



CITY OF  
Ames™

*Caring People ♦ Quality Programs ♦ Exceptional Service*

# MEMO

**To:** Mayor and Council  
**From:** Susan Gwiasda, Public Relations Officer  
**Date:** February 23, 2021  
**Subject:** Item No. 30: Resident Satisfaction Survey 2021

The City is again working with Iowa State University's Institute for Design Research and Outreach to produce, distribute, and analyze the 2021 Resident Satisfaction Survey. This will be the 39th year of the survey, which includes mostly benchmarking questions. Those have remained the same (with minor updates) for the past 15 years to provide longitudinal feedback regarding satisfaction with City services.

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.**

Although we have included community health questions in the last two years of surveys, there may be other issues related to City initiatives that would be more of a priority for the 2021 survey. Some suggestions include probing interest or concern regarding an indoor aquatics center or establishing baseline interest or education on climate action planning.

Last year's direction from the Ames City Council included asking whether or not residents felt they belonged in the community. Also, an open-ended question was changed from "What would make Ames cool?" to instead read, "What would make Ames a fun, vibrant community?" **Unless you ask to remove those questions, they will be included in 2021.**

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.



## 38<sup>th</sup> Annual Resident Satisfaction Survey Spring 2020

**Instructions:** Please respond to each question with your own opinions and practices. This is usually done by circling a number or filling a box. 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 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. Bad checks, 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. School resource officer services.....	<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. How SATISFIED are you 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 City **Electric Department** 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 is offering SunSmart Ames, a project to bring a community solar farm to Ames. Ames Electric Services customers may purchase shares of the project at \$300 per "Power Pack." Participants will receive a monthly credit on their bills for 20 years. (More information at [www.CityOfAmes.org/Solar](http://www.CityOfAmes.org/Solar)) Are you interested in 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 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. How SATISFIED are you with the following aspects of City **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 sewer back-up in your basement/home?

1. Yes
2. No

**O1. 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

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. How many times per week do members of your household ride **CyRide** (public transportation)?

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 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 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

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Programs and Services

A. Programs and services listed in the following table are paid with local option sales taxes or property taxes. **In 2020-2021, 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? (Circle ONE response for each program or service.)**

	2020/2021 Property/ Local Option Sales Tax Funding	Should the City spend...?		
		Less	Same	More
1. Arts programs (Public Art & COTA) .....	\$ 229,898	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Fire protection .....	\$ 7,814,863	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Human service agency funding (ASSET) .....	\$ 1,524,850	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Law enforcement .....	\$ 10,541,148	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Ames Animal Shelter & animal control .....	\$ 498,045	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Ames Public Library .....	\$ 4,789,239	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Land use planning (both current and long-term)	\$ 887,561	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Parks activities .....	\$ 1,539,329	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Recreational opportunities .....	\$ 2,507,828	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. CyRide (public transit) .....	\$ 2,037,720	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Other (please specify _____)	-----	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

B. The City Council has approved a **five-year Capital Improvements Plan** that defines more than \$100 million in needs. These needs will exceed the funds available from local option sales taxes, road use taxes, and bonds. If approved, additional property taxes may be needed to pay for these projects.

How **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 number from Question B, which project should be the...

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

D. The City levy for the next year is \$10.15 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 \$558.82 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"/>



	Not Useful	Somewhat Useful	Very Useful	Don't Use
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"/>
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 / Instagram .....	<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
2. Door hanger
3. City of Ames website
4. Local radio
5. Local newspaper
6. Email
7. Facebook
8. Twitter
9. Instagram
10. Other (specify) \_\_\_\_\_

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](http://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 comments and overall ratings.

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

- |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|
| <u>Very poor</u>         | <u>Poor</u>              | <u>Good</u>              | <u>Very Good</u>         |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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

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

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D. What would make Ames a fun, vibrant community?

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Your Health

A. Overall, how would you rate your health?

- |                          |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <u>Poor</u>              | <u>Fair</u>              | <u>Good</u>              | <u>Very good</u>         | <u>Excellent</u>         |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

B. During the PAST 7 DAYS, how many days were you engaged in physical activity of 20 minutes or more?

1. 0 day
2. 1 day
3. 2 - 3 days
4. 4 - 5 days
5. 6 or more days

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

1. Not interested at all
2. Somewhat not interested
3. Uncertain
4. Somewhat interested
5. Very interested

- D. During the last 7 days, how many times did you eat fruits? (Do not count fruit juices)
1. 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 times per day during the last 7 days
- E. 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 times 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 very 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
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 Ames	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The city 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 Ames	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel this city 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 Ames 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 would make you feel welcome and give you a sense of belonging in Ames?

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In this last section, please tell us about yourself so 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

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. Unemployed
- 6. Other \_\_\_\_\_

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

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

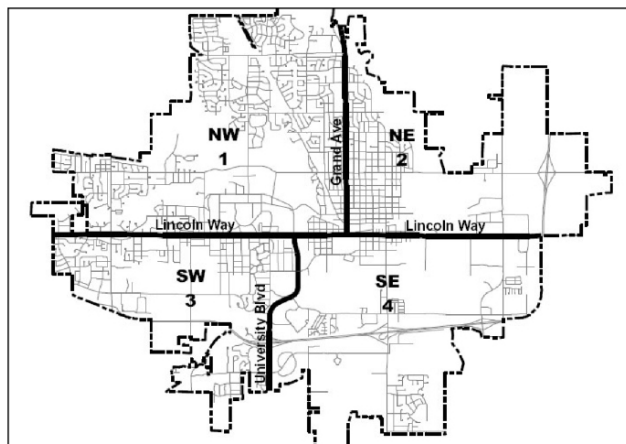
I1. For what reasons do you rent? (Circle ALL that apply.)

- 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 2019 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 area on the map)



- 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. This space is provided for your additional comments.

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**Thank you for contributing your time and making a difference in your community!  
Return your questionnaire in the enclosed, postage-paid envelope**