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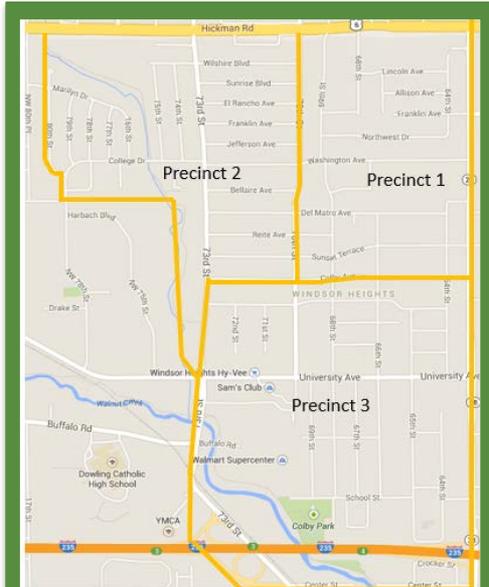


City of Windsor Heights Community Survey

Q1 2016

Research Objectives

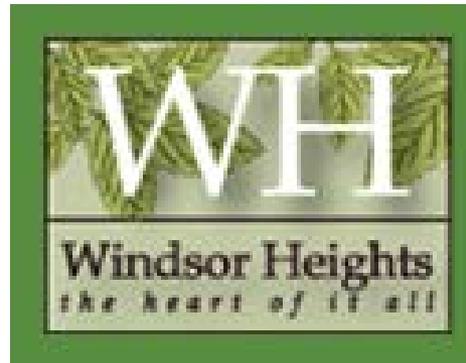
- Understand attitudes toward speed cameras and other traffic issues
- Identify areas of focus for the Police, Fire, Public Works, and Waste Water departments
- Understand the current perception of the city's communication to its residents
- Identify the use of city parks, its libraries and other programs/events



Precinct 1: n=33 or 34%
Precinct 2: n=33 or 34%
Precinct 3: n=30 or 31%

Sample

- Age 18, or older
- Reside in one of Windsor Heights' 3 precincts





Online conversations, AI moderated

- Open-ended topics & close-ends
- Probing for depth and clarity
- Larger sample sizes
- Online efficiency 24/7

Linguistics analysis service:

- Software and people
- Beyond coding
- Translate themes into business decisions

Conversation Overview

- Experience with Windsor Heights staff and communication services
- Perception of Windsor Heights as a city and a place for young talent
- Satisfaction rating of each department
- Identify areas of focus for each department, and the rationale for each
- Level of interest in city-sponsored leaf removal and storm sewer education
- Quality and appeal of Windsor Heights parks
- Use of Windsor Heights parks
- Special event attendance, and area library usage
- Planning and development initiatives

New for 2016



2 themes for the city rise to the top: Residents are more accepting of the following themes:

- ‘A community for all ages and all stages of life,’ and
- ‘The Metro’s “Village”’



Residents are unsure or need more info regarding the Art Foundation: They have many questions about the cost, size, theme, and purpose for the art – also whether it will feature local artists. These aspects should be taken into consideration when communicating the Art Foundation’s purpose and releases.



Trail Hub and Splash Pad projects garner similar support: Approval of each of these amenities to Colby Park is just above 50% (53% for a Splash Pad and 52% for a Trail Hub). Therefore, the city will do equally well when choosing between these 2 options.



Walk/Bike Initiatives: Bike lanes and traffic calming get less than 25% support. Those who participated are less likely to use the trails for regular biking, or are opposed to incorporating biking into traffic situations. They would prefer the effort be placed on improving intersections or general development of the city.

Windsor Heights residents' thoughts on ...



University Speed Limit: Over 60% of residents want the speed on University Avenue to increase to 30mph.



Communication: Those surveyed feel the Windsor Heights newsletter and especially social media from the city, provide quality communication. The social media presence, which was rated not so highly a couple of years ago, is now the most highly rated quality communication for residents



Windsor Heights' Departments: The Fire Department remains the area of the city with the highest level of satisfaction. The Police Department, Community Center, Public Works and Planning and Building departments all have higher satisfaction scores than 2 years ago.



Parks: Attendance at Colby Park is above 90%, and it is considered the highest quality park in Windsor Heights. The services at Lions park, as well as activities for adults/teens in the parks, are areas residents would like to see improved.

Windsor Heights residents' thoughts on ...



Apple Valley: Due to businesses moving out this past year, residents are unhappy that businesses they enjoyed seemed “forced out.” Residents would like to see Apple Valley remodeled into an actual ‘strip mall’ with local businesses, boutiques and restaurants – not another grocery store or chain business. **17% of respondents mentioned concerns about Apple Valley**



Attracting Millennials: While residents like the small-town, family community WH has to offer, many events seem too family focused and may exclude this key group. Consider adding more “adult” events such as: craft fairs, art shows, social/cultural events, concerts, fun runs/active lifestyle programs and more “hip” hangout spots & businesses (vintage boutiques, restaurants & nightlife scene).

- **When asked about luring talent to the area, 15% mentioned the groups of people WH should be targeting. Of those 15%:**
 - **9% were Millennials/Young Adults (singles, couples without children); 6% were Young Families**

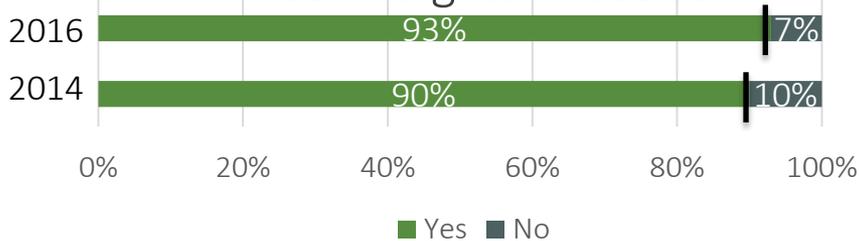
Windsor Heights residents' thoughts on ...

Department	2014 Focus	2016 Focus
<p>Police</p> 	<p>Residents want an approachable presence with more emphasis on the side streets, less Walmart and Hy-Vee. They want to feel safe, and seeing you and talking to you will make that happen.</p>	<p>Residents want more visibility, especially on side streets. Focus on community outreach programs to educate the public and build trust and confidence in the police force.</p>
<p>Fire</p> 	<p>Technological advances and an aging population make staying current (competent on Fire AND EMS techniques) a priority – it will save a life. Outreach for CO and smoke detectors is also appreciated.</p>	<p>Continue education and training full-time staff and volunteers as well as being prompt to all calls. Focus on prevention strategies with educating the public about fire safety. Create programs to update/check their home smoke and CO detectors.</p>
<p>Public Works</p>	<p>Residents decisively request that streets get the most attention – potholes need fixed and more permanent concrete projects are desired to make streets smoother and more safe to traverse.</p>	<p>Now, nearly 80% of residents want attention paid to the streets compared to only 58% two years ago. These residents also have less interest in sidewalks despite safety concerns among some.</p>
<p>Waste Water</p>	<p>Yard waste should be easier and more economical – don't charge residents for natural disasters. Updating the water infrastructure (which they believe are more than 50 years old), should be the city's focus.</p>	<p>With the events in Flint, Michigan, residents have moved their attention to the city's water services. Instead of yard waste, now 38% would like the city to pay attention to the quality of water in the system.</p>
<p>Planning & Building</p>	<p>City development initiatives are of very little importance to the majority of residents. Their focus is on the core services mentioned above, which they feel will create a better quality of life.</p>	<p>Not applicable</p>

Windsor Heights residents continue to be engaged with the city's communications efforts.



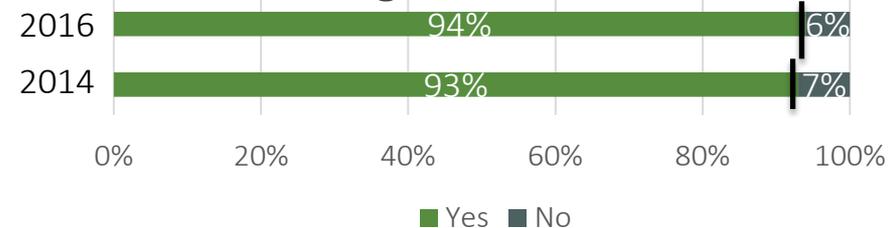
Windsor Heights Website



Question: Have you visited the City of 'Windsor Heights' website in the last year? (2014 n=94, 2016 n=96)

