

Windsor Heights Community Satisfaction Survey Results
(Please note that due to rounding, some percentages may not equal exactly 100%.)
March 2010

1. Are you still a resident of Windsor Heights?

1 = Yes 350
 2 = No 17

1. What is your current address?

Precinct 1= 95
 Precinct 2=145
 Precinct 3=127

Section 1: Overall Satisfaction with the Community

3. Please rate your overall satisfaction with the 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”.

| How satisfied are you with: | Very Satisfied 5 | 4 | 3 | 2 | Very Dissatisfied 1 | DK 8 | REF 9 |
|---|--|------------|-----------|----------|------------------------|-----------|----------|
| A. Accessibility of City staff? Of those responding: Satisfied or better = 95% Above Avg = 81% Dissatisfied = 3% Very Dissatisfied = 2% | 157 45% | 104 30% | 45 13% | 9 3% | 6 2% | 29 8% | 0 0% |
| | Total Responses (including DK and Refusals) | | | | | | |
| | Satisfied or better = 88% | | | | Above Avg = 75% | | |
| | Very or Dissatisfied = 5% | | | | DK or refused = 8% | | |
| B. Accessibility of City elected officials? Of those responding: Satisfied or better = 94% Above Avg = 77% Dissatisfied = 4% Very Dissatisfied = 2% | 122 35% | 97 28% | 51 15% | 10 3% | 6 2% | 64 18% | 0 0% |
| | Total Responses (including DK and Refusals) | | | | | | |
| | Satisfied or better = 78% | | | | Above Avg = 63% | | |
| | Very or Dissatisfied = 5% | | | | DK or refused = 18% | | |
| C. Quality of police services and protection. Of those responding: Satisfied or better = 98% Above Avg = 91% Dissatisfied = 1% Very Dissatisfied = 1% | 245 70% | 73 21% | 23 7% | 5 1% | 2 1% | 2 1% | 0 0% |
| | Total Responses (including DK and Refusals) | | | | | | |
| | Satisfied or better = 98% | | | | Above Avg = 91% | | |
| | Very or Dissatisfied = 2% | | | | DK or refused = 1% | | |
| D. Quality of fire and ambulance services. Of those responding: Satisfied or better = 98% Above Avg = 100% Dissatisfied = 0% Very Dissatisfied = 0% | 265 76% | 54 15% | 6 2% | 0 0% | 0 0% | 25 7% | 0 0% |
| | Total Responses (including DK and Refusals) | | | | | | |
| | Satisfied or better = 93% | | | | Above Avg = 91% | | |
| | Very or Dissatisfied = 0% | | | | DK or refused = 7% | | |

| | | Very Satisfied | 4 | 3 | 2 | Very Dissatisfied | DK | REF |
|--|--|---|------------|-----------|----------|-------------------|-----------|---------|
| How satisfied are you with: | | 5 | | | | 1 | 8 | 9 |
| E. | Enforcement of City codes and ordinances. | 113 32% | 100 29% | 68 19% | 21 6% | 18 5% | 30 9% | 0 0% |
| Of those responding: Satisfied or better = 88% Above Avg = 67% Dissatisfied = 7% Very Dissatisfied = 6% | | Total Responses (including DK and Refusals) Satisfied or better = 80% Above Avg = 61% Very or Dissatisfied = 11% DK or refused =9% | | | | | | |
| F. | Quality of solid waste (garbage) services. | 209 60% | 93 27% | 28 8% | 4 1% | 1 0% | 15 2% | 0 0% |
| Of those responding: Satisfied or better = 99% Above Avg = 90% Dissatisfied = 1% Very Dissatisfied = 0% | | Total Responses (including DK and Refusals) Satisfied or better = 95% Above Avg = 87% Very or Dissatisfied = 1% DK or refused =2% | | | | | | |
| G. | Quality of our new recycling program? | 250 71% | 61 17% | 18 5% | 0 0% | 4 1% | 17 5% | 0 0% |
| Of those responding: Satisfied or better = 99% Above Avg = 93% Dissatisfied = 0% Very Dissatisfied = 1% | | Total Responses (including DK and Refusals) Satisfied or better = 93% Above Avg = 88% Very of Dissatisfied = 1% DK or refused =5% | | | | | | |
| H. | Maintenance of city streets? | 125 36% | 120 34% | 75 21% | 25 7% | 4 1% | 1 0% | 0 0% |
| Of those responding: Satisfied or better = 92% Above Avg = 70% Dissatisfied = 7% Very Dissatisfied = 1% | | Total Responses (including DK and Refusals) Satisfied or better = 91% Above Avg = 70% Very or Dissatisfied = 8% DK or refused =0% | | | | | | |
| I. | The maintenance of city sewers? | 125 36% | 83 24% | 71 20% | 17 5% | 7 2% | 47 13% | 0 0% |
| Of those responding: Satisfied or better = 92% Above Avg = 69% Dissatisfied = 6% Very Dissatisfied = 2% | | Total Responses (including DK and Refusals) Satisfied or better = 80% Above Avg = 60% Very or Dissatisfied = 7% DK or refused =13% | | | | | | |
| J. | Effectiveness of City communication with the public? | 136 39% | 110 31% | 65 19% | 16 5% | 14 4% | 8 2% | 1 0% |
| Of those responding: Satisfied or better = 91% Above Avg = 72% Dissatisfied = 5% Very Dissatisfied = 4% | | Total Responses (including DK and Refusals) Satisfied or better = 89% Above Avg = 70% Very or Dissatisfied = 9% DK or refused =2% | | | | | | |

| | | Very Satisfied | 4 | 3 | 2 | Very Dissatisfied | DK | REF |
|--|--|---|------------|--------------------------------------|----------|-------------------|----------|---------|
| How satisfied are you with: | | 5 | | | | 1 | 8 | 9 |
| K. | Overall attractiveness of the community? | 148 42% | 140 40% | 53 15% | 7 2% | 0 0% | 2 1% | 0 0% |
| Of those responding: Satisfied or better = 98% Above Avg = 83% Dissatisfied = 2% Very Dissatisfied = 0% | | Total Responses (including DK and Refusals) Satisfied or better = 97% Very or Dissatisfied = 2% | | Above Avg = 82% DK or refused =1% | | | | |
| L. | Quality of City parks and recreation facilities? | 149 43% | 118 34% | 46 13% | 11 3% | 3 1% | 22 6% | 1 0% |
| Of those responding: Satisfied or better = 96% Above Avg = 82% Dissatisfied = 3% Very Dissatisfied = 1% | | Total Responses (including DK and Refusals) Satisfied or better = 90% Very or Dissatisfied = 4% | | Above Avg = 77% DK or refused =6% | | | | |
| M | Overall feeling of safety in the community? | 222 63% | 106 30% | 17 5% | 2 1% | 1 0% | 2 0% | 0 0% |
| Of those responding: Satisfied or better = 99% Above Avg = 94% Dissatisfied = 1% Very Dissatisfied = 0% | | Total Responses (including DK and Refusals) Satisfied or better = 98% Very of Dissatisfied = 1% | | Above Avg = 93% DK or refused =0% | | | | |
| N | Overall quality of life Windsor Heights offers its citizens? | 101 29% | 113 32% | 82 23% | 25 7% | 13 4% | 16 5% | 0 0% |
| Of those responding: Satisfied or better = 99% Above Avg = 91% Dissatisfied = 1% Very Dissatisfied = 0% | | Total Responses (including DK and Refusals) Satisfied or better = 84% Very of Dissatisfied = 11% | | Above Avg = 61% DK or refused =5% | | | | |

4. What ONE aspect of living in Windsor Heights does the most to improve your quality of life?
(OPEN-ENDED)

***SEE APPENDIX 1**

5. How much emphasis do you think City leaders should give the following areas over the next two years? Here the scale is also 1 to 5, where 5 means “most emphasis” and 1 means “least emphasis.”

| How much emphasis should be given to: | | Most Emphasis | | | | Least Emphasis | | DK | REF |
|---------------------------------------|---|--|------------|-----------|-----------|--------------------|----------|---------|-----|
| | | 5 | 4 | 3 | 2 | 1 | 8 | 9 | |
| A. | Development, including redevelopment of existing commercial areas, support for existing businesses, and the City’s economic development grant program to promote job retention or creation? | 101 29% | 113 32% | 82 23% | 25 7% | 13 4% | 16 5% | 0 0% | |
| Of those responding: | | Total Responses (including DK and Refusals) | | | | | | | |
| Emphasize = 89% | | Emphasize = 84% | | | | Above Avg = 61% | | | |
| Above Avg = 64% | | Less emphasis = 11% | | | | DK or refused = 5% | | | |
| Less emphasis = 11% | | | | | | | | | |
| B. | Public Safety, including the police, fire, building and code enforcement? | 212 61% | 91 26% | 36 10% | 4 1% | 3 1% | 4 1% | 0 0% | |
| Of those responding: | | Total Responses (including DK and Refusals) | | | | | | | |
| Emphasize = 98% | | Emphasize = 97% | | | | Above Avg = 87% | | | |
| Above Avg = 88% | | Less emphasis = 2% | | | | DK or refused = 1% | | | |
| Less emphasis = 2% | | | | | | | | | |
| C. | Infrastructure, including streets, water, storm water and sanitary sewer? | 202 58% | 115 33% | 25 7% | 2 1% | 2 1% | 4 1% | 0 0% | |
| Of those responding: | | Total Responses (including DK and Refusals) | | | | | | | |
| Emphasize = 99% | | Emphasize = 98% | | | | Above Avg = 91% | | | |
| Above Avg = 92% | | Less emphasis = 2% | | | | DK or refused = 1% | | | |
| Less emphasis = 1% | | | | | | | | | |
| D. | Recreation and Culture, including parks, programming, and participation in regional efforts such as the regional library system and regional arts initiative? | 89 25% | 118 34% | 91 26% | 26 7% | 11 3% | 15 7% | 0 0% | |
| Of those responding: | | Total Responses (including DK and Refusals) | | | | | | | |
| Emphasize = 89% | | Emphasize = 85% | | | | Above Avg = 59% | | | |
| Above Avg = 62% | | Less emphasis = 10% | | | | DK or refused = 7% | | | |
| Less emphasis = 11% | | | | | | | | | |
| E. | Adding more sidewalks and improving the sidewalks that are in place? | 76 22% | 54 15% | 92 26% | 61 17% | 64 18% | 2 1% | 1 0% | |
| Of those responding: | | Total Responses (including DK and Refusals) | | | | | | | |
| Emphasize = 64% | | Emphasize = 63% | | | | Above Avg = 37% | | | |
| Above Avg = 38% | | Less emphasis = 35% | | | | DK or refused = 1% | | | |
| Less emphasis = 36% | | | | | | | | | |

6. How important do you think the following areas are on a scale of 1 to 5, with 5 being the ‘most important’ and 1 being “least important”?

| How important is: | Most Important | | | | Least Important | | DK | REF |
|---|---|-----------|------------|-----------|--|-----------|---------|-----|
| | 5 | 4 | 3 | 2 | 1 | 8 | 9 | |
| A. Putting power lines underground? | 85 24% | 59 17% | 118 34% | 45 13% | 28 8% | 15 4% | 0 0% | |
| Of those responding: Important or better = 78% Above Avg = 43% Less important = 22% | Total Responses (including DK and Refusals) Important or better = 75% Less important = 21% | | | | Above Avg = 41% DK or refused = 4% | | | |
| B. Developing “green initiatives” such as creating a community sustainability plan? | 65 19% | 84 24% | 106 30% | 31 9% | 21 6% | 42 12% | 1 0% | |
| Of those responding: Important or better = 83% Above Avg = 49% Less important = 17% | Total Responses (including DK and Refusals) Important or better = 73% Less important = 15% | | | | Above Avg = 43% DK or refused = 12% | | | |

7. During the past year, have you contacted the City with a service request, question, complaint, or received service from any City employee?

1 = Yes 190 54%
2 = No 160 46%
9 = Refuse 0 0%

IF NO GO TO SECTION 2

| | | Yes | No | DK | REF |
|---|---|------------|------------|---------|---------|
| Which department have you contacted or received services from: | | | | | |
| A. | City staff | 137 72% | 51 27% | 2 1% | 0 0% |
| B. | Fire and Rescue | 43 23% | 147 77% | 0 0% | 0 0% |
| C. | Police Department | 91 48% | 99 52% | 0 0% | 0 0% |
| D. | Code Enforcement & Building Inspections | 46 24% | 142 75% | 2 1% | 0 0% |
| E. | Public Works | 69 36% | 119 63% | 2 1% | 0 0% |

The following questions were asked only about the departments from which services were received.

