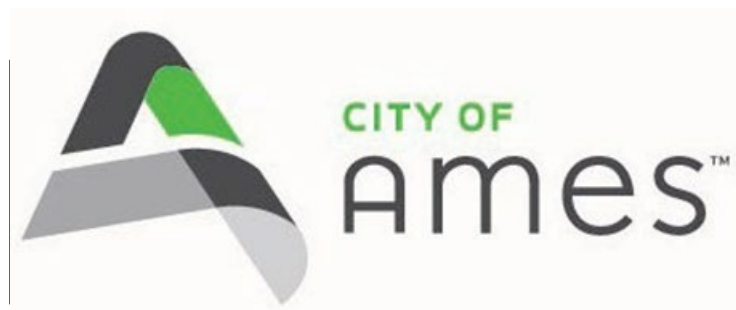


40th Annual Report

Ames Residential Satisfaction Survey

2022



2022 Ames Resident Satisfaction Survey 40TH ANNUAL STATISTICAL REPORT

The City of Ames, Iowa, conducts an annual satisfaction survey of residents. In April 2022, the City mailed questionnaires to 1,350 city residents whose names were randomly selected from the City of Ames utility users list (population= \sim 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 the same standard benchmarking questions as were presented in the 2021 survey along with two new sections about recycling and meaningful Diversity, Equity and Inclusion changes. The survey was also available online. A link to the survey was provided in the letter of introduction that was mailed out with the paper version of the survey. This ensures that only randomly selected respondents have access to the survey link. The online survey was available in five languages: English, Spanish, Chinese, Arabic, and Korean.

The ISU students received the same online survey via email developed using the Qualtrics Survey Software. The analysis was completed with assistance from Nora Ladjahasan, Amy Logan, and Nafisa Anjum from Institute for Design Research & Outreach, College of Design, Iowa State University.

This statistical report summarizes results from 392 respondents who returned usable questionnaires, 196 came from Ames utility bill customers, referred as non-student residents in this report, (50%) and another 196 from ISU students (50%). Twenty-two (11%) non-student residents did the online survey. Only one respondent used the Chinese version of the online survey, and the rest used the English version. Only 196 surveys from the students were included in the analysis to have an equal representation as the non-student residents. Incomplete surveys and those who had lived in Ames for a shorter period of time were excluded from student samples.

Response rate for Ames residents' group (non-student residents) was 14% and 34% for ISU students. Overall response rate for this year is 23%, which is 13% lower than last year (36%).

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 392 completed surveys indicate that we are 95% confident that the questions are within $\pm 4.52\%$ 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 characteristics of the respondents who participated in the survey. Column 2 shows personal and social characteristics of Ames residents collected from secondary data sources such as census and world population review, etc. Columns 3-7 show personal and social characteristics of individuals who completed surveys between the years of 2018 and 2022.

Of the respondents in this year's survey, there are more female respondents than male (55% and 42%, respectively). This follows a trend, 3 of the past 4 years also had more female participation in the survey. Two percent of the respondents opted not to respond to the gender question and another 1% indicated the third category (non-binary/3rd gender). Male respondents are lower than the census stats (54%).

A majority of respondents were White (87%), 6% were Asian, 3% stated "other," 1% Black or African American, and 3% preferred not to answer. There were some minor shifts in racial composition from 2021 survey, there was a 3% increase in White respondents but 6% decrease in Asian respondents. The survey also asked respondents if they identify as having Hispanic or Latino heritage. Six percent of respondents preferred not to answer the question on whether they are of Hispanic or Latino heritage. Of those responding to the survey question, only 6% indicated they are of Hispanic or Latino heritage. A majority (94%) were not.

Educational attainment was another demographic characteristic requested in the survey. Fifty-two percent of the respondents have some college credits and/or college degree, which is 3% lower than the 2021 secondary data estimate <https://worldpopulationreview.com/us-cities/ames-ia-population>.

Sixty-six of the respondents are employed (36% had full-time employment, 30% part-time). Twenty-three percent were retirees which is higher than last year (18%). Ten percent declared that they were unemployed (a little bit higher than the July 2022 labor department estimate of 7%, (<https://www.bls.gov/news.release/pdf/metro.pdf>)). Forty-two 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, 20% reported earnings of \$50,000 to \$99,999, and another 21% of respondents make more than \$100,000 annually. Compared to last year's survey, there were more respondents with a household income of \$100,000+ (21% for 2022, 18% for 2021) and less than July 2021 estimated rate of 23% (<https://worldpopulationreview.com/us-cities/ames-ia-population>).