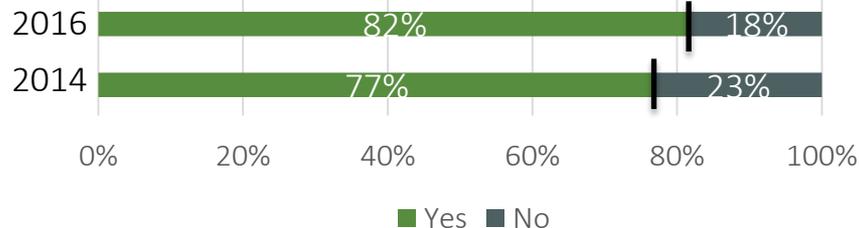


Windsor Heights Newsletter



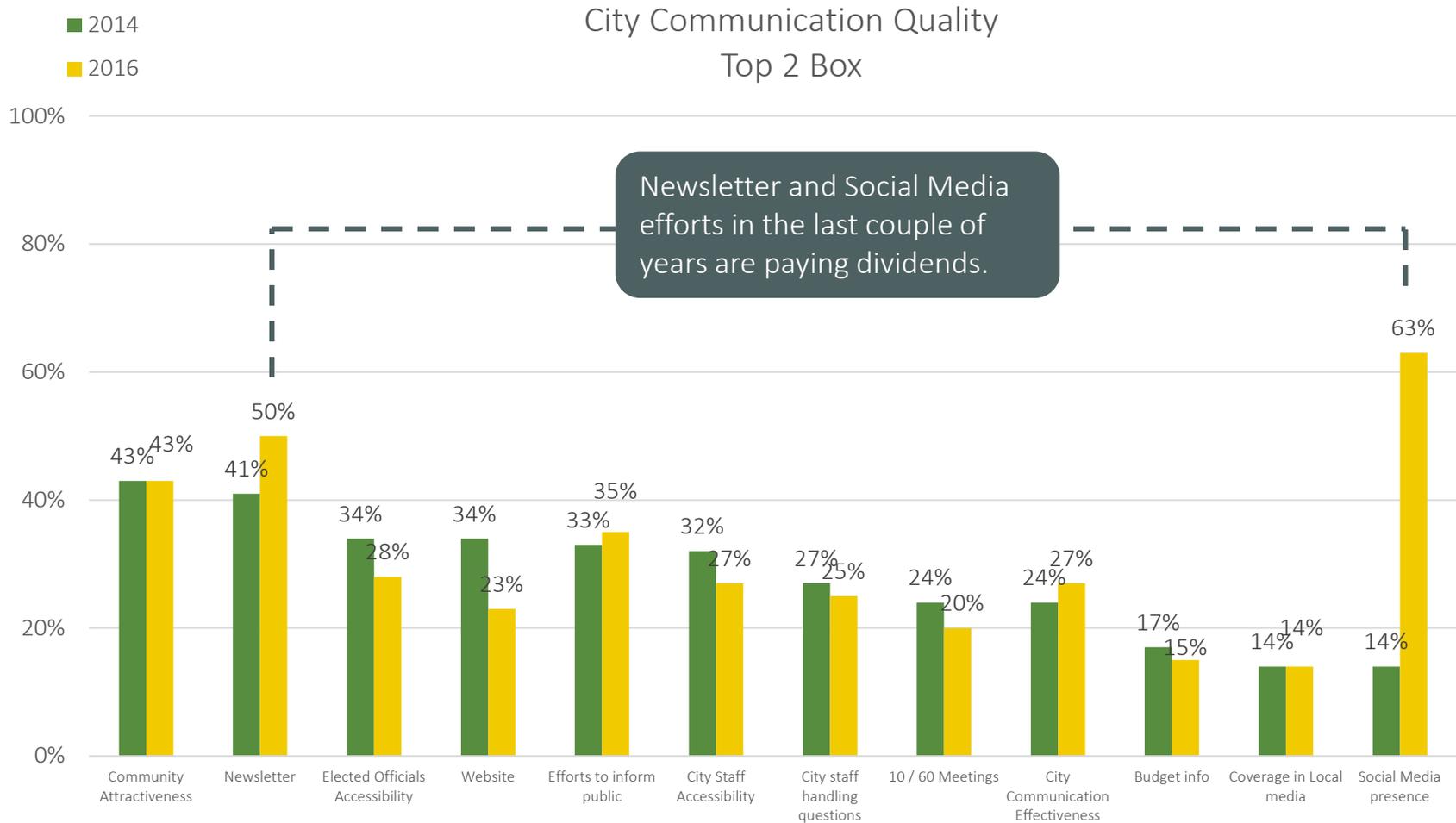
Question: Do you or any members of your household regularly read the City's newsletter (the letter included with your monthly water bill and in the Windsor Heights Living Magazine)? (2014 n=94, 2016 n=96)

Desire email communication



Question: Would you like to receive emails about the council agenda and Windsor Heights' current news and events? (2014 n=94, 2016 n=96)

Communication quality is increasing while accessibility appears to be decreasing.





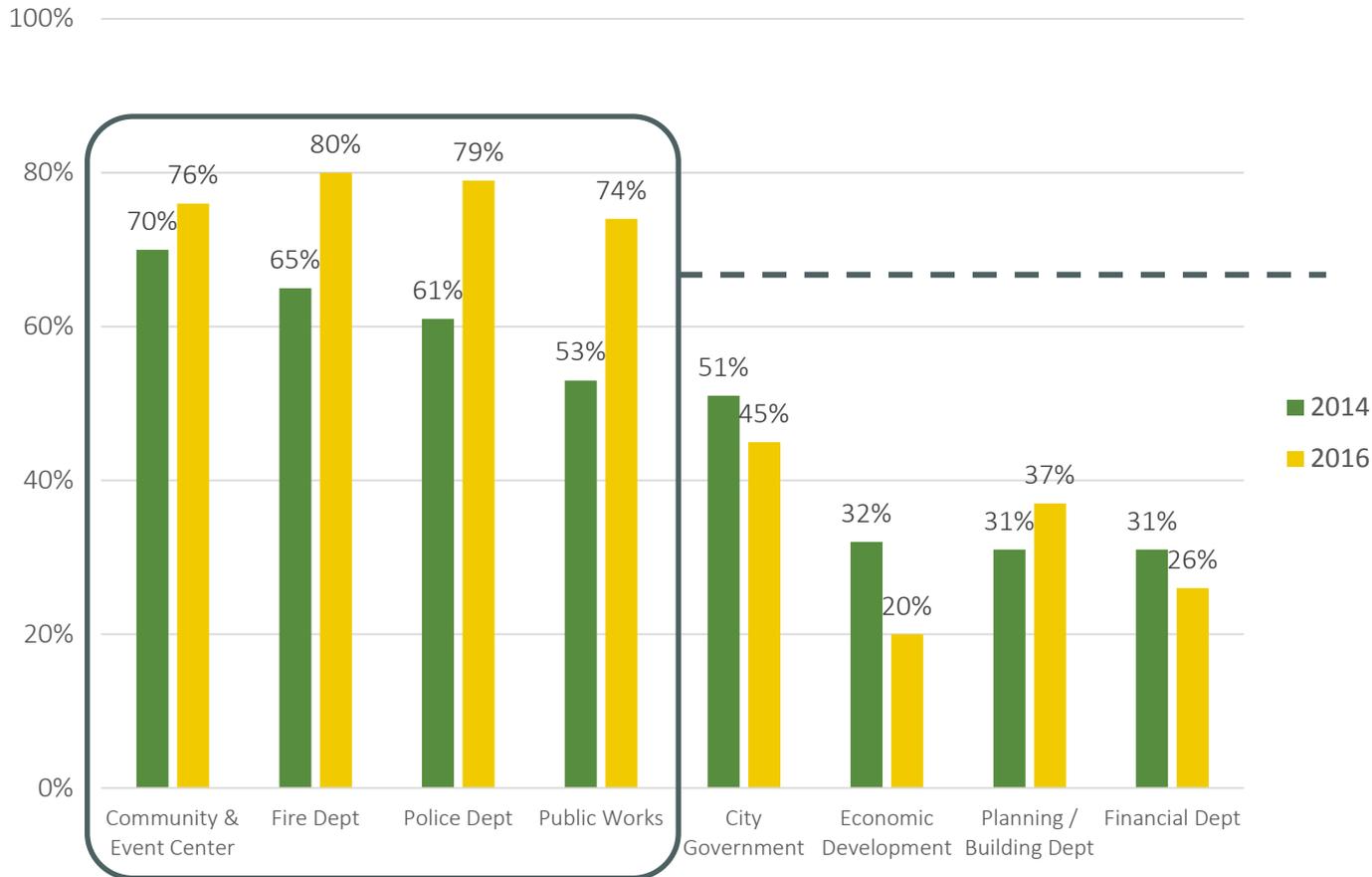
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Windsor Heights Department Findings

Public Works is now providing satisfactory service for the majority; as are Fire and Police.

Department Satisfaction
Top 2 Box



More than 60% of the community rate these departments either very or somewhat satisfactory.

Although community members have had a few negative experiences with city service departments, most feel positively about their interactions.

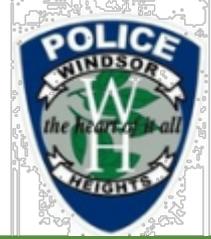
"We use the police department's watch program while we are away during the winter. It's very easy to use. Colby Park is always well taken care of. Interactions with Public Works employees has always been good - they are friendly."

- City workers are helpful, approachable and responsive to concerns/questions
- City administrators are good at getting community response (e.g. opinions/votes on Apple Valley)
- Police are very helpful and quick to respond; enjoy community watch program
- Animal registration is "easy" and city does well with animal control
- Public Works/Waste Management does a great job keeping streets clean (especially in the winter), with garbage/recycling pick-up
- Zoning board is great at answering questions and resolving issues (e.g., parking, property lines)

"Our neighbor's yard is a mess. She had a dead tree fall and go through our garage...I called the city to have them look at her overgrown weedy mess. They said 'it needs to be cleaned up' but nothing has been done about the problem."

- Public Works is sometimes lax on cleaning up after storm damage and enforcing yard maintenance
- Slow response from Zoning board

Community wants to feel safe with more police visibility and trust in the protection they offer.



Area of Focus	%	Details	Language
Police Services and protection	29%	<ul style="list-style-type: none"> This is their “main job” – they should continue to “serve and protect” the community Police need to make sure they have the best equipment, training and protocols to keep us safe 	<p><i>“The major function of police should be to protect and serve so that citizens feel safe to walk the streets and visit with neighbors.”</i></p> <p><i>“They are always courteous and professional.”</i></p>
Overall feeling of safety in the community	21%	<ul style="list-style-type: none"> Feeling safe means having police out in the community and believing they are taking care of security issues promptly, accurately and fairly 	<p><i>“If people feel safe, then I feel it means all other areas are doing well. Trust in our police department and officers’ abilities and responses are what make us feel safe.”</i></p>
Visibility of police around the City	10%	<ul style="list-style-type: none"> Visibility reduces crime Police should be approachable, friendly and treat all matters professionally 	<p><i>“I believe if criminals see how visible our force is they won’t bother much in our neighborhoods and will hone in on easier targets.”</i></p>
Enforcement of traffic laws	10%	<ul style="list-style-type: none"> While speed camera is visible, side streets see little police presence, and parents need to feel children can play outside safely People drive faster on side streets and residents feel less safe because streets are not monitored nor well-lit 	<p><i>“I see machines monitoring speed all over the place but rarely see a police officer.”</i></p> <p><i>“There are some children out playing in the streets past 11 pm unsupervised...Concerned about their and community’s safety.”</i></p> <p><i>“Dark streets around South side are not reassuring...lights or more policing would make me feel safer.”</i></p>
Community Outreach	10%	<ul style="list-style-type: none"> People need to feel that they trust and respect the police force – safety classes/other education gives residents peace of mind and makes police seem more approachable 	<p><i>“Anytime organizations focus on building relationships they are making improvements in their community. When we know people, we trust them.”</i></p>

Other areas of focus receiving less than 10% of the public’s vote include: Professionalism 7%, Responsiveness to Complaints 5%, Social Media Alerts 3%, K-9 Program 2%, Animal Control 1% and Vacation House Check Program 0%

Fire Department should have well-trained staff and be quick to respond.



