chanhassen city, MN.....	22,952	Fishers town, IN.....	76,794
Chapel Hill town, NC.....	57,233	Flagstaff city, AZ.....	65,870
Charlotte city, NC.....	731,424	Flower Mound town, TX.....	64,669
Charlotte County, FL.....	159,978	Flushing city, MI.....	8,389
Charlottesville city, VA.....	43,475	Forest Grove city, OR.....	21,083
Chesterfield County, VA.....	316,236	Fort Collins city, CO.....	143,986
Chippewa Falls city, WI.....	13,661	Fort Smith city, AR.....	86,209
Citrus Heights city, CA.....	83,301	Fort Worth city, TX.....	741,206
Clayton city, MO.....	15,939	Fountain Hills town, AZ.....	22,489
Clive city, IA.....	15,447	Franklin city, TN.....	62,487
Clovis city, CA.....	95,631	Fredericksburg city, VA.....	24,286
College Park city, MD.....	30,413	Freeport CDP, ME.....	1,485
College Station city, TX.....	93,857	Freeport city, IL.....	25,638
Colleyville city, TX.....	22,807	Fremont city, CA.....	214,089
Collinsville city, IL.....	25,579	Friendswood city, TX.....	35,805
Columbia city, MO.....	108,500	Fruita city, CO.....	12,646
Columbus city, WI.....	4,991	Gainesville city, FL.....	124,354
Commerce City city, CO.....	45,913	Gaithersburg city, MD.....	59,933
Concord city, CA.....	122,067	Galveston city, TX.....	47,743
Concord town, MA.....	17,668	Garden City city, KS.....	26,658
Conyers city, GA.....	15,195	Gardner city, KS.....	19,123
Cookeville city, TN.....	30,435	Geneva city, NY.....	13,261
Coon Rapids city, MN.....	61,476	Georgetown city, TX.....	47,400
Cooper City city, FL.....	28,547	Gilbert town, AZ.....	208,453
Coronado city, CA.....	18,912	Gillette city, WY.....	29,087
Corvallis city, OR.....	54,462	Globe city, AZ.....	7,532
Cross Roads town, TX.....	1,563	Goodyear city, AZ.....	65,275
Crystal Lake city, IL.....	40,743	Grafton village, WI.....	11,459

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Grand Island city, NE	48,520	Lewiston city, ME	36,592
Greeley city, CO	92,889	Lincoln city, NE	258,379
Green Valley CDP, AZ	21,391	Lindsborg city, KS	3,458
Greenwood Village city, CO	13,925	Littleton city, CO	41,737
Greer city, SC	25,515	Livermore city, CA	80,968
Gunnison County, CO	15,324	Lone Tree city, CO	10,218
Hailey city, ID	7,960	Longmont city, CO	86,270
Haines Borough, AK	2,508	Los Alamos County, NM	17,950
Hallandale Beach city, FL	37,113	Louisville city, CO	18,376
Hamilton city, OH	62,477	Lynchburg city, VA	75,568
Hampton city, VA	137,436	Lynnwood city, WA	35,836
Hanover County, VA	99,863	Madison city, WI	233,209
Harrisonburg city, VA	48,914	Mankato city, MN	39,309
Harrisonville city, MO	10,019	Maple Grove city, MN	61,567
Hayward city, CA	144,186	Maple Valley city, WA	22,684
Henderson city, NV	257,729	Maricopa County, AZ	3,817,117
Hermiston city, OR	16,745	Marin County, CA	252,409
High Point city, NC	104,371	Maryland Heights city, MO	27,472
Highland Park city, IL	29,763	McAllen city, TX	129,877
Highlands Ranch CDP, CO	96,713	McDonough city, GA	22,084
Hillsborough town, NC	6,087	McKinney city, TX	131,117
Holden town, MA	17,346	McMinnville city, OR	32,187
Holland city, MI	33,051	Mecklenburg County, NC	919,628
Honolulu County, HI	953,207	Medford city, OR	74,907
Hooksett town, NH	13,451	Menlo Park city, CA	32,026
Hopkins city, MN	17,591	Meridian charter township, MI	39,688
Hopkinton town, MA	14,925	Meridian city, ID	75,092
Hoquiam city, WA	8,726	Merriam city, KS	11,003
Houston city, TX	2,099,451	Merrill city, WI	9,661
Hudson city, OH	22,262	Mesa city, AZ	439,041
Hudson town, CO	2,356	Mesa County, CO	146,723
Hudsonville city, MI	7,116	Miami Beach city, FL	87,779
Huntersville town, NC	46,773	Miami city, FL	399,457
Hurst city, TX	37,337	Midland city, MI	41,863
Hutchinson city, MN	14,178	Milford city, DE	9,559
Hutto city, TX	14,698	Minneapolis city, MN	382,578
Hyattsville city, MD	17,557	Mission Viejo city, CA	93,305
Indian Trail town, NC	33,518	Modesto city, CA	201,165
Indianola city, IA	14,782	Monterey city, CA	27,810
Iowa City city, IA	67,862	Montgomery County, MD	971,777
Jackson County, MI	160,248	Montgomery County, VA	94,392
Jefferson City city, MO	43,079	Montpelier city, VT	7,855
Jefferson County, CO	534,543	Moorestville town, NC	32,711
Jerome city, ID	10,890	Morristown city, TN	29,137
Johnson City city, TN	63,152	Moscow city, ID	23,800
Johnson County, KS	544,179	Mountlake Terrace city, WA	19,909
Jupiter town, FL	55,156	Munster town, IN	23,603
Kalamazoo city, MI	74,262	Muscataine city, IA	22,886
Kansas City city, MO	459,787	Naperville city, IL	141,853
Kenmore city, WA	20,460	Needham CDP, MA	28,886
Kennett Square borough, PA	6,072	New Braunfels city, TX	57,740
Kirkland city, WA	48,787	New Brighton city, MN	21,456
La Mesa city, CA	57,065	New Orleans city, LA	343,829
La Plata town, MD	8,753	Newport Beach city, CA	85,186
La Porte city, TX	33,800	Newport city, RI	24,672
La Vista city, NE	15,758	Newport News city, VA	180,719
Lafayette city, CO	24,453	Noblesville city, IN	51,969
Laguna Beach city, CA	22,723	Nogales city, AZ	20,837
Laguna Hills city, CA	30,344	Norfolk city, VA	242,803
Lake Oswego city, OR	36,619	Norman city, OK	110,925
Lake Zurich village, IL	19,631	North Las Vegas city, NV	216,961
Lakeville city, MN	55,954	Northglenn city, CO	35,789
Lakewood city, CO	142,980	Novato city, CA	51,904
Lane County, OR	351,715	Novi city, MI	55,224
Larimer County, CO	299,630	O'Fallon city, IL	28,281
Las Cruces city, NM	97,618	Oak Park village, IL	51,878
Las Vegas city, NV	583,756	Oakland Park city, FL	41,363
Lawrence city, KS	87,643	Ogdensburg city, NY	11,128
League City city, TX	83,560	Oklahoma City city, OK	579,999
Lee County, FL	618,754	Olathe city, KS	125,872

