

37th Annual Report

Ames Residential Satisfaction Survey 2019



2019 Ames Resident Satisfaction Survey 37TH ANNUAL STATISTICAL REPORT

The City of Ames, Iowa, conducts an annual satisfaction survey of residents. In April 2019, the City mailed questionnaires to 1,350 city residents whose names were randomly selected from the City of Ames utility users list (population=20,000+). Additionally, 1,000 Iowa State University students were randomly selected from a mailing list generated by the ISU Office of the Registrar. Stratified random sampling was used to have representation from the students based on classification (sophomore to graduate levels). First-year students were intentionally excluded in the ISU sample due to their minimal exposure and use of City of Ames' services. Utility bill customers received a 12-page survey booklet via U.S. Mail. The booklet included standard benchmarking questions, as well as issue-related questions written specifically for this survey. The ISU students received the same survey via email developed using the Qualtrics Survey Software. The analysis was completed with assistance from Nora Ladjahasan from Institute for Design Research & Outreach, College of Design, Iowa State University.

This statistical report summarizes results from 606 respondents who returned usable questionnaires, 302 from the Ames residents (referred as non-student residents in this report) (50%) and 304 from ISU students (50%). Response rate for Ames residents group (non-student residents) was 22% and 30% for ISU students. Overall response rate for this year is 25.8%, which is 2% lower than last year (27.9%).

The number of questionnaires mailed or emailed included an oversampling of students in order to come up with the desired sample size that reflects target populations. The sample size needed to confidently generalize the findings was 331 for both groups (95% confidence level and a confidence interval of 5). The 606 completed surveys indicate that we are 95% confident that the questions are within +/-3.43% of the results if everybody participated in the study. In other words, the findings or the data significantly reflect the responses of the total population. For more details on calculating sample size, refer to:

<https://www.checkmarket.com/sample-size-calculator/>

Respondents' Personal and Social Characteristics

Table 1 illustrates the personal and social characteristics of respondents who completed the questionnaire. Column 1 lists describes characteristics of the respondents who participated in the survey. Column 2 shows personal and social characteristics of Ames residents collected from secondary data sources including 2018 City-Data.com, Suburban Stats 2019, 2019 Bureau of Labor Statistics, and 2017 American FactFinder. Columns 3-7 show personal and social characteristics of individuals who completed surveys between the years of 2015 and 2019.

Of the respondents in this year's survey, there are more female respondents than male (57% and 42%, respectively). One percent of the respondents opted not to respond to the gender question. Male respondents are slightly lower than the suburban stats (53%)

<https://suburbanstats.org/population/iowa/how-many-people-live-in-ames>. Majority of respondents were White (85%), 8% were Asian, 3% stated "others" and 1% Blacks or African American. These data is quite consistent with the 2019 racial composition of 83% White, Asian 10%, Black or African American and two or more races of 3%, respectively, and other races of .5% (<http://worldpopulationreview.com/us-cities/ames-population/>)

Sixty-four percent of the respondents have at least college degree, which is slightly higher than in 2018 City data (63%). Sixty-eight percent of the respondents are employed (31% had full-time employment, 37% part-time). Twenty percent were retirees. Only 1% declared that they were unemployed (almost

the same as the 2019 department of numbers of 1.2%)

(https://www.bls.gov/regions/midwest/ia_ames_msa.htm#eag_ia_ames_msa.f.p).

Thirty-six percent of respondents reported their household income to be less than \$25,000, 16% reported their income to be between \$25,000 and \$49,999, 24% reported earnings of \$50,000 to \$99,999, and another 24% of respondents make more than \$100,000 annually. Compared to last year survey, there are more respondents with a household income of \$100,000+ (24% for 2019, 22% for 2018) and higher than 2017 rate (based on 2017 American FactFinder data of 21%).

Table 1. Demographic Characteristics

<u>Characteristic</u>	<u>2017/2018 2nd Data</u>	<u>Survey Year</u>				
		<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>
Less than 1 year	-	2	<1	1	10	1
1-3 years	-	30	30	36	31	30
4-6 years	-	13	28	13	17	20
7-10 years	-	7	8	9	4	8
More than 10 years	-	48	34	41	38	41
Female	47	55	59	45	56	57
Male	53	45	41	55	43	42
Prefer not to answer					1	1
18-24	38	29	41	37	40	33
25-44	31	25	24	23	21	29
45-64	20	25	20	28	18	19
65-74	6	11	8	13	11	11
Over 75	5	10	6	9	10	9
Some HS	3	<1	<1		<1	<1
HS diploma	13	6	5	5	4	5
Some college	21	28	33	34	34	29
College degree	31	24	28	22	28	25
Some grad work	31	11	10	9	10	9
Graduate degree		31	24	30	25	30
Employed part-time	99	29	32	31	38	37
Employed full-time		38	38	29	27	31
Retired	-	22	14	23	19	20
Unemployed	1	1	9	10	11	1
Full-time homemaker	-	2	3	3	4	8
Less than \$25,000	33	31	44	39	41	36
\$25,000-\$49,999	22	17	14	13	14	16
\$50,000-\$74,999	14	14	14	12	14	13
\$75,000-\$99,999	11	11	11	12	9	11
\$100,000 +	21	27	17	24	22	24

A little over half (51%) of the survey respondents own their residence, the others rent. The majority of renters (75%) reported renting due to their short-term stay in Ames. Other reasons for renting were lack of adequate income (40%), followed by little or no upkeep (32%) and more security (10%) (Table 2).

Respondents who are homeowners differ from renters on several personal and social characteristics. Homeowners have lived in Ames longer than renters (25.7 years and 5.3 years, respectively). Of those who have lived in Ames more than 10 years, 88% are homeowners. Of those who have lived in Ames for four to 10 years, more than one-third (43%) own their home. More than two-thirds (72%) of renters have lived in Ames for four years or less. Not surprisingly, respondents who are homeowners (55.7 years old on average) tend to be older than renters (27.2 years old on average).

Of those between 25 and 44 years old, more than half (54%) are homeowners. Of those between the ages of 45 to 64, almost nine in 10 (89%) are homeowners. In contrast, 94% of those under 25 years of age rent, and 72% of fulltime college students currently rent.

For those with a college degree, 58% are homeowners and 42% are renters. Finally, homeowners typically have bigger household income than renters. Eighty-two percent of homeowners earn \$50,000 or more, whereas only 13% of the renters earn more than \$50,000. (Figures from this paragraph are not shown in any tables.)

Table 2. Housing characteristics

<u>Characteristics</u>	<u>2017 American Community Survey 5 year Estimates</u>	<u>Survey Year</u>				
		<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>
		Percent				
Housing type						
Rent	61	44	55	50	51	49
Own	39	56	45	50	49	51
If rent, for what reason?						
Short term stay in Ames	-	72	75	77	77	75
Lack of adequate income	-	32	37	25	36	40
Little or no upkeep	-	26	26	5	25	32
More security	-	3	5	33	5	10
Location of home						
Northwest	-	50	47	49	47	42
Southwest	-	25	26	14	13	29
Northeast	-	13	13	25	29	16
Southeast	-	13	14	12	11	12

Respondents also were asked about the location of their home in Ames. As seen on Figure 1, almost half (42%) of the respondents reside at the northwest part of the city (47% in 2018), 29% from southwest

(13% in 2018), 16% from northeast (29% in 2018), and 12% from southeast side (11% in 2018). (Figure 1)

There are more respondents from southwest part of the town compared to last year and less from northeast part. There were also less respondents from northwest this year compared to last year. Respondents from southeast was almost the same as the previous years.

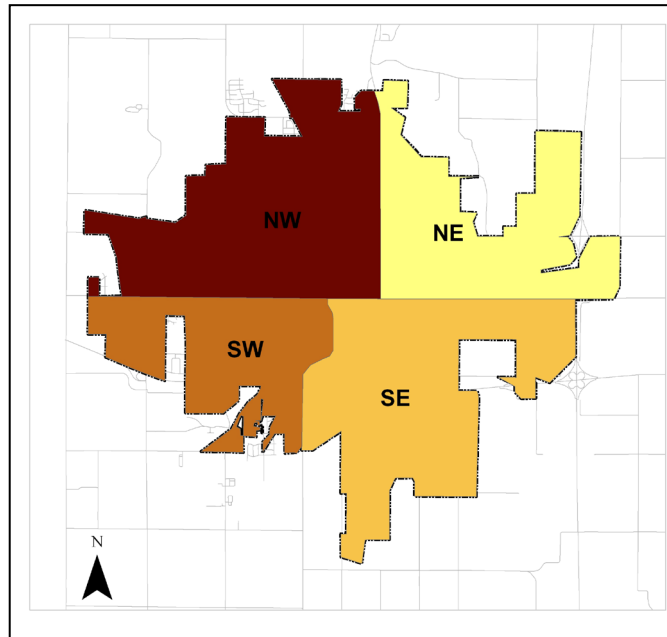
Figure 1. Geographic Sections

42% = Northwest

29% = Southwest

16% = Northeast

12% = Southeast



Priorities for On-Going Services

Respondents were asked to indicate their priorities for the upcoming city budget by indicating allocation levels (less, same or more) on various services paid for by property or sales taxes. Proposed funding amounts were indicated for each of the services. Table 3 shows the residents' spending priorities. A majority of respondents reported that they would like the City of Ames to spend the same amount as the previous year for all of the 10 services.

On a scale of 1 to 3 (1 – less spending, 2 – same spending, and 3 – more spending), all the programs received a score of 2.0 or higher. The programs receiving a 2.0 included Ames Public Library, and city arts programs (public art and COTA). These programs received the highest ratings for spending reduction (17.6% for Ames Public Library, and 22% arts programs).

Of those selecting “spend more,” 29.1% of respondents would like to see more money spent on Ames Animal Shelter & Animal Control, 22.2% wanted more spent on human service agency funding (ASSET), followed by arts programs (19.7%), parks activities (18.7%), and recreational opportunities (18.4%). These findings are in Table 3.

Arts program funding seems to be the most contested funding issue with over half of respondents (58%) proposing that fund should remain the same and roughly one-fifth (22%) reporting there should be less

funding with another fifth (19.7%) suggesting that the program should receive additional funding. Interestingly, this program has the smallest budget (\$209,979) of those included.

Table 3. On-going service priorities

On-going service (budgeted amount)	Should the city spend?			
	Less (1)	Same (2)	More (3)	Average
Ames Animal Shelter & animal control (\$ 446,674) (n=478)	7.5	63.4	29.1	2.2
Human service agency funding (ASSET). (\$ 1,423,497) (n=473)	8.9	68.9	22.2	2.1
CyRide (public transit) (\$ 1,907,085) (n=480)	7.7	74.2	18.1	2.1
Parks activities (\$ 1,475,381) (n=482)	8.5	72.8	18.7	2.1
Fire protection. (\$ 7,283,577) (n=482)	2.3	87.1	10.6	2.1
Land use planning (both current and long-term) (\$ 865,415) (n=475)	10.1	71.8	18.1	2.1
Recreational opportunities (\$ 2,247,978) (n=478)	11.5	70.1	18.4	2.1
Law enforcement (\$ 9,783,885) (n=479)	10.9	72.0	17.1	2.1
Arts programs (Public Art & COTA) (\$ 209,979) (n=477)	22.0	58.3	19.7	2.0
Ames Public Library (\$ 4,443,774) (n=476)	17.6	67.4	14.9	2.0
Other (n=114)	6.1	80.7	13.2	2.1

Table 4 shows the trends of the “spend more” responses. The category that received the most support for increased spending was the Ames Animal Shelter and Animal Control, which rose six percent from last year. Comparing 2018 to 2019, eight categories had just a percentage or two change. The largest decrease from the previous year was for funding the Ames Public Library (-8%). From 2015 to 2018, there has a slight increase in more spending for the Ames Public Library, but in 2019 this dropped sharply.

When considering this data, it’s important to remember that the majority of respondents consistently say the City of Ames should spend “the same” amount on service priorities, while “spend less” and “spend more” numbers represent a much smaller number of respondents.

Table 4. Trends in “spend more” responses for on-going services (%)

Services	Survey Year				
	2015	2016	2017	2018	2019
	Percent				
Ames Animal Shelter and Animal Control	23	25	26	23	29
Human Service Agency funding (ASSET)	21	25	23	21	22
Art programs	16	17	23	20	20
Park activities	18	19	22	21	19
CyRide (public transit)	33	29	25	20	18
Recreational opportunities	28	29	27	20	18
Land use planning (Both current and long-term)	17	17	17	16	18
Law enforcement	21	25	25	17	17
Ames Public Library	12	15	20	23	15
Fire protection	18	17	14	11	11

There were statistically significant differences noted between social characteristics and responses to some services. The data were examined for differences by years lived in Ames, age, gender, currently a full-time student at Iowa State University versus non-student, home ownership, education, employment status, household income, and geographic residence in town.

No significant difference in budget increase/decrease by geographic residences of respondents was found.

These groups of respondents **supported increased spending** for the following programs and services.

Arts Programs (Public Art &COTA)

- Female
- With graduate degree

Fire protection

- Long-term residents (more than 14 years in Ames)
- Older respondent (older than 33 years of age)
- Female
- Owner
- Non-student residents

Human service agency

- Long-term residents (more than 14 years in Ames)
- Older respondent (older than 33 years of age)
- Retired
- With incomes of \$50,000–74,999 and \$200,000 or more

Law enforcement

- Long-term residents (more than 14 years in Ames)
- Owner

Ames Animal Shelter and Animal Control

- The same for all the respondents

Ames Public Library

- Female
- With graduate degree
- Full-time homemaker

Land use planning (both current planning and long term)

- The same for all the respondents

Park activities

- The same for all the respondents

Recreational opportunities

- With income of \$125,000–\$149,999

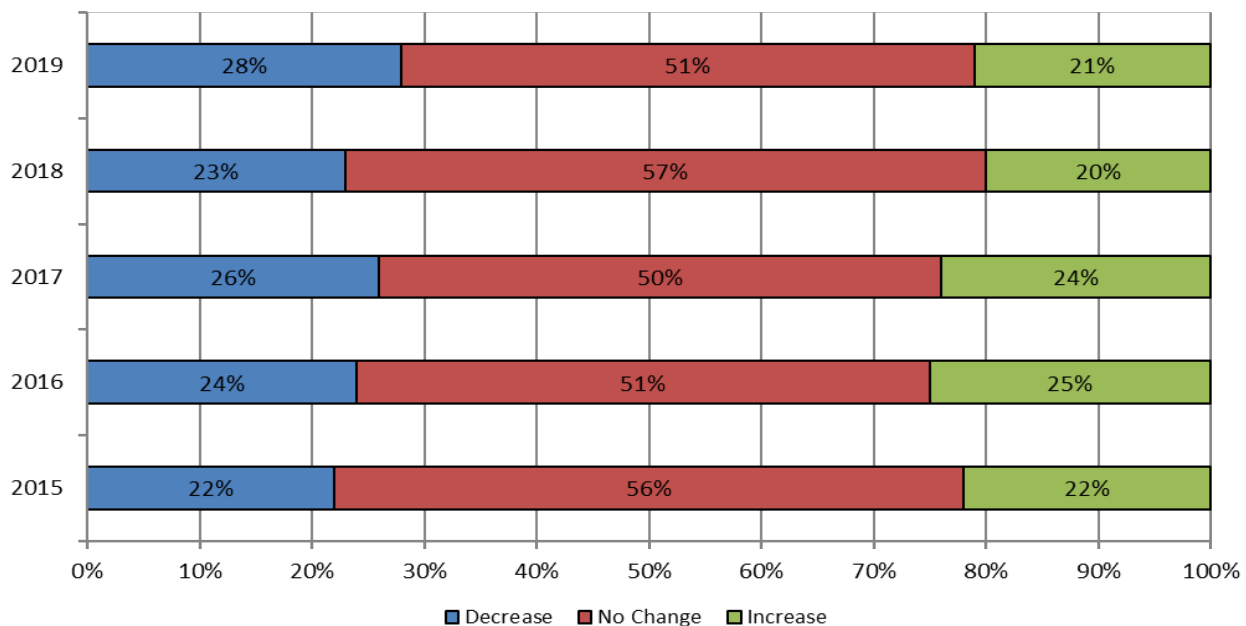
CyRide (public transit)

- ISU student
- Renter
- With graduate degree

The City levy for the next year is \$10.03 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 \$570.65 after rollback. When respondents were asked what should be the adjustment in the property taxes in the next year, 51% indicated no change, 28% suggested decrease and only 21% suggested an increase in property taxes.

Figure 2 chronicles preferred property tax adjustments over the past five years. This year, more respondents indicated they would prefer a decrease in property tax (28% in 2019 compared to 23% in the previous year). Another 21% prefer an increase in property tax (compared to 20% in 2018). The percentage of “no change” preference decreased by 6% (57% in 2018, 51% in 2019).

Figure 2. Trends in preferred property tax adjustments for next year



Capital Improvement Priorities

Respondents were asked to prioritize from seven suggested capital improvement project areas. Table 5 shows respondents' 2019 capital improvement priorities. This year the three highest priorities were reconstruction of existing streets (86% rated this as somewhat or very important), traffic flow improvement (81%) and storm water drainage (80%). Reconstructing existing streets received a mean value of 3.26 based on a 4-point scale (1- not very important, 2 - not important, 3 - important and 4 - very important). Thirteen survey respondents answered with "other" specified priorities, see below.

Table 5. Capital improvement priorities, 2019

	<u>Somewhat or Very Unimportant</u>	<u>Somewhat or Very Important</u>	<u>Average*</u>
Reconstructing existing streets	14	86	3.26
Traffic flow improvements	19	81	3.16
Storm water drainage improvements	20	80	3.12
Greenway trails (recreational) improvements	38	62	2.69
Improvements to existing parks	37	63	2.68
Off-street bike facilities (commuter) improvements	43	57	2.60
On-street bike facilities (commuter) improvements	45	55	2.55
Other, specify	40	60	2.67

*1=very unimportant; 2=somewhat unimportant; 3=somewhat important; 4=very important

Other responses: (n=13)

- CyRide
 - Expanding/extending CyRide routes
 - CyRide
- Flood Control
 - Flood control for Skunk River and Squaw Creek thru ISU/Ames
- Pedestrian Infrastructure
 - Sidewalk repair in core neighborhoods.
 - The sidewalks. More of them. Sometimes they just end and you're left walking on the street.
- Railroad
 - Need viaduct for train on Duff.
- Snow Removal
 - Snow and ICE removal. ICE!
 - Snow removal.
- Sustainability
 - Green sustainable everything

- Taxes
 - Taxes on property too high now. Tax the apartments.
- Traffic
 - Grand Ave & 13th Street
 - Stop building roundabouts.
 - Traffic flow improvements on busy streets such as Duff
- Vacant Lots
 - Vacant Lots repurposed (ex: “The District” on Lincoln)

Table 6 illustrates trends in respondents’ views about the importance of each of the capital improvement projects in the last five years. The top three project priorities have remained quite consistent over the past five years: (1) reconstructing existing streets followed by (2) traffic flow and (3) storm water drainage improvements.

In 2019, there was not much change in the trends for capital improvement priorities from the previous year. Most categories seeing only a slight (1-5%) increase or decrease from the previous year. However, in 2019, there was a 19% decrease in the “other” category over the previous year. Some of the comments were addressing specific areas of concern in previously mentioned categories, for example, traffic flow improvements on Duff, Grand, and 13th Street. A viaduct for train on Duff Avenue was also suggested. Other priorities mentioned were neighborhood sidewalk repair and maintenance especially in winter time, extending CyRide routes, and vacant lots repurposed.

In 2016, the category, “on-street bike facilities (commuter) improvements,” was added to the survey and in the inaugural year, 61% of the respondents indicated that it was very or somewhat important compared to 55% this year. “Greenway trails (recreational) improvements” was also added to the survey in 2016. In the introductory year, 69% of respondents indicated this was very or somewhat important compared to 62% in 2019.

Table 6. Trends in capital improvement priorities

<u>Service</u>	<u>Survey Year</u>				
	<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>
	Percent very or somewhat important				
Reconstructing existing streets	88	80	82	82	86
Traffic flow improvements	84	79	78	81	81
Storm water drainage improvements	77	69	78	76	80
Improvements to existing parks	68	66	68	65	63
Greenway trails (recreational) improvements		69	67	65	62
Off-street bike facilities (commuter) improvements	71	62	57	58	57
On-street bike facilities (commuter) improvements	–	61	59	60	55
Other	–	–	53	79	60

Survey respondents ranked their three highest capital improvement priorities. Table 7 shows the results of those rankings. Reconstructing existing streets ranked as the first priority. It has claimed the top priority for the past four years.

Table 7. Ranking of Capital Improvement Priorities

Capital Improvements	1st Priority (n=494)	2nd Priority (n=485)	3rd Priority (n=480)
Reconstructing existing streets	35	26	14
Traffic flow improvements	28	22	17
Storm water drainage improvements	16	18	22
On-street bike facilities (commuter) improvements	6	11	8
Improvements to existing parks	5	7	17
Off-street bike facilities (commuter) improvements	5	6	10
Greenway trails (recreational)Improvements	3	9	12
Other	2	0	1

Resident Satisfaction with City Services

Respondents were asked to rate their level of satisfaction with nine services provided by the City of Ames. Responses were based on a scale of 1 to 4 (1 = “very dissatisfied”, 2 = “somewhat dissatisfied”, 3 = “somewhat satisfied”, and 4 = “very satisfied”) as well as a fifth option, “don’t know.” Figure 3 shows the level of satisfaction with City services continues to be high. From 2015 to 2019, all of the nine services were rated high (satisfied to very satisfied) by the respondents.

In 2019, the levels of satisfaction of increased slightly for Fire & Rescue and Ames Public Library. Satisfaction with water services has remained steady over the past five years. Trends over the past five years show a slight decreased satisfaction compared to 2018 in the following categories: Electric, CyRide, Law Enforcement, Sanitary Sewer, Parks & Recreation, and Public Nuisance Enforcement services.

Figure 3. Perceived Satisfaction Levels on Services, 2015-2019

(1=very dissatisfied; 4=very satisfied)

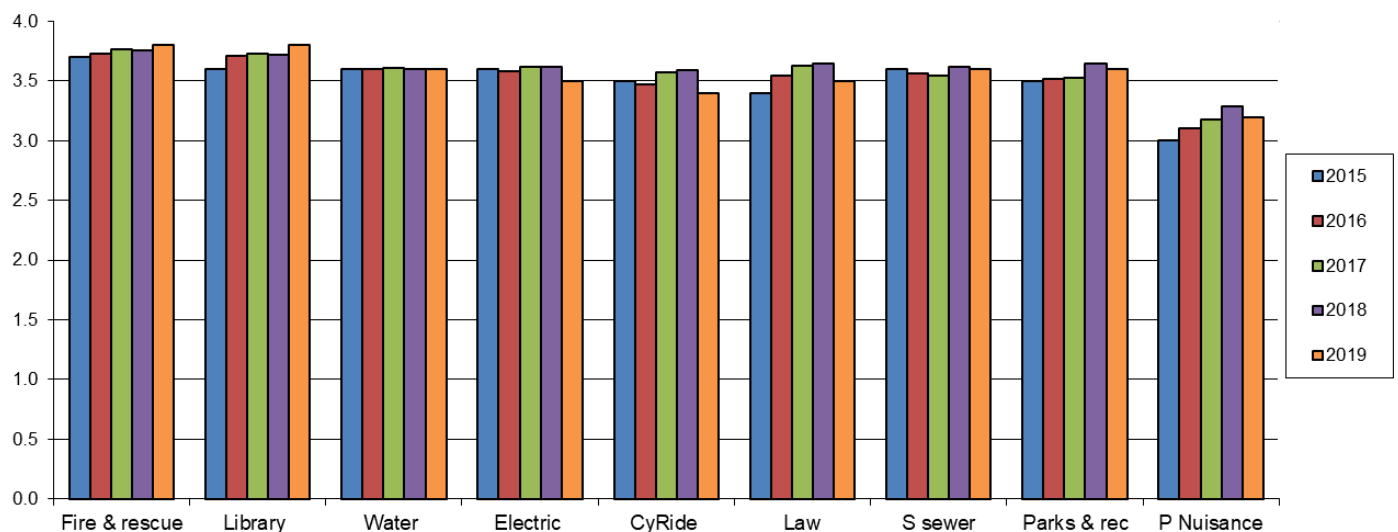


Table 8 summarizes respondents' satisfaction with City departments. Overall, respondents are quite pleased with city services, as seven of nine service areas receiving 91% or more "somewhat or very satisfied" responses. Respondents were 81% somewhat or very satisfied with Public Nuisance Enforcement and 89% with CyRide bus services.

Table 8. Summary Table of Satisfaction with City Services (removing "don't know")

	<u>Very/Somewhat Dissatisfied</u>	<u>Very/Somewhat Satisfied</u>
Fire rescue services (n=338)	0.6	99.4
Library services (n=395)	1.8	98.2
Parks & recreation services (n=469)	4.7	95.3
Water service (n=473)	5.1	94.9
Sanitary sewer service (n=432)	5.8	94.2
Electric services (n=461)	5.9	94.1
Law enforcement services (n=446)	8.6	91.4
CyRide bus services (n=364)	11.0	89.0
Public Nuisance Enforcement (n=384)	19.0	81.0

Police Department

Next survey respondents indicated their priorities for law enforcement. Respondents were asked to report whether they thought the Ames Police Department should give less, the same, or more emphasis to 16 law enforcement activities. More than half of respondents indicated emphasis should be the same for every category, except sex-related offenses investigation. Table 9 shows respondents' preferences for priorities for Ames Police Department activities from the 2019 survey.

While most people indicated that law enforcement activities should remain constant, one category, sex-related offenses investigation received rankings that should be considered for additional priority. Fifty-one percent of respondents indicated that sex-related offenses investigation should receive more emphasis, with only 1% suggesting less emphasis. Other policing activities that people specified should have additional emphasis included: crime prevention and education activities (37.6%), illegal drug use prevention and enforcement (34.6%), violent crimes investigation (33.9%), and domestic violence & family dispute resolution (29.7%).

There was one area that stood out when respondents were asked which area should use less enforcement. Forty percent of survey respondents indicated that parking laws enforcement should receive less emphasis from law enforcement. Although parking laws enforcement also ranked highest for less emphasis in the previous year's survey, there was a 7% increase in the number of people feeling this way (33% for 2018, 40.6% for 2019). Other categories that respondents felt should receive less emphasis included speed limit enforcement (18.9%), noise laws and nuisance party enforcement (14.8%), alcohol-related crime enforcement (12.1%), and illegal drug use prevention and enforcement (10.2%). Less than 1% of the respondents believed that violent crime investigation should receive less emphasis.

Table 9. Future emphasis for Police Department activities

<u>Police Department activity</u>	<u>Less</u>	<u>Same</u>	<u>More</u>
Sex-related offenses investigation (n=538)	1.3	47.6	51.1
Crime prevention and education activities (n=540)	2.2	60.2	37.6
Illegal drug use prevention and enforcement (n=538)	10.2	55.2	34.6
Violent crimes investigation (n=540)	0.6	65.6	33.9
Domestic violence & family dispute resolution (n=538)	1.5	68.8	29.7
Bad checks, fraud, & identity theft investigation (n=538)	2.0	73.0	24.9
Alcohol-related crime enforcement (n=544)	12.1	64.7	23.2
School resource officer services (n=536)	2.8	74.6	22.6
Residential patrolling (n=541)	6.1	75.2	18.7
Noise law and nuisance party enforcement (n=540)	14.8	67.0	18.1
Animal control and sheltering (n=546)	5.9	76.2	17.9
Speed limit enforcement (n=546)	18.9	66.5	14.7
Juvenile crimes investigation (n=540)	5.2	81.5	13.3
Traffic control and enforcement (n=541)	7.4	81.1	11.5
Business district patrolling (n=537)	8.0	84.7	7.3
Parking laws enforcement (n=539)	40.6	54.2	5.2

Table 10 shows five-year trends for police department activities that should receive “more emphasis.” For the past several years, survey respondents have continually indicated that sex-related offenses investigation needs “more emphasis.” In general, the 2019 survey numbers remained very similar to those of 2018. There were several areas of slight increases that respondents indicated could use additional emphasis including crime prevention and education activities (3%), bad checks, fraud & identity theft investigation (3%) and animal control and sheltering (3%). Over the past year, several policing activities have seen slight declines in the number of respondents indicating a need for “more emphasis” compared to 2018 data: domestic violence/family dispute resolution (-2%) and school resource officer services (-3%). Perhaps the declines in these areas is due to more emphasis being given to these areas over time.

Table 10. Trends in “more emphasis” for police department activities

<u>Police Department activity</u>	<u>Survey Year</u>				
	<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>
-	Percent				
Sex-related offenses investigation	47	51	52	51	51
Illegal drug use prevention and enforcement	35	35	42	36	35
Crime prevention and education activities	32	36	36	35	38
Violent crimes investigation	34	38	39	33	34
Domestic violence/family dispute resolution	35	36	37	32	30
School resource officer services	19	22	18	26	23
Bad checks, fraud & identity theft investigation	27	28	30	22	25
Alcohol-related crimes enforcement	29	31	30	21	23
Noise laws and nuisance party enforcement	17	20	20	18	18
Residential patrolling	18	19	19	18	19
Animal control and sheltering	14	18	15	15	18
Juvenile crimes investigation	16	17	13	14	13
Speed limit enforcement	14	17	12	14	15
Traffic control and enforcement	16	18	14	12	11
Business district patrolling	6	9	9	8	7
Parking laws enforcement	5	5	4	6	5

Additional Comments

The police department received many positive comments from the respondents. Here are examples:

- “We have an excellent police force.”
- “Sorry, I know you guys are already stretched thin enough as it is. I wish I could find more time and resources for you to expand. As it is...You guys rock!”
- “Any experience I have had with Ames police have been positive, they have had huge smiles and been very friendly and approachable.”
- “As a female student, I feel much more comfortable walking/biking to campus when I see police cars patrolling the city.”

Many people indicated having a lack of knowledge about the current policing priorities or lack of police contact. There were a number of specific problems mentioned in the comments including stricter litter enforcement, better traffic enforcement, jaywalking, noise control, fireworks enforcement, and better investigation of all crimes. Several non-motorists made comments about safety in pedestrian crosswalks and bicycles obeying traffic signals.

Several survey respondents provided suggestions for improvement. One respondent suggested providing sexual assault education. Another person recommended the police force have cultural competency training for working with people of color.

There were people commenting on both sides of the drug and alcohol enforcement. Many people felt that the police should be more lenient on the enforcement of alcohol and cannabis and CBD oil. Several people felt the police over enforce this issues and should spend more time on other crime.

Parking was another topic to receive comments. Most comments focused on the lack of available parking, parking fees, and tickets. There were a couple comments focused on school resource officers.

The word cloud is the visual representation of the comments. For original responses, please refer to the appendix.



Fire Department

Survey respondents reported their satisfaction with various Ames Fire Department activities. Table 11 shows respondents’ satisfaction ratings. For each activity, at least 60% of survey respondents responded with “Don’t know.” These individuals were excluded from the data in Table 11. Almost all of the respondents were somewhat/very satisfied with efforts at ambulance assistance (97%) and putting out fires (96.4%), followed by 94.8% for home & business safety inspection and 92.1% for fire prevention education and outreach.

Table 11. Satisfaction with Fire Department activities (“Don’t Know” removed)

Fire Department Activity	Very/Somewhat Dissatisfied	Somewhat/Very Satisfied
Ambulance assistance (n=203)	3.0	97.0
Putting out fires (n=165)	3.6	96.4
Home & business safety inspections (n=172)	5.2	94.8
Fire Prevention education & outreach (n=216)	7.9	92.1

Additional Comments

Residents of Ames provided many positive comments regarding the Ames Fire Department. Several people wrote comments of gratitude. Another respondent commented about the “lift and assist” service for a citizen who had a fall. Other respondents provided specific positive examples of how the Fire Department has helped them in the past. A grateful respondent mentioned the fire department’s pet

rescues and pet first aid. Several people provided positive examples of fire safety training and outreach activities (tours, open houses) provided by the Ames Fire Department. Many respondents commented that they have never had any instances where they needed the services from Fire Department. Four commented that they would like to receive more information about home fire prevention or business inspection. One person suggested that information about these services should be published in the city’s utility newsletter.

Several people commented about rental inspections. One respondent acknowledged being a landlord and that the inspections staff focuses on fire and electrical safety. Another respondent would like to see improved rental inspections.

Actual responses can be seen at the appendix.



Ames Electric Service

Survey respondents were asked a series of questions regarding Ames Electric Services including questions about power outages, satisfaction with various aspects of the Electric Services department, and SunSmart Ames, the community solar project.

Ames Electric Service provides electricity to 94% of the respondents’ homes. The number of respondents who have experienced a power outage fluctuates every year. This is often due to weather conditions. Table 12 demonstrates this fluctuation, in 2015, 35% of those surveyed experienced a power outage followed by 42% in 2016 and down again to 34% in 2017. In 2018, 36% of respondents reported experiencing a power outage and 34% of customers reported experiencing a power outage in 2019. Twelve percent of respondents experienced power surge, which affected their computer operations in 2019.

Table 12. Respondents’ experience with electric service interruption

<u>Service outage</u>	Survey Year				
	<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>
	Percent who responded “yes”				
Experienced power outage	35	42	34	36	34
Experienced power surge which affected computer operations	12	15	10	10	12

Table 13 shows satisfaction rates with electrical department services. “Does Not Apply” responses were excluded in this analysis. Ninety-five percent of Ames customers were somewhat or very satisfied with

the quality of power and 94% with time to restore service. Likewise, 92% were satisfied with response of City employees and ease of reporting an outage (90%).

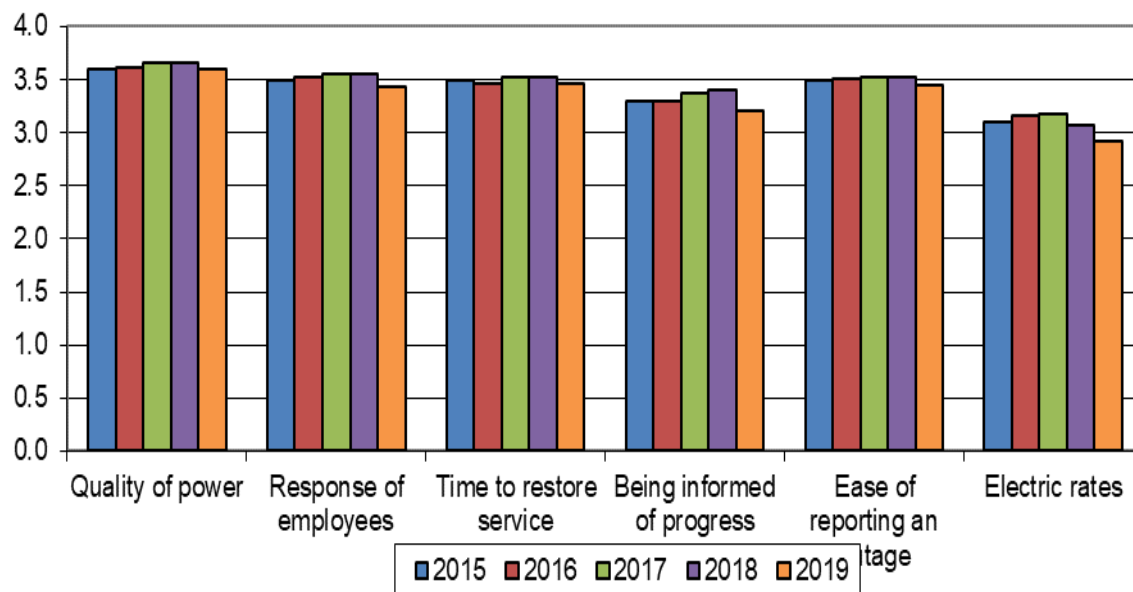
Twenty-eight percent of respondents reported being very/somewhat dissatisfied with electric rates, and 20% of respondents also reported dissatisfaction with the electric services communication of progress in restoring services.

