



To: Mayor and Council

From: Susan Gwiasda, Public Relations Officer

Date: February 28, 2023

Subject: Resident Satisfaction Survey 2023

The City of Ames is again working with Iowa State University's Institute for Design Research and Outreach to produce, distribute, and analyze the 2023 Resident Satisfaction Survey. This will be the 41st year of the survey.

Each year, a small amount of space is reserved for current issue/policy questions to be added. Most policy questions require some explanation before any question can be asked. Due to the space necessary to set up the question, typically only a few additional questions fit in the survey. The Council is welcome to suggest topics, but please note there is no obligation to add to the survey.

For the 2022 survey, the Council made these changes:

- Removed the open-ended question "What would make Ames cool?" (P. 9)
- Added questions to determine the willingness of residents to sort garbage (P. 9)
- Removed "School Resource Officer Services" from a table asking about Police services (P. 2)
- Added "marijuana-related crime enforcement" as a separate topic in the table asking about Police services (P. 2)
- Combined a question under "Your Health" to include fruits and vegetables (P. 10)
- Added a question about rating physical and mental health (P. 9)
- Replaced a question under "Sense of Community" from "What would make you feel welcomed and have a sense of belonging in Ames?" to "What could the City do to demonstrate its commitment to Diversity, Equity, and Inclusion?" (P. 10)

Within the last few years, the questions regarding "Your Health" and "Sense of Community" (pages 9-11) that were not part of the original survey have continued to be included.

Our goal with the annual survey is to use feedback from our citizens regarding their satisfaction with City of Ames programs and services, capital improvement projects, and future allocations of funding to guide future decision making. **Please consider what issues or policies would be helpful to have public feedback and/or which questions can we drop from the survey. Remember, you do not need to craft the actual questions because our consultants at Iowa State University provide that expertise.**



40th Annual Resident Satisfaction Survey Spring 2022

Instructions: Please respond to each question with your own opinions and practices. This is usually done by circling a number, checking a box, or filling in a blank. An opportunity is also provided for you to add written comments.

A. Please rate the following **Parks and Recreation** features.

	Very Poor	Poor	Good	Very Good	Don't Use
1. Hard surface trails/crushed rock trails	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Overall appearance of parks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Playground equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Restrooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Shelter houses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Tennis courts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Wooded areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Picnic areas (tables/grills)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments _____

B. Please rate the following **Ames Public Library** features.

	Very poor	Poor	Good	Very Good	Don't Use
1. Meeting/study rooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Internet/computer services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Handicapped accessibility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Customer service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Programs (story hour, book discussions, concerts)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Range of materials available (books, videos, magazines, software)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Bookmobile service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. <i>Page One</i> – the library newsletter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Asking questions of library staff by phone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Use of library resources from home via computer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Wait time for requests/holds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Availability of seating	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Welcoming atmosphere	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

C. Do you use the **Ames Public Library** as often as you would like to use it?

- 1. Yes
- 2. No



C1. **If NO**, for what reasons do you not use the library as often as you would like? (Circle ALL that apply.)

- 1. Parking is a problem
- 2. I get materials from other sources
- 3. I don't have time
- 4. Library is not open during hours that are convenient to my schedule
- 5. Other (please specify) _____

Comments _____

D. How DISSATISFIED or SATISFIED are you with the following **Fire Department** activities?

	Very Dissatisfied	Somewhat Dissatisfied	Somewhat Satisfied	Very Satisfied	Don't Know
1. Ambulance assistance.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Putting out fires.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Fire prevention education & outreach	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Home & business safety inspections	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments _____

E. Thinking about priorities for law enforcement, should the **Ames Police Department** emphasize the following activities LESS, the SAME, or MORE?

	Less	Same	More
1. Alcohol-related crime enforcement.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Animal control and sheltering.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Fraud & identity theft investigation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Business district patrolling.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Illegal drug use prevention and enforcement.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Speed limit enforcement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Juvenile crimes investigation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Marijuana-related crime enforcement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Noise law and nuisance party enforcement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Parking laws enforcement.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Sex-related offenses investigation.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Traffic control and enforcement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Residential patrolling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Domestic violence & family dispute resolution	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. Crime prevention and education activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. Violent crimes investigation.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments _____

F. Please rate how SATISFIED or DISSATISFIED you are with the City’s response after issues are reported regarding the following **nuisance ordinances**?

