

Windsor Heights Community Satisfaction Survey Results
(Please note that due to rounding, some percentages may not equal exactly 100%.)
October 2007

1. Are you still a resident of Windsor Heights?
 1 = Yes 100%
 2 = No

2. What is your current address?
 Precinct 1=112
 Precinct 2=123
 Precinct 3=119

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	DK	REFUSED	
How satisfied are you with:		5	4	3	2	1	8	9	
A.	Accessibility of City management?	156 44%	86 24%	63 18%	7 2%	3 1%	36 10%	3 1%	
Of those responding: Satisfied or better = 97% Above Avg = 77% Dissatisfied = 2% Very Dissatisfied = 1%		Satisfied or better = 86% Very or Dissatisfied = 3%						Above Avg = 68% DK or refused = 11%	
B.	Accessibility of City elected officials?	127 36%	90 25%	67 19%	14 4%	5 1%	48 14%	3 1%	
Of those responding: Satisfied or better = 94% Above Avg = 72% Dissatisfied = 5% Very Dissatisfied = 1%		Satisfied or better = 80% Very or Dissatisfied = 5%						Above Avg = 61% DK or refused = 15%	
C.	Quality of police services and protection.	236 67%	81 23%	17 5%	7 2%	6 2%	6 2%	1 0%	
Of those responding: Satisfied or better = 96% Above Avg = 91% Dissatisfied = 2% Very Dissatisfied = 2%		Total Responses (including DK and Refusals) Satisfied or better = 95% Very or Dissatisfied = 4%						Above Avg = 90% DK or refused = 2%	
D.	Quality of fire and ambulance services.	244 69%	64 18%	16 5%	2 1%	3 1%	24 7%	1 0%	
Of those responding: Satisfied or better = 98% Above Avg = 94% Dissatisfied = <1% Very Dissatisfied = 1%		Total Responses (including DK and Refusals) Satisfied or better = 92% Very or Dissatisfied = 2%						Above Avg = 87% DK or refused = 7%	

		Very Satisfied				Very Dissatisfied	DK	REFUSED
How satisfied are you with:		5	4	3	2	1	8	9
E.	Enforcement of City codes and ordinances.	102 29%	91 26%	74 21%	24 7%	10 3%	52 15%	1 0%
Of those responding: Satisfied or better = 89% Above Avg = 64% Dissatisfied = 8% Very Dissatisfied = 3%		Total Responses (including DK and Refusals) Satisfied or better = 76% Above Avg = 55% Very or Dissatisfied = 10% DK or refused =15%						
F.	Quality of solid waste and recycling services.	186 53%	111 31%	31 9%	13 4%	5 1%	7 2%	1 0%
Of those responding: Satisfied or better = 95% Above Avg = 86% Dissatisfied = 4% Very Dissatisfied = 1%		Total Responses (including DK and Refusals) Satisfied or better = 93% Above Avg = 84% Very or Dissatisfied = 5% DK or refused =2%						
G.	Maintenance of city streets, sidewalks, and infrastructure?	131 37%	119 34%	73 21%	22 6%	5 1%	3 1%	1 0%
Of those responding: Satisfied or better = 92% Above Avg = 71% Dissatisfied = 6% Very Dissatisfied = 2%		Total Responses (including DK and Refusals) Satisfied or better = 92% Above Avg = 71% Very or Dissatisfied = 7% DK or refused =1%						
H.	Effectiveness of City communication with the public?	117 33%	112 32%	65 18%	29 8%	14 4%	14 4%	3 1%
Of those responding: Satisfied or better = 87% Above Avg = 68% Dissatisfied = 9% Very Dissatisfied = 4%		Total Responses (including DK and Refusals) Satisfied or better = 83% Above Avg = 68% Very or Dissatisfied = 12% DK or refused =5%						
I.	Overall attractiveness of the community?	167 47%	137 39%	38 11%	6 2%	5 1%	0	1 0%
Of those responding: Satisfied or better = 97% Above Avg = 86% Very or Dissatisfied = 3%		Total Responses (including DK and Refusals) Satisfied or better = 97% Above Avg = 86% Very or Dissatisfied = 3% DK or refused =0%						
J.	Quality of City parks and recreation facilities?	135 38%	106 30%	67 19%	22 6%	6 2%	17 5%	1 0%
Of those responding: Satisfied or better = 92% Above Avg = 72% Dissatisfied = 7% Very Dissatisfied = 1%		Total Responses (including DK and Refusals) Satisfied or better = 87% Above Avg = 68% Very or Dissatisfied = 8% DK or refused =5%						

		Very Satisfied				Very Dissatisfied	DK	REFUSED
How satisfied are you with:		5	4	3	2	1	8	9
K.	Overall feeling of safety in the community?	202 57%	123 35%	22 6%	3 1%	2 1%	1 0%	1 0%
Of those responding: Satisfied or better = 99% Above Avg = 92% Dissatisfied = <1% Very Dissatisfied = <1%		Total Responses (including DK and Refusals) Satisfied or better = 98% Above Avg = 92% Very of Dissatisfied = 2% DK or refused =0%						
L.	Overall quality of life Windsor Heights offers its citizens?	193 55%	116 33%	33 9%	1 0%	3 1%	5 1%	3 1%
Of those responding: Satisfied or better = 99% Above Avg = 89% Dissatisfied = .2% Very Dissatisfied = .8%		Total Responses (including DK and Refusals) Satisfied or better = 97% Above Avg = 88% Very of Dissatisfied = 1% DK or refused =2%						

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

"real neighborliness" we look out for each other
 25 mph speed limit
 58 years - good over-all feeling about Windsor Heights
 access to all services
 access to many many things
 access to other parts of city
 access to the freeway
 accessibility to everything easy to get around
 accessibility to services & transportation
 accessibilities to events in Metro area
 Accessibility
 accessibility of city government
 accessibility to church, schools, groceries, highways, & transportation
 accessibility to convenience, access to business
 accessibility to everything (2)
 accessibility to everything I need can walk to everything
 accessibility to services & shopping
 accessibility to shop, rest of city
 accessibility to shopping
 Accessibility to the wider community & to Windsor Heights' personnel.
 accessible
 all
 apartment complex is really good
 appearance
 appearance of community
 attractiveness and cleanliness of the city

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

basic location at center
being in center close to everything
being within 2 blocks of services, shopping & highway
bide trail
bigger yards, feel of living in the country
can only drive 25 mph
central location
central location in city but small community feeling
centrally located, close to downtown, etc.
citizens
city services, "good snow removal"
city staff, handle duties
clean & quiet neighborhood
close access to the rest of the city
close to everything
close to everything
close to job
close to job & church
close to services we need
close to stores
close/location
Closeness to grocery store and church
commantive effective of safety, location
communication & cooperation with nearby communities to provide emergency care (used ambulance service from Clive)
community involvement
community pride
community safety, police visibility
community/people
convenience - closeness to Des Moines
convenience of businesses for every day life
convenience of getting to stores & services
convenience of location to everything
convenience to church, shopping, freeway
convenience to stores & services, solitude
convenient location
cost of living
don't have an answer
don't plan to move
ease of access to services & shopping
easy access
easy access in city, service available
easy access to everything
easy to travel
easy, close to
eliminates traffic & University & 57th
emergency services
established community, prefer it over development communities

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

everything is in good repair, neat, clean, nice neighborhood
feeling of community
feeling of community, neighborhood, small time feel in town
feeling of safety
fire rescue
fire, police, and ambulance services
friendliness
friendly place
friends
get around easy
good houses
good neighbors
good police dept. lovely small community
good police force
good school, events in park
great location & accessibility to city
great neighbors
has cheap insurance & taxes low
has lived in Windsor Heights for 33 years and wouldn't want to live anywhere else.
has looked ahead to improve community
Having HyVee in the community
housing
housing
I like the sidewalks
It feels like home
It was parks
it's easy to get around in town
it's quiet
law enforcement
like a small community in a large city
like living in a small city
like small community feel
like small town feeling
like the close-knit community of 5000 - can't expand, can get to know others in community
like the small town feeling
live on a dead end street.
Location (27)
Location - accessibility to services
Location - accessible to hospitals & shopping
Location - convenience to attractions & city social aspects of neighborhood
Location -access to so many things
location is awesome
location of community
location of stores
location of suburb, in relation to rest of city
location to downtown Des Moines/work/DSM Golf & Country Club, not to far from anything
location very central
location, close to needs
location, look, friendly, well-kept, accessible to both freeways, loves living in Windsor Heights

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

low crime rate
maintaining streets & police quality
mature community
more parks
more sidewalks
move business (improvements)
nearness of shopping, church accessibility to all amenities
neighbor – friendly
Neighborhood
neighborhood - safe & stable
neighborhood feeling
neighborhood watch, council members opening up
neighborhoods
neighborliness
Neighborliness
neighbors
neighbors
neighbors
neighbors
neighbors & location
new community events
new parks
nice & quiet
nice & quiet in city
nice community
nice community
no sidewalk in my backyard
no sidewalks
no, not really
not very big can get to know people
nothing, neighborhood changed
old homes
ordinances reporting
our neighborhood
overall feeling to look of community - small town atmosphere in the middle of a big city
park events
parks & recreation
peace & quiet
peacefulness - can escape from world, if you want to.
people
people at my church Walnut Creek
Police (2)
police & fire
police & fire dept & bike trails
police & fire protection (2)
police close, friendly at city hall

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

police dept (2)
police dept & their responsiveness
police dept would be right there for you
police presence (2)
police protection (3)
pretty area
Pretty, nice to live there
property taxes are good
protection
protection - police responsiveness I am so proud and happy to live in Windsor Heights
proximity to amenities
proximity to other suburbs
quality character of neighborhood
Quality of the homes & people
quiet
quiet and safe (2)
quiet area
quiet community (4)
Quiet community - beautiful
quiet location
quiet neighborhoods
quiet neighbors
quiet, attractive & friendly
quiet, central locate
quiet, middle of everything
Quietness
recreational
recreational opportunities
rigid code enforcement
safe & stable
safe, it's kept nice
Safety (26)
Safety of neighborhood & friendliness of neighbors
Safety, security, accessibility
secure place
Security (2)
security - police
security and location
security, community
sense of community/family
sense of security
shopping
shopping & restaurant in local area
Size of community (8)

