

City of Windom - Resident Survey 2013

Major Categories of services provided by the City of Windom are listed below:

How satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't know
Public safety - Police	10.5%	31.6%	42.1%	5.3%	10.5%	0.0%
Enforcement of City codes & ordinances	10.5%	15.8%	36.8%	21.1%	15.8%	0.0%
Quality of customer service at City Hall	31.6%	21.1%	31.6%	10.5%	5.3%	0.0%
City communication with the public	10.5%	42.1%	42.1%	0.0%	5.3%	0.0%
City Council involvement & efforts	15.8%	15.8%	57.9%	5.3%	0.0%	5.3%
Sewer system/management	11.1%	38.9%	22.2%	16.7%	5.6%	5.6%
Trash/Recycling Center	30.0%	45.0%	20.0%	0.0%	5.0%	0.0%
City water services	21.1%	36.8%	15.8%	26.3%	0.0%	0.0%
Park services & facilities	5.3%	31.6%	21.1%	15.8%	21.1%	5.3%
Condition of City streets	5.3%	15.8%	42.1%	15.8%	21.1%	0.0%
OVERALL	15.2%	29.4%	33.2%	11.7%	9.0%	1.6%

Comments: (verbatim)

Only see two or three council out doing for city.

Park needs mowed more often. Guest that come to our town see that. It looks trashy.

Dissatisfied with the weeds in play area & park bathrooms not open.

City of Windom - Resident Survey 2013

Perceptions of the City:

How satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't know
Overall quality of services provided by the City of Windom	5.3%	42.1%	36.8%	10.5%	5.3%	0.0%
Overall value that you receive for your City tax dollars and fees	0.0%	26.3%	47.4%	15.8%	10.5%	0.0%
City efforts to address issues	5.3%	21.1%	31.6%	15.8%	21.1%	5.3%
Overall quality of life in Windom	0.0%	31.6%	42.1%	21.1%	5.3%	0.0%
Overall feeling of safety in Windom	15.8%	47.4%	31.6%	5.3%	0.0%	0.0%
Overall, I am satisfied with City Services	5.3%	47.4%	21.1%	21.1%	5.3%	0.0%
OVERALL	5.3%	36.0%	35.1%	14.9%	7.9%	0.9%

Comments: (verbatim)

What services?

Need a full time officer to patrol

City has meetings and comes up with plans to improve city but never follow through. Either the city needs to pay decent wages to a maintenance person or some of the non-working council members need to put more time in.

Water quality needs improved

City needs to work on getting more new houses in town.

City of Windom - Resident Survey 2013

Streets & Sidewalks

How satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't know
Maintenance of ALL streets	0.0%	26.3%	26.3%	26.3%	21.1%	0.0%
Maintenance of YOUR street	0.0%	42.1%	15.8%	21.1%	21.1%	0.0%
Snow removal of streets	5.3%	36.8%	15.8%	21.1%	10.5%	10.5%
Condition of City sidewalks	0.0%	10.0%	5.0%	45.0%	40.0%	0.0%
Condition of street signs	0.0%	44.4%	50.0%	0.0%	5.6%	0.0%
Overall cleanliness and appearance of City streets	5.3%	31.6%	36.8%	10.5%	15.8%	0.0%
Drainage of water off City streets	0.0%	31.6%	47.4%	5.3%	15.8%	0.0%
Overall, I am satisfied with City streets & sidewalks	6.3%	18.8%	43.8%	18.8%	12.5%	0.0%
OVERALL	2.1%	30.2%	30.1%	18.5%	17.8%	1.3%

Comments: (verbatim)

Drainage of streets very bad

Streets not maintained regular.

No one takes care of the streets. There is only a city council person to do this and they already have a full time job. Please hire someone.

Weeds are taking over.

Downtown sidewalks need to be repaired.

City of Windom - Resident Survey 2013

Code Enforcement/Public Safety

How satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't know
Maintenance of residential property	5.0%	15.0%	35.0%	30.0%	15.0%	0.0%
Maintenance of abandoned residential property	5.0%	15.0%	15.0%	25.0%	40.0%	0.0%
Maintenance of business property	5.3%	21.1%	31.6%	31.6%	10.5%	0.0%
Maintenance of abandoned business property	5.0%	10.0%	25.0%	25.0%	35.0%	0.0%
Animal regulations & enforcement	5.0%	25.0%	65.0%	5.0%	0.0%	0.0%
Visibility of police	7.1%	14.3%	57.1%	14.3%	7.1%	0.0%
Enforcement of local traffic laws	5.3%	47.4%	36.8%	0.0%	5.3%	5.3%
Communication with Code Enforcement	5.3%	21.1%	57.9%	0.0%	5.3%	10.5%
Communication with Police	5.6%	27.8%	44.4%	5.6%	11.1%	5.6%
Overall, I am satisfied with Code Enforcement	5.3%	21.1%	42.1%	5.3%	15.8%	10.5%
Overall, I am satisfied with Police	6.7%	33.3%	33.3%	6.7%	6.7%	13.3%
OVERALL	5.5%	22.8%	40.3%	13.5%	13.8%	4.1%

Comments: (verbatim)

What police?

