



Spring Hill Community Survey



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



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:

- If your garbage can is **blue**, you live in unincorporated Volusia County.
- If your garbage can is **green**, you live in the City of DeLand.



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

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.
 - C. My rent/mortgage is one month behind.
 - D. My rent/mortgage is more than one month behind.
 - E. I do not pay a rent/mortgage.



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 you ever had to call 911 for medical help, but it was not an emergency?
☐ Yes ☐ No
8. Have you ever called for an ambulance for medical assistance, but did not need to be transported to the emergency room?
☐ Yes ☐ No
9. Have you ever had to call for an ambulance to take you to an emergency room because you had no other way to get there?
☐ Yes ☐ No
10. Did you know you can get your blood pressure checked at any local fire station?
☐ Yes ☐ No

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

Volusia County's Road & Bridge and Traffic Engineering divisions maintains the county's transportation system, including road repairs, sidewalks, mowing and trimming, traffic signs and signals, speed limits and drainage systems.

11. 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

12. What road needs a little more attention?

13. Please rate your overall satisfaction with the maintenance of sidewalks Spring Hill.

- A. Very Satisfied
- B. Satisfied
- C. Neutral
- D. Dissatisfied
- E. Very Dissatisfied

14. Is there a location where a sidewalk is needed?

15. Please rate your overall satisfaction with the maintenance of signs, drainage systems, and medians and shoulders (i.e., mowing the grass) in Spring Hill.

- A. Very Satisfied
- B. Satisfied
- C. Neutral
- D. Dissatisfied
- E. Very Dissatisfied

16. Are additional traffic control measures or traffic enforcement needed to reduce speeding in the Spring Hill area?

- ☐ Yes ☐ No

17. If Yes, what should be done? (Mark all that apply.)

- ☐ More traffic enforcement
- ☐ Additional all-way stops
- ☐ Additional speed limit signs
- ☐ A reduction in the speed limit
- ☐ Install speed humps/bumps
- ☐ Other

Where?



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!

18. Are your weekly garbage, recycling and yard trash picked up at a reasonable time on their scheduled days?

☐ Yes ☐ No

19. Each week on garbage day, FCC will pick up four household bulk items such as old furniture, mattresses, carpet, tires, etc. Have you ever placed your large, bulk items out on garbage day for pickup?

☐ Yes ☐ No ☐ I didn't know this was an option

County residents can drop off household hazardous waste and obsolete electronics at the West Volusia Transfer Station and Tomoka Farms Road Landfill year-round without charge.

20. Did you know you can drop off household hazardous waste – such as old paint, household chemicals, solvents, etc. – for free?

☐ Yes, and I have dropped these items off before. ☐ No
☐ Yes, but I have never dropped items off.

21. Did you know you can drop off old electronics for recycling, such as televisions, computers, monitors, etc., for free?

☐ Yes, and I have dropped these items off before. ☐ No
☐ Yes, but I have never dropped items off.

22. Did you know residents can pick up free paint at the West Volusia Transfer Station or the Tomoka Farms Road Landfill paint exchange areas?

☐ Yes, and I have picked up free paint before. ☐ No
☐ Yes, but I have never picked up any free paint.



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.

23. What are the **top three** code enforcement issues in your neighborhood? (Please pick three.)

- ☐ Unmaintained grass, shrubs and trees on residential lots
 - ☐ Vacant homes or buildings
 - ☐ Run-down homes or buildings
 - ☐ Junk cars, trucks or other broken-down vehicles in residential areas
 - ☐ Construction work done without permits or approval from the local government
 - ☐ Commercial businesses operated from a residential home
 - ☐ Dogs, cats or other pets allowed to roam free
 - ☐ Loud music, parties or activities in residential areas
 - ☐ Other:
-
-

24. How likely are you to contact Volusia County Code Enforcement if you observe any code enforcement issues?

- A. Very Likely
- B. Likely
- C. Possibly
- D. Probably not
- E. Definitely not

25. Are you aware of neighbors who struggle to maintain their home/property due to health or money reasons?

- ☐ Yes ☐ No

26. Are you aware that Volusia County Code Enforcement accepts anonymous complaints?

- ☐ Yes ☐ No

27. If you could remain anonymous, how likely are you to contact Volusia County Code Enforcement if you observe code enforcement issues?

- A. Very Likely
- B. Likely
- C. Possibly
- D. Probably not
- E. Definitely not

28. In your opinion, how important is code enforcement to improving the Spring Hill area?

- A. Very Important
- B. Important
- C. Moderately Important
- D. Somewhat Important
- E. Not Important at all

29. What do *you* think the County should do to help people in your area?

Tell us about yourself

30. How old are you?

- A. Under 18
- B. 18-24
- C. 25-35
- D. 36-45
- E. 46-60
- F. 61 or older

31. What is your gender?

- ☐ Male ☐ Female

32. How many people live in your household? _____

33. Do you live in the Spring Hill area?

- ☐ Yes ☐ No
☐ I don't know

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!