Area of Focus	%	Details	Language
Quality and competence of ambulance and paramedic services	22%	<ul style="list-style-type: none"> Medical emergencies are more common than fire in WH – keep EMS ready for older population, with up-to-date training and proper equipment They are doing a good job – they are always prompt and professional 	<p><i>“You need educated, experienced personnel to keep the community safe as well as the proper updated equipment to be able to do so.”</i></p> <p><i>“Maintaining high quality care, professionalism and quick response time is priority for me having used their services twice last year for emergencies.”</i></p>
How quickly Fire Department personnel respond to emergencies	19%	<ul style="list-style-type: none"> Response time is everything – it gives residents peace of mind knowing they are quick to respond, lessening worry of property damage, injuries or chance of death 	<p><i>“I have always been impressed by their promptness, professionalism & friendliness.”</i></p> <p><i>“The Fire Department is very responsive, professional and competent.”</i></p> <p><i>“They did a great job of improving their response time last year.”</i></p>
Fire services, staff’s competence in handling fire related emergencies	19%	<ul style="list-style-type: none"> They work hard to get volunteers With less full-time help, it is necessary to continue constant training and education of staff 	<p><i>“It seems they have robust training and work hard to find quality volunteers. I see the training efforts and interaction at annual pancake breakfast and know they are doing a good job.”</i></p>
Carbon monoxide and smoke detector programs	16%	<ul style="list-style-type: none"> Prevention is key for less risk of emergencies in the first place Residents would like a safety education program and a professional to update/evaluate their home’s detectors 	<p><i>“Preventing the fire from starting in the first place is done through education.”</i></p> <p><i>“I’ve never had them check alarms or give me new ones. That would be a great program.”</i></p> <p><i>“There should be a program to check houses for problems.”</i></p>

Other areas of focus receiving less than 15% of the public’s vote include: Trust in the Windsor Heights Fire Department to keep my community safe 12%, Fire safety and education programs 10%, Professionalism and courtesy of Fire Department personnel 3%.

Residents have increased their focus on the condition and maintenance of the city's streets.

Area of Focus	%	Details	Language
Maintenance of city streets	36%	<ul style="list-style-type: none"> • Many potholes or bumps/dips along main streets lead to conclusions the streets are in “poor” shape • Poor maintenance leads to wear and tear on the roads and vehicles 	<i>“Since there are no sidewalks people need to walk in the streets and they are full of potholes crumbling curbs and they're particularly dangerous in the dark. You can't see where you're walking and it's common to trip and stumble.”</i>
Condition of city streets	33%	<ul style="list-style-type: none"> • Streets do not present a good impression about the city • Streets need to be redone or totally resurfaced 	<i>“Too many rough roads. There are several streets which could still use repaving.”</i>
Maintenance of sanitary sewer system	10%	<ul style="list-style-type: none"> • The system is known or thought to be aging and in need of attention despite the lack of visibility • Residents “worry” about lines failing and notice other homes needing new lines to the street 	<i>“The streets are crumbling before your eyes. 60 to 70 year old infrastructure needs lots of attention. Sixty to seventy year old streets and sewers. They are tired, old and need lots of attention since NONE has been given to them in years.”</i>
Condition of city sidewalks	6%	<ul style="list-style-type: none"> • Lack of sidewalks highlights the need to maintain those existing • It is unsafe to have so few sidewalks; older population and children need this access 	<i>“We don't have a lot of sidewalks so we must make sure that the ones we have are kept in good shape. We need more sidewalks throughout the entire community.”</i>

Other areas receiving less focus from the public include: City's efforts to control storm water runoff 4%, Cleanliness of city streets and public areas 4%, Maintenance of storm sewer system 4%, Mowing and tree trimming along City Property 1%, and Snow removal on major streets 0%, Snow removal on YOUR street 0%, (n=96)

Waste Water initiatives receive varied support.

Area of Focus	%	Details	Language
Overall services of Des Moines Water Works	23%	<ul style="list-style-type: none"> The overall water quality is poor; discolored or smells of chlorine from time to time. Residents want to have safe water quality for the health of their families. Des Moines services impact the whole community 	<p><i>"We have a water quality issue that DSM water works is trying to better serve us all. All communities need to support their efforts for safe affordable water."</i></p>
Residential water services	15%	<ul style="list-style-type: none"> Clean water is important for health and taste, and residents/visitors see room for improvement Prices in the services have gone up, yet a difference in quality has not The complaint of lines failing or flooding causing issues in the lines, etc. exists 	<p><i>"We have frequent visitors. Their biggest complaint is the water. They cannot stand the taste and smell."</i></p> <p><i>"The rates have soared. We get no better service the city just makes more money."</i></p> <p><i>"You must have good water service to attract new home buyers."</i></p>
Annual Spring cleanup	15%	<ul style="list-style-type: none"> Clean up in the Spring is a great way to keep the city looking good – maybe extend it to the Fall as well A couple hint that this is a free service in other communities 	<p><i>"Maybe if they invest more money into this program they could do a spring cleanup and a fall cleanup."</i></p>
Yard waste collection	13%	<ul style="list-style-type: none"> Expand to include storm clean-up of branches/limbs to improve city appearance There are concerns about changes that have been mentioned 	<p><i>"... We aren't Flint. Spring clean-up is important, but yard waste clean-up will keep our city looking great, especially with the dedication to mowing and to cleaning up the sticks falling from our mature trees."</i></p>



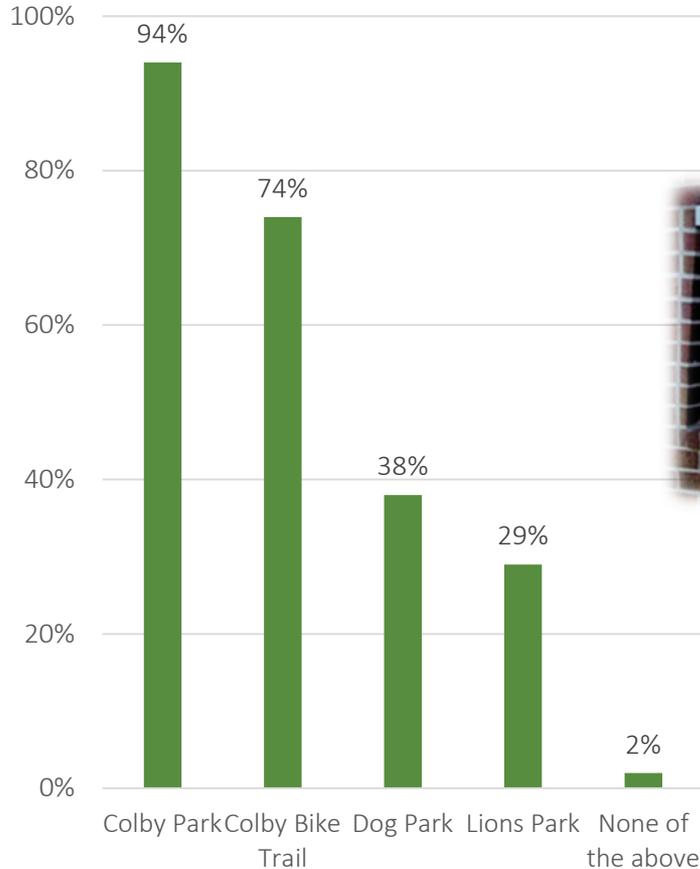
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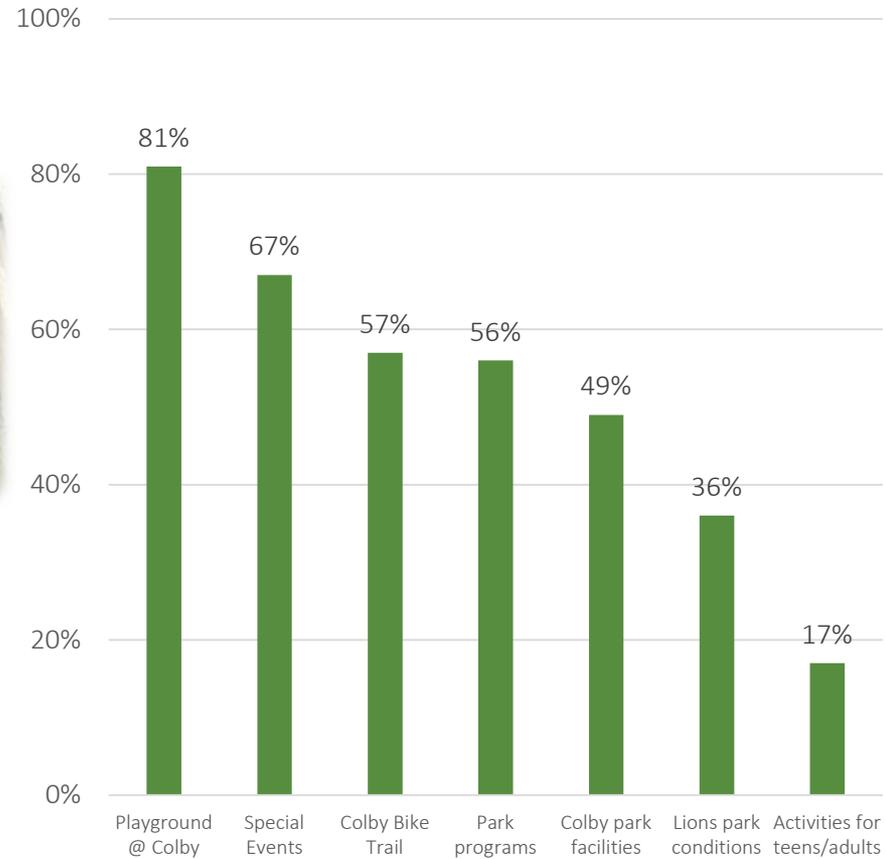
Windsor Heights Parks

Colby park is the center of the city's recreation.

