

WINDSOR HEIGHTS CITIZENS SURVEY 2017

**CITY COUNCIL
PRESENTATION**
September 5, 2017

SURVEY INFORMATION

- Responses - 752 of 2,064 - 36.4%
- June – July 2017

Age

	Survey	2010 Census
Under 45	29.3%	39.2%
45 – 64	35.8%	35.2%
65 +	39.5%	25.5%
No Answer	5.4%	
(Excludes those under age 18)		

Opinion questions

Nice Place to Live

Agree 86.7%

Disagree 2.8%

No Opinion/ No Answer 10.5%

Feel Safe in Neighborhood

Agree 86.8%

Disagree 3.7%

No Opinion/ No Answer 9.4%

City encourage comml dev thru finl incentives & other city resources

Agree 36.6%

Disagree 31.3%

No Opinion 32.2%

Adopt policy of more aggressive code enforcement

Agree 43.0%

Disagree 26.1%

No Opinion 31.0%

Would like to be able to walk on sidewalks to connect the community to bus stops, parks, town center, schools, etc.

Agree 28.7%

Disagree 48.9%

No Opinion 22.3%

Support the 25 MPH speed limit on University Ave

Yes 42.8%

No 45.3%

Unsure/No Opinion/
No Answer 11.8%

Support the use of ATE devices to ensure tfc safety & deter speeding 11 mph over posted

Yes 48.1%

No 40.0%

Unsure/No Opinion/
No Answer 11.8%

Is there a public sidewalk in the R-O-W at your property?

Yes 23.3%

No 65.0%

Unsure/No Opinion/
No Answer 11.7%

If no public sidewalk, would you support construction of s/w be paid by all residents of city?

Yes 19.8%

No 70.8%

Unsure/No Opinion/
No Answer 9.4%

If no public sidewalk, would you support paying a s/a in amt of 25% of construction cost?

Yes	7.4%
No	80.8%
Unsure/No Opinion/ No Answer	11.9%

All respondents - would you support construction of s/w be paid by all residents of city?

Yes 13.3%

No 52.9%

Unsure/No Opinion/
No Answer 33.8%

All respondents - would you support paying a s/w in amt of 25% of construction cost?

Yes 5.2%

No 59.8%

Unsure/No Opinion/
No Answer 35.0%

Quality of service

Ambulance

Very Satisfied	36.8%
Satisfied	23.9%
Not Satisfied	0.5%
Very Dissatisfied	0.4%
Unsure/No Opinion	38.3%

Animal Control

Very Satisfied	17.6%
Satisfied	34.4%
Not Satisfied	5.3%
Very Dissatisfied	3.2%
Unsure/No Opinion/NA	39.5%

Building Inspection

Very Satisfied	10.4%
Satisfied	30.3%
Not Satisfied	4.7%
Very Dissatisfied	1.6%
Unsure/No Opinion/NA	53.1%

Nuisance Abatement

Very Satisfied	6.5%
Satisfied	30.7%
Not Satisfied	13.3%
Very Dissatisfied	6.4%
Unsure/No Opinion/NA	43.1%

Business Development

Very Satisfied	5.1%
Satisfied	39.0%
Not Satisfied	23.4%
Very Dissatisfied	5.9%
Unsure/No Opinion/NA	26.7%

Redevelopment

Very Satisfied	5.3%
Satisfied	33.2%
Not Satisfied	23.3%
Very Dissatisfied	5.1%
Unsure/No Opinion/NA	33.1%

Fire Department

Very Satisfied	48.9%
Satisfied	33.6%
Not Satisfied	0.5%
Very Dissatisfied	0.3%
Unsure/No Opinion/NA	16.6%

Garbage Collection

Very Satisfied	52.4%
Satisfied	41.2%
Not Satisfied	1.7%
Very Dissatisfied	0.4%
Unsure/No Opinion/NA	4.3%

Library

Very Satisfied	17.6%
Satisfied	21.7%
Not Satisfied	6.4%
Very Dissatisfied	4.0%
Unsure/No Opinion/NA	50.5%

Parks

Very Satisfied	41.4%
Satisfied	49.3%
Not Satisfied	2.3%
Very Dissatisfied	0.9%
Unsure/No Opinion/NA	6.1%

Planning and Zoning

Very Satisfied	8.2%
Satisfied	27.8%
Not Satisfied	15.0%
Very Dissatisfied	9.4%
Unsure/No Opinion/NA	39.5%

Police Department

Very Satisfied	44.5%
Satisfied	39.9%
Not Satisfied	5.3%
Very Dissatisfied	3.1%
Unsure/No Opinion/NA	7.2%