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

size, small community
size, stable neighborhoods
small community (2)
small community & accessible to work
small community feel
small community feel of it, also like to be able to access culture & shopping of large area in Des Moines
small community feeling
small community living with city accessibility
small quiet community
small town atmosphere (7)
small town feel (5)
small town feel in the midst of a big city
small town feelings, police, location
small town living
small town location
small, easy to travel
smallness
smoking area?
snow removal (3)
stabit?
stable & safe community
stable neighborhood
stores nearby
summer programs
The fact it's nice knit community nice location
the people
travel easy to get around, small sub, free safe
uniqueness
up keep of the city
upgrade in businesses - nearby & accessible
used to be snow removal
vacation house check program
very comfortable
very convenient
very inclusive. offering morning coffee with citizens & community meetings.
very strong sense of community - right in the middle of what metro has to offer without the problems.
warmth of the community, the feel
well kept

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? (QUASI-OPEN)

1 = 1st Priority _____

66th & University
accountability of money in govt.
add sidewalks
adding more sidewalks
Ambulance
back off and not do anything
beautification of city
beautification of city - as you drive into city
better paving of streets
better police responsiveness - vandalism
bringing in businesses
building living quarters
bury power lines
business (more smaller)
can't grow
change the speed limit higher
charge too much to get rid of leaves
city code issues
city management
city parks
city water pipes
clean streets
clean up properties
code enforcement
Colby Park (5)
Colby Park (stop messing)
Communication (3)
communication - letting people know about break-ins
communication w/community
communication well with citizens
community public art
complete streets
completing Hickman upgrade
continue beautification
continue beautification of city
continue bike trail
continue clean up on University
continue street maintenance
continue to develop University & extend it
continue to improve park
continue to keep taxes low
continue w/parks
continue with sidewalks
continue with University
continue work on parks & trails

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? (continued)

cost down, reduce

Cowles school grounds - develop as a city park

dangerous for small children, storm sewer grates out dated

develop of downtown area

Development (2)

do not enforce codes

dog park

Don't make changes without consulting areas, esp. involving rezoning.

downtown public parking (old Windsor Heights downtown area)

economic development

economic development needs to be examined

elderly access

encourage/continue good

enforce # of occupants in a house

enforce 25 mph speed limit

enforcement of city ordinances

enforcement of speeding regulations

enforcing city regulation

enforcing codes

Environmental

every street needs a sidewalk

everything fine

everything is good

family friendly sidewalks

feel city should enforce codes equally (esp. sidewalk maintenance)

filling empty business space

finish 66th & University

finish city park

finish Colby Park (2)

finish development on University

finish downtown

finish park (5)

finish University Ave - 63 - 73 St

Fire

fire department & emergency crew

fire dept

fix left turning lane into Hy-Vee

fix roads

further improvement to Colby Park

garbage pick-up

getting more of the community involved

Hickman area

Hickman Ave

Hickman Corridor

Hickman project

Hickman Rd between 63rd & 70th

Hickman Rd south side 63rd to 68th

homeowners maintain property

improve Colby Park

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? (continued)

improve Colby Park shelter
improve parks
improvement of Hickman area
improvements in streets & sidewalks
improving parks
increase infrastructure
increase police force
increase speed limit in business area
Infrastructure (5)
infrastructure - sewer system
infrastructure upgrade
Keep parks up
keep road quality up
keep streets clean
keeping consistent
keeping cost down
keeping homes up
keeping safety aspect
keeping up street repairs & maintenance
keeping up the police force
law enforcement (2)
look at non-population growth
lowering taxes
luring younger people
maintain police & fire & ambulance services
maintain streets
maintaining fire & response
maintaining infrastructures
maintenance of streets
make contractors & builders in city have more communication with city leaders
making it a good place for families to live
minority
more affordable retirement communities
more buildings for taxation
more business
more business (restaurants)
more commercial building
more patrolling on 73rd St
more police
more restaurants
more sidewalks
need to get surveys before a project is decided on
new gazebo in park
new library

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? (continued)

no sidewalks
noise from car radios
not invade open spaces
not redone park
open gov.
own zip code
park improvements
park outcome
parking in the streets
parking situation - unattractive vehicles near rentals staying unmoved for days on end
Parks (8)
parks & recreation (4)
Playgrounds
Police (5)
police & safety
police department & traffic laws
police enforcement
programs for youth
promote neighborhood assoc. better
property taxes low
public relations
public safety
public transportation
public utilities
putting sidewalks on all residential streets
quality of parks & recreation
raise speed limit (2)
raise speed limit on University
rebuilding infrastructure
reduce property tax
reduce taxes
remolding of city
repave streets
residences
retain EMT services
roads - esp. side streets
roads & sidewalks
safety
safety issues
schools
security
selection of council people - not responsive
sewer system (3)
Sherwood Forest
side streets - repair
Sidewalks (16)
sidewalks more
sidewalks would be more user friendly
small class size in school

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? (continued)

snow removal
some streets need to be repaired
speeding - too reactionary - 25 mph too low
speeding enforcement
spending too much money
Street (2)
street improvements (3)
street lights
street main.
street maintenance (4)
street repair (4)
Streets (13)
Streets & sidewalks (2)
streets improved
streets maintenance
taxes too high
Traffic (3)
traffic calming
traffic light 70th & Hickman
transportation
transportation
tree removal after storms, etc.
University
University Ave Corridor
University development
up keep of streets
upgrade housing & business
urban renewal
urban revitalization
vacant land developed on Hickman
wait until 4AM to plow snow
water - sewage Orangeburg collapsing shouldn't make residents pay faulty materials sewage backup.
water pressure improvements
widening 73rd St
women's wear stores - more
working more with seniors

2 = 2nd Priority _____

66th & 73rd increase speed limit
abandon cars
activities for kids
add sidewalks in key areas for safety & to draw young families
adding sidewalks
address public more - keep informed
after Colby Park & other projects are finished
attracting appropriate businesses
bad survey
beautification

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? (continued) – 2nd priority

Because of poor leadership of elected officials, we've started a neighborhood assoc. to address issues

better listening of community needs of citizens

better ways to define city limits & to welcome people

broader involvement from citizen in city affairs

business & retail growth

children

choices made of spending by foundations

city appearance

City Center progress - too slow

city code compliance

city council to research before decision making

city maintenance of streets

city park (2)

city streets

clean up after garbage pickup

clean up homes in disrepair

clean-up city property

Colby Park (2)

communication - keep it up

communication & citizen input

completing present projects

completion of downtown

completion of projects in park system

consolidate some services to keep costs low between area communities

continue community special events

continue developing University business district

continue keeping streets cleared in winter

continue with Colby Park

continue youth participation

control speeders/watch neighborhood streets

corner school & 64th - stop sign ignored

create an ordinance not to park on 64th

develop park "done"

downtown

Eliminate city management

empty building (no businesses)

enforce # of vehicles on a property

enforce laws regular

enforce property upkeep

enforcing ordinances of cars parking in driveways

everything else pretty good

family attractions

finish Colby Park

finish Colby Park

finish Hickman - 63 - 73 St

Finish park project

finish sidewalks 63rd & 73rd

finish University improvements

Fire (2)

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? (continued) - 2nd priority

fire dept (2)
fire dept/requ.
fire service
firemen
fix sewer intakes so children can't fit into them.
fix streets
fostering community awareness
friendliness & comm. w/city hall is not the best
get Windsor Heights own zip code
good appearance of neighborhoods
importance of what this community want to do not city management
improve parks (2)
improve property values
increase professional fire fighters
increase speed limits on major roads
Initiate sidewalk plan
inspection & codes - enforcement of
involvement of city officials
keep it pretty
keep police after speeders
keep school here
keep up rental properties & enforce landlords
keep working on improving parks
living within means
look at more activities of all ages
look waste & recycle
lower taxes
maintaining low taxes
maintaining police
maintaining streets
maintenance of neighborhood
minority adebity?
more bus routes
more business
more law force
more police protection
more power lines underground
more reasonable laws
more services for the youth
more sidewalks (7)
more trees along busy
need to satisfy complaints put before the council
new city admin
new projects
new shelterhouse
no new sidewalks on side streets

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? (continued) - 2nd priority

no sidewalks
not to close schools
ordinance against deer feeding
over growth of weeds on property
park development
park needs to finished
Parks (4)
parks & recreation (5)
parks & recreation facility
parks extensions
parks improvements
pave streets
paying more attention to rental property
pedestrian pathways, parks & trails
Police (2)
police enforcement
police protect
police should patrol more
police surveillance & attention
promoting city as a great place to live
public works
Razmataz bar in Urbandale across Hickman
Recreation
recreational needs
redevelop Sherwood
Refused
repair streets
repairing sidewalks
require churches to provide more off street parking
residential streets
Retail
Revenue
review petty ordinances (less control by city)
road conditions
road maintenance
roads built effective
safety - plain clothes men should keep an on Colby Trail
Service
setting up Tax increment areas
sewer improvements needed
sewer main.
sewer upgrade
Sewers (3)
Shelter house - new at park
Shopping
Side streets need attention or all streets.

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? (continued) - 2nd priority

sidewalk completion

Sidewalks (9)

sidewalks (more)

sidewalks along University & 50th

sidewalks only on main rd

south side of Windsor

spring cleaning

street cleaning

street maintenance

street repair

street repaving

Streets (3)

taxes

Town Center

tree removal for power lines

University Ave completion

University corridor

upset about driveway cracks requirements as stated in latest water bill

very happy with city services

walking/biking trails

water drainage off Hickman

What's going on with the apartments over the stores at 66th & University?

would like Windsor Hgts to have its own zip code (2)

3 = 3rd Priority _____

"Hip & Cool" shops (all businesses in community are for "old people"

affordable senior housing

animals going lose

another park

attention of law enforcement to smaller details such as loitering

attract new restaurants to town

Be cognizant of population mix

beautification

better communication between city & residents

Better quality police force

bike trails

change city council

city govt

city official access

city park

city parks

clean up the junk or promote the well-kept properties

cleanliness of city

Colby Park (2)

communicating with residents

Communication (2)

communication for "brush pick up day" better, need more time by the day

complete bike trail connection to Urbandale trail

complete building on University Ave.