8. In general, how would you rate the customer service you received from City staff? Please rate each item on a scale of 1 to 5 where 5 means “very satisfied” and 1 means “very dissatisfied”.

| In general how would you rate the contact or customer service you received from: | Very Satisfied | | | | Very Dissatisfied | | DK | REF |
|--|---|-----------|-----------|----------|-------------------|---------|---------|-----|
| | 5 | 4 | 3 | 2 | 1 | 8 | 9 | |
| A. City Staff | 64 47% | 43 31% | 19 14% | 6 4% | 5 4% | 0 0% | 0 0% | |
| Of those responding: Satisfied or better = 92% Above Avg = 78% Dissatisfied = 4% Very Dissatisfied = 4% | Total Responses (including DK and Refusals) Satisfied or better = 92% Above Avg = 78% Very or Dissatisfied = 8% DK or refused = 0% | | | | | | | |
| B. Fire and Rescue | 39 91% | 4 9% | 0 0% | 0 0% | 0 0% | 0 0% | 0 0% | |
| Of those responding: Satisfied or better = 100% Above Avg = 100% Very or Dissatisfied = 0% | Total Responses (including DK and Refusals) Satisfied or better = 100% Above Avg = 100% Very or Dissatisfied = 0% DK or refused = 0% | | | | | | | |
| C. Police Department | 63 69% | 19 21% | 6 7% | 1 1% | 2 2% | 0 0% | 0 0% | |
| Of those responding: Satisfied or better = 97% Above Avg = 90% Dissatisfied = 1% Very Dissatisfied = 2% | Total Responses (including DK and Refusals) Satisfied or better = 97% Above Avg = 90% Very or Dissatisfied = 3% DK or refused = 0% | | | | | | | |
| D. Code Enforcement and Building Inspections | 16 35% | 10 22% | 6 13% | 6 13% | 7 15% | 1 2% | 0 0% | |
| Of those responding: Satisfied or better = 71% Above Avg = 58% Dissatisfied = 13% Very Dissatisfied = 16% | Total Responses (including DK and Refusals) Satisfied or better = 70% Above Avg = 57% Very or Dissatisfied = 28% DK or refused = 2% | | | | | | | |
| E. Public Works | 43 62% | 13 19% | 3 4% | 3 4% | 6 9% | 1 1% | 0 0% | |
| Of those responding: Satisfied or better = 87% Above Avg = 82% Dissatisfied = 4% Very Dissatisfied = 9% | Total Responses (including DK and Refusals) Satisfied or better = 85% Above Avg = 81% Very or Dissatisfied = 13% DK or refused = 1% | | | | | | | |

Section 2: Citizens Satisfaction by Department

Police Department

9. Please rate each item on a scale of 1 to 5 where 5 means “very satisfied” and 1 means “very dissatisfied.”

| How satisfied are you with: | | Very Satisfied | | | | Very Dissatisfied | DK | REF |
|--|--|--|-----------|-----------|----------|-------------------|------------|---------|
| | | 5 | 4 | 3 | 2 | 1 | 8 | 9 |
| A. | Professionalism of police officers? | 227 65% | 76 22% | 19 5% | 5 1% | 1 0% | 22 6% | 0 0% |
| Of those responding: Satisfied or better = 98% Above Avg = 92% Dissatisfied = 2% Very Dissatisfied = 0% | | Total Responses (including DK and Refusals) Satisfied or better = 92% Above Avg = 87% Very or Dissatisfied = 1% DK or refused = 6% | | | | | | |
| B. | Enforcement of traffic laws? | 182 52% | 94 27% | 37 11% | 14 4% | 12 3% | 10 3% | 1 0% |
| Of those responding: Satisfied or better = 92% Above Avg = 81% Dissatisfied = 4% Very Dissatisfied = 4% | | Total Responses (including DK and Refusals) Satisfied or better = 90% Above Avg = 79% Very or Dissatisfied = 7% DK or refused = 3% | | | | | | |
| C. | Police efforts to prevent crime? | 196 56% | 95 27% | 27 7% | 7 2% | 3 1% | 22 6% | 0 0% |
| Of those responding: Satisfied or better = 97% Above Avg = 89% Dissatisfied = 2% Very Dissatisfied = 1% | | Total Responses (including DK and Refusals) Satisfied or better = 90% Above Avg = 83% Very or Dissatisfied = 3% DK or refused = 6% | | | | | | |
| D. | Responsiveness of police to complaints? | 171 49% | 83 24% | 20 6% | 4 1% | 1 0% | 67 19% | 4 1% |
| Of those responding: Satisfied or better = 98% Above Avg = 91% Dissatisfied = 1% Very Dissatisfied = 0% | | Total Responses (including DK and Refusals) Satisfied or better = 79% Above Avg = 73% Very or Dissatisfied = 1% DK or refused = 20% | | | | | | |
| E. | Responsiveness of police to investigations of criminal offenses? | 132 38% | 57 16% | 17 5% | 9 3% | 2 1% | 132 38% | 1 0% |
| Of those responding: Satisfied or better = 95% Above Avg = 87% Dissatisfied = 4% Very Dissatisfied = 1% | | Total Responses (including DK and Refusals) Satisfied or better = 59% Above Avg = 54% Very or Dissatisfied = 4% DK or refused = 38% | | | | | | |

| | Very Satisfied | 4 | 3 | 2 | 1 | Very Dissatisfied | DK | REF | |
|--|--|------------|--|----------|---------|-------------------|---------|-----|--|
| How satisfied are you with: | 5 | 4 | 3 | 2 | 1 | 8 | 9 | | |
| F. The Vacation House Check Program? | 165 47% | 47 13% | 21 6% | 3 1% | 1 0% | 113 32% | 0 0% | | |
| Of those responding: Satisfied or better = 98% Above Avg = 89% Dissatisfied = 1% Very Dissatisfied = 0% | Total Responses (including DK and Refusals) Satisfied or better = 66% Very or Dissatisfied = 1% | | Above Avg = 60% DK or refused = 32% | | | | | | |
| G. Quality of Animal Control? | 138 39% | 77 22% | 49 14% | 14 4% | 7 2% | 65 19% | 0 0% | | |
| Of those responding: Satisfied or better = 93% Above Avg = 75% Dissatisfied = 5% Very Dissatisfied = 3% | Total Responses (including DK and Refusals) Satisfied or better = 75% Very or Dissatisfied = 6% | | Above Avg = 61% DK or refused = 19% | | | | | | |
| H. Visibility of police around the city? | 201 57% | 190 26% | 42 12% | 9 3% | 3 1% | 4 1% | 1 0% | | |
| Of those responding: Satisfied or better = 97% Above Avg = 84% Dissatisfied = 3% Very Dissatisfied = 1% | Total Responses (including DK and Refusals) Satisfied or better = 95% Very or Dissatisfied = 4% | | Above Avg = 83% DK or refused = 1% | | | | | | |
| I. Quality of community education programs such as Neighborhood Watch presentations or rape defense classes? | 87 25% | 90 26% | 57 16% | 7 2% | 9 3% | 97 28% | 3 1% | | |
| Of those responding: Satisfied or better = 94% Above Avg = 71% Dissatisfied = 3% Very Dissatisfied = 4% | Total Responses (including DK and Refusals) Satisfied or better = 67% Very of Dissatisfied = 5% | | Above Avg = 51% DK or refused = 29% | | | | | | |

10. What **ONE** Police service or program should receive the most attention from City leaders over the next two years? (OPEN ENDED)

***SEE APPENDIX 2**

11. Do you feel the city should raise the speed limit on University Avenue from 25 miles per hour to 30 miles per hour?

| | | |
|---------|-----|-----|
| 1 = Yes | 191 | 55% |
| 2 = No | 153 | 44% |
| 8 = DK | 6 | 2% |

12. Do you feel the city should use red light cameras to help enforce traffic signals?

1 = Yes 91 26%
 2 = No 238 68%
 8 = DK 21 6%

13. Do you feel the city should use speed cameras to help enforce the speed limit?

1 = Yes 118 34%
 2 = No 214 61%
 8 = DK 18 5%

Fire Department

14. 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: | | Very Satisfied | | | | Very Dissatisfied | | DK | REF |
|-----------------------------|---|--|-----------|---------|---------|---------------------|-----------|---------|-----|
| | | 5 | 4 | 3 | 2 | 1 | 8 | 9 | |
| A. | How quickly fire department personnel respond to emergencies? | 228 65% | 54 15% | 7 2% | 0 0% | 1 0% | 58 17% | 2 1% | |
| Of those responding: | | Total Responses (including DK and Refusals) | | | | | | | |
| Satisfied or better = 100% | | Satisfied or better = 82% | | | | Above Avg = 80% | | | |
| Above Avg = 97% | | Very or Dissatisfied = 0% | | | | DK or refused = 18% | | | |
| Dissatisfied = 0% | | | | | | | | | |
| Very Dissatisfied = 0% | | | | | | | | | |
| B. | Quality of ambulance and paramedic services? | 219 63% | 49 14% | 5 1% | 0 0% | 0 0% | 76 22% | 1 0% | |
| Of those responding: | | Total Responses (including DK and Refusals) | | | | | | | |
| Satisfied or better = 100% | | Satisfied or better = 78% | | | | Above Avg = 77% | | | |
| Above Avg = 98% | | Very or Dissatisfied = 0% | | | | DK or refused = 22% | | | |
| Dissatisfied = 0% | | | | | | | | | |
| Very Dissatisfied = 0% | | | | | | | | | |
| C. | Professionalism of fire department personnel? | 239 68% | 59 17% | 5 1% | 1 0% | 0 0% | 45 13% | 1 0% | |
| Of those responding: | | Total Responses (including DK and Refusals) | | | | | | | |
| Satisfied or better = 100% | | Satisfied or better = 86% | | | | Above Avg = 85% | | | |
| Above Avg = 98% | | Very or Dissatisfied = 0% | | | | DK or refused = 13% | | | |
| Dissatisfied = 0% | | | | | | | | | |
| Very Dissatisfied = 0% | | | | | | | | | |

| | Very Satisfied | 4 | 3 | 2 | 1 | Very Dissatisfied | DK | REF |
|---|--|-----------|--|---------|---------|-------------------|---------|-----|
| How satisfied are you with: | 5 | 4 | 3 | 2 | 1 | 8 | 9 | |
| D. Quality of fire safety and education programs, such as fire extinguisher training for local businesses, school visits, information in the newsletter, and Windsor Heights Living magazine? | 137 39% | 77 22% | 39 11% | 6 2% | 2 1% | 87 25% | 2 1% | |
| Of those responding: Satisfied or better = 97% Above Avg = 82% Dissatisfied = 2% Very Dissatisfied = 1% | Total Responses (including DK and Refusals) Satisfied or better = 72% Very or Dissatisfied = 3% | | Above Avg = 61% DK or refused = 26% | | | | | |
| E. Carbon monoxide and smoke detector programs, such as giving away smoke detectors at events, testing the detectors, checking homes upon request, etc? | 113 32% | 55 16% | 35 10% | 8 2% | 4 1% | 134 38% | 1 0% | |
| Of those responding: Satisfied or better = 95% Above Avg = 78% Dissatisfied = 4% Very Dissatisfied = 2% | Total Responses (including DK and Refusals) Satisfied or better = 58% Very or Dissatisfied = 3% | | Above Avg = 48% DK or refused = 38% | | | | | |
| F. Programs to monitor blood pressure of residents? (RESIDENTS MAY STOP BY THE FIRE DEPARTMENT AND HAVE THEIR BLOOD PRESSURE TAKEN AT ANY TIME) | 91 26% | 27 8% | 26 7% | 4 1% | 8 2% | 192 55% | 2 1% | |
| Of those responding: Satisfied or better = 92% Above Avg = 76% Dissatisfied = 3% Very Dissatisfied = 5% | Total Responses (including DK and Refusals) Satisfied or better = 41% Very or Dissatisfied = 3% | | Above Avg = 34% DK or refused = 56% | | | | | |

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

***SEE APPENDIX 3**

Public Works Department

16. 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”.

| How satisfied are you with: | Very Satisfied | | | | Very Dissatisfied | | DK | REF |
|--|----------------|--|-----------|----------|-------------------|-----------|---------|-----|
| | 5 | 4 | 3 | 2 | 1 | 8 | 9 | |
| A. Condition of city streets? Of those responding: Satisfied or better = 91% Above Avg = 65% Dissatisfied = 6% Very Dissatisfied = 3% | 91 26% | 134 38% | 92 26% | 22 6% | 10 3% | 1 0% | 0 0% | |
| Total Responses (including DK and Refusals) Satisfied or better = 90% Very or Dissatisfied = 9% | | Total Responses (including DK and Refusals) Above Avg = 64% DK or refused = 0% | | | | | | |
| Please share with the specific street(s) where you are dissatisfied with the condition of the road. | | | | | | | | |
| B. Condition of city sidewalks? Of those responding: Satisfied or better = 94% Above Avg = 69% Dissatisfied = 4% Very Dissatisfied = 2% | 104 30% | 121 35% | 81 23% | 13 4% | 6 2% | 22 6% | 3 1% | |
| Total Responses (including DK and Refusals) Satisfied or better = 88% Very or Dissatisfied = 6% | | Total Responses (including DK and Refusals) Above Avg = 65% DK or refused = 7% | | | | | | |
| Please share with the specific street(s) where you are dissatisfied with the sidewalks. | | | | | | | | |
| C. Snow removal on major streets? Of those responding: Satisfied or better = 100% Above Avg = 96% Dissatisfied = 0% Very Dissatisfied = 0% | 262 75% | 72 21% | 14 4% | 0 0% | 1 0% | 1 0% | 0 0% | |
| Total Responses (including DK and Refusals) Satisfied or better = 100% Very or Dissatisfied = 0% | | Total Responses (including DK and Refusals) Above Avg = 96% DK or refused = 0% | | | | | | |
| D. Snow removal on YOUR street? Of those responding: Satisfied or better = 96% Above Avg = 90% Dissatisfied = 2% Very Dissatisfied = 2% | 244 70% | 68 19% | 21 6% | 7 2% | 7 2% | 3 1% | 0 0% | |
| Total Responses (including DK and Refusals) Satisfied or better = 95% Very or Dissatisfied = 4% | | Total Responses (including DK and Refusals) Above Avg = 89% DK or refused = 1% | | | | | | |
| E. Mowing and tree trimming along City property? Of those responding: Satisfied or better = 98% Above Avg = 86% Dissatisfied = 2% Very Dissatisfied = 0% | 167 48% | 93 27% | 37 11% | 5 1% | 0 0% | 47 13% | 1 0% | |
| Total Responses (including DK and Refusals) Satisfied or better = 86% Very or Dissatisfied = 1% | | Total Responses (including DK and Refusals) Above Avg = 75% DK or refused = 13% | | | | | | |

| | Very Satisfied | 4 | 3 | 2 | Very Dissatisfied | DK | REF |
|--|--|------------|-----------|----------|-------------------|-----------|---------|
| How satisfied are you with: | 5 | 4 | 3 | 2 | 1 | 8 | 9 |
| F. Cleanliness of city streets and public areas? | 191 55% | 123 35% | 30 9% | 6 2% | 0 0% | 0 0% | 0 0% |
| Of those responding: Satisfied or better = 98% Above Avg = 90% Dissatisfied = 2% Very Dissatisfied = 0% | Total Responses (including DK and Refusals) Satisfied or better = 99% Above Avg = 90% Very or Dissatisfied = 2% DK or refused = 0% | | | | | | |
| G. Maintenance of sanitary sewer system? | 115 33% | 183 24% | 41 12% | 13 4% | 9 3% | 88 25% | 1 0% |
| Of those responding: Satisfied or better = 92% Above Avg = 76% Dissatisfied = 5% Very Dissatisfied = 3% | Total Responses (including DK and Refusals) Satisfied or better = 69% Above Avg = 57% Very or Dissatisfied = 7% DK or refused = 25% | | | | | | |
| H. Maintenance of storm sewer system? | 115 33% | 82 23% | 53 15% | 14 4% | 8 2% | 77 22% | 1 0% |
| Of those responding: Satisfied or better = 92% Above Avg = 72% Dissatisfied = 5% Very Dissatisfied = 3% | Total Responses (including DK and Refusals) Satisfied or better = 71% Above Avg = 56% Very or Dissatisfied = 6% DK or refused = 22% | | | | | | |

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

***SEE APPENDIX 4**

18. Do you feel the City should add sidewalks on streets that do not already have sidewalks?

1 = Yes
2 = No
8 = DK
9 = Refused

| | | | Of those responding: | | |
|--------|-----|-----|-----------------------------|-----|-----|
| Yes | 132 | 38% | Yes | 132 | 39% |
| No | 203 | 58% | No | 203 | 61% |
| DK | 15 | 4% | | | |
| Refuse | 0 | 0% | | | |
| Total | 350 | | Total | 335 | |

19. Would you be opposed to a sidewalk on your property?

1 = Yes
 2 = No
 8 = DK
 9 = Refused

| | | | | | |
|-------------------------------------|-----|-----|-------------------------------------|-----|-----|
| | | | Of those responding: | | |
| Yes | 164 | 47% | Yes | 164 | 48% |
| No | 78 | 22% | No | 78 | 23% |
| | | | No, already have sidewalks | 100 | 29% |
| DK | 8 | 2% | | | |
| No, already have sidewalks | 100 | 29% | | | |
| Total | 350 | | Total | 342 | |

19a. Would you be willing to pay to have a sidewalk on your property?