Council members that have dogs don't follow leash law.

There have been letters sent out on what is to be enforced but nothing has been done yet. People know they don't have to follow the laws here.

That why we have the lower class people living here. Please do what you said you would.

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Services at City Hall:

How satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't know
Utility billing process	15.8%	63.2%	21.1%	0.0%	0.0%	0.0%
Utility payment process	11.1%	55.6%	27.8%	5.6%	0.0%	0.0%
City Hall hours of operation	22.2%	38.9%	22.2%	11.1%	5.6%	0.0%
City Clerk provides prompt and knowledgeable information	21.1%	42.1%	31.6%	5.3%	0.0%	0.0%
City Clerk is polite and courteous	36.8%	47.4%	10.5%	5.3%	0.0%	0.0%
Overall, I am satisfied with service at City Hall	33.3%	33.3%	33.3%	0.0%	0.0%	0.0%
OVERALL	23.4%	46.7%	24.4%	4.5%	0.9%	0.0%

Comments: (verbatim)

I think we need a way to pay our water bill online.

I also think the fees in our water bill are a little high.

City hall smells like an old basement when you walk in the building. Weeds right in front of the building. Clerk can be snotty and not be helpful.

Don't get back to people with left messages.

Need after hours emergency call number.

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Communication:

How satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't know
The information provided in the Monthly Newsletter	15.8%	68.4%	15.8%	0.0%	0.0%	0.0%
The format of the Monthly Newsletter is easy to read	26.3%	63.2%	10.5%	0.0%	0.0%	0.0%
The Monthly Newsletter is released on a monthly basis	31.6%	52.6%	15.8%	0.0%	0.0%	0.0%
If the City used social networks, such as Facebook, to provide information as an additional outlet (besides Newsletter)	5.3%	26.3%	31.6%	15.8%	10.5%	10.5%
Would you support the idea of a Citizen Focus Group to discuss City issues & solutions?	26.3%	26.3%	42.1%	5.3%	0.0%	0.0%
Overall, I am satisfied with Communication.	11.1%	38.9%	50.0%	0.0%	0.0%	0.0%
OVERALL	19.4%	46.0%	27.6%	3.5%	1.8%	1.8%
Comments: (verbatim)						

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Community Priorities:

What priority should be placed on the following:	Very High	High	Medium	Low	Very Low	Don't know
Sidewalks	31.6%	26.3%	15.8%	10.5%	15.8%	0.0%
Streets	27.8%	33.3%	27.8%	11.1%	0.0%	0.0%
Stormwater runoff	22.2%	16.7%	50.0%	5.6%	5.6%	0.0%
Crime/Code Enforcement	17.6%	23.5%	17.6%	17.6%	23.5%	0.0%
Water Tower	27.8%	44.4%	16.7%	11.1%	0.0%	0.0%
City Maintenance	29.4%	23.5%	35.3%	5.9%	5.9%	0.0%
Economic development/increase commerce	26.3%	10.5%	42.1%	21.1%	0.0%	0.0%
Increasing resident participation in local government	5.6%	22.2%	44.4%	22.2%	5.6%	0.0%
Comments: (verbatim)						

A very smart business man once said "You have to spend money to make money!"

(Economic development) Go for it!

It is inappropriate to fit crime/code enforcement into the same line item as they are different subjects. I feel that crime should have a high priority, while code enforcement should be approached as new residents move to town.

Highest priority should be placed on bringing new business & residents into Windom.

The drive straight into town, to the school and back out should look best in town.

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Choosing Windom:

How important was each reason in your decision to live in Windom?	Very Important	Somewhat Important	Not Sure	Unimportant
Sense of Community	50.0%	27.8%	16.7%	5.6%
Quality of Life	66.7%	22.2%	11.1%	0.0%
Quality of public schools	52.6%	21.1%	0.0%	26.3%
Low crime rate	61.1%	27.8%	5.6%	5.6%
Close to job	16.7%	50.0%	5.6%	27.8%
Affordable housing	44.4%	33.3%	11.1%	11.1%
Retirement	35.3%	23.5%	11.8%	29.4%
Low cost of living	50.0%	38.9%	5.6%	5.6%
Close to family/friends	35.3%	29.4%	11.8%	23.5%
Small town/rural living	66.7%	16.7%	11.1%	5.6%

Comments: (verbatim)

Been here forever, town is dying.

Low cost of living is important for land 1st, house 2nd, I wish for lower bills (water and sewer)

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What is the maximum increase in taxes that you would be willing to pay per year to fund projects that would improve the infrastructure of Windom (streets, sidewalks, services)?	\$80 / year	\$40 / year	\$20 / year	Nothing	Don't Know
	26.3%	5.3%	21.1%	21.1%	26.3%

Comments: (verbatim)

Would it really help?