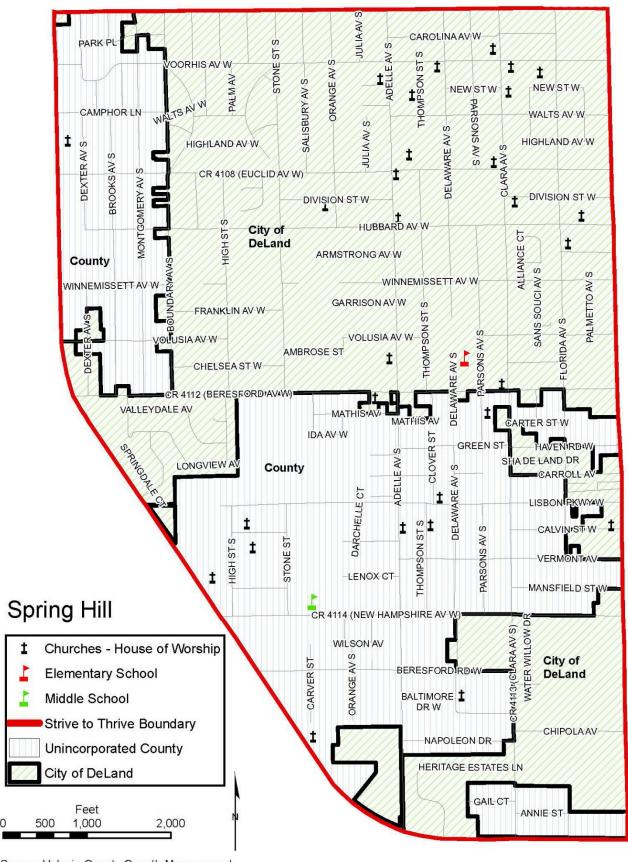


Spring Hill Community Survey



123 W. Indiana Ave., DeLand, FL 32720 386-736-2700 • www.volusia.org



Source: Volusia County Growth Management Prepared by Volusia County IT/GIS 2/19/2021

This map shows which parts of Spring Hill are within the City of DeLand, and which are in unincorporated Volusia County.







We want to hear from you!

The County of Volusia is looking for feedback from Spring Hill community members. We need your help understanding what is most important to you and how we can improve our services to better meet your needs.

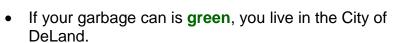
The County of Volusia and the City of DeLand both provide public services in Spring Hill. Generally:

- Volusia County serves people who live in unincorporated areas. (Unincorporated areas are not within a city.)
- The City of DeLand serves people who live in the city's limits.



An easy way to tell if you live in unincorporated Volusia County or in the city limits is by the color of your garbage can:







We want to hear from you about the services the *County of Volusia* provides. If you live in the city, we can share your thoughts with our friends at the City of DeLand, but we can only control those services the County provides – like the blue garbage cans.

The survey should take about 10 minutes or less to finish, and is completely anonymous.

We really are interested in understanding your needs better, so please share as many thoughts as you can.

ONLINE OPTION: If you prefer to complete this survey online, visit www.surveymonkey.com/r/6HGV8W2.

Please return your survey by April 15. We really appreciate your help!



Community Assistance

C. My rent/mortgage is one month behind.

E. I do not pay a rent/mortgage.

D. My rent/mortgage is more than one month behind.

Volusia County's Community Assistance Division is here to help you! We provide emergency assistance for utilities, rent, mortgage, dental and prescriptions as well as help with indigent burial. This assistance is available 1-2 times a year, and people qualify based on income.

1.	Were you aware that if you are unable to pay your utility bill, you can apply online for assistance through the County?						
	□ Yes □ No						
2.	So we can assess need, please indicate the current status of your utility account:						
	 A. My account is current, and I will be able to pay the bill this month. B. My account is current, but I will not be able to pay the bill this month. C. My account has a past due balance. D. My utilities have been turned off. E. I do not pay a utility bill. 						
3.	Did you know you can call for an appointment to meet with a caseworker to help you with your rent or mortgage payments through the County?						
	□ Yes □ No						
4.	So we can assess need, please indicate the current status of your rent or mortgage payment:						
	A. My rent/mortgage is current, and I will be able to pay it this month.B. My rent/mortgage is current, but I will not be able to pay it this month.						



Animal Services

The Animal Services Division provides low-cost spay and neuter services to residents of unincorporated Volusia County. Its Animal Control Officers also help keep residents and animals safe by responding to a variety of calls about domestic animals. They even hold events to microchip pets or distribute free pet food!

5.	Which of the following would help you in caring for your pet? (Mark all that apply.)
	☐ Pet food
	□ Veterinary care
	□ Vaccinations/microchipping
	☐ Spay/neuter
	☐ I don't have a pet
6.	If you are or have considered surrendering your pet to a shelter, what resources could the County provide to help you keep your pet? (Mark all that apply.)
	☐ Assistance in locating pet friendly housing
	☐ Behavior training to reduce problematic animal behaviors
	☐ Assistance with a fence or dog house
	□ Veterinary care
	☐ I don't have a pet



Volusia County Emergency Medical Services

We are dedicated to our mission of providing timely, high-quality, cost-efficient service to all Volusia County residents.

7.	Have help,	•	u eve t it wa							edica	al
		י כ	Yes			No					
8.		cal	ou eve assis rted to	tand	ce,	but o	did ı	not r	need	d to b	
			Yes			No					
9.		κė y	ou eve ou to no ot	an	em	nerge	ency	roo r	m b		
			Yes			No					
10		ssu	u knov re che Yes	ecke	ed a	•		•			n?

