

Per script, verify identity and address of respondent. Screen and end call and or move on to survey instrument:

Instrument designed to take approximately 10 to 15 minutes.

Section 1: Overall Satisfaction with the Community

1. Please rate your overall satisfaction with the major categories of services provided by the City of Windsor Heights. Please rate each item on a scale of 1 to 5 where 5 means “very satisfied” and 1 means “very dissatisfied”. (Respondent may also answer “don’t know”, but do not read this option to them and only record if it is the answer they volunteer.)

How satisfied are you with:		5	4	3	2	1	Don't Know
A.	Overall quality of customer service you receive from City employees?						
B.	Accessibility of City management?						
C.	Accessibility of City elected officials?						
D.	Quality of police services and protection.						
E.	Quality of fire and ambulance services.						
F.	Enforcement of City codes and ordinances.						
G.	Quality of solid waste and recycling services.						
H.	Maintenance of city streets, sidewalks, and infrastructure?						
I.	Effectiveness of City communication with the public?						
J.	Overall attractiveness of the community?						
K.	Quality of City parks and recreation facilities?						
L.	Overall feeling of safety in the community?						
M.	Overall quality of life Windsor Heights offers its citizens?						

2. What ONE aspect of living in Windsor Heights does the most to improve your quality of life? (OPEN-ENDED)
3. What THREE areas of City services or projects do you think City leaders should give the most attention to over the next two years? (QUASI-OPEN)
 - 1st Priority_____
 - 2nd Priority_____
 - 3rd Priority_____

4. Have you contacted the City with a service request, question, or complaint during the past year, or received service from any City employee?
- Yes _____
 - No _____

IF YES MOVE TO QUESTIONS 4B and 4C

4B. Which departments have you contacted or received service from? (Open-ended)

4C. In general, how would you rate the customer service you received from City staff? Excellent, Good, Average, Poor, or Very Poor.

Section 2: Citizens Satisfaction by Department

Police Department

5. General Police questions. Please rate each item on a scale of 1 to 5 where 5 means “very satisfied” and 1 means “very dissatisfied”. (Respondent may also answer “don’t know”, but do not read this option to them and only record if it is the answer they volunteer.)

How satisfied are you with:		5	4	3	2	1	Don't Know
A.	Professionalism of police officers?						
B.	Enforcement of traffic laws?						
C.	Police Efforts to prevent crime?						
D.	Responsiveness of police to complaints?						
E.	Responsiveness of police to investigations of criminal offenses?						
F.	The Vacation House Check Program?						
G.	Quality of Animal Control?						
H.	Visibility of police around the city?						
I.	Quality of community education programs?						

6. What ONE Police service or program should receive the most attention from City leaders over the next two years? (QUASI-OPEN)
- 1st Priority _____

Fire Department

7. General fire and emergency medical service questions: Please rate each item on a scale of 1 to 5 where 5 means “very satisfied” and 1 means “very dissatisfied”. (Respondent may also answer “don’t know”, but do not read this option to them and only record if it is the answer they volunteer.)

How satisfied are you with:		5	4	3	2	1	Don't Know
A.	How quickly fire department personnel respond to emergencies?						
B.	Quality of ambulance and paramedic services?						
C.	Professionalism of fire department personnel?						
D.	Quality of fire safety and education programs?						
E.	Carbon monoxide and smoke detector programs?						
F.	Programs to monitor blood pressure of residents?						

8. What ONE Fire and Emergency Medical service or program should receive the most attention from City leaders over the next two years? (QUASI-OPEN)

- 1st Priority_____

Public Works Department

9. General public works questions. Please rate each item on a scale of 1 to 5 where 5 means “very satisfied” and 1 means “very dissatisfied”. (Respondent may also answer “don’t know”, but do not read this option to them and only record if it is the answer they volunteer.)

How satisfied are you with:		5	4	3	2	1	Don't Know
A.	Condition of city streets?						
B.	Condition of city sidewalks?						
C.	Snow removal on major streets?						
D.	Snow removal on YOUR street?						
E.	Mow and tree trimming along City property?						
F.	Cleanliness of city streets and public areas?						
G.	Maintenance of storm sewer system?						
H.	Adequacy of street lighting?						
I.	Maintenance and adequacy of street signage?						

10. What ONE Public Works service or program should receive the most attention from City leaders over the next two years? (QUASI-OPEN)

- 1st Priority_____

11. Do you feel that the City’s sidewalk system is adequate for pedestrian mobility?

- Yes_____
- No_____

12. Do you feel the City should add sidewalks to improve safety and connect pedestrians with areas such as schools, parks, trails, and the Town Center?