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Olmsted County, MN	144,248	Sammamish city, WA	45,780
Orland Park village, IL	56,767	San Antonio city, TX	1,327,407
Oshkosh city, WI	66,083	San Carlos city, CA	28,406
Otsego County, MI	24,164	San Diego city, CA	1,307,402
Oviedo city, FL	33,342	San Francisco city, CA	805,235
Paducah city, KY	25,024	San Jose city, CA	945,942
Palm Coast city, FL	75,180	San Juan County, NM	130,044
Palm Springs city, CA	44,552	San Marcos city, TX	44,894
Palo Alto city, CA	64,403	San Rafael city, CA	57,713
Panama City city, FL	36,484	Sandy Springs city, GA	93,853
Papillion city, NE	18,894	Sanford city, FL	53,570
Park City city, UT	7,558	Sangamon County, IL	197,465
Parker town, CO	45,297	Santa Clarita city, CA	176,320
Pasadena city, CA	137,122	Santa Fe County, NM	144,170
Pasco city, WA	59,781	Santa Monica city, CA	89,736
Pasco County, FL	464,697	Sarasota County, FL	379,448
Peachtree City city, GA	34,364	Savage city, MN	26,911
Pearland city, TX	91,252	Savannah city, GA	136,286
Peoria city, AZ	154,065	Scarborough CDP, ME	4,403
Peoria city, IL	115,007	Scott County, MN	129,928
Peoria County, IL	186,494	Scottsdale city, AZ	217,385
Peters township, PA	21,213	Seaside city, CA	33,025
Petoskey city, MI	5,670	SeaTac city, WA	26,909
Pflugerville city, TX	46,936	Sevierville city, TN	14,807
Phoenix city, AZ	1,445,632	Shawnee city, KS	62,209
Pinal County, AZ	375,770	Sheboygan city, WI	49,288
Pinehurst village, NC	13,124	Shorewood city, MN	7,307
Piqua city, OH	20,522	Sioux Falls city, SD	153,888
Platte City city, MO	4,691	Skokie village, IL	64,784
Plymouth city, MN	70,576	Snellville city, GA	18,242
Pocatello city, ID	54,255	South Lake Tahoe city, CA	21,403
Polk County, IA	430,640	South Portland city, ME	25,002
Port Huron city, MI	30,184	Southborough town, MA	9,767
Port Orange city, FL	56,048	Southlake city, TX	26,575
Port St. Lucie city, FL	164,603	Sparks city, NV	90,264
Portland city, OR	583,776	Spokane Valley city, WA	89,755
Post Falls city, ID	27,574	Springboro city, OH	17,409
Prince William County, VA	402,002	Springfield city, OR	59,403
Provo city, UT	112,488	Springville city, UT	29,466
Pueblo city, CO	106,595	St. Charles city, IL	32,974
Purcellville town, VA	7,727	St. Cloud city, MN	65,842
Queen Creek town, AZ	26,361	St. Joseph city, MO	76,780
Radford city, VA	16,408	St. Louis County, MN	200,226
Radnor township, PA	31,531	St. Louis Park city, MN	45,250
Rapid City city, SD	67,956	Stallings town, NC	13,831
Raymore city, MO	19,206	State College borough, PA	42,034
Redmond city, WA	54,144	Sterling Heights city, MI	129,699
Rehoboth Beach city, DE	1,327	Sugar Grove village, IL	8,997
Reno city, NV	225,221	Sugar Land city, TX	78,817
Reston CDP, VA	58,404	Summit city, NJ	21,457
Richmond city, CA	103,701	Sunnyvale city, CA	140,081
Richmond Heights city, MO	8,603	Surprise city, AZ	117,517
Rifle city, CO	9,172	Suwanee city, GA	15,355
River Falls city, WI	15,000	Tacoma city, WA	198,397
Riverdale city, UT	8,426	Takoma Park city, MD	16,715
Riverside city, CA	303,871	Temecula city, CA	100,097
Riverside city, MO	2,937	Tempe city, AZ	161,719
Rochester city, MI	12,711	Temple city, TX	66,102
Rochester Hills city, MI	70,995	The Woodlands CDP, TX	93,847
Rock Hill city, SC	66,154	Thornton city, CO	118,772
Rockford city, IL	152,871	Thousand Oaks city, CA	126,683
Rockville city, MD	61,209	Tualatin city, OR	26,054
Rolla city, MO	19,559	Tulsa city, OK	391,906
Roswell city, GA	88,346	Twin Falls city, ID	44,125
Round Rock city, TX	99,887	Tyler city, TX	96,900
Royal Oak city, MI	57,236	Umatilla city, OR	6,906
Saco city, ME	18,482	Upper Arlington city, OH	33,771
Sahuarita town, AZ	25,259	Urbandale city, IA	39,463
Salida city, CO	5,236	Vail town, CO	5,305
Salt Lake City city, UT	186,440	Vancouver city, WA	161,791