Table 13. Satisfaction with Electric Department services

	Very/somewhat dissatisfied	Somewhat/very satisfied	<u>Average</u>
	Percent		
The quality of power (n=420)	5.0	95.0	3.6
Time to restore service (n=291)	5.8	94.2	3.5
Ease of reporting an outage (n=274)	9.5	90.5	3.4
Response of employees (n=272)	8.1	91.9	3.4
Being informed of progress restoring services (n=301)	19.9	80.1	3.2
Electric rates (n=423)	28.1	71.9	2.9

Figure 4 shows the five-year trends in the level of satisfaction with the Electric Services department. In general, the satisfaction levels have remained quite constant over the five-year period. For 2019, each category is slightly lower than the previous year, with the lowest levels of satisfaction being electric rates and informing public of progress.

Figure 4. Satisfaction with City Electric Department activities, 2015-2019



Respondents were asked to gauge their interest in participating in the SunSmart Ames community solar farm. To participate, Ames Electric Services customers would purchase shares of the project at \$333 per “Power Pack” and receive a small monthly credit on their bills for 20 years.

To better market this program, the survey asked for feedback on why customers would not want to participate. Just over 20% of respondents were interested in participating in the program. Of those who were not interested, a majority (59.3%) stated that they are not planning to stay in Ames long term. Other reasons for not wanting to participate in the program include the cost; lack of knowledge about the program; long-term commitment required and pay off (due to age; short-term stay in Ames); and lack of clarity about the program. Many commented that as renters they can’t make that choice; and the perception that the return on investment is low.

Other comments

- Low Income
 - Not enough funds to participate but great idea
 - Price is reasonable, but as a graduate student I can't afford it.
 - This seems elitist. \$350 is a large amount of money for poor families, who would benefit most from renewable, cost-effective energy. Lower the price, increase the number who join in.
- Lack of Interest
 - Too expensive and inefficient.
 - Not Interested
 - Solar farms are disputed as non-beneficial because of their space requirements hurting ecosystems or using land used normally for agriculture. Solar panel waste can also be a problem
- Lack of Knowledge
 - Don't know about it.
 - Need more input on this.
 - Not aware of this. Didn't pay too much attention. Didn't get informed.
- Long Commitment
 - 20 years is a long commitment.
 - Don't expect to live 20 years.
 - I'm 90 years old, not enough time left.
 - My age. (3)
 - Not sure I would be in Ames for 20 years - would do it if I were younger.
 - Payback period is way too long. I won't live long enough to see a reasonable payback.
 - Too old (2)
- Low Benefit/Return on Investment
 - Very interested in renewable energy, but community solar programs take quite some time to payoff/see return on investment. If I don't plan to live in Ames for the next decade or two, there's little incentive for me to participate aside from my personal desires/values to have renewable energy.
 - Benefit for residential property owners is too weak.
 - Ineffective
 - Lack of knowledge/is solar going to have ROI for us.
 - Lengths of return on money.
 - Monthly credit is far too small.
 - No clarity on ROI
 - Not a good ROI
 - Not a viable solution.
 - Not enough details on credit amount.

- Not sure I'll be around to get the money back.
- Nuclear
 - Solar Energy is trash. You must build a gen 3+ or newer nuclear power plant. If you can't understand that then sustainable energy is not your priority.
 - The state of Iowa should invest in nuclear power instead. It's actually cleaner than solar and more price efficient.
- Renter
 - I am not a home-owner or property manager (2)
 - I rent. (10)
 - I'm in an apartment building but if they want to, they're going to need a lot of solar power for some of my neighbors
 - Live in Apartment complex.
 - Lived in apartment and only in Ames for a few more years (2)
- Short-term
 - I eventually plan to move out of Ames, but if I ever move back I am interested!
 - I would love to participate but I am a college student
 - I'm only staying in Ames for a little bit longer but I would definitely support this even if I don't receive the full benefit
 - May not live in Ames depending on job location after graduating from ISU.
- Status Quo
 - I'm happy with what I pay now.
- Undecided
 - Not sure learned about this. Possibly interested.
 - Not yet
 - What is the offset of the credit? Not enough information to answer
 - Would if city owned.
 - Still thinking

Water and Sanitary Sewer Utilities

Of the respondents who use City of Ames water and sanitary sewer services, the majority reported never having problems such as too much pressure (87%), soft water (76%), rust (75%), disagreeable taste or odor (73%), too little pressure (69%), sediment (69%), or hard water (65%). However, these numbers are down from the previous year.

Figure 5a shows the frequencies of water service problems as reported in 2019. Most respondents experiencing water problems indicated they had problems once or twice in the past year ranging from too much pressure (3%) to sediment (16%). Nine percent of survey respondents reported experiencing hard water on seven or more occasions in the last year. Figure 5b shows data on the number of respondents reporting no water problems for the past five years (2015 to 2019). Historically, a majority of Ames residents are pleased with their water.

Comparing 2019 data to previous data, areas showing biggest gains in customer satisfaction in the areas of too much water pressure and soft water. Two areas that dropped slightly in customer satisfaction were sediment and too little pressure.

Figure 5a. Frequencies of water service problems, 2019

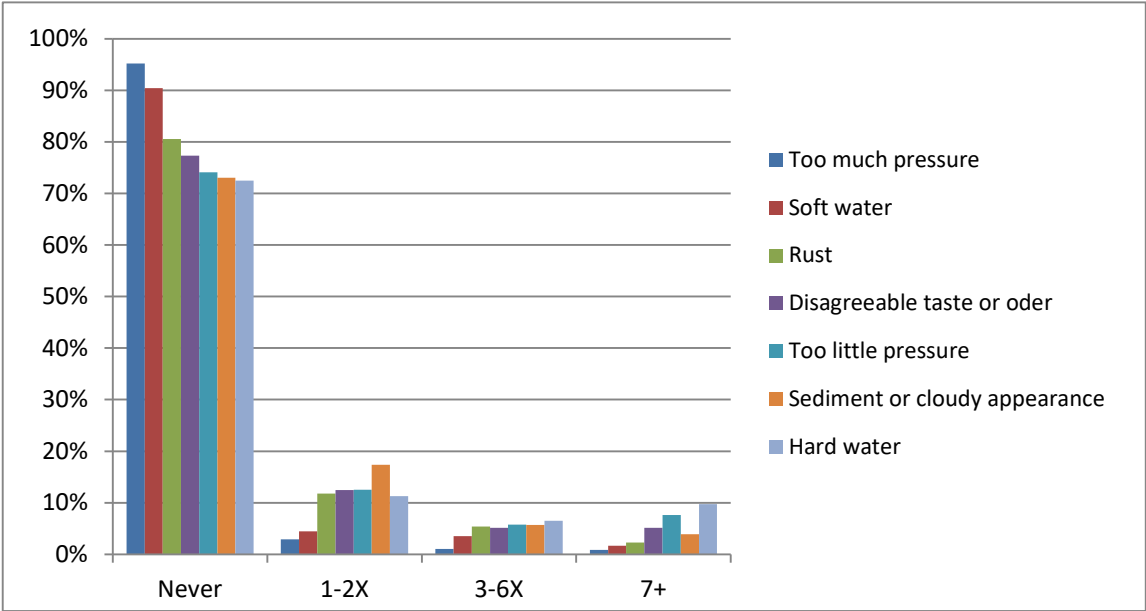
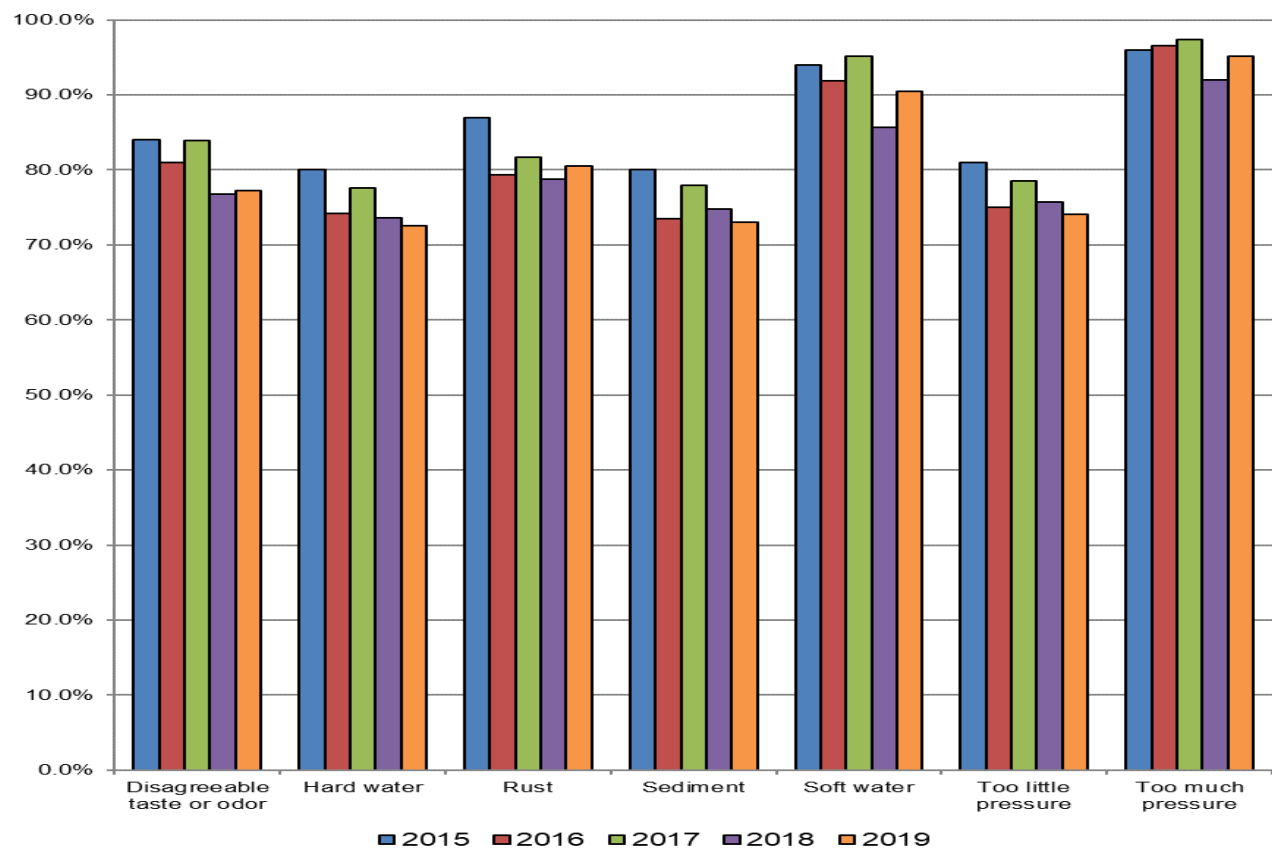


Figure 5b. Respondents Reporting No Water Service Problems, 2015-2019

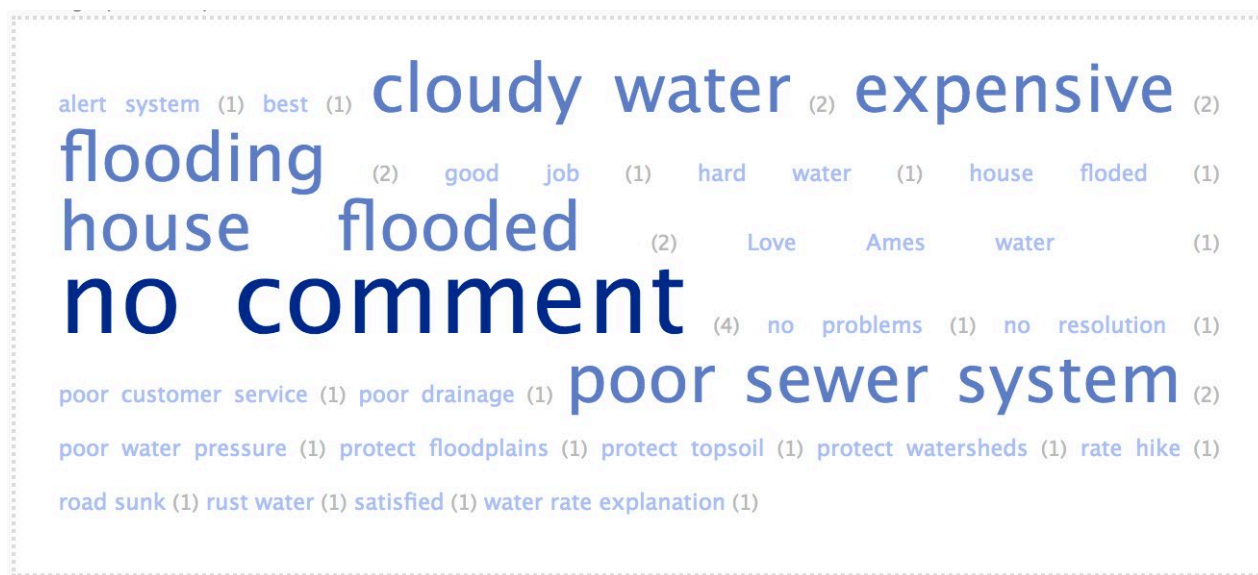


Additional Comments

Many respondents commented about drinking water – most comments indicated that they were pleased with the quality and taste of Ames water. Somebody mentioned that over the past six or so months that she had lived in Ames, she did not experience any problems related to the City of Ames Water and she feels confident and satisfied.

Some of the comments were water rates being expensive, hard water, low pressure, and some rust. Most of the complaints revolve around poor sewer system that caused flooding in their basement, on the street and neighborhood.

For exact wording of comments and to review all comments, please see the appendix.



Water and Pollution Control Department

Satisfaction with services of City Water & Pollution Control Department is reported in Table 14. Over 90% of those surveyed were satisfied with water quality. Approximately 78% were satisfied with water rates and 77% sewer rates.

Table 14. Satisfaction with Water & Pollution Control Department services

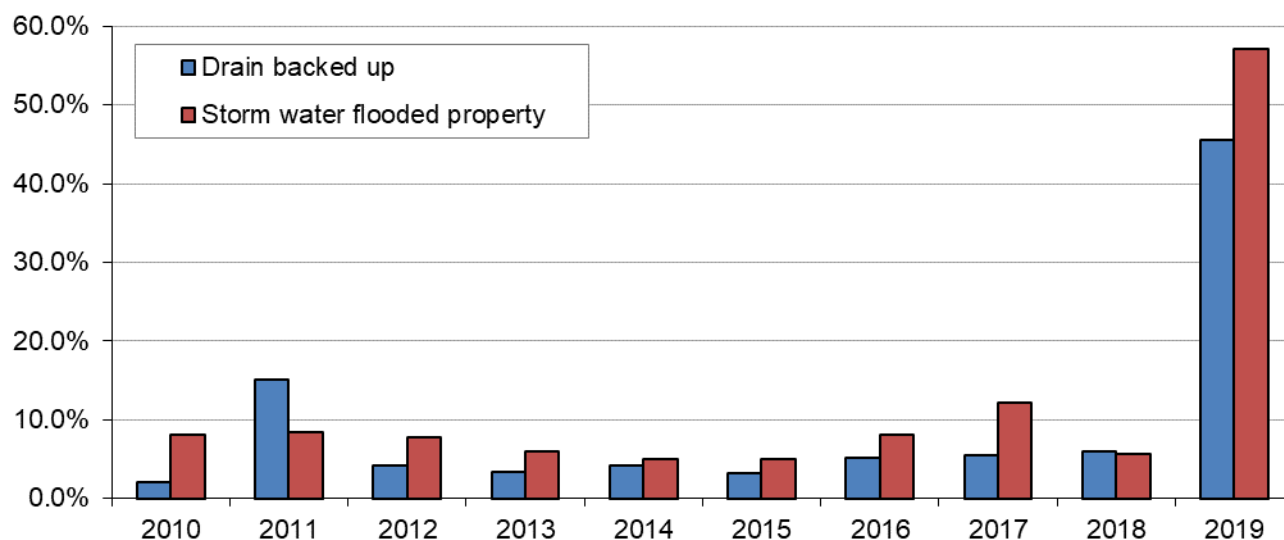
	Very/somewhat dissatisfied	Somewhat/very satisfied	Average
Water quality (n=475)	9.5	90.5	3.5
Water rates (n=423)	22.0	78.0	3.1
Sewer rates (n=407)	23.1	76.9	3.0

* “Does not apply” excluded when calculating percentages for “very dissatisfied” to “very satisfied.”

Figure 6 shows trends in number of people experiencing problems related to the city's storm water system. Over the past decade, there have been some years with increased activity, for example, 2011 and 2017, but the numbers from 2019 far exceed any of the preceding years. This is due to an extremely wet year. Ames received 51.25 inches of precipitation in 2018 (2019 survey year), compared to the yearly average of 35.83 inches. In June 2018, alone, Ames received 11.84 inches of rain compared to the average of 4.96 inches.

Survey respondents were asked if the City sewer system caused a drain back-up in their basement/home. Forty-five percent of those surveyed or 239 individuals indicated that they had a back-up in their home. Of those who had a drain back-up problem, only 5% (n=11) reported the problem to the City, of which 80% were somewhat/very satisfied with the response and assistance they got from the city. Respondents also reported whether the storm water flooded onto their properties from the street. In 2019, storm flooding was reported by 300 respondents or 57.6% of respondents. Of the 300 respondents who experienced flooding, only 6% (n=18 people) reported the problem to the City. When asked how satisfied they were with the city's response to the flooding problem, half (n=9) were dissatisfied/or very dissatisfied with the response.

Figure 6. Respondent's experience with city sewer system problems, 2010-2019



Additional Comments

Many of the comments in this section were detailing specific incidents of sewer drain backup or flooding of property. Some respondents mentioned flooding from their alley. One person asked if there was an alert system via phone or email for flash flooding. Several people commented about the high water rates and lack of transparency for how rates are assessed. This could be an opportunity to educate customers about the costs of clean water. There were also positive comments about the water in Ames. Please see the appendix for complete comments.

Neighborhood Nuisance Enforcement

Table 15 illustrates survey respondents' satisfaction with the City's neighborhood nuisance enforcement efforts. More than 45% of the respondents surveyed indicated they did not have an opinion on each of these activities (ranged from 45% to 69%). These individuals were excluded from the denominator when percentages for "satisfied" and "dissatisfied" were calculated. Among those who expressed opinions, more than two-thirds reported being "somewhat" to "very satisfied" with each enforcement effort: over occupancy in rental property (76%), noise limits (77%), front yard parking on residential property (75%), property upkeep (66%), outdoor storage on property such as old cars, tires, furniture, garbage (65%), and yard upkeep (64%). The average satisfaction is moderate (level ranges from 2.8 to 3.0).

When satisfaction level was compared against geographic characteristics of the respondents, those living in the northwest side of town (north side of Lincoln Way and streets to the north; west side of Grand Avenue and streets to the west) were more satisfied with front yard parking on residential property compared to those living in the southeast area (south side of Lincoln Way and streets to the south; east side of University Boulevard and streets to the east). (Average value was 3.5 for NW and 2.5 for SE).

The level of satisfaction on the other nuisance issues such over-occupancy in rental property, noise limits, yard upkeep (overgrown vegetation), property upkeep (paint, gutters, broken windows), and outdoor storage on property (old cars, tires, furniture, garbage) were almost the same regardless of their geographic residence.

Table 15. Satisfaction in neighborhood nuisance enforcement

	<u>Very/Somewhat</u> <u>Dissatisfied</u>	<u>Somewhat/Very</u> <u>Satisfied</u>	<u>Average</u>
	Percent		
Front yard parking on residential property (n=233)	25.3	74.7	3.0
Over-occupancy in rental property (n=171)	24.0	76.0	2.9
Noise limits (n=278)	25.5	74.5	2.9
Yard upkeep (overgrown vegetation) (n=299)	36.5	63.5	2.8
Property upkeep (paint, gutters, broken windows) (n=286)	34.3	65.7	2.8
Outdoor storage on property (old cars, tires, furniture, garbage (n=284)	35.2	64.8	2.8

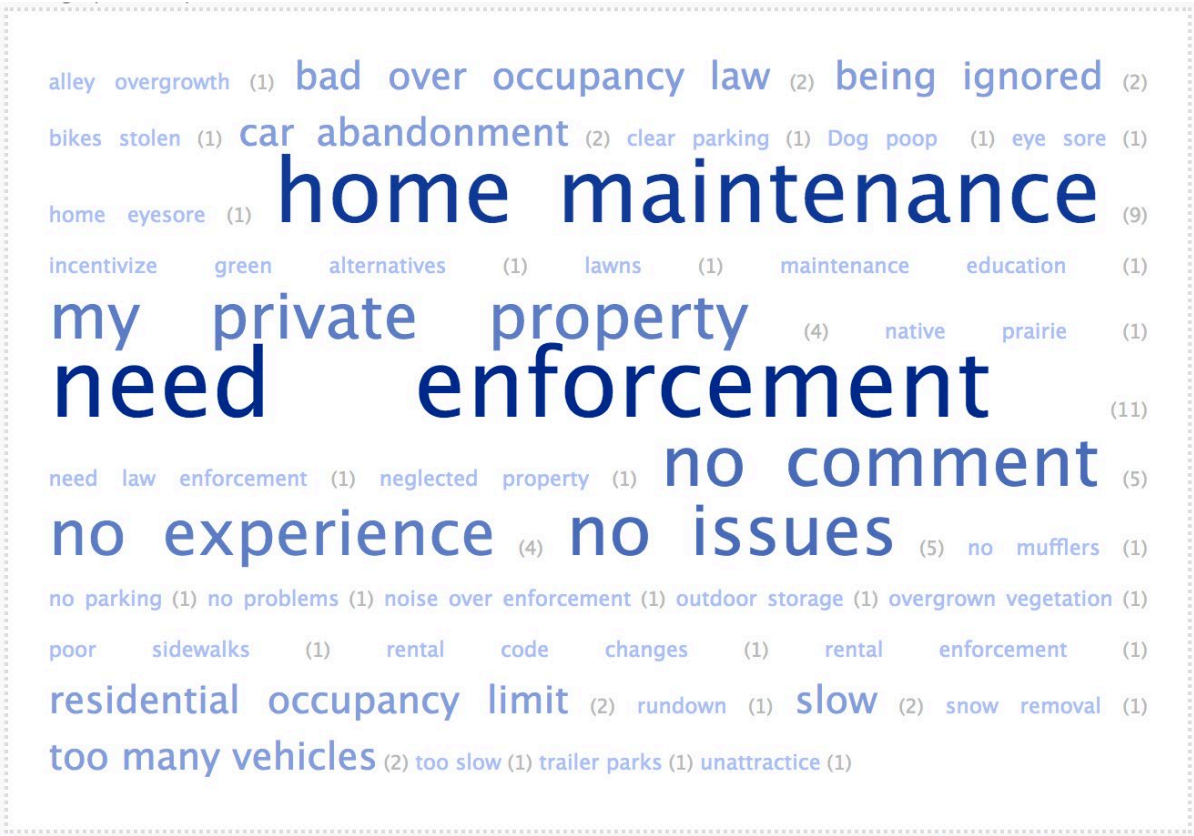
Additional Comments

Many people were concerned with yard and property maintenance and often sighted specific examples such as some neighbors not mowing their yards and very loud leaf blowers. There were complaints about too much noise coming from cars without mufflers. Other complaints were poor follow-up or enforcement of sidewalk repairs and snow removal. Wild animals living in the building with a person inside part of it was also mentioned.

However, there were several respondents who felt that the city should not be involved with what a homeowner can do with their own property such growing native prairie because is good for local birds

and butterflies. A respondent commented that “people should be able to let their grass, garden vegetation, and trees to grow the way they please.”

For additional and specific comments, see the appendix.



Street Maintenance

Residents were given the opportunity to rate street and bike path maintenance using a four-point scale from “very poor” (1) to “very good” (4). The average values ranged from 2.5 to 3.1, meaning the road services were rated fair to good. When “very good” and “good” responses were combined, responses ranged from 54% for snow plowing your neighborhood to 90% for street sweeping in business areas as seen in Table 16. It should be noted that this past winter was an unusually hard, with very cold periods, as well as lots of snow and ice. This made ice and snow removal difficult and impacted the surfaces and conditions of the streets.

Table 16. Road service ratings

	Very Poor/ Poor	Good/ Very Good	Average
	Percent		
Street sweeping in business areas (n=389)	9.8	90.2	3.1
Appearance of medians and parkways (n=515)	12.4	87.6	3.1
Maintenance of bike path system (on street lanes & paths) (n=419)	14.6	85.4	3.1
Snow plowing on major streets (n=536)	24.1	75.9	3.0
Street sweeping in your neighborhood (n=454)	20.5	79.5	2.9
Condition of streets in your neighborhood (n=539)	26.7	73.3	2.9
Surface condition of major streets (n=536)	27.4	72.6	2.8
Ice control at intersections (n=526)	40.9	59.1	2.6
Snow plowing in your neighborhood (n=535)	46.0	54.0	2.5

Figures 7a&b compare this year's road service ratings with ratings from previous years. Most categories saw a decline in from 2018 but within the five-year range. Six out of nine street maintenance features were comparable to previous years. Three street maintenance categories were slightly lower than the previous four years: snow plowing on major streets, ice control at intersections, and street sweeping in your neighborhood.

When looking at the age of the respondents, all of the nine road service ratings were viewed differently (maintenance of the bike path system, appearance of median and parkways, condition of street in the neighborhood, ice control at intersection, snow plowing on both neighborhood and major streets, street sweeping in both business area and neighborhood, and surface condition). The older the respondent, the higher they rated those nine road services.

In term of length of residency, seven out of nine road services were rated higher by long-term residents (maintenance of bike path system, appearance of median and parkways, condition of streets in the neighborhood, ice control at intersection, snow plowing in both neighborhood and major streets, and street sweeping in business areas and in their neighborhood).

In 2019, those living in northwest Ames had higher rating for condition of street in the neighborhood (average score of 3.1) compared with those from southwest and southeast (average score of 2.8, respectively) and northeast (average score of 2.7). The trend is the same for ice control at intersection. Respondents from northeast part of the city rated ice control as the highest (average score of 2.8 with southeast average of 2.4). Snow plowing in the neighborhood was rated the highest by northeast residents (average score of 2.8) and 2.29 average score for those living in the southeast part of town.

The other six street maintenance features were viewed the same regardless of geographic residence.

Figure 7a. Quality of street maintenance features (2015-2019)

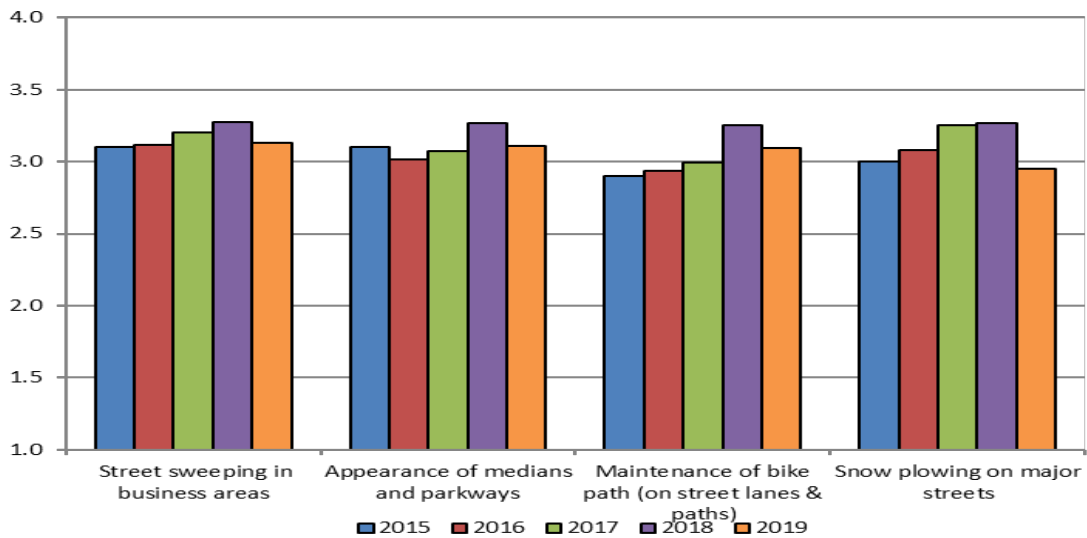
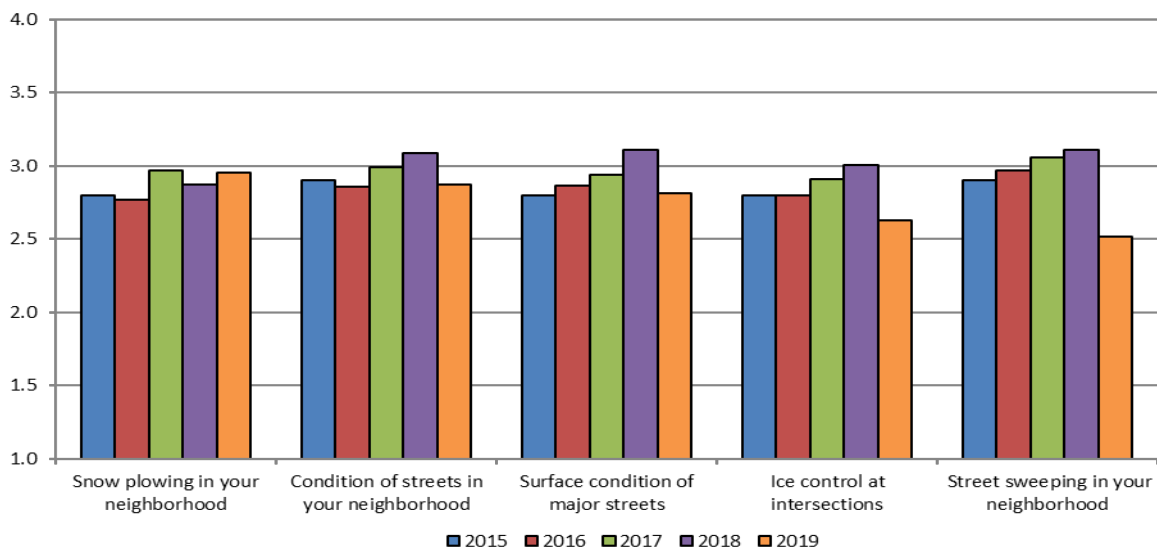


Figure 7b. Quality of street maintenance features continued (2015-2019)



The survey also asked survey respondents to rate the effectiveness of coordination between traffic signals. Table 17 shows that while 53% of respondents said coordination was “often and/or always” effective, another 43% said the coordination was “rarely to sometimes” effective.

Table 17. Signal Coordination Effectiveness (n = 537), 2019

	Percent
Almost always effective	20
Often effective	33
Sometimes effective	33
Rarely effective	10
Don't know	5

Additional Comments

Several people responded with positive comments about improvements they have noticed including the *Ames On The Go* App used to track problems and increased signal sensitivity to bicycles. This year, the most common complaints were about snow/ice removal from roads and sidewalks, and lack of coordination in traffic lights. A number of people identified specific problem intersections, which are listed below. Other top concerns included pedestrian/bicycle infrastructure and street maintenance.

Positive Comments

- Have driven down Lincoln way without stopping at every single light.
- I reported a traffic signal to *Ames On The Go* and it was fixed within 24 hours.
- Your Streets/Sidewalks/Bike Lanes are significantly better than Des Moines.
- Signal sensitivity to bikes has improved in the last five years.
- Appreciated flood maintenance work on the 24th.

Specific areas that need attention are (Full listing in the appendix):

- Beautification
 - Just a comment on beautification of our city - Lincoln Way looks terrible. After moving back to Ames from Des Moines it's very sad to see the major East-West Road looks so bad. Flower planters would be so beautiful and welcoming to our city.
- Bicycle and Pedestrian
 - Sweeping of bike lanes need to be increased as the street debris ends up in the bike lane creating or hazard for the cyclist.
 - We need more bike paths on all roads. Parts of Lincoln Way is just terrible for bikers who are really using it for commuting to work and back.
 - Need more long trails in the city for bikers really need a turn (lone signal) at Grand and 13th - many near accidents
- Pave Gravel Roads within City
 - It would be nice to have the east end of Adams to get paved (from Calhoun to Dawes).
 - Would be very grateful if the one gravel street in my neighborhood could get paved.
- Potholes
 - Potholes on 24th remain poor between Stange and Duff.
 - There are many potholes, my roommate blew a tire last week due to one.
 - There are terrible pot holes all around town from this winter. I know I have seen some filled in but there are a lot more, I had to replace a tire due to the pot holes
 - They could fill more potholes in.
- Repainting
 - Lanes/bike paths are not well visible, need to be repainted.

- The lines on the roads should be improved most of this time with bad weather they are not visible.
- There are a lot of lines needed to be repainted throughout Ames.
- Road Medians
 - Please stop mowing medians. Allow important plants like milkweed to grow.
 - Medians added that make traffic lanes too narrow.
- Snow removal
 - Ames was terrible this winter.
 - Snow removal has not been keeping up with the needs of the city.
 - Snow plows often drive too fast.
 - I work in the mornings, and they were never plowed and always icy. The traffic lights are off as sometimes I sit for far too long at a red light while the other lanes will get two green lights.
 - As already mentioned, snow removal on heavy snowfall days should be done twice on that particular day. It is very inconvenient for student-goers to walk the street to catch the bus during such days.
 - Clearing snow also poor on the sidewalks/paths the city is responsible for.
 - In spite of one of the streets in my condo complex being a city street with a name, the city never plows it. We have to pay for a contractor, which is frustrating.
 - Had a 5-inch sheet of ice on my street all winter long (s 4th) and the traffic light on the south side of the east HyVee is useless and should be replaced with a one way stop
 - Have a hard time with the taxes; we pay to have a tractor plow our street; when regular person does our street he does a bad job! But the same tractor comes with a young man in tractor he does a great job. City plow does a great job. Regular person turns around in the yard and leave snow piles in street. Then we are left to drive on piles till they melt.
 - I live on Big Bluestem Ct. and this winter, the snow removal on this street was very poor. I'm surprised I made it through the winter without being T-boned when trying to get onto Mortensen Road. On two occasions I had to go out with my shovel and remove some of the snow in order to even get out of the street.
 - I live on Mesa Verde which is a side street off of Ross Road and Phoenix. My street the last to get plowed and the condition of the road is very poor. Many people use it as a connection or thru street, so it gets trafficked more than most think. It needs more maintenance.
- Street Maintenance
 - Roads need to be repaired.
 - Some roads are better than others. Seems brand new asphalt goes bad quickly either we use concrete or some asphalt coating.
 - When re-paving and paving, please consider asphalt and not concrete. Smoother, more adaptable, less joints that crack up streets.
 - The roads are really bad right now after this bad winter.
- Traffic lights/coordination
 - Red light after red light.
 - Rush hour times are still a problem.
 - An improvement area for sure! Duff and Lincoln Way are horrible and it is not uncommon to stop every single light.
 - Try to avoid too many lights some are extremely long in the non-major direction when no traffic is coming.
 - Worst traffic control in Central Iowa.