1 = Yes
 2 = No
 8 = DK
 9 = Refused

| | | | | | |
|--------|----|-----|-----------------------------|----|-----|
| | | | Of those responding: | | |
| Yes | 38 | 49% | Yes | 38 | 56% |
| No | 30 | 39% | No | 30 | 44% |
| DK | 10 | 13% | | | |
| Refuse | 0 | 0% | | | |
| Total | 78 | | Total | 68 | |

Culture, Parks and Recreation

20. 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”.

| | | Very Satisfied | 4 | 3 | 2 | Very Dissatisfied | DK | REF |
|------------------------------------|--|--|-----------|-----------|---------|-------------------|------------|---------|
| How satisfied are you with: | | 5 | 4 | 3 | 2 | 1 | 8 | 9 |
| A. | Condition of bike trails? Of those responding: Satisfied or better = 99% Above Avg = 86% Dissatisfied = 1% Very Dissatisfied = 1% | 157 45% | 81 23% | 34 10% | 2 1% | 2 1% | 73 21% | 1 0% |
| | | Total Responses (including DK and Refusals) Satisfied or better = 78% Above Avg = 68% Very or Dissatisfied = 2% DK or refused = 21% | | | | | | |
| B. | Special Event programmings, such as July 4th, Oktoberfest, free Movies in the Park, etc.? Of those responding: Satisfied or better = 98% Above Avg = 90% Dissatisfied = 1% Very or Dissatisfied = 1% | 223 64% | 68 19% | 25 7% | 4 1% | 4 1% | 25 7% | 1 0% |
| | | Total Responses (including DK and Refusals) Satisfied or better = 90% Above Avg = 83% Very or Dissatisfied = 2% DK or refused = 7% | | | | | | |
| C. | The Playground at Colby Park? Of those responding: Satisfied or better = 96% Above Avg = 88% Dissatisfied = 3% Very Dissatisfied = 1% | 184 53% | 50 14% | 22 6% | 7 2% | 3 1% | 84 24% | 0 0% |
| | | Total Responses (including DK and Refusals) Satisfied or better = 73% Above Avg = 67% Very or Dissatisfied = 3% DK or refused = 24% | | | | | | |
| D. | Quality of city parks and recreation opportunities? Of those responding: Satisfied or better = 97% Above Avg = 81% Dissatisfied = 2% Very Dissatisfied = 1% | 155 44% | 85 24% | 45 13% | 7 2% | 3 1% | 54 15% | 1 0% |
| | | Total Responses (including DK and Refusals) Satisfied or better = 81% Above Avg = 68% Very or Dissatisfied = 3% DK or refused = 15% | | | | | | |
| E. | The condition of Lions Park? Of those responding: Satisfied or better = 89% Above Avg = 65% Dissatisfied = 4% Very Dissatisfied = 7% | 66 19% | 53 15% | 43 12% | 7 2% | 13 4% | 165 47% | 3 1% |
| | | Total Responses (including DK and Refusals) Satisfied or better = 46% Above Avg = 34% Very or Dissatisfied = 6% DK or refused = 48% | | | | | | |

21. The new community center will open this summer. Do you think you will rent the new community center for any type of event such as a high graduation party, wedding, business meeting, etc. once it opens?

| | | | | | |
|--------|-------------|-----|-------|-----------------------------|-----|
| | 1 = Yes | | | | |
| | 2 = No | | | | |
| | 8 = DK | | | | |
| | 9 = Refused | | | | |
| | | | | Of those responding: | |
| Yes | 105 | 30% | Yes | 105 | 33% |
| No | 216 | 62% | No | 216 | 67% |
| DK | 29 | 8% | | | |
| Refuse | 0 | 0% | | | |
| Total | 350 | | Total | 321 | |

22. Have you used or visited Colby Park, Colby Trail, or Windsor Heights' Lions Park in the last year?

| | | | | | |
|--------|-------------|-----|-------|-----------------------------|-----|
| | 1 = Yes | | | | |
| | 2 = No | | | | |
| | 8 = DK | | | | |
| | 9 = Refused | | | | |
| | | | | Of those responding: | |
| Yes | 267 | 76% | Yes | 267 | 77% |
| No | 82 | 23% | No | 82 | 24% |
| DK | 1 | 0% | | | |
| Refuse | 0 | 0% | | | |
| Total | 350 | | Total | 349 | |

23. Do you think the city should build a dog park?

| | | | | | |
|--------|-------------|-----|-------|-----------------------------|-----|
| | 1 = Yes | | | | |
| | 2 = No | | | | |
| | 8 = DK | | | | |
| | 9 = Refused | | | | |
| | | | | Of those responding: | |
| Yes | 106 | 30% | Yes | 106 | 33% |
| No | 215 | 61% | No | 215 | 67% |
| DK | 27 | 8% | | | |
| Refuse | 2 | 1% | | | |
| Total | 350 | | Total | 321 | |

23a. Would someone in your household use a dog park if there was one in Windsor Heights?

1 = Yes
 2 = No
 8 = DK
 9 = Refused

| | | | | | |
|--------|-----|-----|-----------------------------|-----|-----|
| | | | Of those responding: | | |
| Yes | 75 | 21% | Yes | 75 | 22% |
| No | 269 | 77% | No | 269 | 78% |
| DK | 5 | 1% | | | |
| Refuse | 1 | 0% | | | |
| | | | | | |
| Total | 350 | | Total | 344 | |

24. Do you think the city should build a skate park?

1 = Yes
 2 = No
 8 = DK
 9 = Refused

| | | | | | |
|--------|-----|-----|-----------------------------|-----|-----|
| | | | Of those responding: | | |
| Yes | 95 | 27% | Yes | 95 | 30% |
| No | 221 | 63% | No | 221 | 70% |
| DK | 32 | 9% | | | |
| Refuse | 2 | 1% | | | |
| | | | | | |
| Total | 350 | | Total | 316 | |

24a. Would someone in your household use a skate park if there was one in Windsor Heights?

1 = Yes
 2 = No
 8 = DK
 9 = Refused

| | | | | | |
|--------|-----|-----|-----------------------------|-----|-----|
| | | | Of those responding: | | |
| Yes | 26 | 7% | Yes | 26 | 8% |
| No | 317 | 91% | No | 317 | 92% |
| DK | 6 | 2% | | | |
| Refuse | 1 | 0% | | | |
| | | | | | |
| Total | 350 | | Total | 343 | |

25. Have you attended the following special events?

| | | Yes | No | DK | REF |
|----|--|------------|------------|---------|---------|
| | | 1 | 2 | 8 | 9 |
| A. | Fourth of July | 306 87% | 43 12% | 1 0% | 0 0% |
| B. | Movies at the Park | 99 28% | 250 71% | 1 0% | 0 0% |
| C. | Music in the Park | 220 63% | 129 37% | 1 0% | 0 0% |
| D. | Fireman's Pancake Day | 249 71% | 100 29% | 1 0% | 0 0% |
| E. | Windsor Heights Annual Mini-Marathon (WHAMM) | 58 17% | 289 83% | 3 1% | 0 0% |
| F. | Oktoberfest at Colby Park | 106 30% | 242 69% | 2 1% | 0 0% |
| G. | Windsor Wonderland | 74 21% | 273 78% | 3 1% | 0 0% |
| H. | Easter Egg Hunt | 92 26% | 257 73% | 1 0% | 0 0% |
| I. | The Fire Fighters Santa Day | 56 16% | 289 83% | 5 1% | 0 0% |

26. What type of recreation or other classes, such as cooking, computer etc, would you like to see in the new community center? (OPEN ENDED)

***SEE APPENDIX 5**

27. Have you used any library in the last year?

- 1 = Yes
- 2 = No **IF NO GO TO QUESTION 29**
- 8 = DK
- 9 = Refused

| | | | Of those responding: | | |
|--------------|------------|-----|-----------------------------|------------|-----|
| Yes | 242 | 69% | Yes | 242 | 69% |
| No | 108 | 31% | No | 108 | 31% |
| DK | 0 | 0% | | | |
| Refuse | 1 | 0% | | | |
| Total | 350 | | Total | 350 | |

27a. Which library do you use most frequently? (OPEN ENDED)

***SEE APPENDIX 6**

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

***SEE APPENDIX 7**

City Solid Waste, Recycling, and Water Services

29. The following questions are about your perception of solid waste, recycling, and water services.

| | | Very Satisfied | | | | Very Dissatisfied | DK | REF | |
|--|--|--|-----------|-----------|----------|-------------------|-----------|--|--|
| How satisfied are you with: | | 5 | 4 | 3 | 2 | 1 | 8 | 9 | |
| A. | Residential Trash Collection services. | 232 66% | 79 23% | 14 4% | 2 1% | 2 1% | 21 6% | 0 0% | |
| Of those responding: Satisfied or better = 99% Above Avg = 95% Dissatisfied = 1% Very Dissatisfied = 1% | | Total Responses (including DK and Refusals) Satisfied or better = 93% Very or Dissatisfied = 2% | | | | | | Above Avg = 89% DK or refused = 6% | |
| B. | Single Stream recycling services. | 247 71% | 66 19% | 12 3% | 1 0% | 3 1% | 20 6% | 1 0% | |
| Of those responding: Satisfied or better = 99% Above Avg = 95% Dissatisfied = 0% Very Dissatisfied = 1% | | Total Responses (including DK and Refusals) Satisfied or better = 93% Very or Dissatisfied = 1% | | | | | | Above Avg = 90% DK or refused = 6% | |
| C. | Large item pick-up/removal (such as appliances). | 149 43% | 65 19% | 46 13% | 15 4% | 9 3% | 65 19% | 1 0% | |
| Of those responding: Satisfied or better = 92% Above Avg = 75% Dissatisfied = 5% Very Dissatisfied = 3% | | Total Responses (including DK and Refusals) Satisfied or better = 75% Very or Dissatisfied = 7% | | | | | | Above Avg = 62% DK or refused = 19% | |
| D. | Yard waste collection. | 183 52% | 86 25% | 39 11% | 14 4% | 4 1% | 23 7% | 1 0% | |
| Of those responding: Satisfied or better = 95% Above Avg = 83% Dissatisfied = 4% Very Dissatisfied = 1% | | Total Responses (including DK and Refusals) Satisfied or better = 88% Very or Dissatisfied = 5% | | | | | | Above Avg = 7% DK or refused = 7% | |
| E. | Clean-up Day | 202 58% | 68 19% | 34 10% | 8 2% | 5 1% | 33 9% | 0 0% | |
| Of those responding: Satisfied or better = 96% Above Avg = 85% Dissatisfied = 3% Very Dissatisfied = 2% | | Total Responses (including DK and Refusals) Satisfied or better = 87% Very or Dissatisfied = 3% | | | | | | Above Avg = 77% DK or refused = 9% | |

| | | Very Satisfied | 4 | 3 | 2 | 1 | Very Dissatisfied | DK | REF |
|--|---|---|------------|----------|---------|---------|-------------------|---------|-----|
| How satisfied are you with: | | 5 | 4 | 3 | 2 | 1 | 8 | 9 | |
| F. | The Overall quality of Artistic Waste Systems? (THE CITYS' TRASH AND YARD WASTE COLLECTION CONTRACTOR) | 205 59% | 100 29% | 23 7% | 6 2% | 3 1% | 13 4% | 0 0% | |
| Of those responding: Satisfied or better = 97% Above Avg = 91% Dissatisfied = 2% Very or Dissatisfied = 1% | | Total Responses (including DK and Refusals) Satisfied or better = 95% Very or Dissatisfied = 3% Above Avg = 88% DK or refused = 4% | | | | | | | |
| G | The overall quality of Waste Management (THE SINGLE STREAM RECYCLING COLLECTION CONTRACTORY, THE GREEN CONTAINER) | 217 62% | 92 26% | 18 5% | 0 0% | 2 1% | 21 6% | 0 0% | |
| Of those responding: Satisfied or better = 100% Above Avg = 94% Dissatisfied = 0% Very or Dissatisfied = 1% | | Total Responses (including DK and Refusals) Satisfied or better = 93% Very or Dissatisfied = 1% Above Avg = 88% DK or refused = 6% | | | | | | | |
| H | Residential water services. | 225 64% | 79 23% | 23 7% | 2 1% | 0 0% | 20 6% | 1 0% | |
| Of those responding: Satisfied or better = 99% Above Avg = 92% Dissatisfied = 1% Very or Dissatisfied = 0% | | Total Responses (including DK and Refusals) Satisfied or better = 94% Very or Dissatisfied = 1% Above Avg = 87% DK or refused = 6% | | | | | | | |
| I. | The overall quality of Des Moines Water Works. | 219 63% | 90 26% | 24 7% | 3 1% | 3 1% | 11 3% | 0 0% | |
| Of those responding: Satisfied or better = 98% Above Avg = 91% Dissatisfied = 1% Very or Dissatisfied = 1% | | Total Responses (including DK and Refusals) Satisfied or better = 96% Very or Dissatisfied = 2% Above Avg = 89% DK or refused = 3% | | | | | | | |

30. 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? (OPEN ENDED)

***SEE APPENDIX 8**

31. Would you utilize a leaf vacuum program where you could rake your leaves to the street curb and the city would come by and vacuum them up?