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Ventura CCD, CA.....	111,889	Weston town, MA.....	11,261
Vestavia Hills city, AL.....	34,033	Wheat Ridge city, CO.....	30,166
Virginia Beach city, VA.....	437,994	White House city, TN.....	10,255
Wake Forest town, NC.....	30,117	Whitewater township, MI.....	2,597
Walnut Creek city, CA.....	64,173	Wichita city, KS.....	382,368
Washington County, MN.....	238,136	Williamsburg city, VA.....	14,068
Washoe County, NV.....	421,407	Wilmington city, NC.....	106,476
Watauga city, TX.....	23,497	Wilsonville city, OR.....	19,509
Wauwatosa city, WI.....	46,396	Winchester city, VA.....	26,203
Waverly city, IA.....	9,874	Windsor town, CO.....	18,644
Weddington town, NC.....	9,459	Windsor town, CT.....	29,044
Wentzville city, MO.....	29,070	Winston-Salem city, NC.....	229,617
West Carrollton city, OH.....	13,143	Winter Garden city, FL.....	34,568
West Chester borough, PA.....	18,461	Woodland city, CA.....	55,468
West Des Moines city, IA.....	56,609	Woodland city, WA.....	5,509
West Richland city, WA.....	11,811	Wrentham town, MA.....	10,955
Westerville city, OH.....	36,120	Yakima city, WA.....	91,067
Westlake town, TX.....	992	York County, VA.....	65,464
Westminster city, CO.....	106,114	Yuma city, AZ.....	93,064

Appendix C: Detailed Survey Methods

The National Citizen Survey (The NCS™) was developed to provide communities an accurate, affordable and easy way to assess and interpret resident opinion about important local topics. Standardization of common questions and survey methods provide the rigor to assure valid results, and each community has enough flexibility to construct a customized version of The NCS.

Results offer insight into residents' perspectives about the community as a whole, including local amenities, services, public trust, resident participation and other aspects of the community in order to support budgeting, land use and strategic planning and communication with residents. Resident demographic characteristics permit comparison to the Census as well as comparison of results for different subgroups of residents.

Survey Validity

The question of survey validity has two parts: 1) how can a community be confident that the results from those who completed the questionnaire are representative of the results that would have been obtained had the survey been administered to the entire population? and 2) how closely do the perspectives recorded on the survey reflect what residents really believe or do?

To answer the first question, the best survey research practices were used for the resources spent to ensure that the results from the survey respondents reflect the opinions of residents in the entire community. These practices include:

- Using a mail-out/mail-back methodology, which typically gets a higher response rate than phone for the same dollars spent. A higher response rate lessens the worry that those who did not respond are different than those who did respond.
- Selecting households at random within the community to receive the survey to ensure that the households selected to receive the survey are the representative of the larger community.
- Over-sampling multi-family housing units to improve response from hard-to-reach, lower income or younger apartment dwellers.
- Selecting the respondent within the household using an unbiased sampling procedure; in this case, the "birthday method." The cover letter included an instruction requesting that the respondent in the household be the adult (18 years old or older) who most recently had a birthday, irrespective of year of birth.
- Contacting potential respondents three times to encourage response from people who may have different opinions or habits than those who would respond with only a single prompt.
- Inviting response in a compelling manner (using appropriate letterhead/logos and a signature of a visible leader) to appeal to recipients' sense of civic responsibility.
- Providing a pre-addressed, postage-paid return envelope.
- Offering the survey in Spanish or other language when requested by a given community.
- Weighting the results to reflect the demographics of the population.