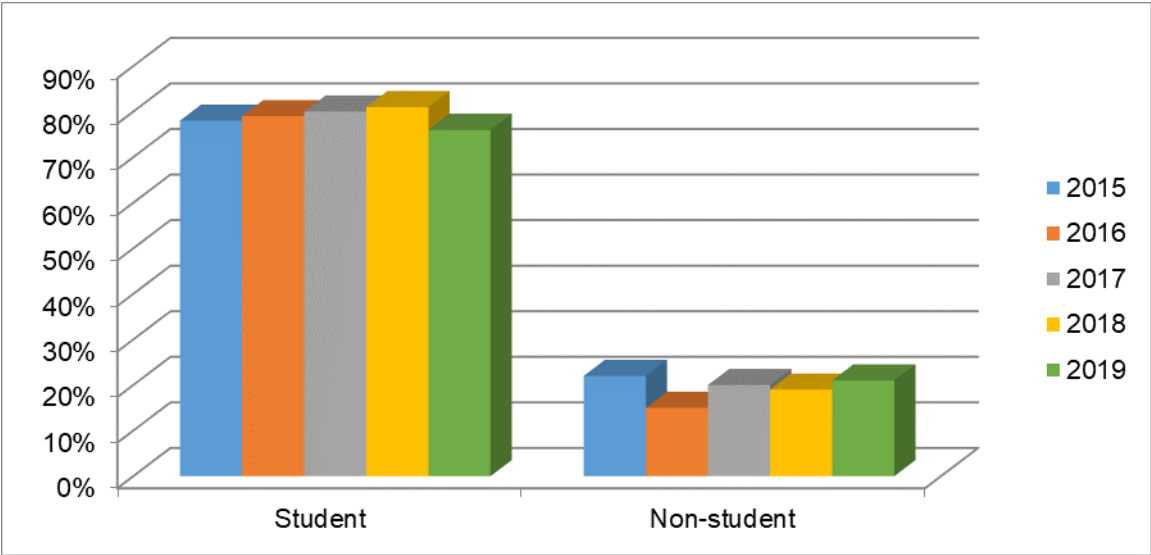
Specific intersection that need attention are (Full listing in the appendix):

- 13th and Grand
 - The signals at 13th and Grand could be looked at.
 - There needs to be a left hand turn light/lane on 13th East/Grand dangerous.
 - 13th and Grand Intersection should be reviewed for better and safer signaling. Especially for left turning traffic.
 - 13th and Grand needs turn arrows going East/West. This intersection is busier than 13th Duff there are turns arrows there.
- 13th and Hyland
 - The light on 13th Street are very bad specifically at the intersection of 13th and Hyland. There are a few spots that are bad, but generally it is effective.
- 13th and Stange
 - There are intersections with big problems like Stange and 13th.
 - 13th and Stange: sometimes all directions are on hold. (ISU)?
 - Lights at the Stange and 13th street are the worst I have ever seen. We lose a great amount time every morning while commuting. There should be a smart light system.
- Campustown/Lincoln Way
 - A couple of blocks along Lincoln Way west of Welch need some work on timing.
 - Install coordination on Lincoln Way in Campustown and business area.
 - Lincoln way around campus does not have very well coordinated lights, however, I realize that lots of pedestrians do affect the light coordination.
- Duff Ave
 - Light on S 5th and Duff is slow.
 - Travel on Duff going south can be problematic.
 - We have issues getting off from 30 to go south on South Duff Ave. In the evenings the traffic backs up under the bridge. It is annoying, but I am unsure how it can be solved.
- Lincoln Way
 - The lights on Lincolnway near the West HyVee go off when no one is there. So I'm waiting at the red light for a reason.
 - Intersections of Kellogg & L'way and Clark & L'way lights way too long entering L'way
 - Most of the time driving Lincoln way I hit red at every light.
- Major Intersections
 - South Duff pavements is terrible! Need more traffic lights major intersection. Roads needs widening and turn lanes at major intersection are lacking in South Duff, East Lincoln Way, Grand Ave.
 - Lights should be synchronized on major thoroughfares etc. Grand, Duff, Lincoln Way.
 - Lincoln Way and South Dakota intersect - Lincoln Way green is unnecessarily long. Trying to get into Duff from Highway 30 E is so difficult.
 - Grand Ave, Lincoln is bad.
- Mortensen
 - The street condition of Mortensen Avenue near Ames Middle School is very poor. So many cracks and puddles.
- SE 16th
 - The light on SE 16th by an equal and Payton by on and off ramps is terrible.
- State and Mortensen
 - Please consider a light or roundabout (less preferred given kids biking to AMS) at State & Mortensen.
 - Roundabout at State and Mortensen might be a good idea.
- Stange and Bloomington
 - Stange and Bloomington is always red. I go through there 60 times a month using all four directions. I average one green light a month.

CyRide

Ames’ mass transportation system – CyRide – was evaluated in the survey. Note in Figure 8, the difference in ridership between those identifying as students and non-students. Among respondents who used CyRide at least once a week, 76% were students and 21% were non-students or Ames residents.

Figure 8. Use CyRide at least once a week, 2015-2019



In 2019, 44% of survey respondents reported to be CyRide users to various degrees. In the past five years, the use of CyRide has averaged around 46% (between 41% and 49%). In 2019, 56% of respondents reported they never rode the bus.

There was a decrease of 1% for those using CyRide once a week, and in those riding for 2 to 6 times per week. The number of respondents who took CyRide for more than 10 times per week increased by 2% this year compared to 2018 (Table 18).

There is correlation between resident demographics and CyRide usage. CyRide users are mostly younger (28 years of age) and have stayed in Ames for a shorter period of time (average 7.7 years). The non-CyRide users were older (average age 51) and have lived in Ames longer (average 21 years). The majority of those who used CyRide were students (74%) and mostly renters (81%).

Table 18. Respondents’ weekly CyRide usage

Weekly use	Survey Year				
	2015	2016	2017	2018	2019
	Percent				
Never	59	53	53	51	56
2 to 6 times	15	19	6	17	16
More than 10 times	9	15	10	11	13
7 to 10 times	12	9	19	16	12
Once a week	4	4	12	5	4

When respondents were asked what would make them consider using CyRide if they are not currently using it, more than half (57%) said “nothing.” Seventeen percent mentioned service to more areas of Ames and service more frequently near their residence (16%). Other additional features mentioned were longer service (earlier/later) for some routes and lower cost. (Table 19)

Table 19. Services that would make you consider using CyRide if not currently using this service (n=262)

<u>Reason</u>	<u>No.</u>	<u>%</u>
Nothing	150	57
Service were provided to more areas of Ames	44	17
Service was more frequent on routes near me	41	16
Others	35	13
The fare when boarding was at no cost	23	9
Service was offered on my route longer during the day (earlier or later times)	23	9
The fare when boarding the bus was lower	7	3

Other responses:

- Bus stop access
 - CyRide does not pick up @ a location close enough to my home to make it worthwhile.
 - Don't know the routes, times, etc.
 - Reinstating the CyRide bus stop on the corner of Campus and Lincoln.
- Cost
 - Learn how cost, times, etc.
 - Monthly pass for non-students.
 - If fares were properly subsidized for ISU faculty and staff.
- No Need
 - No current need to use. Hope to bike or car (convenience) in winter.
 - If I could no longer drive or my wife could not.
 - Retired. CyRide is of no use.
 - Rode frequently before retirement. Now physically unable.
 - Used to ride more, but job now requires me to have my car during day.
 - We have cars.
 - We have our own vehicle.
- No Interested
 - Not interested
- If needed
 - Only use out of necessity.
 - If I would not drive
 - Only if I could not drive my own car
 - If I were w/o transportation.
 - Have used when fits my needs.
 - No longer able to drive.
- Other
 - I would prefer to drive.
 - If I work in town I will use the service.
 - Out of town services for people who don't drive.

- Route
 - Closest route is 6-7 blocks away.
 - Direct faster route to my job
 - More accessible routes
 - Service in my area takes a few transfers to get where I need to go.
 - Times for new users to get a feel for how to use CyRide and understand the system.
 - Pick up right in front of my house
- Travel Time
 - If there were more routes that took less time to get to the vet school I would definitely use this more.
- Unfamiliar
 - Too confusing
 - Don't know how to read the schedule forms
- Weather
 - I use CyRide if there is severe snow storm - feel very comfortable with CyRide - our children used CyRide when they were young.

Additional Comments (For actual responses, see Appendix)

- CyRide Not Available When Needed
 - Although I currently do not use the service, I have in the past which personal transportation was not available.
 - Although I don't use CyRide, I work with people who do. I wish it was provided to Ames – East on 13th St more stops / options.
 - I work on Dayton Ave (East Ames). Service is not often enough and not late enough.
 - I would have to walk over 4 blocks from my house and my work is not close either.
- Positive Experience
 - Amazing service – rarely late, extremely affordable, and safe. Hands-down the best part of living in Ames.
 - Best bus service in US!
 - CyRide is legit. Public transport is something I highly support. Wish we had more like it.
 - CyRide is such an incredible blessing to the Ames community!
 - CyRide is very useful and makes getting around Ames easy and convenient.
 - CyRide is extremely valuable to the resident. Its route and timeliness are unparalleled in similarly sized cities.
 - Great for students.
 - I am the primary resident of my household so far who regularly rides CyRide, although some members of my household have or are planning to begin riding CyRide in the future. Thus far, I have heard nothing but good experiences with CyRide from members of my household, and I myself am very satisfied with CyRide services. I have found CyRide to be a safe and reliable transportation service and am very grateful to have this public service in Ames.
 - Love CyRide and those kooky drivers!
 - Love CyRide. I would love a route that goes from west Ames to Osborn like the old 1A used to.
 - Love CyRide. Just don't need it.
 - Love CyRide! The new routes have greatly improved my commutes.
 - Love it.
 - I feel fortunate to live in a city where I can take the bus everywhere. Very convenient.
 - Really good service for where we go (mainly school and back).
 - It's good.

- The additional stop times added this year are VERY helpful and increased the number of times I ride the bus instead of driving my car.
- Don't Need or Use CyRide
 - Bicycling is just as fast and as convenient.
 - Both work out of town.
 - CyRide is great, but we walk to school and bike to work and when I run errands. I need my van for hauling things like groceries so we just don't need the bus currently.
 - Do not use this service.
 - Don't plan on riding it till I'm old and can't drive anymore.
 - Have used CyRide before and never had major issues with the route frequency or locations being inconvenient, currently, live much closer to Campus and therefore don't need it.
 - I used CyRide when I lived far from classes, however, now I am in walking distance and do not need to use it.
 - I don't require public transport.
 - I enjoy driving my own car, but I'm glad it's available if needed.
 - I live within walking distance about everywhere I go.
 - I rode CyRide for five years. I'm sick of it now and just drive to campus.
 - I should use it, just don't.
 - I work graveyard shift 11 pm – 7:30 am prefer to drive across to drive across from at those hours..
 - We live very close to campus so we just walk, also it's too much of a hassle to work around the bus schedules and what not
 - As we age, we are happy to know it exists and may use it more in the future.
 - At this time, we don't need to ride CyRide.
- Occasionally Use CyRide
 - I am retired and would only occasionally use it for visits to MGMC and McFarland.
 - I am an ISU student who walks to class. I use a car for all other needs due to convenience if I work somewhere in Ames and had a regular schedule I might use CyRide.
 - If there is such poor parking in an area, CyRide would be more convenient.
 - I use CyRide a few times in winter, especially when the weather is bad.
 - Need but am happy it is available.
 - We don't use CyRide too often, but it is a great resource for the community.
- Frequently Use CyRide
 - I use it get to and from ISU during the week.
 - We are all college students, use it to get to and from campus and around.
- CyRide Takes Too Long
 - Currently, it would take me over an hour to get to work using current routes.
 - I can drive to work in under 25 minutes but a bus ride is more than 45 minutes.
 - Too much time waiting on campus (ISU) to transfer from Brown Route (#6) to red route (#1).
 - Ames is not large enough to provide 15 minute service.
 - The commute to a bus stop that services job location is of similar commute to said job
- Complaints About CyRide 2.0
 - Bring back 1A!! It was the most used route after 23. Not sure if people realize that people going to the campus from West Ames spend an additional 15 minutes during morning and evening because of transfers.
 - CyRide 2.0 needs work. It was more satisfied with previous system.
 - CyRide 2.0 has been something of a disaster for Brown Route. Widely overcrowded most afternoons, higher service frequently during summer yet no Sunday service anyway.
 - CyRide 2.0 is a flop, I would like to see them go back to the drawing board and start with the original system and consider an alternative solution. The green route bus stops near

- 16th and Grand should cross Grand (especially since that applies to the bus going both directions there). Also NextBus is extraordinarily unreliable, it would be great to see improvements there.
- CyRide 2.0 sucks!
 - CyRide is good, but I don't like how the buses coming from my apartment do not stop by Gerdin or the MU anymore.
 - Love it. I want the 1A Red back.
 - New bus routes and schedules are unnecessary. Poor management. Better get back to old scheme.
 - The change in CyRide this last year (2.0) is problematic for the students Lockheed in west Ames. All of the routes that come from the west don't go through campus, whereas routes coming from the north, south, and east all have routes that go through campus, meaning students don't have to transfer on and off buses to get to the middle of campus. Students coming from west Ames have no option but to transfer onto another line and the transfers aren't always timeline meaning problems for getting to class on time or meetings. This is a big problem for CyRide. There needs to be equal access from all sides of Ames, especially now when there are lots of apartments being built in west Ames. At least make it so one west route goes through Campus (Red, Purple or Cherry).
 - More Routes / Frequency
 - I hate that the Lilac route only runs in the morning and late afternoon because then I have to wait 20 minutes for the red bus to get to the stop I'm at.
 - Routes, like Cherry, need to run longer into the night.
 - I would like buses out in Brown routes.
 - I would prefer more and frequent routes to residential areas on home football game days.
 - Wish routes would go to more areas.
 - Would be nice if it went to Target and Walmart.
 - More frequent stops for Plum Route. They often arrive at least five minutes early and there is no way to tell when it is coming. The CyRide app will say 12:45 PM, you'll get to the stop at 12:40 PM, and it will already have passed. Incredibly dissatisfied with new "update" as many of us are left at stops, causing us to drive to campus, where there isn't enough parking for all the students that the bus system is f***** over and then the students are forced to pay \$50 because we need to get to class and don't have any other option but to park in a reserved spot. Better driving education for CyRide drivers. Please teach them to break without sending the passengers flying forward.
 - Southwest Ames should have a route that operate on weekends and later in the day. I personally take the Cherry route but if I have to be on campus for work late at night or on the weekends I have to walk at least a mile to / from my apartment to a Red stop. I know that there is a lot of residential property on west Mortensen and they are still developing. The lack of late / weekend service in this area is potentially hazardous to those who have to walk to a farther stop, especially in the winter.
 - There used to be a 1 Red bus that ran on Dickinson Ave. that was very convenient because it ran outside of my apartment all day long. Now the only bus that goes by is the 12 Lilac and it only runs from 7-10 am and 2-5 pm so if you don't have to get on the bus during those times, then you have to walk upwards of 4 blocks to get to the next closest stop. It would be nice if the 1 Red buses could start running on Dickinson Ave. again.
 - The CyRide routes to Veterinary Medicine Campus needs to be more frequent and should be available on weekends as students working there without a car find it extremely inconvenient
 - Not enough routes in west Ames. On campus routes to and from west Ames are not anywhere close to my destination. Times in between buses are not ideal.
 - My daughter would ride it to work at the ice arena but sometimes her shift is late and she would be stranded at there.

- Service as provided to more areas of Ames.
- The west Ames buses need to be more spread out. This year there is always 3 buses right in a row but more than 15 minutes in between these caravans. It's just not efficient.
- The Blue bus used to stop at the end of my block, now it is very hard to catch a bus to school and home due to the infrequency of Peach bus and Green bus passing my neighborhood.
- CyRide Too Focused on ISU
 - It appears that the service generally is good but is more geared toward students (which is good for them actually residence (student) locations) – campus major shopping, but a little lacking for those who live here.
 - Mostly to ISU
- Buses Crowded
 - CyRide is a great service, however, my students often tell me how crowded they are on campus, especially when it is cold outside. Perhaps, more buses during cold weather could be an option?
 - Please stop trying to fit the entirety of ISU onto Orange 23. It becomes extremely uncomfortable and difficult to exit the bus. A single file line in the aisle is already enough. I would rather wait longer for a bus that does not have the whole school on it.
- Difficult with Children
 - I have two small kids so bus rides are difficult.
 - Too difficult with small kids.
 - I think CyRide is great, it just doesn't work for us since we are constantly on the go with our children.
- Reliability / Communication
 - Get more reliable routes and schedules. The buses suck.
 - There needs to be more information sent out regarding route changes. Also, some of the bus drivers are rather rude, one of the younger male drivers kept driving on the curbs and laughing. Many of us on the bus were talking about how sick we were feeling due to his wreckless driving. I did not know where to report the driver.
 - CyRide app is very unreliable and doesn't reflect route updates / construction work.
- CyRide Cost
 - Make Cyride free and tax to support that, then I would use it a lot.
 - Should be "free" through property tax.
 - When I as a student, CyRide was free. As faculty/staff, it cost more than a parking permit. Permits should cost more and CyRide rides should cost less, to encourage CyRide use.
- Other
 - CyRide is a great service especially when ISU is in session. ISU students should be incentivized to use more. There are too many student vehicles in Ames when ISU is in session.
 - Dayton road service.
 - N/A (x2)
 - None
 - When my children are older - we will utilize CyRide. Food access to routes in our neighborhood.
 - I have and will take grandchildren on the bus for "fun"! Great free entertainment.
 - Too many stops that create blind spots.
 - If I worked in Ames, most places I would go require a transfer.
 - It probably isn't going to happen for us.
 - The problem with CyRide is how it interferes with traffic, especially on South Duff.
 - This is PER DAY. If you count transfers, round trips, etc. the number would be much higher.
 - Teach drivers how to actually drive and not slam on breaks all the time.

- The bus stops are not near crossings. Student/people do not cross the road at designated crosswalks. Please make the bus stop near cross walks.
- Use to use at old house when I couldn't get to class

Community Parks and Recreation

Residents were asked to rate their level of satisfaction with various Ames Parks and Recreation features on a four-point scale from “very good (4)” to “very poor (1)” or “don’t use.” The individuals who did not use a park feature were excluded from the ratings in Table 20.

Satisfaction with parks and recreational features continues to be high with 74% (restrooms) to 98% (overall appearance of the parks) of users providing a combined “very good” and “good” rating. The average rating ranges from 2.8 (restrooms) to 3.5 (overall appearance of the parks) on the 4-point scale. The satisfaction level in 2019 is about the same compared to previous years, 2015-2017, except bathrooms. In 2018, all features ranked higher than the other years. However, the values were little bit lower in 2019 for all features. (Figure 9a & 9b)

Table 20. Users’ satisfaction with parks and recreation facilities, 2019

	<u>Very Poor</u>	<u>Poor</u>	<u>Good</u>	<u>Very Good</u>	<u>Average**</u>
Overall appearance of parks (n=541)		2	50	48	3.5
Wooded areas (n=435)	<1	7	55	37	3.3
Hard surface trails/crushed rock trails (n=454)		5	63	32	3.3
Playground equipment (n=299)		6	62	32	3.3
Tennis courts (n=191)	<1	9	59	32	3.2
Shelter houses (n=372)	<1	8	62	30	3.2
Picnic areas (tables/grills) (n=412)		9	63	28	3.2
Restrooms (n=369)	2	24	62	12	2.8

* “Don't Use” excluded when calculating percentages & average for “very good” to “very poor.”

**1=very poor; 2=poor; 3=good; 4=very good

Figure 9a. Rating of Parks and Recreation features in the past 5 years

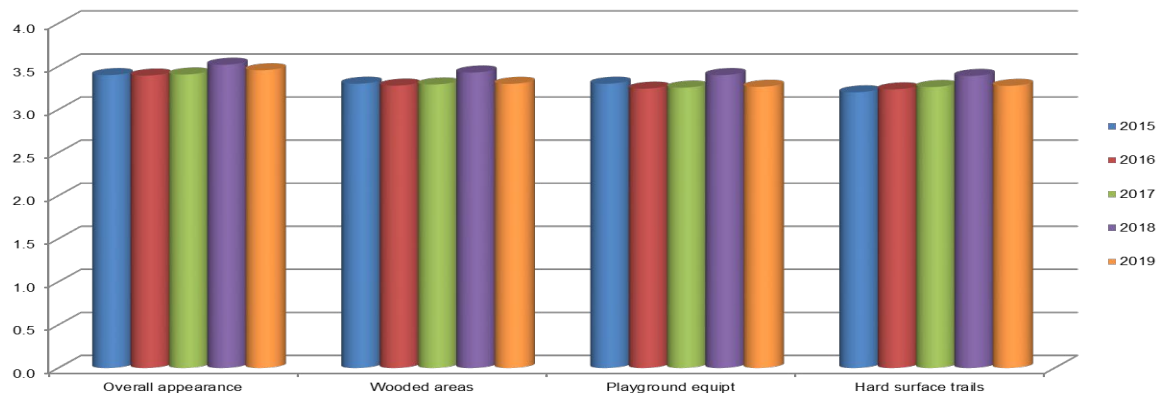
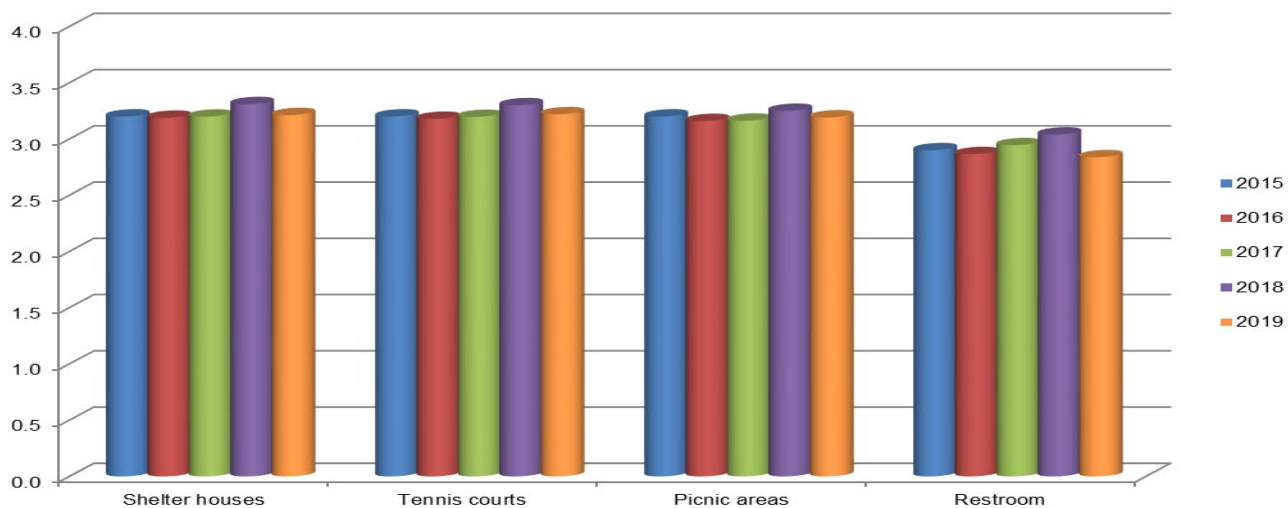


Figure 9b. Rating of Parks and Recreation features in the past 5 years



Additional Comments

- Positive Experiences
 - I don't often go to the parks, but when I do they are in good conditions.
 - I have only visited a few parks in the City of Ames but the ones that I have been to were really fun and exciting.
 - I love the classes offered for both adults and children.
 - Love Ames!
 - Love finding all the hidden paths around town.
 - I appreciate the picnic tables and benches that are around the community, and also the public bathrooms available at some parks. Thanks!
 - Doing a fine job.
 - I am primarily familiar with Ada Hayden and Stuart Smith park and trail, going up to Brookside – both are wonderful
 - I quite enjoy the parks in the city with trails and trees – areas that are a bit more forested.

- I think the skate park is super cool, and the fact that we have one is awesome. That said, I've not used the parks an excessive amount, just the occasional walk or ride through Brookside.
- Just driving by, the parks look well cared for and attractive.
- Most trails are good. The one between the high school and aquatic center is not great. All the playgrounds are in really good condition.
- Our park – especially ones with wooded trails – sets Ames apart from other similar towns.
- There seems to be many places of interest where I could spend time relaxing in nature or experiencing it.
- They are all in overall good condition I would say.
- We love how much park space there is.
- What a wonderful park system we have!
- Don't Use Parks
 - Ames' park and recreation areas are a feature that I intend to use at some point in the future. However, because I moved to Ames only within the past year, I have not yet taken ample opportunity to do so at this time. Therefore, I do not feel appropriately equipped to provide meaningful feedback regarding these particular features.
 - I do not attend many besides to have a picnic or hammock.
 - I do not use the local parks but when I drive by they look very nice.
 - I don't have enough experience with parks and recreation to commit from the little I know. Ames has a lot of good parks.
 - Haven't explored the parks yet.
 - I am 85 and walk with cane, so I don't use parks but happy they are kept up for families.
 - Do not utilize, but have heard that they are very great from friends and roommates.
 - I need to out more often.
 - Older age is the reason for non-use.
- More Trails
 - Ames needs more trails.
 - More trails along rivers / lakes would be nice. But good job.
 - More trails, more woody areas, and it would be nice to have a sign with a map of the area and trails in the beginning of a trail.
 - Love trails would be even more.
 - It would be nice if the trail from 4th St. through Vet Med over the research park was paved. We use this and it's much harder to ride on gravel.
 - Please as many natural trails (soil, not paved or graveled) that way!
- More Parks / Green Space
 - Ames needs more park / green spaces.
 - We need to expand wooded areas in our parks. We need to integrate more trees into the downtown and in development along peripheries North and West and in Campustown.
 - Wish that the parks would be larger with more options for dogs!
- Other Park Amenities Requested
 - Add a concrete table tennis table.
 - Always could use more trash bins and recycling bins.
 - I'd love to see playground equipment at Ada Hayden – North of the North Parking lot.
 - More outdoor ice rinks for hockey or a larger one
 - More playgrounds
 - More seating. More public restrooms @ parks; never lock doors.
 - There could be more than one infant swing seat at all parks.
 - Needs more safety patrols around here
 - Not enough grills in the parks.

- On a recent walk, I picked up some trash along the Brookside walking trails. I noticed there weren't any trashcans. I understand that it is a lot to maintain, but could there be at least one trash can on walking trails so folks won't litter? Thanks.
- Some more trashcans.
- Some parks lack equipment for younger children. We really enjoy the options at O'Neil Park! Many parks lack restrooms even a port-a-john would be appreciated.
- Offer more disc golf cages or grown-up playground equipment (exercise bars, etc.)
- We need playground areas for older kids too – not just the skateboard park.
- Bike Trails
 - As a biker, I appreciate new dedicated bike trails like the one on S. Duff.
 - Bike path that connects to the one in the Slater would be great. Have to drive to Slater or Madrid to get on the long path to Ankeny Woodward.
- Park Bathrooms
 - It would be nice to update restroom and please open them earlier in the spring.
 - Clean shelter houses updated clean bathrooms.
 - Wish the bathrooms were accessible earlier in the year.
 - Would appreciate more port-a-potties in the winter months.
- Park / Amenities Maintenance
 - I don't know if anything can be done about this but I think everyone can agree that the thistles in the parks are terrible.
 - I love the wooded areas of the Parks at Ames. They have it nicely maintained and the walking trails are conveniently placed. The picnic tables could be included at a few more locations in the parks at Ames. I have not used the toilets but I have heard that they are average and could use a bit more maintenance.
 - Cigarettes in Parks (primarily Bandshell during summer concerts) are not family-friendly.
 - Franklin Park is in dire need of some work. I don't feel safe taking my kids there. It's the only park remotely close to walking distance from our brand new housing development. If you can afford to distance from our brand new housing development. If you can afford to put new equipment at Dally Park (when the old playground was much better) you can make some improvement to Franklin. Cutting down 2 trees isn't going to cut it.
 - The area behind Carr Park needs serious maintenance on trails in the wooded area.
 - The last several times I have been to parks with grills, some are filled with trash.
 - The parks are very nice. The only thing I would update would be the bathrooms. Just the overall cleanliness of them.
 - Trails are comfortable to walk on with woodchips being applied and trash is picked up for the most part. Could be improvement on filling holes or eroded areas.
 - Trash and pollution everywhere – especially in the parks near campus.
 - Upgraded grills would be great! Especially with the coming summer...
 - Upkeep with frisbee golf
- Trail Maintenance
 - Ada Hayden's hard surface trails need maintenance.
 - Everything is in a good condition for being outside. The trails have cracks in them that are easy to trip over in some spots though.
 - Fix the bridge on the trail off of Oakland Street! It's been several months.
 - Most bike trails are in bad shape. There are cracks and are rough to ride on. There are many trails that are unconnected.
 - Please upkeep the trails! Particular in Inis Park where trails aren't suitable to hike anymore since they haven't been kept up.
 - Some trails have dangerous bumps and cracks. A smooth surface on all train needs to be considered a priority. Please, stop spraying for mosquitos. These pesticides harm other

- pollinators such as bees and butterflies, and I also don't want to be exposed to these pesticides.
 - Upland trail at Ada Hayden needs re-graveling
 - Walking paths in parks can be wider to allow bikers to ride through parks and trails
 - Wooded trails sometimes are quite overgrown in late summer.
- Brookside Bathroom Repair
 - Except for Brookside Park (Burned)
 - If the restroom at Brookside Park hasn't been replaced yet, when will it be replaced?
 - Please update restroom at Brookside.
 - Of course, the bathrooms at the Brookside Park need to be fixed after the fire.
 - Time to fix the bathroom at Brookside Park – it has been a year since the fire.
 - Replace Brookside bathroom.
- Emma McCarthy Lee Bridge
 - The bridge at Emma McCarthy Lee Park has been out for almost a year. I wonder if it will be fixed anytime soon.
 - Please rebuild the bridge over the creek in McCarthy Lee Park. It washed out over a year ago.
 - Would love to see footbridge connecting Emma McCarthy Lee to Oakland Street access replaced or rebuilt.
- Improve Park & Trail Advertising
 - I don't know anything about the parks in the Ames areas or where they are located. Something that would be very helpful would be maps and advertising sent out about the parks in Ames and community events at the parks. In addition to that, it would be helpful to know about the dog-friendly parks in town.
 - More timely information about availability might increase use.
 - Somehow create more awareness about the parks around town because I don't know where they are, what kind of amenities they have, or any activities happening there.
- Dog Park
 - I would love to see improvements to the dog park, such as the loop trail better maintained and better restroom facilities. For being a park that requires paid permits, I feel that it is the worst park in town. Overall I think that Ames Parks and Rec does a fantastic job, and I love all the parks in this town.
 - The dog park should be fixed. I pay for a pass and that money should go into repairing the dog park – not just planting trees.
 - The usefulness and features of the dog park could be improved. I find it discouraging to buy a dog permit for over \$30 in order to go to the park when the only features there are a sidewalk and trees.
 - Wish there were dog-friendly parks beside the dog park. We have a tag there but my dogs have been bitten 3x more. There needs to be supervision there because so many people use it without tags and it's not safe or fair to the people who pay for passes to upkeep the park. Maybe do what Ankeny has and have a coded gate. I know a lot of people with tags are upset.
- Other
 - Keep open appearance of parks. Do not feel you have to feel open space with more sports activities.
 - No more building Ada Hayden Park!
 - None (x2)
 - Nothing really – they were about the same caliber as the Des Moines Public Works
 - Poor city layout.

Ames Public Library

Generally, survey respondents rate Ames Public Library features highly. The survey asked respondents to provide opinions on 13 features provided by the Ames Public Library. Table 21 shows the results. Eight features were rated good/very good by 98% to 99% of the respondents. On the 4-point scale, average scores ranged from 3.4 to 3.7 (good to very good).

The most highly rated features were the library's welcoming atmosphere, the range of materials available, and the meeting/study rooms. The feature receiving the lowest rating was wait time for requests/holds.

Table 21. Users' ratings of Ames Public Library features, 2019

<u>Feature</u>	<u>Very Poor</u>	<u>Poor</u>	<u>Good</u>	<u>Very Good</u>	<u>Don't Use*</u>	<u>Average*</u>
Welcoming atmosphere (n=392)	<1	1	23	76	n=190	3.7
Range of materials available (books, videos, magazines, software) (n=370)		<1	28	72	n=215	3.7
Meeting/study rooms (n=270)		<1	29	70	n=315	3.7
Customer service (n=365)		2	27	71	n=218	3.7
Asking questions of library staff by phone (n=210)	<1	2	28	69	n=374	3.7
Bookmobile service (n=144)		3	28	69	n=438	3.7
Programs (story hour, book discussions, concerts) (n=195)	1	3	30	66	n=384	3.6
Availability of seating (n=342)	<1	4	32	64	n=237	3.6
Use of library resources from home via computer (n=250)		3	35	62	n=332	3.6
Internet/computer services (n=245)		2	38	60	n=337	3.6
Page One - the library newsletter (n=118)		2	40	58	n=457	3.6
Handicapped accessibility (n=155)	<1	2	37	60	n=427	3.6
Wait time for requests/holds (n=268)	<1	4	48	47	n=312	3.4

*Don't Use response not included in calculating ratings (%) and average

Only 46% of the respondents use the Ames Public library as often as they would like to use it. Of those respondents who use the public library, only 40% were ISU students.

For non-library users, both students and non-students reported the same major reasons: not having time and acquiring materials from other sources. While 35% of non-ISU students listed parking as a barrier for not using the Ames Public library more often, only 22% of Iowa State students listed that as a reason. (Table 22)

Table 22. Comparing students & non-students' reasons for not using the Ames Public Library (respondents could choose multiple responses)

Respondent Status	Parking is a problem	I get materials from other sources	I don't have time	Library is not open during hours that are convenient to my schedule	Other
Percent					
Iowa State University student (n=178)	22	41	58	15	13
Non-ISU student (n=109)	35	45	43	9	11

Other reasons mentioned for not using the Ames public library were:

- By non-student (n=14);
 - Don't have time.
 - I buy books on Amazon
 - I can get what I need online.
 - I don't see the need.
 - I forget to return books and I get charged.
 - I work full time until 5pm programs, meetings that start before 7pm.
 - I work graveyard shift.
 - I'm just not much of a reader, unfortunately. But it seems like a wonderful facility that I should take advantage of.
 - Just don't always take the bus when weather is bad.
 - Money for meters.
 - Some clients make me uncomfortable, I'm embarrassed to say.
 - Too many screaming kids.

- By ISU students (n=23)
 - Closer to Parks
 - College student
 - Don't drive
 - Use Iowa State University library to use (8)
 - I don't have a library card
 - I don't remember to consider it when I need materials
 - I go to my housing study rooms
 - I just really haven't gotten out of my daily routine to try it.
 - I live across town.
 - I use Parks library a lot of the time since I am an ISU student. I would like to get to the APL more because the environment for studying is a very good one
 - It can be difficult packing the whole family up and getting over there. Parking is inconvenient
 - It is often too overcrowded and I cannot find a comfortable place to sit.
 - Not close to my home
 - Out of town

Additional Comments

The respondents are generally very pleased with the Ames Public Library. They used the words: gem of Ames, best library, great place, love it, awesome, second to none, excellent, continually impressed, and beautiful facility to describe the Ames Public Library. Some of the features mentioned were study rooms, the Bookmobile, great selection of resources, accessing materials online, lighting, and staff.

The staffs' attitude has been a nice attribute of the library in the past few years. Welcoming and helpful staff have been the focus of several comments. Programs for children and online services received high marks. Several people praised the inclusive and diverse programming, while another respondent commented that they feel the library should be a neutral space and not promote any specific viewpoint over others.

The library is not free of negative comments. Parking and handicapped accessibility raise concerns. Another respondent asked for more staff parking. Also, hours of operation was mentioned as a deterrent to respondents for more frequent use. Respondents want longer hours especially on weekends. One person mentioned that they felt having two forms of identification to obtain a library card was excessive. Another person would like to have a new library card mailed if lost.



Information Dissemination

The next section of the questionnaire focused on residential preferences for city communications. Respondents were asked to rate the usefulness of city communications sources on a three-point scale: 1 - not useful, 2 - somewhat useful, 3 - very useful or don't use. Table 23 shows the results. The most frequently used sources for local government information included the City of Ames website (66%), Facebook/Twitter/ YouTube (62%), and City Side (utility bill insert) (58%.) When asked about the degree of usefulness of those sources, the most useful source was reported to be social media with an average rating of 2.4. Although more people indicated using the City of Ames website (329 people compared to 306 people for social media), the social media outlets were rated slightly more useful (2.3 - City website, 2.4 - social media.)