Enforcement of ...	Very Dissatisfied	Somewhat Dissatisfied	Somewhat Satisfied	Very Satisfied	Don't Know
1. Over-occupancy in rental property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Noise limits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Front yard parking on residential property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Yard upkeep (overgrown vegetation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Property upkeep (paint, gutters, broken windows)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Outdoor storage on property (old cars, tires, furniture, garbage)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments _____

G. Please rate the quality of the following **street maintenance** features.

	Very poor	Poor	Good	Very Good	Don't Know
1. Maintenance of bike path system (on street lanes & paths)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Appearance of medians and parkways	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Condition of streets in your neighborhood	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Ice control at intersections	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Snow plowing in your neighborhood	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Snow plowing on major streets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Street sweeping in business areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Street sweeping in your neighborhood	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Surface condition of major streets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

H. How OFTEN is the coordination between **traffic signals** effective? (Circle ONE response)

1. Rarely effective
2. Sometimes effective
3. Often effective
4. Almost always effective
5. Don't know

Comments _____

I. Does **Ames Electric Services** provide electricity to your home?

1. Yes
2. No
3. Don't know

If NO, skip to Question M.

J. In the last 12 months, have you...?

	No	Yes
1. Experienced a power outage in your home?	<input type="checkbox"/>	<input type="checkbox"/>
2. Experienced a power surge that affected your computer operations?	<input type="checkbox"/>	<input type="checkbox"/>

K. How SATISFIED are you with the following aspects of **Ames Electric Services**?

	Very Dissatisfied	Somewhat Dissatisfied	Somewhat Satisfied	Very Satisfied	Does Not Apply
1. Being informed of progress restoring services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Ease of reporting an outage.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Response of employees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Time to restore service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Electric rates	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. The quality of power	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

L. Ames Electric Services offers SunSmart Ames, a community solar farm project in Ames. Ames Electric Services customers may purchase shares of the project at \$285 per “Power Pack” and receive a monthly credit on their bills for 19 years. (More information at www.CityOfAmes.org/Solar). Are you participating?

1. Yes
2. No →

L1. If NO, why not? (Circle all that apply)

1. Too expensive
2. Not interested in renewable energy
3. Short-term stay in Ames
4. Other (please specify) _____

Comments _____

M. In the last 12 months, how many times have you had any of the following **water service** problems?

	Never	1–2 times	3–6 times	7 or more times	Does not apply
1. Disagreeable taste or odor.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Hard water	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Rust	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Sediment or cloudy appearance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Soft water.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Too little pressure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Too much pressure.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments _____

N. Please rate your SATISFACTION with the following aspects of Ames **Water & Pollution Control Department** services?

	Very Dissatisfied	Somewhat Dissatisfied	Somewhat Satisfied	Very Satisfied	Does Not Apply
1. Water rates	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Water quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Sewer rates	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

O. In the last 12 months, have you experienced a sanitary sewer back-up into your basement/home?

- 1. Yes
- 2. No

O1. If YES, did you report the problem to the City?

- 1. No
- 2. Yes → **If YES, how satisfied were you with the response?**
 - 1. Very dissatisfied
 - 2. Somewhat dissatisfied
 - 3. Somewhat satisfied
 - 4. Very satisfied

P. In the last 12 months, has **storm water flooded onto your property** from a city street?

- 1. Yes
- 2. No

P1. If YES, did you report the problem?

