

## City of Winter Park 2008 Resident Survey

**Thank you for participating in this year’s Resident Survey. Your input is needed and your responses are valuable. The City of Winter Park is conducting this Resident Survey to find out how you feel about some of the major initiatives the city is facing as it relates to the city’s strategic plan.**

**All responses will be strictly confidential and will only be used in combination with those of your fellow citizens for the purpose of this survey. The city wants to know what you value most – thank you for making the 2008 Resident Survey a top priority.**

### Trending Questions

1. How satisfied are you with the City of Winter Park as a whole?

- Extremely Satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Extremely dissatisfied
- Not sure

2. How satisfied are you with the overall quality of services you receive from the City of Winter Park?

- Extremely Satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Extremely dissatisfied
- Not sure

3. Overall, how would you rate each of the following city services?

City Services	Excellent	Very Good	Good	Fair	Poor	Not sure
Communications						
Code Enforcement						
Fire-Rescue						
Police						
Electric utility service						
Water utility service						
Parks & recreation						
Streets & drainage						
Refuse/recycling/yard waste collection						
Winter Park Public Library						

4. How satisfied are you with the City of Winter Park in terms of using your tax dollars in the manner that you prefer?

- Extremely Satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Extremely dissatisfied
- Not sure

5. Which statement best describes how you feel about the taxes you pay to the City of Winter Park?

- Taxes are too high for the quality of city services that I am receiving
- Taxes are high, but the city is providing more services at a higher quality than I expect
- Taxes are just right for the amount and quality of city services that I am receiving
- Taxes are too low for the amount and quality of city services that I am receiving
- Not sure

### City of Winter Park Initiatives

1. The city government has many strategic initiatives it can pursue to enhance the quality of life in the City of Winter Park. Each strategic initiative has potential economic costs and benefits, and each affects the quality of life, the aesthetic appearance, and the basic character of the City of Winter Park. Please check the 5 strategic initiatives you believe the City of Winter Park should focus its resources. **(Check no more than 5)**

- Providing financial support to outside cultural, civic, service and community organizations such as the Welbourne Avenue Day Nursery, United Arts, Bach Festival Society, etc.
- Continuing to provide financial support to the Winter Park Public Library
- Revising building codes to ensure the character and compatibility of neighborhoods in Winter Park (for example, codes that affect heights, setbacks, mass, neighborhood preservation, privacy, etc.).
- Improving the Fairbanks Avenue (between US Hwy. 17-92 and Interstate 4) area by planting trees, widening medians, extending the sewer, etc., to enhance the main gateway to the City of Winter Park.
- Partnering with the Orange County Public School system to build a new school to replace the Brookshire Elementary School as opposed to having the Orange County Public School system renovate the Brookshire Elementary School as planned.
- Determining the best long term "solution" to the Winter Park Post Office and Central Park in terms of where to locate the main post office, where to locate the post office distribution facility (with its accompanying asphalt and trucks), limiting development on the current location of the post office, and whether or not to turn the area now occupied by the post office into additional park lands.
- Continuing the initiative to place electric lines underground throughout the City of Winter Park.
- Continuing to invest in a commuter rail initiative including renovating the station so it will match the historic character of Winter Park.

- \_\_\_\_\_ Designating areas and buildings as historic in an effort to maintain or enhance the historic character of the downtown Winter Park area.
- \_\_\_\_\_ Controlling development and density in certain areas, through codes and zoning, to preserve the character of the City of Winter Park.
- \_\_\_\_\_ Continuing the city’s “green” initiative, which could include retrofitting city properties to be more energy efficient, replacing city vehicles with hybrid/energy efficient vehicles, expanding the city’s recycling program, adopting “green” building codes, continuing to offer quarterly hazardous waste disposal, and adopting “green” landscaping codes.

2. The City of Winter Park has the following five long-term capital investment alternatives. Please rank them in order of 1 to 5 based on which you feel is most important to the community. (Place a 1 next to the most important; place a 2 next to the second most important; continue until you have ranked all 5).

