

## Windsor Heights Community Satisfaction Survey 2007

Please note, if you have already taken this survey once, please do not take it a second time. This survey was administered earlier this year via random phone calls to Windsor Heights residents. Your answers to this survey may be published for the public to view, but your address will be removed so the results cannot be tracked back to any one individual.

1. Are you still a resident of Windsor Heights?

Yes  
No

2. What is your current address? (optional)

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### **Section 1: Overall Satisfaction with the Community**

3. Please mark 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”.

		Very Satisfied				Very Dissatisfied	DON'T KNOW
<b>How satisfied are you with:</b>		5	4	3	2	1	
A	Accessibility of City management?						
B	Accessibility of City elected officials?						
C	Quality of police services and protection.						
D	Quality of fire and ambulance services.						
E	Enforcement of City codes and ordinances.						
F	Quality of solid waste and recycling services.						
G	Maintenance of city streets, sidewalks, and infrastructure?						
H	Effectiveness of City communication						

.	with the public?						
I.	Overall attractiveness of the community?						
J.	Quality of City parks and recreation facilities?						
K.	Overall feeling of safety in the community?						
L.	Overall quality of life Windsor Heights offers its citizens?						

4. What ONE aspect of living in Windsor Heights does the most to improve your quality of life?

5. What THREE areas of City services or projects do you think City leaders should give the most attention to over the next two years?

1 = 1<sup>st</sup> Priority \_\_\_\_\_

2 = 2<sup>nd</sup> Priority \_\_\_\_\_

3 = 3<sup>rd</sup> Priority \_\_\_\_\_

6. Have you contacted the City with a service request, question, or complaint during the past year, or received service from any City employee?

Yes IF YES, CONTINUE TO QUESTION 6B

No IF NO GO TO SECTION 2 and INGORE QUESTION 6B and 6C

6B. Which departments have you contacted or received service from?

		Yes	No
<b>Which department have you contacted or received services from:</b>			
A.	City Administration		
B.	Fire and Rescue		

C.	Police Department		
D.	Code Enforcement & Building Inspections		
E.	Public Works		

6C. 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”.

<b>In general how would you rate the contact or customer service you received from City Staff:</b>		Very Satisfied				Very Dissatisfied	DON'T KNOW
<b>How satisfied are you with:</b>		5	4	3	2	1	
A.	City Administration						
B.	Fire and Rescue						
C.	Police Department						
D.	Code Enforcement and Building Inspections						
E.	Public Works						

**Section 2: Citizens Satisfaction by Department**

The next questions are about your satisfaction with specific city departments.

**Police Department**

7. First the Police Department. Please rate each item on a scale of 1 to 5 where 5 means “very satisfied” and 1 means “very dissatisfied”.

		Very Satisfied				Very Dissatisfied	DON'T KNOW
<b>How satisfied are you with:</b>		5	4	3	2	1	
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?						

8. What **ONE** Police service or program should receive the most attention from City leaders over the next two years?

- 1<sup>st</sup> Priority \_\_\_\_\_

**Fire Department**

9. 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”.

		Very Satisfied				Very Dissatisfied	DON'T KNOW
<b>How satisfied are you with:</b>		5	4	3	2	1	
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?						

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

- 1<sup>st</sup> Priority \_\_\_\_\_

**Public Works Department**

11. 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”.

		Very Satisfied				Very Dissatisfied	DON'T KNOW
<b>How satisfied are you with:</b>		5	4	3	2	1	
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?						

12. What ONE Public Works service or program should receive the most attention from City leaders over the next two years?

- 1<sup>st</sup> Priority \_\_\_\_\_

13. 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

14. Do you want the City to install sidewalks, which could be located on YOUR side of the street?

Yes  
No

15. Would you be willing to pay a special assessment in order to fund sidewalks?

Yes  
No

**Culture, Parks and Recreation**

16. 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				Very Dissatisfied	DON'T KNOW
<b>How satisfied are you with:</b>	5	4	3	2	1	
A. Condition of the Colby Trail.						
B. Condition of the Shelterhouse at Colby Park						
C. Special event programming at Colby Park?						
D. The Colby Park Redevelopment Project.						
E. The Lions Park Redevelopment Project.						
F. The Playground at Colby Park.						
G. Quality of City parks and recreation opportunities.						

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

- Yes
- No

18. Have you attended the following special events:

	Yes	No
<b>Have you attend the following special events:</b>		
A. Fourth of July		
B. Movies at the Park		
C. Music in the Park		
D. Fireman’s Pancake Day		
E. Windsor Heights Annual Mini-Marathon (WHAMM)		
F. Oktoberfest at Colby Park		
G. Windsor Wonderland		

19. Have you used Des Moines area regional library services in the last year?

Yes **IF YES MOVE TO QUESTIONS 19a**  
 No **IF NO GO TO QUESTION 21**

19a. Which library do you use most frequently?

\_\_\_\_\_

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

- 1<sup>st</sup> Priority \_\_\_\_\_

**City Solid Waste, Recycling, and Water Services**

22. 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”.

		Very Satisfied				Very Dissatisfied	DON'T KNOW
<b>How satisfied are you with:</b>		5	4	3	2	1	
A.	Residential Trash Collection services						
B.	Curbside recycling services.						
C.	Large item pick-up/removal (such as appliances).						
D.	Overall quality of Artistic Waste Systems (the City’s contracted service provider).						
E.	Residential water services.						
F.	Overall quality of Des Moines Water Works..						

23. 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?

- 1<sup>st</sup> Priority \_\_\_\_\_

**Community Development and Code Enforcement**

24. 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”.

		Very Satisfied				Very Dissatisfied	DON'T KNOW
<b>How satisfied are you with:</b>		5	4	3	2	1	
A	Quality of redevelopment in the City						
B.	The Town Center Project at 66 <sup>th</sup> and University Avenue.						
C.	City permit and inspection process.						
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.						

25. What **ONE** Community Development service or program should receive the most attention from City leaders over the next two years?

- 1<sup>st</sup> Priority \_\_\_\_\_

**City Communication**

26. 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				Very Dissatisfied	DON'T KNOW
<b>How satisfied are you with:</b>		5	4	3	2	1	
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.						

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

- Yes
- No

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

- Yes
- No

29. 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

**Finally, we have some questions about yourself.**

30. What is your marital status

1. Married and living with my spouse
2. Living with someone in a steady, marital like relationship
3. Separated or Divorced
4. Widowed
5. Single and never married
8. Don't Know
9. Refused

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

Yes

No

32. Would you say your income is:

1. Below \$25,000
2. \$25,000 to \$49,999
3. \$50,000 to \$74,999
4. \$75,000 to 100,000
5. Above \$100,000
8. Don't Know
9. Refused

33. What is your race/ethnicity

1. African-American/Black
2. Asian
3. Hispanic
4. Native American
5. White
6. Other/Mixed Race
8. Don't Know
9. Refused

**THE CITY OF WINDSOR HEIGHTS THANKS YOU FOR PARTICIPATING  
IN THEIR SURVEY.**

**Once complete, please return to city hall.**

**Windsor Heights City Hall  
1133 66<sup>th</sup> Street  
Windsor Heights, Iowa 50311**