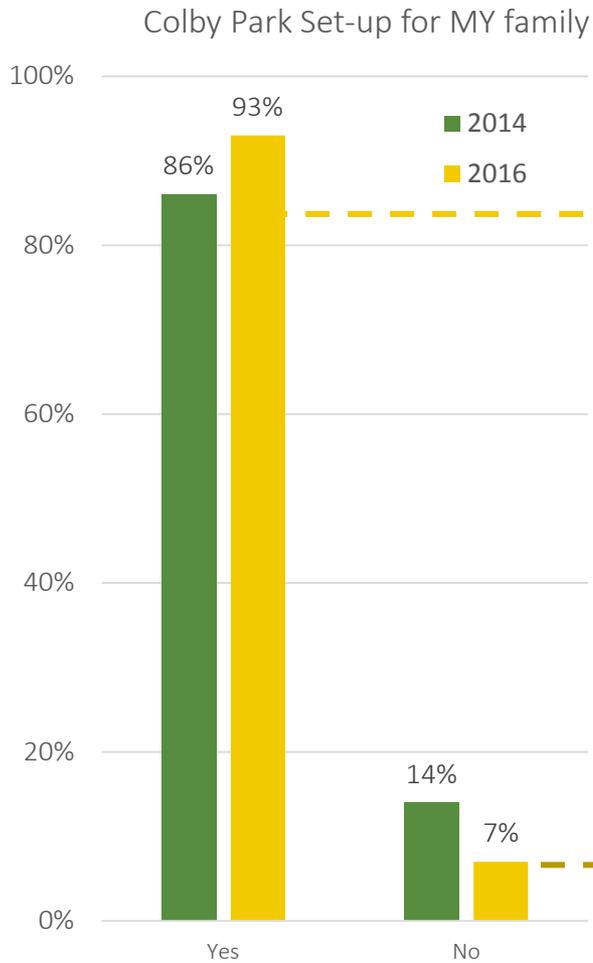
Park attendance in the last year



Quality of park service
Top 2 Box



Residents enjoy the number of activities Colby Park offers for people of all ages.



- Park changes have made it easier to unload for quick access to all parts of the park
- Plenty of activities and picnic spaces to allow groups to do separate things within close proximity
- Open spaces allow for smaller children to have plenty of room to run around

"... If there is a concert on stage, you can still have little kids playing on the equipment. I've also seen lots of moms running the trail around the park while their kids play – they are still able to keep an eye on their kiddos. I think it's great to have the picnic table/grill close to the park too. I just really like the set-up."

- The park is too small, or parking is too limited
- The nature aspect of the park is diminished by the closeness of the highway
- Residents without children have less interest in the park – less for them to do
- Not much for older kids, i.e., basketball court

"Colby Park had a great walking trail before the park was redone. Nothing was left of that trail, so no one is walking down there. Too small of parking lot for large groups. Community Center is expensive to rent."

In general, the parks and trails are well perceived.

POSITIVES

- Colby park is appealing to many, because of the activities available for different age groups and its overall cleanliness
- All parks are considered clean or well-maintained
- Trail surfaces are in good condition and are considered “user friendly,” especially those which have been widened
- The Dog park is appreciated for giving residents without fences a place to let their dogs run

“Love Colby Park. We visited the park before we moved to Windsor Heights as a very popular spot for my kids. Updated play equipment, nice bathrooms. The kids always enjoyed it.”

IMPROVEMENTS

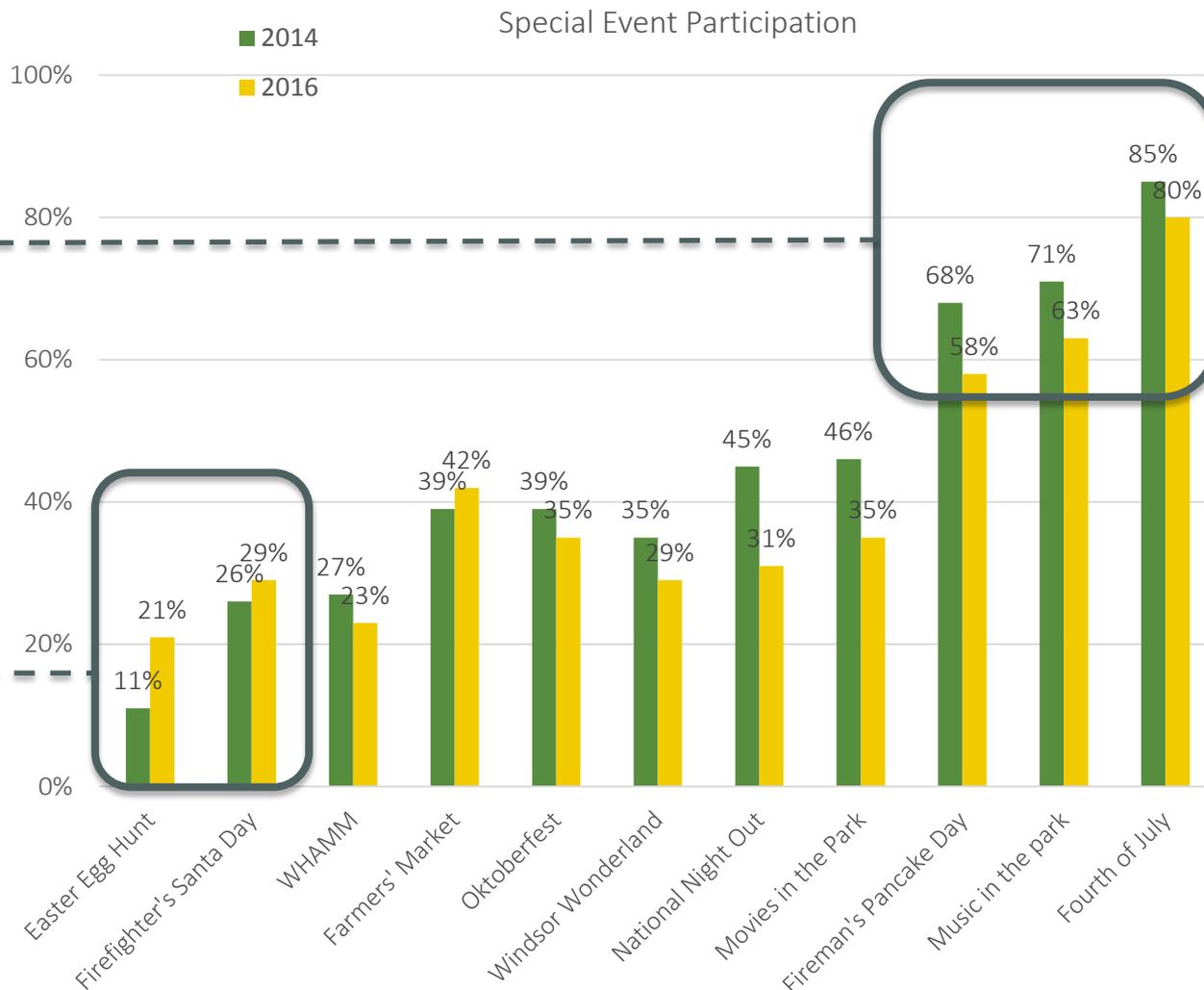
- Some areas of the parks/trails seem unsafe. Trails could be more open to make some feel more safe when alone
- Bike/Trail crossing at 73rd & Univ. could be safer, and would increase more park traffic
- Activities for older ages could be added to the Colby Park area (e.g., volleyball, basketball)
- Outdoor bathrooms would be beneficial
- Lions Park seems “neglected”
- Flower beds could use better care or plantings to give the park more appeal

“I haven’t ridden on the bike trails. I don’t know where to get on and do not want to cross University area to go on down in Colby Park. Too busy and afraid of getting hit. I find it very confusing ...”

Attendance to the most popular events is trending down.

Events attended by at least 50% of Windsor Heights residents **in the last 5 years**

Most events for younger children are seeing participation increase **in the last 5 years**





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Windsor Heights Image & Development

Windsor Heights is a small, safe community with nearby “big city” amenities and is a great place to raise a family.

BEAUTIFUL & SAFE

- Windsor Heights is a beautiful community that’s “well-maintained” and “clean”
- “Quiet” neighborhood with “friendly” neighbors and “good schools”
- “Established” town with affordable ranch-style homes with lots of “character” that aren’t “cookie-cutter”
- “Safe” town with low crime rate and low speed limit; “quick-responding” police and fire departments
- Access to “hospitals,” “public transportation,” “interstate system” & “big city” amenities

GREAT LOCATION & LOTS TO DO

- Local shops & close-knit community provide a “small town” feel
- “Centrally located” within a 15-20 minute drive from downtown or suburbs, but still has basic necessities
- Connected trails and parks are enjoyable
- “Exciting” events like Oktoberfest, 4th of July celebration, movies/music in the park, ice cream socials and the Farmer’s Market

*“It is a small community in Des Moines that has **great** access to parks and bike trails. We are walking distance from restaurants, coffee shops, parks and the grocery store. We feel very **safe** as the police force is very visible in the community and the **people all seem so friendly.**”*

*“Windsor Heights is in the heart of it all. You can get anywhere in Des Moines in 10-15 minutes. We have a **lovely park & beautiful events center.** Events are going on monthly. Schools are close by. It’s a **great place to raise a family.**”*



DRAWBACKS

- Lack of “parking” & “sidewalks”
- Roads need repaired; repairs “take too long”
- Speed limit deters people driving through town
- Very “residential;” hard for businesses to move in
- Corporate business takes away “small town feel”
- City’s “old & slow feel” deters young families

Windsor Heights community members have many creative ideas to drive more people and businesses to the area.

