

WINDSOR HEIGHTS CITIZENS SURVEY - JUNE - JULY 2017

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	Respondents:	752	Delivered:	2,084	(Mailed out 2,214 - 80 Undeliverable)			
			36.4%					
				NO OPINION/ NO ANSWER			NO OPINION/ NO ANSWER	
1. OPINION QUESTIONS	AGREE	DISAGREE			AGREE	DISAGREE		
1. Nice place to live	652	21	79		86.7%	2.8%	10.5%	752
2. Feel safe in my neighborhood	653	28	71		86.8%	3.7%	9.4%	752
3. City should encourage more commercial development through financial incentives and other city resources.	275	235	242		36.6%	31.3%	32.2%	752
4. Adopt a policy of more aggressive code enforcement (junk cars, tall grass, property maintenance, etc.)	323	196	233		43.0%	26.1%	31.0%	752
5. I would like to be able to walk on sidewalks to connect the community to bus stops, parks, town center, schools, etc.	216	368	168		28.7%	48.9%	22.3%	752
				UNSURE/ NO OPINION/ NO ANSWER				
6. I support the speed limit of 25 on University Ave	YES	NO						
7. I support the use of Automated Traffic Enforcement (ATE) devices to ensure safety and deter speeding 11 miles per hour over the posted speed limit.	322	341	89		42.8%	45.3%	11.8%	752
8. Is there a public sidewalk in the right of way at your property	362	301	89		48.1%	40.0%	11.8%	752
9. If there is <u>not</u> a public sidewalk:	175	489	88		23.3%	65.0%	11.7%	752
9a. Would you support construction of a public sidewalk at your property to be paid by all residents of the city?	97	346	46		19.8%	70.8%	9.4%	489
9b. Would you support paying a special assessment for construction of a public sidewalk in the amount of 25% of the construction cost?	36	395	58		7.4%	80.8%	11.9%	489
<u>All</u> respondents - whether they have a public sidewalk or not:								
9a. Would you support construction of a public sidewalk at your property to be paid by all residents of the city?	100	398	254		13.3%	52.9%	33.8%	752
9b. Would you support paying a special assessment for construction of a public sidewalk in the amount of 25% of the construction cost?	39	450	263		5.2%	59.8%	35.0%	752

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II. QUALITY OF SERVICE	VERY SATIS.	SATIS	NOT SATIS	VERY DISSATIS	UNSURE/ NO OPINION/ NO ANSWER	VERY SATIS.	SATIS	NOT SATIS	VERY DISSATIS	UNSURE/ NO OPINION/ NO ANSWER	
1. Ambulance	277	180	4	3	288	752	36.8%	23.9%	0.5%	0.4%	38.3%
2. Animal Control	132	259	40	24	297	752	17.6%	34.4%	5.3%	3.2%	39.5%
3. Building Inspection	78	228	35	12	399	752	10.4%	30.3%	4.7%	1.6%	53.1%
4. Nuisance Abatement	49	231	100	48	324	752	6.5%	30.7%	13.3%	6.4%	43.1%
5. Business Development	38	293	176	44	201	752	5.1%	39.0%	23.4%	5.9%	26.7%
6. Redevelopment	40	250	175	38	249	752	5.3%	33.2%	23.3%	5.1%	33.1%
7. Fire Dept	368	253	4	2	125	752	48.9%	33.6%	0.5%	0.3%	16.6%
8. Garbage Collection	394	310	13	3	32	752	52.4%	41.2%	1.7%	0.4%	4.3%
9. Library	131	163	48	30	380	752	17.4%	21.7%	6.4%	4.0%	50.5%
10. Parks	311	371	17	7	46	752	41.4%	49.3%	2.3%	0.9%	6.1%
11. Planning & Zoning	62	209	113	71	297	752	8.2%	27.8%	15.0%	9.4%	39.5%
12. Police	335	300	40	23	54	752	44.5%	39.9%	5.3%	3.1%	7.2%
13. Recycling	327	350	20	7	48	752	43.5%	46.5%	2.7%	0.9%	6.4%
14. Sewer Service/Sanitary Sewer	203	371	48	15	115	752	27.0%	49.3%	6.4%	2.0%	15.3%
15. Snow Removal	316	342	40	13	41	752	42.0%	45.5%	5.3%	1.7%	5.5%
16. Street Repair	60	181	258	210	43	752	8.0%	24.1%	34.3%	27.9%	5.7%
17. Stormwater Drainage	103	391	75	46	137	752	13.7%	52.0%	10.0%	6.1%	18.2%
18. Water Service	237	417	23	16	59	752	31.5%	55.5%	3.1%	2.1%	7.8%
19. Yard Waste	222	403	42	11	74	752	29.5%	53.6%	5.6%	1.5%	9.8%

