



**To:** Mayor and Council

**From:** Susan Gwiasda, Public Relations Officer

**Date:** February 23, 2016

**Subject:** Resident Satisfaction Survey 2016

The City of Ames is again working with Iowa State University's Institute for Design Research and Outreach to produce, distribute, and analyze the 2015 Resident Satisfaction Survey. This will be the 34th year of the survey, which includes mostly benchmarking questions. 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 two additional questions fit in the survey.

In the last few years, policy questions have examined yard waste free days and frequency, community visioning questions, redevelopment projects to pursue (Campustown, Campustown parking ramp, library renovations, Downtown parking ramp, etc.), rating the attractiveness of entryways into the city, support of City-sponsored "hot spots," support to offer fare-free CyRide to all riders, flood plain development, support for an indoor aquatics center, unmet human services needs in the community, and use of biking/walking trails.

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 decision making.

**This is your opportunity to have some input on topics included in the 2016 survey. Please consider what issues or policies would be helpful to have public feedback. You do not need to craft the actual questions. Our consultants at Iowa State University provide that expertise.**