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? (continued) - 3rd priority

complete University byway
continue to make business sections look better
continued maintenance of roads/sidewalks
continued police protection
continued redevelopment of Hickman Rd Corridor
continuing park activities
create community "Green Spaces" senior citizen center restaurant w/patio bars
cutbacks on traffic & safety quite a few burglaries
deer population
develop Hickman corridor in a positive way
develop Hickman road
diminishing transient population
economic development
enforce & maybe strengthen rental property ordinances
enforce city code, animal control
enforce speed on 63rd and on Hickman
enforcing codes for private property
entrance signs
events
finish Colby Park
fire
fire department
future planning
get rid of city of Des Moines on cable TV
have a community center for senior citizens since Bakers cafeteria closed
Hickman Rd
home owners, not dev.
how revenue is spent
improve communication with citizens
increase speed limit on University
infrastructure improvements
keeping residents informed
lighting
listen to citizens
maintenance of yards
maintain existing businesses
maintaining codes
maintaining the quality of the small community
maintenance of quality of life
make police & medical services top priority in terms of funding
marketing campaign to bring younger people to WH, shore up fire dept & more volunteers.
minority not fitting the norm
more communication of events
more free yard waste cleanups
more security
more surveys
on street parking
open communication
ordinances for garage sales

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? (continued) - 3rd priority

Parks (3)

parks & recreation

parks (lack there of)

partnering with local schools

pedestrian & bicycle safety promoting friendly neighbors

pick up leaves

plan for school repairs

police

police dept

police enforcement

police protection

poor road construction

private property

property keep up

public works

quality of community opportunities

raise speed on University

recreation development

redoing streets

remaining infrastructure

renovation of older homes through grants to encourage updates

responsiveness

resume yearly trash pick-up

road repair

safety

services

sidewalk on 70th St

Sidewalks (3)

sidewalks - make walkable

sidewalks on cross roads

snow plow should avoid piling snow in driveway and/or sidewalk without removing it.

solve leadership problem in fire dept

start city library

street maintenance

Streets (2)

too much focus on speed limit

Town Center

traffic control

trail maintenance

Tree Forever

yard pick-up needs improved

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 174 49 %
 2 = No 178 50 %
 9 = Refuse 2

IF NO GO TO SECTION 2, PAGE 5

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

		Yes	No	D K	REF
Which department have you contacted or received services from:					
A.	City Administration	98 55.6%	76 43%	0	2 1%
B.	Fire and Rescue	19 10.7%	155 88%	0	2 1%
C.	Police Department	68 38.6%	106 60%	0	2 1%
D.	Code Enforcement & Building Inspections	37 21%	137 77.8%	0	2 1%
E.	Public Works	71 40%	103 58.5%	0	2 1%

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”.

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

DK= Don't Know

In general how would you rate the contact or customer service you received from City Staff:		Very Satisfied				Very Dissatisfied	DK	REFUSED	
How satisfied are you with:		5	4	3	2	1	8	9	
A.	City Administration	40 40%	22 22%	20 20%	7 7%	9 9%	1 1%	2 2%	
Of those responding: Satisfied or better = 84% Above Avg = 63% Dissatisfied = 7% Very Dissatisfied = 9%		Total Responses (including DK and Refusals) Satisfied or better = 82% Above Avg = 62% Very or Dissatisfied = 16% DK or refused = 3%							
B.	Fire and Rescue	15 75%	1 5%	2 10%				2 10%	
Of those responding: Satisfied or better = 100% Above Avg = 89% Very or Dissatisfied = 0%		Total Responses (including DK and Refusals) Satisfied or better = 90% Above Avg = 80% Very or Dissatisfied = 0% DK or refused = 10%							
C.	Police Department	44 62%	14 20%	8 11%	2 3%	1 1%		2 3%	
Of those responding: Satisfied or better = 96% Above Avg = 84% Dissatisfied = 3% Very Dissatisfied = 1%		Total Responses (including DK and Refusals) Satisfied or better = 93% Above Avg = 82% Very or Dissatisfied = 4% DK or refused = 3%							
D.	Code Enforcement and Building Inspections	11 28%	12 30%	8 20%	2 5%	3 8%	2 5%	2 5%	
Of those responding: Satisfied or better = 86% Above Avg = 64% Dissatisfied = 6% Very Dissatisfied = 8%		Total Responses (including DK and Refusals) Satisfied or better = 78% Above Avg = 58% Very or Dissatisfied = 13% DK or refused = 10%							
E.	Public Works	32 42%	21 28%	10 13%	7 9%	3 4%	1 1%	2 3%	
Of those responding: Satisfied or better = 86% Above Avg = 73% Dissatisfied = 5% Very Dissatisfied = 9%		Total Responses (including DK and Refusals) Satisfied or better = 83% Above Avg = 70% Very or Dissatisfied = 13% DK or refused = 4%							

Section 2: Citizens Satisfaction by Department

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	DK	REFUSED
How satisfied are you with:		5	4	3	2	1	8	9
A.	Professionalism of police officers?	191 54%	77 22%	32 9%	3 1%	2 1%	47 13%	2 1%
Of those responding: Satisfied or better = 98% Above Avg = 88% Dissatisfied = 1% Very Dissatisfied = 1%		Total Responses (including DK and Refusals) Satisfied or better = 85% Above Avg = 76% Very or Dissatisfied = 2% DK or refused = 14%						
B.	Enforcement of traffic laws?	177 50%	84 24%	51 14%	17 5%	15 4%	9 3%	1 0%
Of those responding: Satisfied or better = 91% Above Avg = 76% Dissatisfied = 5% Very Dissatisfied = 4%		Total Responses (including DK and Refusals) Satisfied or better = 88% Above Avg = 74% Very or Dissatisfied = 9% DK or refused = 3%						
C.	Police efforts to prevent crime?	153 43%	110 31%	34 10%	7 2%	7 2%	41 12%	2 1%
Of those responding: Satisfied or better = 95% Above Avg = 85% Dissatisfied = 2% Very Dissatisfied = 2%		Total Responses (including DK and Refusals) Satisfied or better = 84% Above Avg = 74% Very or Dissatisfied = 4% DK or refused = 13%						
D.	Responsiveness of police to complaints?	164 46%	67 19%	26 7%	9 3%	3 1%	84 24%	1 0%
Of those responding: Satisfied or better = 96% Above Avg = 86% Dissatisfied = 3% Very Dissatisfied = 1%		Total Responses (including DK and Refusals) Satisfied or better = 72% Above Avg = 65% Very or Dissatisfied = 4% DK or refused = 24%						
E.	Responsiveness of police to investigations of criminal offenses?	123 35%	50 14%	29 8%	6 2%	5 1%	139 39%	2 1%
Of those responding: Satisfied or better = 95% Above Avg = 81% Dissatisfied = 3% Very Dissatisfied = 2%		Total Responses (including DK and Refusals) Satisfied or better = 57% Above Avg = 49% Very or Dissatisfied = 3% DK or refused = 40%						

F.	The Vacation House Check Program?	165 47%	51 14%	10 3%	5 1%	1 0%	120 34%	2 1%
	Of those responding: Satisfied or better = 97% Above Avg = 93% Dissatisfied = 2% Very Dissatisfied = 1%	Total Responses (including DK and Refusals) Satisfied or better = 64% Above Avg = 61% Very or Dissatisfied = 1% DK or refused = 35%						
G.	Quality of Animal Control?	138 39%	91 26%	46 13%	14 4%	12 3%	52 15%	1 0%
	Of those responding: Satisfied or better = 91% Above Avg = 76% Dissatisfied = 5% Very Dissatisfied = 4%	Total Responses (including DK and Refusals) Satisfied or better = 78% Above Avg = 65% Very or Dissatisfied = 7% DK or refused = 15%						
H.	Visibility of police around the city?	188 53%	104 29%	34 10%	13 4%	11 3%	2 1%	2 1%
	Of those responding: Satisfied or better = 93% Above Avg = 83% Dissatisfied = 4% Very Dissatisfied = 3%	Total Responses (including DK and Refusals) Satisfied or better = 92% Above Avg = 82% Very or Dissatisfied = 7% DK or refused = 2%						
I.	Quality of community education programs?	56 16%	67 19%	58 16%	16 5%	15 4%	137 39%	5 1%
	Of those responding: Satisfied or better = 85% Above Avg = 58% Dissatisfied = 8% Very Dissatisfied = 7%	Total Responses (including DK and Refusals) Satisfied or better = 51% Above Avg = 35% Very of Dissatisfied = 9% DK or refused = 40%						

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

- 1st Priority _____

accessibility of their services
all good
animal control (2)
attention to rash of burglaries & auto break-ins
Be more active in schools
be more aware on what is going on in city
better knowledge of city codes to educate citizens
better security, drive more
better speed enforcement
break ins
burglary prevention, crime prevention
catch criminals
citizen education, safety lessons,
citizen property maintenance enforcement
Colby Park
communication & home safety
communication w/city council

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

community education
community education - safety from burglars
community education programs
continue patrolling & visibility
continue the good work - esp. against crime & drugs
continue to enforce ordinances & rules
continue traffic enforcement
continue training the police with up-to-date techniques & equipment
continuing education with all city, county & state laws
continuing patrols of officers
crack down on traffic
Crime (3)
crime awareness
crime control
crime enforcement
crime prevention (10)
crime prevention - burglary
crime prevention & investigation
crime rate
deal w/crime because of Wal-Mart
distribution of patrols
doing a wonderful job
doing fine
don't acknowledge citizens - community relations improvements
don't like people having trucks in driveway that sit
downtown development
educate both drivers & bike riders on the rules of the road
educating people on city ordinances
education & enforcement of laws
education & safety classes esp. self-defense
education of children about laws & regulations
education program
Education program - to public community safety fair
education self-defense classes
EMTs
encourage neighborhood watch
enforce noise ordinances esp. noisy cars
enforcement of codes that relate to appearances of property
enforcement of laws
enforcement of speed & traffic laws
enforcing speed limit on University & Hickman
evcation of banning of Wal-Mart
everything fine
experiencing a lot of crime
face to face contact is a must!
few more squads visibility to public
fire department
fire dept - new leadership
full time police Walmart shoplifting

