



Community Preferences and Priorities Survey

City Communications and Engagement Practices

www.desmoineswa.gov



PLEASE TELL US WHAT YOU THINK!

Des Moines is a diverse community, and the needs of our community members are evolving as the city grows. The City is assessing our communication practices to better understand your needs so we can develop goals and priorities to improve the effectiveness and efficiency of the City’s communication efforts with people who live, work, or visit Des Moines.



- Please take a few moments to complete this 15 question survey.
- All questions are optional and information you share will remain anonymous
- Your feedback will help create a more informed, engaged, and thriving Des Moines!



Completing this survey should take approximately 10 minutes

To complete the survey online visit: <https://bit.ly/WaterlandCitySurvey>



Mail hardcopy survey responses to the City by Oct. 5th, 2023.

City of Des Moines

Attn: Community Communications Survey

21630 11th Avenue S, Suite A, Des Moines, WA 98198

1. What option below best describes your connection to the Des Moines community and for how long?
(Please check any options that apply to you)

	2 years or less	3-10 years	11-20 years	Over 20 years
I live in residential property in Des Moines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I live in a multifamily property in Des Moines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I work in or own a for profit business in Des Moines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I work in or own a nonprofit organization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I like to visit Des Moines but do not live or work in the city	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Prefer not to say	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. Overall, how good are the City's current communication and engagement efforts when it comes to keeping you informed or addressing community interests?

- Excellent
- Good
- Satisfactory
- Needs Improvement
- Unsatisfactory

3. Overall, are the communications put out by the City helpful and easy to understand?

- Yes
- No
- No Opinion / Do not know

Are there any improvements you would recommend and to which channel, publication, type of communication?

4. Overall, how satisfied are you with the frequency and timeliness of the City's communications?

- Very satisfied
- Somewhat satisfied
- Neutral / Do not know
- Somewhat dissatisfied
- Very dissatisfied

Please share any improvements you would recommend below:

5. Which of the following sources do you prefer use when looking for information related to City of Des Moines news, updates, or services? (Make up to 8 selections)

- City of Des Moines website
- The City's Facebook page

- Des Moines Community Facebook Pages
- The City's YouTube channel
- City Currents magazine
- City Council Meetings
- Community meetings or town halls
- Email, phone, or in-person communication with City staff
- Email, phone, or in-person communication with a City Councilmember
- Visiting the assistance counter at City Hall
- A Councilmembers personal blog, website, or social media platform
- Neighborhood-based activities with City Staff or Council (such as informal conversation forums, walking tours, or site visits)
- Public Access TV (Comcast Channel 21)
- Posters, Flyers, or Factsheets at Key Locations in the Community
- Other, please specify below:

6. Is there content you would like to see more of in the City's communications? (Select all that apply)

- Official City news and updates on initiatives and projects
- City or community events and activities
- Community initiatives, projects, or highlights
- City Council news and updates
- Opportunities to provide public comment on important issues, topics, or decisions being made in City government
- Visual content (photos, videos, infographics)
- Other, please specify below:

7. Have you ever attended City-hosted meetings or events and what was your experience. (Select all that apply)

- I have attended a past meeting or event and the experience was positive
- I have attended a past meeting or event and the experience was negative
- I have not attended a past meeting or event
- I would like to attend future meetings or events
- I do not plan to attend a future City-hosted meeting or event

Please provide any additional information or comment related to this question below:

8. How easy is it to find and access the information you need on the City's website?

- Very easy
- Moderately easy
- Neutral / No Opinion
- Not very easy
- Not at all easy

Please share any improvements you would recommend below:

9. If you previously visited the City's webpage, why did you visit and did you find what you needed?

10. Would you recommend any of the following improvements to the City's webpage? (Select all that apply)

- Clarity of content
- Purpose of content
- Language choices
- Visual and graphics
- Ease of navigation
- Overall effectiveness
- I don't have recommended improvements
- Other, please specify below:

11. How easy is it to get helpful information or assistance in a timely manner when you engage with City staff by phone, email, or in-person?

- Very easy
- Moderately easy
- Neutral
- Not very easy
- Not at all easy

Please share any improvements you would recommend below:

Optional Demographic Questions

Demographic questions help us understand who is participating and how well community engagement efforts or input gathered reflect the diversity of our community.

Age

- Under 18
- 18-24
- 25-44
- 45-64
- 65 and over

Gender

- Male
- Female
- Transgender
- Non-binary
- Other
- Prefer not to answer

Race/Ethnicity

- Caucasian
- African American
- Latino or Hispanic
- Asian
- Native American
- Native Hawaiian or Pacific Islander
- Other
- Prefer not to say, Unknown

Disability

- Hearing
- Vision
- Cognitive/Mental
- Ambulatory/Mobility
- Self-care Difficulty
- Other

Language Access

The most common languages spoken in King County are listed below. Please tell us what language makes it easiest for you to get information or participate in City of Des Moines activities.

- Spanish
- Vietnamese
- Russian
- Somali
- Chinese
- Korean
- Ukrainian
- Amharic
- Punjabi
- Tagalog
- Prefer not to say
- Cambodian
- Laotian
- Japanese
- Hindi
- Arabic
- Farsi
- Tigrinya
- Oromo
- French
- Samoan
- Other, please specify:



Thank you for your participation!

Your feedback will be used to help identify opportunities to improve our communication tools and practices.