- ✓ Renovate and fill Apple Valley Mall & Sherwood Forest with more restaurants and “boutique” shops
- ✓ Raise speed limit to 30 mph to encourage more drive-through traffic
- ✓ More publicity in and around Windsor Heights of community events
- ✓ House more “local” businesses and fewer chains, adding more parking and office spaces to encourage move in
- ✓ Add a city sign so people “know” where they are or have a “welcome day” to educate people on WH assets

- ✓ Consider and have community vote on adding University bike lane and connect more bike paths
- ✓ More “adult events” like craft fairs, art shows, social/cultural events, concerts and runs/programs to promote active lifestyles – this may help attract more Millennials
- ✓ Create more “hip” East-Village or Beaverdale-type “hangout spots” and businesses – consider nightlife scene, but not “dive-bars”

Business & City Promotion

Beautification & Safety

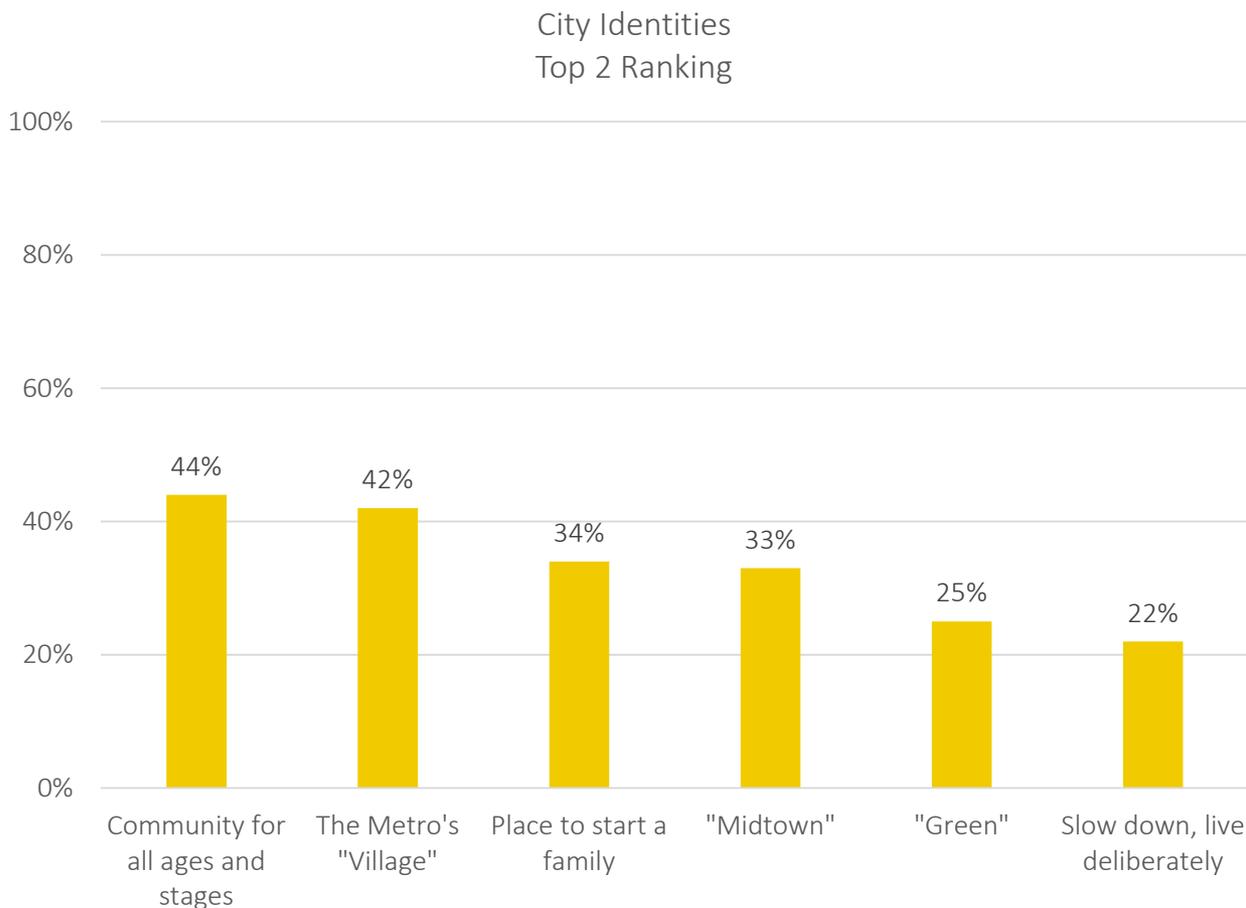
Activities, Recreation & Cultural Additions

Housing & Community Outreach

- ✓ Tax incentives/abatement to improve look of old homes/curb appeal
- ✓ Fix roads and sidewalks, especially on main roadways
- ✓ Add more sidewalks to make WH “more walkable”
- ✓ Stronger enforcement of yard upkeep, trash pick-up, loose animals and fencing
- ✓ Update look of streets by considering power line burial plan
- ✓ Restore landscaping in parks, along University and business facades (Apple Valley, Sherwood)
- ✓ Improve water and sewer systems

- ✓ Consider “Tour of Homes” or garden shows to showcase remodeled homes/lawns
- ✓ More affordable apartments, condos and senior living (possible high-rises or living space above retail space)
- ✓ Lower property taxes by combining services with larger suburbs and encouraging community upkeep and trash pick-up
- ✓ Encourage community volunteers for events/community issues

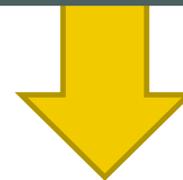
Residents see Windsor Heights as a “Community for all ages and all stages” or the metro’s “Village.”



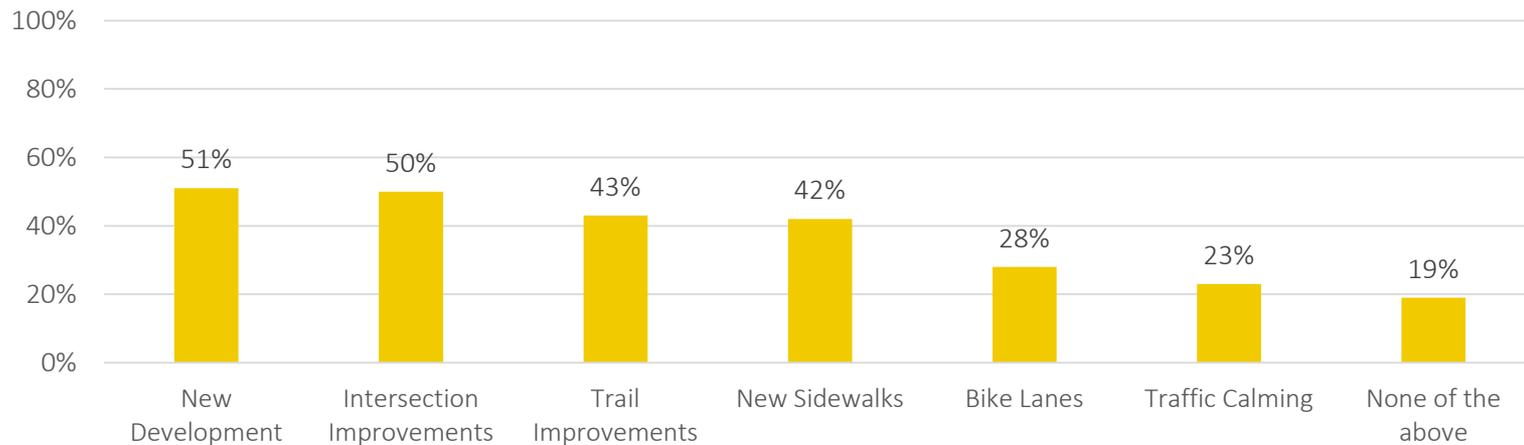
Development of the city has the support of residents; though where the support lies is mixed.

82% of residents say “the level of importance you feel the city should place on its development (including redevelopment of existing commercial areas, support for existing businesses, and the city’s economic development grant program)” is either *very important* or *somewhat important*.

Question: Please select the level of importance you feel the city should place on its development (n=96)

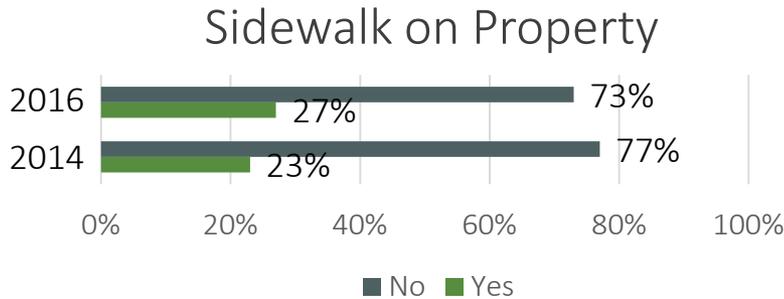


Public Support of Walking / Biking Initiatives

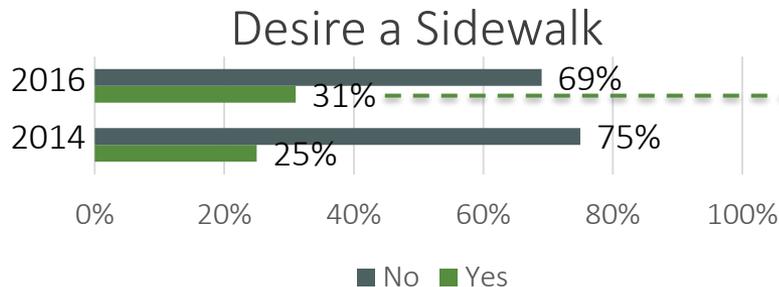


The majority of residents do not want a sidewalk ...

... however, **safety is the lead concern** of residents without them.