- \_\_\_\_\_ Relocating the Post Office to expand the downtown park area
- \_\_\_\_\_ Rebuilding City Hall
- \_\_\_\_\_ Expanding the Winter Park Library
- \_\_\_\_\_ Building public parking in the central business district
- \_\_\_\_\_ Fairbanks Avenue renewal and beatification

**Supporting Outside Organizations**

1. The City of Winter Park supports some outside organizations with taxes and fees it generates from citizens and businesses. Please check if you support or oppose the City of Winter Park allocating some city funding to each of the following:

<b><i>Support</i></b>	<b><i>Oppose</i></b>	<b><i>Don’t Know</i></b>	
_____	_____	_____	Winter Park Public Library
_____	_____	_____	Winter Park Historical Association
_____	_____	_____	Merchant Associations (Park Avenue, Hannibal Square, Orange Avenue)
_____	_____	_____	Welbourne Avenue Day Nursery
_____	_____	_____	Summer Youth Programs
_____	_____	_____	Community Coordinated Care for Children, Inc.
_____	_____	_____	United Arts
_____	_____	_____	Bach Festival Society
_____	_____	_____	Crealdé School of Art
_____	_____	_____	Enzian Theatre
_____	_____	_____	Winter Park Playhouse
_____	_____	_____	Chamber of Commerce

2. With which of the following do you agree more:

- An outside organization that the City Commission deems worthy of funding should receive city funding for 5 years so it can plan its projects with some certainty of funding.
- An outside organization that the City Commission deems worthy of funding should appeal for city funding every year since the city's budget situation changes every year
- I oppose the City Commission funding outside organizations
- Not sure

**Residential Building Codes**

1. How concerned are you about the following trends in residential areas of Winter Park:

Trends	Not concerned	Somewhat concerned	Concerned	Very concerned	Trend is not happening
Building larger new or remodeled houses					
Demolishing older homes to make way for newer houses					
Demolishing smaller houses					
Eliminating open yards/green space to make room for larger houses					
Cutting down mature trees to make room for larger houses					

2. New and remodeled houses built in the past few years have enhanced your neighborhood.

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Not applicable

3. New and remodeled houses built in the past few years are compatible with other homes in your neighborhood.

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Not applicable

4. The City of Winter Park should develop standards for new and remodeled houses and buildings to preserve the character of Winter Park.

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Not sure

**Fairbanks Avenue Area (between US Hwy. 17-92 & Interstate 4)**

1. Do you support or oppose redevelopment and larger than existing commercial buildings along the Fairbanks Avenue corridor (between US Hwy. 17-92 & Interstate 4)?

- Support
- Oppose
- Not sure

2. The City of Winter Park has currently budgeted for improvements to Fairbanks Avenue. Do you agree or disagree The City of Winter Park should spend \$1.4 million to renovate and beautify the Fairbanks Avenue corridor to spur economic development in that area of the City of Winter Park?

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Not sure

**Brookshire Elementary School**

1. Orange County Public Schools (OCPS) is planning to renovate Brookshire Elementary School rather than build a new school. If it is possible for the City of Winter Park to partner with OCPS, a new school can be built that will cost the city \$2 to \$4 million. Which of the following do you prefer:

- Renovate Brookshire Elementary School and only use OCPS's budget to pay for it
- Build a new school that will cost the City of Winter Park \$2 to \$4 million
- Not sure

2. With which of the following do you agree more:

- All residents of Winter Park should be responsible for the costs of partnering with Orange County Public Schools to build a new Brookshire Elementary School because a new school will benefit the entire community; nearly all city-funded projects are paid by all residents; and good schools are economic drivers for Winter Park's economy.
- Only property owners in the Brookshire Elementary School area should be responsible for the costs that will allow Orange County Public Schools to build a new school since a new school will benefit them most.
- Not sure

### Winter Park Post Office

1. Presently the retail part of the Winter Park Post Office (where you buy stamps, mail letters, etc.) and the distribution center of the post office (with its accompanying asphalt and trucks) are located in downtown Winter Park. Which of the following options do you prefer:

- Keep the retail and distribution center of the post office exactly as it is
- Build a new retail post office downtown and move the distribution center away from downtown at a cost of \$4 to \$5 million. This will add one acre of parkland downtown.
- Build a new retail post office and distribution center away from downtown Winter Park at a cost of \$4 to \$5 million. This will add two acres of parkland downtown.
- Not sure

### Electric Underground Initiative

1. With which of the following do you agree more:

- Continue the underground electric initiative because it adds to electricity reliability and it adds to the aesthetics of the community.
- Discontinue the underground electric initiative because it costs about \$5 million per year and funds should be used instead to reduce electric rates and to fund other city services.
- Not sure

2. Under the existing plan, it will take over 25 years to place most of the city's power lines underground. Which of the following options best reflects your feelings toward placing the city's power lines underground? Please select only one:

- Maintain the existing rate structure to place most of the power lines underground in about 25 years
- Add a new 5 percent surcharge to my electric bill to place most of the power lines underground in about 15 years
- Add a new 10 percent surcharge to my electric bill to place most of the power lines underground in about 10 years
- I am not interested in the city continuing to place power lines underground
- I do not have an opinion on this matter

**Commuter Rail Service**

1. The city has entered into an agreement to provide financial support to the commuter rail system. Operating costs through 2017 are to be paid by another party, specifically the Florida Department of Transportation. Thereafter, for a minimum of 99 years, the city must contribute an estimated \$1 million per year, in the absence of a dedicated funding source. Are you in favor of the city supporting commuter rail in the absence of a dedicated funding source?