The answer to the second question about how closely the perspectives recorded on the survey reflect what residents really believe or do is more complex. Resident responses to surveys are influenced by a variety of factors. For questions about service quality, residents' expectations for service quality play a role as well as the "objective" quality of the service provided, the way the resident perceives the entire community (that is, the context in which the service is provided), the scale on which the resident is asked to record his or her opinion and, of course, the opinion, itself, that a resident holds about the service. Similarly a resident's report of certain behaviors is colored by what he or she believes is the socially desirable response (e.g., reporting tolerant behaviors toward "oppressed groups," likelihood of voting for a tax increase for services to poor people, use of alternative modes of travel to work besides the single occupancy vehicle), his or her memory of the actual behavior (if it is not a question speculating about future actions, like a vote), his or her confidence that he or she can be honest without suffering any negative consequences (thus the need for anonymity) as well as the actual behavior itself.

How closely survey results come to recording the way a person really feels or behaves often is measured by the coincidence of reported behavior with observed current behavior (e.g., driving habits), reported intentions to behave with observed future behavior (e.g., voting choices) or reported opinions about current community quality with objective characteristics of the community (e.g., feelings of safety correlated with rates of crime). There is a

body of scientific literature that has investigated the relationship between reported behaviors and actual behaviors. Well-conducted surveys, by and large, do capture true respondent behaviors or intentions to act with great accuracy. Predictions of voting outcomes tend to be quite accurate using survey research, as do reported behaviors that are not about highly sensitive issues (e.g., family abuse or other illegal or morally sanctioned activities). For self-reports about highly sensitive issues, statistical adjustments can be made to correct for the respondents' tendency to report what they think the "correct" response should be.

Research on the correlation of resident opinion about service quality and "objective" ratings of service quality vary, with some showing stronger relationships than others. NRC's own research has demonstrated that residents who report the lowest ratings of street repair live in communities with objectively worse street conditions than those who report high ratings of street repair (based on road quality, delay in street repair, number of road repair employees). Similarly, the lowest rated fire services appear to be "objectively" worse than the highest rated fire services (expenditures per capita, response time, "professional" status of firefighters, breadth of services and training provided). Resident opinion commonly reflects objective performance data but is an importance measure on its own. NRC principals have written, "If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem."