- 1. No
- 2. Yes → **If YES, how satisfied were you with the response?**
 - 1. Very dissatisfied
 - 2. Somewhat dissatisfied
 - 3. Somewhat satisfied
 - 4. Very satisfied

Comments _____

Q. On average, how many times per week do members of your household ride **CyRide** (municipal transit system)?

- 1. _____ times per week
- 2. No one in my household rides CyRide

R. If you do not currently use **CyRide**, what would make you consider using these services?

(Circle all that apply)

- 1. Service was provided to more areas of Ames
- 2. Service was offered on my route longer during the day (earlier or later times)
- 3. Service was more frequent on routes near me
- 4. The fare when boarding the bus was lower
- 5. The fare when boarding the bus was at no cost
- 6. Nothing
- 7. Other (specify) _____

Comments _____

Next, please provide your overall opinions about your use of City services

A. How DISSATISFIED or SATISFIED are you with the following aspects of **City of Ames services**?

	Very Dissatisfied	Somewhat Dissatisfied	Somewhat Satisfied	Very Satisfied	Don't Know
1. Law Enforcement Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Fire & Rescue Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Electric Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Water Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Sanitary Sewer System	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Public Nuisance Enforcement (e.g, noise, over-occupancy, yard upkeep)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Parks & Recreation Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Library Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. CyRide Bus service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments _____

Program and services

A. Programs and services listed in the following table are paid with local option sales taxes or property taxes. **In 2022–2023, the City of Ames will spend the following amounts on providing services. In your opinion, should LESS, the SAME or MORE funding be allocated to these areas? (Mark ONE response for each program or service.)**

	2022–2023 Approximate Tax Funding	Should the City spend...?		
		Less	Same	More
1. Arts programs (Public Art & COTA)	\$ 262,470	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Fire protection	\$ 8,295,077	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Human service agency funding (ASSET)	\$ 1,729,180	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Law enforcement	\$ 10,953,098	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Ames Animal Shelter & animal control	\$ 564,900	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Ames Public Library	\$ 5,030,797	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Land use planning (both current and long-term)	\$ 963,914	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Parks activities	\$ 1,650,040	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Recreational opportunities	\$ 2,279,477	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. CyRide (public transit)	\$ 2,078,474	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Other (please specify _____)	-----	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments _____

B. The City Council has approved a **five-year Capital Improvements Plan** that defines more than \$289 million in projects.

How **UNIMPORTANT** or **IMPORTANT** is it that the following projects are included in the Capital Improvements Plan?

	Very Unimportant	Somewhat Unimportant	Somewhat Important	Very Important
1. Improvements to existing parks.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. On-street bike facilities (commuter) improvements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Off-street bike facilities (commuter) improvements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Greenway trails (recreational) improvements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Reconstructing existing streets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Storm water drainage improvements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Traffic flow improvements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Other (please specify _____)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

C. Using the item numbers from **Question B**, which category should be the...

	Item No.
Highest priority?	_____
Second highest priority?	_____
Third highest priority?	_____

D. The City property tax levy for the next year is \$9.83 per \$1,000 of taxable valuation. This means that the City portion of the property tax on a \$100,000 home in Ames is about \$532.10 after rollback.

Given your spending preferences, what should be the adjustment in property taxes next year? (Circle ONE response.)

1. Substantial decrease
2. Modest decrease
3. No change
4. Modest increase
5. Substantial increase

Residential preferences of city communications

A. When you need local government information, how USEFUL are the following **sources**?

	Not Useful	Somewhat Useful	Very Useful	Don't Use
1. City of Ames Web page.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Cable TV 12/Government Access Television	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Ames Tribune newspaper	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. ISU Daily newspaper	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Des Moines Register newspaper.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. The Sun	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. KASI/KCCQ radio	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Not Useful	Somewhat Useful	Very Useful	Don't Use
8. KHOI.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. CitySide (utility bill insert).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Facebook / Twitter / Youtube	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

B. How would you prefer to learn about construction projects, programs, and meetings in your area?
(Circle ONE response)

1. Letter	6. Email
2. Door hanger	7. Facebook
3. City of Ames website	8. Twitter
4. Local radio	9. Other(specify):_____
5. Local newspaper	_____

C. Are you a **Mediacom Cable TV** subscriber?

1. Yes →
2. No

C1. If YES, when are you most likely to watch Cable TV Channel 12/ Government Access? (Circle ONE response)

1. Never watch TV 12
2. Midnight to 6:00 a.m.
3. 6:01 a.m. to noon
4. 12:01 p.m. to 6:00 p.m.
5. 6:01 p.m. to 9:00 p.m.
6. 9:01 p.m. to midnight

C2. About how many hours per week do you watch TV 12?
_____ hours per week

D. Do you use the City of Ames' website (www.cityofames.org)?

1. Yes →
2. No

D1. If YES, do you? (Circle ALL that apply)

1. Sign up for Parks and Recreation classes
2. Check Ames Public Library card account or status of materials
3. Watch City Council meetings or Channel 12 programming on video-streaming
4. Gather information for City Council meetings or other City meetings
5. Check for notices, updates or news releases
6. Other: _____

D2. What other information should be included on the website?