- Yes_____
- No_____

13. Do you want the City to install sidewalks on YOUR Street?

- Yes_____
- No_____

Culture, Parks and Recreation

14. General parks and recreation questions. Please rate each item on a scale of 1 to 5 where 5 means “very satisfied” and 1 means “very dissatisfied”. (Respondent may also answer “don’t know”, but do not read this option to them and only record if it is the answer they volunteer.)

How satisfied are you with:		5	4	3	2	1	Don't Know
A.	Condition and Walkability of the Colby Trail.						
B.	Condition of the Shelterhouse at Colby Park						
C.	Special event programming at Colby Park?						
H.	The Colby Park Redevelopment Project.						
I.	Lions Park Redevelopment Project.						
J.	Playground facilities at Cowles School and Clive Elementary?						
K.	Quality of City parks and recreation opportunities.						

15. Have you used or visited Colby Park, Colby Trail, Windsor Heights Lions Park, the Colby Park Shelterhouse, or the playground facilities at Cowles School and Clive Elementary in the last year?

- Yes_____
- No_____

16. Have you attended the following special event:

- Fourth of July- Yes____ No____
- Movies in the Park- Yes____ No____
- Music in the Park- Yes____ No____
- Fireman’s Pancake Day- Yes____ No____
- Windsor Heights Annual Mini-Marathon (WHAMM)- Yes____ No____
- Oktoberfest at Colby Park- Yes____ No____
- Windsor Wonderland- Yes____ No____

17. Have you used Des Moines area regional library services in the last year? -
Yes____ No____

18. What ONE Culture, Parks, and Recreation Services service or program should receive the most attention from City leaders over the next two years? (QUASI-OPEN)

- 1st Priority_____

City Solid Waste, Recycling, and Water Services

19. General questions gauging perception of solid waste, recycling, and water services. Please rate each item on a scale of 1 to 5 where 5 means “very satisfied” and 1 means “very dissatisfied”. (Respondent may also answer “don’t know”, but do not read this option to them and only record if it is the answer they volunteer.)

How satisfied are you with:		5	4	3	2	1	Don’t Know
A.	Residential Trash Collection services						
B.	Curbside recycling services.						
C.	City building inspection services.						
D.	Large item pick-up/removal (such as appliances).						
E.	Overall quality of Artistic Waste Systems (the City’s contracted service provider).						
F.	Residential water services.						
G.	Overall quality of Des Moines Water Works..						

20. What ONE City Solid Waste, Recycling, and Water Services service or program should receive the most attention from City leaders over the next two years? (QUASI-OPEN)

- 1st Priority_____

21. Would you prefer the City directly provide residential trash collection and curbside recycling services?

- Yes_____

- No _____

22. Would you be willing to pay more for trash and recycling services if it meant the City was directly accountable for the services?

- Yes _____
- No _____

Community Development

23. General community development questions: Please rate each item on a scale of 1 to 5 where 5 means “very satisfied” and 1 means “very dissatisfied”. (Respondent may also answer “don’t know”, but do not read this option to them and only record if it is the answer they volunteer.)

How satisfied are you with:		5	4	3	2	1	Don't Know
A.	Quality of redevelopment in the City						
B.	The Town Center Project at 66 th and University Avenue.						
C.	City building inspection services.						
D.	Enforcing the clean up of junk and debris on private property.						
E.	Enforcing the mowing and cutting of weeds on private property.						
F.	Enforcement of sign regulations.						
G.	City efforts to remove abandoned or inoperative vehicles.						
H.	Professionalism of Community Development and Code Enforcement personnel.						

24. What ONE Community Development service or program should receive the most attention from City leaders over the next two years? (QUASI-OPEN)

- 1st Priority _____

City Communication

25. General City communication questions: Please rate each item on a scale of 1 to 5 where 5 means “very satisfied” and 1 means “very dissatisfied”. (Respondent may also answer “don’t know”, but do not read this option to them and only record if it is the answer they volunteer.)

How satisfied are you with:		5	4	3	2	1	Don't Know
A.	Overall effectiveness of City efforts to keep the public informed on programs and services.						
B.	Quality of the City’s website.						
C.	Quality of the City’s newsletter (included in the water bill).						
D.	Coverage of Windsor Heights’ news in local media?						
E.	Quality of budget and other information relating to City operations?						
F.	Efforts of City staff to effectively deal with questions and concerns of the public.						

26. Have you or any members of your household accessed the City of Windsor Heights’ website in the last year?

- Yes_____
- No_____

27. Do you or any members of your household regularly read the City’s newsletter included in the water bill?

- Yes_____
- No_____

28. Do you or any members of your household regularly read the Windsor Heights/Des Moines West Community Section of the Des Moines Register?

- Yes_____
- No_____

Demographic Data?