1 = Yes
 2 = No
 8 = DK
 9 = Refused

| | | |
|--------|-----|-----|
| Yes | 211 | 60% |
| No | 123 | 35% |
| DK | 16 | 5% |
| Refuse | 1 | 0% |
| Total | 350 | |

Of those responding:

| | | |
|-------|-----|-----|
| Yes | 211 | 63% |
| No | 123 | 37% |
| Total | 334 | |

Community Development and Code Enforcement

32. The following questions are about community development: Please rate each item on a scale of 1 to 5 where 5 means “very satisfied” and 1 means “very dissatisfied”.

| | Very Satisfied | 4 | 3 | 2 | Very Dissatisfied | DON'T DK | REF |
|---|---|------------|-----------|-----------|--|-----------|---------|
| How satisfied are you with: | 5 | 4 | 3 | 2 | 1 | 8 | 9 |
| A. Quality of redevelopment in the City. | 80 23% | 104 30% | 89 25% | 40 11% | 20 6% | 15 4% | 2 1% |
| Of those responding: Satisfied or better = 82% Above Avg = 55% Dissatisfied = 12% Very Dissatisfied = 6% | Total Responses (including DK and Refusals) Satisfied or better = 78% Very or Dissatisfied = 17% | | | | Above Avg = 53% DK or refused = 5% | | |
| B. Enforcing the cleanup of junk and debris on private property. | 94 27% | 101 29% | 91 26% | 24 7% | 7 2% | 31 9% | 2 1% |
| Of those responding: Satisfied or better = 90% Above Avg = 62% Dissatisfied = 8% Very Dissatisfied = 2% | Total Responses (including DK and Refusals) Satisfied or better = 82% Very or Dissatisfied = 8% | | | | Above Avg = 56% DK or refused = 10% | | |
| C. Enforcing the mowing and cutting of weeds on private property. | 103 29% | 102 29% | 82 23% | 19 5% | 5 1% | 36 10% | 3 1% |
| Of those responding: Satisfied or better = 92% Above Avg = 66% Dissatisfied = 6% Very Dissatisfied = 2% | Total Responses (including DK and Refusals) Satisfied or better = 81% Very or Dissatisfied = 6% | | | | Above Avg = 58% DK or refused = 11% | | |
| D. City efforts to remove abandoned or inoperative vehicles. | 101 29% | 93 27% | 56 16% | 9 3% | 10 3% | 78 22% | 3 1% |
| Of those responding: Satisfied or better = 93% Above Avg = 72% Dissatisfied = 3% Very Dissatisfied = 4% | Total Responses (including DK and Refusals) Satisfied or better = 72% Very or Dissatisfied = 6% | | | | Above Avg = 56% DK or refused = 23% | | |

33. Have you ever received a building permit from the City of Windsor Heights?

1 = Yes
 2 = No
 8 = DK
 9 = Refused

| | | | | | | |
|--------------|------------|-----|--------------|-----------------------------|-----|--|
| | | | | Of those responding: | | |
| Yes | 120 | 34% | Yes | 120 | 34% | |
| No | 229 | 65% | No | 229 | 66% | |
| DK | 1 | 0% | | | | |
| Refuse | 0 | 0% | | | | |
| Total | 350 | | Total | 349 | | |

| | | Very Satisfied | | | | Very Dissatisfied | | DK | REF |
|------------------------------------|--|----------------|-----|----|----|--|----|--------------------|-----|
| | | 5 | 4 | 3 | 2 | 1 | 8 | 9 | |
| How satisfied are you with: | | | | | | | | | |
| A. | City building permit and inspection process. | 65 | 30 | 11 | 3 | 1 | 10 | 0 | |
| | | 54% | 25% | 9% | 3% | 1% | 8% | 0% | |
| Of those responding: | | | | | | Total Responses (including DK and Refusals) | | | |
| Satisfied or better = 96% | | | | | | Satisfied or better = 88% | | Above Avg = 79% | |
| Above Avg = 86% | | | | | | Very or Dissatisfied = 4% | | DK or refused = 8% | |
| Dissatisfied = 3% | | | | | | | | | |
| Very Dissatisfied = 1% | | | | | | | | | |

34. Have you ever spoken with or worked with the Windsor Heights Code Enforcement official?

1 = Yes
 2 = No
 8 = DK
 9 = Refused

| | | | | | | |
|--------------|------------|-----|--------------|-----------------------------|-----|--|
| | | | | Of those responding: | | |
| Yes | 104 | 30% | Yes | 104 | 30% | |
| No | 241 | 69% | No | 241 | 70% | |
| DK | 4 | 1% | | | | |
| Refuse | 1 | 0% | | | | |
| Total | 350 | | Total | 345 | | |

| | | Very Satisfied | | | | Very Dissatisfied | | DON'T | REF |
|------------------------------------|--|----------------|-----|-----|----|--|----|--------------------|-----|
| | | 5 | 4 | 3 | 2 | 1 | 8 | 9 | |
| How satisfied are you with: | | | | | | | | | |
| A. | Professionalism of Code Enforcement personnel: | 47 | 28 | 12 | 5 | 11 | 1 | 0 | |
| | | 45% | 27% | 12% | 5% | 11% | 1% | 0% | |
| Of those responding: | | | | | | Total Responses (including DK and Refusals) | | | |
| Satisfied or better = 85% | | | | | | Satisfied or better = 84% | | Above Avg = 72% | |
| Above Avg = 73% | | | | | | Very or Dissatisfied = 16% | | DK or refused = 1% | |
| Dissatisfied = 5% | | | | | | | | | |
| Very Dissatisfied = 11% | | | | | | | | | |

City Communication

35. 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”.

| | Very Satisfied | 4 | 3 | 2 | Very Dissatisfied | DON'T KNOW | REF |
|--|---|------------|--|----------|-------------------|------------|---------|
| How satisfied are you with: | 5 | 4 | 3 | 2 | 1 | 8 | 9 |
| A. Overall effectiveness of City efforts to keep the public informed on programs and services. | 143 41% | 115 33% | 60 17% | 15 4% | 11 3% | 4 1% | 2 1% |
| Of those responding: Satisfied or better = 92% Above Avg = 75% Dissatisfied = 4% Very Dissatisfied = 3% | Total Responses (including DK and Refusals) Satisfied or better = 91% Very or Dissatisfied = 7% | | Above Avg = 74% DK or refused = 2% | | | | |
| B. Quality of the City’s website. | 70 20% | 61 17% | 54 15% | 4 1% | 5 1% | 154 44% | 2 1% |
| Of those responding: Satisfied or better = 95% Above Avg = 68% Dissatisfied = 2% Very Dissatisfied = 3% | Total Responses (including DK and Refusals) Satisfied or better = 52% Very or Dissatisfied = 2% | | Above Avg = 37% DK or refused = 45% | | | | |
| C. Quality of the City’s newsletter (included in the water bill and in the Windsor Heights Living Magazine). | 179 51% | 102 29% | 44 13% | 10 3% | 6 2% | 9 3% | 0 0% |
| Of those responding: Satisfied or better = 95% Above Avg = 82% Dissatisfied = 3% Very Dissatisfied = 2% | Total Responses (including DK and Refusals) Satisfied or better = 93% Very or Dissatisfied = 5% | | Above Avg = 80% DK or refused = 3% | | | | |
| D. Coverage of Windsor Heights’ news in local media? | 117 33% | 114 33% | 66 19% | 26 7% | 8 2% | 18 5% | 1 0% |
| Of those responding: Satisfied or better = 90% Above Avg = 70% Dissatisfied = 8% Very Dissatisfied = 2% | Total Responses (including DK and Refusals) Satisfied or better = 85% Very or Dissatisfied = 9% | | Above Avg = 66% DK or refused = 5% | | | | |
| E. Quality of budget and other information relating to City operations? | 82 23% | 100 29% | 78 22% | 21 6% | 20 6% | 48 14% | 1 0% |
| Of those responding: Satisfied or better = 86% Above Avg = 60% Dissatisfied = 7% Very Dissatisfied = 7% | Total Responses (including DK and Refusals) Satisfied or better = 74% Very or Dissatisfied = 12% | | Above Avg = 52% DK or refused = 14% | | | | |

| | Very Satisfied | 4 | 3 | 2 | 1 | Very Dissatisfied | DON'T KNOW | REF | |
|--|--|------------|---------------------------------------|----------|----------|-------------------|------------|-----|--|
| How satisfied are you with: | 5 | 4 | 3 | 2 | 1 | 8 | 9 | | |
| F. Efforts of City staff to effectively deal with questions and concerns of the public. | 95 27% | 103 29% | 66 19% | 14 4% | 18 5% | 53 15% | 1 0% | | |
| Of those responding: Satisfied or better = 89% Above Avg = 67% Dissatisfied = 5% Very Dissatisfied = 6% | Total Responses (including DK and Refusals) Satisfied or better = 75% Very or Dissatisfied = 9% | | Above Avg = 56% DK or refused =15% | | | | | | |
| G. With the Community Coffee Club? | 34 10% | 34 10% | 22 6% | 8 2% | 11 3% | 240 69% | 1 0% | | |
| Of those responding: Satisfied or better = 83% Above Avg = 62% Dissatisfied = 7% Very Dissatisfied = 10% | Total Responses (including DK and Refusals) Satisfied or better = 26% Very or Dissatisfied = 6% | | Above Avg = 20% DK or refused =69% | | | | | | |
| H. With the Taking to the Streets program? | 58 17% | 61 17% | 38 11% | 12 3% | 9 3% | 171 49% | 1 0% | | |
| Of those responding: Satisfied or better = 88% Above Avg = 67% Dissatisfied = 7% Very Dissatisfied = 5% | Total Responses (including DK and Refusals) Satisfied or better = 45% Very or Dissatisfied = 6% | | Above Avg = 34% DK or refused =49% | | | | | | |
| I. With the Mayor's Hours? | 89 25% | 52 15% | 35 10% | 8 2% | 8 2% | 157 45% | 1 0% | | |
| Of those responding: Satisfied or better = 92% Above Avg = 74% Dissatisfied = 4% Very Dissatisfied = 4% | Total Responses (including DK and Refusals) Satisfied or better = 50% Very or Dissatisfied = 4% | | Above Avg = 40% DK or refused =45% | | | | | | |
| J. Efforts to use social media such as Facebook and Twitter? | 21 6% | 30 9% | 35 10% | 12 3% | 20 6% | 229 65% | 3 1% | | |
| Of those responding: Satisfied or better = 73% Above Avg = 43% Dissatisfied = 10% Very Dissatisfied = 17% | Total Responses (including DK and Refusals) Satisfied or better = 25% Very or Dissatisfied = 9% | | Above Avg = 15% DK or refused =66% | | | | | | |

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

- 1 = Yes
- 2 = No
- 8 = DK
- 9 = Refused

| | | | Of those responding: | | |
|--------------|------------|-----|-----------------------------|------------|-----|
| Yes | 169 | 48% | Yes | 169 | 48% |
| No | 180 | 51% | No | 180 | 52% |
| DK | 1 | 0% | | | |
| Refuse | 0 | 0% | | | |
| Total | 350 | | Total | 349 | |

37. Would you like to receive e-mails about the council agenda and Windsor Heights' current news and events?

- 1 = Yes
- 2 = No
- 8 = DK
- 9 = Refused

| | | | Of those responding: | | |
|--------------|------------|-----|-----------------------------|------------|-----|
| Yes | 89 | 25% | Yes | 89 | 26% |
| No | 260 | 74% | No | 260 | 75% |
| DK | 1 | 0% | | | |
| Refuse | 0 | 0% | | | |
| Total | 350 | | Total | 349 | |

38. Do you or any members of your household regularly read the City's newsletter (included in the water bill and in the Windsor Heights Living Magazine)?

- 1 = Yes
- 2 = No
- 8 = DK
- 9 = Refused

| | | | Of those responding: | | |
|--------------|------------|-----|-----------------------------|------------|-----|
| Yes | 328 | 94% | Yes | 328 | 94% |
| No | 21 | 6% | No | 21 | 6% |
| DK | 1 | 0% | | | |
| Refuse | 0 | 0% | | | |
| Total | 350 | | Total | 349 | |

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

| | | | | | |
|--------|-------------|-----|-------|-----------------------------|-----|
| | 1 = Yes | | | | |
| | 2 = No | | | | |
| | 8 = DK | | | | |
| | 9 = Refused | | | | |
| | | | | Of those responding: | |
| Yes | 289 | 83% | Yes | 289 | 83% |
| No | 59 | 17% | No | 59 | 17% |
| DK | 2 | 1% | | | |
| Refuse | 0 | 0% | | | |
| Total | 350 | | Total | 348 | |

Finally, we have some questions about yourself.

40. What is your marital status?

| | |
|--|-----|
| 1. Married and living with your spouse; 224 | 64% |
| 2. Living with someone in a steady, marital-like relationship; 2 | 1% |
| 3. Separated or Divorced; 27 | 8% |
| 4. Widowed; 48 | 14% |
| 5. Single and never married; 47 | 13% |
| 6. Others; 1 | 0% |
| 8. DK; 0 | 0% |
| 9. Refused; 1 | 0% |

41. Do you have minor children living in your household?

| | | | | | |
|--------|-------------|-----|-------|-----------------------------|-----|
| | 1 = Yes | | | | |
| | 2 = No | | | | |
| | 8 = DK | | | | |
| | 9 = Refused | | | | |
| | | | | Of those responding: | |
| Yes | 61 | 17% | Yes | 61 | 18% |
| No | 288 | 82% | No | 288 | 83% |
| DK | 0 | 0% | | | |
| Refuse | 1 | 0% | | | |
| Total | 350 | | Total | 349 | |

If 41 equals 1 go to 41a; otherwise go to 42.