Recycling

Very Satisfied	43.5%
Satisfied	46.5%
Not Satisfied	2.7%
Very Dissatisfied	0.9%
Unsure/No Opinion/NA	6.4%

Sewer Service/Sanitary Sewer

Very Satisfied	27.0%
Satisfied	49.3%
Not Satisfied	6.4%
Very Dissatisfied	2.0%
Unsure/No Opinion/NA	15.3%

Snow Removal

Very Satisfied	42.0%
Satisfied	45.5%
Not Satisfied	5.3%
Very Dissatisfied	1.7%
Unsure/No Opinion/NA	5.5%

Street Repair

Very Satisfied	8.0%
Satisfied	24.1%
Not Satisfied	34.3%
Very Dissatisfied	27.9%
Unsure/No Opinion/NA	5.7%

Stormwater/Drainage

Very Satisfied	13.7%
Satisfied	52.0%
Not Satisfied	10.0%
Very Dissatisfied	6.1%
Unsure/No Opinion/NA	18.2%

Water Service

Very Satisfied	31.5%
Satisfied	55.5%
Not Satisfied	3.1%
Very Dissatisfied	2.1%
Unsure/No Opinion/NA	7.8%

Yard Waste

Very Satisfied	29.5%
Satisfied	53.6%
Not Satisfied	5.6%
Very Dissatisfied	1.5%
Unsure/No Opinion/NA	9.8%

City Services – Very Satisfied + Satisfied

Garbage	93.7%
Parks	90.7%
Recycling	90.0%
Snow removal	87.5%
Water	87.0%
Police	84.4%
Yard waste	83.1%
Fire	82.5%
Sewer/San Sewer	76.3%
Stormwater Drainage	65.7%

City Services – Very Satisfied + Satisfied

Ambulance	60.7%
Animal control	52.0%
Business dev.	44.1%
Bldg insp.	40.7%
Library	39.2%
Redevelopment	38.5%
Nuisance abatemt.	37.2%
Planning & Zoning	36.0%
Street Repair	32.1%

City Services –Not Satisfied + Very Dissatisfied

Street Repair	62.2%
Business dev.	29.3%
Redevelopment	28.4%
Planning & zoning	24.4%
Nuisance abatemt.	19.7%
Stormwater drainage	16.1%
Library	10.4%
Animal control	8.5%
Police	8.4%
Sewer/san sewer	7.2%

City Services –Not Satisfied + Very Dissatisfied

Yard waste	7.1%
Snow removal	7.0%
Bldg inspection	6.3%
Water service	5.2%
Recycling	3.6%
Parks	3.2%
Garbage	2.1%
Ambulance	0.9%
Fire	0.8%

Capital Improvement Priorities

Street Improvements: Residential Streets

High	59.6%
Medium	29.7%
Low	5.5%
Do Not Fund	0.7%
No Opinion/NA	4.7%

Street Improvements: Major Streets

High	55.2%
Medium	29.1%
Low	8.1%
Do Not Fund	1.1%
No Opinion/NA	6.5%

Sanitary Sewer Improvements

High	33.2%
Medium	37.5%
Low	9.0%
Do Not Fund	0.8%
No Opinion/NA	19.4%

Storm Water/Drainage Improvements

High	29.5%
Medium	38.2%
Low	13.3%
Do Not Fund	1.3%
No Opinion/NA	17.7%

Water Main Improvements

High	27.7%
Medium	37.1%
Low	12.9%
Do Not Fund	0.9%
No Opinion/NA	21.4%

Sidewalk Repairs

High	14.8%
Medium	30.5%
Low	33.2%
Do Not Fund	10.8%
No Opinion/NA	10.8%

New Sidewalk Construction

High	16.0%
Medium	10.5%
Low	20.5%
Do Not Fund	47.3%
No Opinion/NA	5.7%

Additional Amenities to Colby Park (e.g., ice skating, vball)

High	8.1%
Medium	22.3%
Low	38.8%
Do Not Fund	20.9%
No Opinion/NA	9.8%

Walking/Biking Trails

High	18.6%
Medium	30.1%
Low	31.4%
Do Not Fund	12.8%
No Opinion/NA	7.2%

Bike Hub (restaurant, outdoor patio, locker rooms, bike repair)

High 15.2%

Medium 17.4%

Low 29.1%

Do Not Fund 29.1%

No Opinion/NA 9.2%

Town Center Development (65th – 68th on University)