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

give more money to police officers
hire another police officer
hire more patrol officers to enforce traffic laws
Hiring more police & providing education for them
home break-ins
home invasion
home protection
homeowner's safety & extra patrols
homes security/personal property
identity theft (2)
improve education in prisons
improve speeding enforcement
improving Hickman
improving supervisory positions
increase speed limit
J-walking, too many people wearing black.
keep a good # of police officers, don't cut back
keep crime out
keep monitoring areas that are transient (rental housing)
keep police educated on latest techniques & up to date equipment
keep presence in community
keep them on the streets - community awareness
keep up good job
keep up good protection
keep up good work
keep up slow traffic - 25 miles /hr
keeping people informed
keeping properties safe
keeping same amount of staffing
keeping streets & neighborhoods safe
keeping visible
know who's in the community
law enforcement
less time at gas station & Walmart
lots of break-ins
maintain quality
maintaining safety
making people more aware of problems such as "sex offenders"
making sure police are known as friends of the community
metro improvements (I think she got confused)
more accessible
more aggressive at patrolling at night like it was years ago
more aggressive w/animal control
more communication w/WH residents
more education in elementary schools
more effort in vacation house check
more friendly
more night patrol
more officers - better pay

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

more officers patrolling
more personnel
more prevention programs
more public education
more tickets on University for speeding
more visibility of police - they should make more of an effort to get to know residents.
need police at schools esp. around dismissal time
need to increase police visibility & numbers
neighbor watch
neighborhood groups (ex. crimestoppers)
neighborhood watch
neighborhood watch
neighborhood watch
Neighborhood watch & prevention of crimes
new procedures for preventing crime & follow-up
night patrol
nothing stands out. Everything is fine in this area.
number & visibility of police
on going police work
parking on street & not moving the cars.
parking ordinance
Parks & Rec Dept.
patrol of street
patrolling checking for burglaries
patrolling residential areas
patrolling the streets to responding to calls
patrolling for speeding & parking
Police
police community relations
police demeanor/attitude personality community friendly
police more visible in summer when people are outside
police responsiveness
police tell us what citizens do to improve safety of community
policing the police force
presentation of being good cops as opposed to waiting to trap speeders
prevention of crime
programs for kids
public safety
raise speed limit on University
raising speed limits
recruitment & retainment
recruitment and retention
resident watch
residential patrol due to increased burglaries
response to crime
Responsiveness of police to investigations of criminal offenses
Robbery
robbery prevention
Safety (3)

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

safety/vacation

Satisfied

Schools

security for citizens

should emphasize acting courteously toward residents and not treating them like criminals

side walks

speed limit - 63rd St - no turn on red, enforce

speed limit enforcement

speed limits on side streets esp. Washington Ave.

Speeding (3)

speeding on 70th St

speeding on side streets is a problem

speeding on streets other than the main street

start giving tickets on University speed 25

strong crime prevention

taxes

teaching bicycle safety for children & adults

to look at all programs

Traffic (2)

traffic control (3)

traffic control - speeding & noise

traffic enforcement (5)

traffic enforcement, more

traffic safety

training for police

upkeep of city

verifying credentials of their employees

very good

very happy w/police

vigilance

visibility

visibility around schools & parks

visibility in community

visibility of police

visibility, safety, vandalism

walkers - sidewalks need to be shoveled during the winter

watch traffic, respond quickly to complaints

with more individual attention of city of Windsor Heights

youth programming

zip code

communications

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".

(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.)

		Very Satisfied				Very Dissatisfied	DK	REFUSED
How satisfied are you with:		5	4	3	2	1	8	9
A.	How quickly fire department personnel respond to emergencies?	200 56%	62 18%	10 3%	3 1%	1 0%	75 21%	3 1%
Of those responding: Satisfied or better = 99% Above Avg = 95% Dissatisfied = 1% Very Dissatisfied = <1%		Total Responses (including DK and Refusals) Satisfied or better = 77% Above Avg = 74% Very or Dissatisfied = 1% DK or refused = 22%						
B.	Quality of ambulance and paramedic services?	214 60%	52 15%	10 3%	0	1 0%	74 21%	3 1%
Of those responding: Satisfied or better = 100% Above Avg = 96% Dissatisfied = 0% Very Dissatisfied = <1%		Total Responses (including DK and Refusals) Satisfied or better = 78% Above Avg = 75% Very or Dissatisfied = 0% DK or refused = 22%						
C.	Professionalism of fire department personnel?	198 56%	70 20%	16 5%	5 1%	2 1%	61 17%	2 1%
Of those responding: Satisfied or better = 98% Above Avg = 92% Dissatisfied = 2% Very Dissatisfied = <1%		Total Responses (including DK and Refusals) Satisfied or better = 81% Above Avg = 76% Very or Dissatisfied = 2% DK or refused = 18%						
D.	Quality of fire safety and education programs?	119 34%	66 19%	34 10%	10 3%	5 1%	117 33%	3 1%
Of those responding: Satisfied or better = 94% Above Avg = 79% Dissatisfied = 4% Very Dissatisfied = 2%		Total Responses (including DK and Refusals) Satisfied or better = 63% Above Avg = 53% Very or Dissatisfied = 4% DK or refused = 34%						
E.	Carbon monoxide and smoke detector programs?	76 21%	46 13%	47 13%	4 1%	9 3%	168 47%	4 1%
Of those responding: Satisfied or better = 93% Above Avg = 67% Dissatisfied = 2% Very Dissatisfied = 5%		Total Responses (including DK and Refusals) Satisfied or better = 47% Above Avg = 34% Very or Dissatisfied = 4% DK or refused = 48%						

F.	Programs to monitor blood pressure of residents?	29 8%	18 5%	41 12%	4 1%	10 3%	248 70%	4 1%
	Of those responding: Satisfied or better = 86% Above Avg = 46% Dissatisfied = 4% Very Dissatisfied = 10%	Total Responses (including DK and Refusals) Satisfied or better = 25% Above Avg = 13% Very or Dissatisfied = 4% DK or refused = 71%						

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

- 1st Priority _____

ability to respond quickly to fires
add more
all important
Ambulance (3)
ambulance - emergency response
ambulance & emergency service
ambulance emergency service response time
assistance to the elderly
assistance to the elderly
attracting better leaders
automatic defibrillators - need more
availability of tasers
better fire chief (editor's note: The City had no fire chief when this survey was taken.)
blood pressure, carbon monoxide & smoke detector
both ambulance & fire need equal attention
carbon monoxide
carbon monoxide program
carbon monoxide program - educate public about program's existence
checking carbon monoxide
CO2 awareness
combination of 911 service
Communication (2)
communication needs improvement, didn't respond to request to remove kitten from tree
community education & first aid class
community education & keep up staffing levels
community fire safety programs
community response
contact elderly needs
continue maintaining dept as it is
continue paramedic training
continued staff education
continuing education
continuing education for emergency personal
cooperation with other departments
defibrillators in police cars
do more education (free) about fire safety for older/senior citizens

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

doing a great job

doing more to raise awareness to smoke/carbon monoxide detector & monitoring blood pressure programs

don't need to check blood pressure

drug activity

educating citizens about various programs available

educating elderly about fire safety

Education (4)

education - letting people know about the safety programs

education & prevention

education about what's available

education of children on fire safety

education of public of services available

education of the public

education on programs

education/fire prevention of residential areas. Older homes. make sure all codes are being followed.

educational programs & information to let us know what's available

emergency ambulance service

emergency medical component

emergency medical services

emergency response

emergency vehicle maintenance

EMS

EMT ambulance service

EMTs

expand fire building

fire

fire department

fire department good as is

fire dept (3)

fire dept - full time

fire prevention (2)

fire safety (4)

fire safety education, awareness

general safety

get more volunteers & maintain adequate staff

get rid of volunteer fire dept need to hire people that know what they are doing.

get to calls sooner

great response on medical response

have a capable fire chief

have shared services w/ Des Moines prof. fire or suburbs

health education

hire a fire chief & retain good people

if there is a power outage, what do we do? her husband is on oxygen

improve community involvement

improve rescue squad/paramedic services

increase personnel in dept

increase their pay

increasing # of professional fire fighters

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

informing residents what to do in specific emergencies (who to call/contact easily available!)

keep a fire chief

keep doing what you're doing

keep elderly informed

Keep health programs going

keep response times good as they are for calls

keep the Pancake Breakfast

keep up quick response

keep up the good work (3)

keep up to date on education & equipment

keeping enough volunteers available

keeping equipment up to date

keeping equipment up to date & staffing up.

keeping equipment updated and smoke detector check

keeping working on rebuilding volunteer program

maintain fire hydrants

maintain ongoing training with personnel

maintain quality

maintain quick response

maintaining a fast response time & look into having fire hydrants closer together

maintaining good equipment & personnel

maintaining level

make sure they have enough personnel & equipment to respond to emergencies

making public aware of programs

making sure they have best equipment & training for people who use it.

Medical (3)

medical service (2)

monitoring blood pressure of residents

more defibrillators in public areas

more education on fire safety

more information about services

more paid firemen & police - full time

more prevention announcements

more prevention information

more programs for elderly

more programs to education

more safety programs

more work in schools - awareness

need full-time fire department

need to help w/older people smoke detector

neighborhood safety

offering home inspections

paramedic program & adequate staffing

Paramedics (3)

paramedics - prepare for aging population

personnel & equipment

Prevention (2)

prevention pregame

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

professionalism
programs for kids
programs to help citizens
programs to monitor blood pressure, carbon monoxide & smoke detector programs
promote prevention & safety programs
prompt response to 911 calls
public education
quality personnel retention
quantity of fire people
quick response
quick response to emergency calls
radon
really great job
recruiting and retention
recruiting more volunteers
recruitment
recruitment and retention
recruitment of fire rescue personnel
rescue
Rescue & EMT services
respond to ambulance calls quickly
responding quickly
response time (2)
response time to emergencies
rotate programs
satisfied
send out - # directly to fire dept
shoring up leadership in fire dept
smoke & carbon monoxide detectors
smoke & carbon monoxide programs
smoke detector & carbon monoxide programs
smoke detector program & education for kids
smoke detector programs
subsidize ambulance service
training
training for fire personnel
training of personal
training on fire safety & education program for public
update equipment (2)
updating emergency equipment
upgrade EMT forces
upgrade training of fire personnel
verify credentials of employees
very happy
volunteer fire dept
welfare of elderly
where does the money go?
with not having any contact really can't say

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

work on getting a new ambulance

work on getting full time fire personnel

work on image

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”.