41a. If you have school age children, do they walk to school?

| | |
|---|-----|
| 1. Yes; 10 | 16% |
| 2. No; 36 | 59% |
| 3. No school age school children; 3 | 5% |
| 4. No, school age children don't walk to school; 12 | 20% |
| 8. DK; 0 | 0% |
| 9. Refused; 0 | 0% |

| | | |
|-----------------------------------|--|-----|
| 42. Would you say your income is: | | |
| 1. Below \$25,000; 18 | | 5% |
| 2. \$25,000 to \$49,999; 84 | | 24% |
| 3. \$50,000 to \$74,999; 60 | | 17% |
| 4. \$75,000 to 100,000; 52 | | 15% |
| 5. Above \$100,000; 66 | | 19% |
| 8. Don't Know; 5 | | 1% |
| 9. Refused; 65 | | 19% |

| | | |
|----------------------------------|--|-----|
| 43. What is your race/ethnicity? | | |
| 1. African-American/Black; 5 | | 1% |
| 2. Asian; 1 | | 0% |
| 3. Latino/Latina; 1 | | 0% |
| 4. Native American; 1 | | 0% |
| 5. White; 331 | | 95% |
| 6. Other; 2 | | 1% |
| 8. DK; 1 | | 0% |
| 9. Refused; 8 | | 2% |

| | | |
|-----------------------|--|-----|
| 44. What is your age? | | |
| 1. 18-25; 2 | | 1% |
| 2. 26-35; 11 | | 3% |
| 3. 36-45; 22 | | 6% |
| 4. 46-55; 62 | | 18% |
| 5. 56-65; 86 | | 25% |
| 6. Over 65; 155 | | 44% |
| 8. DK; 0 | | 0% |
| 9. Refused; 12 | | 3% |

| | | |
|------------|-----|-----|
| 45. Gender | | |
| 1 = Male | 135 | 37% |
| 2 = Female | 232 | 63% |

APPENDIX 1

Q4: What ONE aspect of living in Windsor Heights does the most to improve your quality of life? (OPEN-ENDED)

A GOOD COMMUNITY
A GOOD FEELING ABOUT THE CITY
ABILITY TO GET DOWNTOWN FAST
ABILITY TO GO ANY PLACE. CONVENIENT TO GO ANY WHERE
ACCESS TO ANYTHING WITHIN CITY OF DSM (3)
ACCESS TO SERVICES (2)
ACCESSABILITY TO THINGS
ACCESSABLE TO EVERYTHING WE NEED THE RIGHT KIND COMUNITY FOR US
ACCESSIBILITY TO ALL AND QUIET, FRIENDLY NEIGHHOOD AND WELL KEPT UP
ACCESSIBILITY TO JUST ABOUT ANYTHING AND ANYWHERE IN CITY AND SUBBARDS
ACCESSIBILITY TO THE GREATER DES MOINES AREA
AFFORDABLE HOUSING
ALL THE SERVICES
APPROX TO CULUAL EVENTS AND SHOPPING
AVAILABILITY OF SERVICES EVERYTHING IS CLOSE GROCERY AND BANKING CLOSE
BEING ABLE TO VOLUNTEER
BEST SERVICES
BETTER STREET MAINTENCE AND SIDEWALK ACEES
BLOCK PARTIES AND KNOW EVERYONE ON THE STREET
CENTRAL LOCATION CLOSE TO SHOPPING, PEACFUL AND QUIET HERE
CENTRALLY LOCATED AND CLOSE TO THE INTERSTATE (3)
CHURCHS AND SHOPPING
CITY COMMUNICATION
CITY EMPLOYEES
CITY SERVICES
CITY SERVICES, SNOW REMOVEL, AND SO ON
CLEANLINESS (2)
CLEANLINESS AND SAFETY OF THE COMMUNITY
CLOSE AND CONVENIENT TO EVERYTHING SMALL TOWN
CLOSE PROXIMITY TO EVERYTHING (4)
CLOSE TO ALL SHOPPING (2)
CLOSE TO FAMILY
CLOSE TO MOTHER
CLOSENESS OF COMMUNITY TO ALL THE ACTIVITES I LIKE
CLOSENESS TO SHOPPING, BUS SERVICES
CLOSENESS TO THE GROCERY STORE AND BUS SERVICE
COLBY PARK REMODEL NICE PARK NOW
COMMUNITY IS REALLY WONDERFUL, SUPPORTIVE, SUPPLIES ALL SVCS. NEED
COMPLETELY SATISFIED WITH WINDSOR HEIGHTS
CONVENIENCE (14)

DARN GOOD FIRE AND ABULANCE AND SNOW REMOVAL
EASY ACCESS TO OTHER PARTS OF THE CITY, STABLE NEIGHBORHOODS AND SAFETY
EMERGENCY SERVICES ARE GREAT
ENFORCEMENT OF CODES AND CITY POLICIES
ENJOY THE MUSIC IN THE PARK
ENVIRONMENT
ESTABLISHED NEIGHBORHOOD SETTING
EVERYBODY LEAVES EVERYONE ALONE
EVERYTHING DOES
EVERYTHING IN GENERAL
EVERYTHING IS SO CLEAN
FACT MY EX WIFE IS ONLY FOUR BLOCKS AWAY TWO KIDS TOGETHER
FAMILIES STAY HERE
FEEL SAFE IN COMMUNITY
FEELING OF COMFORT
FEELING OF COMMUNITY
FEELING OF LIVING IN SMALL COMMUNITY WHILE LIVING CITY
FEELING SAFE (2)
FEELING SECURE
FIRE AND POLICE DEPTS
FIRE DEPT
FIVE
FRIENDLINESS (4)
FRIENDLINESS AND SMALL TOWN FEEL
FRIENDLINESS OF THE COMMUNITY AND EASY ACCESSIBILITY TO OTHER AREAS
FRIENDLY AND LIKE THE NEIGHBORS
GEOGRAPHIC LOCATION
GEOGRAPHIC-WHERE IT'S LOCATED, CLOSE TO WORK, SCHOOLS, FREEWAY
GOOD CITY SERVICES CUSTOMER SERVICE
GOOD NEIGHBORS AND CHILDREN
GOOD PLACE TO LIVE
GOOD PLACE TO LIVE EASY TO GET AROUND
GOOD SENIOR HOUSING COMPLEX
GREAT NEIGHBORS THAT WATCH OUT FOR EACH OTHER
HAPPY THE WAY THINGS ARE EXCEPT FOR THE BIKE TRAIL
HAS GREENBELT NEARBY; VERY ATTRACTIVE FOR ME
HOW KEEP STREETS CLEAR SO COULD GET TO WORK, HOW THEY KEEP STS, COND. WIN
I FEEL SAFE ITS SMALL, I LILKE IT, CENTRALLY LOCATED
I LIKE EVERYTHING ABOUT WH
I LIKE THE NEIGHBORHOOD AND ELEMENTARY SCHOOL
I LIKE THE PROGRAMS AND ACTIVITIES THEY HAVE IN COLBY WOODS.
IMPRESSED WITH POLICE MEN AND WOMEN; GOING BY MY HOUSE; THINGS
ENFORCED

INFRASTRUCTURE MAINTAINANCE
INTELEGENCE OF THE PEOPLE THAT LIVE HERE
IT IS A VERY NICE NEIGHBORHHOD I AM IN
IT IS PERFECT
IT IS QUIET
JUST A WELL KEPT SUBURB
LIKE LIVING IN A GATED COMMUNITY BUT WITHOUT THE GATES
LIKE LIVING SMALL TOWN IN A BIG CITY
LIKE THE COMMUNITY AND NEAGHBORS
LIKE THE IDEA THAT YOU ARE CLOSE EVERYTHING BUT DON'T FEEL LIKE IT
LIKE THE SHOPPING
LIKE WHERE I LIVE IT IS A QUIET STREET
LIKE WINDSOR HEIGHTS
LIVING IN AN APARTMENT
LIVING IN WH DOESNT HAVE ANYTHING TO DO WITH IT
LOCATION (14)
LOCATION AND ACCESS TO SHOPPING, SCHOOLS, PUBLIC FACILITIES
LOCATION AND ACCESSIBILITY TO OTHER AREAS OF THE CITY
LOCATION CENTRAL LOCATION
LOCATION CLOSE TO ALL OF YOUR NEEDS
LOCATION OF THE CITY
LOCATION TO EVERYTHING
LOCATION TO FREEWAY, SHOPPING CENTERS
LOCATION TO OTHER SUBURBS
LOCATION TO SHOPPING AND FREWAY
LOTS OF ORGANIZED COMMUNITY INVOLVEMENT
LOWER TAXES (2)
MUSIC IN THE PARK
NEAT CLEAN COMMUNITY WITH LOW CRIME RATE
NEED TO IMPLIMENT DIFFERENT CODES FOR RENTERS TO KEEP WH A GOOD
COMMUNIT
NEIGHBORHOOD (5)
NEIGHBORHOOD WATCHES,AND ASSOCIATION THAT WAS RECENTLY FORMED
GREAT NEIGHBORS (7)
NICE COMMUNITY
NICE NEIGHBORS AND LOVE THE WALKING PATH
NO CRIME
NOT CROWDED
OVERALL GOOD PLACE
PARK SYSTEM CLOSE TO YOUR HOME
PARKS (4)
PEACE AND QUIET (4)
PEACEFUL (2)

PEOPLE
POLICE
POLICE AND FIRE DEPARTMENTS
POLICE FORCE - FEEL VERY SAFE
POLICE PATROLS
POLICE PROTECTION WHEN YOU ARE OUT OF TOWN MONITORING YOUR PROPERTY
POSITIVE FEELING OF CITY STAFF AND THAT THEY CARE AND FEEL SECURE
PROXIMITY OF FREEWAY, OTHER BUSINESSES AND SHOPPING
PROXIMITY TO ALL OF THE CIVIC EVENTS
PROXIMITY TO OTHER THINGS WITHIN METRO AREA
PUBLIC SAFETY
QUALITY OF SERVICES AND FEELING OF SMALLER COMMUNITY
QUIET, CONVENIENT
RAISING THE SPEED LIMIT
RANCH HOUSE
REALLY NEAT PLACE TO LIVE
ROAD MAINTAINCE
SAFE PLACE TO LIVE
SAFETY (17)
SAFETY AND CONVENIENCE
SAFETY AND EVERY BUSINESS IS CLOSE
SAFETY AND POLICE PROTECTION
SAFETY AND QUIET
SAFETY AND SECURITY (2)
SAFETY IS THE MOST IMPORTANT ISSUE, GOOD PLACE TO RAISE A FAMILY
SAFETY NICE CITY
SAFETY, AND FEELING OF BEING SMALL TOWN IN LARGE CITY
SATISFIED (2)
SCHOOL SYSTEM
SECURITY (4)
SECURITY AND IMPRESSED WITH HOW PEOPLE MAINTAIN THEIR PROPERTY
SECURITY OF KNOWING THAT THE POLICE AND FIRE CAN GET THERE QUICKLY
SIDEWALKS
SIZE OF THE TOWN
SMALL AND PEOPLE ARE FRIENDLY
SMALL COMMUNITY FEELING (17)
SMALL COMMUNITY WITHIN A BIG COMMUNITY
SMALL SIZE (4)
SMALL TOWN ATMOSPHERE, CLOSE TO THE THINGS YOU NEED (2)
SMALL TOWN WITH PROXIMITY TO THE METRO
SMALLL TOWN ATMOSPHERE, WONDERFUL NEIGHBORS, QUALITY OF PEOPLE WHO
LIVE
SNOW REMOVAL (8)

SOCIAL ASPECT
SPEED CONTROL ON SIDE STREETS
STABILITY OF THE NEIGHBORHOOD
STREET CONDITION
STREET MAINTENANCE
STREETS ARE THOROUGHFARES
THE CITY SERVICES
THE COMMUNITY (2)
THE LAW ENFORCEMENT
THE PEOPLE AND A GOOD MAYOR
THE PEOPLE FRIENDLY
THE POLICE AND FIRE PROTECTION
THE SENSE OF COMMUNITY AND THE HISTORY
THE TRAILS AND THE TREES
THE TREES
THE WH NEIGHBORHOOD ASSOCIATION
TNE STREEST
TREES, QUALITY OF HOMES, CITY MAKING STRIDES TO ENFORCE CODES.
VERY ACCESSABLE WTHIN A FEW MINUTES
VERY ACCESSIBLE TO DOWNTOWN & WESTERN SUBURBS
VERY LITTLE CRIME
VERY WALKABLE CLOSE COMMUNITY
WALKING PATH (3)
WANTS A DOG PARK
WE NEED BLOCK PARTIES
YOU CAN WALK AROUND AND CLOSE TO DES MOINES

APPENDIX 2

Q10: What **ONE** Police service or program should receive the most attention from City leaders over the next two years? (OPEN ENDED)

ANIMAL CONTROL

ANIMAL CONTROL AND ANIMAL RIGHTS

AREA ON HICKMAN THE HOTEL THAT IS A PROBLEM AREA NOISE AND FIGHT COMPLAI

BE SURE POLICE CARS ARE MOVING AROUND

BEING AVAILABLE IF SOMONE DOES NEED SOMETHING QUICK RESPONSE, G

BETTER VISIBILITY IN ALL AREAS OF COMMUNITY

BUDGET

BURGLARY

BURGLARY INVESTIGATION

CATCHING CRIMINALS WATCHING HOMES, HIRING MORE POLICE BECAUSE WALMART

CATCHING MORE SPEEDERS ON 73

CHANGE THE SPEED LIMITS

CITIZEN SAFETY

CITY MANAGER KNOWS ABOUT PROBLEMS

CODE ENFORCEMENT

COLBY PARK PRESENTATION

COMBINE WITH OTHER POLICE DEPTS.

COMMUNICATION OF THE SERVICES

COMMUNITY EDUCATION

COMPENSATION TO POLICE OFFICERS, PAID COMPREABLY TO SURROUNDING AREAS

CONINUED SAFETY OF WINDSOR HEIGHTS

CONTINUE DOING AS THEY ARE DOING KEEPING US SAFE (6)

CONTINUE WITH SPEED LIMIT ENFORCEMENT

CONTIUNUED TRAINING

CRIME (5)

CRIME AND ORDINANCE RETENTIOM

CRIME AND RAPE

CRIME AT WAL-MART IS OUT OF CONTROL

CRIME PEVENTION (11)

CRIME PREVENTION AND NEIGHBORHOOD WATCH AND FEWER SPEEDING TICKETS

CRIME PREVENTION AND PUBLIC SAFETY

CRIME PREVENTION CLASSES FOR NEIGHBORHOODS

CRIME STOPPERS

CRIME WATCH

CUT DOWN ON THE SPEEDING

DEALING WITH WALMART

DETECTIVE WORK

DEVELOP MORE PROGRAMS IN WORKING WITH YOUTH

DISTURBANCE OF THE PEACE

DOING A GOOD JOB (6)

EDUCATION

EDUCATION FOR CHILDREN AT SCHOOLS

EDUCATION FOR YOUNG PEOPLE ON DRUGS

EDUCATION PROGRAM FOR KIDS

ENFORCE THE SPEED LIMIT

ENFORCEMENT OF CODE VIOLATIONS OF BUSINESSES BEING RUN OUT OF RESIDENIAL

ENFORCEMENT OF TRAFFIC AND GENERAL ENFORCEMENT

ENFORCEMENT OF TRAFFIC REGULATIONS

ENFORCING CITY CODE AND PROTECTION OF CITIZENS

ENFORCING THEIR PRESENT LAWS

ENLARGING THE POLICE FORCE

EQUIPMENT

EVERY POLICE LOSE THEIR TASERS

EXTENSION OF THE NEIGHBORHOOD WATCH

FOSTER NEIGHBOR WATCH PROGRAM

GENERAL ENFORCEMENT OF ALL LAWS, TRAFFIC AND PARKING AND SPEEDING

GENERAL SAFETY OF CITIZENS

GENERAL VISIBILITY OF POLICE FORCE

GREATER POLICE PRESENCE IN GENERAL

HOUSE CHECK PROGRAM AND REMAIN VISABLE

I LIKE THE VACATION HOUSE CHECK PROGRAM

I WISH THEY HAD A FULL TIME ANIMAL RESCUE PERSON

IN FAVOR OF THE POLICE OVER THE TOWN COUNCIL.