Table 1. Demographic Characteristics

Characteristic	July 2021 2nd Data	Survey Year				
		2018	2019	2020	2021	2022
Length of Residence						
Less than 1 year	-	10	1	<1	0	1
1-3 years	-	31	30	33	35	34
4-6 years	-	17	20	23	27	24
7-10 years	-	4	8	5	5	8
More than 10 years	-	38	41	38	33	34
Gender*						
Female	46	56	57	44	57	55
Male	54	43	42	54	41	42
Non-binary/3rd Gender					1	1
Prefer not to answer		1	1	1	1	2
Age (18 and over)**						
18-24	60	40	33	46	37	36
25-44	15	21	29	21	31	27
45-64	15	18	19	16	14	14
65-74	7	11	11	11	11	13
Over 75	3	10	9	6	7	10
Education **						
Some HS	2	<1	<1	<1	<1	1
HS diploma	13	4	5	4	5	3
Some college	23	34	29	39	30	30
College degree	32	28	25	30	22	23
Some grad work		10	9	6	13	13
Graduate degree	30	25	30	20	30	30
Employment Status**						
Employed part-time		38	37	34	37	36
Employed full-time	59	27	31	35	35	30
Retired	-	19	20	16	18	23
Unemployed	7	11	1	15	8	10
Full-time homemaker	-	4	8	<1	1	1
Household Income**						
Less than \$25,000	27	41	36	42	40	42
\$25,000-\$49,999	22	14	16	16	19	16
\$50,000-\$74,999	18	14	13	10	15	14
\$75,000-\$99,999	10	9	11	10	8	6
\$100,000 +	23	22	24	22	18	21

* <https://www.census.gov/quickfacts/fact/table/amescityiowa#>** <https://worldpopulationreview.com/us-cities/ames-ia-population> (2022)

Less than half of the survey respondents (47%) own their residence, the others rent. Most renters (79%) reported renting due to their short-term stay in Ames. Other reasons for renting were lack of adequate income (44%), followed by little or no upkeep (26%), and more security (7%) (Table 2).

Respondents who are homeowners differ from renters on several personal and social characteristics. Homeowners have lived in Ames longer than renters (25.5 years and 5.0 years, respectively). Of those who have lived in Ames more than 10 years, 90% are homeowners. On the other hand, 86% of the renters have lived in Ames for less than 4 years.

Not surprisingly, the average age of respondents who are homeowners (58 years old) tends to be older than renters (26 years old). Of those between 25 and 44 years old, more than half (59%) are renters. Of those between the ages of 45 to 64, almost nine in 10 (89%) are homeowners. In contrast, 95% of those under 25 years of age are renters, and 91% of full-time college students currently rent.

For those with a college degree and higher, 45% are homeowners and 55% are renters. Finally, homeowners typically have higher household incomes than renters. Eighty-four percent of homeowners earn \$50,000 or more, whereas only 16% 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>2021*</u> 2 nd Data	<u>Survey Year</u>				
		<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>	<u>2022</u>
		Percent				
Housing type						
Rent	59	51	49	55	57	53
Own	41	49	51	45	43	47
If rent, for what reason?						
Short-term stay in Ames	-	77	75	77	77	79
Lack of adequate income	-	36	40	39	37	44
Little or no upkeep	-	25	32	24	23	26
More security	-	5	10	5	6	7
Location of home						
Northwest	-	47	42	42	46	40
Southwest	-	13	29	32	29	34
Northeast	-	29	16	11	14	11
Southeast	-	11	12	15	11	15

* <https://www.census.gov/quickfacts/fact/table/amescityiowa#>

Respondents also were asked to identify the location of their home in Ames, as seen on Figure 1 below. Forty percent of the respondents reside at the northwest part of the city (compared to 46% in 2021), 34% are from southwest (29% in 2021), 11% from northeast (14% in 2021), and 15% from southeast side (11% in 2021). (Figure 1)

There are more respondents from southwest and southeast parts of the town compared to last year and less from northeast and southwest parts.

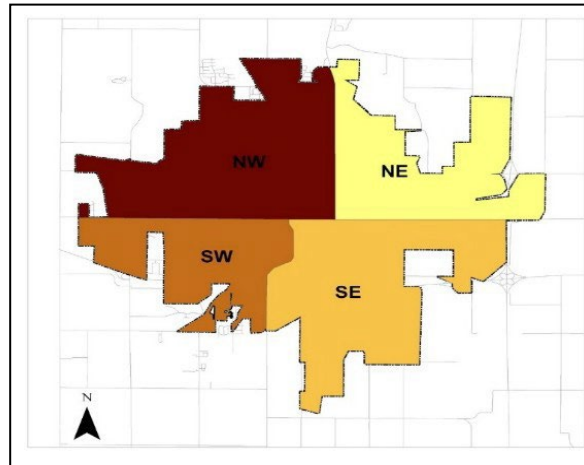
Figure 1. Geographic Sections

40% = Northwest

34% = Southwest

11% = Northeast

15% = 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. Budgeted funding amounts for each of the services were indicated. Table 3 shows the residents' preference about spending priorities. Most respondents reported that they would like the City of Ames to spend the same amount as the previous year for all 10 service priorities.