- Yes
- No
- Not sure

2. The city has applied for federal funding to redesign and reconstruct the Amtrak building in conjunction with the commuter rail stop. If the federal government does not fund it, will you support or oppose the expenditure of approximately \$1.4 million to reconstruct the Amtrak building in Craftsman-style making it consistent with the character of Winter Park?

- Support
- Oppose
- Not sure

**Service Levels vs. Taxes**

1. Do you support or oppose paying higher taxes/fees to enhance or continue any of the following city services or projects?

***Support    Oppose    Don't Know***

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Expanding the Winter Park Public Library
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Placing electric lines underground
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Renovating and improving existing park facilities
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Buying new park areas
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Funding a commuter rail station and operating costs
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Improving the Fairbanks Avenue corridor(trees, medians, sewer, etc.)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Partnering with Orange County Public Schools to build a new Brookshire Elementary School
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Building a new City Hall
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Building a new Post Office

2. The Winter Park Public Library received approximately \$1.3 million from the City of Winter Park in fiscal year 2007. Funding for the Winter Park Library is currently approved each year by the Mayor and the City Commission – this method of funding the library may result in more or less or possibly no funding for the library in a given year.

An alternative way to fund the library is by designating a certain millage rate (similar to how public schools are funded) solely for the library – this method of funding is more stable but results in a higher millage rate for property owners.

Which method of funding the library do you prefer?

- Continue to fund it through approving/disapproving funding requests each year
- Designate a certain millage rate only for the library
- Not sure

3. From the following list of city provided services and programs, please check the ones you recommend if the city has to **cut** its budget. (Check all that apply)

- Repair and repave streets and replace street lights less often
- Reduce the number of police, patrol hours, and patrol cars on the streets
- Cut programs where police interact with students at schools, number of officers assigned to traffic enforcement or cut Neighborhood Crime Watch
- Reduce frequency of garbage, recycling or yard waste pick-ups
- Communicate with citizens less frequently about what the city is doing
- Have fewer employees dealing with electric and water customers' questions and/or complaints
- Cut programs to attract new businesses and promote existing businesses
- Accept slower response time to restore power outages
- Reduce the number of city-sponsored/hosted cultural events and activities
- Reduce the number of parks, park hours and lighting
- Reduce number of recreation programs the city offers
- Reduce the frequency of mowing medians, right of ways, drainage retention areas and community parks
- Accept slower response time to water and sewer leaks
- Accept a reduced response time for services from the Fire-Rescue Department
- Reduce efforts to make sure storm drains function properly after heavy rains
- Reduce efforts to protect trees, habitat, and water bodies
- Reduce frequency of tree trimming and tree plantings
- Reduce efforts to remove junked cars, keep vacant lots tidy, keep houses in good repair
- Increase the time it takes to get building permits, zoning requests, licenses, site reviews
- Reduce efforts to provide affordable housing
- Reduce the hours of operation of the golf course and tennis center
- Close facilities that require significant financial subsidy



**Profile**

1. How many years have you lived in Winter Park? (ROUND UP)

\_\_\_\_\_ Years

2. Do you have children living full time in your household?

\_\_\_\_\_ Yes

\_\_\_\_\_ No

3. What is your race/ethnicity?

\_\_\_\_\_ African American/Black

\_\_\_\_\_ Asian

\_\_\_\_\_ Caucasian/White

\_\_\_\_\_ Latino

\_\_\_\_\_ Native American

\_\_\_\_\_ Other

4. What was your household's total income from all sources in 2007?

\_\_\_\_\_ <\$25,000

\_\_\_\_\_ \$25,000 - \$49,999

\_\_\_\_\_ \$50,000 - \$74,999

\_\_\_\_\_ \$75,000 - \$99,999

\_\_\_\_\_ \$100,000 - \$149,999

\_\_\_\_\_ \$150,000 - \$199,999

\_\_\_\_\_ \$200,000 or more

5. Do you rent or own your home in Winter Park?

\_\_\_\_\_ Rent

\_\_\_\_\_ Own

6. Which category best reflects your age?

\_\_\_\_\_ 18 – 39

\_\_\_\_\_ 40 – 59

\_\_\_\_\_ 60 or older

7. Are you:

\_\_\_\_\_ Female

\_\_\_\_\_ Male

8. Do you live in Winter Park full time or part time?

\_\_\_\_\_ Full time

\_\_\_\_\_ Part time

**NOTE** – quadrant will be determined from data file used for mailing post cards