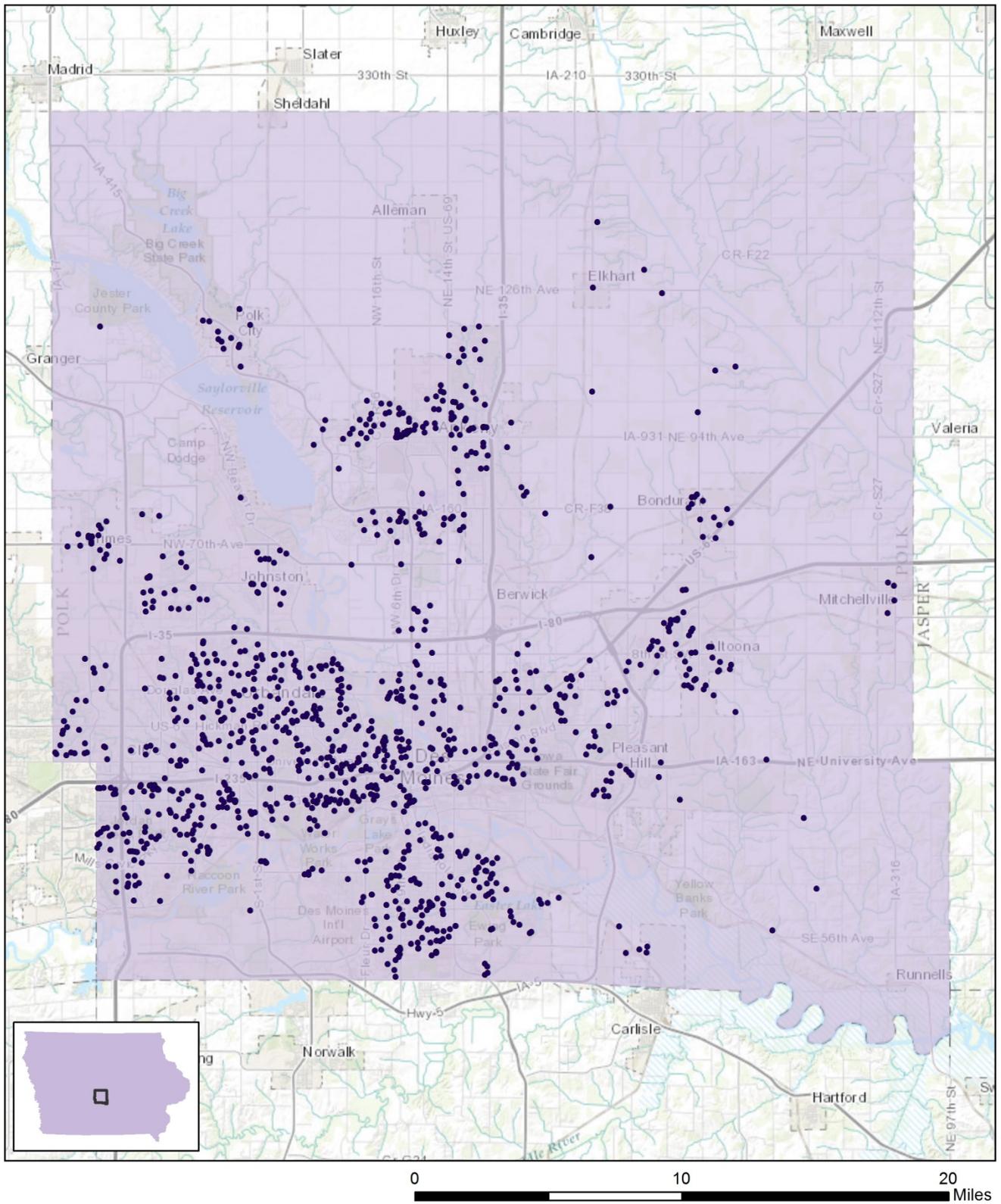
Survey Sampling

"Sampling" refers to the method by which households were chosen to receive the survey. All households within Polk County were eligible to participate in the survey. A list of all households was represented by a United States Postal Service listing of housing units within the zip codes serving Polk County. Since some of the zip codes that serve Polk County households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file (updated on a quarterly basis) and addresses located outside of Polk County boundaries were removed from consideration.

To choose the 1,200 survey recipients, a systematic sampling method was applied to the list of households previously screened for geographic location. Systematic sampling is a procedure whereby a complete list of all possible items is culled, selecting every *Nth* one until the appropriate amount of items is selected. Multi-family housing units were over sampled as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units. Figure 1 displays a map of the households selected to receive the survey. In general, because of the random sampling techniques used, the displayed sampling density will closely mirror the overall housing unit density (which may be different from the population density). While the theory of probability assumes no bias in selection, there may be some minor variations in practice (meaning, an area with only 15% of the housing units might be sampled at an actual rate that is slightly above or below that).

An individual within each household was selected using the birthday method. The birthday method selects a person within the household by asking the "person whose birthday has most recently passed" to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the cover letter accompanying the questionnaire.

Figure 1: Location of Survey Recipients



Survey Recipients in Polk County, IA

- Survey Recipients



Survey Administration and Response

Selected households received three mailings, one week apart, beginning in April 2014. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the Chair of Polk County Board of Supervisors inviting the household to participate, a questionnaire and a postage-paid return envelope. The final mailing contained a reminder letter, another survey and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who had already done so to refrain from turning in another survey. Respondents could opt to take the survey online as well. Completed surveys were collected over the following six weeks.

About 4% of the 1,200 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 1,152 households that received the survey, 248 completed the survey, providing an overall response rate of 22%; average response rates for a mailed resident survey range from 25% to 40%. Of the 248 completed surveys, 20 were completed online.

Confidence Intervals

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents’ opinions are relied on to estimate all residents’ opinions.¹

The margin of error for the Polk County survey is no greater than plus or minus six percentage points around any given percent reported for the entire sample (248 completed surveys).

For subgroups of responses, the margin of error increases because the sample size for the subgroup is smaller. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points.

Survey Processing (Data Entry)

Upon receipt, completed surveys were assigned a unique identification number. Additionally, each survey was reviewed and “cleaned” as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; in this case, NRC would use protocols to randomly choose two of the three selected items for inclusion in the dataset.

All surveys then were entered twice into an electronic dataset; any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed.

Survey Data Weighting

The demographic characteristics of the survey sample were compared to those found in the 2010 Census and American Community Survey estimates for adults in Polk County. The primary objective of weighting survey data is to make the survey sample reflective of the larger population of the community. The characteristics used for weighting were housing tenure, housing unit type, race and sex and age. The results of the weighting scheme are presented in the following table.

¹ A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the “true” population response. This theory is applied in practice to mean that the “true” perspective of the target population lies within the confidence interval created for a single survey. For example, if 75% of residents rate a service as “excellent” or “good,” then the 4% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire community is between 71% and 79%. This source of uncertainty is called sampling error. In addition to sampling error, other sources of error may affect any survey, including the non-response of residents with opinions different from survey responders. Though standardized on The NCS, on other surveys, differences in question wording, order, translation and data entry, as examples, can lead to somewhat varying results.

Table 75: Polk County, IA 2014 Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
Housing			
Rent home	31%	22%	32%
Own home	69%	78%	68%
Detached unit	69%	73%	68%
Attached unit	31%	27%	32%
Race and Ethnicity			
White	87%	95%	88%
Not white	13%	5%	12%
Not Hispanic	94%	98%	97%
Hispanic	6%	2%	3%
Sex and Age			
Female	52%	52%	53%
Male	48%	48%	47%
18-34 years of age	33%	14%	31%
35-54 years of age	38%	34%	37%
55+ years of age	29%	52%	32%
Females 18-34	17%	8%	16%
Females 35-54	19%	18%	18%
Females 55+	16%	26%	18%
Males 18-34	16%	6%	15%
Males 35-54	19%	16%	19%
Males 55+	13%	25%	13%

Survey Data Analysis and Reporting

The survey dataset was analyzed using the Statistical Package for the Social Sciences (SPSS). For the most part, the percentages presented in the reports represent the “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” “essential” and “very important,” etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month.