INTERACTION WITH THE PEOPLE/NEIGHBORHOODS

INTIATING MORE CODES AGAINST DIFFERENT THINGS AGAINST MY NEIGHBORS

INVESTIGORY JOB...WHEN THINGS GO MISSING

KEEP CURRENT STAFF EMPLOYEDS

KEEP UP THE VISIBILITY FOR CONTINUED SAFETY

KEEPING COMMUNITY SAFE (2)

LESS ATTENTION TO TRAFFIC CONTROL AND MORE ATTENTION TO BURGLARY PREVENT

LIVE CLOSE TO STOP SIGN; MANY PEOPLE GO THRU. BE MORE WATCHFUL.

MAINTAIN THE LEVEL OF SERVICES WE HAVE

MAKE SURE FUNDING AVAILABLE TO CONTINUE SERVICES AND NOT MAKE CUTBACKS

MAKING SURE RENTAL UNITS HAVE RIGHT NUMBER OF PEOPLE AND CONTROL NOISE

MAKING SURE WE HAVE ENOUGH OFFICERS AND COVERAGE

MORE CITY WATCH

MORE CRUSING&DRIVING THROUGH NEIGHBORHOODS,USED TO DO MORE VS. SITTING

MORE EDUCATION ABOUT DRUG ABUSE AND AWARENESS IN THE COMMUNITY

MORE LENIENT ON TRAFFIC VIOLATIONS

MORE NEIGHBORHOOD WATCH

MORE OF CONTINATION OF VISIBILITY&INVESTIGATING COMPLAINTS OR CRIM. ACT.

MORE OFFICERS TO PATROL THE STREETS WITHOUT RAISING TAXES

MORE PATROLLING AROUND THE SCHOOL

MORE POLICE FORCE ON THE STREETS
MORE POLICE OFFICERS
MORE POLICE PRESENCE
MORE SPEED SIGNS
MORE VISIBILITY IN COMMUNITY
MORE VISIBILITY OF POLICE WITHIN NEIGHBORHOODS
NEED TO GET TO KNOW THE RESIDENTS AND EACH FAMILY CONTINTUE ED
NEED TO IMPROVE THE SIDEWALKS AND REPAIRING THE STREETS
NEED TO WORK ON ANIMAL CONTROL AND NEIGHBORHOOD WATCH ADVERTISING
EDPLAN
NEIGHBOOR AWARENESS POLICE PARTOLLING NEIGHBOORHOODS
NEIGHBOOR WATCH (4)
NEIGHBORHOOD SAFETY (2)
NEIGHBORHOOD WATCH (9)
NEIGHBORHOOD WATCH PROGRAM
NEIGHBORHOOD WATCH RAPE DEFENSE CLASSES AND A DOG PARK
NOT TO REDUCE THE AMMOUNT OF POLICE
OFFERING MORE EDUCATION TO KIDS
PARKING AND DROPPING OFF/PICKING UP KIDS AT COWLES SCHOOL
PATROLING
PATROLING; ACCESSIBILITY
POLICE (3)
POLICE DEPARTMENT - ESP W/WALMART
POLICE EQUIPMENT LIKE BULLET PROOF VESTS
POLICE PROGRAM
POLICE VISIBILITY IN COMMUNITY
POLICE VISIBILITY IS IMPORTANT
POST OFFICE ADVERTISING POLICE SERVICES VACATION HOUSE AND DEFENSE CLASS
PROGRAMS OFFERED
PROMOTING THE NEIGHBORHOOD WATCH
PROTECTION
PROTECTION FOR CITIZENS
PUBLIC RELATIONS
PUBLIC SAFETY
PUBLIC SAFTEY
PUBLIC WORKS
REDUCTION OF TAXES
RESPONDING TO CRIMINAL BEHAVIOR IN A MORE PROMPT WAY. TOO MUCH DELAY!
RESPONSE
RETENTION
SAFETY (6)
SAFETY AND CRIME
SAFETY OF THE CITIZENS

SAFETY OF THE ELDERLY
SAFETY PATROL AND CRIME PREVENTION
SECURITY (2)
SPEED ENFORCED
SPEED LIMIT
SPEEDING - CONTROLLING IT A LITTLE MORE IN SCHOOL ZONES AND 70TH & 73RD
SPEEDING ON 63RD ST
SPEEDING ON UNIVERSITY
STOP CRIME KEEP UP THE GOOD WORK
TEACH THEM HOW TO INTERACT WITH THE GENERAL PUBLIC
TECHNOLOGY UPDATES
THE CITY SHOULD TAKE OVER THE NEIGHBORHOOD WATCH PROGRAM C
THE CODE ENFORCEMENT FOR RENTAL PROPERTIES, THE ZONING ENFORCEMENT
THE COMMUNITY WATCH
THE PARKING ON THE STREETS WHEN A CHURCH IN SESSION
THE POLICE SHOULD GET A RAISE
THE SPEEDERS ON UNIVERSITY AVE.
THE WATCH (2)
TRAFFIC (2)
TRAFFIC AND SPEED CONTROL
TRAFFIC CONTROL (4)
TRAFFIC CONTROL FOR SPEEDING
TRAFFIC CONTROLL
TRAFFIC ENFORCEMENT (4)
TRAFFIC ENFORCEMENT 73RD BETWEEN UNIVERSITY AND HICKMAN
TRAFFIC LAW ENFORCEMENT
TRAFFIC SAFETY WITH REGARDS TO KIDS IN THE STREETS SINCE WE DON'T SDWLKS
TRAINING (2)
TRAINING IN HANDLING MENTAL HEALTH OR DOMESTIC CALL
VACATION
VANDALISM AND TRAFFIC
VISIBILITY (4)
VISIBILITY OF POLICE
WATCH THEIR SPENDING
WH IS KNOWN FOR KEEPING TRAFFIC SLOW, KEEP IT UP
WORK ON NO CRIME
YOUTH PROGRAMS CODE 411 IN THE SCHOOLS

APPENDIX 3

Q15: What **ONE** Fire and Emergency Medical service or program should receive the most attention from City leaders over the next two years? (OPEN ENDED)

ACCIDENT PREVENTION AND CRIME PREVENTION
ADD MORE PERMANENT STAFF
ADDITION OF FULL TIME STAFF
ADVERTISE FIRE SAFETY EDUCATION PROGRAMS
ADVERTISE PROGRAMS BETTER PROVIDE MORE EDUCATIONAL OPPORTUNITIES
ALL OF THEM ARE IMPORTANT
ALL FIRE AND MEDICAL EMERGENCIES
A LOT OF SENIORS IN WINDSOR HEIGHTS
AMBULANCE EMERGENCY CALLS
AMBULANCE PROGRAM NEEDS TO STAY THE WAY THEY ARE WITHOUT CHARGING
AMBULANCE RESPONCE
AMBULANCE SERVICE (3)
AMBULANCE/EMERGENCY
AMBULENCE
ATTENTION TO PREVENTION
BEING FULLY STAFFED
CAPABILITY OF THE RESPONDERS
CARBON MONOXIDE DETECTION AND SMOKE DETECTORS PROGRAMS
CHECKING EXISTING HOMES FOR FIRE SAFETY
CHILD SAFETY AND SAFE HOUSES FOR CHILDREN
CONFUSED BY CLIVE COMING AND PROVIDING SERVICES. WHAT SERVICE DO WE USE?
CONTINUE WITH BLOOD PRESSURE MONITORING AND EXPAND IT EVEN FURTHER
CONTINUE WITH TRAINING PEOPLE
CONTINUE WITH WHAT THEY ARE DOING (3)
CONTINUING EFFORTS TO RECRUIT STAFF AND VOLUNTEERS
CONTINUING SUPPORT
CONTINUING THE ED. IN THE SCHOOLS
CONTIUNED ED ON CARBON MONOXIDE POISONING
CONTIUNUED TRAINING
CPR TRAINING
EDCUATION (2)
EDUCATION IN THE COMMUNITY
EDUCATION OF FIRE SAFETY AT COMMUNITY EVENTS
EDUCATIONAL INFORMATION REGARDING FIRE SAFETY ETC.
EMERGENCY
EMERGENCY EQUIPMENT AS NEEDED TO KEEP THEM SAFE AND UPGRADES FOR
PERSONN
EMERGENCY RESCUE DEPT
EMERGENCY RESPONSE (4)
EMERGENCY RESPONSE SHOULD BE A PRIORITY

EMERGENCY RESPONSE TIMES
EMERGENCY SERVICES
EMPLOYMENT SO THEY HAVE ENOUGH PEOPLE TO HANDLE ANYTHING THAT COMES
UP
EMS
EMS / FIRST RESPONDERS
EMT SERVICE (5)
EQUIPMENT
EQUIPMENT AND TRAINING
EQUIPMENT THEN EDUCATION
EQUIPMENT UPDATES
EVERYBODY HAVING SMOKE DETECTORS
FIRE (4)
FIRE & RESCUE FOR THE ELDERLY
FIRE AND AMBULANCE
FIRE AND AMBULANCE SERVICE
FIRE AND AMBULANCE RESPONSE TIMES
FIRE AND EMERGENCY SERVICES
FIRE AND EMT SERVICES KEEP IT UP
FIRE AND RESCUE
FIRE DEPT (2)
FIRE DEPT TRAINING
FIRE OR AMBULANCE TRAINING
FIRE PREVENTION
FIRE PREVENTION SHOULD BE MORE IN THE SCHOOL SYSTEM
FIRE PROTECTION (2)
FIRE SAFETY
FIRE SAFETY FOR RESIDENTS
FIRE SAFETY IN HOME OR WORKPLACE
FIRE SAFETY PLANS AND SMOKE DETECTORS
FIRE SERVICE (2)
FIRE-THEY DO A GOOD JOB AS IS
GENERAL RESPONSEVINESS
GETTING WORD OUT THAT SOME OF PROGRAMS AND SERVICES ARE AVAILABLE,
GIVE THEM A PAY RAISE TOO
HAVING FULL TIME STAFF ON DURING THE DAY IF THEY DON' HAVE ENOUGH VOLUN
HEALTH
INCREASE AWARENESS OF ALL THESE PROGRAMS
INTERACTION WITH PEOPLE/NEIGHBORHOODS
KEEP DOING A GOOD JOB
KEEP FIRE DEPARTMENT AS IT IS
KEEP IT STAFFED
KEEP THE FREE SMOKE DETECTORS AND CARBONMONIXIDE

KEEP THEIR TRAINING UP
KEEP UP AMBULANCE SERVICES
KEEPING STAFF TRAINED IN CURRENT PROCEDURES
KEEPING TAXES DOWN
MAINTAIN EMERGENCY MEDICAL AREA
MAINTAIN THE LEVEL OF SERVICES THEY OFFER
MAINTAINING QUALITY
MAKE SCHOOL CHILDREN AWARE OF FIRE SAFETY
MAKE SURE DEPT. IS FULLY STAFFED
MAKE SURE THEY HAVE ENOUGH OF EQUIP
MEDICAL (2)
MEDICAL SERVICE (2)
MORE AWARENESS OF WHAT THE PROGRAM ARE THAT THEY OFFER (4)
MORE PUBLICITY
MORE RECRUITING OF FIRE VOLUNTEERS, EXCEPT EVEN IF LIVE OUT OF WH
MORE RESPONSIVE TO FIRES AND EMERGENCIES
MORE VISIBILITY ABOUT PROGRAMS THAT THEY DO OFFER
NEEDS FOR EMPLOYEES OR EQUIPMENT MET
NICE IF THEY COULD MAKE BETTER USE OF THE EMPLOYEES THEY HAVE
OLDER AREAS AND BUILDINGS-CLEAN UP OF JUNK AND DEBRIS
PARAMEDIC
PARAMEDIC TRAINING - MORE TRAINING
PARAMEDICS AND EMTS BASED ON THE AGE
POLICE (2)
POLICE AND FIRE DEPT
PREVENTION (2)
PROMOTING EDUCATION ON SERVICE FOR SMOKE DETECTOR CHECKS
PROMOTION OF EDUCATIONAL PROGRAMS
PROTECTING PEOPLE AND PROPERTY
PROVIDE MORE FREE GIVEAWAYS
PROVIDING MORE EDUCATION TO FAMILIES
PUT SPEED SIGNS ON STREETS
PUTTING DEFIBULLATORS IN GROCERY STORES AND TRAINING EMPLOYEES HOW TO US
RECRUIT PARAMEDICS
RECRUITMENT (2)
RECRUITMENT OF FIREFIGHTERS
RESPONSE TIME (3)
RESPONSE TIME IMPROVEMENT
RETENTION OF PARAMEDICS
RETENTION PAY RAISES
SAFETY AND EDUCATION
SAFETY EDUCATION
SENIOR SAFETY

