

## Windsor Heights Community Satisfaction Survey 2010

1. Are you still a resident of Windsor Heights?

1 = Yes

2 = No

### **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”.

		Very Satisfied				Very Dissatisfied	DON'T KNOW	REFUSED
<b>How satisfied are you with:</b>								
A	Accessibility of City staff?	5	4	3	2	1	8	9
B	Accessibility of City elected officials?	5	4	3	2	1	8	9
C	Quality of police services and protection.	5	4	3	2	1	8	9
D	Quality of fire and ambulance services.	5	4	3	2	1	8	9
E	Enforcement of City codes and ordinances.	5	4	3	2	1	8	9
F	Quality of solid waste (garbage) collection.	5	4	3	2	1	8	9
G	Quality of single stream recycling collection	5	4	3	2	1	8	9
H	Maintenance of city streets?	5	4	3	2	1	8	9
I	Maintenance of city sewers?	5	4	3	2	1	8	9

J.	Effectiveness of City communication with the public?	5	4	3	2	1	8	9
K.	Overall attractiveness of the community?	5	4	3	2	1	8	9
L.	Quality of City parks and recreation facilities?	5	4	3	2	1	8	9
M.	Overall feeling of safety in the community?	5	4	3	2	1	8	9
N.	Overall quality of life Windsor Heights offers its citizens?	5	4	3	2	1	8	9

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

5. How much emphasis do you think City leaders should give the following areas over the next two years?

	Most emphasis (5)	4	3	2	Least emphasis (1)	DON'T KNOW	REFUSED
Development (includes redevelopment of existing commercial areas, support for existing businesses and the City's economic development grant program to promote job retention or creation.)							
Public Safety (this includes the police, fire, building and code enforcement sections of the City's operations)							
Infrastructure (this includes streets, water, stormwater and sanitary sewer)							
Recreation/Cultural (this includes parks, programming, and participation in regional efforts such as the regional library system and regional arts initiatives)							
Sidewalks (this means adding more sidewalks and improving the sidewalks that are in place)							

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

1 = Yes

2 = No

**IF NO GO TO SECTION 2, PAGE 5**

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

		Yes	No	DK	REF
<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	REFUSED
<b>How satisfied are you with:</b>								
A.	City Administration	5	4	3	2	1	8	9
B.	Fire and Rescue	5	4	3	2	1	8	9
C.	Police Department	5	4	3	2	1	8	9
D.	Code Enforcement and Building Inspections	5	4	3	2	1	8	9
E.	Public Works	5	4	3	2	1	8	9

**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	REFUSED
<b>How satisfied are you with:</b>								
A.	Professionalism of police officers?	5	4	3	2	1	8	9
B.	Enforcement of traffic laws?	5	4	3	2	1	8	9
C.	Police efforts to prevent crime?	5	4	3	2	1	8	9
D.	Responsiveness of police to complaints?	5	4	3	2	1	8	9
E.	Responsiveness of police to investigations of criminal offenses?	5	4	3	2	1	8	9
F.	The Vacation House Check Program?	5	4	3	2	1	8	9
G.	Quality of Animal Control?	5	4	3	2	1	8	9
H.	Visibility of police around the city?	5	4	3	2	1	8	9
I.	Quality of community education programs?	5	4	3	2	1	8	9

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

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

9. **Do you feel the city should raise the speed limit on University Avenue from 25 mph to 30 mph?**

- 1 = Yes
- 2 = No

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

1 = Yes

2 = No

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

1 = Yes

2 = No

## Fire Department

12. 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	REFUSED
<b>How satisfied are you with:</b>								
A.	How quickly fire department personnel respond to emergencies?	5	4	3	2	1	8	9
B.	Quality of ambulance and paramedic services?	5	4	3	2	1	8	9
C.	Professionalism of fire department personnel?	5	4	3	2	1	8	9
D.	Quality of fire safety and education programs?	5	4	3	2	1	8	9
E.	Carbon monoxide and smoke detector programs?	5	4	3	2	1	8	9
F.	Programs to monitor blood pressure of residents?	5	4	3	2	1	8	9

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

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

**Public Works Department**

14. 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	REFUSED
<b>How satisfied are you with:</b>							
A.	Condition of city streets?	5	4	3	2	1	8 9
If a person responds with a 2 or 1, please ask them the following questions. Can you please share with us the specific street where you are dissatisfied condition of the road? _____							
B.	Condition of sidewalks?	5	4	3	2	1	8 9
If a person responds with a 2 or 1, please ask them the following questions. Can you please share with us the specific areas where you are dissatisfied with the sidewalks? _____							
C.	Snow removal on major streets?	5	4	3	2	1	8 9
D.	Snow removal on YOUR street?	5	4	3	2	1	8 9
E.	Mow and tree trimming along City property?	5	4	3	2	1	8 9
F.	Cleanliness of city streets and public areas?	5	4	3	2	1	8 9
G.	Maintenance of sanitary sewer system?	5	4	3	2	1	8 9
H.	Maintenance of storm sewer system?	5	4	3	2	1	8 9

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

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

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

- 1 = Yes
- 2 = No

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

- 1 = Yes
- 2 = No

**Culture, Parks and Recreation**

18. 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	REFUSED
<b>How satisfied are you with:</b>								
A	Condition of the bike trails	5	4	3	2	1	8	9
B.	Special Event Programming	5	4	3	2	1	8	9
C.	The Playground at Colby Park.	5	4	3	2	1	8	9
D	Quality of City parks and recreation opportunities	5	4	3	2	1	8	9
E.	The condition of Lions Park	5	4	3	2	1	8	9

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

- 1 = Yes
- 2 = No

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

- 1 = Yes
- 2 = No

21. Do you think the city should build a dog park within Windsor Heights?

- 1 = Yes
- 2 = No

21a . Would someone in your household use a dog park if one were in Windsor Heights?