Question: Do you have a sidewalk in front of your residence?
(2014 n=94, 2016 n=96)

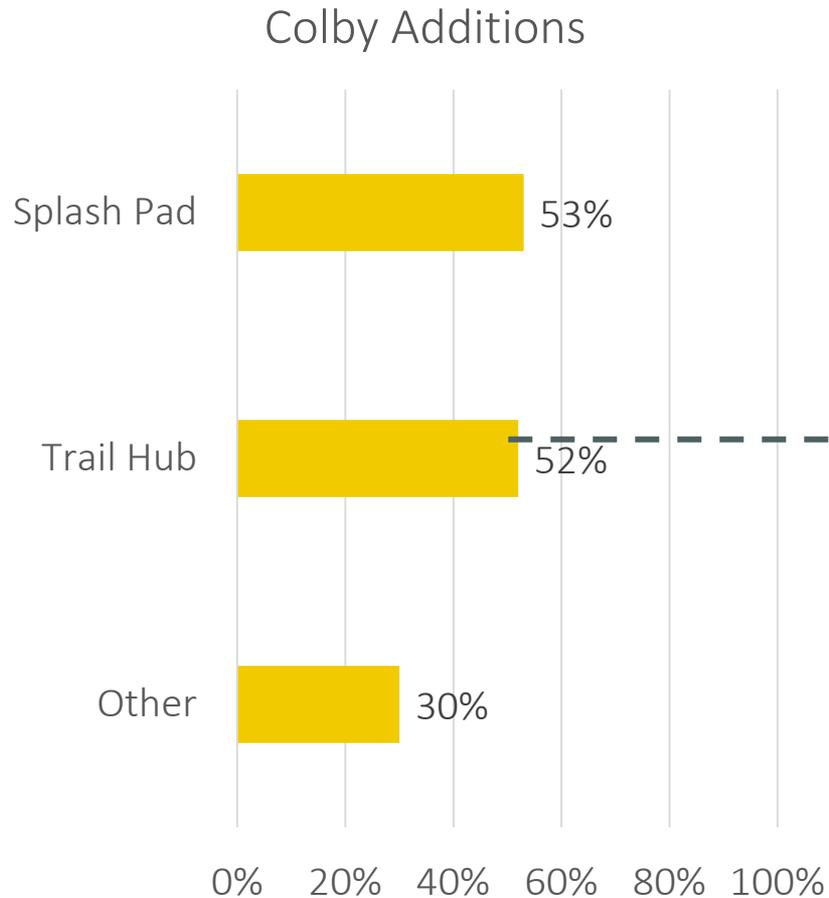


Question: Would you like to have a sidewalk installed in front of your residence? (2014 n=77, 2016 n=70)

"This is the only down side to moving to Windsor Heights. My kids don't have a safe place to ride bikes or walk to friends' houses."

"Lack of sidewalks on some streets is an issue. [It is] difficult to walk and feel safe."

Residents are open to a splash pad or various trail hub designs.



Trail Hub Ideas

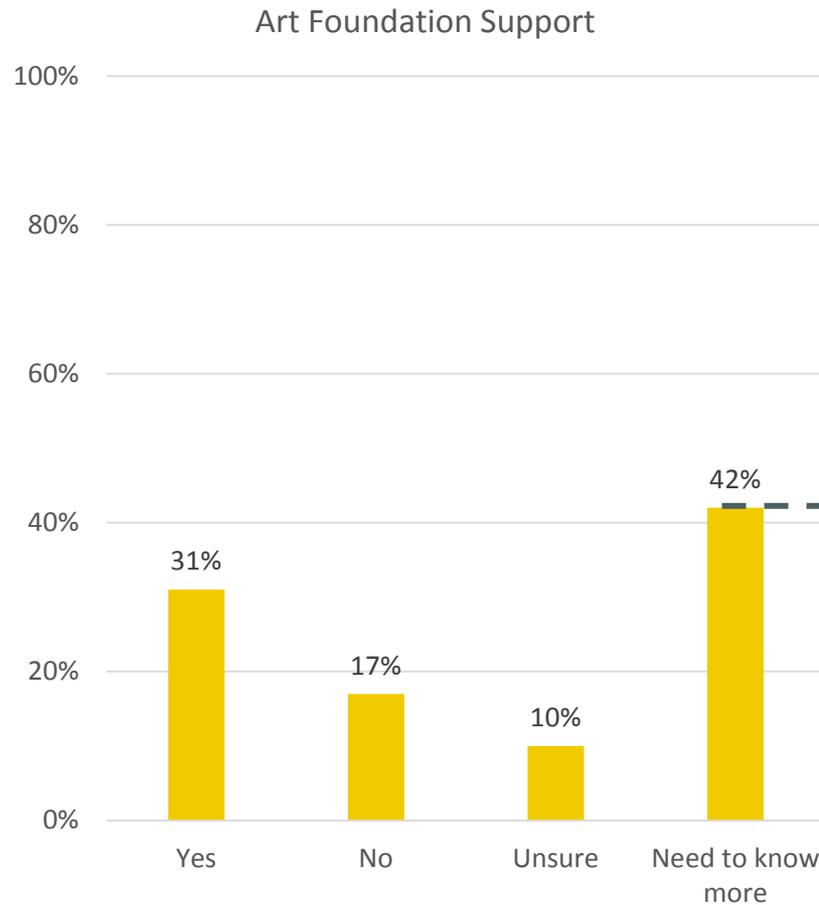
- 82% Bathrooms
- 38% Bike shop
- 28% Iconic design
- 26% Full service restaurant
- 20% Fast food
- 20% Other
- 16% 24-hour access
- 4% Pet shop

“Other” ideas mentioned include:

- Food truck access
- Bar and restaurant
- Beer hall
- Free standing kiosks for festivals or food stands
- Vending machines

Question: Would you be in favor of the following additional amenities at Colby Park? (n=96)
Question: You indicated your support for a trail hub, which of the following would you like to see at the trail hub? (n=50)

The city will need to address a few questions when announcing art being placed in the community.

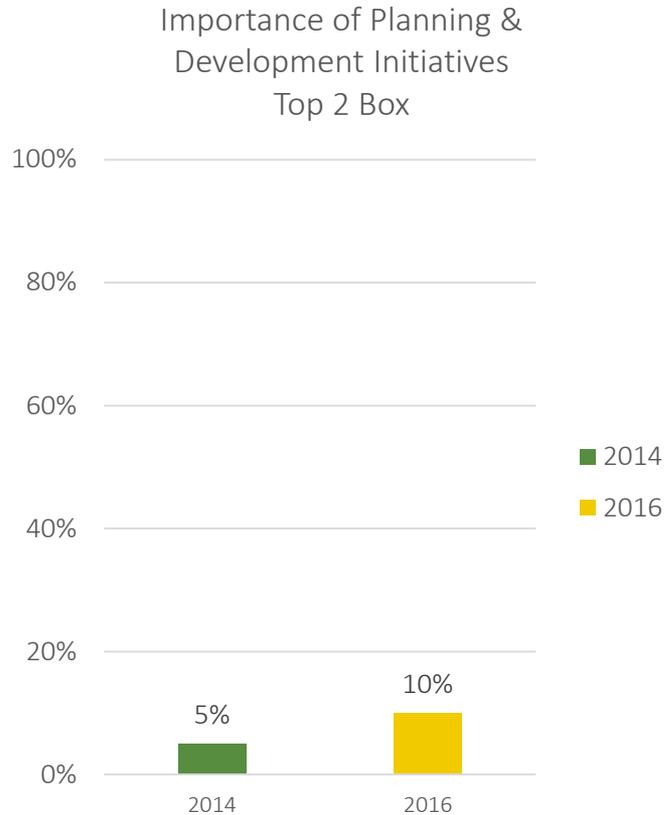


- **What is the cost to taxpayers?** Residents don't want the cost to be so large that other projects could have benefited from its resources
- **What is the size of the art?** Might need to be massive to be inspiring, otherwise it will be more like clutter
- **Who is the audience?** Will it invite tourism, or is it simply for commuters?
- **Will the art be a product of a local artisan?** Many local artists could use promotion by the city
- **What would theme of the art be?** It will have to be family friendly, and appealing – not just “ugly” art
- **Is there maintenance or protection required?** Residents want to be careful that future costs are not wrapped up in the maintenance or protection of the art
- **Who is making the decisions?** Residents are hinting at trying to find out what is influencing the art selections, and who is benefiting from these decisions

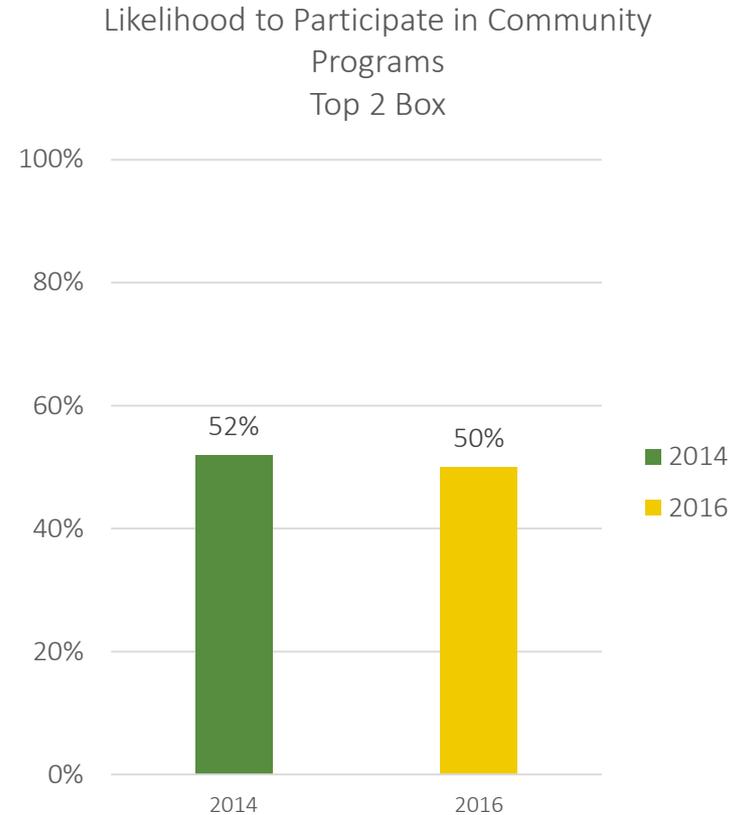
Question: Would you support a public art foundation with the city which would place art around the community? (n=96)

Question: Tell me what you would need to know about an art foundation initiative before you would put your support behind it? (n=40)

City development sparks little interest, but city education will yield moderate participation.