(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.)

		Very Satisfied				Very Dissatisfied	DK	REFUSED
How satisfied are you with:		5	4	3	2	1	8	9
A.	Condition of city streets?	95 27%	140 40%	88 25%	22 6%	7 2%	1 0%	1 0%
Of those responding: Satisfied or better = 92% Above Avg = 67% Dissatisfied = 6% Very Dissatisfied = 2%		Total Responses (including DK and Refusals) Satisfied or better = 92% Above Avg = 67% Very or Dissatisfied = 8% DK or refused = 0%						
B.	Condition of city sidewalks?	94 27%	123 35%	66 19%	29 8%	10 3%	28 8%	1 0%
Of those responding: Satisfied or better = 88% Above Avg = 67% Dissatisfied = 9% Very Dissatisfied = 3%		Total Responses (including DK and Refusals) Satisfied or better = 81% Above Avg = 62% Very or Dissatisfied = 11% DK or refused = 8%						
C.	Snow removal on major streets?	252 71%	79 22%	17 5%	2 1%	1 0%	2 1%	1 0%
Of those responding: Satisfied or better = 99% Above Avg = 94% Dissatisfied = <1% Very Dissatisfied = <1%		Total Responses (including DK and Refusals) Satisfied or better = 98% Above Avg = 93% Very or Dissatisfied = 1% DK or refused = 1%						
D.	Snow removal on YOUR street?	239 68%	77 22%	30 8%	5 1%	0	2 1%	1 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 = 98% Above Avg = 90% Very or Dissatisfied = 1% DK or refused = 1%						
E.	Mow and tree trimming along City property?	143 40%	102 29%	46 13%	14 4%	3 1%	44 12%	2 1%
Of those responding: Satisfied or better = 95% Above Avg = 80% Dissatisfied = 5% Very Dissatisfied = <1%		Total Responses (including DK and Refusals) Satisfied or better = 82% Above Avg = 69% Very or Dissatisfied = 5% DK or refused = 13%						

F.	Cleanliness of city streets and public areas?	178 50%	130 37%	38 11%	4 1%	1 0%	1 0%	2 1%
	Of those responding: Satisfied or better = 99% Above Avg = 88% Dissatisfied = 1% Very Dissatisfied = 0%	Total Responses (including DK and Refusals) Satisfied or better = 98% Above Avg = 87% Very or Dissatisfied = 1% DK or refused = 1%						
G.	Maintenance of storm sewer system?	123 35%	103 29%	43 12%	22 6%	14 4%	46 13%	3 1%
	Of those responding: Satisfied or better = 88% Above Avg = 74% Dissatisfied = 7% Very Dissatisfied = 5%	Total Responses (including DK and Refusals) Satisfied or better = 76% Above Avg = 64% Very or Dissatisfied = 10% DK or refused = 14%						
H.	Adequacy of street lighting?	148 42%	96 27%	76 21%	21 6%	7 2%	4 1%	2 1%
	Of those responding: Satisfied or better = 92% Above Avg = 70% Dissatisfied = 6% Very Dissatisfied = 2%	Total Responses (including DK and Refusals) Satisfied or better = 76% Above Avg = 64% Very or Dissatisfied = 10% DK or refused = 14%						
I.	Maintenance and adequacy of street signage?	166 47%	123 35%	49 14%	9 3%	4 1%	0	3 1%
	Of those responding: Satisfied or better = 96% Above Avg = 82% Dissatisfied = 3% Very Dissatisfied = 1%	Total Responses (including DK and Refusals) Satisfied or better = 76% Above Avg = 64% Very or Dissatisfied = 10% DK or refused = 14%						

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

- 1st Priority _____

1) better street lighting 2) direct contact w/911
 add sidewalks
 adding more sidewalks in residential areas.
 adding sidewalks (3)
 all surfaces & systems are up to date.
 beautification
 beautification & tree trimming
 better lighting for safety reasons
 better maintenance of streets
 better signage/improve image
 better snow removal (not in driveway) control of wild animals
 bike trail safety
 bike trails
 both street lighting & sidewalks
 changes - more elec/cable etc - underground
 city park
 city sewers

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

city street conditions
city street maintenance
city streets and sidewalks
city streets need repair
clean up on creek trail
clean up streets (2)
clear streets to the pavements, not just pack down the snow
Colby Park
Colby Park clean up
complete Colby Park
condition of streets
condition of streets
construction contracts should be analyzed
continue beautification of city, esp. with plants & flowers
continue good service on street maintenance
continue good snow removal
continue plan for city sidewalks
continue repaving & repairing streets
continue sidewalk maintenance
continue snow removal
continue storm sewer upgrade
continue to improve areas along Hickman
continue to maintain quality of city streets
continue to replace signs w/larger signs
continue with quality of lighting in the city
continue work on streets
continued maintenance
curbs
done very good job
education increase to public
encouraging new business east of 66th
evaluation of our sewer system
finish Colby Park
finish parks
fire dept - new leadership
fix street
garbage pickup
garbage pickup storm debris
garbage situation
get more business in WH
good snow removal
has plugged storm sewers in neighborhood, their neighbor notified - but no response
improve lighting - some streets too dark
improve sewer system
improve sewer system
improve street lighting
improve streets, sidewalks
improved lighting
improvement of property strip mall Sherwood Forest

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

improving paving of streets

improving sidewalks

increase attention to over-hanging trees and corners that are hard to see

increase speed to 35 on University

infrastructure

infrastructure for storm sewers

install more sidewalks (3)

keep city clean

keep city safe

keep improving streets

keep roads maintain

keep snow plows from piling snow it blocks driveway approaches on homes near intersections.

keep streets cleaned in winter

keep up good work

keep up the good work

keep up walking trail

keep up what they're doing

keeping potholes filled & streets smooth

keeping streets clean & operable

keeping streets plowed in winter

keeping streets repaired

keeping streets up

larger street signs

Lighting (3)

lighting of streets

lighting street

main streets

maintain & continue work on University all the way through

maintaining bike trails

maintaining current services

maintaining sidewalks

maintaining streets

maintenance of city streets & sidewalks

maintenance of parks

maintenance of streets/sidewalk

maintenance/sewer

make no right turn on red signs bigger

make sure every sewer drains - the sewers on 73rd back up

more careful about plowing & damage created by plows.

more lighting

more sidewalks (3)

more sidewalks or fixing streets

more traffic lights/signage

narrow grates on sewers

need better lighting

need new light at 63rd & School light too far back from University

need sidewalks

new parks ready

obstruction of trees/tree trimming enforcement

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

ordinance enforcement/street snow removal

parks

parks & rec

parks & recreation

paving streets & better lighting, bigger street signs & more reflective signs

pay attention to all for improvement

pet control

planning of public service dept

planting flowers & maintaining

plowing & cleaning streets

police dept

Preventing budget rental from ruining quality of life for nearby residents.

property maintenance

put sidewalks in (2)

redeveloping & maintaining public areas

repair orange piping & sidewalks

repair sidewalks esp. 73rd St

repair streets before potholes & cracks develop

repave side streets esp. Washington Ave

replace yellow lights with brighter lights like they used to have

replacing sewers

report illegally parked cars for snow removal

resurface streets (3)

Road deterioration. Repair quickly. Notice problems before they get out of control.

road maintenance

road system

roughness of people moving in is a problem

service to exterminate moles

Sewer (2)

sewer intakes

sewer repairs

sewer system (3)

sewer system needs to be expanded to cover those who now use septic tanks

shelterhouse

sidewalk maintenance

sidewalk repair

Sidewalks (13)

Sidewalks - continue putting them in

sidewalks must be shoveled within 24 hours after snow stops, but plows recover the already shoveled

walks makes home owners angry.

snow removal (3)

snow removal on side streets

street maintenance

storm sewer system

storm sewers (3)

storm water drainage in the river

street

street cleaning & repair

street lighting

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

street lighting
street maintenance (5)
street quality
street repair (6)
street repairs (patch holes)
street resurfacing
street signs
street signs should be bigger so more visible especially at night
street work & sidewalks
Streets (11)
streets & sidewalks (2)
streets need work
take lights off - cameras for speeding
traffic
traffic calming
train city maintenance staff better about where & who to park their vehicles.
training - understand
tree trimming
trimming trees
update sewer system
update street service
upgrade street signals
verify credentials of their employees
water
ways to direct traffic away from residential
well lighted streets in residential areas
work on sewer system
work on sewers
yard waste pick-up
zoning code enforcement

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?

1 = Yes
2 = No

Of those responding:

Yes	195	55%		Yes	195	57%	
No	147	42%		No	147	43%	
DK	9	3%					
Refuse	3	<1%					
total	354			Total	342		

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

1 = Yes
2 = No

Of those responding:

Yes	125	35%		Yes	125	38%	
No	206	58%		No	206	62%	
DK	18	5%					
Refuse	5	1%					
total	354			total	331		

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

1 = Yes
2 = No

Of those responding:

Yes	115	32%		Yes	115	34%	
No	225	63%		No	225	66%	
DK	7	2%					
Refuse	8	2%					
total	355			total	340		

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”.

(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.)