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in Appendix A. However, these responses have been removed from the analyses presented in the reports. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Appendix D: Survey Materials

Dear Polk County Resident,

It won't take much of your time to make a big difference!

Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days.

Thank you for helping create a better County!

Sincerely,



John F. Mauro
Chair of Polk County Board of Supervisors

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April 2014

Dear Polk County Resident:

Please help us shape the future of Polk County! You have been selected at random to participate in the 2014 Polk County Citizen Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. Your feedback will help Polk County make decisions that affect our County.

A few things to remember:

- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

www.n-r-c.com/survey/polkco2014.htm

If you have any questions about the survey please call 515-286-3120.

Thank you for your time and participation!

Sincerely,

John F. Mauro
Chair of Polk County Board of Supervisors



COUNTY OF POLK Board of Supervisors

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May 2014

Dear Polk County Resident:

Here's a second chance if you haven't already responded to the 2014 Polk County Citizen Survey! **(If you completed it and sent it back, we thank you for your time and ask you to recycle this survey. Please do not respond twice.)**

Please help us shape the future of Polk County! You have been selected at random to participate in the 2014 Polk County Citizen Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. Your feedback will help Polk County make decisions that affect our County.

A few things to remember:

- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

www.n-r-c.com/survey/polkc02014.htm

If you have any questions about the survey please call 515-286-3120.

Thank you for your time and participation!

Sincerely,

John F. Mauro
Chair of Polk County Board of Supervisors

The Polk County 2014 Citizen Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Please select the response (by circling the number or checking the box) that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

1. Please rate each of the following aspects of quality of life in Polk County:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Polk County as a place to live	1	2	3	4	5
Your neighborhood as a place to live.....	1	2	3	4	5
Polk County as a place to raise children	1	2	3	4	5
Polk County as a place to work.....	1	2	3	4	5
Polk County as a place to visit	1	2	3	4	5
Polk County as a place to retire	1	2	3	4	5
The overall quality of life in Polk County	1	2	3	4	5

2. Please rate each of the following characteristics as they relate to Polk County as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Overall feeling of safety in Polk County.....	1	2	3	4	5
Overall ease of getting to the places you usually have to visit.....	1	2	3	4	5
Quality of overall natural environment in Polk County	1	2	3	4	5
Overall "built environment" of Polk County (including overall design, buildings, parks and transportation systems)	1	2	3	4	5
Health and wellness opportunities in Polk County	1	2	3	4	5
Overall opportunities for education and enrichment.....	1	2	3	4	5
Overall economic health of Polk County.....	1	2	3	4	5
Sense of community.....	1	2	3	4	5
Overall image or reputation of Polk County	1	2	3	4	5

3. Please indicate how likely or unlikely you are to do each of the following:

	<i>Very likely</i>	<i>Somewhat likely</i>	<i>Somewhat unlikely</i>	<i>Very unlikely</i>	<i>Don't know</i>
Recommend living in Polk County to someone who asks	1	2	3	4	5
Remain in Polk County for the next five years	1	2	3	4	5

4. Please rate how safe or unsafe you feel:

	<i>Very safe</i>	<i>Somewhat safe</i>	<i>Neither safe nor unsafe</i>	<i>Somewhat unsafe</i>	<i>Very unsafe</i>	<i>Don't know</i>
In your neighborhood during the day.....	1	2	3	4	5	6
In Polk County's downtown/commercial area during the day	1	2	3	4	5	6

5. Please rate each of the following characteristics as they relate to Polk County as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Traffic flow on major streets	1	2	3	4	5
Ease of public parking.....	1	2	3	4	5
Ease of travel by car in Polk County.....	1	2	3	4	5
Ease of travel by public transportation in Polk County	1	2	3	4	5
Ease of travel by bicycle in Polk County.....	1	2	3	4	5
Ease of walking in Polk County	1	2	3	4	5
Availability of paths and walking trails	1	2	3	4	5
Air quality	1	2	3	4	5
Cleanliness of Polk County	1	2	3	4	5
Overall appearance of Polk County.....	1	2	3	4	5
Public places where people want to spend time	1	2	3	4	5
Variety of housing options	1	2	3	4	5
Availability of affordable quality housing	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.)	1	2	3	4	5
Recreational opportunities.....	1	2	3	4	5
Availability of affordable quality food.....	1	2	3	4	5
Availability of affordable quality health care	1	2	3	4	5
Availability of preventive health services	1	2	3	4	5
Availability of affordable quality mental health care	1	2	3	4	5

6. Please rate each of the following characteristics as they relate to Polk County as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Availability of affordable quality child care/preschool.....	1	2	3	4	5
K-12 education.....	1	2	3	4	5
Adult educational opportunities.....	1	2	3	4	5
Opportunities to attend cultural/arts/music activities.....	1	2	3	4	5
Opportunities to participate in religious or spiritual events and activities.....	1	2	3	4	5
Employment opportunities.....	1	2	3	4	5
Shopping opportunities.....	1	2	3	4	5
Cost of living in Polk County.....	1	2	3	4	5
Overall quality of business and service establishments in Polk County.....	1	2	3	4	5
Vibrant downtown/commercial area.....	1	2	3	4	5
Overall quality of new development in Polk County.....	1	2	3	4	5
Opportunities to participate in social events and activities.....	1	2	3	4	5
Opportunities to volunteer.....	1	2	3	4	5
Opportunities to participate in community matters.....	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds.....	1	2	3	4	5
Neighborliness of residents in Polk County.....	1	2	3	4	5