The next section asks for your overall comments and ratings.

A. Please rate the overall quality of services you receive from the City of Ames. (Check ONE)

- Very Poor Poor Good Very Good

B. On **what other issue(s)** do you think the City should focus its attention?

C. What is the best thing about living in Ames?

D. The City of Ames has used a waste-to-energy process to make refuse derived fuel (RDF) out of garbage since 1975. The RDF is co-burned with natural gas in the Ames Power Plant to create electricity. Some items thrown in the trash are non-burnable or high moisture items, and they make poor fuel. To improve the efficiency of the system, which of the following garbage products you are willing to sort? (Choose all that apply)

	Yes	No	Yes, I currently sort.
Plastic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Glass	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Metal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Organics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Paper	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

E. If you are willing to sort your garbage, what is your most preferred method of disposal for items removed?

- No-charge centralized drop-off Curbside collection for a fee Would participate in either one Not interested Other: _____

F. I currently pay for curbside recycling through my garbage hauler: 1. Yes
2. No

Your health

A. Overall, how would you rate your physical health? (Check ONE)

- Poor Fair Good Very Good Excellent

B. Overall, how would you rate your mental health? (Check ONE)

- Poor Fair Good Very Good Excellent

C. In the past six months, have you felt you needed to access professional mental health services??

1. Yes
2. No
3. Prefer not to answer



L1. If YES, have you been able to receive the help you needed?

1. Yes
2. No
3. Prefer not to answer

D. During the PAST 7 DAYS, how many days were you engaged in physical activity of 20 minutes or more? (Circle ONE)

<u>0 days</u>	<u>1 day</u>	<u>2-3 days</u>	<u>4-5 times per day</u>	<u>6 or more days</u>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

E. What would support you in getting more daily physical activity?

F. How interested are you in getting involved in community gardens in your neighborhood?

<u>Not interested at all</u>	<u>Somewhat uninterested</u>	<u>Uncertain</u>	<u>Somewhat interested</u>	<u>Very interested</u>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

G. During the last 7 days, how many times did you eat fruits or vegetables? (Do not count juices)

<u>None</u>	<u>1-3 times</u>	<u>4-6 times</u>	<u>1-2 times per day</u>	<u>3 or more times per day</u>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Sense of community

A. How many of your neighbors do you know?

<u>All of them</u>	<u>Most of them</u>	<u>Half of them</u>	<u>A few of them</u>	<u>None of them</u>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

B. How strong is the sense of community in your neighborhood?

<u>Extremely strong</u>	<u>Very strong</u>	<u>Somewhat strong</u>	<u>Not so strong</u>	<u>Not at all strong</u>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

C. Please indicate your level of agreement with the following community involvement statements.

	Strongly agree	Somewhat agree	Uncertain	Somewhat disagree	Strongly disagree	Don't Know
1. Issues facing my community are important to me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. I am knowledgeable about the issues facing my community.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. I am engaged in addressing the issues of my community.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. I currently support nonprofit organization(s) with financial contributions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. I currently serve on a Board of Directors for a nonprofit organization serving the City of Ames.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. I currently volunteer for a nonprofit organization serving the City of Ames.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

D. Considering your experiences over the past 12 months, please indicate your level of agreement with each of the following statements

	Strongly agree	Somewhat agree	Uncertain	Somewhat disagree	Strongly disagree	Don't Know
I feel valued as an individual in the Ames community.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel I belong in this town.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ames has a strong commitment to diversity, equity, and inclusion.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am treated with respect in this town.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel Ames is a place where I could perform up to my full potential.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have found one or more organizations in this community where I feel I belong.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

E. What could the City of Ames do to demonstrate its commitment to diversity, equity, and inclusion?

In this last section, please tell us about yourself so that we will know if we have reached a representative sample of Ames residents.

