MEMO



Item No. 23

To: Mayor and Council

From: Susan Gwiasda, Public Relations Officer

Date: February 25, 2020

Subject: Resident Satisfaction Survey 2020

The City of Ames is again working with Iowa State University's Institute for Design Research and Outreach to produce, distribute, and analyze the 2020 Resident Satisfaction Survey. This will be the 38th 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 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. At the request of the Healthiest Ames Board in 2018 and in 2019, "Health" and "Sense of Community" benchmarking questions were asked in the survey. You could opt to include these questions again, replace them with other questions, or remove them.

In the last few years, policy questions have examined incentives for waste reduction options, rating the attractiveness of entryways into the city, support of City-sponsored "hot spots," support for an indoor aquatics center, unmet human services needs in the community, support for solar energy, and interest in improving 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.

Please consider what issues or policies would be helpful to have public feedback. Remember, you do not need to craft the actual questions because our consultants at Iowa State University provide that expertise.

PREVIOUS QUESTIONS

Your health										
A. Overall, hov	w would you ra	te your health	?							
<u>Poor</u>	<u>Fair</u>	Good	Very good	<u>Excellent</u>						
more? 1. 0 da 2. 1 da 3. 2 - 3 4. 4 - 9	ay ay 3 days	ow many days	were you engag	ed in physical act	tivity of 20 minutes or					
C. What would	d support you in	n getting more	e daily physical ac	ctivity?						
	sted are you in		ed in community	gardens in your	neighborhood?					

- 2. Somewhat not interested
- 3. Uncertain
- 4. Somewhat interested
- Very interested
- E. During the last 7 days, how many times did you eat fruits? (Do not count fruit juices)
 - I did not eat fruit during the past 7 days
 - 2. 1-3 times during the past 7 days
 - 3. 4-6 times during the past 7 days
 - 4. 1-2 times per day during the past 7 days
 - 5. 3 or more time per day during the last 7 days
- F. During the last 7 days, how many times did you eat other vegetables? (Do not count green salad)
 - 1. I did not eat vegetables during the past 7 days
 - 2. 1-3 times during the past 7 days
 - 3. 4-6 times during the past 7 days
 - 4. 1-2 times per day during the past 7 days
 - 5. 3 or more time per day during the last 7 days

Sense of community	

- A. How many of your neighbors do you know?
 - 1. All of them
 - 2. Most of them
 - 3. About half of them
 - 4. A few of them
 - 5. None of them
- B. How strong is the sense of community in your neighborhood?
 - 1. Extremely strong
 - 2. Very strong
 - 3. Somewhat strong
 - 4. Not so strong
 - 5. Not at all strong
- 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
Issues facing my community are important to me						
I am knowledgeable about the issues facing my community						
3. I am engaged in addressing the issues of my community						
I currently support nonprofit organization(s) with financial contributions						
I currently serve on a Board of Directors for a nonprofit organization serving the City of Ames					_	
6. I currently volunteer for a nonprofit organization serving the City of Ames						