20. Comments:

Street conditions ; streets in terrible shape	130	17.3%
Windsor Heights doesn't have library	43	5.7%
Need more businesses in Windsor Heights	24	3.2%
Higher priority on street repair instead of other issues	21	2.8%
Council not listening to citizens	20	2.7%
Empty storefronts	17	2.3%

List of Comments: See Results Spreadsheet #2

III. CAPITAL IMPROVEMENTS PRIORITIES	HIGH	MEDIUM	LOW	DO NOT FUND	NO OPINION/NO ANSWER	HIGH	MEDIUM	LOW	DO NOT FUND	NO OPINION/NO ANSWER	
1. Street Improvements - Residential Streets	448	223	41	5	35	752	59.6%	29.7%	5.5%	0.7%	4.7%
2. Street Improvements - Major Streets	415	219	61	8	49	752	55.2%	29.1%	8.1%	1.1%	6.5%
3. Sanitary Sewer Improvements	250	282	68	6	146	752	33.2%	37.5%	9.0%	0.8%	19.4%
4. Storm Water/Drainage Improvements	222	287	100	10	133	752	29.5%	38.2%	13.3%	1.3%	17.7%
5. Water Main Improvements	208	279	97	7	161	752	27.7%	37.1%	12.9%	0.9%	21.4%
6. Sidewalk Repairs	111	229	250	81	81	752	14.8%	30.5%	33.2%	10.8%	10.8%
7. New Sidewalk Construction	120	79	154	356	43	752	16.0%	10.5%	20.5%	47.3%	5.7%
8. Additional Amenities at Colby Park (such as ice skating, volleyball)	61	168	292	157	74	752	8.1%	22.3%	38.8%	20.9%	9.8%
9. Walking/Biking Trails	140	226	236	96	54	752	18.6%	30.1%	31.4%	12.8%	7.2%
10. Bike Hub (restaurant, outdoor patio, locker rooms, bike repair station)	114	131	219	219	69	752	15.2%	17.4%	29.1%	29.1%	9.2%
11. Town Center Development (65th to 68th Street on University Ave)	137	209	226	103	77	752	18.2%	27.8%	30.1%	13.7%	10.2%
12. Walnut Creek Flood Plain Residential Development (along creek near 69th and 73rd Streets)	88	232	207	74	151	752	11.7%	30.9%	27.5%	9.8%	20.1%
13. Apple Valley Development (70th to 73rd on University Ave)	173	238	171	105	65	752	23.0%	31.6%	22.7%	14.0%	8.6%
14. Sherwood Forest Development (73rd to 80th on Hickman Ave)	137	254	182	90	89	752	18.2%	33.8%	24.2%	12.0%	11.8%
15. University Ave redesign (from 63rd to 73rd Street)	86	161	240	180	85	752	11.4%	21.4%	31.9%	23.9%	11.3%

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V. OPEN-ENDED QUESTIONS (Responses receiving 5% or more)

1. Things like most about Windsor Heights

Location; access/convenience to shopping, medical, employment; access to I-235	250	33.2%
Size; small town atmosphere	156	20.7%
Quiet	153	20.3%
Safety; low crime	145	19.3%
Friendly/nice people	139	18.5%
Neighborhoods	98	13.0%
Police Department	58	7.7%
Trees - mature	57	7.6%
Properties well maintained	53	7.0%
Colby Park/Parks	52	6.9%
Trails - hiking/biking	50	6.6%
Sidewalks - none on my street	40	5.3%