7. Please indicate whether or not you have done each of the following in the last 12 months.

	<i>No</i>	<i>Yes</i>
Made efforts to conserve water.....	1	2
Made efforts to make your home more energy efficient.....	1	2
Observed a code violation or other hazard in Polk County (weeds, abandoned buildings, etc.).....	1	2
Household member was a victim of a crime in Polk County.....	1	2
Reported a crime to the police in Polk County.....	1	2
Stocked supplies in preparation for an emergency.....	1	2
Campaigned or advocated for an issue, cause or candidate.....	1	2
Contacted Polk County (in-person, phone, email or web) for help or information.....	1	2
Contacted Polk County elected officials (in-person, phone, email or web) to express your opinion.....	1	2

8. In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Polk County?

	<i>2 times a week or more</i>	<i>2-4 times a month</i>	<i>Once a month or less</i>	<i>Not at all</i>
Used Polk County recreation centers or their services.....	1	2	3	4
Visited a neighborhood park or County park.....	1	2	3	4
Used Polk County public libraries or their services.....	1	2	3	4
Participated in religious or spiritual activities in Polk County.....	1	2	3	4
Attended a County-sponsored event.....	1	2	3	4
Used bus, rail, subway or other public transportation instead of driving.....	1	2	3	4
Carpooled with other adults or children instead of driving alone.....	1	2	3	4
Walked or biked instead of driving.....	1	2	3	4
Volunteered your time to some group/activity in Polk County.....	1	2	3	4
Participated in a club.....	1	2	3	4
Talked to or visited with your immediate neighbors.....	1	2	3	4
Done a favor for a neighbor.....	1	2	3	4

9. Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or listened to a local public meeting?

	<i>2 times a week or more</i>	<i>2-4 times a month</i>	<i>Once a month or less</i>	<i>Not at all</i>
<u>Attended</u> a local public meeting.....	1	2	3	4
<u>Listened online</u> to a local public meeting.....	1	2	3	4

The Polk County 2014 Citizen Survey

10. Please rate the quality of each of the following services in Polk County:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Police/Sheriff services.....	1	2	3	4	5
Fire services.....	1	2	3	4	5
Ambulance or emergency medical services	1	2	3	4	5
Crime prevention.....	1	2	3	4	5
Fire prevention and education.....	1	2	3	4	5
Traffic enforcement	1	2	3	4	5
Street repair	1	2	3	4	5
Street cleaning	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Snow removal	1	2	3	4	5
Sidewalk maintenance	1	2	3	4	5
Traffic signal timing.....	1	2	3	4	5
Bus or transit services.....	1	2	3	4	5
Garbage collection.....	1	2	3	4	5
Recycling	1	2	3	4	5
Yard waste pick-up	1	2	3	4	5
Storm drainage	1	2	3	4	5
Drinking water.....	1	2	3	4	5
Sewer services	1	2	3	4	5
Power (electric and/or gas) utility.....	1	2	3	4	5
Utility billing.....	1	2	3	4	5
County parks.....	1	2	3	4	5
Recreation programs or classes.....	1	2	3	4	5
Recreation centers or facilities	1	2	3	4	5
Land use, planning and zoning.....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.)	1	2	3	4	5
Animal control.....	1	2	3	4	5
Economic development	1	2	3	4	5
Health services	1	2	3	4	5
Public library services	1	2	3	4	5
Public information services	1	2	3	4	5
Cable television.....	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations).....	1	2	3	4	5
Preservation of natural areas such as open space, farmlands and greenbelts	1	2	3	4	5
Polk County open space.....	1	2	3	4	5
County-sponsored special events	1	2	3	4	5
Overall customer service by Polk County employees (police, receptionists, planners, etc.)	1	2	3	4	5

11. Overall, how would you rate the quality of the services provided by each of the following?

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Polk County	1	2	3	4	5
The Federal Government	1	2	3	4	5

12. Please rate the following categories of Polk County government performance:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The value of services for the taxes paid to Polk County	1	2	3	4	5
The overall direction that Polk County is taking	1	2	3	4	5
The job Polk County government does at welcoming citizen involvement	1	2	3	4	5
Overall confidence in Polk County government.....	1	2	3	4	5
Generally acting in the best interest of the community	1	2	3	4	5
Being honest.....	1	2	3	4	5
Treating all residents fairly	1	2	3	4	5

13. Please rate how important, if at all, you think it is for the Polk County community to focus on each of the following in the coming two years:

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>
Overall feeling of safety in Polk County.....	1	2	3	4
Overall ease of getting to the places you usually have to visit.....	1	2	3	4
Quality of overall natural environment in Polk County	1	2	3	4
Overall “built environment” of Polk County (including overall design, buildings, parks and transportation systems)	1	2	3	4
Health and wellness opportunities in Polk County	1	2	3	4
Overall opportunities for education and enrichment.....	1	2	3	4
Overall economic health of Polk County.....	1	2	3	4
Sense of community.....	1	2	3	4