When should you call 9-1-1?

We want to make sure people get the medical care they need from the most appropriate resource. Sometimes, people call 9-1-1 for an ambulance when they are sick because they either don't have any other way to get medical care (in other words, they don't have a regular doctor they go to), or because they have no other transportation to get to the doctor.

Examples of when 9-1-1 should be called include:

- Chest pain or pressure
- · Shortness of breath
- Change in consciousness (unconscious, confused, sluggish)
- Head injury or spinal injury
- Coughing or vomiting blood
- Ingestion of a poisonous substance
- Bleeding that will not stop
- Sudden injury from a motor vehicle accident, near drowning, deep cut or large wound
- Choking
- Fainting or feeling as if you are going to faint
- Upper abdominal pain or pressure



Road & Bridge

trai	usia County's Road & Bridge and Traffic nsportation system, including road repains ns and signals, speed limits and drainag	irs, sidev	valks,			
	Please rate your overall satisfaction with the maintenance of roads in Spring Hill. A. Very Satisfied B. Satisfied C. Neutral D. Dissatisfied E. Very Dissatisfied What road needs a little more attention?	15.	the m syste (i.e., A. B. C. D.	naintenar ms, and mowing t Very Sa Satisfied Neutral Dissatis	nce of signs, medians and the grass) in tisfied	d shoulders
		16.	traffic	enforce	traffic contro ment needed ne Spring Hill	
13.	Please rate your overall satisfaction with the maintenance of sidewalks Spring Hill.			Yes		No
	A. Very SatisfiedB. SatisfiedC. Neutral	17.	(Mark	k all that	hould be dor apply.) affic enforcer	
	D. Dissatisfied E. Very Dissatisfied			Addition	nal all-way st	nit signs
14.	Is there a location where a sidewalk is needed?				etion in the speed humps	
			Wł	nere?		



Solid Waste

Volusia County's Solid Waste Division provides solid waste collection to households in the unincorporated area through a contract with FCC Environmental Services Florida. Weekly service includes garbage, bulky item, dual-sort recycling and yard trash collection. We look forward to your feedback regarding weekly services!

1011	ward to your ree	suback regarding v	veekly Selvices:		
18.	3. Are your weekly garbage, recycling and yard trash picked up at a reasonable time on their scheduled days?				
	☐ Yes	□ No			
19.			•	ulk items such as old furniture, , bulk items out on garbage day	
	☐ Yes	□ No	☐ I didn't know this was a	an option	
	•	•		and obsolete electronics at the ndfill year-round without charge	
20.	•	ou can drop off hous ents, etc. – for free?		such as old paint, household	
		d I have dropped the t I have never dropp	ese items off before. ed items off.	□ No	
21.	Did you know yo monitors, etc., for	•	electronics for recycling, suc	ch as televisions, computers,	
	·	nd I have dropped th nt I have never dropp	ese items off before. bed items off.	□ No	
22.	•		free paint at the West Voluaint exchange areas?	ısia Transfer Station or	
		nd I have picked up f nt I have never picke		□ No	



Code Enforcement

Code Enforcement works alongside residents to maintain safe and vibrant neighborhoods and business centers. The primary goal is to make sure people are following various laws adopted by the County Council that apply to buildings, zoning, landscaping and signs. Staff handles everything from concerns about a broken-down car in your neighbor's yard to someone constructing or modifying a building without a permit. Staff replies to concerns raised by residents and business owners, but does not actively patrol county areas.

raioca by reciacine and bueniese enticie, bu	t dood not don't ory pair or dodn'ty arous.
23. What are the top three code enforcement issues in your neighborhood? (Please pick three.)	24. How likely are you to contact Volusia County Code Enforcement if you observe any code enforcement issues?
 □ Unmaintained grass, shrubs and trees on residential lots □ Vacant homes or buildings □ Run-down homes or buildings □ Junk cars, trucks or other broken-down 	A. Very LikelyB. LikelyC. PossiblyD. Probably notE. Definitely not
vehicles in residential areas ☐ Construction work done without permits or approval from the local government ☐ Commercial businesses operated from	25. Are you aware of neighbors who struggle to maintain their home/property due to health or money reasons?
a residential homeDogs, cats or other pets allowed to roam free	☐ Yes ☐ No 26. Are you aware that Volusia County Code
 □ Loud music, parties or activities in residential areas 	Enforcement accepts anonymous complaints?
□ Other:	□ Yes □ No

27. If you could remain anonymous, how likely are you to contact Volusia County Code Enforcement if you observe code	Tell us about yourself					
enforcement issues?	30. How old are you?					
A. Very LikelyB. LikelyC. PossiblyD. Probably notE. Definitely not	A. Under 18B. 18-24C. 25-35D. 36-45E. 46-60F. 61 or older					
28. In your opinion, how important is code enforcement to improving the Spring Hill area?	31. What is your gender? ☐ Male ☐ Female					
A. Very ImportantB. ImportantC. Moderately Important	32. How many people live in your household?					
D. Somewhat Important E. Not Important at all	33. Do you live in the Spring Hill area? ☐ Yes ☐ No ☐ I don't know					
29. What do <i>you</i> think the County should do to help people in your area?	34. Where do you live?					
	35. What is the estimated monthly gross income (before taxes) for your entire household?					
	 A. No/Zero income B. Less than \$1,000 C. \$1,000 to \$1,499 D. \$1,500 to \$1,999 E. \$2,000 or more 					
	Thank you! Your responses will help us to improve our services to the Spring Hill area!					