		Very Satisfied				Very Dissatisfied	DK	REFUSED
How satisfied are you with:		5	4	3	2	1	8	9
A.	Condition of the Colby Trail.	136 38%	81 23%	31 9%	3 1%	7 2%	94 27%	2 1%
Of those responding: Satisfied or better = 96% Above Avg = 84% Dissatisfied = 1% Very Dissatisfied = 3%		Total Responses (including DK and Refusals) Satisfied or better = 70% Above Avg = 61% Very or Dissatisfied = 3% DK or refused = 28%						
B.	Condition of the Shelterhouse at Colby Park	71 20%	71 20%	78 22%	27 8%	15 4%	89 25%	3 1%
Of those responding: Satisfied or better = 84% Above Avg = 54% Dissatisfied = 10% Very or Dissatisfied = 6%		Total Responses (including DK and Refusals) Satisfied or better = 62% Above Avg = 40% Very or Dissatisfied = 12% DK or refused = 26%						
C.	Special event programming at Colby Park?	144 41%	103 29%	34 10%	9 2%	2 1%	60 17%	2 1%
Of those responding: Satisfied or better = 96% Above Avg = 85% Dissatisfied = 3% Very Dissatisfied = <1%		Total Responses (including DK and Refusals) Satisfied or better = 80% Above Avg = 70% Very or Dissatisfied = 3% DK or refused = 18%						
D.	The Colby Park Redevelopment Project.	105 30%	70 20%	60 17%	15 4%	21 6%	80 23%	3 1%
Of those responding: Satisfied or better = 87% Above Avg = 65% Dissatisfied = 5% Very Dissatisfied = 8%		Total Responses (including DK and Refusals) Satisfied or better = 67% Above Avg = 50% Very or Dissatisfied = 10% DK or refused = 24%						
E.	The Lions Park Redevelopment Project.	51 14%	50 14%	57 16%	9 3%	17 5%	169 48%	1 0%
Of those responding: Satisfied or better = 86% Above Avg = 55% Dissatisfied = 5% Very Dissatisfied = 9%		Total Responses (including DK and Refusals) Satisfied or better = 44% Above Avg = 28% Very or Dissatisfied = 8% DK or refused = 48%						

F.	The Playground at Colby Park.	119 34%	81 23%	34 10%	17 5%	5 1%	95 27%	3 1%
	Of those responding: Satisfied or better = 91% Above Avg = 78% Dissatisfied = 7% Very Dissatisfied = 2%	Total Responses (including DK and Refusals) Satisfied or better = 67% Above Avg = 57% Very or Dissatisfied = 6% DK or refused = 28%						
G.	Quality of City parks and recreation opportunities.	102 29%	94 27%	79 22%	17 5%	9 3%	50 14%	3 1%
	Of those responding: Satisfied or better = 91% Above Avg = 65% Dissatisfied = 6% Very Dissatisfied = 3%	Total Responses (including DK and Refusals) Satisfied or better = 78% Above Avg = 56% Very or Dissatisfied = 8% DK or refused = 15%						

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

1 = Yes

2 = No

Of those responding:

Yes	289	82%		Yes	289	82%	
No	64	18%		No	64	18%	
DK	0	0%					
Refuse	1	0%					
total	354			total	353		

18. Have you attended the following special events:

		Yes	No	DK	REF
Have you attend the following special events:		1	2	8	9
A.	Fourth of July	268 76%	85 24%	0	1 0%
B.	Movies at the Park	77 22%	276 78%	0	1 0%
C.	Music in the Park	194 55%	159 45%	0	1 0%
D.	Fireman's Pancake Day	231 65%	121 34%	0	2 1%
E.	Windsor Heights Annual Mini-Marathon (WHAMM)	40 11%	312 88%	1 0%	1 0%
F.	Oktoberfest at Colby Park	86 24%	267 75%	0	1 0%
G.	Windsor Wonderland	90 25%	262 74%	0	2 1%

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

1 = Yes

2 = No **IF NO GO TO QUESTION 21**

Of those responding

Yes	219	62%		Yes	219	62%	
No	134	38%		No	134	38%	
DK	0	0%					
Refuse	1	0%					
total	354			total	353		

IF YES MOVE TO QUESTIONS 19a

19a. Which library do you use most frequently? (OPEN)

Clive (3)

Clive or Urbandale

Des Moines Downtown

Downtown (9)

Downtown Franklin (7)

Forest

Franklin (127respondents
answered Franklin)

Franklin & Urbandale

Franklin or Urbandale

Franklin, Urbandale

Franklin/Urbandale

Hickman

Not sure

Urbandale (51 respondents
answered Urbandale)

Urbandale, Clive

Urbandale, Des Moines

Urbandale, Franklin (2)

Urbandale, WDM (2)

WDM (5)

West Des Moines & Urbandale

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

- 1st Priority_____

4th of July (4)
4th of July & kids
4th of July bigger & better
additional bike or running trails
additional programming & recreational activities
all important
all special events
anything - promoting children's activities
better bike trails
better communication about services that are available
bike trail (2)
bike trails connect with the city & Saylorville
branch library in Windsor Heights
clean up parks
Colby Park (13)
Colby Park completion
Colby Park improvements (2)
Colby Park including finishing the shelterhouse
Colby Park redevelopment get it done & ready for next summer's events
Colby park, restrooms along walkways
Colby Trail needs to be enhanced
Colby Park playground
community involvement
complete Colby Park (3)
complete Colby Park do something with the shelterhouse!
complete Colby Park, continue sidewalk project
complete construction
complete shelterhouse with restrooms at Colby Park
completing Colby Park
completion of parks
concerts
continue concerts
continue development of youth counsel
continue effort at Colby Park including shelterhouse
continue music in park
continue programs at Colby Park
continue public events in Colby Park & expand the program - have more events
continue to refurbish shelterhouse
continue to work on Colby Park
continue trail maintenance
continue w/Colby park, improve Franklin library
continuing special activities in the park
contribute more to cultural events in the greater Des Moines area such as the symphony
daycare in park
develop Parks & Rec programs agreement with West/Clive/Urbandale
development of ball diamonds & soccer fields

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

- development to neighborhood or smaller parks
- doing a good job like Christmas lighting contest
- doing fine
- don't spend tax dollars on this
- drop the contract with DM library services ASAP. We should not be paying an extra \$60,000 per year to pay for the new library downtown. Let's just use the Urbandale library.
- education & activities
- establish ourselves as a community with one zip code
- Events (2)
- events at the park
- expand music programs year round
- expansion of kid's activities at Colby Park
- Farmer's Market at Parks
- finish
- finish Colby Park (12)
- finish development
- finish park trails
- finish parks & upkeep of the parks
- finish projects
- finish the shelterhouse so more people will participate
- fix up shelterhouse at Colby Park
- fixing Colby Park's mudhole, communicating the purpose and progress of Colby Park redevelopment project.
- Fourth of July Parade
- funding more events in parks
- general upkeep of parks
- get a library in Windsor Heights
- getting Colby done & utilized
- getting parks finished
- good to have so many special events
- have parks on north side of city
- Improve 4th of July/Farmer's market
- improve quality of Colby Park Shelter & recreation facilities
- improve the clubhouse at Colby Park
- install a safety platform on Colby Grain to call for emergencies
- It's good already
- July 4th festivities
- keep good mix
- keep improving every day
- Keep litter under control in parks
- keep relations w/libraries active
- keep up 4th of July
- keep up good work
- keep up with Colby Park
- keep updating & security
- keep working on them to make them outstanding
- Libraries
- library
- library for Windsors

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

Lions Park continuing development
look for more opportunities to offer community "with food" and to include all ages.\
maintain current services
maintain trails - maybe add a dog park
maintaining quality of what has been updated
more activities & programming for seniors in community
more advertised & more improved bike trail
more community activities at Colby Park
more equipment at Lions Park
more events or put a button to push for safety on Colby Trail
more expansion of parks & trails
more family events
more funding for Parks & Rec
more musical events
more park improvements Colby Trail
more senior activities
more w/teen activities/programs/education
more youth activities
movies in the park
Music in Park - continue this
Music in the Park (6)
need a swimming pool or water park or make trail safe
park expansion, more area parks, parks in different parts of town.
park project
parking
parking for special events
Parks (7)
Parks & Rec
parks finish
put in small library in city (Windsor Heights)
put lights on bike trail
rebuild shelterhouse
rebuilding new shelterhouse at Colby Park
redevelopment of Colby Park
redevelopment on Hickman
renovation of the shelter house at Colby Park
safety in parks
satisfied
seating for events
senior citizens meeting
Senior events
shelter at Colby Park
shelter house needs improvement
Shelterhouse (2)
shelterhouse at Colby Park should be free for seniors, esp. Thursday at 1Pm
shelterhouse exterior/renovation
special event programming
special events (2)
spread across the board

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

summer concerts

summer programs

support the library

to make neighborhood friendly

trail (Colby)

trail completed from College to University

Trails (7)

Trails more lighting

turn shelterhouse into library if the council decides to do sidewalks then we should not have to pay assessments. Not citizens responsibility

vandalism

walking trails

wants - give attention to get people out for them

whatever they feel is needed

work on Colby park

would be interested in exercise programs

younger persons activities (such as younger music acts)

youth activities

youth programs/middle age

youth recreation (2)

zoo

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”.

(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.)

		Very Satisfied				Very Dissatisfied	DK	REFUSED
How satisfied are you with:		5	4	3	2	1	8	9
A.	Residential Trash Collection services	198 56%	102 29%	36 10%	8 2%	2 1%	6 2%	2 1%
Of those responding: Satisfied or better = 97% Above Avg = 87% Dissatisfied = 2% Very Dissatisfied = <1%		Total Responses (including DK and Refusals) Satisfied or better = 95% Above Avg = 85% Very or Dissatisfied = 3% DK or refused = 3%						
B.	Curbside recycling services.	208 59%	97 27%	27 8%	7 2%	5 1%	7 2%	3 1%
Of those responding: Satisfied or better = 97% Above Avg = 89% Dissatisfied = 2% Very Dissatisfied = 1%		Total Responses (including DK and Refusals) Satisfied or better = 94% Above Avg = 86% Very or Dissatisfied = 3% DK or refused = 3%						
C.	Large item pick-up/removal (such as appliances).	115 32%	70 20%	50 14%	13 4%	13 4%	88 25%	5 1%
Of those responding: Satisfied or better = 90% Above Avg = 71% Dissatisfied = 5% Very Dissatisfied = 5%		Total Responses (including DK and Refusals) Satisfied or better = 66% Above Avg = 52% Very or Dissatisfied = 8% DK or refused = 26%						
D.	Overall quality of Artistic Waste Systems (the City’s contracted service provider).	177 50%	115 32%	41 12%	2 1%	7 2%	8 2%	4 1%
Of those responding: Satisfied or better = 97% Above Avg = 85% Dissatisfied = <1% Very Dissatisfied = 2%		Total Responses (including DK and Refusals) Satisfied or better = 94% Above Avg = 82% Very or Dissatisfied = 3% DK or refused = 3%						
E.	Residential water services.	207 58%	113 32%	21 6%	3 1%	1 0%	7 2%	2 1%
Of those responding: Satisfied or better = 99% Above Avg = 93% Dissatisfied = 1% Very or Dissatisfied = 0%		Total Responses (including DK and Refusals) Satisfied or better = 96% Above Avg = 82% Very or Dissatisfied = 1% DK or refused = 3%						