SHOULD GET MORE PARAMEDICS
SMOKE AND CARBON MON. CHECK
SMOKE DETECTOR AND FIRE EXTINGUISHER
SMOKE DETECTORS AND FIRE ALARMS; DIDN'T KNOW HAD THESE PROGRAMS
SMOKE DETECTORS IN HOMES AND EDUCATION ON THIS ISSUE
SOMETHING TO DO WITH SAFETY
SPEED IN WHICH TRUCKS GET TO HOMES THAT NEED THEM WHEN CALL GOES OUT
STAFFING
STAY FOCUS ON BOTH FIRE & RESCUE
THE 911 EMERGENCY
THE RESPONSE HAD BEEN GOOD
THEIR RESCUE TEAM
THERMAL IMAGING CAMERA IF DON'T HAVE ONE
THEY ARE DOING A GOOD JOB
THEY SHOULD HAVE DEFIBRILLATOR LOCAL BUSINESSES AT THE STRIPMALLS
TIME OF RESPONSE
TO KEEP EQUIP UP TO DATE
TRAINING (2)
TRAINING AND KEEPING UP EQUIPMENT
TRAINING AND MEDICAL TECHS
TRAINING FOR PARAMEDICS AND FIREMEN
TRAINING OF PARAMEDICS
TRAINING OF STAFF (2)
TREATED KINDLY
UPDATING EQUIPMENT
VEHICLES UPDATED AND MAINTAINED
VOLUNTEERS

APPENDIX 4

Q17: What ONE Public Works service or program should receive the most attention from City leaders over the next two years? (OPEN ENDED)

63RD AND HICKMAN PROJECT
ADDITIONAL SIDEWALKS AT LEAST ON ONE SIDE (13)
ADMINISTRATION
ANIMAL CONTROL
ANOTHER PARK
APPEARANCE OF THE CITY
ASPHALTING 68TH ST
BEAUTIFICATION (2)
BETTER CLEANING OF MY STREET WHEN IT SNOWS (68TH STREET)
CARE AND IMPROVEMENT OF THE SEWER SYSTEM, STORM AND SANITARY (59)
CITY SEWERS
CLEAN UP OF AREAS LIKE WHERE CREEKS RUN AND RAVINES, AND EMPTY LOTS
CLEANLENES OF WATER AND SAFE TO DRINK
COLBY PARK MAINTENNCE
CONTINUE AS WE ARE 5
CONTINUE MAINTANENCE OF THE STREETS
CONTINUE WITH WORK ON THE STREETS
CONTIUNUED TRAINING
CURBS ARE A MESS ON OUR STREET PLAZA HILLS NEIGHBORHOOD
CURBS ON MY STREET ARE IN TERRIBLE CONDITION. PLEASE FIX THEM.
CUT TAXES
DON'T KNOW MORE PAY RAISES
DON'T KNOW< HAVE ENOUGH MONEY TO STAY UP TO DATE
DRAINAGE
EQUIPMENT
FANCIER LIGHTS TO JAZZ UP THE PLACE
FILLING THE POT HOLES (10)
FINDING A COMPETANT CITY PUBLIC WORKS DIRECTOR
FINISHING COLBY PARK
FIRE DEPARTMENT
FISCAL RESPONSIBILITY
FIXING THE STREETS AND CURBS
FLOOD CONTROL
GET OUR NEW BUILDING DOWNTOWN ON UNIVERSITY SOME TENNENTS
GIVE MORE MONEY TO THE CITY WORKERS TO FIX THE SEWER
IMPROVE MAINTENANCE ON CITY STREETS, INCLD. POT HOLES, CURBS REPAIR
INCREASING OVERLAY BUDGET FOR STREET
INFRASTRUCTURE IMPROVEMENTS IN SEWER AND WATER
KEEP IMPROVING WATER PURITY
KEEP UP THE GOOD WORK OF SNOW REMOVAL

KEEPING THE STREETS CLEAN
KEEPING THINGS UP
LIMITING SALT AND SAND FOR STREET SNOW REMOVAL LOWERING THE AMMOUNT
LITTER CONTROL
MAINTAIN THE NEW COMMUNITY CENTER
MAINTAINING THE CITY STREETS (3)
MAINTENENCE OF THE CITY PARK (2)
MAKE A RULING ABOUT NEIGHBORS DRAINAGE WATER ON YOUR PROPERTY
MAKE SURE PREVENT FLOODING OF CREEKS AD DRAINS ARE CLEAR
MORE EMPHASIS ON ICE AND SNOW REMOVAL, WAS LACKING THIS PAST WINTER
MORE PICKUP OF BRACNCHES AFTER STORMS
NEED TO TAKE BETTER CARE OF THE STREAMS IN THE PARKS
NEW BUILDINGS SITTING EMPTY ON UNIVERSITY
PARKS (2)
PARKS DEPARTMENT
PAY ATTENTION TO STREETS
POLICE DEPT. AND TRAFFIC CONTROL
POLICE SERVICE
PUBLIC WORKS WITH THE SEWERS
PUTTING BETTER INFRASTRUCTURE FOR STORM SEWERS
PUTTING POWERLINES UNDERGRAOUND FIXING SEWERS SO THEY DON'T BACKUP
RENOVATION OF UNIVERSITY
REPLACES STORM AND SANTITARY SYSTEMS
SAFETY - POLICE DEPARTMENT
SEWER SYSTEM AND INFRASTRUCTURE AND ROADS UPDATED FOR STORM RUNNOFF
SEWER SYSTEM. SANITARY SEWER ON 73RD ST.
SEWERS SHOULD BE OPEN AND FREE
SEWERS WITH DRAINS ARE NOT SAFE FOR CHILDREN. NEED TO ENCLOSE MORE.
SIDEWALKS AND KEEPING STREETS REPAIRED
SIDEWALKS AND SEWERS
SNOW REMOVAL (6)
SOME ATTENTION REPAVING
SOME RESIDENTS HAVE PROBLEMS WITH THE SEWER LINES
STAY FOCUSED ON STREET CONDITIONS
STAY FOCUSED ON THE URBAN RENEWAL PROJECTS TO GET THEM FINISHED UP
STORM DRAIN BARRIERS
STORM SEWER AND STREETS THINK THE STRRETS ARE SINKING
STORM SEWER SYSTEM BAD GRATE ON MY CULDESACK
STREET AND SEWER (3)
STREET MAINTAINANCE REPAIRS (49)
STREET RESURFACING INCLUDING THE POTHOLES
STREETS AND SIDEWALK
SWEEP THE STREETS MORE OFTEN

TAKING RESPONSIBILITY WHEN SEWER SYSTEMS BACK UP INTO HOMES
TEACH EMPLOYEES HOW TO HANDLE SNOW PLOWS SO SNOW DOESN'T GET ON
SIDEWALK
TRAFFIC REGULATION
TRAINING OF THE STAFF IN NEW TECHNOLOGY AND TECHNIQUE
TREE TRIMMING OVER THE UTILITY WIRES
TRIMMING TREES
WATER
WATER AND SEWER
WATER AND SEWER SERVICE, RAIN WATER AND SEWER SERVICE
WATER MAINS, HAVE HAD A COUPLE OF BREAKS IN THE LAST TWO YEARS
WIDENING HICKMAN

APPENDIX 5

Q26: What type of recreation or other classes, such as cooking, computer etc, would you like to see in the new community center? (OPEN ENDED)

A WOMENS DEFENSE CLASS OR SAFETY COURSE
ACTIVITIES FOR SENIORS
ACTIVITIES, CLASSES, EMPLOYMENT OPPORTUNITIES FOR TEENS
ADULT EDUCATION CLASSES
AEROBICS
ANY TYPE OF EDUCATION FOR ADULTS; BRIDGE; PHOTOGRAPHY
ANYTHING FOR CHILD UNDER 18
ART CLASSES
ART CLASSES FOR KIDS OR ADULTS
ART CLASSES LIKE EMBROIDERY, KNITTING OR CROCHET
ART CLASSES, KNITTING CLASSES, QUILTING
ART EXHIBIT
ARTS
ARTS AND CRAFTS
ARTS AND CRAFTS, GARDENING
BINGO
BROAD MIX OF TOPICS THAT WOULD GIVE EVERYONE AN OPPORTUNITY, SPAN ALL AGE
CARD PARTIES SUCH AS BRIDGE TOURNAMENTS, POSSIBLY POKER
CLASSES ON HEALTH, NUTRITION
COMMUNITY MEALS FOR ELDERLY
COMPUTER CLASSES (8)
COMPUTER CLASSES AND COOKING (3)
COMPUTER CLASSES FOR ELDERLY. FREE TAX PREPARATION FOR SENIORS.
COMPUTER CLASSES FOR THE ELDERLY (2)
COMPUTER CLASSES OR RECREATIONAL ACTIVITIES CARD PLAYING
COMPUTER CLASSES OR THINGS FOR KIDS
COMPUTER SKILLS
COMPUTER, COOKING, ALL ADULT ED OPPORTUNITIES
COMPUTERS (18)
COMPUTERS ACCESSIBLE TO RESIDENTS
COMPUTERS FOR ELDERLY (3)
COMPUTERS,
COMPUTERS, PAINTING AND CERAMICS, DRAWING. FINE ARTS.
COMPUTERS; ART RELATED CLASSES; COOKING
COMPUTERS; FAMILY ACTIVITIES
COOKING (6)
COOKING NICE TO OFFER FITNESS CLASSES
COOKING & GARDENING
COOKING AND COMPUTERS (8)
COOKING AND COMPUTERS FAMILY LIFE SCIENCES BASIC HOME MAINTNENCE

COOKING AND COMPUTERS, ANTIQUES
COOKING AND CRAFT CLASSES
COOKING AND SAFETY AND CLASSES FOR KIDS TO TAKE LIKE POTTERY
COOKING CLASSES
COOKING CLASSES AND ART CLASSES. DANCE CLASSES
COOKING CLASSES, BOOK CLUBS, CERAMICS, BRIDGE
COOKING CLASSES; WINE TASTING
COOKING COMPUTER ART EXERCISE YOGA HEALTH
COOKING OR DANCING (2)
COOKING YOGA
COOKING, ART CLASSES, PAINTING,
COOKING, COMPUTERS, BOOK CLUB
COOKING, COMPUTERS, EXERCISE AND FITNESS FOR SENIORS
COOKING, COMPUTERS, NEW TECHNOLOGY, NEW IPHONES, HOW TO USE
PROPERLY, SAFE
COOKING, SOMETHING ABOUT GOVERNMENT
COOKING, COMPUTER FOR THE ELDERLY, FLOWER ARRANGING GARDENING IN
CONTAINER
COOKING; ART CLASSES;
COOKING; COMPUTERS; MUSIC
COOKING; TEEN EDUCATION, BABYSITTER CLASSES
COOKING AND COMPUTERS
CPR CLASS
CRAFT CLASSES IN GENERAL, EXERCISE CLASSES OR YOGA
CRAFTS FOR THE KIDS IN THE SUMMER
CROCHET/KNITTING;
DANCING
DIETARY MANAGEMENT
DRAWING,
EDUCATION AND/OR INFORMATION, CULTURAL PROGRAMS
EDUCATION ON RECYCLING
EDUCATIONAL PROGRAMS/CLASSES
ELDERLY COFFEE HOUR
EXERCISE CLASSES
EXERCISE, TAI CHI, YOGA, ADULT PHYSICAL FITNESS, CLASSES FOR CHILDREN
EXERCISE (2)
EXERCISE YOGA BALLROOM DANCING
EXERCISE CLASSES (2)
EXERCISE CLASSES FOR OLDER PEOPLE
EXERCISE CLASSES FOR SENIORS; CONSERVATION CLASSES
EXERCISE CLASSES; PRE TEEN CLASSES FOR DRUGS
EXERCISE FOR ADULTS
EXERCISE PROGRAM FOR PEOPLE IN THEIR 50'S

EXERCISE, COOKING, ETC.
EXERCISE, MOM AND KIDS GROUPS, COOKING, COMPUTERS, STORY TIME, KIDS PROG
EXERCISE, YOGA
FINANCE CLASSES CHESS
FIRST AID CLASSES
FITNESS CLASSES
FREE TIME FOR SENIORS----PLAYING CARDS OR LUNCHEONS
FURTHER EFFORTS FOR YOUNG PEOPLE AND YOUNG PARENTS
GARDENING (4)
GARDENING CLASS OR COOKING CLASSES
GARDENING MAKE FRONT YARDS LOOK PRETTY, LANDSCAPING CLASSES, CURB APPEAL
GARDENING, CRAFTS
GARDENING, LANDSCAPING
GET SOME TYPEWRITERS IN THERE
HAD LECTURES
HAVE BLUES MUSIC IN THE PARK NOT NECESARILY A CLASS
HOME IMPROVEMENT IDEAS
HOW TO....MAINTAINANCE
JAZZERSIZE
KEEP THE COST DOWN ON THE RENTING OF THE COMMUNITY CENTER
LANGUAGE CLASSES, TRAVEL LOGS, BOOK CLUBS
LANGUAGE, COOKING, ART CLASSES
LIKE THEM TO LET THE SENIORS MEET THEIR FOR FREE OR SLIDING SCALE
MAPS OF CITY BIKE TRAILS IN THE COMMUNITY CENTER
MASTER GARDENERS TO SHOW US HOW TO MAKE THE CITY BEAUTIFUL
MORE THINGS PROBABLY FOR KIDS
NATURE EDUCATION FOR CHILDREN
NON COMPUTER GAMES FOR THE KIDS
OPPORTUNITIES FOR CARD NIGHTS
PHOTOGRAPHY,
PROGRAMS FOR SENIOR CITIZENS
QUILTING, COOKING
RECREATIONAL, AND COMPUTER CLASSES
SALSA DANCING
SELF DEFENSE CLASSES (4)
SENIOR CITIZENS SHOULD GET TO USE THE CENTER FREE
SENIOR EVENTS; MORE RECREATION EVENTS TO ATTRACT COMMUNITY
SERVE ALL AGES OF THE POPULATION
SEWING CLASSES
SOCIAL ACTIVITIES (FREE) AND EXERCISE PROGRAM
SOME MORE THINGS FOR SENIOR CITIZENS CLASSES FOR SEWING SCRAPBOOKING
SOMETHING SET UP FOR SENIOR CITIZENS (3)
SOMETHING THAT BRINGS THE GENERATIONS TOGETHER

SPANISH CLASS
STRETCH AND TONE CLASSES
TAI CHI CLASSES (2)
TAI CHI, EXERCISE CLASSES, LANDSCAPING, GARDENING
THE PRICE TO BE LOWERED SO THE COMMUNITY CAN USE IT
TRAVEL LECTURES
USING COMPUTERS
USING COMPUTERS, EXERCISE PROGRAMMING FOR THE ELDERLY
WAS AGAINST THEM BUILDING THE CENTER// MAYBE FITNESS CLASSES
WET TSHIRT CONTEST
YOGA AND JUDO CLASSES
YOGA CLASSES (2)
YOGA, EXERCISE CLASSES
YOGA, SENIOR MOBILITY CLASSES, PROGRAMMING FOR SENIORS