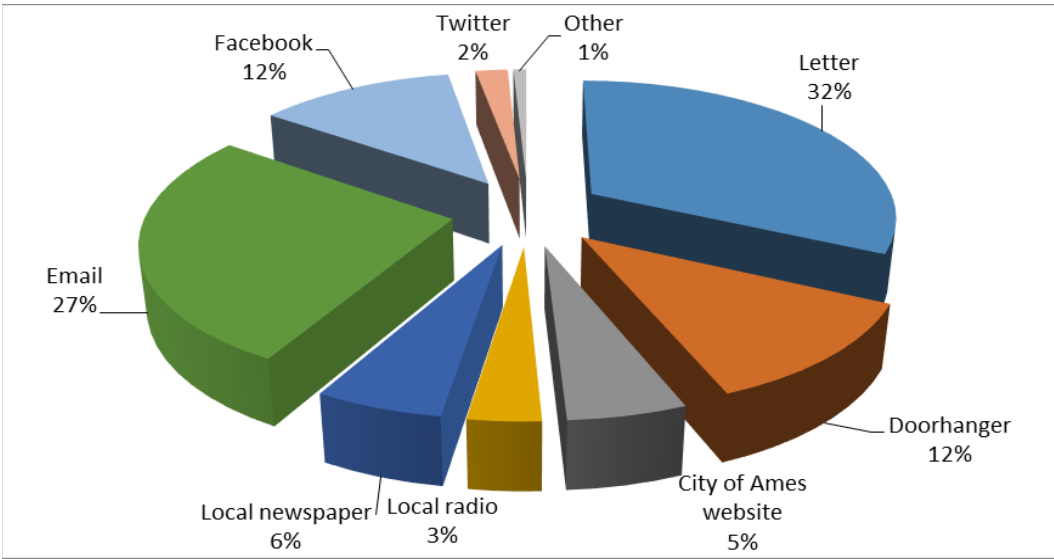
Table 23. Usefulness of media sources for government information, 2019

	<u>Don't Use</u>	<u>Use</u>	
	Percent	Percent	Average*
Facebook / Twitter / Youtube (n=306)	38	62	2.4
City of Ames Web page (n=329)	34	66	2.3
CitySide (utility bill insert) (n=288)	42	58	2.2
Ames Tribune newspaper (n=247)	50	50	2.2
KASI/KCCQ radio (n=177)	64	36	2.2
ISU Daily newspaper (n=257)	48	52	2.1
KHOI (n=126)	74	26	2.0
Des Moines Register newspaper (n=238)	52	48	2.0
The Sun (n=195)	61	39	1.8
Cable TV 12/Government Access Television (n=150)	70	30	1.8

*1=not useful; 2=somewhat useful; 3=very useful

Next, those surveyed were asked to choose one preferred method for communications about construction projects, programs and meetings in their area. Figure 10 shows that letter and email are the most favored methods of communication (32% and 27% respectively), followed by Facebook (12%), door hanger (12%), local newspaper (6%), City website (5%), local radio (3%), and Twitter (2%). The responses varied slightly for ISU students. Email is the best way to communicate, followed by letter, Facebook, door hanger, City of Ames website, local radio, Twitter, and local newspaper.

Figure 10. Preferred method to learn about City services, programs or projects, 2019



Figures 11a&b illustrate trends in the perceived usefulness of City communication sources over a five-year period. Those rankings have stayed generally consistent over the years with slightly lower average scores this year compared to previous year. The City of Ames website, social media, and the City Side newsletter remain the most useful sources of City information. There was a large drop in the perceived usefulness of the local cable channel 12 and The Sun newspaper in 2019.

Figure 11a. Usefulness of news sources over the past five years (Users only)

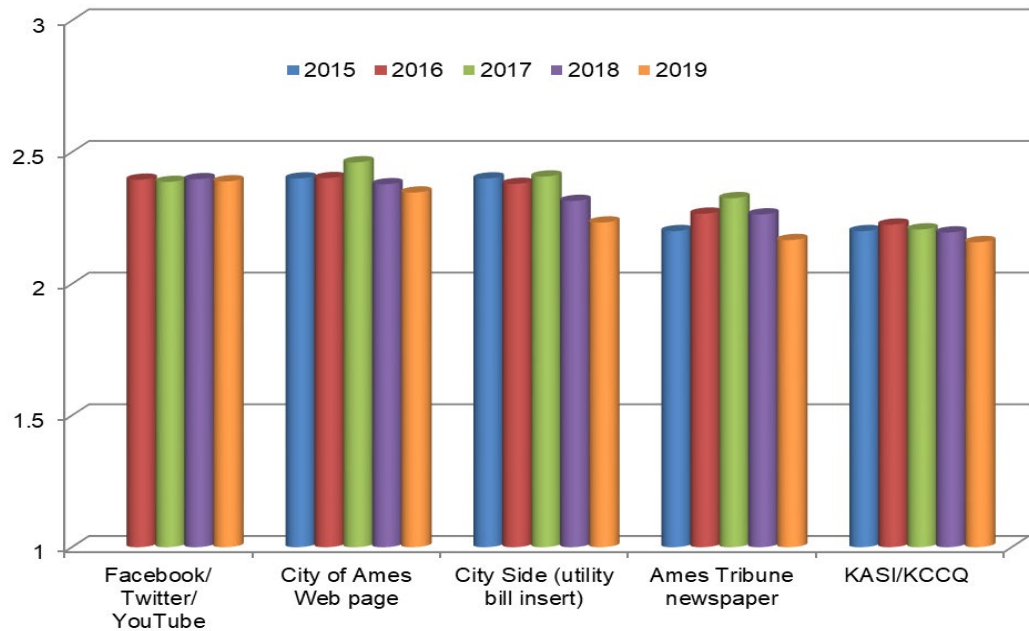


Figure 11b. Usefulness of news sources over the past five years (Users only)

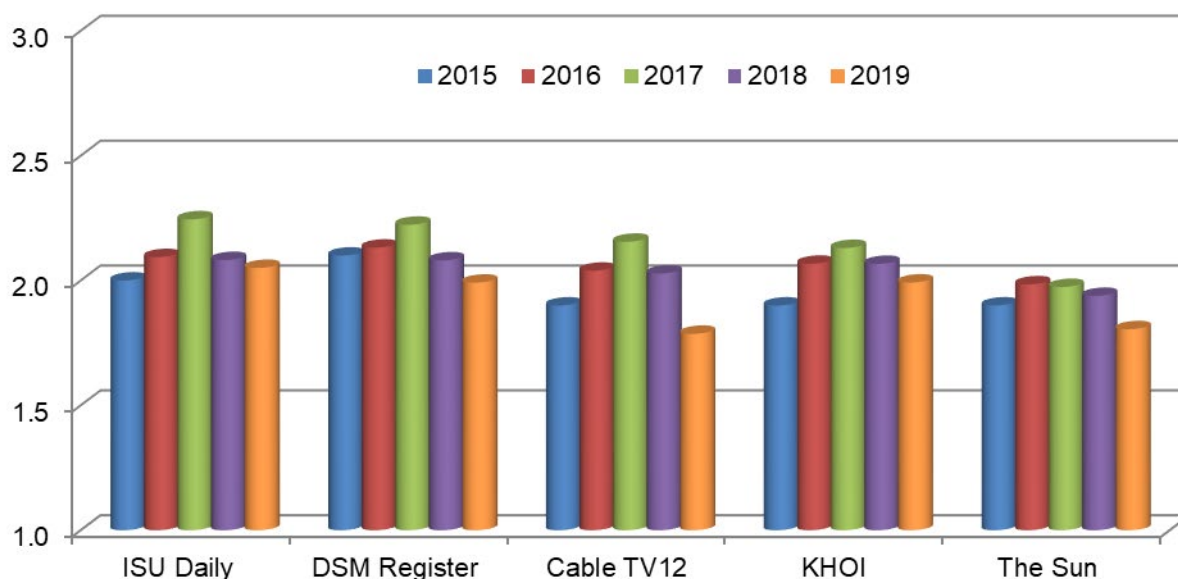


Table 24 indicates the usefulness of various communication tools based on the respondent's student status. There were no statistically significant differences between student and non-student responses. Both groups found the City website similarly useful. City Side (newsletter) was more useful to Ames residents (non-fulltime ISU students) than to fulltime ISU students. However, social media, Des Moines Register newspaper, and the ISU Daily newspaper were more useful to fulltime ISU students than to Ames residents.

Table 24. Usefulness of news sources for Non-student and ISU students

Information Source	Non-student	Student
	Average	
City of Ames website	2.35	2.34
City Side (utility bill insert)	2.33	1.93
Ames Tribune newspaper	2.22	2.05
Facebook/ Twitter/ YouTube	2.37	2.42
KASI/KCCQ radio	2.20	2.05
KHOI	1.94	2.08
Des Moines Register Newspaper	1.93	2.10
Cable TV 12/Government Access Television	1.77	1.81
ISU Daily newspaper	1.88	2.18
The Sun	1.86	1.62

No statistical difference on the degree of usefulness between non-student and student.

Note: average was compute using this value: 1=not useful; 2=somewhat useful; 3=very useful

City Channel 12

Another city media outlet is City Channel 12. This media outlet is available to Mediacom TV subscribers and is streamed from the City's website. Fifty-four percent of survey respondents were Mediacom cable TV subscribers. Among the Mediacom subscribers reporting, 67% never watch Cable TV Channel 12. Table 25 shows that Channel 12 has peak viewership between 6 p.m. and 9 p.m. (20%).

Of the survey respondents who watch Channel 12 (n=40), sixty-five percent of respondents watched Channel 12 for one hour or less per week and 25% watched two to three hours per week. Eleven percent of Channel 12 viewers responded they are watching four or more hours per week (Table 26).

Table 25. Time to watch Cable TV Channel 12 (n =181)

	Percent
Never watch TV 12	67
12:01 a.m. to 6:00 a.m.	1
6:01 a.m. to noon	2
12:01 p.m. to 6:00 p.m.	8
6:01 p.m. to 9:00 p.m.	20
9:01 p.m. to midnight	2

Table 26. Hours per week for those watch TV Channel 12 (n = 40)

	Percent
0-1 hour	65
2-3 hours	25
4-5 hours	3
>5 hours	8

City of Ames Website (www.cityofames.org)

Of those who reported using the City's website, respondents said their main purposes include checking for community updates (57.4%), using Ames Public Library account (49%), signing up for Parks and Recreation classes (32%), gathering information for City Council meeting or other City meeting (16%), and watching a City Council meeting or Channel 12 programming on video streaming (6%).

Other uses of City of Ames' website were:

- City utilities (i.e. pay bill, sign-up) (n=18)
- City calendar and events (i.e. yard waste days, seasonal events) (n=6)
- City facilities, city services, and staff contact info (n=5)
- Information about city programs and rebates (examples: utility rebates, green programs, resources for aging citizens) (n=5)
- Miscellaneous info/news (n=2)
- Use library resource data bases, i.e. value line (n=1)
- City police reference (n=1)
- Planning documents (n=1)
- Property search (n=1)
- Rent smart Ames (n=1)

When respondents were asked about other information that should be included in the Ames' website, the following suggestions were mentioned:

- Update the website (n=3)
 - Make updates; it's old and not extremely user friendly
 - Parks and Recs sign-up is bulky unmodern/difficult to use. Searching for a specific class is so hard. Trying to search for park info is frustrating.
 - Need a better website that is easier to navigate - very poor today.
- Weekly events schedule (n=3)
- Street/walking path/construction closures (n=3)
- Online utility billing; paying utility bill online shouldn't cost more. (n=2)
- Renter rights and average rents in Ames (n=2)
- Website - status quo; I think the website is great (n=2)
- Direct access to building codes (n=1)
- Healthy life center (n=1)
- Resources for aging citizens (n=1)
- When the snow ordinance has gone to effect (n=1)
- Weather related closings (n=1)

Your Health

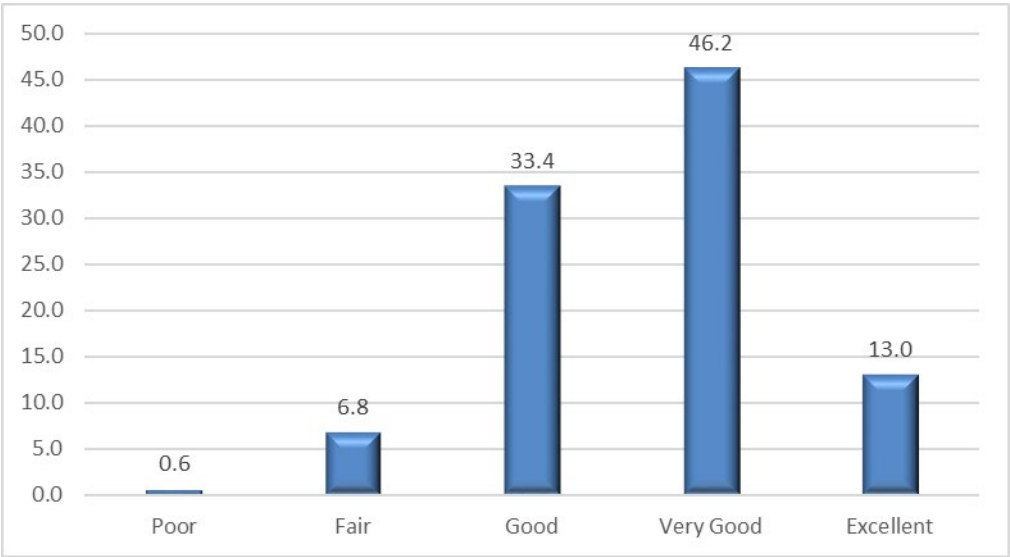
For the second year, respondents were asked how healthy they feel. On a scale of 1 to 5 (5 being excellent and 1 as poor), the average rating is 3.64. Figure 12 shows the overall health rating of respondents. Of the respondents, 66% rate their health as very good (46%) or excellent (13%.)

Only 7% of the respondents rated themselves to have poor (.6%) and fair health (6.8%). This is almost two times lower than the 2019 County Health Rankings Report finding of 13% (the average for Iowa) https://www.countyhealthrankings.org/sites/default/files/state/downloads/CHR2019_IA.pdf.

When demographic information of the respondents is correlated to the health rating, only household income had a significant difference. Those who have higher incomes (from \$150,000 above) rated their health higher than those who have lower income (lower than \$125,000). However, those who had the lowest income level (lower than \$25,000) rated their health as in-between (3.19).

Gender, home ownership, place of residence (both geographic & student versus resident), age, length of resident and education had no impact on overall health rating.

Figure 12. Overall health rating



Respondents were asked about their physical activity in the past week. Seven percent (n=35) of the respondents did not engage in physical activity of 20 minutes or more in any single day. Almost 2/3 (61%) exercise for at least 2-3 days (33.6%) or 4-5 days (27.4%) in a week. Over 1/5 or respondents (22.5%) exercise 6 or more days a week. Comparing the non-ISU students with ISU students, there more non-students who spent more days (4 days+) exercising compared to students (54% and 43%, respectively). Most students reported spending 2-3 days engaging in physical activity.

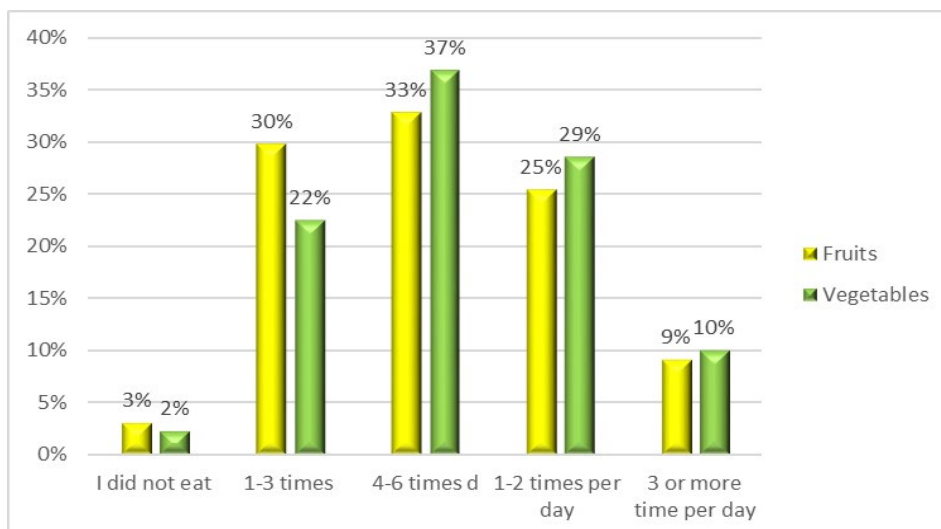
Table 27. Number of days engaged in physical activity of 20 minutes or more

Frequency of Exercise	Non-Student (n=299)	Student (n=204)	Total
0 day	5.7%	8.8%	7.0%
1 day	9.0%	10.3%	9.5%
2-3 days	30.8%	37.7%	33.6%
4-5 days	28.8%	25.6%	27.4%
6 or more days	25.7%	17.6%	22.5%
Total	100%	100%	100%

Eating more fruits and vegetables adds nutrients to diets, reduces the risk for heart disease, stroke, and some cancers, and helps manage body weight when consumed in place of more energy-dense foods <https://www.cdc.gov/mmwr/preview/mmwrhtml/mm6426a1.htm>. Depending on their age and sex, federal guidelines recommend that adults eat at least 1½ to 2 cups per day of fruit and 2 to 3 cups per day of vegetables as part of a healthy eating pattern.

As part of the survey respondents were asked to estimate the number of fruit and vegetable servings they consumed in the past 7 days. A majority of the respondents ate fruits and vegetable in the last seven days. Only 3% (fruits) and 2% (vegetables) respondents reported not eating any fruits and vegetables in the past seven days. Most respondents reportedly had fruits and vegetables 4-6 times per week (33% for fruits and 37% for vegetables). The rates are higher for those who eat fruits and vegetables more frequently or daily (34% for fruits and 39% for vegetables daily) as shown in Figure 13. Unfortunately, respondents were not asked the quantity of their intake daily so it can't be compared with the federal guidelines.

Figure 13. Number of times fruit and vegetables were eaten during the past 7 days.



When asked that would support respondents in getting more daily physical activity, respondents listed a number of factors. A number responded that they feel they already have adequate support. Some of comments mentioned the need for affordable/free workout facilities. Many comments asked for additional facilities, parks, and trails. They also mentioned better trail maintenance and infrastructure improvements. Others suggested an indoor pool, more year-round activities, and better connectivity of trails to larger trails systems in Central Iowa. Many respondents also pointed to factors such as better weather and personal motivation as factors for increasing their physical activity. See additional comments below.

- Accountability/Incentives
 - I think I need to involve myself in programs that hold me accountable for participating in physical activities and part of my issue is just making it a habit in my life.
 - A community-focused program probably.
 - Rewards/incentives.
- Affordable Gym Facilities
 - Access to a gym at affordable rates
 - Better access to workout facilities
 - Affordable workout plans at local gyms during winter.
 - A good inexpensive indoor facility in North Ames.
 - Ames needs a YMCA with childcare. Cost of a gym membership around town is ridiculous. Ames racquet and fitness has a monopoly.
 - Cheaper gym memberships with group activities
 - Cheaper gym prices around town.
 - Easier access away from college students.
 - Exercise classes that don't cost too much.
 - Indoor fitness it would be nice to have an affordable choice is the winter.
 - Kid friendly gyms that are affordable.
 - Lower costs of gym membership.
 - Lower gym fees. It is currently paid through apartment management.
 - Lower monthly membership rates at area gym and fitness centers.
 - Lowering costs and facilities around Ames.
 - More time- fewer fees.
 - Options for gyms that aren't over-crowded and over-priced.
 - The healthy living gym at a very reasonable cost to families. Gyms are too expensive.
 - Trails, cheap gyms.
 - Would like to go to the gym but racquet and fitness are too expensive and so is Ames Park and Rec (they don't include/have pool access for what you pay).
- Already have adequate support
 - Already have adequate support/already active (13)
 - As a very health conscious woman/mother. I find any way I can to stay active for my overall wellbeing. I have enough support to stay active.
 - Significant opportunities available.
- Better bike commute
 - Easier to bike to campus, having less homework
 - Faster bike commuting.
 - Make drivers pay attention so I could bike to work
 - Protected bike lanes to commute to work.
 - Better bike lanes.
 - Better bike lanes/paths that lead to and from campus
- Better program descriptions
 - I look at the Parks and Rec book and have no clue what the exercise programs are by the name and description. To have a program are by the name and description.

- Bike Paths
 - More biking paths
- Body
 - If my knees didn't hurt.
 - A new body.
 - Not falling when I step outside.
- Childcare
 - Longer childcare hour offerings at Ames Fitness center.
 - Possibly a family fitness facility?
- City Bikes
 - Cycles accessible to the people of Ames at different locations would help keeping us fit.
 - Bike rental system
- Classes
 - Dance classes for adults.
 - Early Morning (5-6am) group fitness.
 - Group fitness classes (3)
 - More classes
 - Parks and recreation classes.
- Club Sports/Leagues
 - Club sports outside of university activities.
 - Outdoor activities like hiking
 - Volleyball or soccer
- Dog Park
 - Dog Park (2)
 - More places to exercise my dog.
- Exercise Buddy
 - Having someone to exercise with
- Free Classes
 - Free classes
 - Free classes at city hall/elsewhere Zumba, yoga, etc.
 - Fun, free, exercise and dance classes for beginners..
- Free Gym
 - A free gym perhaps
 - Closer free gym facilities
 - Free Community Gym in the suburb.
 - Free gym membership.
 - Free indoor exercise areas.
- Free Trainers
 - Free personal trainers at the school. I have no idea how to work out properly.
- Golf Course
 - Cheaper golf courses
- Groomed Trails
 - Groomed cross country ski trails in winter.
- Healthy Life Center (2)
- Indoor Facilities
 - Having more and better access to quality indoor facilities to use during winter and inclement weather.
 - Nearby indoor location to walk during unfavorable weather.
 - An indoor walking track.
 - An indoor center where you could, like Story City & Huxley have, go and walk for free (not the mall). A fitness center with an affordable fee like Planet Fitness.
 - City rec center.

- Community fitness center w/ many amenities in one place (gym, pool, track).
 - Indoor Fitness Center/Pool/Track.
 - wellness center
 - Absolutely let us have a recreation center.
- Indoor Pool
 - new indoor pool
 - warm water pool
- Less Homework
 - Less homework (4).
 - Less school
 - Less stress from class
 - Less time spent having to do homework
 - Less work that needs to be completed indoors, like school work.
- Lowing the rent
- More facilities/activities
 - Having more to actually do in Ames.
 - Having various programs outside of the University or Ames Racquet and Fitness that are open to the public to do a physical activity outside with others within the community.
 - More diversity of outdoor/indoor facility.
 - More gyms
 - More outdoor soccer facilities
- More city hosted fitness events
 - Maybe more marathons or cyclathons being held by the City of Ames.
 - Maybe more city held races like 5Ks or park activities.
- More Parks
 - Better parks
 - More parks (2)
 - more parks like Ada Hayden
- More Time
 - Having more hours in the day (6).
 - Having more time outside of classes
 - I am a student and rarely get time.
 - If I had more time (2).
 - Less competing responsibilities. (Time)
 - More time (8)
 - More time in my schedule (2).
 - more time- fewer fees.
- Outdoor Adult Facilities
 - Neighborhood outdoor facilities - adult workout playground.
 - Workout equipment/areas in parks
- Other Responses
 - Apartment complexes being required to having operational windows that open. Allowing for more air flow into homes to promote a healthier lifestyle
 - Less government spending.
 - Less people at the gym better traffic flow to not make street jogging, so dramatic.
 - No.
 - None of the city's business
 - Not sure.
 - Nothing comes to mind.
 - No more junk food sold in Ames!
 - Not the life center.
 - Nothing except density - driving is problematic.

- Nothing has to be built or changed for me to get more daily physical activity.
 - More things to do and space at campus gyms
 - The state gym helps
 - The more convenient route provided by CyRide.
 - This is a personal [inelligible] don't think the city has a vote.
 - We don't need a \$50 million wellness center to be a cool city!
- Parkour Park
 - Also perhaps a parkour park around Ames.
- Parking
 - Free street parking by gyms
 - More parking at Leid
 - Better parking to walk around Ames.
- Pedestrian Infrastructure
 - Better sidewalks benches, bus shelter.
 - More pedestrian friendly broader sidewalks and biker friendly side-walks and roads.
- Personal Effort
 - Aside from caring about it? Well, I'm getting a trike soon to use for shopping trips instead of autos.
 - I just need to take more walks.
 - Just need to take the time to do it.
 - My effort
 - My own motivation, but I appreciate you trying to help.
 - My own motivation.
 - Nothing besides my own motivation
 - Nothing. I'm just lazy as heck from going out more than I already do.
- Pickle Ball Courts
 - Court Designed specifically for pickle ball.
- Safety
 - Feeling safer to run streets around house.
 - Feeling safer when jogging
 - More safe trails.
 - safer community
 - safer sidewalks and trails
- Senior-focused community activities
 - A community center that offered activities for seniors. A public that offered more time to senior and looks either larger or just for senior.
 - Programs specifically designed for those over 60 years.
 - Senior Activities (Exercise).
- Sidewalks
 - Better side walks in my neighborhood.
 - Better, safer sidewalks. I always end up walking int he street because. The old town has such terrible sidewalk conditions.
 - Maybe improve the sidewalks in our neighborhood. They are uneven which makes it hard to walk.
 - More bike paths and sidewalks.
- Snow Removal
 - Better sidewalk clearance in the winter.
 - In winter, better care of the side walks. The ice and snow were really bad.
- Trail Connections
 - More trails close to the residence areas.
 - Better bike trail systems
 - Bike path network expansion.

- Bike paths thru Ames and surrounding towns.
- Deprioritize cars/vehicular traffic I make wider sidewalks, prioritize pedestrian movement, build greenbelts, etc.
- Added biking/running trails and connectivity of existing trails
- More bike path options. Be nice to have long trails out of town, like Ankeny or Waukee.
- More well-kept and intentional outdoor spaces like Ada Haden - a safe bike path to get there too!
- Trails/walking, running, biking
 - Better paved park trails.
 - Safe trails for young women to hike or run alone on.
 - Better bike and walking trails (2).
 - Better bike paths (2).
 - Better paths for dog walking!
 - Better sidewalk bike paths.
 - IMPROVE THE TRAILS
 - Knowing where more bike trails are around me.
 - Maintaining bike trails (bicycle) more bike trails more bike clubs events.
 - Clear hiking trails in Inis Grove.
 - More bicycle trails and greenways
 - More bicycle/walking paths.
 - More bike paths and sidewalks.
 - More bike paths available in West Ames.
 - Trails on our side of town.
 - More trails (9)
- Water Walking
 - More water walking availability.
- Weather
 - Better weather (27)
- Work
 - A better job with fewer hours and more pay.
 - More time off from work.
 - Different job!
 - Less Demand at Work.
 - Less work at my job and getting paid more paid more.
 - Less work load
 - Less work time.
 - Not having to work 40 hours per week.
 - Not having to work full time. I do pool exercise and medical arts 2x a week and have a personal trainer.
 - not sitting at a desk all day
 - Retiring
 - Shorter Work Days.

The survey also asks respondents to gauge their interest in community gardens. On a scale of scale of 1 to 5 (1 - being not interested at all, 2 – somewhat not interested, 3 – uncertain, 4 somewhat interested, 5 - very interested), the average value is 2.58 (indicating an uncertain level of interest). Almost half (47%) were not interested (not interested at all and somewhat not interested combined) in getting involved in community garden, 19% uncertain and only a little over one-third (34% were interested when somewhat and very interested were combined).

Younger and short-term residents are more interested in community gardens compared with older and long-term residents. Their views on community gardens were not affected by geographic residence (i.e. NE, SE, NW and SW) and educational level of the respondents. However, those with income under \$25,000 and income between \$50,000 -74,999, females and renters were more interested in getting involved in community gardens in their neighborhood.

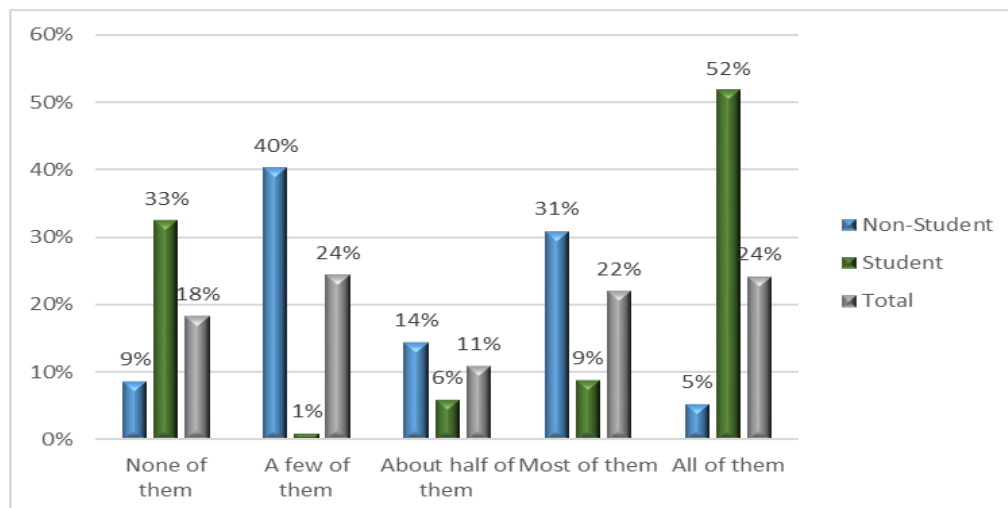
Sense of Community

For the second year the survey included an additional question asking about the respondent's perception of affiliation with the community. *Sense of community* is a *feeling* that members have of belonging, a *feeling* that members matter to one another and to the group, and a shared faith that members' needs will be met through their commitment to be together (McMillan, 1976).

<https://pdfs.semanticscholar.org/e5fb/8ece108aec36714ee413876e61b0510e7c80.pdf>. A clear and empirically validated understanding of sense of community can provide the foundation for lawmakers and planners to develop programs that meet their stated goals by strengthening and preserving community.

Figure 14 shows about over half (57%) of the respondents know about half or more of their neighbors. This is down from 71% in 2018. When the numbers are examined by student and non-student populations, 67% of the students reported knowing about half or more of their neighbors compared to only 50% of non-students. This year, 9% of non-students reported that they didn't know any of their neighbors compared to 33% of the student population. In 2018, six percent of non-students didn't know any of their neighbors compared to 4% for ISU students.

Figure 14. Neighbors you know



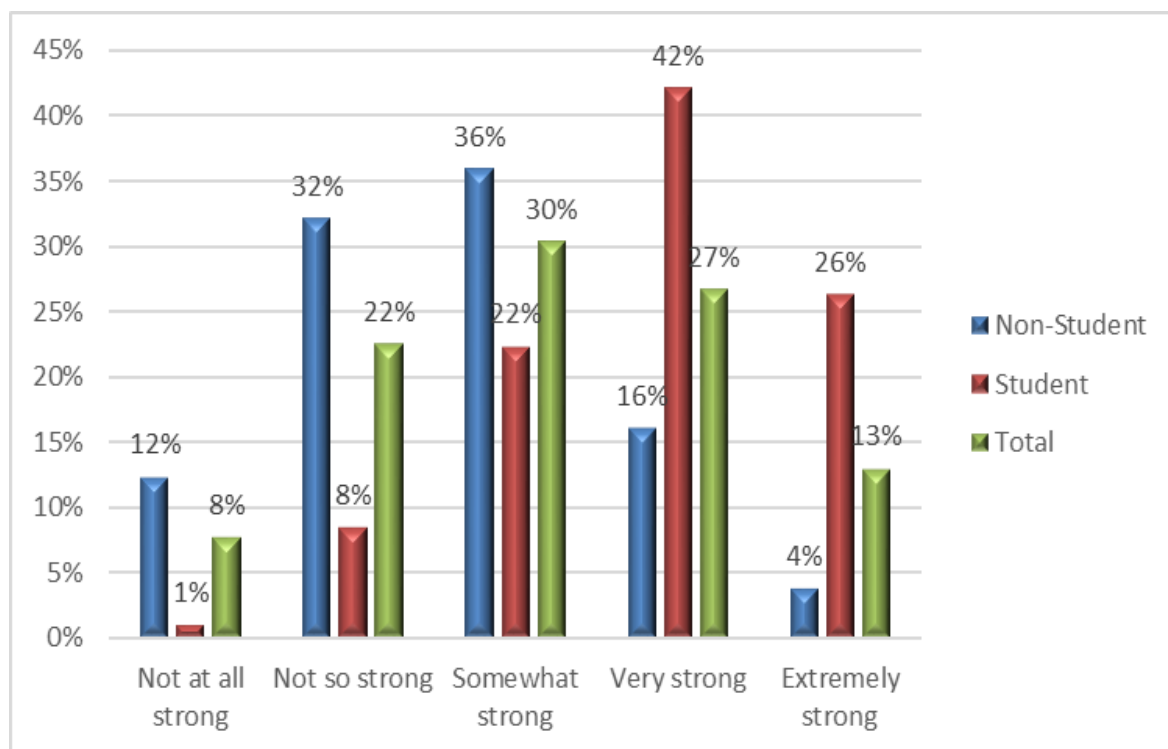
On a scale of 1 to 5 (1 - not at all strong to 5 - extremely strong), respondents were asked to rate their perceived level of sense of community in their neighborhood. Combining the extremely strong and very strong responses, 40% of the all respondents felt that the sense of community in their neighborhood is strong, but when divided by students and non-students there was a noticeable difference (20% non-students felt a strong sense of community compared to 68% of students). Figure 15 shows the non-student population indicated somewhat less strong when asked about the sense of community in their neighborhoods.

Looking at the average score, the sense of the community by all respondents was 3.1 (2.7 for non-students and 3.8 for students). This means that the sense of community is not strong or on the uncertain level as almost 1/3 (30%) gave a rating of somewhat strong.

On a scale of 1 to 5 (1 being not at all strong to 5 extremely strong), strength on sense of community were viewed differently by demographic characteristic:

- Grouping of respondents: ISU student (3.8); Ames residents (2.7)
- Home ownership: Renter (3.8); owner (2.9)
- Gender: no difference
- Household income: the higher the household income, the lower is the sense of community
- Education: stronger sense of community for those in college (3.44) and some graduate work (3.52) compared with those with those with high school diploma and had graduate degree (2.83 and 2.94, respectively)
- Length of residence: Long-term residents had stronger sense of community than short-term residents
- Age: Older respondents had stronger sense of community compared to younger respondents
- Residence geography: SW residents had strongest sense of community (3.39), followed by SE (3.36), NW (3.00) and lastly NE (2.89)

Figure 15. Sense of community in the neighborhood



Respondents were asked if they agree to six statements regarding community involvement. Table 28 summarizes the responses. When asked if “issues facing my community are important to me,” 59% agreed (somewhat agree/strongly agree). This is down compared to the 2018 results when almost 9 out of 10 (89%) of the respondents somewhat/strongly agreed that issues facing the community matter to them. Forty-two percent of respondents indicated that they were knowledgeable about issues facing their community, while 40% indicated uncertainty about community issues. In the 2018 survey, 60% of respondents were knowledgeable about the issues facing their community.

Fewer than half (48%) of respondents reported that they were not engaged in addressing the issues in the community, and 31% indicated they were uncertain.

More than two-thirds (71%) of respondents volunteered at nonprofit organizations serving the city and another 74% contributed financially as a sign of support. When asked if they serve on the Board of Directors for a non-profit, only 1% indicated that they were board members.

Table 28. Community Involvement

Community Involvement Issues	Strongly disagree/ Somewhat Disagree	Uncertain	Somewhat Agree/ Strongly Agree	Average
I currently volunteer for a nonprofit organization serving Ames (n=286)	11	18	71	4.1
I currently support nonprofit organization(s) with financial contributions. (n=390)	10	16	74	4.1
Issues facing my community are important to me (n=445)	13	28	59	3.7
I am knowledgeable about the issues facing my community (n=437)	11	47	42	3.6
I am engaged in addressing the issues of my community (n=391)	21	31	48	3.4
I currently serve on a Board of Directors for a nonprofit organization serving Ames (n=209)	80	11	9	1.6

Table 29 shows the demographic characteristics of the respondents who were likely to be involved in community activities. Older, long-term residents and homeowners stated that issues involving their community were important to them. They were also knowledgeable of community issues, supported the nonprofit organizations financially, and were member of Board of Directors for nonprofit organizations serving Ames. Those who currently serve on a Board of Directors for a nonprofit organization were from the northeast side of the city. Those who were more engaged in addressing community issues were younger, short-term residents, belong in the lowest income bracket, and live on the southeast side of town.