High	18.2%
Medium	27.8%
Low	30.1%
Do Not Fund	13.7%
No Opinion/NA	10.2%

Walnut Creek Flood Plan Residential Development

High	11.7%
Medium	30.9%
Low	27.5%
Do Not Fund	9.8%
No Opinion	20.1%

Apple Valley Development (70th - 73rd on University)

High	23.0%
Medium	31.6%
Low	22.7%
Do Not Fund	14.0%
No Opinion/NA	8.6%

Sherwood Forest Development (73rd – 80th on Hickman)

High	18.2%
Medium	33.8%
Low	24.2%
Do Not Fund	12.0%
No Opinion/NA	11.8%

University Ave Redesign

High	11.4%
Medium	21.4%
Low	31.9%
Do Not Fund	23.9%
No Opinion/NA	11.3%

Capital Improvements – High Priorities

Street repairs – res.	59.6%
Street repairs - major	55.2%
San sewer impvmts	33.2%
SWM improvements	29.5%
Water main impvmts	27.7%
Apple Valley dev	23.0%
Walking/bike trails	18.6%
Town Center dev	18.2%
Sherwood Forest dev	18.2%

Capital Improvements – High Priorities

New sidewalk constr.	16.0%
Bike Hub	15.2%
Sidewalk repairs	14.8%
Walnut Creek dev.	11.7%
Univ. Ave redesign	11.4%
Colby Park amenities	8.1%

Open-ended questions

Things like MOST about W Hts

Location; access/convenience to shopping, medical, employment, I-235, etc.	33.2%
Size, small town atmosphere	20.7%
Quiet	20.3%
Safety; low crime	19.3%
Friendly/nice people	18.5%
Neighborhoods	13.0%

Things like MOST about W Hts

Police Dept	7.7%
Trees - mature	7.6%
Properties well maintained	7.0%
Colby Parks/Parks	6.9%
Trails – hiking/biking	6.6%
Sidewalks – none on my street	5.3%

Things like LEAST about W Hts

Street conditions	15.4%
Council/Mayor do not listen to/ignore citizens	13.7%
Speed cameras	13.6%
Speed trap reputation (“Radar Heights”)	10.0%
Sidewalk construction program – assessment policy	9.6 %

Things like LEAST about W Hts

Speed limits	9.4%
Property taxes high; recent increases	9.3%
Sidewalks – lack of connectivity/ walkability	6.5%
City Council	6.0%

W Hts' HIGHEST PRIORITY NEEDS

Street repairs/maintenance	42.6%
Commercial/retail/business development	15.2%
Infrastructure – maintain/improve	9.6%
Sanitary sewer improvements	8.8%
Sidewalk construction/walkability	8.6%
Redevelopment along University & Hickman	6.1%

Comments re City Services -

Street conditions	17.3%
WH has no library	5.7%
Need more bsns	3.2%
Higher priority – streets not others	2.8%
CC not listening to citizens	2.7%
Empty storefronts	2.3%

New Programs Offered at Community Center

Yoga 6.4%

Arts & crafts
classes 5.7%

Senior progs
more 4.3%

Fitness/
exercise 3.9%

If moving – type of residence preferred

1- family	11.6%
Townhouse/ Condo	9.8%
Ranch	6.5%
Town Home	4.8%
Brown Stone	4.0%
If moving – not in W Hts	5.9%

Background Information

Where Live

1 – W/O 73rd	13.2%
2 – Wash. N to Hick.	25.5%
3 – Wash. S to Univ.	37.1%
4 – S/O Univ.	16.6%
No Answe	7.6%

Years Lived in W Hts

0 - 2	11.2%
3 - 5	12.0%
6 - 10	11.4%
11 - 20	21.5%
20 +	38.7%
No Answer	5.3%

Internet access

Home only	46.0%
Work only	1.1%
Home and Work	41.9%
No Internet Access	6.3%
No Answer	4.8%

Interested in news or info about Windsor Heights

Yes 81.6%

No 12.4%

No Answer 6.0%

How well informed do you feel about the City of W Hts?

Well informed	34.3%
Neither well nor poorly informed	48.3%
Poorly informed	12.4%
No Answer	5.1%

News about W Hts from:

W Hts Living mag.	68.8%
DMWW Newsltr	59.6%
Convs w family/ friends, w-o-mouth	59.3%
DM Register	45.2%
City website	30.9%

News about W Hts from:

Elec. City News	
Bulletin (E-Newsltr)	29.3%
Social media	19.0%
City mtgs	14.2%
Contacting city offls	6.9%

Other preferred means of communicating w the City:

Newsletter	5.1%
City website	4.8%
E-mails	4.3%