Question: Please select the level of importance you feel the city should place on its development (including redevelopment of existing commercial areas, support for existing businesses, and the city's economic development grant program). (2014 n=94, 2016 n=96)



Question: If the city offered education or services designed around reducing the amount of storm water runoff on your property, what would be the likelihood you would be interested in participating? (2014 n=94, 2016 n=96)

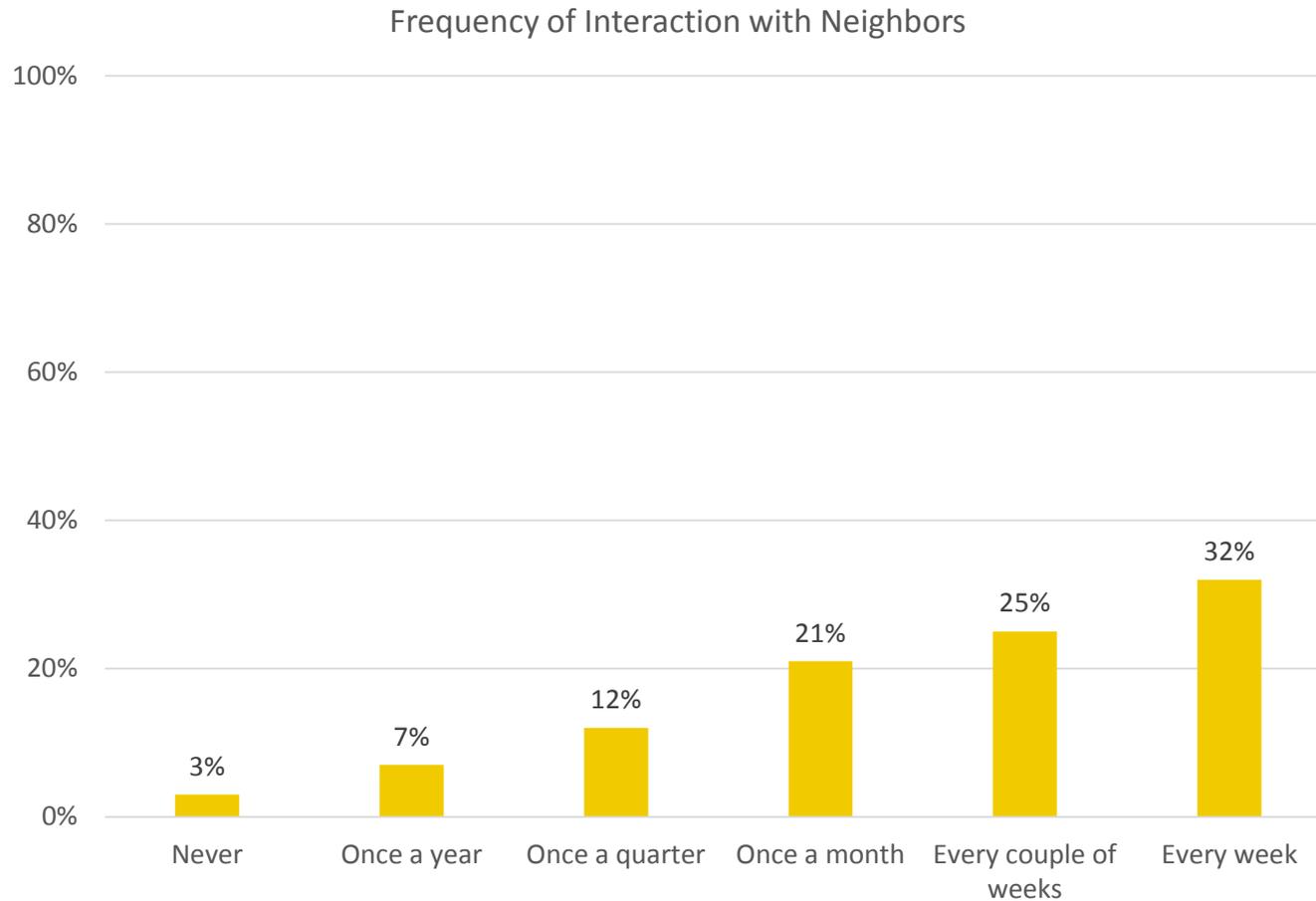


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Appendix

Majority of residents get together with neighbors at least every couple of weeks.



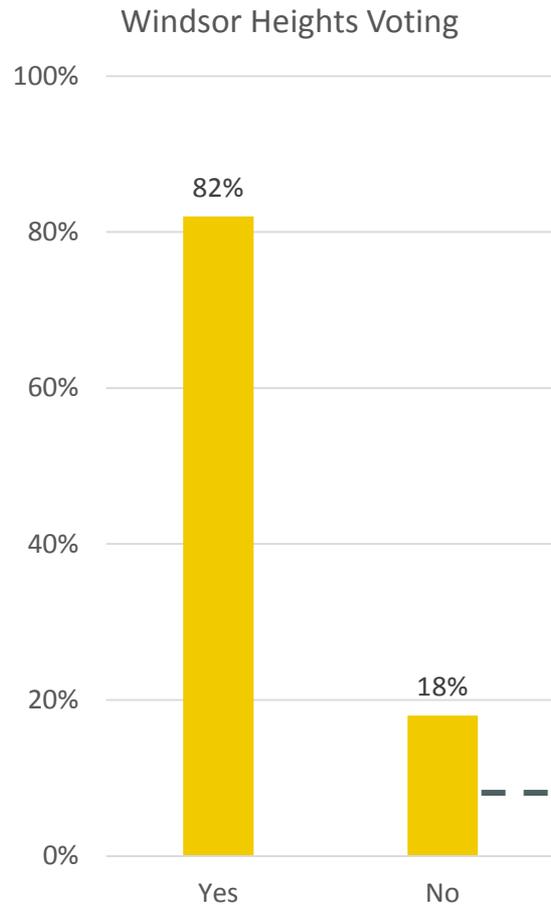
Question: How often do you socialize with your neighbors? [I would suggest that we define who their neighbors are (street/block/neighborhood/city) and whether gathering at someone's home is socializing – or if you are trying to get at how frequently they get out in the community with others in the community.]? (2016 n=96)

“Green” initiatives appeal to a majority of WH.



68% of residents feel “green” initiatives are either somewhat or very important

Windsor Heights voting



Time is the major barrier for those who did not vote in the last city council election

- 35% Didn't have the time
- 24% Didn't know who was running
- 24% Weren't registered to vote
- 12% Didn't consider it important
- 6% Didn't know when or where

Pretty much no one under 31 years old voted, and EVERYONE over 61 voted in the last election

Precinct 2 had the least participation (~30% didn't vote)

Most (71%) who didn't vote in the last election are female

Exposure to Planning & Building is moderate.



City of Windsor Heights

www.windsorheights.org

BUILDING PERMIT

PERMIT NO. _____

1145 66th Street, Suite 1 • Windsor Heights, Iowa 50324 • 515-279-3662 • Fax 515-279-3664

TYPE OF PERMIT: Building Fence Deck Pool

ATTACH SITE PLAN, DRAWINGS, AND/OR BUILDING PLANS

Date of Application: _____
 Received by: _____
 Review Date: _____

JOB ADDRESS

STREET NUMBER/ADDRESS _____

Commercial Industrial Public
 One-Family Two-Family Multi (No. _____)

ZONING DISTRICT _____ VARIANCE NO. or CONDITIONAL USE NO. _____

SITE LOCATED IN FLOODWAY OR FLOODWAY FRINGE?
 Yes No If yes, a Floodplain Development Application Permit is required.

Owner

Name _____ Email _____
 Address _____ Fax No. _____
 City _____ Telephone No. _____
 State _____ Zip _____ Cell No. _____

Contractor

Name _____ Email _____
 Address _____ Fax No. _____
 City _____ Telephone No. _____
 State _____ Zip _____ Cell No. _____

Architect or Engineer

Name _____ Email _____
 Address _____ Fax No. _____
 City _____ Telephone No. _____
 State _____ Zip _____ Cell No. _____

VALUATION	\$
BUILDING SQUARE FOOTAGE	
Level 1	_____
Level 2	_____
Deck	_____
Garage	_____
BASEMENT	
Pool	_____
Finished	_____
Unfinished	_____

Please describe the work you will be doing:

PERMIT FEES

BUILDING	\$ _____
FENCE	\$ _____
DECK	\$ _____
POOL	\$ _____
TOTAL FEE	\$ _____

- ADDITIONAL ACKNOWLEDGEMENTS**
- Except as provided by law, where any work has been started prior to obtaining this permit, the regular fee shall be doubled.
 - This permit shall expire if work has not commenced or has been abandoned for 120 days. A new permit will be required at a fee of 1/2 the original permit fee.
 - ALL WORK MUST BE INSPECTED. It is the responsibility of the permittee to call for inspections. No work shall be concealed or covered until approved by the inspector.
 - The permittee acknowledges they are proficient in the performance of the work covered by this permit.
 - Any questions as to code requirements or practices shall be resolved prior to initiation of the project.

SIGNATURE OF OWNER OR AUTHORIZED AGENT FOR OWNER
 _____ DATE: _____

To schedule an inspection, please call 515-645-6626. A 24 hour notice is needed.

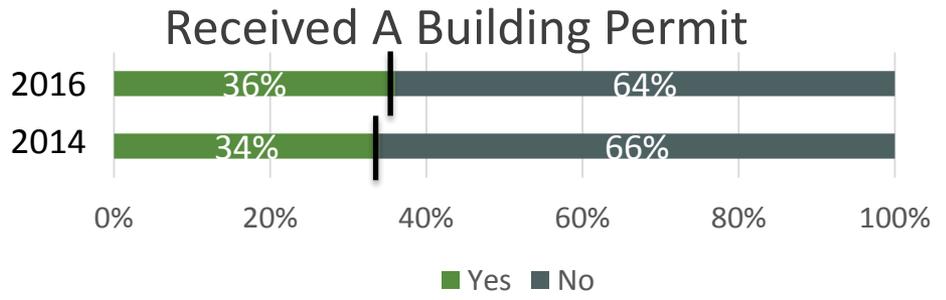
Payment Received Date: _____ Amount: \$ _____

WHEN APPROVED BELOW THIS BECOMES YOUR PERMIT

ISSUED BY: _____ DATE: _____

BUILDING OFFICIAL

I hereby acknowledge that I have read this application and state that the above address is correct. I agree to comply with all city ordinances and state laws regulating building construction. I further agree and understand that the City of Windsor Heights has not, by issuance of this permit, reviewed, nor does it make any representation concerning, any covenants or any restrictions where there may be covenants or other restrictions prohibiting the proposed.