2. Things like least about Windsor Heights

Street conditions	116	15.4%
City Council/Mayor does not listen to/ignores citizens	103	13.7%
Speed cameras	102	13.6%
Speed trap reputation ("Radar Heights")	75	10.0%
Sidewalk construction program - assessment policy	72	9.6%
Speed limits	71	9.4%
Property taxes too high; recent increases	70	9.3%
Sidewalks - lack of connectivity/walkability	49	6.5%
City Council	45	6.0%

3. Windsor Heights' highest priority needs

		%
Street repairs/maintenance	320	42.6%
Commercial/retail/business development	114	15.2%
Infrastructure - maintain/improve	72	9.6%
Sanitary sewer improvements	66	8.8%
Sidewalk construction/walkability	65	8.6%
Redevelopment along University & Hickman	46	6.1%

4. Programs offered at the Community Center

		%
Yoga	48	6.4%
Arts and crafts classes	43	5.7%
Senior programs - more	32	4.3%
Fitness/exercises classes	29	3.9%

5. If moving to another residence in Windsor Heights, what type of housing would that be

		%
Single-family	87	11.6%
Townhouse/Condo	74	9.8%
Ranch	49	6.5%
TownHome	36	4.8%
Brownstone	30	4.0%
If moving, would not be in Windsor Heights	44	5.9%

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VI. BACKGROUND

1. Where do you live?

1 - West of 73rd St	99	13.2%
2 - Washington Avenue north to Hickman Rd	192	25.5%
3 - Washington Avenue south to University Ave	279	37.1%
4 - South of University Ave-1	125	16.6%
No Answer	57	7.6%
	752	

2. Age Group

	18-24	25-34	35-44	45-54	55-64	65+	NA	
	3	72	72	89	181	295	40	752
	0.4%	9.6%	9.6%	11.8%	24.1%	39.2%	5.3%	
per 2010 census	18-24	25-44		45-64	55-64	65+		
	7.9%	31.3%		35.2%		25.5%		

3. Years lived in Windsor Heights

	0-2	3-5	6-10	11-20	21+	No Answer	
	84	90	86	162	291	39	752
	11.2%	12.0%	11.4%	21.5%	38.7%	5.2%	

4. If you moved to Windsor Heights in last 5 years, why did you choose to live in Windsor Heights?

Location	66	8.8%
Housing style; liked house	38	5.1%
Housing value; price; affordable	24	3.2%
Safety	18	2.4%
Quiet	17	2.3%

See Tab WS 2- V-4 for complete list of comments

5. Internet access

	Home Only	Work Only	Home & Work	None	No Ans	
	346	8	315	47	36	752
	46.0%	1.1%	41.9%	6.3%	4.8%	

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6. Interested in news or info about Windsor Heights	Yes 614 81.6%	No 93 12.4%	No Ans 45 6.0%	752
7. In general, how well informed do you feel about the city of Windsor Heights?	Well informed 258 34.3%	Neither well nor poorly informed 363 48.3%	Poorly informed 93 12.4%	No Ans 38 5.1%
8. Receive News or Info about City of Windsor Heights from:				
(1) Des Moines Register	340	45.2%		
(2) Windsor Heights Living Magazine	517	68.8%		
(3) Des Moines Water Works City Newsletter	448	59.6%		
(4) Electronic City News Bulletin (E-Newsletter)	220	29.3%		
(5) Conversations w friends or family, word of mouth	446	59.3%		
(6) City Website	232	30.9%		
(7) Social media	143	19.0%		
(8) City Meetings	107	14.2%		
(9) Contacting City Officials	52	6.9%		
(10) Other:				
Television News	5	0.7%		
9. Other preferred means of communicating with the City of Windsor Heights :				
Newsletter	38	5.1%		
Newsletter e-mailed/e-newsletter	22			
Newsletter mailed	14			
City website	36	4.8%		
City website improved, more user-friendly	28			
E-mails	32	4.3%		
See Tab WS 2- V-4 for complete list of comments				