F.	Overall quality of Des Moines Water Works.	209 59%	105 30%	26 7%	2 1%	1 0%	5 1%	5 1%
	Of those responding: Satisfied or better = 99% Above Avg = 92% Dissatisfied = <1% Very Dissatisfied = <1%	Total Responses (including DK and Refusals) Satisfied or better = 96% Above Avg = 89% Very or Dissatisfied = 1% DK or refused = 2%						

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? (QUASI-OPEN)

- 1st Priority _____

added fall brush clean up
additional city-wide waste day & yard waste
additional days for large item pickup
additional large item waste pick up
advising garbage pickup times at Clive Elementary
all equally
all need equal attention
annual pick-up continue
apartment complexes should have bins for recycling
Artistic Waste stinks, they should not leave containers in street and should put the lids back on
Artistic Waste Systems
Artistic Waste Systems missing pick up of garbage
attention to contract w/Artistic - being more flexible
awareness of handicap areas
better at recycling (cutbacks in program on items)
better garbage company
better job with yard waste
better trash collection services
better trash services
better yard waste pick-ups
bring back spring clean up
bring back the free day for junk
bring price down on waste removal, esp. leaves
brush pick-up after windstorms needs improvement
change the yard waste pick up - pick up twigs without bundling & get a leaf pick up machine
city communication of specially scheduled pick ups
city-wide curbside leaf collection (non-bagged)
clean up after trash pickup
collection of solid waste
collection of yard waste year round
continuation of annual clean up of appliances w/out stickers
continuation of present programs
continue evaluation of curbside recycling - how it could be better
continue recycling /curb pick-up
continue spring clean up
continue spring pick-ups
Continue to expand recycling opportunities & leaf pick up by city

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? (continued)

continue with current provider for trash pickup
continued maintenance/upgrading of water system
continuing spring clean-up
continuing to offer spring clean up and offer it in the fall as well.
cost too high
covers for recycling bins otherwise it get wet or blows around
curb it
customer - service relation
Des Moines water works
Doesn't want to pay for water when gone
doing fine
don't get rid of spring clean-ups
don't keep raising prices
early spring clean up
encourage recycling
enforcement of removing scrap cars
evaluate & update sewer system
everything fine
everything seems good
Expand recycling efforts
expand/keep all-one day public clean-up at no cost - ie yard waste day etc.
expanding environmental concerns & issues - teach how to avoid accidents
expanding recycling
expansion of items picked up for recycling
expansion of timeline for leaf & branch pick-up
extend period of service for leaf collection
extension of recycling programs
fall & spring clean up
Fall & Spring Clean up days
fall clean up
fall clean-up
find a way other than stickers for pick-up removal - people sometimes steal stickers
free pick-up branches @ curbside when storms blew them down.
garbage
garbage & recycling
garbage people pick up after themselves
garbage pick up is sloppy
garbage trucks leak on streets stain and smells up street
give prior notice to homeowners about water shut-off
H2O lines keep breaking
hazardous waste pickup
improve large item pickup
improve percentage of people using recycling services
improve recycling program
improve recycling program (accept more items)
improvement to recycling
increase recycling
infrastructure
infrastructure bring back BFI

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? (continued)

its all good
keep current programs active
Keep promoting reading!
keep spring clean up day anticipating future needs
keep spring pick up
keep the large item pick-up removal
keep up good work (2)
keep up good work on trash collection
keep water coming
keeping checking on pipe conditions of sewer/water systems
keeping water clean
large item pickup
leaves in city demanded bag
listen to people more regarding pick of yard waste instead of having such rigid rules
maintain & improve quality of water
maintain & improving keep up status quo
maintain current services
maintain sewer systems
maintain spring clean up (2)
maintaining quality
maintaining the service
make sure water mains are replaced.
make sure yard waste pick up is extended long enough in fall, clean up in spring
more assistance in brush/debris removal
more big item pickups
more large pickup days or collection place such paint cans etc. drop off
more options for trash service
more pick-ups of trash
more recycling (3)
need better way to respond to things related to bad weather & older citizens (ex. storm damage) & tree removal & clean up
need to keep large item pick-up once or twice a year
need to keep making sure we get good water - clean, with good flavor, without chemicals
one area to take recycling to
one more pick-up of branches & yard waste
pick up scattered debris on recycling days by staff
pick up yard waste for free
preventing water pollution & educating public
protect water quality from pollutants
put meters on outside of houses so people don't need to come into basements
put trash containers back in right place
quality of water needs improvement
recycle glass - divided by colors
recycle more items
recycle more items
recycle waste better
Recycling (18)
recycling - expand education & recycle more types of items
recycling - get more to do it

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? (continued)

recycling - more items!
recycling - more options
recycling more community involvement
recycling program
recycling program
recycling program
recycling program
recycling program - encourage people to use it
redevelopment of Colby Park plant more trees & get facilities back to normal
reduce cost of heavy pick-up get rid of bagging of grass
reduce rates of water & sewer
refuse pick up
Refused
repair of old Main
replace trash & recycling receptors
resume large appliance pick-up at a time snow-birds can use it. Miss free day
scheduling of big item removal & spring clean up days
sewer systems
sewer maintenance (2)
sewer on 73rd
sewers/city sewer back-up
should improve Artistic Waste Systems, update stickers, educate residents on procedures, reevaluate payment plan, ask residents what size trash cans they need and don't make them find a truck to get a soft water
Solid waste - pick-up annual
Solid waste
solid waste & pick up times
Spring & Fall free brush & stick pick up day
spring & summer trash pick up
Spring Clean-up
stay w/DSM waterworks
storm sewers
strange to get newsletter in water bill - don't think this is the place for it.
street improvements - resurfacing some streets
take fluoride out of water
there used to be one day a year where you could place any trash at curbside & they would pick it up. I'd like this to be reinstated.
they are all good
too many chemicals
too many plastic bags, too much littering
trash bill is now included in water bill - would like to see options for choices in trash pickup service like they used to have
trash collection (3)
Trash day less restrictive - paint & oil hard to dispose of - local area would be helpful.
trash pickup
Tree & branch removal. Create a new system for this.
tree/limb/debris removal (built-in flat rate)
trouble with Artistic skipping our street or rushing through - city needs to hold them to contracted services.

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? (continued)

trying to keep bills down

waste collection

waste pick up

Water (4)

water quality (3)

water safety

water service (3)

water system

water treatment

water works

water works should do a better job with customer service. Customer paid for mistake that city made with installing the wrong type of water meter

work on sewers

would prefer lower cost for trash collection

yard guy needs to pick up stuff on schedule (better quality for money)

yard waste - pick up times, inform public better on this.

yard waste recycling "took away brush day" solution to resident brush problem

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”.

(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.)

		Very Satisfied				Very Dissatisfied	DON'T DK	REFUSED
How satisfied are you with:		5	4	3	2	1	8	9
A.	Quality of redevelopment in the City	138 39%	112 32%	64 18%	11 3%	8 2%	19 5%	2 1%
Of those responding: Satisfied or better = 94% Above Avg = 75% Dissatisfied = 3% Very Dissatisfied = 2%		Total Responses (including DK and Refusals) Satisfied or better = 89% Above Avg = 71% Very or Dissatisfied = 5% DK or refused = 6%						
B.	The Town Center Project at 66 th and University Avenue.	176 50%	97 27%	36 10%	13 4%	8 2%	22 6%	2 1%
Of those responding: Satisfied or better = 94% Above Avg = 83% Dissatisfied = 4% Very Dissatisfied = 2%		Total Responses (including DK and Refusals) Satisfied or better = 87% Above Avg = 77% Very or Dissatisfied = 6% DK or refused = 7%						
C.	City permit and inspection process.	70 20%	47 13%	47 13%	11 3%	8 2%	170 48%	1 0%
Of those responding: Satisfied or better = 90% Above Avg = 64% Dissatisfied = 6% Very Dissatisfied = 4%		Total Responses (including DK and Refusals) Satisfied or better = 46% Above Avg = 33% Very or Dissatisfied = 5% DK or refused = 48%						
D.	Enforcing the clean up of junk and debris on private property.	79 22%	86 24%	76 21%	32 9%	24 7%	56 16%	1 0%
Of those responding: Satisfied or better = 81% Above Avg = 56% Dissatisfied = 11% Very Dissatisfied = 8%		Total Responses (including DK and Refusals) Satisfied or better = 67% Above Avg = 46% Very or Dissatisfied = 16% DK or refused = 16%						
E.	Enforcing the mowing and cutting of weeds on private property.	75 21%	92 26%	69 19%	32 9%	15 4%	70 20%	1 0%
Of those responding: Satisfied or better = 83% Above Avg = 59% Dissatisfied = 11% Very Dissatisfied = 5%		Total Responses (including DK and Refusals) Satisfied or better = 66% Above Avg = 47% Very or Dissatisfied = 13% DK or refused = 20%						

F.	Enforcement of sign regulations.	100 28%	85 24%	62 18%	17 5%	10 3%	79 22%	1 0%
	Of those responding: Satisfied or better = 90% Above Avg = 68% Dissatisfied = 6% Very Dissatisfied = 4%	Total Responses (including DK and Refusals) Satisfied or better = 70% Above Avg = 52% Very or Dissatisfied = 8% DK or refused = 22%						
G.	City efforts to remove abandoned or inoperative vehicles.	92 26%	87 25%	61 17%	22 6%	12 3%	78 22%	2 1%
	Of those responding: Satisfied or better = 88% Above Avg = 65% Dissatisfied = 8% Very or Dissatisfied = 4%	Total Responses (including DK and Refusals) Satisfied or better = 68% Above Avg = 51% Very or Dissatisfied = 9% DK or refused = 23%						
H.	Professionalism of Community Development and Code Enforcement personnel.	88 25%	70 20%	43 12%	5 1%	7 2%	137 39%	4 1%
	Of those responding: Satisfied or better = 94% Above Avg = 74% Dissatisfied = 2% Very or Dissatisfied = 3%	Total Responses (including DK and Refusals) Satisfied or better = 57% Above Avg = 45% Very or Dissatisfied = 3% DK or refused = 40%						