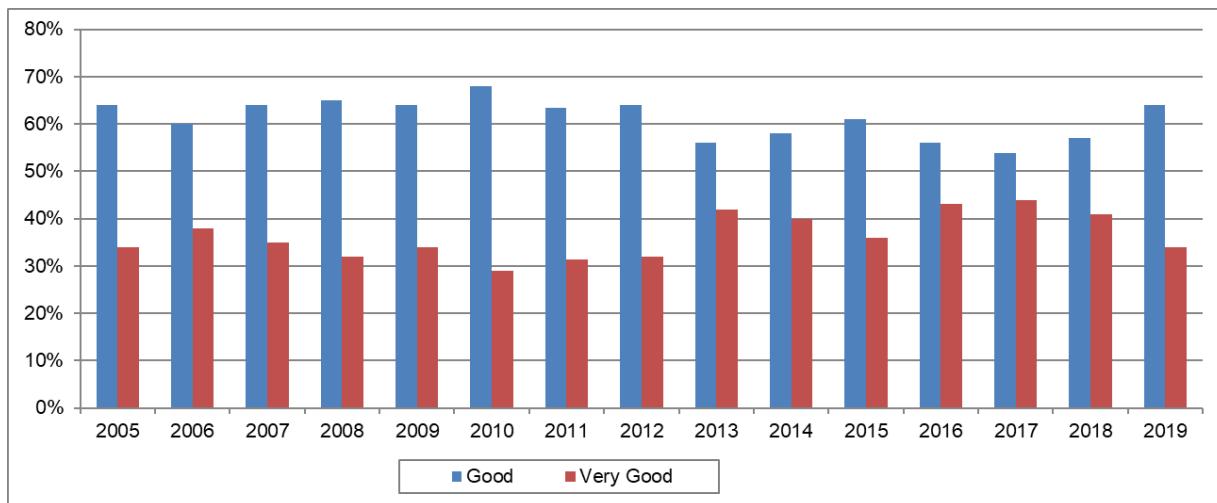
Table 29. Community involvement by demography

	Age	Length of Residence	Gender	HH Income	Homeownership	Geographic Residence
Issues facing my community are important to me (n=445)	Older	Long-term	Male	\$200,000+	Owner	NE
I am knowledgeable about the issues facing my community (n=437)	Older	Long-term				
I am engaged in addressing the issues of my community (n=391)	Younger	Short-term		Under \$25,000	Renter	SE
I currently support nonprofit organization(s) with financial contributions. (n=390)	Older	Log-term			Owner	
I currently serve on a Board of Directors for a nonprofit organization serving the City of Ames (n=209)	Older	Log-term	Male	\$150,000-\$199,999	Owner	NE
I currently volunteer for a nonprofit organization serving the City of Ames (n=286)						

City of Ames Overall Service Quality

Each year survey respondents are asked to give an overall evaluation of the quality of services they receive from the City of Ames as well as provide any additional comments. This year thirty-four percent of respondents provided a “very good” rating, which is a 6% decrease from 2018. The number of respondents rating the City of Ames as “good” was 64% in 2019 (57% in 2018). When the positive (“good” and “very good”) ratings are combined, 98% of Ames residents ranked their overall satisfaction with city services as good or very good. This is the same as 2018 (98%). (Figure 15)

Figure 16. Trends in overall satisfaction with City of Ames service quality (good/very good)



Other Issues the City Should Focus On

The survey asked respondents if there were other issues that the City should focus on its attention towards; 389 responses were provided. Figure 16 shows the “wordle” presentation of the responses using <http://wordle.com>.

Transportation (traffic flow and road repair) and housing (affordability and rental housing policy) were the two major discussion topics in this section. Other important issues included parking, snow removal, storm water planning, land use/city planning, business promotion, bike lanes, safety, homelessness, city beautification/revitalization, crime/safety, recycling, youth activities, and city/ISU community building.

The most common issue mentioned related to traffic circulation improvements. Many suggested extending Grand Avenue south. Some suggested adding a traffic control device such as a left turn arrow or turning lanes as well as roundabouts at some intersections. There were a number of comments asking for better notification and communication related to community infrastructure projects.

Another related transportation issue addressed by respondents was the need for street infrastructure improvements. People commented on the need for more bicycle infrastructure, and many commented that they supported bike lanes. In addition, there were comments about needed sidewalk improvements.

Affordable housing was the major issue discussed by survey respondents. Many people expressed a desire for affordable housing both students and non-students, especially senior citizens.

One respondent commented, “I feel that Ames needs to invest in housing that isn’t “luxury” housing. It is... hard to find housing in Ames for students [people] who can’t spend over \$1,000 or \$1,200 a month

Many respondents felt that Ames was a safe place to live. Discussion commonly included Ames being safe, peaceful, and quiet. Several people agreed that Ames is a good place to raise a family. Respondents discussed the low crime rate and safety. Many described Ames as a clean city.

Another common theme was the cost of living and the convenience of living in Ames. The price of groceries and other goods are low in comparison to other communities. Respondents discussed how easy it is to get around Ames and how car-friendly it is. Many people mentioned how they felt comfortable walking or biking to businesses and restaurants around Ames. Words such as *short commute*, *accessibility*, and *convenience* were commonly used. CyRide and public transportation were discussed as positive parts of the community.

Attributes to Ames being a smaller city but having the wide range of amenities of a larger city was commonly mentioned. Respondents appreciated that being in close proximity to amenities gave them a sense of comfort and high quality of life. Many commented on how accessible and how little time it takes to travel to the businesses and restaurants around Ames. In addition, respondents thought that being close to Des Moines is a benefit.

There were many comments regarding the shopping, restaurants, and activities in Ames. Respondents appreciated the quantity and diversity of options in restaurants and activities that are offered in Ames. The Ames Farmers Market, Main Street, and the Ames Public Library were frequently mentioned. The parks and green spaces, specifically Ada Hayden, were discussed. Respondents appreciate both the combination of recreational and education opportunities provided from the Ames Public Library and Iowa State University for the community. Respondents felt as if they had a diverse range of options for types of shopping, activities, and restaurants.

Other amenities discussed were Ames tap water, medical services, and the parks around Ames. Numerous responses commented on the abundance of parks, trees, and green space throughout the city. One comment about Ames parks and trails was, "The parks and trails are probably the best thing about living in Ames. They are clean and well-maintained, which makes it even more enjoyable to be outside."

There were numerous comments regarding Iowa State University and the positive contribution it has on the Ames community. Many respondents recognized the opportunities and amenities that Iowa State University brings to the community such as events, lectures, and activities. C.Y. Stephens and ISU athletic events were commonly mentioned. Respondents want to see the relationship between the City of Ames and Iowa State University grow. Overall, living in a college town was seen as an asset rather than a burden on the Ames community.

Figure 17. Best things about living in Ames



What would make Ames cool?

This is the fourth year this question has been part of the survey. There were 291 responses to this question. The responses varied from a variety of topics including the physical appearance, culture, transportation, and sustainable practices. For full comments, please refer to the appendix. The primary themes from the responses were having *food options* (15 mentions), a *better mall* (13 options), and increasing *activities* (13 mentions).

The most discussed topics were activity and restaurant options in Ames. Comments included a desire for local restaurants, food trucks, and bars with outdoor seating. Food and bar options for young professionals was highly requested. There were specific options suggested for Ames including independent movie theaters, a wine-and-paint program, etc. More generally, respondents felt like Ames could benefit from music concerts and community events. Festivals or other activities that could cater towards adults and families was mentioned as a benefit to the community. Overall, more diversity in entertainment options was suggested. The mall was a common theme in the survey question. Respondents want to see a new or improved mall and more shopping and retail options throughout Ames.

Outdoor and recreational activities were themes in respondent discussion. Building paved bike paths and nature trails throughout Ames with more outdoor activities for the community was suggested. A community recreational center with an indoor pool was common. Respondents overall wanted to see more recreational activities for all ages – such as bike, scooter, or boat rentals.

Fast food received split responses – some thought that the Ames community had too many chain restaurants, while others thought that Ames could use some more. Some suggested chain restaurants that were specifically mentioned were Olive Garden, Outback Steakhouse, or Krispy Kreme. Some suggested that Ames was lacking restaurants open at later times at night.

The City services that the respondents mentioned were commonly on the snow removal during the winter months. Improving and updating City infrastructure and amenities were seen as a need for the community. There was a request for better traffic flow, specifically on Duff Ave., that respondents felt was becoming dangerous. Parking was another topic of concern. Establishing a city-wide recycling pickup was suggested. Other topics included working towards more sustainability-oriented projects such as a composting program or a solar farm. Both of those in various stages of implementation. Affordable housing was a frequently mentioned topic. Seeing fewer apartments was mentioned a few times. Respondents felt as if there is not enough affordable housing for families and thought that there is not enough housing for homeless people with mental illnesses.

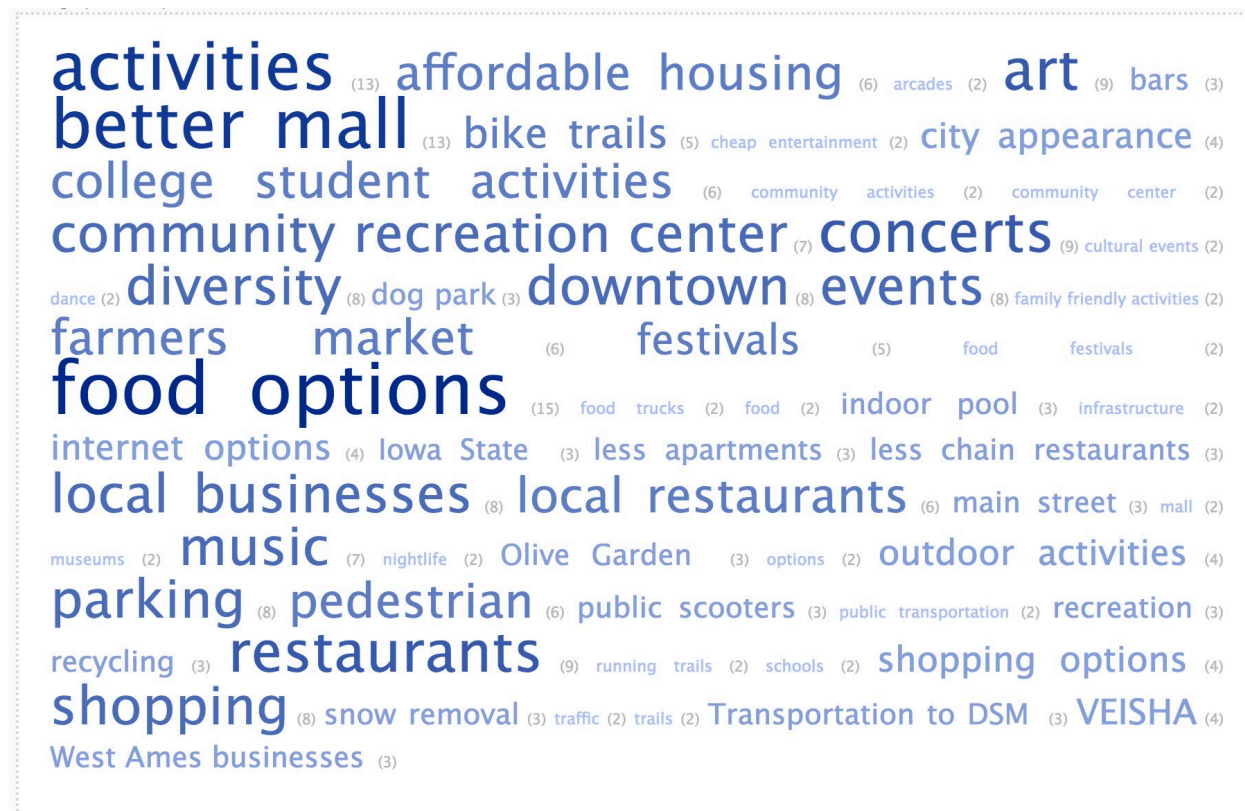
Some respondents wanted to see a greater emphasis on art installed throughout the Ames community. Having a lively downtown area with local businesses was a suggestion to improve the community. Pedestrian-friendly or no parking was suggested for Main Street. More diverse, local businesses were requested to make downtown Ames a more centralized area with more activities. Events, businesses, and restaurants that are more catered towards young adults were commonly discussed.

Other discussion for the community was public transportation. While CyRide was clearly valued, a common response was to provide public transportation directly to Des Moines, specifically to the Des Moines International Airport. Several suggested that CyRide should offer services overnight and on weekends.

Lastly, one topic that came up frequently was for more cable and internet options. The respondents felt as if Ames did not have quality high speed internet options and wanted to see improvement in diverse options of companies.

See Appendix for respondent's individual suggestions.

Figure 18. What would make Ames Cool



Residential Satisfaction Actual Open-Ended Responses

Comments on Police Department activities

- Recent crackdown on CBD oil was ridiculous and unnecessary.
- #12 Speeding, especially on Grand Avenue and Lincoln Way, is a major problem that needs serious and sustained attention. Why doesn't this happen?
- A few years ago, I called 911 because a few people threw stuff at my neighbor's car in the dark. Police were never sent out. My trust in the police was destroyed.
- Alcohol-related crime is sometimes over enforced which is important as long as students' safety is the major concern.
- Amazing that we have cops constantly harassing kids for drinking when there were two shootings near campus last year and there's a sexual assault on or near campus every other week.
- Ames Police is doing great.
- Any experience I have had with the Ames Police have been positive. They have had huge smiles and been friendly and approachable. I also appreciate their Twitter feed.
- As a female student, I feel much more comfortable walking/biking to campus when I see police cars patrolling the city.
- Better traffic enforcement. It is not safe to drive.
- Calm down on the students of Iowa State.
- Checked less on #15 because there should be less focus on education and more on prevention. There is too much violent crime for Ames (deaths, assault). Important to be proactive – to remove the bad guys before the crime happens.
- Cultural competence to help police understand their body's reaction to other people who are different than them. I highly encourage work by XXX, a counselor and social worker who trains police in Minneapolis, MN, to create cultural competency when working with people of color.
- Distracted driving needs to be penalized. We ride bikes and hate them.
- Do not have knowledge to say more or less.
- Don't have much knowledge in these areas.
- Don't know current practices well enough to comment.
- Don't know enough to answer.
- Don't really have data on this.
- Drivers around Ames are generally OK with pedestrians, but I've been cut off more than a few times while just walking around. I would like to see cops monitoring pedestrian intersections for right-of-way enforcement.
- Drug enforcement is terrible! Officer actually argued with me when I reported a neighbor for using drugs in his yard that interfered with my residence. He stated "marijuana" isn't that bad.
- Find more free parking for the (poor) college students if they are going to ticket as much as they do.
- Get cats inside! I don't have much experience with law enforcement issues. As far as I know, Ames is a safe community.
- Great community outreach program.
- Why are we using breathalyzers to random students at Ames High Homecoming and Prom? My kids are no longer at AHS, but I know it is something that is happening. Either breathalyze all the students or none of them.
- Harleys make so much noise. I like Harleys but they gas them up at stop lights.
- I am not familiar with how well the Ames Police Department does their job. Things seem to be going well in my neighborhood.

- I don't know how to make a determination because I don't know the current emphasis. The worse the crime, the more emphasis should be placed.
- I don't trust the police. They don't enforce the spirit of the law but the letter of the law – just legalized bullies who can't think for themselves or outside the box – no compassion. They are public servants, not mercenaries for hire – shoot first, ask later? If they are that afraid, they shouldn't be police officers if they are too quick to shoot. They can't just wound someone to stop them.
- I had a package of mine stolen a little while back now, and they couldn't do anything since there weren't any cameras on the traffic lights. These crimes shouldn't just be overlooked like mine was. This wasn't even the first package to get stolen recently either.
- I have little experience, but everything I've heard has been positive.
- I have no opinion on most of these.
- I have not personally had any trouble with any of the above, so if there are needs, I'm not aware of them.
- I haven't heard of any scandals involving this department. Thank you for improving public safety.
- I marked all "more" because we should all be working to learn more and improve our job performance.
- I think our Police Department does a good job. It's a people-problem in many cases. They can do all the #15 areas, but its human behavior in #14 and #11.
- I think they do a good job with most things. I enjoy how they pair with ISU PD.
- I think they do a great job of community policing and outreach – love the Facebook page.
- I'm really unsure of what they currently do, so I cannot give a truthful answer.
- If you don't enforce speed limits, you might as well remove all the speed limit signs. Same with the stop signs.
- It's a college town, so alcohol and drug-related crimes will always be there.
- Items marked "don't know" suggest that these are handled discreetly and/or that they are not very common in Ames or that they are being ignored and/or do not make the newspaper.
- Little to no experience in these areas. Thank you.
- Love Ames PD!
- Love the 30 second videos on Facebook of donuts in the park.
- Marijuana should not be sought out for punishment.
- More strict enforcement on pollution and littering laws. Ames looks like a trash dump.
- Most of those items, the Ames Police is doing well. I am not aware of needs.
- My main concern has been violent crimes committed around the edge of the University campus. I worry about the safety of my peers and the Ames community. I also feel that the University students can get a bit out of control off campus.
- My responses in this particular survey regarding the Ames Police Department are based not on my experiences with the Ames Police Department (because I am a new resident and have not yet had any interactions with it) but on my own personal values and what I believe I would like to see a police department emphasize. Therefore, my responses to this particular question may or may not be particularly meaningful at this time.
- N/A (x3)
- No complaints. Stay safe!
- No more homeless groups living on the edge of parks, etc. They should live in the supervised shelter. Perhaps be fingerprinted so police know of any violent history.
- None (x2)
- Our PD is wonderful.
- Overall, I think our police force does a great job.
- Parking enforcement is terrible. Rules are unclear and times make no sense. There's a huge gray area where no one knows what's going on.

- Parking meters.
- Patrol for bicycles not stopping at stop signs.
- Please continue to make quality animal control and no-kill shelters a top priority. Please decriminalize the use of cannabis.
- Please enforce firework laws.
- Please, address pedestrian jaywalking. It's getting completely out of control.
- Police seem to be doing well in a job that is not often appreciated.
- Rapes are not vigorously investigated nor prosecuted in Ames.
- Responds to concerned citizens, especially in matters regarding children and sex abuse... don't blow that off.
- School resource officers should focus more on students and less on personal grudges. I value those that have high ethics and morals.
- Seem to be too many public intoxication charges if they are walking home. Give them a ride home. At least they aren't behind a wheel. P.S. I don't drink.
- Sexual assault education for all ages!
- Solve real crimes. Stop arresting people for smoking a plant that makes them happy. Cannabis use should be considered a health issue, not a legal issue.
- Sorry, I know you guys are already stretched thin enough as it is. I wish I could find more time and resources for you to expand. As it is... you guys rock!
- Speed is such a deal by my house and haven't seen a stop (Main Street).
- Students walking across the street while the light is green has been an issue all four years I've been here, but especially at night. I am surprised that there have been no severe injuries recently from this happening that I know of. It is dangerous for the driver and the person walking across without waiting for the light to change!
- Thankful to have the Ames Police Department
- The Ames P.D. does a great job. I'm in North Ames and summers bring out the drivers who use Hoover to drive fast! St. Cecilia is getting better about noise after midnight.
- The Ames Police enforces archaic and unjust laws concerning marijuana and CBD products to the detriment of the population. Non-violent drug offenders shouldn't be pursued. There are much harder drugs and actual violence occurring in Ames, and the prosecution of kids over a plant or old person over what amounts to an essential oil is ridiculous. It is a waste of taxpayer money.
- The best PD ever. I am from Minnesota and this police department outspends all the ones I know back home!
- The CBD oil use of resources seems misplaced. I feel that the resources going to this would be better used elsewhere.
- The traffic rules need to be given less emphasis as on campus – at some places – when people need to be picked up from a certain building. It is an inconvenience to park for a few minutes very far away from it. This case is especially when picking up kids or the elderly – and those times you would prefer less emphasis on rules as it just a matter of a few minutes (regarding parking tickets issued by officers).
- They are doing a great job (x2)
- They do their best
- They do their job and duties very well!
- We had a meth addict roommate who tried to harm another roommate. The Ames Police officers who responded claimed they had no probable cause to check for drugs despite the fact that he had been up and having schizophrenic episodes for 4 days. On the other hand, the officers who responded to a report of verbal threat, on my friend, took it very seriously. I do not know if it was the officers or what, but we had a poor experience the first time.
- We have an excellent police force.

- We live in an area where people park on the street for football games. You need to ticket illegally parked vehicles!
- We need to change state laws to get tougher on those who abuse animals.

Comments on Fire Department activities

- Apartment building alarm went off at 10:15 AM this past winter. Firemen/truck was arriving at 10:21 AM. Building cleared and was able to return inside at 10:28 AM. It was a small fire on the top floor that was put out ... remarkable.
- Haven't needed their assistance, I'm sure they are doing well.
- I do not receive enough information about home fire prevention.
- I don't like home inspections.
- I have caused no fires, so I have no way to judge the fire department.
- I have little experience but everything I've heard has been positive.
- I have never had to call the fire department and I hope I never need to.
- I have never used any of the services (x6)
- I have not witnessed safety instructions being handed out separately to the houses at Ames. At ISU, the fire department and the drill was nicely monitored and I witnessed a fire at ISU – which was very neatly handled by the fire department.
- I like the plan of having younger school kids visiting the fire station. Good job!
- I live in the Fountain View apartments and an ambulance drives by very frequently with the lights on. I've heard talk of ambulance drivers putting lights on in the absence of an emergency just to get around.
- I love that they have open fire station events randomly and are at community events. My small children love it.
- I own rentals. Inspection is focused on fire and electrical safety.
- I'm sure they do a good job, but thankfully I haven't had to use them!
- I've not interacted with the fire department.
- Love Ames' Fire Department pet rescues and pet first-aid. So proud to live in a city for people and pets.
- Luckily, I haven't had to utilize those services. More information about home and business safety inspection would be good to see – maybe in the City of Ames utilities newsletter.
- Luckily we haven't used these services before, therefore, we aren't sure.
- My daycare has greatly enjoyed the tours of the fire department over the years.
- N/A (x2)
- Never had opportunity to use their service – thank goodness.
- None (x2)
- Not advertised much.
- Once again, as a new resident, I have not yet had an opportunity to interact with the Ames Fire Department and, therefore, do not feel able to provide meaningful feedback regarding this department.
- Our experience with small house fires was handled professionally and promptly.
- Possibly improve home inspections of landlords who provide off campus housing to students. Some of the homes are in disrepair or horribly inefficient which causes burdens for the students living in and renting them.
- Rarely have come in contact with the fire department.
- See dirty restaurants and hair salons.
- Thank you for your service.
- Thankfully have not needed the services.
- Thankfully I've never had the need to stay safe!

- The only time we had to call the ambulance, the fire department was there before the ambulance, but they all turned the wrong way and had to go.
- There appears to be plenty of outreach at Main Street, park, school functions. However, I have not interacted with those activities.
- They did a real good job of putting that guy that lit himself on fire out, so they are doing good in my book.
- They have pretty good response times.
- This is a very important service needed for public safety and should be kept/maintained/trained at top condition. Fortunately, my family has never needed to make an emergency call.
- Very good group of firefighters.
- Very grateful for this excellent response when we had a medical emergency.
- Very little publicity from this program, what it is, how to access it, if a fee is involved, etc.
- We called the non-emergency fire line in the middle of the night when our carbon monoxide detector was going off. They were prompt, kind, courteous, and respectful.
- We have been to a few open houses and they have been very informative.
- We have used ambulance only once. It was non-emergency but they arrived very quickly. We visited a firehouse with our Cub Scouts and they were great to our kids.
- When I first moved in and burned lawn debris they were very polite and friendly when they came out to have me extinguish the improper fire and educate me on the city's regulations for burning.
- When I was a kid, the Clive Fire Department used to have fire safety days that my parents took me to. They educated kids on how to cook popcorn properly and get out in the event of a fire. They had a camper trailer they filled with smoke and had us practice getting out. Events like this would be nice to have and advertise about.
- Wonderful that they have lift and assists.
- You guys rock.

Comments on City Electric Department

- Very Satisfied with City Electric Department
 - Customer service at the electric company is amazing always nice and understanding if I call and say my bill will be a few days late.
 - Very satisfied with the City Electric Department
- City Electric Service Needs to Improve Communication
 - Ames electric employees are often rude and not helpful on the phone; email communication is great.
- No Interactions with City Electric Department
 - As a new resident, I have not yet to my knowledge had any interactions with the City Electric Department and therefore feel unable to provide any meaningful feedback.
- Electric Rates Expensive
 - For being a college town, the electric rates are outrageous. I should not be paying more than I would if I moved back to a small town. Being a college student who supports themselves by working two jobs, I cannot be paying \$40-\$50 a month for my electric bill when I barely use lights/outlets/etc.
 - I hardly use any electricity and my bill is crazy expensive for just me due to the rates.
- Loud Power Plant
 - Dislike the noise coming from the power plant in the middle of the night. Going after 2 AM sounds like engine waking me up.
- Offer More Payment Options
 - You don't take cards in person in 2019. Absolutely ridiculous. As well, all U.S. currencies are valid for debts, both foreign and domestic. I've been told that paying my bills in all

\$1 isn't able to be done in the future, due to "problems fitting it in the register."
Ridiculous – I don't care if I'm paying the city in pennies, you are required to accept it.
That's the point of U.S. currency.

- Reasonable Electric Rates
 - The rates on electricity are very reasonable. I do not have any concerns with respect to rates or power cuts. I have not experienced a power outage in the past 12 months at my house. In my lab at ISU, I have experienced an outage, which was restored within minutes.
- Support Renewable Energy
 - I have already signed up to express interest in purchasing a power pack online. I'm all about sustainability. Just waiting for that 80% interest so I can invest.
 - I have my name on the list for solar power pack.
 - I think the SunSmart Ames project would be wonderful if you got property managers on board. I think it would be very effective.
 - I won't be at my property for another 20 years but it is a good project for later homeowners.
 - Solar is a great idea.
 - Please do the solar farm project. I support that with every fiber of my being.
 - Sustainability is the future and this is a good start.
 - The city should float a bond issue to pay for a large scale solar power source.
 - Sounds like a great program.
 - Though we don't participate, I think it's a good idea.
 - We have indicated we will participate.
 - It is a great idea, though!
- Doesn't Support Renewable Energy
 - Extremely low return on investment
 - It's a scam. More affordable to install solar myself. A competitive breakdown of rates could convince.
 - The environmental impact of producing the solar panels and their efficiency leaves a lot to be desired. This would be a very poor use of city resources.
 - Currently considering more of a social statement rather than an effective strategy.
 - Rental on investment is too prolonged.
 - The value did not seem good enough; not good enough payback.
 - What if it hails? What will an eclipse affect? Excluding credit, how much will you be reducing costs after installation? If it is that great, shouldn't everyone see benefit? Read the first law of thermodynamics.
- Unsure About Renewable Energy
 - Doubtful I'll live another 20 years. I want to see what the Iowa Legislature does considering big business fighting solar.
 - I have never heard of this.
 - I may be interested in the future, once I have an opportunity to save up some more money.
 - I would be interested, but it seems expensive. I am in a short-term rental property and move a lot.
 - I would like to participate but do not foresee a 20-year commitment to Ames.
 - I'm not sure. I would have to investigate this more.
 - It depends on how much the monthly credit will be.
 - More information. Why should participants get a credit for 20 years – they still receive other services.
 - Need more knowledge about this.

- Need to learn more about this and take time to evaluate this. Very supportive of this idea. Will the credits stay with the house if we sell our house? If so, it would be a good selling point to attract buyers.
- Good plan but we haven't made a decision yet.
- Excited to learn more about the solar power initiative.
- I would love to support this but I simply can't afford it. Probably not too expensive for others though!
- Need to look into it more.
- Non-well-defined returns.
- I've heard the savings would be significant.
- Would like to see a better breakdown of numbers to see if it would actually save money.
- Would participate at a higher level if reimbursement (monthly credit) was a little more than retail rate, like retail rate plus 25% infrastructure rate.
- What is the amount of the credit?
- Moving Out of Ames
 - Don't expect to live 20 years.
 - I will probably not continue to live in Ames for another 20 years.
 - Returning and may leave Ames.
 - I'm 82 years old. The 20-year terms don't fit well.
 - If I was staying I would invest.
 - Our age would not let us benefit in solar power in the future.
 - My husband is retiring next year and we may move.
- Uncategorized
 - Don't understand the question.
 - Good idea though.
 - N/A (x3)
 - None.
 - Not sure (x2)
 - I'm just a graduate student.
 - Keep forgetting.

Comments on Water Service

- Cloudy Water/Rusty Water
 - I purchased the additional filters for my drinking water due to almost constant rust-colored or cloudy water. Water pressure in my home is so poor I have to adapt my activities so that I'm not trying to run two faucets at once, including alternating when I'm doing dishes vs. laundry, waiting for the toilet to completely finish flushing before showering, etc.
 - When the water gets hot, the water appears cloudy, but that is due to the heating system installed for the water. The water in general is very good and one of the best for consumption.
- Love Ames Water
 - I rent, so don't pay water or sewer but we love Ames water.
- Hard Water
 - Very hard water.
- Low Water Pressure
 - I purchased the additional filters for my drinking water due to almost constant rust-colored or cloudy water. Water pressure in my home is so poor I have to adapt my activities so that I'm not trying to run two faucets at once, including alternating when

I'm doing dishes vs. laundry, waiting for the toilet to completely finish flushing before showering, etc.

- Poor Storm Sewer System
 - Back garage has flooded twice in three years. It is a very poor storm sewer system; no help from the city.
 - No response. Live in the house for 31 years and have had stormwater flood the basement twice in the last three years, causing major damage.
 - Other than giving an employee all our information, there was no resolution or follow-up. I firmly believe the storm sewer system in our Somerset neighborhood is defective or not built for the number of homes.
 - Stormwater does not flood from the street but our yard is always flooded or soggy when it rains because of poor grading by the developer. It's killing all the trees and bushes in our yard.
 - Sewer rates for water that does not go down the drain seem wrong.
 - The drainage is awful here. Not the City's fault, just don't rake the topsoil off new developments in wetlands and it'll be fine for others.
 - We have water flowing through our backyard almost every time it rains. It comes from the area between Crystal Cir., Diamond St., and Onyx Cir.
 - With heavy rain, the storm drains can't keep up, floods the street terribly. Have to move cars off of streets or they will flood. It happened three times last summer.
 - Road has sunken in at the end of my driveway where water collects. It creates a dam at times with leaves or gravel.
- Expensive
 - Again, it's just expensive for the amount I use.
 - I don't support the rate hike. Clean water is a right and a need.
 - Sewer rates for water that does not go down the drain seem wrong.
- City Water Service Needs to Improve Communication
 - Further explanation of how water/sewer rates are assessed would be helpful.
 - It was hard to know when we were at risk of flash flooding in my neighborhood. Is there an alert system that can be sent to my phone or email?
 - Other than giving an employee all our information, there was no resolution or follow-up. I firmly believe the storm sewer system in our Somerset neighborhood is defective or not built for the number of homes.
- Need to Protect Floodplains and Watersheds
 - Keep working on protecting floodplains (especially upstream and on-site storm water management in new residential and commercial neighborhoods).
 - The smaller watersheds around the main City of Ames but also within Ames limits need to be accounted for. Better water quality testing for watersheds between properties.
- Uncategorized
 - Live in an apartment.
 - Mobile home.
 - N/A (x2)
 - No comments.
 - Good job!
 - It has happened several times here in Somerset, during heavy storms.
 - None.
 - Not from the street, from alley.
 - Our area had major street/sewer improvements.
 - Over the past six or so months that I have lived in Ames, I have not experienced any problems related to the City of Ames Water and therefore feel confident and satisfied.
 - Resorption was experiencing street flooding in other parts of town – I did see police car later at corner – next a city crew check intakes – too much to explain in writing!

- Sometimes it takes a long time for our water to turn cold in the kitchen faucet.

Comments on Neighborhood Nuisance enforcement

- **Pet Nuisances**
 - XXXX Coconino address - People don't pick up their dog's business. It's disgusting and someone needs to do something about it.
- **Eye Sore Houses**
 - Check out the house on the east side of Northwestern. An eyesore!
 - Check out the property at XXXX 29th St. Lawn hasn't been mowed and cleared up. Cars haven't moved all winter. Inside of house is like inside of cars. House needs to be red tagged.
- **Snow Removal**
 - During heavy amounts of snowfall, I realize there is an inconvenience for the City's snow removal to be working extra shifts, but it would be very helpful if they did, especially on days of heavy snowfall and it happens just after working hours start. (In this case, two times of snow removal would be necessary).
- **Sitting Cars**
 - I live next to a house on Kellogg Avenue where there has been a car there forever and has never been moved with no license plates.
 - The amount of cars that are parked on the street that are rarely moved is insane. We can't have family holidays and birthday parties at our house because there is no place for guests to park. The city owns a strip of grass next door to our lot that gets mowed once a year. There isn't actual grass planted just weeds that blow seeds (mostly thistles) into my sod; needs better maintenance.
 - Too many vehicles parking on streets; don't move them for snow removal.
- **No issues**
 - As a new resident, I have as yet no personal experience with this aspect of the City of Ames and therefore cannot provide any meaningful feedback on this area.
 - I haven't heard of any issues.
 - I don't live in a neighborhood where any of these are a problem.
 - I have not been involved (or watched) any of these issues unfold.
 - I'm not where I would see much of these issues.
 - I've never called to complain. I can't say if a response happens or not.
 - Seems good since I haven't noticed any problems.
 - I have not had personal exposure to there being issues but I have noticed yard upkeep issues around the city. Not sure if it was reported or ineffectively managed.
 - They don't have an impact on me enough to make a proper saying on it.
- **Poorly Maintained Homes**
 - Have not reported anything personally nor do we know anyone that has. However, there are some properties that could be better maintained.
 - Do you ever look at trailer parks? They are full of all these nuisance ordinances, especially Old Orchard.
 - Good neighborhoods still have lawns uncared for. They can afford to cut grass and shovel snow or pay someone. Wish City would give tickets.
 - Many homes need upkeep in their yards.
 - Many places in Ames have opportunities to increase upkeep.
 - I know this is a problem when the mess is on a private property.
 - Some of the homes on Duff Ave. are terrible and need paint/clean up.
 - Tolerance is key. I live right door to the neglected property.
 - I haven't made any complaints, but many rentals around town seem to be in disrepair and don't represent their neighbors who make the effort.