Question: Have you ever received a building permit from the City of Windsor Heights? (2014 n=94, 2016 n=96)



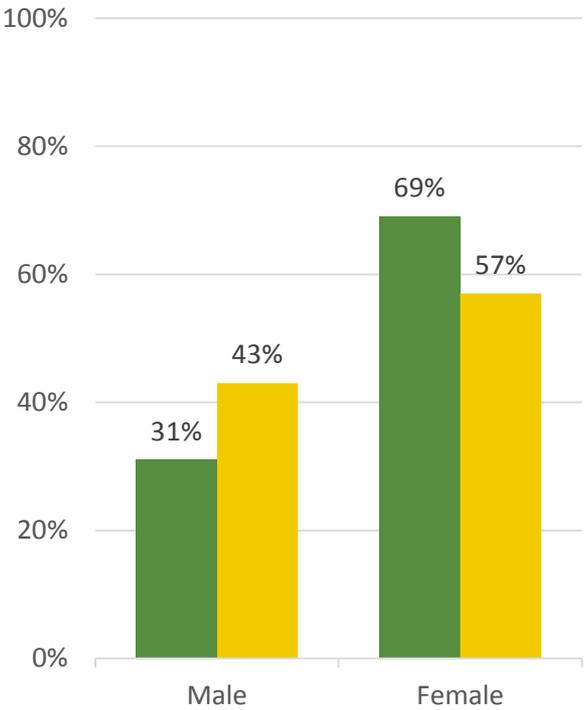
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Demographics

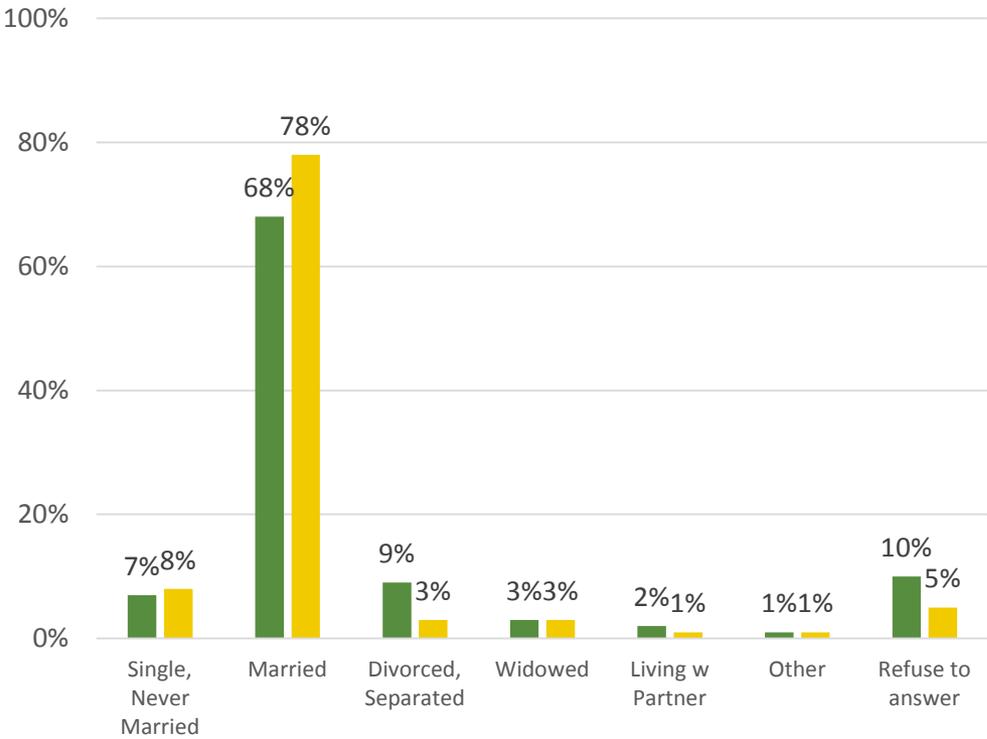
Demographics

Gender



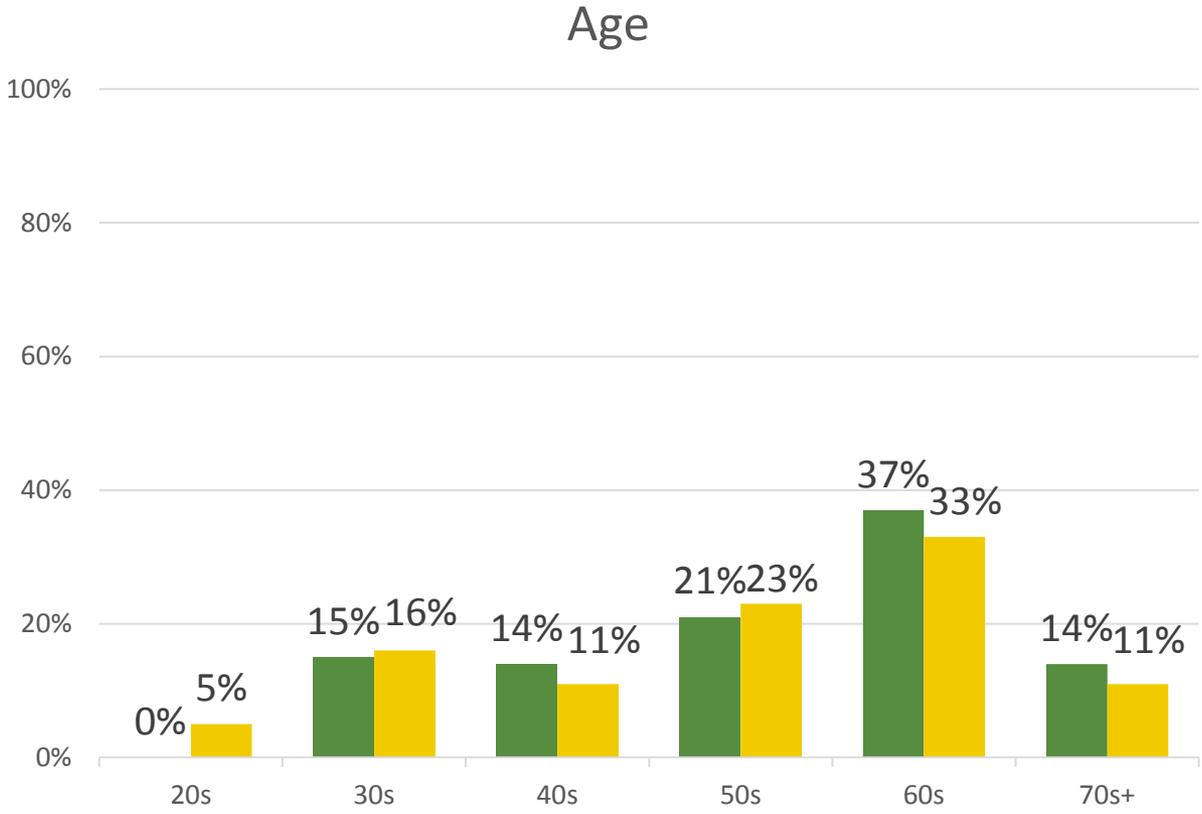
Question: What is your gender? (2014 n=94, 2016 n=96)

Marital Status



Question: What is your current marital status? (2014 n=94, 2016 n=96)

Demographics



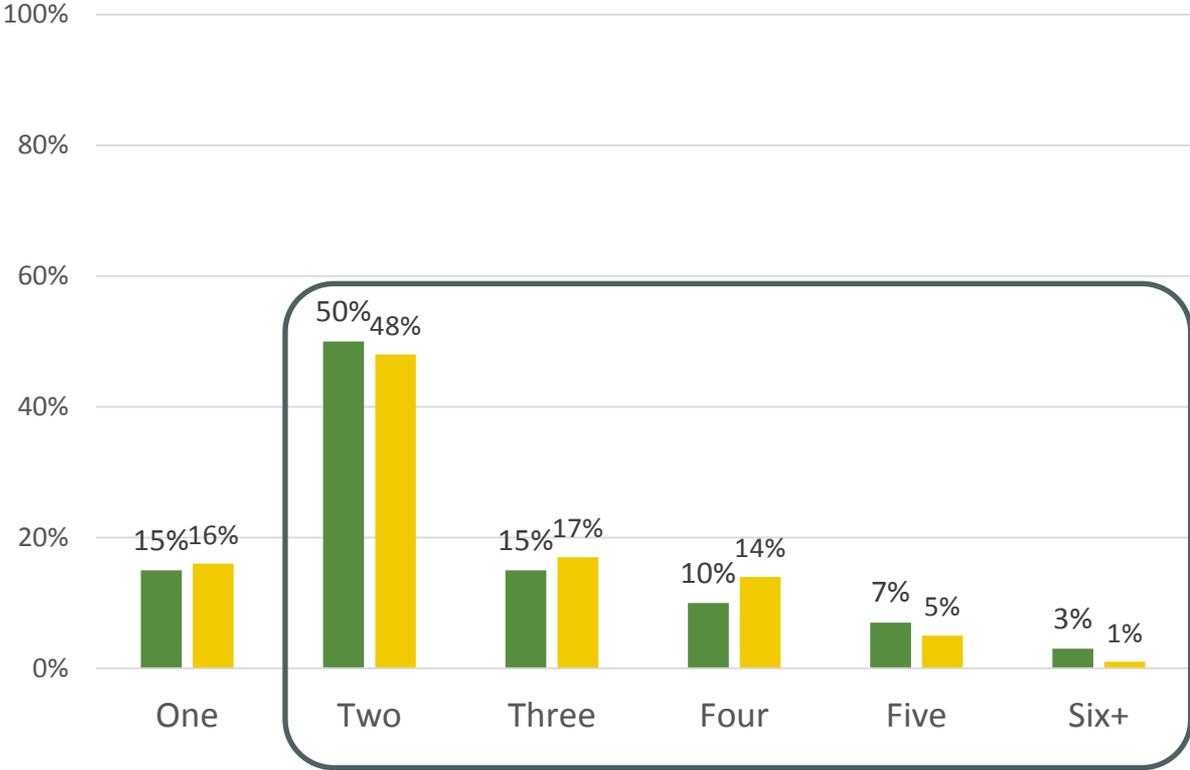
Question: What is your age? (2014 n=94, 2016 n=96)

Residents could not qualify if they were under 18 years of age:

- Average Age: 57
- Median Age: 54
- Mode: 60 & 68

Demographics

Household Size



Of households with more than one person, only 32% have children under the age of 18:

- One child: 14%
- Two children: 16%
- Three children: 2%

Question: How many people are living or staying at your current address? (Include yourself and any other adults or children who are currently living or staying at this address for at least two months) (2014 n=94, 2016 n=96)