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

- 1st Priority _____
- abandoned cars (2)
- abandoned junk vehicles
- abandoned trailer park on Hickman
- add back Fall Pick up
- all doing good job
- all seems fine
- aesthetics of community
- Attention to older trees before they fall.
- attracting appropriate businesses
- Awesome
- Balance codes
- better monitoring of traffic, more regulation her corner is horrible, 66th accident waiting to happen. no enforcement
- bring in a good mix of independent retailers.
- bring in businesses
- Budget
- building permits
- Chamber of Commerce, redevelopment at Hickman
- checking of vehicles
- clean up Hickman
- clean up houses in disrepair
- clean up private property

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

clean up the run-down properties
cleaning up city, junk cars
cleaning up Hickman
cleaning up junk & enforcing mowing & cutting on private property
cleaning waste & mowing
code & ordinances
code enforcement (3)
code enforcement & processes & raising awareness of the processes.
code enforcement, rental properties specifically
communicate better with residents about what they are doing
community development slow down
community-wide beautification event
complete works in the parks
completing project
completing the Town Center project
consistent standard of new commercial structures
continuation of development on University
continue projects they have
continue to update - no sidewalks
continue what you're doing
continuing to monitor the Town Center project
creed clean up. respondent mentioned large amounts of debris in the creek behind his house. He contacted public works, but had no response.
do as good job
do something with large empty buildings & small businesses
downtown improvements focusing on increasing the value & community/business properties
enforce clean up private prop
enforce heavy truck traffic/truck routes in city
enforce ordinances (2)
enforce trash, junk removal
enforcement of clean up of junk and debris on private property
enforcement of codes
enforcement of codes as they pertain to private property
enforcement of existing redevelopment regulations
enforcement of sign code & mowing on private property
enforcement of sign regulations
enforcing clean up
enforcing clean up & mowing
enforcing cleaning up of people's yards
enforcing the clean up/mowing on private property
enforcing the code & monitoring it
ensure projects can have there lease space filled
everything fine
expand park & activities
Expanding the Town Center
expansion
expansion (economic
finish Colby Park

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

finish construction
finish park, let people know where Lion's park is
finish projects they've started
finish rest of development across from Town Center
finish Town Center & fixing up Colby Park
finish Town Center/Lions Park
finish University Ave project & move on to Hickman between 63 & 70
finishing 67th Street project
finishing Colby Park
finishing Town Center
fix broken sidewalks
fix clean up of junk & debris on private property, mowing & cutting of weeds, sign regulations, remove abandoned or inoperative vehicles
Fourth of July celebration
front row bar needs to go! Hawkeye's need to go!
general neatness of Windsor Hgts
get more businesses to help w/taxes
get the park finished
getting people to maintain private property
Hickman
Hickman corridor
Hickman Corridor & Sherwood Forrest
Hickman Road - new businesses
Hickman road image
Hickman road reconstruction
how they approve coding
Hy-Vee sign is disruptive of neighborhood at night
improve redevelopment progress
improve Sherwood Forest area
improve streets
improved enforcement for community appearance
instead of putting in a left lane, improve medium at 70th & Hickman - too many weeds.
junk in yard
keep selling stamps other places
Keep the Keep Windsor Heights Beautiful campaign
keep up vacant properties from trash/litter
keep Windsor Hgts beautiful
Keeping yards mowed - owners
large junk/including cars fall clean up
leave city as is no more development
less pickiness on codes & ordinances by city council
let animals run around
low income housing
main street & getting new businesses in
maintain housing stock
maintaining aging housing stock
more events to get the community together
more inspections

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

more rules of enforcement of rules regarding RV's & # of cars at one property
moving junk cars
mowing private property, removing non running cars
need to enforce the cutting of weeds on private property
need to get after people to take care of their property
neighborhood devel.
No more big box stores
ordinance enforcement/personnel training follow through on ordinances
parking of extra vehicles
Parks (2)
permit to inspection
pet control
pet enforcement
police & fire
poor building codes follow up city is a joke!
private property clean up
private property enforcement
private residence adherence to city rules & codes
pro-active, moving forward
property clean up
protection of children and the elderly
provide a map to residents listing parks & other attractions
recruitment of businesses - something other than gas stations & tanning parlors - get rid of motel at 64th & Hickman
Redevelopment (2)
redevelopment areas on Hickman
redevelopment done
redevelopment in general
redevelopment on Hickman
removal of eyesores such as inoperative vehicles & other rubbish
removal of large items put on curbside for collection'
remove abandoned or inoperative vehicles
removing abandoned or inoperative vehicles
removing nuisances such as inoperative cars
rental codes
repair streets, take care private property
replanting trees
research the developers to make sure they have the means to complete the project before they get the bid.
residential neighborhoods to encourage homeowners to keep their property up to date so homes don't deteriorate beyond repair. Keep property look good.
residents keeping yards nice
restore Colby park baseball diamond
retirement living
revise code & beef up inspections & enforcement & apply it to businesses
revisit residential type (alcohol treatment centers, etc.) facilities in family neighborhood - change in code
RV's, boats parked everywhere
security
Sherwood forest

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

Sherwood Forest

should have a building inspector

Sidewalks (2)

signs

something for the young people

streets

streets have potholes

supporting neighborhood association, comm. services committee for joint effort. Work with local volunteers, tool lending library. do a mail survey next year

taking care of problem home owners.

To change the required length of grass. Went from 12" to 6". Change to 8" before ticketing.

Town Center

Town Center - continue to maintain & helping it grow.

Town Center project (4)

Town Center project & communication with contractors with the city officials

traffic at Colby park

traffic control/street design 73 & university intersection and access to HyVee & Sam's needs to be redesigned 73 & Washington also has problems, Hickman & Sherwood Forest.

traffic enforcement

University Ave & Town Center

Walmart shoplifting takes police away from residents

wasting time & money

widening street at 70th & Hickman

work on 66th & University to completion.

work on Hickman/redevelopment

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”.

(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.)

		Very Satisfied				Very Dissatisfied	DON'T KNOW	REFUSED
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.	135 38%	101 29%	71 20%	23 6%	13 4%	10 3%	1 0%
Of those responding: Satisfied or better = 90% Above Avg = 69% Dissatisfied = 7% Very Dissatisfied = 4%		Total Responses (including DK and Refusals) Satisfied or better = 87% Above Avg = 67% Very or Dissatisfied = 10% DK or refused =3%						
B.	Quality of the City’s website.	40 11%	48 14%	40 11%	11 3%	6 2%	208 59%	1 0%
Of those responding: Satisfied or better = 88% Above Avg = 61% Dissatisfied = 8% Very Dissatisfied = 4%		Total Responses (including DK and Refusals) Satisfied or better = 36% Above Avg = 25% Very or Dissatisfied = 5% DK or refused =59%						
C.	Quality of the City’s newsletter (included in the water bill).	150 42%	97 27%	63 18%	10 3%	8 2%	24 7%	2 1%
Of those responding: Satisfied or better = 95% Above Avg = 75% Dissatisfied = 3% Very Dissatisfied = 2%		Total Responses (including DK and Refusals) Satisfied or better = 87% Above Avg = 69% Very or Dissatisfied = 5% DK or refused =8%						
D.	Coverage of Windsor Heights’ news in local media?	114 32%	78 22%	91 26%	22 6%	24 7%	24 7%	1 0%
Of those responding: Satisfied or better = 86% Above Avg = 58% Dissatisfied = 7% Very Dissatisfied = 7%		Total Responses (including DK and Refusals) Satisfied or better = 80% Above Avg = 54% Very or Dissatisfied = 13% DK or refused =7%						
E.	Quality of budget and other information relating to City operations?	66 19%	77 22%	87 25%	27 8%	19 5%	74 21%	4 1%
Of those responding: Satisfied or better = 83% Above Avg = 52% Dissatisfied = 10% Very Dissatisfied = 7%		Total Responses (including DK and Refusals) Satisfied or better = 66% Above Avg = 41% Very or Dissatisfied = 13% DK or refused =22%						

F.	Efforts of City staff to effectively deal with questions and concerns of the public.	106 30%	92 26%	66 19%	21 6%	15 4%	53 15%	1 0%
	Of those responding: Satisfied or better = 88% Above Avg = 66% Dissatisfied = 7% Very Dissatisfied = 5%	Total Responses (including DK and Refusals) Satisfied or better = 75% Above Avg = 56% Very or Dissatisfied = 10% DK or refused = 15%						

27. 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

Of those responding:

Yes	129	36%		Yes	129	38%	
No	213	60%		No	213	62%	
DK	11	3%					
Refuse	1	0%					
total	354			Total	342		

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

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

Of those responding:

Yes	321	91%		Yes	321	92%	
No	29	8%		No	29	8%	
DK	3	1%					
Refuse	1	0%					
total	354			Total	350		

29. 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

Of those responding:

Yes	296	84%		Yes	296	84%	
No	55	16%		No	55	16%	
DK	2	1%					
Refuse	1	0%					
total	354			Total	351		

Finally, we have some questions about yourself.

30. What is your marital status?

- 1. Married and living with my spouse 238 67%
- 2. Living with someone in a steady, marital-like relationship 2 1%
- 3. Separated or Divorced 21 6%
- 4. Widowed 51 14%
- 5. Single and never married 36 10%
- 8. Don't Know
- 9. Refused 6 2%

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

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

Of those responding:

Yes	60	17%		Yes	60	17%	
No	291	82%		No	291	83%	
DK	0	0%					
Refuse	3	1%					
total	354			Total	351		

Note: Demographically, there are 24.2% of Windsor Heights' households with children under 18 in them.

32. Would you say your income is:

- 1. Below \$25,000; 25 7%
- 2. \$25,000 to \$49,999; 60 17%
- 3. \$50,000 to \$74,999; 83 23%
- 4. \$75,000 to 100,000; 57 16%
- 5. Above \$100,000; 60 17%
- 8. Don't Know; 2 1%
- 9. Refused; 67 19%

33. What is your race/ethnicity

- 1. African-American/Black; 5 1%
- 2. Asian; 0
- 3. Hispanic; 1 0%
- 4. Native American; 1 0%
- 5. White; 337 95%
- 6. Other/Mixed Race; 4 1%
- 8. Don't Know
- 9. Refused; 6 2%

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