- We have a neighbor who refuses to mow and trim landscaping. In fact, she claims it as a prairie area. This should be not allowed!
- There are houses around town that get pretty badly overgrown grass/bushes in the summer time.
- Keep working to get houses in the rental program. That will help with some of the exterior maintenance. Also, the houses in the Old Town to the downtown area seem to be getting rundown. Maintenance education may be needed. Does the historical preservation zoning inhibit maintenance?
- City Needs to Be Better Enforced
 - Have police officers note addresses where these problems exist and then notify the appropriate city department for corrective action. Police officers on patrol could easily note these situations if there is a will to do it.
 - I have been trying to get the city do something about XXXX N. Dakota for 3 years. Nothing is being done. Besides checked boxes here, there are wild animals living in the building with a person inside part of it.
 - Lots of people park across the sidewalk and never get tickets.
 - Once again, parking needs a complete overhaul to make it clear to the public and have times that make sense.
 - Never successfully got city to enforce rules about trees/bushes overgrowing sidewalks, so haven't tried complaining about anything else.
 - Poor follow up/enforcement of sidewalk repairs. I notified the city of a place that needed replacement last year and it still has not been fixed.
 - I would like to see a city ordinance for lawns that don't get mowed.
 - I've called for parties before and it has taken over an hour for someone to come check it out.
 - I haven't called in but judging by what I see, the city doesn't spend enough effort on these issues.
 - Higher income neighborhoods seem to be kept up well. However, for snow/street maintenance, noise ordinances, enforcement, etc., it is the older neighborhoods in town that gets less attention from law enforcement and resources (of course).
 - Sometimes the City is not good at this.
 - When we moved here and bought a house to live in while we attended ISU, our property was misrepresented regarding parking space. Apparently, the previous owner REALLY abused his relationship with the City regarding parking. However, I feel we have been unfairly harassed since we moved in. We have gotten ugly calls and letters for even minor violations even though we have tried to redefine and understand what our boundary lines are within the City. It doesn't help that, when approached regarding this problem, other departments don't see why we're getting hassled. We try very hard to be law abiding citizens, so this has been upsetting. We are NOT like the previous owner (who was apparently a jerk), but we seem to have been placed in the same category with him. Also, it's hard not to feel singled out when we get reprimanded for something when, one street over, is a property with the same situation as ours (or worse) but they don't appear to have to make any changes.
 - When I have reported thistle problems, sometimes they haven't come very quickly and the owner gets them mowed off before the inspector shows up. Same homeowner rarely mows his yard. It seems there should be an ordinance about that. It's a real eyesore.
 - Too much noise coming from cars without mufflers. Very loud leaf blowers, commercial lawn mowers ; need to regulate this Iowa business abuse of noise.
 - The City did a poor job having Aspen Height mowed before they built. Poor job of mowing where the old middle school was.
- Sidewalk Maintenance

- Sidewalks are terrible. They are cracked and broken. Many residents don't remove leaves, twigs, snow and plants that cover part of the sidewalk in Old Town – Seventh St. to the hospital, between Duff Ave. and Kellogg Ave.
- There was little enforcement this winter for ensuring the sidewalks were cleared in a timely manner. I also noticed many people leaving garbage (refrigerators, trash, bikes, etc.) in their front lawns near the sidewalk, which looks unattractive and is in the way of pedestrians walking.
- Disapprove of Over-Residency Law
 - I think noise and over-occupancy should be a smaller issue.
 - The law for over-occupancy is terrible. I rent a 5-bedroom house. One of my friends wants to move into our open bedroom and he doesn't even have a car but because of the law, he can't.
 - Dislike the laws limiting residential occupancy. It artificially inflates cost of living for students.
- Not City's Concern
 - I think native prairie should be allowed to grow to its intended length. If they have "prairie gardens," this is good for local birds and butterflies.
 - I think the city should incentivize non-lawn, more environmentally friendly alternatives in easements.
 - I'm not in a homeowners association, so I don't think these things should be pursued if someone owns the property. The paint, windows, or cars in the yard are no one's concern but the owner of the property.
 - The City should not concern itself with your issues. Not your business.
 - Overgrown vegetation on private property does not pose an actual problem. Please do not enforce this. People should be able to let their grass, garden vegetation, and trees grow the way they please.
 - What I do on my property is none of your business.
- Other Nuisance Complaints
 - Alleys have a lot of overgrowths. Stolen bikes locked up to fences in alleys.
 - Late night motorcyclists create a lot of noise pollution and they zoom down streets when bars close to pick up chicks.
 - Throughout the winter, there were people riding snowmobiles down city streets in front of my residence.
- Uncategorized
 - City is doing fine. Just stop increasing taxes and we will be good.
 - Could be better in some areas. However, sometimes the owner just doesn't have time to get to it because of other circumstances (vacation, job, etc.).
 - My property manager never heeds requests for maintenance.
 - N/A (x2)
 - No comments.
 - None (x2)
 - The only one that would really bother me is #2; thanks for enforcing fireworks ordinance.
 - Police get called on me (Black).
 - Rent is too high.
 - Not a huge fan of the recent changes to the rental codes.
 - Outdoor storage is definitely a premium in residential areas.
 - There are a lot of college rentals that have more people living there than are on the lease.

Comments on Transportation / Street Maintenance

- Bad Traffic / Intersection Lights
 - Rush hour times are still a problem.
 - Worst traffic control in Central Iowa.
 - The intersection at State Ave. and Mortensen Ave. has become increasingly congested with traffic as more and more housing is going up in the area. I suggest this intersection be turned into a stop light. Definitely needed during rush hours.
 - Try to avoid too many lights. Some are extremely long in the non-major direction when no traffic is coming.
 - Lights should be a synchronized on major thoroughfares, eg. Grand Ave., Duff Ave., Lincoln Way.
 - Red light after red light.
 - Need turning arrows at 13th St. and Grand Ave.
 - Stange and Bloomington is always red. I go through there 60 times a month using all four directions. I average one green light a month.
 - The City of Ames/Iowa DOT needs to have coordinated lights when driving the speed limit so you hit all/mostly green lights on the major roads (Lincoln Way, Duff Ave., and Grand Ave.). This would be helpful especially during rush hour. How it is now is terrible during rush hour (turning red whenever a car is on the intersecting road) because a car is always on the intersecting road, so on all three roads you hit almost every red light.
 - The traffic lights at intersections should be coordinated with the crosswalk signals (i.e., when the crosswalk countdown reaches 0, the traffic light turns yellow). The wait at red lights is way too long.
 - The problem here is that there is no green arrow indicating it's safe to make a left turn; you only get green when green. People risk turning left across two lanes of traffic! Unsafe!
 - The signals at 13th St. and Grand Ave. could be looked at.
 - Need more traffic lights at major intersections. Roads need widening and turn lanes at major intersections are lacking on South Duff, East Lincoln Way, and Grand Ave.
 - 13th Street and Grand Ave. intersection should be reviewed for better and safer signaling, especially for left-turning traffic.
 - After 7 PM, some lights are too quick. Flashing red in all directions would be beneficial.
 - All you need to do is match traffic flow or lack thereof to see that coordination could be improved at all intersections. It's not complicated if there is a will to do it.
 - Please consider a light or roundabout (less preferred, given kids biking to Ames Middle School) at State Ave. & Mortensen Rd. Speed bump or additional stop sign on Cessna would also be appreciated to low traffic neighborhood.
 - There needs to be a left turn light/lane on 13th St. East/Grand Ave. Dangerous.
- Duff Avenue and Lincoln Way
 - Travel on Duff Ave. going south can be problematic.
 - We have issues getting off from Hwy. 30 to go south on South Duff Ave. In the evenings the traffic backs up under the bridge. It is annoying, but I am unsure how it can be solved.
 - Grand Ave./Lincoln Way is bad.
 - Going east on 5th St. at Duff Ave. needs to be rethought. A left turn/straight lane doesn't work to feed traffic across Duff Ave. into the Target-Walmart area. Traffic leaving that area flows smoothly, but stops left turn traffic turning north onto Duff Ave., meaning sometimes only one or two cars can get through the light. The dedicated right lane works very well, and the new signal at Walmart helps. However, if you want to get to Target, Petco, etc., it's quicker to turn right, go to Walmart, then cut back to the area

- during heavy traffic times. Doing this adds to the slow downs for others though, and adds to traffic at other intersections in the area.
 - An improvement area for sure! Duff Ave. and Lincoln Way are horrible and it is not uncommon to stop at every single light.
 - A couple of blocks along Lincoln Way (west of Welch) need some work on timing.
 - Have driven down Lincoln Way without stopping at every single light.
 - Intersections of Kellogg Ave. & Lincoln Way and Clark Ave. & Lincoln Way lights way too long entering Lincoln Way.
 - Light on South 5th St. and Duff Ave. is slow.
 - Lincoln Way and South Dakota intersection – Lincoln Way green is unnecessarily long. Trying to get onto Duff from Highway 30 is so difficult.
 - Lincoln Way around campus does not have very well coordinated lights; however, I realize that lots of pedestrians do affect the light coordination.
 - Most of the driving time on Lincoln Way, I hit red at every light.
 - Install coordination on Lincoln Way in Campustown and business area.
 - The lights on 13th St. are very bad, specifically at the intersection of 13th St. and Hyland Ave. There are a few spots that are bad, but generally it is effective.
 - The lights on Lincoln Way near the West HyVee go off when no one is there, so I'm waiting at the red light for no reason.
- 13th Street and Stange Avenue
 - 13th Street and Stange Ave. – sometimes all directions are on hold. Is this ISU?
 - Depending on the time of the day, it sometimes takes several traffic signal changes to cross the intersection at 13th St. and Grand Ave.
 - 13th/Grand Ave. needs turn arrows going west. This intersection is busier than 13th Street and Duff Ave. and there are turn arrows there.
 - Lights at Stange Ave. and 13th Street are the worst I have ever seen. We lose a great amount of time every morning while commuting. There should be a smart light system.
- Snow Removal
 - Ames was terrible this winter.
 - As already mentioned, snow removal on heavy snowfall days should be done twice on that particular day. It is very inconvenient for students to walk the street to catch the bus during such days.
 - Clearing snow also poor on the sidewalks/paths that the City is responsible for.
 - Had a 5-inch sheet of ice on my street all winter long (S. 4th Street) and the traffic light on the south side of the East HyVee is useless and should be replaced with a one-way stop.
 - For #5 and #8 – in spite of the street with a name, the city never plows it. We have to pay for a contractor, which is frustrating.
 - I live on Big Bluestem Ct., and this winter the snow removal on this street was very poor. I'm surprised I made it through the winter without being T-boned when trying to get onto Mortenson Road. On two occasions I had to go out with my shovel and remove some of the snow in order to even get out of the street.
 - In comparison with other towns with similar populations and area, Ames is by far the worst when it comes to snow removal. I'm officially convinced that the plow truck drivers don't know what a plow is.
 - In our neighborhood, it is difficult to plow streets because too many people leave their cars on the street while plowing.
 - Plow snow sooner – Airport Road.
 - If you plowed all snowfalls, not just big storms, the streets would not be in such poor condition from cracks and potholes; very dissatisfied. It's OK to spend money on plowing.
 - It seems that the snow removal is extremely lacking. Not only on side streets – this is everywhere. Very frustrating. There needs to be changes – either plows running more

- frequently or more plows added. A town this size with a college deserves a better system for its citizens to make the streets safe.
- It was terrible during the winter. Buses and cars had a difficult time traversing the streets. I also had a terrible time trying to walk to class and around my apartment.
 - The snow removal is abysmal. No salt or sand to be seen on the roads for too long this past winter. I had trouble even getting up the road to my house. This winter thing happens every year.
 - Need to start earlier on snow/ice days, especially on weekends.
 - Roads are horrible! Covered in potholes that demolish tires! The snow and ice is never cleared in time! Some of us have jobs that we have to be at by 6 AM no matter what the weather conditions are. We need safe conditions, too! Please plow and salt earlier!
 - Have a hard time with the taxes we pay to have a tractor plow our street! Then again, just operator! When a regular person does our street, he does a bad job! But the same tractor comes with a young man in tractor, he does a great job. City plow does a great job. Regular person turns around in the yard and leaves snow piles in the street. Then we are left to drive on piles till they melt.
 - People don't use them. They drive their bikes down busy streets. Our street was plowed a total of 4 times all winter. The days we had the big snowstorms our street didn't plowed until 8 PM. Not okay.
 - North Dakota from Ontario to RR tracks is terrible. I had to call two times this winter to get Martin St. plowed. No street sweeping on N. Dakota to RR tracks.
 - Overall, I have felt satisfied with Ames' streets and roadways during the approximately six months that I have lived here. I have experienced no trouble with the traffic lights and find the road conditions to be of good quality (overall smooth and nicely organized). The only discrepancy that I have so far experienced came this past winter (my first winter in Ames and a snowy one at that). The streets surrounding my neighborhood were not plowed as reliably as in previous towns which I have lived. They were still traverseable, though the amount of snow and sometimes ice that I found on them made me glad that I had a four-wheel drive vehicle. Once again, however, I have been otherwise satisfied with Ames' streets and roadways.
 - Roads were awful this winter. More frequent plowing and use of salt would have been helpful. I also wish the City could enforce rental companies to plow parking lots.
 - Snow plowing is often very delayed making winter travel much more dangerous. Even days after snowfall, it remains an issue.
 - Snow plows often drive too fast. Disappointed.
 - Street maintenance during winter months is non-existent. City does nothing. Intersections extremely icy. Surprised that there aren't more accidents than there are.
 - This winter was brutal. Mortensen Road was rarely cleared all the way. The potholes were terrible. That is all.
 - The lack of treatment for ice on roads and sidewalks is incredibly dangerous. I have been injured, as have dozens of other individuals I know. It is unacceptable that so many individuals in Ames are unable to leave their homes safely for such a large portion of the winter.
 - Please clear the sidewalks faster. After the blizzard we had this winter, a few days passed until the sidewalks near where I live were cleared. This was out by Mortensen Road and Steinbeck Street.
 - We live in North Ames – it is often not plowed at all with giant piles left that you can't see around.
 - Though we now live elsewhere, we lived for many years on Pheonix Circle. Snow removal of the circle was very poor. I know only three households are affected but I think a better quicker job of snow removal there for those taxpayers should be done.

- There are ways to limit the snow that plows push back into private driveways from the street. Stop doing that.
- We pay the same levy as everyone else but don't get snow plowing or maintenance. Why do I pay for something when we are not getting service?
- Flood Maintenance
 - Appreciated flood maintenance work on 24th Street.
- Bike Lanes
 - Bike lanes need to be wider and car lanes narrower. Sidewalk repair is a big issue. It may be financially difficult in some neighborhoods, especially downtown. Walkability is poor-average.
 - Lanes/bike paths are not well visible; need to be repainted.
 - Signal sensitivity to bikes has improved in the last five years.
 - Need more long trails in the city for bikers. Really need a turn (lone signal) at Grand Ave. and 13th St. – many near accidents.
 - We need more bike paths on all roads. Parts of Lincoln Way are just terrible for bikers who are really using it for commuting to work and back.
- Sidewalk Maintenance
 - I don't know if sidewalks are counted in here, but sidewalk maintenance is poor in Ames. There is often ice buildup, flooding, etc., to the point that I have to walk on the streets to get anywhere.
 - The sidewalks on Airport Road are pretty rough.
- Bumpy Roads
 - Clark Ave. between 13th St. and 9th St. is pretty bumpy.
- Road Maintenance
 - I live on Mesa Verde which is a side street off of Ross Road and Phoenix. My street is the last to get plowed and the condition of the road is very poor. Many people use it as a connection or thru street, so it gets trafficked more than most think. It needs more maintenance.
 - Iowa's infrastructure is bull****. I'm unsure if the city can introduce taxes to help it, at least to any actual benefit, as it's so expensive. Pushing on the state government to raise taxes for it would be cool, I guess.
 - Many streets need major repairs. Need turn lanes at major intersections.
 - Meadows Parkways attending could be more timely. To reduce cost, cut back street sweeping, particularly at 7:45 on 13th Street.
 - Potholes on 24th St. remain poor between Stange and Duff Ave.
 - Roads need to be repaired.
 - Some roads are better than others. It seems brand new asphalt goes bad quickly; either we use concrete or some asphalt coating.
 - Sweeping of bike lanes needs to be increased as the street debris ends up in the bike lane, creating a hazard for the cyclist.
 - There are terrible pot holes all around town from this winter. I know I have seen some filled in but there are a lot more. I have had to replace a tire due to the pot holes.
 - They could fill more potholes in.
 - The roads are really bad right now after this bad winter.
 - Roundabout at State St. and Mortensen Rd. might be a good idea.
 - The lines on the roads should be improved. Most of the time, with bad weather, they are not visible.
 - The street condition of Mortensen Ave. near Ames Middle School is very poor. So many cracks and puddles.
 - A lot of lines need to be repainted throughout Ames.
 - There are many potholes. My roommate blew a tire last week due to one. I work in the mornings, and they are never plowed and always icy. The traffic lights are off as

- sometimes I sit for far too long at a red light while the other lanes will get two green lights.
- When re-paving and paving, please consider asphalt and not concrete. Smoother, more adaptable, less joints that crack up streets.
- South Duff pavements is terrible!
- Other
 - Coordination exists?
 - Early mornings – Lincoln Way is a dream at 5 AM
 - I am unaware of what question this is referring to.
 - I reported a traffic signal to Ames On The Go and it was fixed within 24 hours.
 - I would like to see more roundabouts.
 - I would like to see more streets in neighborhoods go to parking on one side instead of parking on both sides. This makes it difficult to drive through the street (i.e. Schubert St.)
 - I would love if Ames could adopt a leaf vacuum truck. I had this in my last town and it was wonderful and people's yards were clean and free of leaves. As a matter of fact, we could put all bags at the edge of our yard and a truck would come to get it nearly every weekend in the busy months. It was a much larger town/city.
 - It would be nice to have the end of Adam Street paved (from Calhoun to Dawes).
 - Just a comment on beautification of our city – Lincoln Way looks terrible. After moving back to Ames from Des Moines, it's very sad to see the major East-West road look so bad. Flowers/plants would be so beautiful and welcoming to our city.
 - Your streets/sidewalks/bike lanes are significantly better than Des Moines.
 - My kids don't like the texture of the trail by our house for their scooters. It's too bumpy.
 - N/A (x3)
 - None.
 - My answer of good doesn't mean I am satisfied. I just don't think they warrant a good rating.
 - Please stop mowing medians. Allow important plants like milkweed to grow. Path and street surfaces need to be prioritized. Snow removal has not been keeping up with the needs of the city.
 - Sidewalks are transportation. Why is there not a section for pedestrian transportation in this survey?
 - Would be very grateful if the one gravel street in my neighborhood could get paved.
 - Some have been broken. Some cannot be reachable by snow.
 - City removes traffic lanes to replace with bicycle lanes that I've noticed are rarely used. Medians added that make traffic lanes too narrow.

Comments on CyRide

- CyRide Not Available When Needed
 - Although I currently do not use the service, I have in the past when personal transportation was not available.
 - Although I don't use CyRide, I work with people who do. I wish it was provided to Ames – East on 13th St. – more stops/options.
 - I work on Dayton Ave. (East Ames). Service is not often enough and not late enough.
 - I would have to walk over 4 blocks from my house and my work is not close either.
- Positive Experience
 - Amazing service – rarely late, extremely affordable, and safe. Hands-down the best part of living in Ames.
 - Best bus service in U.S.!

- CyRide is legit. Public transport is something I highly support. Wish we had more like it.
- CyRide is such an incredible blessing to the Ames community!
- CyRide is very useful and makes getting around Ames easy and convenient.
- CyRide is extremely valuable to the residents. Its route and timeliness are unparalleled in similarly sized cities.
- Great for students.
- I am the primary resident of my household so far who regularly rides CyRide, although some members of my household have or are planning to begin riding CyRide in the future. Thus far, I have heard nothing but good experiences with CyRide from members of my household, and I myself am very satisfied with CyRide services. I have found CyRide to be a safe and reliable transportation service and am very grateful to have this public service in Ames.
- Love CyRide and those kooky drivers!
- Love CyRide. I would love a route that goes from west Ames to Osborn like the old 1A used to.
- Love CyRide. Just don't need it.
- Love CyRide! The new routes have greatly improved my commute.
- Love it.
- I feel fortunate to live in a city where I can take the bus everywhere. Very convenient.
- Really good service for where we go (mainly school and back).
- It's good.
- The additional stop times added this year are VERY helpful; increased the number of times I ride the bus instead of driving my car.
- Don't Need or Use CyRide
 - Bicycling is just as fast and as convenient.
 - Both work out of town.
 - CyRide is great, but we walk to school and bike to work and when I run errands, I need my van for hauling things like groceries so we just don't need the bus currently.
 - Do not use this service.
 - Don't plan on riding it until I'm old and can't drive anymore.
 - Have used CyRide before and never had major issues with the route frequency or locations being inconvenient. Currently live much closer to Campus and therefore don't need it.
 - I used CyRide when I lived far from classes; however, now I am within walking distance and do not need to use it.
 - I don't require public transport.
 - I enjoy driving my own car, but I'm glad it's available if needed.
 - I live within walking distance about everywhere I go.
 - I rode CyRide for five years. I'm sick of it now and just drive to campus.
 - I should use it, just don't.
 - I work graveyard shift 11 PM – 7:30 AM. Prefer to drive across from at those hours.
 - We live very close to campus so we just walk. Also, it's too much of a hassle to work around the bus schedules and what not.
 - As we age, we are happy to know it exists and may use it more in the future.
 - At this time, we don't need to ride CyRide.
- Occasionally Use CyRide
 - I am retired and would only occasionally use it for visits to MGMC and McFarland.
 - I am an ISU student who walks to class. I use a car for all other needs due to convenience. If I worked somewhere in Ames and had a regular schedule I might use CyRide.
 - If there is such poor parking in an area, CyRide would be more convenient.
 - I use CyRide a few times in winter, especially when the weather is bad.
 - Don't need but am happy it is available.

- We don't use CyRide too often, but it is a great resource for the community.
- Frequently Use CyRide
 - I use it get to and from ISU during the week.
 - We are all college students; use it to get to and from campus and around.
- CyRide Takes Too Long
 - Currently, it would take me over an hour to get to work using current routes.
 - I can drive to work in under 25 minutes but a bus ride is more than 45 minutes.
 - Do not have time to use the bus. It would probably triple my commute time to work. I don't think the buses are running when I have to be at work at 7 AM.
 - Taking CyRide would take 40 minutes. I drive to my job in 8 minutes.
 - Too much time waiting on campus to transfer from Brown Route (#6) to Red Route (#1).
 - Ames is not large enough to provide 15 minute service.
 - The commute to a bus stop that services job location is of similar commute to said job.
- Complaints About CyRide 2.0
 - Bring back 1A!! It was the most used route after 23. Not sure if people realize that people going to campus from West Ames spend an additional 15 minutes during morning and evening because of transfers.
 - CyRide 2.0 needs work. I was more satisfied with previous system.
 - CyRide 2.0 has been something of a disaster for Brown Route. Widely overcrowded most afternoons, higher service frequently during summer, yet no Sunday service anyway.
 - CyRide 2.0 is a flop. I would like to see them go back to the drawing board and start with the original system and consider an alternative solution. The Green Route bus stops near 16th and Grand should cross Grand (especially since that applies to the bus going both directions there). Also, NextBus is extraordinarily unreliable. It would be great to see improvements there.
 - CyRide 2.0 sucks!
 - CyRide is good, but I don't like how the buses coming from my apartment do not stop by Gerdin or the MU anymore.
 - Love it. I want the 1A Red back.
 - New bus routes and schedules are unnecessary. Poor management. Better get back to old scheme.
 - The change in CyRide this last year (2.0) is problematic for the students in west Ames. All of the routes that come from the west don't go through campus, whereas routes coming from the north, south, and east all have routes that go through campus, meaning students don't have to transfer on and off buses to get to the middle of campus. Students coming from west Ames have no option but to transfer onto another line and the transfers aren't always timely, meaning problems for getting to class on time or meetings. This is a big problem for CyRide. There needs to be equal access from all sides of Ames, especially now when there are lots of apartments being built in west Ames. At least make it so one west route go through campus (Red, Purple or Cherry).
- More Routes/Frequency
 - I hate that the Lilac Route only runs in the morning and late afternoon because then I have to wait 20 minutes for the Red bus to get to the stop I'm at.
 - Routes, like Cherry, need to run longer into the night.
 - I would like buses out in Brown routes.
 - I would prefer more and frequent routes to residential areas on home football game days.
 - Wish routes would go to more areas.
 - Would be nice if it went to Target and Walmart.
 - More frequent stops for Plum Route. They often arrive at least five minutes early and there is no way to tell when it is coming. The CyRide app will say 12:45 PM, you'll get to the stop at 12:40 PM, and it will already have passed. Incredibly dissatisfied with new "update" as many of us are left at stops, causing us to drive to campus, where there isn't

enough parking for all the students that the bus system has f***** over and then the students are forced to pay \$50 because we need to get to class and don't have any other option but to park in a reserved spot. Better driving education for CyRide drivers. Please teach them to break without sending the passengers flying forward.

- Southwest Ames should have a route that operates on weekends and later in the day. I personally take the Cherry Route but if I have to be on campus for work late at night or on the weekends I have to walk at least a mile to/from my apartment to a Red stop. I know that there is a lot of residential property on west Mortensen and they are still developing. The lack of late/weekend service in this area is potentially hazardous to those who have to walk to a farther stop, especially in the winter.
- Need a better bus route to the College of Veterinary Medicine.
- More 23 routes.
- There needs to be more Brown Route buses. Wait times can be long, especially in the winter.
- Please bring CyRide to Shady Grove!
- There should be more 6B running between north and south.
- There used to be a 1 Red bus that ran on Dickinson Ave. that was very convenient because it ran outside of my apartment all day long. Now the only bus that goes by is the 12 Lilac and it only runs from 7-10 a.m. and 2-5 p.m. so if you don't have to get on the bus during those times, then you have to walk upwards of 4 blocks to get to the next closest stop. It would be nice if the 1 Red buses could start running on Dickinson Ave. again.
- The CyRide routes to Veterinary Medicine Campus needs to be more frequent and should be available on weekends as students working there without a car find it extremely inconvenient.
- Not enough routes in west Ames. On-campus routes to and from west Ames are not anywhere close to my destination. Times in between buses are not ideal.
- My daughter would ride it to work at the ice arena but sometimes her shift is late and she would be stranded there.
- Service provided to more areas of Ames.
- The west Ames buses need to be more spread out. This year there is always 3 buses right in a row but more than 15 minutes in between these caravans. It's just not efficient.
- The Blue bus used to stop at the end of my block. Now it is very hard to catch a bus to school and home due to the infrequency of Peach bus and Green bus passing my neighborhood.
- CyRide Too Focused on ISU
 - It appears that the service generally is good but is more geared toward students (which is good for them) – campus, major shopping, but a little lacking for those who live here.
 - Mostly to ISU.
- Buses Crowded
 - CyRide is a great service; however, my students often tell me how crowded they are on campus, especially when it is cold outside. Perhaps more buses during cold weather could be an option?
 - Please stop trying to fit the entirety of ISU onto Orange 23. It becomes extremely uncomfortable and difficult to exit the bus. A single file line in the aisle is already enough. I would rather wait longer for a bus that does not have the whole school on it.
- Difficult with Children
 - I have two small kids so bus rides are difficult.
 - Too difficult with small kids.
 - I think CyRide is great, it just doesn't work for us since we are constantly on the go with our children.
- Reliability/Communication

- Get more reliable routes and schedules. The buses suck.
- There needs to be more information sent out regarding route changes. Also, some of the bus drivers are rather rude. One of the younger male drivers kept driving on the curbs and laughing. Many of us on the bus were talking about how sick we were feeling due to his wreckless driving. I did not know where to report the driver.
- CyRide app is very unreliable and doesn't reflect route updates/construction work.
- **CyRide Cost**
 - Make Cyride free and tax to support that. Then I would use it a lot.
 - Should be "free" through property tax.
 - When I was a student, CyRide was free. As faculty/staff, it costs more than a parking permit. Permits should cost more and CyRide rides should cost less, to encourage CyRide use.
- **Other**
 - CyRide is a great service especially when ISU is in session. ISU students should be incentivized to use more. There are too many student vehicles in Ames when ISU is in session.
 - Dayton Road service.
 - N/A (x2)
 - None.
 - When my children are older, we will utilize CyRide. Food access to routes in our neighborhood.
 - I have and will take grandchildren on the bus for "fun"! Great free entertainment.
 - Too many stops that create blind spots.
 - If I worked in Ames, most places I would go require a transfer.
 - It probably isn't going to happen for us.
 - The problem with CyRide is how it interferes with traffic, especially on South Duff.
 - This is PER DAY. If you count transfers, round trips, etc., the number would be much higher.
 - Teach drivers how to actually drive and not slam on breaks all the time.
 - The bus stops are not near crossings. Student/people do not cross the road at designated crosswalks. Please make the bus stop near crosswalks.

Comments on Parks and Recreation services

- **Positive Experiences**
 - I don't often go to the parks, but when I do they are in good condition.
 - I have only visited a few parks in the city of Ames but the ones that I have been to were really fun and exciting.
 - I love the classes offered for both adults and children.
 - Love Ames!
 - Love finding all the hidden paths around town.
 - I appreciate the picnic tables and benches that are around the community, and also the public bathrooms available at some parks. Thanks!
 - Doing a fine job.
 - I am primarily familiar with Ada Hayden and Stuart Smith park and trail, going up to Brookside – both are wonderful
 - I quite enjoy the parks in the city with trails and trees – areas that are a bit more forested.
 - I think the skate park is super cool, and the fact that we have one is awesome. That said, I've not used the parks an excessive amount, just the occasional walk or ride through Brookside.
 - Just driving by, the parks look well cared for and attractive.

- Most trails are good. The one between the high school and aquatic center is not great. All the playgrounds are in really good condition.
- Our parks – especially ones with wooded trails – set Ames apart from other similar towns.
- There seems to be many places of interest where I could spend time relaxing in nature or experiencing it.
- They are all in overall good condition I would say.
- We love how much park space there is.
- What a wonderful park system we have!
- Don't Use Parks
 - Ames' park and recreation areas are a feature that I intend to use at some point in the future. However, because I moved to Ames only within the past year, I have not yet taken ample opportunity to do so at this time. Therefore, I do not feel appropriately equipped to provide meaningful feedback regarding these particular features.
 - I do not go to many other than to have a picnic or hammock.
 - I do not use the local parks but when I drive by they look very nice.
 - I don't have enough experience with parks and recreation to commit from the little I know. Ames has a lot of good parks.
 - Haven't explored the parks yet.
 - I am 85 and walk with cane, so I don't use parks but am happy they are kept up for families.
 - Do not utilize, but have heard that they are very great from friends and roommates.
 - I need to go out more often.
 - Older age is the reason for non-use.
- More Trails
 - Ames needs more trails.
 - More trails along rivers/lakes would be nice. But good job.
 - More trails, more woody areas, and it would be nice to have a sign with a map of the area and trails at the beginning of a trail.
 - Love trails; could be even more.
 - It would be nice if the trail from 4th St. through Vet Med over to the research park was paved. We use this and it's much harder to ride on gravel.
 - Please leave as many natural trails (soil, not paved or graveled) that way!
- More Parks/Green Space
 - Ames needs more park/green spaces.
 - We need to expand wooded areas in our parks. We need to integrate more trees into the downtown and in developments along periphery – north and west and in Campustown.
 - Wish that the parks would be larger with more options for dogs!
- Other Park Amenities Requested
 - Add a concrete table tennis table.
 - Always could use more trash bins and recycling bins.
 - I'd love to see playground equipment at Ada Hayden – north of the north parking lot.
 - More outdoor ice rinks for hockey or a larger one.
 - More playgrounds.
 - More seating. More public restrooms at parks; never lock doors.
 - There could be more than one infant swing seat at all parks.
 - Needs more safety patrols around here.
 - Not enough grills in the parks.
 - On a recent walk, I picked up some trash along the Brookside walking trails. I noticed there weren't any trashcans. I understand that it is a lot to maintain, but could there be at least one trash can on walking trails so folks won't litter? Thanks.
 - Some more trashcans.

- Some parks lack equipment for younger children. We really enjoy the options at O'Neil Park! Many parks lack restrooms; even a port-a-john would be appreciated.
- Offer more disc golf cages or grown-up playground equipment (exercise bars, etc.).
- We need playground areas for older kids, too, not just the skateboard park.
- Bike Trails
 - As a biker, I appreciate new dedicated bike trails like the one on S. Duff.
 - Bike path that connects to the one in Slater would be great. Have to drive to Slater or Madrid to get on the long path to Ankeny-Woodward.
- Park Bathrooms
 - Better restroom maintenance (soap and toilet paper). Better clean up after dogs is needed.
 - More attention to restrooms.
 - It would be nice to update restrooms and please open them earlier in the spring.
 - Clean shelter houses; updated and clean bathrooms.
 - Wish the bathrooms were accessible earlier in the year.
 - Would appreciate more porta-potties in the winter months.
- Park/Amenities Maintenance
 - I don't know if anything can be done about this but I think everyone can agree that the thistles in the parks are terrible.
 - I love the wooded areas of the parks in Ames. They are nicely maintained and the walking trails are conveniently placed. Picnic tables could be included at a few more locations in the parks in Ames. I have not used the toilets but I have heard that they are average and could use a bit more maintenance.
 - Cigarettes in parks (primarily Bandshell during summer concerts) are not family-friendly.
 - Franklin Park is in dire need of some work. I don't feel safe taking my kids there. It's the only park remotely close to walking distance from our brand new housing development. If you can afford to put new equipment at Daley Park (when the old playground was much better) you can make some improvement to Franklin. Cutting down two trees isn't going to cut it.
 - Sometimes I wonder if more downed trees could be removed from the area surrounding Stuart Smith Trail.
 - Most tennis court light buttons need to be fixed (activation buttons).
 - Most wooded areas are in dire need of restoration efforts to get rid of invasive species. However, some work has been done at Ada Hayden and Brookside. A park is really needed west on Ontario (small farm along Clear Creek).
 - Need branches picked up that were cut down this winter in Daley Park.
 - Periodically clean the grills.
 - Picnic tables are getting older in some areas, but they are still useable.
 - Sometimes the lights on tennis courts are not functioning (Inis Grove and McCarthy Lee).
 - Tennis courts could use some resurfacing. Wooded areas – trash and debris clean-up such as dead trees or plants.
 - The area behind Carr Park needs serious maintenance on trails in the wooded area.
 - The last several times I have been to parks with grills, some are filled with trash.
 - The parks are very nice. The only thing I would update would be the bathrooms. Just the overall cleanliness of them.
 - The wood trails in Northwoods are completely torn up and no mediation has been done to make them useable.
 - Too much invasive honeysuckle in all Iowa woodlands, not just Ames. Trails system is decent. Could use more connections.
 - Trails are comfortable to walk on with woodchips being applied and trash is picked up for the most part. Could be improvement on filling holes or eroded areas.

- Trash and pollution everywhere – especially in the parks near campus.
- Upgraded grills would be great! Especially with the coming summer.
- Upkeep with Frisbee golf.
- Trail Maintenance
 - Ada Hayden’s hard surface trails need maintenance.
 - Everything is in a good condition for being outside. The trails have cracks in them that are easy to trip over in some spots though.
 - Fix the bridge on the trail off of Oakland Street! It’s been several months.
 - Most bike trails are in bad shape. There are cracks and they are rough to ride on. There are many trails that are unconnected.
 - Please upkeep the trails! Particular in Inis Park where trails aren’t suitable to hike anymore since they haven’t been kept up.
 - Some trails have dangerous bumps and cracks. A smooth surface on all trails needs to be considered a priority. Please, stop spraying for mosquitos. These pesticides harm other pollinators such as bees and butterflies, and I also don’t want to be exposed to these pesticides.
 - Inis Grove needs trail maintenance sometime soon.
 - Upland trail at Ada Hayden needs re-graveling.
 - Walking paths in parks can be wider to allow bikers to ride through parks and trails.
 - Wooded trails sometimes are quite overgrown in late summer.
- Brookside Bathroom Repair
 - Except for Brookside Park (burned).
 - If the restroom at Brookside Park hasn’t been replaced yet, when will it be replaced?
 - Please update restroom at Brookside.
 - Of course, the bathrooms at the Brookside Park need to be fixed after the fire.
 - Time to fix the bathroom at Brookside Park – it has been a year since the fire.
 - Replace Brookside bathroom.
- Emma McCarthy Lee Bridge
 - The bridge at Emma McCarthy Lee Park has been out for almost a year. I wonder if it will be fixed anytime soon.
 - Please rebuild the bridge over the creek in McCarthy Lee Park. It washed out over a year ago.
 - Would love to see footbridge connecting Emma McCarthy Lee to Oakland Street access replaced or rebuilt.
- Aquatic Center
 - Aquatic center is too crowded. Pool at high school is unpleasant in many ways.
- Improve Park & Trail Advertising
 - I don’t know anything about the parks in the Ames areas or where they are located. Something that would be very helpful would be maps and advertising sent out about the parks in Ames and community events at the parks. In addition to that, it would be helpful to know about the dog-friendly parks in town.
 - More timely information about availability might increase use.
 - Somehow create more awareness about the parks around town because I don’t know where they are, what kind of amenities they have, or any activities happening there.
- Dog Park
 - I would love to see improvements to the dog park, such as the loop trail better maintained and better restroom facilities. For being a park that requires paid permits, I feel that it is the worst park in town. Overall I think that Ames Parks and Rec does a fantastic job, and I love all the parks in this town.
 - The dog park should be fixed. I pay for a pass and that money should go into repairing the dog park, not just planting trees.

- The usefulness and features of the dog park could be improved. I find it discouraging to buy a dog permit for over \$30 in order to go to the park when the only features there are a sidewalk and trees.
- Wish there were dog-friendly parks besides the dog park. We have a tag there but my dogs have been bitten three times or more. There needs to be supervision there because so many people use it without tags and it's not safe or fair to the people who pay for passes to upkeep the park. Maybe do what Ankeny has and have a coded gate. I know a lot of people with tags are upset.
- Other
 - Inputs based on Ada Hayden mostly.
 - Keep open appearance of parks. Do not feel you have to fill open space with more sports activities.
 - Most of the above experience relates to Brookside.
 - N/A (x2)
 - No additional comments (x2).
 - No more building Ada Hayden Park!
 - None (x2)
 - Nothing really – they were about the same caliber as the Des Moines Public Works
 - Poor city layout.