APPENDIX 6

Q27a: Which library do you use most frequently? (OPEN ENDED)

CENTRAL DOWNTOWN
CENTRAL LIBRARY, AND FRANKLIN
CLIVE (5)
DES MOINES (4)
DES MOINES CENTRAL (2)
DES MOINES FRANKLIN
DES MOINES PUBLIC (2)
DES MOINES, SOUTH SIDE
DMACC AND IOWA STATE UNIVERSITY
DOWNTOWN DES MOINES LIBRARY (11)
FOREST
FRANKLIN (90)
FRANKLIN (URBAN DALE DURING REMODELING)
FRANKLIN AND URBAN DALE
FRANKLIN OR URBAN DALE ABOUT THE SAME USE
FRANKLIN UNTIL IT CLOSED AND NOW FOREST AVE.
JOHNSTON
URBAN DALE (86)
URBAN DALE OR FRANKLIN
URBAN DALE PUBLIC LIBRARY
URBAN DALE SINCE FRANKLIN HAS BEEN CLOSED
URBAN DALE, 86TH ST BEFORE DOUGLAS
USED TO USE FRANKLIN, BUT NOW USE URBAN DALE. WILL GO BACK TO
FRANKLIN.
WAS USING FRANKLIN AVE. UNTIL IT CLOSED. DOWNTOWN INACCESSABLE
WEST DES MOINES (13)
WEST DESMOINES AND URBAN DALE

APPENDIX 7

Q28: What **ONE** Culture, Parks, and Recreation Services service or program should receive the most attention from City leaders over the next two years? (OPEN ENDED)

4TH OF JULY (10)
4TH OF JULY PARTY FOR KIDS
A DOG PARK WOULD BE GOOD
A FLEE MARKET AR CRAFT FAIR
ACTIVITES CLOSER TO ME; ANY PROGRAM FOR CHILDREN FOR SUMMER
ACTIVITES IN THE PARK
ACTIVITIES FOR KIDS (3)
ACTIVITIES FOR SENIOR CITIZENS (3)
ADDITIONAL FAMILY ORIENTED ACTIVITIES
ADDITIONAL USE FOR THE PARK FOR ADULTS
ART IN THE PARK
AVAILABILITY OF WHATEVER THEY BUILD IT FOR
BEAUTIFY THE CITY WITH FLOWERS
BIKE AND WALKING TRAILS (11)
BIKE TRAIL/SECURITY IMPROVEMENTS (2)
BUSINESS RETENTION GROWTH
CHURCH PARKING ON SUNDAYS AND 4TH OF JULY PARKING
CLEAN UP DEAD ANIMALS IN THE PARKS
CLEANLINESS
COLBY PARK (9)
COLBY PARK AND THE NEW COMMUNITY CENTER
COLBY PARK ESTABLISHED
COLBY PARK IMPROVEMENTS (2)
COLBY PARK MAYBE SKATEBOARD FOR THE KIDS
COLE SCHOOL GROUND
COMMUNITY ACTIVITIES CONTINUE TO DRAW IN YOUNGER PEOPLE
COMMUNITY CENTER - KEEPING IT BUSY
COMMUNITY CENTER (3)
COMMUNITY CENTER SHOULD HAVE REGULAR PROGRAMS SET UP FOR YOUTH
COMMUNITY CENTER TO RENT
COMMUNITY EDUCATION AT THE COMMUNITY CENTER (2)
COMMUNITY SURVIVABILTY
CONCERNED WITH THE ROUTE OF COLBY PARK- DISABILITY PARKING NEED CLOSER
CONDITIONS OF PARKS
CONTINUE TO OFFER EVENTS AND PROGRAM
CONTINUE WHAT ARE PURSUING WITH DIFFERENT EVENTS & NEWSLETTER
CONTINUE WITH MUSIC IN THE PARK
CONTINUE WITH WHAT YOUVE DONE ON COLBY PARK
CONTINUED DEVELOPMENT OF OPPORTUNITIES FOR THE RESIDENTS
CONTINUED GOOD MAINTENANCE

CONTINUES PROGRAMS LIKE MUSIC IN THE PARK. ADD MORE LIKE THIS FOR SENIOR

CONTINUING DEVELOPEMENT OF COLBY PARK

CONTRIBUTE TO CIVIC CENTER IN DES MOINES

CULTURAL AREA LIKE FARMERS MARKETS OR ART IN THE PARK

CULTURE (2)

CURBING SPENDING ON PARKS AND REC

DEVELOPING THE COMMUNITY CENTER (2)

DOG PARK PROGRAM (3)

ENCOURAGE 4TH OF JULY AND MUSIC IN THE PARK

ENFORCE TRAIL HOURS; USE AFTER AFTER HOURS CREATES PRI, LIABILITY ISSUES

EQUIPMENT

FACILITES FOR THE TEENS AND CHILDREN GOOD ACTIVITIES ICE SKATING

FINISH COLBY PARK (2)

FINISH CONNECTION OF WALNUT CREEK BIKE TRAIL TO CLIVE

FINISH UP THE PARKS (2)

FINISHING CLUB HOUSE AT COLBY PARK

FINISHING THE NEW SHELTER HOUSE

FITNESS FOR THE ELDERLY

GETTING OWN LIBRARY

HELPING SENIORS THRU NEW COMMUNITY CENTER

IMPLEMENTATION OF THE NEW PARK BUILDING AT COLBY PARK

IMPROVE CLEANING & PLOWING OF WALKING TRAILS - URBANDALE DOES BETTER

KEEP 4THOF JULY ON THE 4TH OF JULY - HEARD RUMORS ABOUT IT CHANGING

KEEP THE LIBRARY SOLVENT

KEEP WINDSOR HEIGHTS BEAUTIFUL FOUNDATION

LIBRARY (5)

LIKE TO LOOK AT TURNAROUND FOR TRAFFIC FOR SAFETY, COMMON GREEN SPACES

LIMITATION ON THE MUSIC ON THE PARK

LOCAL DOG TRAINING CLASSES WOULD BE WILLING TO TEACH

MAINTAIN LIBRARY PROGRAM

MARKET AND USE THE NEW COMMUNITY CENTER (2)

MORE PROGRAMS AT THE PARK

MORE PUBLIC PROGRAMS EXERCISE CLASSES

MORE RECREATION

MORE SHADE IN THE PARK AND OFFER MORE CLASSES

MORE STUFF GOING ON AT COLBY PARK AND MORE PARKING

MOVIES IN THE PARK

MUSIC IN THE PARK (9)

NOT SURE LOWER TAXES

OFFERING CLASSES AT THE COMMUNITY CENTER FOR ELDERLY

PARK MAINTAINANCE AND ACTIVITIES

PARK SYSTEM (13)
PARKS FOR YOUNG CHILDREN
PRESENTATION OF HOLOCAUST INFORMATION BY LONGTIME NEIGHBOR
PROGRAMS FOR FAMILYS WITH YOUNG KIDS
PROGRAMS FOR YOUNG CHILDREN, WHAT THEY WOULD LIKE
READING PROGRAM
RECREATION TRAILS
RECREATIONAL ACTIVITIES
RENT THE BANDSTAND TO LOCAL MUSICIANS
RESURFACING BIKE TRAIL NORTH OF COLLEGE
ROAD MAINTENANCE AT PARKS
SOME LANDSCAPING AT COLBY PARK
SOME WINTER ACTIVITIES
SOME KIND OF GREEN SPACE OR PARK ON THE NORTH SIDE OF THE CITY
SOMETHING FOR KIDS TO DO
SOMETHING FOR YOUNGER PEOPLE
STREETS AND SEWERS
SUCCESS OF OUR COMMUNITY DEPENDS ON THE EFFORTS OF THE BOARD AND
CITY
SUMMER PROGRAM FOR YOUTH AT COLBY PARK
SUMMER SPORTS FOR THE KIDS
THE PARADE NEEDS SOME WORK
THE PARK SHOULD BE SO EVERYONE CAN USE IT
THE PARKS AND BIKE TRAIL
THEY SHOULD REHAB LIONS PARK
TRAILS (2)
TRAILS AND THE NEW COMMUNITY CENTER
TUESDAY NIGHT EVENTS - MUSIC IN THE PARK - MORE SUCH EVENTS
UPGRADE MUSIC IN THE PARK
UTILIZATION OF THE NEW COMMUNITY CENTER, DEVELOPMENT OF PROGRAMS
UTILIZING COLBY PARK
WATERPARK, AND MORE PROGRAMS FOR KIDS
WORK ON THE STRRET
YOUTH COUNCIL

APPENDIX 8

Q30: 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? (OPEN ENDED)

ADDING FLORIDE OR MAKE THE WATER SOFTER
ASTISTIC
BE MORE RESPONSIVE/QUICK TO SPRING CLEAN UP AND LARGE ITEM PICK UP
BRUSH AND STORM DAMAGE REMOVAL
BRUSH CLEAN UP AFTER NATURAL EVENT
BURY THE POWER LINES
CITY WASTE
CLEANING UP THE WATER/DRINKING WATER (6)
CONTINUED FOCUS ON THE RECYCLING PROGRAM
CONTINUED GARBAGE PICKUP
CONTINUING NEW RECYCLING PROGRAM
DES MOINES WATERWORKS IS SLIPPING IN QUALITY
DIFFERENT COMPANY TO PICK UP GARBAGE
DRANAGE
EASIER AND CHEAPER WAY OF DISPOSING OF YARD WASTE
EDUCATION ON RECYCLING
ENCOURAGE MORE RECYCLING (2)
EXPAND PICK-UP OF APPLIANCES TO 4 TIMES/YEAR; EXPAND CLEAN UP DAY 2/YR
EXPAND RECYCLING
EXPAND RECYCLING TO STYROPHOME TEST WATER MICROBES CHEMICALS AND TOXINS
EXPANDED USE OF THE SPECIAL COLLECTION EVENTS SUCH AS THE CLEAN UP DAY
EXPANDING RECYCLING PROGRAM/ENCOURAGING MORE TO PARTICIPATE
FALL LEAF REMOVAL
FIGURE OUT WHY WATER IS BROWN EVERY SO OFTEN
FLOODING NEEDS TO BE OBSERVED IN CERTAIN AREAS
GARBAGE PICK UP (6)
GETTING MORE PEOPLE TO DO THE RECYCLING PROGRAM
HAS TO PAY FOR GARBAGE, RECYCLE SVCS. WHEN GONE OVER WINTER, SNOWBIRD
HAVE MORE CLEAN-UP DAY, SPRING&FALL;GRASS PICK IN BIN RATHER THAN BAGS
I LIKE THE CLEAN UP DAY AND WANT THAT TO GET MORE ATTENTION
JUST CONTINUATION OF PROGRAMS
KEEP UP AND MAINTAIN EVERYTHING
KEEP WATER SAFE
LARGE APPLIANCE REMOVAL MORE OFTEN
LOOKING AT INFRASTRUCTURE/ MAKING SURE IT IS REPAIRED
MAINTENANCE OF SANITARY AND STORM SEWERS
MAKE THE WATER QUALITY BETTER FOR DRINKING (2)
MAKING SURE THE GARBAGE PROGRAM
MAKING SURE THE WATER IS CLEAN AND SAFE, NO CONTAMINANTS IN DRINKING

MORE HAZARDOUS WASTE DROP OFF DATES
MORE TYPES OF PLASTIC TO BE INCLUDED IN RECYCLING
NEED FALL CITY CLEANUP OFFER ONCE A YEAR PAINT AND CHEMICAL RECYCLING (4)
NICE TO INCREASE ITEMS WE CAN RECYCLE MORE RECYCLING OPPORTUNITIES
OFFER ONE OTHER CLEAN UP DAY (3)
PICK UP BAGS WITH STICKER ON MORE REGULARLY - BAGS ARE THERE TOO LONG
PICK UP DAY
PREVENTION OF FLOODS
PRICE OF TRASH AND RECYCLING PICKUP
PROMOTE RECYCLING (2)
PROMOTE REDUCED RATES FOR WATERING LAWNS
PUBLIC WORKS
RECYCLING (46)
REDUCING COST OF PREMIUM COMPOST PROGRAM
REFINE THE RECYCLING SERVICES
SEWER AND RAINWATER
SEWER BACKUP ON WASHINGTON AVE WHEN IT RAINS
SEWER SYSTEM (8)
SHOULD PICKUP A LITTLE LATER
SOLID WASTE BEING ABLE TO GET RID OF STUFF THEY HAVE TO TAKE TO BONDURAN
SOLID WASTE GREATER INFORMATION REGARDING PRODUCTS THAT THEY CAN TAKE
SOLID WASTE PICKUP (2)
SOLID WASTE, FOR THE YARD WASTE. USE WHAT URBANDALE HAS WITH
CONTAINERS
SOLID WASTE, RECYCLING AND WATER SERVICE
SPRING CLEAN-UP (2)
STAY ON TOP OF THE STREETS
STREAMLINE RECYCLING
STREAMS
STRONGER YARD WASTE COLLECTION BAGS WHERE THE BOTTOM DOES NOT FALL
OUT
THE CITY WASTE AND RECYCLING
THE CLEAN UP DAY SHOULD BE TWICE A YEAR, GENERAL TRIMMINGS PICK UP AGAIN
THE CONTRACT IS WITH PRIVATE, Q 'S SHOULD BE ABOUT SERVICES THAT WH PROV
THE SOLID WASTE ARTISTIC
TO CHECK WATER, SOMETHING NOT GOOD IN MY WATER
TRASH PICKUP (2)
UPDATING SYSTEMS - UPDATE THE WATER GOING INTO RESIDENTIAL HOUSES
UPGRADE SEWER SYSTEM
UPGRADING WATER MAINS
WASTE DAY (2)
WATER QUALITY (29)
WATER QUALITY - IMPROVING WATER QUALITY, GETTING GOOD, CLEAN WATER

WATER QUALITY; SAFE AS POSSIBLE FOR US TO DRINK CAUSE ITS GOING IN BODIE
WATER SHOULD BE CLEANED UP FOR DRINKING - TASTES BAD
WATERWORKS
WORK ON POLLUTION IN THE RACoon RIVER
YARD WASTE PICKUP (10)