- 1 = Yes
- 2 = No

22. Do you think the city should build a skate park within Windsor Heights?

1 = Yes

2 = No

20a. Would someone in your household use a skate park if one were located in Windsor Heights?

1 = Yes

2 = No

23. Have you attended the following special events:

		Yes	No	DK	REF
<b>Have you attend the following special events:</b>					
A	Fourth of July	1	2	8	9
B.	Movies at the Park	1	2	8	9
C.	Music in the Park	1	2	8	9
D	Fireman’s Pancake Day	1	2	8	9
E.	Windsor Heights Annual Mini-Marathon (WHAMM)	1	2	8	9
F.	Oktoberfest at Colby Park	1	2	8	9
G	Windsor Wonderland	1	2	8	9
H	Easter Egg Hunt	1	2	8	9
I.	The Fire Fighters Santa Day	1	2	8	9

24. What type of recreation or other classes would you like to see in the new community center? (Other means cooking, computer classes, etc.)

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

25. Have you used any regional library in the last year?

1 = Yes

2 = No

**IF NO GO TO QUESTION 21**

**IF YES MOVE TO QUESTIONS 19a**

25a. Which library do you use most frequently? (OPEN)

\_\_\_\_\_

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

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

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

27. 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	REFUSED
<b>How satisfied are you with:</b>								
A	Residential Trash Collection services	5	4	3	2	1	8	9
B.	Single Stream recycling services.	5	4	3	2	1	8	9
C.	Large item pick-up/removal (such as appliances).	5	4	3	2	1	8	9
D	Yard Waste Collection	5	4	3	2	1	8	9
E	Clean up day	5	4	3	2	1	8	9
F.	Overall quality of Artistic Waste Systems (the City’s trash and yard waste collection contractor).	5	4	3	2	1	8	9
G	Overall quality of Waste Management (the single stream recycling collection contractor, the green container).	5	4	3	2	1	8	9
H	Residential water services.	5	4	3	2	1	8	9
I.	Overall quality of Des Moines Water Works..	5	4	3	2	1	8	9

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

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

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

- 1 = Yes
- 2 = No

**Community Development and Code Enforcement**

30. 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	REFUSED
<b>How satisfied are you with:</b>								
A	Quality of redevelopment in the City	5	4	3	2	1	8	9
D	Enforcing the clean up of junk and debris on private property.	5	4	3	2	1	8	9
E.	Enforcing the mowing and cutting of weeds on private property.	5	4	3	2	1	8	9
F.	City efforts to remove abandoned or inoperative vehicles.	5	4	3	2	1	8	9

31. Have you ever gotten a building permit from the City of Windsor Heights?

1 = Yes      IF YES, ASK THE BELOW QUESTION  
 2 = No

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

		Very Satisfied				Very Dissatisfied	DON'T KNOW	REFUSED
<b>How satisfied are you with:</b>								
A	City building permit and inspection process.	5	4	3	2	1	8	9

32. Have you ever spoken with or worked with the Windsor Heights Code Enforcement Official?

1 = Yes      IF YES, ASK THE BELOW QUESTION  
 2 = No

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

		Very Satisfied				Very Dissatisfied	DON'T KNOW	REFUSED
<b>How satisfied are you with:</b>								
A	Professionalism of Code Enforcement personnel.	5	4	3	2	1	8	9

## City Communication

33. 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	REFUSED
<b>How satisfied are you with:</b>								
A.	Overall effectiveness of City efforts to keep the public informed on programs and services.	5	4	3	2	1	8	9
B.	Quality of the City's website.	5	4	3	2	1	8	9
C.	Quality of the City's newsletter (included in the water bill and in the Windsor Heights Living Magazine).	5	4	3	2	1	8	9
D.	Coverage of Windsor Heights' news in local media?	5	4	3	2	1	8	9
E.	Quality of budget and other information relating to City operations?	5	4	3	2	1	8	9
F.	Efforts of City staff to effectively deal with questions and concerns of the public.	5	4	3	2	1	8	9
G.	Community Coffee Club	5	4	3	2	1	8	9
H.	Taking it to the Streets program (council meetings held in the street in summer)	5	4	3	2	1	8	9
I.	Mayor's Hour	5	4	3	2	1	8	9
J.	Efforts to use social media such as Facebook and Twitter	5	4	3	2	1	8	9

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

- 1 = Yes
- 2 = No
- 8. Don't Know
- 9. Refused

35. 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. Don't Know
- 9. Refused

36. 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. Don't Know
- 9. Refused

Finally, we have some questions about yourself.

37. 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

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

- 1 = Yes
- 2 = No
- 8. Don't Know
- 9. Refused

(ASK THE FOLLOWING QUESTION ONLY IF THEY ANSWERED YES TO QUESTION 31.)

38a. If you have school age children, do they walk to school?

- 1 = Yes
- 2 = No
- 8. Don't Know
- 9. Refused

39. Would you say your household 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

40. 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.**