A. How many **years have you lived** in Ames? _____ years

B. What is your **age**? _____ years

C. What is your **gender**?

- 1. Male
- 2. Female
- 3. Non-binary / third gender
- 4. Prefer to self-describe _____
- 5. Prefer not to answer

D. What is your **race**?

- 1. White
- 2. Black or African American
- 3. American Indian or Alaskan Native
- 4. Asian
- 5. Native Hawaiian or Pacific Islander
- 6. Other _____
- 7. Prefer not to answer

E. Are you of Hispanic or Latino origin?

- 1. No
- 2. Yes
- 3. Prefer not to answer

F. What is your highest level of **formal education**?

- 1. Less than high school diploma
- 2. High school diploma or GED
- 3. Some college
- 4. Undergraduate degree
- 5. Some graduate work
- 6. Graduate degree

G. Are you currently a **full-time student** at Iowa State University?

- 1. No
- 2. Yes

H. Your current **employment status**? (Circle ALL that apply.)

- 1. Employed full time
- 2. Employed part time
- 3. Retired
- 4. Full time homemaker
- 5. Not employed
- 6. Other _____

I. Do you **RENT** or **OWN** your home?

- 1. Rent _____ →
- 2. Own
- 3. Other (specify _____)

I1. For what reasons do you rent? (Circle ALL that apply.)

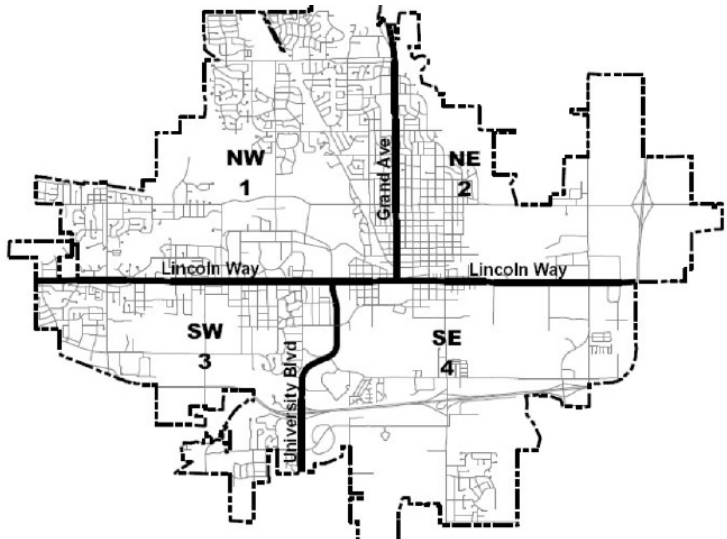
- 1. Short-term stay in Ames
- 2. Little or no upkeep
- 3. More security
- 4. Lack of adequate income
- 5. Other (Specify) _____

J. **Income level** is requested in order to understand how household needs differ based upon income. Circle the number for the category that best estimates your 2021 total household income (before taxes).

- 1. Under \$25,000
- 2. \$25,000–49,999
- 3. \$50,000–74,999
- 4. \$75,000–99,999
- 5. \$100,000–124,999
- 6. \$125,000–\$149,999
- 7. \$150,000–\$199,999
- 8. \$200,000 or more

K. In which part of Ames do you live? (Circle ONE)

- 1. **Northwest** (North side of Lincoln Way and streets to the north; west side of Grand Avenue and streets to the west).
- 2. **Northeast** (North side of Lincoln Way and streets to the north, east side of Grand Avenue and streets to the east).
- 3. **Southwest** (South side of Lincoln Way and streets to the south; west side of University Boulevard and streets to the west).
- 4. **Southeast** (South side of Lincoln Way and streets to the south; east side of University Boulevard and streets to the east).



J. We would appreciate any additional comments you would like to provide:

Thank you for contributing your time and making a difference in your community!

Return your questionnaire in the enclosed, postage-paid envelope OR deliver it to City Hall, 515 Clark Ave.