14. Have you or a family member been to a Polk County Community or Senior Center?

- Yes → Go to Question 15 No → Go to Question 16

15. If yes, please rate them on the following:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Friendliness of staff.....	1	2	3	4	5
Helpfulness of staff.....	1	2	3	4	5
Cleanliness of building.....	1	2	3	4	5
Building was safe.....	1	2	3	4	5
Variety of activities/services	1	2	3	4	5
Nutrition of congregate meals.....	1	2	3	4	5
Taste of congregate meals.....	1	2	3	4	5

16. Please indicate how much you agree or disagree with the following statements about the Iowa Events Center (including Community Choice Credit Union Veterans Hall, HyVee Hall, and Wells Fargo Arena):

	<i>Strongly agree</i>	<i>Somewhat agree</i>	<i>Neither agree nor disagree</i>	<i>Somewhat disagree</i>	<i>Strongly disagree</i>	<i>Don't know</i>
The Iowa Events Center provides a diverse variety of affordable entertainment for my family to enjoy.....	1	2	3	4	5	6
When I visit the Iowa Events Center the staff is courteous and helpful during my visit.....	1	2	3	4	5	6
The Iowa Events Center facilities are clean and welcoming when I attend events held there	1	2	3	4	5	6
The Iowa Events Center, and the events it attracts, is a benefit to Polk County and its residents	1	2	3	4	5	6

17. Please indicate how much you agree or disagree with the followings statements about the Des Moines Area Regional Transit Authority (DART):

	<i>Strongly agree</i>	<i>Somewhat agree</i>	<i>Neither agree nor disagree</i>	<i>Somewhat disagree</i>	<i>Strongly disagree</i>	<i>Don't know</i>
A region as large as the Des Moines area needs a good transit system.....	1	2	3	4	5	6
DART manages the transit buses to meet the public's current transportation needs.....	1	2	3	4	5	6
DART is important because it is the only transportation for many people	1	2	3	4	5	6
DART is safe	1	2	3	4	5	6
DART has worked toward planning for the public's future transportation needs	1	2	3	4	5	6
Using DART is convenient for me	1	2	3	4	5	6
DART provides me the mobility and freedom to do what I most want to do.....	1	2	3	4	5	6
DART will be more important to me in the future	1	2	3	4	5	6
The Des Moines region should invest more in public transit.....	1	2	3	4	5	6

The Polk County 2014 Citizen Survey

Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

D1. How often, if at all, do you do each of the following, considering all of the times you could?

	<i>Never</i>	<i>Rarely</i>	<i>Sometimes</i>	<i>Usually</i>	<i>Always</i>
Recycle at home	1	2	3	4	5
Purchase goods or services from a business located in Polk County	1	2	3	4	5
Eat at least 5 portions of fruits and vegetables a day	1	2	3	4	5
Participate in moderate or vigorous physical activity	1	2	3	4	5
Read or watch local news (via television, paper, computer, etc.)	1	2	3	4	5
Vote in local elections.....	1	2	3	4	5

D2. Would you say that in general your health is:

- Excellent
 Very good
 Good
 Fair
 Poor

D3. What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:

- Very positive
 Somewhat positive
 Neutral
 Somewhat negative
 Very negative

D4. What is your employment status?

- Working full time for pay
 Working part time for pay
 Unemployed, looking for paid work
 Unemployed, not looking for paid work
 Fully retired

D5. Do you work inside the boundaries of Polk County?

- Yes, outside the home
 Yes, from home
 No

D6. How many years have you lived in Polk County?

- Less than 2 years 11-20 years
 2-5 years More than 20 years
 6-10 years

D7. Which best describes the building you live in?

- One family house detached from any other houses
 Building with two or more homes (duplex, townhome, apartment or condominium)
 Mobile home
 Other

D8. Is this house, apartment or mobile home...

- Rented
 Owned

D9. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?

- Less than \$300 per month
 \$300 to \$599 per month
 \$600 to \$999 per month
 \$1,000 to \$1,499 per month
 \$1,500 to \$2,499 per month
 \$2,500 or more per month

D10. Do any children 17 or under live in your household?

- No Yes

D11. Are you or any other members of your household aged 65 or older?

- No Yes

D12. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)

- Less than \$25,000
 \$25,000 to \$49,999
 \$50,000 to \$99,999
 \$100,000 to \$149,999
 \$150,000 or more

Please respond to both questions D13 and D14:

D13. Are you Spanish, Hispanic or Latino?

- No, not Spanish, Hispanic or Latino
 Yes, I consider myself to be Spanish, Hispanic or Latino

D14. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)

- American Indian or Alaskan Native
 Asian, Asian Indian or Pacific Islander
 Black or African American
 White
 Other

D15. In which category is your age?

- 18-24 years 55-64 years
 25-34 years 65-74 years
 35-44 years 75 years or older
 45-54 years

D16. What is your sex?

- Female Male

D17. Do you consider a cell phone or land line your primary telephone number?

- Cell Land line Both

Thank you for completing this survey. Please return the completed survey in the postage-paid envelope to: National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502



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