Comments on Public Library

- Positive Experiences
 - Again, I have only been to it for a few times, but it seemed very interesting and fun while I was there.
 - Ames Library is still amazing despite my lack of time to read.
 - Ames Public Library was a big factor in deciding whether to settle in Ames.
 - As a person who has recently moved to Ames, I have been impressed with the Ames Public Library. It has an excellent facility which provides a satisfying array of materials. Most significant to me so far is the anime and manga provided on the library's shelves, the collection of which is more satisfying than libraries of towns I have previously lived in. Heading into this coming summer and fall, I would love to explore the rest of the library's collection and benefit from its broad range. I also appreciate the library's clean and modern appearance, as well its sheer cleanliness and organization. I have not experienced any trouble exploring collections and finding particular categories. I love the library's welcoming atmosphere; it feels like a place that I want to come to and spend quiet afternoons in. The staff play a vital role in any facility's atmosphere, and the staff at Ames Public Library have consistently provided me with excellent customer service through their efficiency, their kindness, and their expertise. Additionally, seating areas are spacious, comfortable, and attractive. I look forward to making continued use of Ames Public Library as I settle into my new hometown.
 - Continually impressed by the Ames Public Library! Wonderful to see inclusive children programs.
 - Excellent!
 - Great services and the staff is always friendly and helpful. Always have an amazing experience.
 - Great structure, competent staff. Please keep the Ames Public Library as great as it is currently or make it even better!
 - Do not use often, but have had great interactions with staff every time I have. Love the DOT booth.
 - I think our library is second to none.

- I use it more when my granddaughter is in town and for meetings. It is a beautiful facility.
- I use the library every three weeks. I love going to the library.
- I'm very happy with the addition of the "Ames Tribune Achieve." The Cedar Rapids library offers the "Newspaper Archive" as part as their offering. Perhaps the Ames Public Library could add a similar product.
- It looks absolutely beautiful! I love all the spaces you've created for kids of different ages. Each area was truly designed for a target audience, and I think that makes it all the more meaningful.
- Library is awesome!
- Love it. Wouldn't change a thing. Very good atmosphere.
- Love the teen space.
- Love the APL!! ☺
- LOVE this place!
- We love the library and are so thankful to have such great programs available.
- We use the bookmobile on a weekly basis and love the staff, especially Linda. She's so friendly and always finds new things for my children.
- The \$2 coupon to Literary Grounds is fantastic for filling out the survey.
- The Ames Public Library is the best library of any town we have lived in. The programs and resources are great and the staff is always helpful.
- The best public library I've ever experienced, after having inhabited (and patronized the libraries of) over 20 different counties throughout my life. Keep up the good work!
- The DOT kiosk is a great resource.
- The library and bookmobile have been on my use list for decades. I am a bibliophile.
- The library is wonderful.
- Don't ever get rid of the bookmobile; what a great service!! I really appreciate the multicultural and cultural competence programming.
- I love the digital loans options and use it frequently for audiobooks when traveling. It would be great to have shorter wait times for popular digital loan items.
- Study Rooms
 - Ames Public Library is a great place to study, read, and play for kids. I go with my students every Sunday and we get a study room. However, the study rooms are limited, and sometime we cannot find one. I recommend that having a study room reservation system on the library website to make it more convenient for people. I would not drive all the way there with my seven students if I knew there was no study room available. I know the meeting rooms are available for reservation, but we are a small group.
 - I absolutely love the study rooms at the library – I wish we had even more! Fantastic natural light.
 - I love the study rooms, but they often are unavailable when I need to use them.
- APL Event & Program Publicity
 - Ames Public Library's events and programs, including the bookmobile, need more publicity. I have not heard much about it as I am very much a part of the ISU campus and use the facilities on campus more often. More awareness in association with ISU – like conducting tours for students – would help.
- Extended Hours
 - Ames Public Library is a gem! I wish it was open later on Fridays/weekends.
- Amenity Addition Requests
 - Additional tables for doing homework would be nice.
 - I like being able to renew the license at the kiosk.
 - More seating at tables would be nice for studying.
 - The library should have the ability to mail a library card if one is lost.
 - Have larger non-fiction/political selection (from all-sides; except Hitler... screw him).
- Coffee Shop

- May be a proper café at the library
- Great public library, speaking from experience from the few times I went to study in the library/hangout downtown. Would like to see more flourishing coffee shop inside in the future!
- ISU Parks Library
 - Been there once, but I'm out of town so if I need something, I'll get it from my town's library or ISU Parks where I go to school.
 - I am a citizen that likes to use the library, but I am here in Ames as a graduate student, and generally don't have the time to use the public library services. I have never seen a city with a mobile library service and I think that is a great way to increase access for children and students.
 - I use the library on Iowa State campus rather than the Ames Public Library.
 - I have only been there a couple of times. I go to Iowa State library because it's more convenient.
 - Since I am a student, I just use the ISU library. I don't even know where the public library is.
- Parking Problems
 - Parking is a problem.
 - Parking is at times a problem. Ames Public Library is wonderful.
 - Parking should be better.
 - However, parking is a problem at times
 - I often think of stopping but am not headed the right way or there are no spots available downtown parking range.
 - Need more parking for staff.
 - More handicapped parking needed. Love drag shows and the library's efforts to accept LGBT people. Thanks for always finding materials and requests.
 - I do not often go to the library, but parking is limited and having to pay meters is a barrier to use.
 - Should not have to choose between paying to park and walking a long distance.
 - There is not enough parking available.
 - I am an ISU student so I mostly use the Parks Library. If there were more free parking spots, I would study more at the Ames library. I think it is a gem of Ames.
 - The lack of free and convenient parking around the library deters me from taking advantage of it more.
- ISU Student Inclusion
 - I think it would be great if there were more opportunities to involve ISU students with library programs
 - Maybe a more casual study location for Iowa State students that is more chatty and less restricted.
 - Having the shortened hours on the weekend is a pain for students.
- Handicap Inclusion
 - Handicapped person can get in the door easily but the arrangement/location of items is definitely not handicapped friendly.
 - The walking distance from the front door to the large print or audiobook which elderly use is ridiculous. But the little kids are close. Not fair!
- APL Poor Experiences
 - More control of homeless who frequent the library. I've had an unpleasant experience with one middle aged male – mental problem I believe.
 - My children love the library. Also the kid's book section is difficult to navigate.
 - Need more space and to advertise and add more discussion events, or make different clubs related to discussing articles/books/topics.

- Programs and materials at the library have a heavy liberal bend. There is not a neutral view at the library. I use the library frequently, but rarely attend the events.
- The chairs/seating are very uncomfortable.
- The woman I spoke to initially was a bit rude, but these things happen. As well, needing two forms of ID for address purposes seems excessive, and I'm unsure of the purpose. It's a library card; I'm not signing up for utilities.
- When calling into the library, the electronic message is inconvenient and it is hard to get routed to the librarian.
- Would like to be able to check out movies on Friday and Saturday evenings.
- Your internet is terrible. I brought my laptop in and despite help from the desk staff, I was not able to login.
- Other
 - All at home.
 - I'd like to be able to visit the library daily to read the "Ames Tribune" and "the Des Moines Register."
 - N/A (x4)
 - Bookmobile maybe when I don't drive.
 - None (x2)
 - Don't really use it.
 - But I typically use online app on phone to loan materials.
 - I plan on using it more since I just retired.
 - My work schedules don't allow me to utilize services like I'd like to.
 - Wish I went more; I heard it's a great place to study.

Comments on Other Issues City should focus on

- Affordable Housing
 - Affordable housing – more attention to upkeep in the rental.
 - Affordable housing for young people/young families (2).
 - As are many long-time residents, I have major concerns about overbuilding of apartments and the shortage of affordable houses for working people.
 - How expensive rent has become over the years.
 - I think a big issue in Ames is the division between the University and the City. It feels, as a student, that they are two separate towns instead of one large one. They need to work together more on things and become more integrated. Also, I feel that Ames needs to invest in housing that isn't "luxury" housing. It is really hard to find housing in Ames for students who can't spend over \$1000 or \$1200 a month for rent, with added on utilities. While there are some options for less money, they are older and more run down. It would be wise to invest and promote more good, affordable housing so that students, as well as other workers in Ames, don't have to struggle to pay rent or commute from other communities that are more affordable.
 - More affordable housing. Tenants have more rights than landlords. It's very expensive to live in Ames.
 - Please look into the apartment rents. Ames is becoming very expensive to stay. Not a good thing for college students.
 - Rent is too damn high.
 - The issue of way too many apartments not affordable for 22 to 25 with lower income.
- Allocation of Resources
 - Allocation of resources.
 - Getting people the same services they pay for discourse on the levy.
- Animal Welfare

- Animal protection.
 - Animal rescue.
- Better Box Stores
 - Better big box stores.
- Better Planning
 - Better planning.
 - Focus more on land use. There have been too many apartment buildings being built. There's a lot of vacancy in apartments and in businesses.
 - Get a grip on the rapid expansion of high density; too many apartments being developed.
 - Increase, density and limiting rural growth.
 - Perhaps rezoning. It seems unfortunate that housing developments geared toward students keep spreading out on the outskirts of the city, rather than being integrated into the existing fabric. It would have been nice in my time here as a grad student to live in a more walkable and connected neighborhood.
 - Planned growth.
- Bicycle Safety
 - Bicycle safety.
- Bike Lanes
 - Bike paths.
 - I think the city should redesign its bike lanes on major streets. For example, the bike lane near Panera on Duff/3rd Street is right in between the middle and turning lanes, which seems like a dangerous place to be on a bike because many drivers will need to go through the bike lane to switch lanes.
 - Lots of students ride their bikes to campus from North and West Ames. I would really like to see more safety measures implemented for bikers on residential streets!
 - Making Ames more bicycle friendly.
 - More bike paths on streets.
 - Not a bike friendly town currently; have more bike shoulders and better upkeep of sidewalks.
 - Recycling, bike paths, improving transparency and communication
 - Solar energy to something other than a 20-year commitment. Protected bike lanes.
 - Why create bike lanes and then not maintain them. Bike lanes on Hyland and 6th Street desperately need sweeping.
- Citizen Health
 - Citizen health.
- City Notifications
 - Better notification of street projects. Grand Ave. suddenly all dug up?!
 - Communication about ongoing projects in our neighborhood internet options.
 - In touch with the road conditions. [Illegible]
 - Recycling, bike paths, improving transparency and communication
 - Road construction plans/schedule.
 - Road construction projects, Duff Ave., Crystal, Grand Ave. this week.
- Complete South Grand
 - Attracting industry, completing Grand Ave. South.
 - Extending Grand to 16th St. Stop focusing on lanes for bicycles.
 - Grand Ave Extension (3)
- Concern with Apartment Expansion
 - Less building of apartments.
 - Overbuilding apartments; traffic flow on South Duff.
 - Overgrowth of housing and traffic on Duff Ave.
 - Prompt completion of road projects once started. No more increased parking fees. Control growth rental housing.

- Slow down Campustown development, restrict high rise construction, i.e. corner of Hyland and Lincoln Way.
 - Stop apartments.
 - Too many apartments now!
 - Traffic congestion. Stop the building of more apartments.
- Connect Campus to City
 - Balancing its ties to the University, increasing awareness of services, improving the Duff corridor.
 - Connecting Iowa State with the city. There are many events in downtown Ames that no students know are happening.
 - I think a big issue in Ames is the division between the University and the City. It feels, as a student, that they are two separate towns instead of one large one. They need to work together more on things and become more integrated. Also, I feel that Ames needs to invest in housing that isn't "luxury" housing. It is really hard to find housing in Ames for students who can't spend over \$1000 or \$1200 a month for rent, with added on utilities. While there are some options for less money, they are older and more run down. It would be wise to invest and promote more good, affordable housing so that students, as well as other workers in Ames, don't have to struggle to pay rent or commute from other communities that are more affordable.
 - I wish the University would work more to make the students part of the Ames community. My concern has been that the student body government has not adequately served to make connections with the city and has not accurately reflected the student body's desire to work with the community. In my view the student body government has isolated themselves to campus and have done little to work with the city.
- Cost of Living
 - Cost of living. Houses are expensive.
 - More affordable living
- Disaster Alert
 - Alerting people of incoming known disasters.
- Dog Park
 - The dog park needs to fine people without a pass. Otherwise, there is no point to buying a pass if anyone can just use it.
- Downtown
 - Improvement of Main Street – add more shops and entertainment
 - Make downtown a walking mall; parking for downtown.
 - More active downtown scene after hours.
 - Pedestrian-only Main Street.
- Duff Avenue
 - Duff Avenue, it was poorly planned when made but something needs to change. It is very dysfunctional. I document light put by Walmart and Firehouse Subs.
 - Overbuilding apartments; traffic flow on South Duff.
 - Overgrowth of housing and traffic on Duff Ave.
- Elderly Housing
 - Senior citizens housing for elders.
- Electricity
 - Moving electricity generation to renewable gas.
- Employment
 - More cultural events jobs.
 - Promote Ames and continue supporting job creation thru the AEDC (Ames Economic Development Commission).
- Fair Library

- I want Ames to be fair to all groups that want to use their library facilities including a group that is more conservative.
- Family Friendly
 - Being more family friendly. College students aren't there all year.
- Finish Highway Construction
 - Finish road work – Hwy 30 entrance ramp off I-35 North.
- Fish Stocking
 - Parks – fish stocking.
- Greenbelt
 - More connectivity of greenbelts between neighborhoods.
- Homelessness
 - Homeless population in parks.
 - Homeless population – the begging on Duff is excessive and it makes me feel unsafe in that area.
 - Homeless shelters, apartment pricing being too high.
 - Housing and food for poor/needy.
 - Safety of residents regarding homeless population.
 - Very disappointed when City raised parking meters rates so high in spite of strong opposition from citizens. I quit shopping downtown. Need to pass laws against panhandling and enforce them.
- Human Trafficking
 - Human trafficking and sexual assault.
 - Human trafficking.
- Improved CyRide Service
 - Better CyRide service.
 - CyRide access near Suncrest apartments or Bobcat Drive.
 - Snow removal during the heavy snowfall days. And CyRide services on weekends.
- Indoor Pool
 - Getting a good indoor pool.
- Infrastructure
 - Infrastructure
 - The roads and sidewalks are sh**, but this isn't much different from the rest of Iowa. Look at Main Street today and you see all sorts of quick-fix blacktop slapped onto broken sidewalks. It looks like sh**, it hardly serves a purpose, and it's gonna need fixed again soon enough.
- Internet
 - Communication about ongoing projects in our neighborhood internet options.
 - Mediacom not covering new neighborhoods near North Dakota. We moved here and they told us we would have Mediacom, but when they tried to set it up they couldn't.
- Invasive Species
 - Prevention of invasive species, especially insects.
- Jaywalking
 - Jaywalking in Campustown.
- Landscape
- Beautification
 - Please plant more fall color, not spring flowering plants.
 - Street and traffic flow. Infrastructure. Downtown/East Lincoln/S. Duff all need beautification help.
 - The entrance to Ames by the stadium is beautiful. Let's not forget the other major streets.
 - There should be more garbage cans and sidewalks on well-lit roads so people don't have to take low-lit routes. Homeowners should not have trash in yard. Less metered parking. We need free parking for students. We are poor.

- We need to prioritize providing space & native plants for monarch butterflies. Milkweed instead of mowing. Stop using pesticides and herbicides.
- Leaf Removal
 - Leaf removal service for residents
- More Cultural Events
 - More cultural events jobs.
 - There should be more social events, concerts, etc. Parking is a problem and getting more expensive every year.
- No Healthy Life Center
 - Don't build the community center on Ontario and Scholl Rd.
- Nuisance Enforcement
 - Noise of partying and alcohol control near ISU.
 - Dog barking.
 - Property clean-up. Taking more pride in our community – getting rid of junk houses, cars, etc.
- Sustainable
 - ISU and clean environment.
- Park Improvement
 - Fix Carr Woods.
 - Clean up the trail in Inis Grove by the river. Put the Miracle League field in a different park. Some of our green space was already lost with volleyball courts.
- Parking
 - Fixing and repairing city roads. Change the parking laws on side streets; too many no parking zones and having to park on one side one day and take other side next day.
 - Gather info from people affected (i.e., parking fees).
 - Parking downtown should have less focus on ticketing.
 - Parking in Campustown, CyRide access near Suncrest, apartments on Bobcat Drive.
 - Parking meter fees. Football parking (working with people more) lights changing sooner. Growth in the community.
 - Prompt completion of road projects once started. No more increased parking fees. Control growth of rental housing.
 - Reducing the extremely high cost of parking at downtown/Main Street and Campustown meters. Makes me not want to go to those businesses.
 - Seriously, take care of the snow and lay off the parking laws that make absolutely no sense. I know the city needs money, but maybe come up with that money in less scummy ways.
 - There should be more garbage cans and sidewalks on well-lit roads so people don't have to take low lit routes. Homeowners should not have trash in yard. Less metered parking. We need free parking for students. We are poor.
 - There should be more social events, concerts, etc. Parking is a problem and getting more expensive every year.
 - Very disappointed when City raised parking meters rates so high in spite of strong opposition from citizens. I quit shopping downtown. Need to pass laws against panhandling and enforce them.
- Pawn Shops
 - Remove pawn shops.
- Pollution
 - Pollution.
- Promote Business
 - Bringing new businesses/shopping/commercial areas.
 - Business growth.
 - Making businesses easier to open. We have too strict of regulation.
 - More business friendly; draconian permit laws.

- Old business just sitting empty on Lincoln Way. Business, not apartments.
- Sidewalks. Make sure they are clean and clear of ice. Also, I can't believe East Ames does not have them. Also, quit capping the rental market and end all the regulation in general, especially parking meters, etc. You need to focus on growth and making this city larger. Coming from a big city, this place terrifies me in terms of how few services there are in town (e.g., Uber, late night buses, off season buses). You should attract investment in real estate and quit catering so much to local companies.
- Attracting industry.
- Bring business/large employer. Lower taxes.
- Railroad Crossings
 - Railroad crossings.
- Recycling
 - Curbside recycling, please.
 - Effective sustainable waste disposal accessible to all residents.
 - Making recycling easier; easier to get rid of yard waste.
 - More information/emphasis on how to send less to landfill; consider banning plastic bags, straws, etc.
 - Recycling and compost.
 - Recycling, bike paths, improving transparency and communication.
- Reduce Taxes
 - Lower taxes, jaywalking in Campustown.
 - Finding ways to reduce property taxes. Affects us elderly on a limited, fixed income.
 - Lowering assessments or subsidizing property tax; city levy for senior citizens/lower income.
 - Lowering property taxes.
 - Lowering property taxes. It's getting very high.
 - Spending less money.
- Rental Housing Policy Inspection
 - City inspection of apartments is not very thorough. Ask tenants about apartments when landlord is not present; presence of landlord.
 - Contracts from property management companies. They must stop keeping tenants homeless for one week between the time a tenant ends a property lease and starts a lease on a new property.
 - Diversifying rental options (i.e., apartment over a garage of an owner-occupied home). This would increase density and allow owner management of tenants and integration opportunity (class/race).
 - Policies for rental apartment. More friendly for renters, e.g., more flexibility in dates for time rental contracts end/renew (not only July 31). Renewal of contracts – much less time before start of renewal contract (at the moment, 8 months; should be a maximum 3 months).
 - You must pay attention to property managers who cheat their customers. They get the rent and forget their customers.
- Repair Roads
 - Fixing and repairing city roads. Change the parking laws on side streets; too many no parking zones and having to park on one side one day and take other side next day.
 - Flood water issue and road surfaces need to be worked on.
 - Potholes.
 - Roads.
 - Street improvements.
 - Streets in mobile home park, streets in general.
 - The roads.
- Restaurants

- An Olive Garden restaurant on the North Side.
 - Encouraging more bars and restaurants aimed at the non-college population.
- Revitalization
 - Clean up Lincoln Way.
 - Lincoln Way from Duff to University looks terrible. Get people to clean up, fix up.
 - Repurposing empty lots.
- Safety
 - All aspects of public safety.
 - Campus/downtown safety.
 - Crime prevention
 - Crossings near bus stops.
 - Ensure that incoming residents find good jobs to reduce vandalism and petty theft, etc.
 - Isolated area security.
 - Pedestrian safety. Often pedestrians will do dangerous maneuvers with respect to traffic without consequences.
 - Public safety.
 - There should be more garbage cans and sidewalks on well-lit roads so people don't have to take low lit routes. Homeowners should not have trash in yard. Less metered parking. We need free parking for students. We are poor.
- Sidewalks
 - A sidewalk on Hyde – all the way to the 190h – should be there. There is a stretch of sidewalk missing by our street – Crestmore and Welbeck – should be added.
 - Sidewalk reconstruction in some areas, especially directly west of campus.
 - Sidewalks. Make sure they are clean and clear of ice. Also, I can't believe East Ames does not have them. Also, quit capping the rental market and end all the regulation in general, especially parking meters, etc. You need to focus on growth and making this city larger. Coming from a big city, this place terrifies me in terms of how few services there are in town (e.g., Uber, late night buses, off season buses). You should attract investment in real estate and quit catering so much to local companies.
- Small Business
 - Attracting/encouraging small businesses.
 - Better shops for clothing, toys, and games for all ages. Support for downtown businesses. Maintaining a good retail environment to keep shopping local.
- Snow Removal
 - Clearing parking lots better when it snows. They were absolutely trash.
 - Get side streets plowed after snow.
 - I think the snow removal service for Ames roads is rather horrible and over the winter I experienced many spots in Ames where the roads were completely covered in packed snow and ice causing hazardous conditions, even on main roads like Duff and Lincoln Way.
 - More attention and funding toward snow and ice removal in the winter.
 - Seriously, take care of the snow and lay off the parking laws that make absolutely no sense. I know the city needs money, but maybe come up with that money in less scummy ways.
 - Snow clearance on pedestrian walks.
 - Snow plowing – a few more plows. Some need to be replaced. Infrastructure.
 - Snow plowing on side streets.
 - Snow removal during the heavy snowfall days. And CyRide services on weekends.
 - Snow removal on residential streets that connect with high-traffic streets.
 - Stop building roundabouts. Don't let people live on a golf course. Plow the roads when it snows.
 - The amount of overtime they pay on snow removal.
- Social Justice
 - Social justice for ALL citizens.

- Solar Energy
 - Solar energy to something other than a 20-year commitment. Protected bike lanes.
- Speeding
 - Speeding in Somerset and on Ontario.
 - Stop sign violations and speeding.
 - Traffic flow and speed limit enforcement.
- Stop Focus on Bike Lanes
 - Extending Grand to 16th Street. Stop focusing on lanes for bicycles.
- Stop Roundabouts
 - Stop building roundabouts. Don't let people live on a golf course. Plow the roads when it snows.
- Storm Water Flooding
 - Floodwater issue and road surfaces need to be worked on.
 - I think more should be done in preventing future flooding problems in the city, possibly the creation of small lakes with potential developments there, but primarily for flood mitigation.
 - No more development in the flood plain. Climate prediction is wetter and more frequent flooding.
 - Removing existing development from the floodplain.
 - Stop building in flood plains. Turn these areas into green space with bike paths, walking paths, picnic areas. Taxpayers should not be expected to bail out businesses that continually flood.
 - The storm water; increasing frequency and intensity of a rainstorm; flash flooding is becoming a big problem in Ames.
- Students
 - The students are an afterthought in town. Housing is awful. Prices are ridiculous. The landlords are rude and take advantage of students. There is nowhere to park. It is very expensive for students. Tuition is too expensive. There is no entertainment in town. The roads are beating up my car and I have to buy a new suspension with money I don't have.
- Sustainable
 - Educational community programming, food insecurity, preservation efforts of natural resources.
 - Progressive environmental/sustainable policies. This is the No. 1 issue globally this century.
 - Water and air quality.
- Traffic Flow
 - Better flow of traffic.
 - Installing a traffic light or traffic circle on the intersection of Mortensen Rd. and State Ave.
 - Much more attention is needed to improve traffic flow and management. Ames is limping along with a system put in place in the '60s and '70s despite the fact that population has increased 3-5 fold. Why?
 - Overall street design for traffic flow (Tripp St. extension is terrible).
 - Road conditions, rush hour congestion.
 - Road quality and traffic control.
 - Road repair and maintenance, as well as traffic flow (previously mentioned).
 - Street and traffic flow and improvements.
 - Street and traffic flow. Infrastructure. Downtown/East Lincoln/S. Duff all need beautification help.
 - The view is obstructed at the intersection of Stange Road and Clayton Drive due to the street parking in front of apartment buildings. It may cause car collision with severe physical injury, even mortality.
 - There needs to be a turn light for the intersection of Lincoln Way and Clark Ave. It's very difficult to turn left from Lincoln Way to Clark Ave. heading towards Main Street.

- Traffic.
- Traffic congestion. Stop the building of more apartments.
- Traffic flow.
- Traffic flow, especially at certain intersections.
- Trails
 - Bike trails (separate from roads) to surrounding cities such as Nevada.
- Utility Costs
 - Decrease utilities prices.
 - Electric late fees, shut off notices, deposit – have a heart for those living paycheck to paycheck.
- Yard Waste
 - Make recycling easier; easier to get rid of yard waste.
- Youth Activities
 - Maybe more areas for young kids to hang out, as well as college students. Maybe just some fun hangout places or fun outdoor activities.
 - More activities for tweens. Every youth activity ends at 6th grade.
 - Things for children to do; places to go.
- Other Comments
 - Small town living – everything is under 10 minutes.
 - Stop real crimes and stop arresting people for smoking weed. You are literally just stealing from people. If no one would break down my door for alcoholism and arrest me, why would it be different for a healthier substance? Make this change and people will actually respect law enforcement.
 - Ugly new construction is an eyesore.

Comments on Overall City of Ames Services

- Ames Public Library
 - If the library is going to schedule groups of questionable content to use the library room for their events then they should also accept and schedule more conservative events and groups to use their rooms.
- Climate Change/Sustainability
 - I know the future of our city looks different. As climate change becomes more real to the west and east U.S., more people will come into the Midwest and so far we are used to having space to live, eat, and be recreational. I think some proactive thought needs to go into thinking about higher population rates and think about being protective of our local businesses because urbanization will attract large corporations. I think Ames is strong because of ISU, local business, and because it values parks and the natural resources. I hope we can keep these values as population growth increases. Urbanization will also mean that we need to be prepared to meet the needs of growing populations such as lower income folks. So far, many low income folks choose.
 - I have been hearing that we shouldn't be putting glass or wet garbage in the garbage anymore. I know that glass now has its special containers. Is there an idea to do something like that with wet garbage, too? Like citywide compost? I live in an apartment so I do not have space to start composting myself.
 - Add recycling compost program.
- Storm Sewer Back Up
 - Again, dissatisfaction is due to storm sewer back up into backyard multiple times and also our basement once. Defective storm sewer system; not large enough to handle our neighborhood.

- I don't feel confident that enough has been done since 2010 floods to assure sewer backups don't occur.
- Electric/Water Expenses
 - Electric and water costs are too high.
- Positive Experience
 - Ames does a great job of keeping the city clean, comfortable, safe, and an overall great place to live.
 - Great services overall.
- CyRide Complaints
 - Before last year, CyRide would've received a rare very satisfied from me.
 - Buses do not stop near crosswalks. Please make the buses stop near crosswalks or have overhead bridges so people can cross the street without walking back or forth to find a crossing.
 - CyRide rides have been very rough lately. The drivers are in a rush, stomping on gas and brakes.
 - Some aspects of CyRide 2.0 have not been so good. Reiman Gardens is served less often and the buses no longer wait for the transfer.
 - New CyRide schedule has been somewhat inconvenient.
 - There are no routes minutes away from the school union where I live, along with a few other students and faculty.
 - Schedule doesn't accommodate adult commuters. It seems CyRide is more for ISU students than Ames residents who commute to/from work.
 - Overall, the City of Ames does a good job at maintenance. The only two main aspects which are my concern would be CyRide accessibility over weekend to VetMed Campus and snow removal during heavy snowfall days.
- Parks & Rec
 - I really appreciate the park and rec classes.
 - I would like to see better cross country ski trails in winter. If a second indoor rink was built, Ames could better host hockey tournaments that would fill the hotels and restaurants and provide skating opportunities for more people at the same time. Invest in the rink and maintain it.
 - Need more bike trails.
 - There are few to no recreational activities for kids/family that are cost effective.
 - If we need more of anything it is more parks and bike paths connecting the parks and more bikes to S. Duff Ave.
- Housing costs
 - Why is there no question about apartment rents? Ames is becoming too expensive. Rents are skyrocketing. We are students; we are not rich enough to pay high rents for apartments. The City does not care about this.
 - Rent is too high.
- Nuisances
 - The noise complaint thing is good and bad. We had neighbors call on us before and the officer was very nice because we are actually very quiet. This was great but I wish they could say something to the people who called because it is annoying to know that if I'm having a quiet conversation in my backyard at 8 pm, I'm going to have the police officer show up and waste his time.
 - Neighbors don't mow much, don't rake weeds, go wild but you can't do anything about it and the city can't do anything, so what to do? Have their weeds moving into our yards.
 - There needs to be more regulation of laws regarding pet waste. The apartment is surrounded by poop. Jensen Group claims the city knows, yet does nothing about this.

- Very upset with law enforcement. City said everyone knew homeless people were living in woods by the golf course. I've only talked to one person who knew it. Also, people should not be allowed to stand or sit at intersections and ask for money.
- We need to make laws about property and keeping property neat and orderly; hold property owners more accountable.
- When college kids party in their front yard, beer cans and trash litter the yard, even at busy locations, like off Lincoln Way.
- It would be great if police can have more patrols near ISU campus to control noise and alcohol abuse.
- Ames Police Comments
 - Police don't seem to respond to all 911 calls. See previous comment.
 - I am concerned about the problem of driving while black in our community.
 - More traffic enforcement.
- Other
 - At this point in time, I am still a new resident to the City of Ames. My responses to this particular survey reflect my most sincere experiences over the past approximately six months which I have lived in Ames. Overall, I am satisfied with all my experiences in Ames and look forward to continuing my settlement into Ames as my new hometown.
 - Haven't had personal experience with some of the above.
 - I have no reasons to be dissatisfied but I don't use/encounter most of these services.
 - I hope we are not a sanctuary city.
 - I'm sure all the services are very satisfactory. I just haven't used them.
 - N/A
 - No opinion – only use occasionally.
 - None.
 - Even though we haven't used the library, CyRide.
 - Find parking solution for students.
 - Overall, the City of Ames does a good job at maintenance. The only two main aspects which are my concern would be CyRide accessibility over weekend to VetMed Campus and snow removal during heavy snowfall days.

“What is the best thing about living in Ames?” comments

- Shopping/Restaurants/Activities
 - A diverse range of activities.
 - A lot of food choices.
 - A safe place to live. Good shopping/restaurants.
 - A safe, pretty, and well-kept city with many opportunities of all kinds. I love Ada Hayden, the library, Reiman Gardens, Main Street. I love living in Ames and the farmers market.
 - Ada Hayden Park.
 - Convenience and things to do (CY Stephens).
 - Events surrounding Iowa State.
 - Farmers market.
 - Football season.
 - For the most part, a welcoming community. Lots of activities, like the farmers market, going on in and around the city.
 - Friendly – lots to do.
 - Increase in community events.
 - Business and amenities without the urban sprawl.
 - Furman Aquatic Center, Homewood Golf Course.
 - Good recreation and frequent events.

- Great community with awesome events and a great university.
- I like that Ames is a smaller city but has a large university located here that brings with it a lot of opportunities.
- Always a wide variety of things to do.
- It provides so many opportunities and activities.
- Kids programs at the library.
- Library, Roosevelt concerts, and farmers market.
- Low traffic, Main Street, Campustown, ISU activities (arts, athletics, etc.).
- Meets all of our needs, great stores and restaurants. City events – farmers market.
- Multiple restaurants and stores.
- Access to parks/trails and an excellent local library.
- Organic stores.
- Outdoor activities.
- Parks.
- Parks, dog park, hospital, nice downtown, friendly. Parks and rec.
- Plenty of things to do without all the big city hustle and bustle.
- Public living, farmers market
- Ames Public Library.
- Love the farmers market.
- Recreational and intellectual opportunities are good.
- Restaurant variety.
- Entertainment options.
- Expansive opportunities for arts, theatre, etc.
- Available amenities – food, concerts, plays, etc.
- So many great parks.
- The farmers market and the library.
- Variety of things to do.
- The restaurants and quality of food that is offered.
- The variety of activities, shopping, and recreational opportunities for residents to enjoy.
- There's something for everyone!
- There are a lot of activities that you can participate in or enjoy.
- Things to do.
- Variety of activities (x2)
- Size, education of the population, arts, and entertainment.
- Atmosphere/Community
 - Clean and friendly town. Great town but living in the past.
 - A large town with a small-town feel.
 - A nice relaxed atmosphere with friendly people.
 - Beautiful place, nice people.
 - Close atmosphere and the variety of things.
 - College atmosphere, but still small town, safe feel.
 - College town atmosphere with public transportation.
 - Community/safe environment.
 - Environment.
 - Everyone is friendly.
 - Fairly quiet city with a nice focus on nature.
 - Friendly people, clean city.
 - Friendly people (x3)
 - Friends and neighbors.
 - Good place to raise children.

- Good college atmosphere.
- Good sense of community.
- Great community.
- Has a small town feel to it.
- Has everything you need in a small town.
- I enjoy the ability to get an education in a city that isn't too big but it is large enough.
- I grew up here, I know the town, my mum's here, most people are very friendly and helpful.
- I have become involved in city organizations and groups. It's a good sense of community here. You're not treated like a temporary outsider but as a member of a community.
- I like the feel of the city, though rent is too d*** high.
- I love how beautiful the city is, especially all the trees.
- I love the Ames community. I love the people, the restaurants, the parks, the businesses, the activities offered, and the "homey" feel I get being here, among so many other things. I don't think I could pick one "best thing"!
- I love the small town feel of Ames and admire the school spirit.
- It has a little bit of a small town feel.
- It is a clean community with lots of activity offerings and is a safe place to raise kids! Great schools.
- It is a friendly city.
- It is a small enough city that is easy to get around and offers a lot.
- It is an up and coming environment, the flea markets and cafes around the town give students many things to do during the summer. The police department is very nice and a wonderful place to live!
- It's a great place to call home – to live, to work, to raise a family and enjoy retirement years.
- It's a large town with a small town feel.
- It's a safe city to live in
- It's a welcoming and safe community that feels like home.
- It's quiet, the people are nice, and the cops are not concerned about writing a speeding ticket.
- It's a beautiful place with sweet people.
- Kind people, cleanliness of neighborhoods.
- Kind people (x2)
- Community support.
- My neighborhood, accessibility to downtown, park next door.
- Nice peaceful community.
- Nice and friendly environment (x2)
- Nice, clean, safe, and CyRide.
- Overall = people. Well-kept park system.
- People (x2)
- People (friendly and courteous).
- People and continuous improvement of the city.
- People are nice here. Ames is a relatively quiet and peaceful place.
- People, church, and family.
- Quality communities and good people; safe and stable environment
- Clean (x3)
- Sense of community.
- Friendly people.
- Small beautiful city. Cozy.

- Small community feel with a large population living here.
- Small town feel (x3)
- Small town feel with big town resources (x2)
- Small town feel with bigger city amenities (x2)
- Small town feels with access to ISU activities.
- Small town living, in a bigger area.
- Small town (x3)
- Small, safe community.
- Smallish town feel while still being a university town.
- The “small-town” feel, despite being a college town.
- The activities arranged at different parts of Ames are very inclusive and helpful to all its citizens. I feel very warm around the people of Ames and the City of Ames has done a wonderful job in maintaining a peaceful and beautiful environment in Ames for all people living in it.
- The city itself. Love Main Street businesses and the community feel!
- The community and the people who live there.
- The community atmosphere (x3)
- The community. People always smile and are very polite to one another (usually – this excludes most college students).
- The great atmosphere.
- The people! The size of the community.
- The local shows and owners especially on Main St. truly bring everyone together with a genuine sense of community.
- The nice balance between town and campus.
- The pace of life.
- The people (x3)
- The people, church, college, parks, location in Iowa, water, burn trash for energy.
- The people; Ames is a quiet town, good town to settle and raise kids.
- The people and those kooky bus drivers!
- The people – ISU – Main Street.
- The people. The city has a small town feel and kind folks.
- The quality of life kept us here after college and became our hometown for the family.
- The quietness.
- The welcoming and kind community.
- The youth vibrancy.
- We like the small town feel with nice amenities from a larger town.
- We’ve avoided corporate takeover and having amazing local businesses. Big city amenities in a small city.
- Quiet / safety
 - Quiet, good place for school.
 - Quiet, low crime.
 - Quiet streets.
 - Quiet (x2)
 - Quiet and safe (x2)
 - Peaceful.
 - Peaceful and calm.
 - Peaceful community.
 - Peaceful, clean, safe caring.
 - It feels safe (x2)
 - Relatively safe.

- Safe (x7)
- Safe community.
- Safe, friendly, and social balanced place to live.
- Safe streets.
- Safety (x3)
- Relatively safe for people.
- Overall safety of Ames.
- Low crime rate.
- Fairly low crime.
- Very safe and friendly.
- Feels very safe.
- It's pretty safe.
- Low crime rate (x3)
- Ames is a safe place to live. There is always something going on. All the services are great.
- Cost of living
 - Affordable housing (\$150k - \$200k price range).
 - Cost of living is cheap.
 - Cost of living is low.
 - Cost of living is low – great for a graduate student.
 - Cost of living, ease of travel.
 - Not a very expensive city to live in.
 - Inexpensive.
 - Low cost of groceries and other goods.
- Convenience
 - Community, ease of “getting around.”
 - Convenient locations for living and stores.
 - Convenience – access to so many things.
 - Ease of getting around town.
 - Ease of movement/access.
 - Easy to get around town – everything needed is here – it's pretty auto friendly.
 - Hometown feel in moderate city living.
 - It is close to ISU and there are several good restaurants. The town is relatively walkable and bikeable.
- Diversity
 - Diversity (x4)
 - Diversity of people, safety, and recreation services.
 - Diversity and prosperity.
 - Diversity. The water.
 - Opportunities to enjoy diversity of area, events, ISU, Main St. events, music at parks, etc.
 - The diverse population when compared to the rest of Iowa definitely makes Ames a much more interesting place.
 - The diversity and great people.
 - Diverse community.
 - Diverse population.
- Amenities
 - All the conveniences are here.
 - Access to many facilities and friendly people.
 - Access to amenities.
 - Ames tap water, baby.

- Availability of service for a small town.
- Big town amenities in a smaller town.
- Bus service.
- CyRide.
- A small town with big city amenities.
- CyRide service.
- Electric and water services.
- Excellent library, water, parks, police, and fire department.
- Good water.
- Good water/arts opportunities.
- Responsiveness of law enforcement.
- Great schools (x4)
- Police take care of us. Only wish they would drive by more! People cut down our street going 30-40 mph. Sometimes even faster. So bad!
- Public transportation.
- School system (x3)
- Good amenities.
- The convenience of medical care.
- The education opportunity.
- Great public education system.
- The hospital and great doctors.
- Parks and the art on the city properties.
- The outdoor recreation.
- The parks and trails are probably the best thing about living in Ames. They are clean and well-maintained which makes it even more enjoyable to be outside.
- The schools in which our children were educated. Top notch!
- The size and amenities in Ames.
- The value and quantity of services here in Ames rivals that of larger cities while still feeling like a smaller community.
- The various parks and outdoor areas.
- The water (x5)
- The water is as good as the well water at my old house, and that's saying something. I like the parks and green spaces.
- The water quality is the best I've ever had.
- Trees, parks, schools.
- Transportation.
- CyRide is a big plus.
- Clean city, safe, and good water.
- I like CyRide but there are improvements that can be made to it.
- Green, forward thinking.
- Ames City services.
- Ames is a safe clean city that offers very good services and many things to do.
- Great small college town.
- Has what is needed for a good life.
- Safe for starters, sports, hospital, and doctors.
- Most of the people, property value, good medical services.
- Less traffic, more open, more green spaces, and decent bus system.
- Proximity
 - Ames has most things in walking distance.
 - Being close to stores.

- Close proximity to groceries/entertainment.
- Close to campus.
- Close to Iowa State and fairly cheap, a lot of cool locally owned restaurants.
- Everything is close together.
- Living close to downtown/shopping.
- How close everything is.
- I am close to school.
- Short commute.
- Proximity to essential needs; people of Ames and ISU.
- Proximity of everything.
- Short commute times.
- Simplicity of getting around town.
- Easy access to stores and campus.
- Short commute.
- Easy quick to get around.
- So many resources (library, groceries, City Hall, post office, etc.) are within walking distance saving residents time and while encouraging a healthy lifestyle.
- Proximity to Des Moines.
- The accessibility to various activities for leisure and wellness.
- The convenience and layout of this town.
- The ease of getting around and the amount of things to do.
- The small size and being close to campus.
- To me, the best thing about living in Ames is the relative simplicity of the city's overall layout. I feel that this contributes significantly to my comfort with navigating the city, as well as the city's attractiveness. I enjoy having so many features, including artistic, educational, and recreational features, available to me! This gives me a sense of freedom and empowerment that contributes to my living experiences in Ames.
- Walking distance to a lot of shops & campus.
- Convenience and retail services.
- Convenience to shopping.
- Short commute, schools, location – large cities close by.
- Iowa State University
 - Iowa State University (x7)
 - ISU campus is pretty at night.
 - College town.
 - College.
 - ISU campus is separate and it gives me a good feeling.
 - ISU campus.
 - ISU, lots of dining, clean, and low crime.
 - ISU. They bring in lecturers, concerts, theater performances, etc.
 - My top ranked graduate program.
 - Partnership/relationship with Iowa State University.
 - The university brings a lot to this community.
 - Stephens Auditorium, ISU Music Department.
 - Taking advantage of university activities and services. Love our central Ames neighborhood and ability to walk to downtown and university activities.
 - The small town feel with opportunities for activists for activities because of the university.
 - The university being located here
 - University by far.

- Campus (x2)
- Campustown.
- College students (x2)
- Other
 - Access to everything you need and a great downtown atmosphere.
 - Community (x2)
 - Educational opportunities, cleanliness.
 - Everything except the cost of living – gas for the vehicle.
 - Everything! Only the walking to the hospital 3 days a week on the sidewalks as mentioned in Section F is bad.
 - Historic homes and old trees.
 - I have lived in/near Ames my entire life. I appreciate it being a more progressive town in Iowa.
 - I'm on the south end so I don't have to worry about dealing with all the crimes that occur near campus.
 - It used to be like living in a nice, beautiful, intimate community. It's quickly becoming like a big city.
 - It's a slightly small city
 - It's cool enough already.
 - Job opportunities.
 - Low pollution.
 - Low unemployment rate and safe place to live.
 - No-kill animal shelter.
 - Nothing, really. It's becoming gentrified. All the properties on Lincoln Way are giving way to high-rise apartments that are only able to be afforded by the rich kids, whether domestic or international. This leaves the lower-income persons being pushed further and further away from campus. This town makes a lot of money off of education, and education should be the focus. Allowing the town to be turned into a metro for the sake of money is a shame.
 - Size of a city.
 - Size.
 - Summers are great when students leave. Less traffic, easier to shop.
 - The kids – helps keep us young and active.
 - The summer.
 - Used to be clean, low crime, with lots to offer. Now traffic is so bad that I hate to go out; too big.
 - I like how the community meets most of our needs. ISU provides a high quality of our program/experiences/educated workforce needs. The park and hospitals/medical facilities are very good. Schools are very good.
 - Aesthetically pleasant, lots of restaurants, public transportation (especially on weekend nights).
 - City activities, small town feel.
 - Cleanliness; support facilities – medical, police.

“What would make Ames cool?” comments:

- Appearance

- I will show my age. I don't care about cool. I would like a city that takes pride in maintaining a care for appearance. Homeowners that cut their grass, paint their home. Sweep/rake/shovel.
- I will be very happy to see more fall color plants and spring season flowering plants. That will give a good look to Ames.
- A beautiful Lincoln Way. Improved 13th Street/Grand Ave. intersection. More skywalks in Campustown.
- I would love to see one of the city parks really decorated with lights during Christmas season. Sioux Falls, S.D., does this and it is a great attraction.
- Its look.
- Make some businesses in downtown/Lincoln Way area by Duff Ave. update their buildings. That area has become an eyesore over the years.
- Less trash.
- More landscaping.
- Signs on entering Ames – I like the Ankeny store structure.
- Culture
 - After satisfying basic and crucial needs such as quality city maintenance services, maintaining a focus on the Ames community to promote its creativity and diversity I feel would help Ames remain a cool place to be. One of the things that has impressed me as a new resident to Ames is the amount of reliefs, murals, and statues that I have observed especially in downtown Ames, as well as the quality of the Ames Public Library and the events that I have observed are held there. As I continue to live in Ames, I want to see Ames remain a city in which I can find and experience artistic expression and healthy sense of community.
 - All the diversity and art around town.
 - Art installation.
 - Arts district.
 - Increase diversity.
 - Big city living in a small town.
 - Blend of ISU and the city.
 - Clean, beautiful and safe.
 - Cool as in draw in younger crowds? Then incorporate art museums/increase art community presence and new but viable restaurants.
 - Continue efforts to make it a vibrant likeable community.
 - Diversity.
 - It is a diverse community.
 - Livelier arts and music.
 - More art and music.
 - More diversity in people, eating options, events, etc.
 - The people.
- Pedestrian walkability
 - People walking on the streets (so the city does not look deserted).
 - More walkable please. All the focus is on the streets and cars, not bikes and pedestrians. Not cool.
- Public transportation
 - Public transportation between Ames and Des Moines available 3-4 times a day including weekends.
 - Airport transportation. There is none. It is too expensive to hire a cab to DSM airport.
 - Frequent and affordable shuttles to Des Moines. Maybe CyRide could have a few of those.

- A direct bus to Des Moines running every 30 minutes for \$5. (You laugh – this is how things are EVERYWHERE else.)
- More prevalent enclosed CyRide stops (perhaps solar panel).
- More public transportation.
- The bus facilities eventually running overnight and frequently over weekends so that we can get from one place to another without worrying that there is no public transport after 10 PM/on Sundays to all places in Ames – would make the city really accessible and cool place to live in.
- Restaurant / Bars
 - A better “foodie” scene and vibrant neighborhoods with local shops either from Ames, or even those local to Des Moines, Ankeny, or other areas of Iowa. There’s definitely room for growth in these areas.
 - A new Latino restaurant. anything but Mexican, since we already have about a hundred of those and they’re all basically the same. Maybe something with a Cuban or Puerto Rican twist! Now that would be awesome!
 - More restaurants – especially Italian!
 - Ames is not a destination – ISU is though! So more unique privately-owned restaurants and shops with outdoor seating. What would be a reason for someone from Des Moines and Iowa Falls to drive to Ames between 8 am and 5 pm?
 - Better food (x2)
 - Better Main Street, more diverse restaurants, more grocery stores (x2)
 - Better restaurants.
 - Good restaurants.
 - Food trucks (x2)
 - Having more places to eat. The same 20-25 restaurants for a whole city is weak sauce.
 - Less chain restaurants with more unique restaurants (requires you to actually let them come here) (x2)
 - Less fast food and more sit down restaurants.
 - More and better restaurants (x3)
 - More bars and restaurants focused on young professionals/grad students.
 - More diversity of bars.
 - More eating on west side (x2)
 - More food options (x4)
 - More restaurants and outdoor/rooftop seating (x2)
 - Rolled ice cream vendor.
- Downtown
 - A culture that embraces small businesses/farmers markets/breweries that thrives in Ames!
 - A few more specialty stores on the Main Street.
 - Better/more independent restaurants.
 - New independent business.
 - A more centralized area with more activities.
 - A more lively downtown.
 - A nice downtown area with movies, a mall, a free dog park, and a manmade lake, walkway and trails, shops, art statues = tourism, museums. Some nightlife too!
 - District area like Ankeny.
 - Downtown areas.
 - Getting better handle on what goes where, nightlife downtown, better Campustown.
 - Letting residents update their houses without having to follow the downtown code in the downtown area.

- Main Street could use more diverse businesses like a small nightclub (there is nowhere to DANCE), multicultural food store or restaurant, more multicultural arts like dance, music, etc. I love walking around downtown because I meet some really cool business owners who really care about the community.
- More emphasis on young professionals. The city caters too much to the aging community and forgets about the young adults in the area – who are not in college. We need a revitalized downtown with more businesses and restaurants. We do not need any more pawn shops or fast food joints.
- More local restaurants and shops and less apartment buildings. Especially on Welch and the streets nearby.
- More nostalgia in downtown Ames (x2)
- More pedestrian/non-motorized areas.
- More unique businesses like Morning Bell, Café Beaudelaire, Provisions Lot F and Alluvial. Community events on Main Street like First Friday Art Walk, and expand the farmers market and music festivals.
- Need more “non-chain” restaurant and businesses. For a college town, the amount of franchise is out of control.
- No parking on Main Street to make it a real main square! Walking/pedestrian only! (x2)
- Activities
 - A movie theater where they show independent films.
 - A wine-and-paint or similar programs, more recreational activities to do in general, maybe some public event and farmers market sort of deal on the square? I don’t know, other things to attract the younglings.
 - Announce more fun runs/5k.
 - Arcades.
 - More community activities.
 - South Duff city celebration and music.
 - Better use of tailgating fields. Concert, events, shows, etc.
 - Bring back big-name live concerts.
 - Bring back a spring (VEISHEA-esque) festival for the community!
 - Eh, not much. A couple of the concerts at Stephens but beyond that this place is not fun.
 - Farmers Market (x2)
 - Fun things to do for college kids besides Campustown.
 - More nightlife.
 - More outdoor concerns and activities at Bandshell Park! (x2)
 - Events that are more than just family-friendly.
 - Having more events.
 - Honestly, Ames is a better school for Millennials or young adults entering the market. It doesn’t seem like a great college town for college-age students as there isn’t much to do in Ames and most people I know just go to Des Moines for fun.
 - Something like Smash Park in Des Moines.
 - Live bands every weekend with various types of music and dance floors. Need parking. Advertising better.
 - Lots of festivals (brewer jam, noodle bowl, unique food and drink festivals).
 - I really enjoy the public library and its programming. Outdoor concert series in the Bandshell, please more diverse music! (x2)
 - More activities targeted toward college-age adults and young families.
 - More activities.
 - More cheap entertainment. Lower costs. (x2)
 - More community events and lectures (x2)

- More concerts! Somehow incorporate a downtown concert series that could be year round maybe.
- More cultural events.
- More family friendly places to go (x4)
- More food and hang out spots for college aged students.
- More fun activities and parks (Skyzone, Karaoke Bar/restaurant) (x2)
- More fun events in the community, expand farmers market, cultural events, bring more events like Des Moines (food festivals, etc.).
- More music events (x3)
- More parades.
- More places for college kids to hang out – places like arcades or study spaces.
- More things to do (x6)
- More summer festivals.
- Motorsports events.
- Providing a program of interest for teens in their spare time.
- More cultural events/festivals that are separate from the college. I don't want all the college stuff.
- Small fairgrounds.
- Strip club/dance club.
- VEISHEA (x3)
- Outdoor/Recreational Activities
 - Being the hub for the best bike trail system in Iowa. See Cedar Falls as an interim goal.
 - Better bike paths and an actual path connecting Ames to the High Trestle Trail system.
 - Bike paths. More outdoor activities. (x2)
 - Continued support for unique outdoor improvements like the hockey rinks set up over winter.
 - Even more local sustainable, wilderness initiatives. Housing coops come to mind.
 - Public bikes or scooters for rent like in Madison or Atlanta, respectively.
 - Indoor activity centers (for winter months) – rock climbing, Healthy Life Center. Indoor pool.
 - Healthy Life Center (x2)
 - I would love to see the new community rec center that has been proposed to happen.
 - Indoor fitness center.
 - Interesting question, but I guess it would be having those rental scooters from Lime that are in a lot of big cities, if there were special routes designed to get people on those scooters it would be awesome. (x2)
 - Quiet environment parks!
 - Our bike system is uncompetitive with other college towns or progressive cities.
 - Larger theme park.
 - Larger water park.
 - More bike trails and outdoor activities
 - More community garden spaces.
 - More hockey.
 - More nature trails.
 - More recreational family activities – indoor playthings (trampoline park, climbing walls, gyms, etc.).
 - More recreational opportunities, waterways/stream enhancements.
 - Indoor dog park.
 - More things for nature lovers (no more bars).
 - More woody running paths.

- Outdoor spaces and trails.
- Put some canine agility equipment at the dog park as Boone has.
- Recreation center for all ages with pool (indoor) and affordable rates to use.
- Soccer, golf course, and dedicated bike path to Alluvial Brewing.
- Splash Pad – not Brookside but a legit area with colorful structures. Water spraying cone instead of Brookside splash area.
- The city recreational center sounds like that might fail. Being healthy shouldn't be restricted to the wealthy.
- Youth/community center, boat rental in Ada Hayden
- Mall/Shopping
 - A better mall (x8)
 - A good shopping mall.
 - A new mall (x2)
 - Better shopping and more family/kid friendly.
 - Better shopping areas (x3)
 - Bigger and better shopping outlets.
 - Bigger things mall.
 - Build a lot of shopping along I-35 north of 13th St., east of I-35. Do as Ankeny did.
 - Fancy shopping malls.
 - More shopping on West Side.
 - More opportunities for shopping and entertainment.
 - Demolish the mall and build an outdoor restaurant/bar shopping district.
 - Better retail shopping.
- Fast food
 - Fast food in the north part of town.
 - A hamburger joint in north Ames. How about Sonic?
 - A Krispy Kreme – please!!
 - Bring in a couple of cheaper restaurants around campus, such as Steak 'n Shake.
 - Get an Olive Garden (x3)
 - More restaurants open late.
 - More restaurant chains.
 - Outback Steakhouse.
- Community Spaces
 - A better hangout place for college students.
 - A community center.
- Internet/Cable
 - Better cable and internet options.
 - Better internet services.
 - More internet providers (high speed). Wish Century Link would modernize old neighborhoods to fiber optics.
 - Better internet options.
- Green initiatives
 - Established city-wide garbage and recycling pickup.
 - Getting a solar farm in, other renewable energy.
 - Green initiatives.
 - A recycling center.
 - More green infrastructure.
 - Environment.
 - Recycling/composting program.
 - More sustainability-oriented projects.

- City services
 - Better community planning.
 - Better snow and ice removal in the winter.
 - City leaders would listen to and accommodate citizens' complaints and needs.
 - Clean roads during snowing periods.
 - Don't spend money on trying to make it "cool." That sounds like a waste. Improve the infrastructure and people will stay.
 - Safe atmosphere (x2)
 - Less taxes.
 - Need to update infrastructure amenities/offerings. Look no further than Ankeny; Manhattan, KS; Iowa City/Coralville.
 - Not slipping on icy sidewalks that don't get cleared that cause people to walk in the street because it's safer.
 - The policemen and their donuts series.
- Housing
 - Affordable housing is pretty hip.
 - Affordable housing.
 - Fewer apartments, more through streets North & South & East to West Ames.
 - It would be cooler if rent wasn't so high.
 - Less apartments with business for lease on bottom put up everywhere. Home apartments in new nice areas.
 - Lower rental rates near campus.
 - More affordable housing for families – fewer absentee landlords.
 - More affordable housing. Take care of homeless people with mental illnesses.
- Health Services
 - Mental health facilities.
- Economic Development
 - Lots of job opportunities.
 - More businesses on the west side.
 - More business/festivals on West Ames.
 - A clean industry or high rise (big) company.
 - Hobby/party store like costumes, toys, balloons – everything Hobby Lobby and Celebrations doesn't have.
 - Creative use of old buildings (K-Mart), future of the mall (North Grand), clean up old lots on Lincoln Way.
 - More support for new businesses.
- Traffic / Parking
 - Better parking situations for game days.
 - Better traffic flow.
 - Better traffic control.
 - If there was parking, the police were more relaxed.
 - If they actually plowed my street.
 - Improve traffic flow on Duff Ave.
 - Improved traffic flow. Some left turns are busy.
 - Less parking tickets. More parking spaces. Just do better on parking.
 - Reworking areas like Duff Ave., which are currently ugly streets with too many ins and outs for cars. All the one-business-only entrances in this area clogs up the street for vehicle traffic and makes it almost impossible for pedestrian traffic being safe in the area.
 - Ways to bike without dealing with traffic.
- Iowa State University

- Campus.
- Iowa State University (x3)
- More college kids.
- More interactions that occur between the university and the public. Looking to bring the two communities together more in creative ways.
- The college brings in a lot of businesses and attention.
- Ames is cool already
 - Already is (x3)
 - Already is. It's a groovy place that keeps a city and small town vibe at the same time.
 - Ames already is very cool! Accept diversity. Embrace diversity in your community; treat every individual as human and with respect.
 - Ames is already cool (x5)
 - Ames is on the right track.
 - Aren't we already?
 - Ames is a great place right now. It is not important to make Ames cool. It already is cool enough.
 - I don't know, I think they've done a good job so far.
 - I don't think Ames should aim to be cool. I think Ames is great how it is and it does a good job of being Ames. I wouldn't want it to try and be like any other city.
 - I think Ames is cool ☺ (x2)
 - It already is cool and it would damage the city to attract too many more residents.
 - Lots happening – always new ideas – we're in the political arena. Thanks to ISU, we're known worldwide. Ames Public Schools, collegiate sports, and ISU Center events.
- Other
 - A big fan.
 - A fountain.
 - Accept the fact that the students who attend the ISU are the only reason for the successful economy here. Police harassment and bad neighbors are a huge issue that the student body is keenly aware of.
 - Ames doesn't need to be cool, it needs to be affordable and dependable. It's a city, not an arcade.
 - Ames doesn't need to be cool! Lived here since 1956 – raised 2 children.
 - Another polar vortex. Seriously, don't get too carried away with trying to change Ames' image through building an attraction. The students would only support it part time and do we really need another destination for our visitors? Most are here for university related things anyways.
 - Cool should not be a goal.
 - Everything is handy.
 - Fewer cars.
 - I'm not cool enough to answer.
 - I'm not cool so I have no idea. I think our Pride celebration is heading in the right direction to keep us a progressive town?
 - I'm sure we want to make Ames cool. Typically after a town becomes cool only the rich can live there.
 - Just ease into the future.
 - Keeping CBD oil in stores. Research it. It's good for you. Many people (of all ages) have been able to eliminate narcotic pain medications, Parkinson's medications, and all medication related to depression, anxiety, and insomnia.
 - Paint the tower red and gold. Ora zoo.
 - Peace and order of the town.

- Pro sports team.
- This is a ridiculous question and should not be a question that informs public policy.
- This is a ridiculous question to ask, and it really comes off as being in poor taste. Ames shouldn't worry about being "cool," it should worry about having affordable housing, better roads, better and increased public transportation, etc. Wanna be "cool"? Keep it accessible.
- Upgrade community.
- Ways to bridge the gap between the young (under 25 years) and the old (55+ years).

General/Additional Comments

- Ames has been a great city for us to spend 50 years of our life.
- Ames has been a great place to live and raise a family. We are trying to be a big city and upper class community, but not taking care of older neighborhoods and infrastructure.
- Ames is a great community - would love to see more Ames school presence in downtown (the high schools in visual ways). ISU overshadows the high school and Ames could have more hometown local pride - an ISU employee and small kids in elementary.
- Ames is a great place to live, raise a family and enjoy all the university [illegible writing].
- Ames is a great place to live. I don't think that I would change many things. Happy to see that the east side business/industrial area is moving along.
- Ames is a wonderful place to live and only needs minor updates. I fear that expansion into the huge apartment complex and/or suburbs will dilute its well-designed core, slowly weakening the community. We need to curtail growth that necessitates car-based community if we care about protecting the long term interests of this city.
- Ames is good. Every city of every size has strengths and weaknesses. Ames has more strengths than weaknesses.
- Ames is great because it strikes a balance between doing enough but not too much. I saw a lot of ideas; I just hope they are pursued carefully. It's our money you're spending, be frugal.
- Ames is a great community, but living in the past in many areas. Amenities are lacking for entertainment. Retail is lacking (mall is embarrassing). Golf courses are lacking (no amenities at local courses). Figure out turn signals/traffic lights and intersections. This has not kept up with growth in area.
- Ames needs affordable, practical housing options for seniors. I'm at an age where I don't want to worry about mowing and snow removal. I'm actively looking for a small condo (1000-1300 sq. ft.) and so far haven't seen any online that I would even consider. I do not want to live in a huge building with lots of people and it's not practical for me to buy a 2-story unit that may present problems if I develop mobility problems. We need some small, no frills (swimming pool, exercise room, etc.) ranch style duplex (or even 4-plexes). I'm sure that's not where the money is for contractors, but we aren't all retired professors and doctors who can afford what is available in Ames today! I suspect there are many seniors who feel like I do.
- Ames needs better yard waste options. Property taxes are out of control, hurting middle and lower class wage earners.
- Ames wants rich people to live here – mid-income can come to work here but go someplace else. Caters to the university and business too much and makes property owners pay for everything. At least sales tax is fairer – what renters don't pay but benefit? Lots of renters here. You tax the elderly right of their homes.

- Ames was great for my kids for college especially. Safety. As a non-student I haven't enjoyed Ames. Moved here thinking small/medium town, Iowa nice, and it has been anything but. Distant. Closed off, standoffish police. Safe. Adequate.
- As I continue to live in Ames, my biggest concern is the lack of awareness for people age 50 and over. More attention needs to focus on NORC (naturally occurring retiring community) resources for elders and educating the community on the importance of aging.
- Coming to Ames for college was the best decision I have made. I love the community here. It is a very special place to live!
- Generally satisfied with living in Ames. Moved here from Huxley in 2014. Availability of medical services including a good community hospital is a major attraction. Bottle and glass recycling is sketchy. It might help if bottle recycling drop-off sites were provided at large apartment complexes.
- Have a fun day!
- Having people switch sides every night when parking not only causes tickets, but when people don't move, it blocks the street. It's a street hazard that can be easily avoided.
- How do folks who don't speak English take a survey like this? I know it was for Iowa State students, but how do folks outside of ISU give feedback?
- I am concerned about how the prices of rent have gone up. I think that the prices of buying a home are really high for a person with a single income.
- I am happy that the ISU College of Design has taken interest in the citizens of Ames (especially us students at ISU) and made a survey for us. I am not a part of City of Ames community resources as much and would like to see more awareness regarding the same. I hope the suggestions I have given would be reached out to City of Ames and would help in the betterment of living for the future and current residents of Ames.
- I am surprised that this survey did not address continuing Campustown development. That part of the city needs more development in terms of open public spaces and not new apartment buildings with unoccupied retail spaces. Campustown has become a solid block of cement without space for the community.
- I appreciate all you are doing to make sure students are as much at home here as Iowa State. Keep up the good work!
- I do not believe the function of the city is to provide a "healthy life center" that will be subsidized by taxpayers in the future.
- I frequent the dog park and have a few issues there. In small dog area, we need more trees planted on west edge for summer shade. There are cut pipes in concrete half buried in the ground on north side (5 of them). More enforcement of non-dog tag owners.
- I like small town living so Ames suits me fine coming from rural Iowa. ISU sports bring visitors to Ames. Ames doesn't offer many career opportunities (vs. senior jobs or volunteer opportunities which are plentiful). Ames doesn't offer the need for a social life if you're not an ISU student. Ames should not rest on laurels – if ISU weren't here Ames might not be here either. Find a way to make it a destination city.
- I lived here as a kid in middle and high school, then brought my child back for 6th – 12th grades. I'm back for retirement. If it weren't for Ames or Iowa City I would not live in Iowa given the political climate.
- I love living in Ames! I always feel pretty safe and I believe most people do, too. Please look into the dog park – when the lady is there to check tags (every other day) she gets so disrespected by people without tags who are asked to leave.
- I really love Ames. A lot of graduate students I know tend to not like Ames, but I think this is because it can be difficult to learn about all the amazing things Ames has to offer. It takes time to discover all the excellent services and amenities Ames has.

- I was happy to know Ames burned refuse to help with power supply. But since then I've read that most garbage isn't burned because it's mixed with wet garbage. Why? Why can't the pickup be separated and not go in one dumpster? Since I don't drive, I can't take burnable newspaper anywhere.
- I was lead to believe the (yet to be built) life center was to focus as a place for elderly. All retirement/nursing homes have facilities for seniors, but we who live/rent independent need a place to go for pool, exercise, etc., without competing with families and/or students who already have such facilities.
- I would have loved if Play Pals were less expensive or offered punch cards. It's very expensive for home daycares.
- I would like to be active in senior activities but don't know how to or know what's available.
- I would love to see a community garden and more bike paths.
- I'm concerned that "Tree City USA" is in the midst of felling many of our precious old trees all at once! Six on our block alone. What's the rush? Fix the dangerous handrails on the walks/stairs at Main over Grand Ave! They are rusty, sharp, and broken.
- I'm generally been very pleased with Ames and feel at home here. There are two things that trouble me. The first I alluded to earlier. There is too much development in the floodplain especially near S. Duff and Squaw Creek. The second is the way Campustown is changing. New development there is not on a human scale. The new Campustown should look like more than a collection of high rises. Twenty years from now, I suspect that many will regret the changes in the character of that crucial neighborhood.
- I'm sorry my messages aren't the greatest. I can't properly make claims on some of the questions as they do not apply to me.
- Improve Franklin Park equipment and the homeless problem there. Plow residential streets. Move cars that are parked on residential streets (that just sit there).
- It is difficult to get across town either north to south or east to west. I think the Lincoln Way-Walnut/Clark intersection needs a left turn arrow (to go south or north). My husband feels left turns at every intersection of Lincoln Way slows down traffic considerably.
- Law enforcement seems to be too quick to search for minor and college-age students' cars. Find reasons to pull this demographic over. A little too strict with high school kids. Understandable if they are repeat offenders, yet I feel they should be a little nicer/lenient with the younger kids if it is not a health or safety risk or first time with an issue.
- Like Ames! Taxes make us move into something smaller! Hate how repairing of Grand they park trailers by our house and leave trash around. They don't care.
- Many people I have talked to in North Ames feel we need additional fast food. This would not only be supported by the North Ames population but those driving to Gilbert and Story County.
- Maybe Ames could purchase the old K-Mart building and turn it to a skate rink and arcade. Indoor skate park. Ames needs more things for young kids.
- Metered parking should go. I have talked to a lot of people that don't go out just because of the parking fee. More nightlife and hiking/national park type of things would bring more tourism, statues to take selfies. The business should have to maintain their ground and keep them clean and free of the trash. There should be stricter laws on animal cruelty cases. Dogs should not be outside when it is cold.
- More controls are very necessary over parties, students abusing drugs/alcohol.
- The dog park needs some TLC. Passes aren't cheap and the park needs more than just cutting and replanting of small trees once a year. More big trees would be nice. It needs more regulation on who is going in and out. Fining those using it without a pass is fairer to those of us who use and pay for the pass.

- The same taxes as everyone else and not getting the same services. It's not fair for you to take the tax money and not provide the same services.
- My family loves Ames and the people here. The town and schools are fabulous and we are so fortunate to be in such an inviting environment. The city does a great job.
- My main concern is the synchronization of stop lights. Bad on Stange and University Avenue.
- NA
- Need to find a way to deal with homeless people. I no longer feel safe in this city. The city is growing too much too fast. Leave Lincoln Way street & businesses alone. Overall I believe the police dept., law enforcement, and fire dept. do an excellent job. The city seems to be so concerned about the initial impression of the visitor, yet you allow panhandlers to beg at the entrances from Hwy. 30/Duff Ave. They are frequently present.
- Need to focus on a pedestrian-scale living.
- Need to learn more about programs/services offered by Ames. I do not take advantage of them currently.
- New pool at high school long overdue.
- Nice survey, continue in future. Interested in how it turned out after you go through everyone's.
- Nice survey. Do better on parking please!
- None.
- Pay attention to railroad tracks/crossroads in Ames. All of them are in really poor condition.
- Please continue to send these surveys out. I feel like it helps engage more students who maybe otherwise feel disconnected from Ames.
- Please don't raise the price of Parks and Recreation gym classes. We need more public transportation. Waiting for time for the bus is very long and CyRide is not available late at night.
- Please make bus stops near crossings.
- Property managers are really bad. I have asked my property manager, Sierra Realty, at 2517 Jensen Ave. for maintenance for last 2 years and they have done nothing. They promise a lot but don't keep it. Compared to the facilities, their rent is too high.
- Provide adequate affordable housing. Lower rental cost and make it more affordable to get own home. Rental companies have to change ways when approving applications. They should not charge security and first month's rent; should just ask for security. Also, Mayor should check into all rental companies.
- Rent is too damn high.
- Sidewalks need to be wider for bikes on main streets.
- Signage at the library is a problem if you have limited mobility.
- Storm sewer, lights. Traffic maintenance on roads, parks are in my top for city to work on.
- Storm sewers need work in our area.
- Sunset Ridge – still waiting for playground.
- Survey was too long to keep interest.
- Thank you for conducting this survey. I'd like to see the results publicized.
- Thank you for sending out this survey, it shows you value our input. Also, kindly thank the members of the Ames City Council for me for volunteering countless hours to make our city great.
- Thank you for the opportunity to voice my opinion.
- Thank you to all the services for giving us such a great town.
- Thank you to the City of Ames for always making sure the overall livelihood of their citizens is always improving and having our needs met. We truly appreciate it.
- Thank you.
- Thanks for asking for our opinion. I appreciate that.

- Thanks for surveying the community!
- Thanks for the service provided.
- Thanks to city leadership for this survey and interest in improving services. Thanks for good city management.
- Thanks! Ames is a great place to live but we can always improve and get better.
- The biggest problem Ames has is with motor vehicle management. The 3-5 times increase in motor vehicles in the city means traffic and parking must be better managed. A classic example is speeds on Grand Avenue and Lincoln Way. Poor timing of traffic lights causes poor traffic flows and longer wait times than necessary. When I called to report a visibility problem at an intersection, I couldn't even get anyone to return my call. Sad.
- The city of Ames is a fine established community. I would like to see the YouTube "Ames is Great" video resurrected.
- The map above is not an adequate delineation of regions of Ames. There is spatial segregation that occurs within our community that the 4 quadrants above do not account for. If you want to determine who is being served and who is left out, the spatial map must account for socioeconomic divisions in the city.
- The only bad thing about Ames is cost of living.
- The pride in our community. Make Ames beautiful; hold people accountable for their property clean up!
- This survey was very informative and made me think about a lot of new things!
- Very poor city planning.
- Ways to increase my desire to stay in Ames: 1) limit the growth of ISU student population, and 2) stop bringing troubled youths, adults from Chicago. Just my opinion as an older person living in a city very oriented to young people.
- We are disappointed with how Inis Grove development was handled. None of the neighborhood input was listened to. Parks and Rec should be ashamed of how they handled the situation. Project was steamrolled by the Parks and Rec/City Council. Public meetings were a sham. Neighborhoods have been maligned in the public, all while Roosevelt, Emma McCarthy, new former Sawyer school area are all applauded for the support of green space. After years of volunteering by coaching and planting gardens, we won't support another Parks and Rec initiative. If this is what happens in Parks and Rec, we shudder to think of what else goes on behind closed doors at the City.
- We are not sure that doing this survey will be of any benefit.
- We need a better north/south roadway around ISU from University Blvd. connecting with Stange Road. Save Homewood – great course for duffers like me.
- We pay an incredible amount of property taxes. It's getting difficult to even think about staying in our homes. Parking is terrible in Ames, even in my residential neighborhood. Ames was a nice community to raise my children in, but most move away for better job opportunities, affordable housing, and activities.
- We sure could use a traffic engineer. We do not need a freeway system at this time, but instead of zooming traffic through a traffic circle find some additional routes that are underutilized at this time. Ames would benefit greatly.
- Would like to see more consideration given/discussion around perhaps unintended consequences of medium-high density residential development. For example, cut-through traffic in our neighborhood has, subjectively, in my opinion, increased substantially with the increase of apartments in Ames.