On a scale of 1 to 3 (1 – less spending, 2 – same spending, and 3 – more spending), all the programs received an average score of 2.0 or higher. The programs receiving the lowest average scores included Ames Public Library (2.0) and Law enforcement (2.0). Programs that received the highest ratings for spending reduction were Law enforcement (24.9%), Arts programs (Public Art & COTA) (19.4%), and Ames Public Library (12.1%).

The “Other” category of on-going services ranked highest for receiving additional funding with 36.2% of respondents indicating they would like to see more money spent on their mentioned items. Additionally, 32.3% of respondents wanted more spending on human service agency funding (ASSET), followed by 26.4% on Ames Animal Shelter & Animal Control and 25.4% on recreational opportunities. These findings are in Table 3.

Table 3. On-going service priorities

On-going Service (budgeted amount)	Should the city spend?...			
	Less (1)	Same (2)	More (3)	Average
Human service agency funding (ASSET). (\$1,729,180) (n=372)	6.7	61.0	32.3	2.3
Ames Animal Shelter & animal control (\$564,900) (n=371)	6.7	66.8	26.4	2.2
CyRide (public transit) (\$2,078,474) (n=372)	4.3	71.8	23.9	2.2
Parks activities (\$1,650,040) (n=373)	7.5	67.6	24.9	2.2
Recreational opportunities (\$2,279,477) (n=374)	9.9	64.7	25.4	2.2
Land use planning (both current and long-term) (\$963,914) (n=374)	10.4	68.7	20.9	2.1
Fire protection. (\$8,295,077) (n=375)	4.3	83.5	12.3	2.1
Arts programs (Public Art & COTA) (\$262,470) (n=371)	19.4	55.8	24.8	2.1
Ames Public Library (\$5,030,797) (n=373)	12.1	71.0	16.9	2.0
Law enforcement (\$10,953,098) (n=374)	24.9	52.1	23.0	2.0
Other (n=47)	6.4	57.4	36.2	2.3

“Other” Suggestions for On-Going Services

Respondents were asked for additional comments regarding priorities for on-going services. The respondents mentioned a variety of topics. The respondents frequently mentioned road improvement and streetlights, recreational amenities, transportation (CyRide and rental bikes), and climate change mitigation. Many respondents further prioritized developing more biking paths for residents. Other commonly mentioned issues include mixed-use promotion, animal shelters, disinvestment in law enforcement, public mental health services, crisis management, and public works.

- Roads and Streetlights
 - Road improvement (x2)
 - Snow removal
 - Traffic Engineering
 - Redoing the streetlight at 16th and Duff to have a right/straight lane and a left turn lane and redo the lights to match. This light backs up way too much
- Recreational Amenities
 - Recreational opportunities
 - Arts program
 - Public swimming pool
- Walking and Biking Path
 - Biking paths (x3)

- Bike trails
- Connect bike path to High Trestle Trail
- Off street bike paths
- Benefits for people who choose to cycle or walk
- Transportation
 - Rental bikes
 - CyRide
- Climate Change
 - Climate change mitigation
 - Conservation and environmental enhancement (i.e. biodiversity)
 - Investing in renewable energy or recycling
 - Improve energy efficiency and eco-friendliness of the city and to reduce Environmental impact
- Others
 - Development of mixed-use homes and businesses
 - Animal shelter
 - Less investment for law enforcement
 - Public mental health services
 - Non-police conflict resolution / crisis management
 - Public Works
 - When I say the more should be spent on animal control, I mean taking care of them not catching them specifically

Table 4 shows the five-year trends of the “spend more” responses for on-going city services. The categories that received the most support for increased spending were ASSET, followed by Ames Animal Shelter and Animal Control. ASSET funding has shown a continuous increase in “spend more” responses since 2018 (21% in 2018 to 32% in 2022). In contrast, the Animal Shelter and Animal Control funding showed a dip last year before trending upward (29% in 2019, 20% in 2021, and 26% in 2022). Comparing 2021 to 2022, seven of the ten categories highlight noteworthy changes from the previous 4 years (between 4% to 16%) change. In previous years (2020 to 2021), the highest change was 12%; before that, most categories had smaller year-to-year changes of 1% to 4% for most categories.

The largest increase in the “spend more” category from the previous year was for recreational opportunities funding (16% increase from 9% in 2021 to 25% in 2022)), which sharply contrasts with the last year’s responses when it was the largest decrease (-12%). Respondents who felt that the city should continue with the current level of support of support for recreational opportunities at \$2,279,477 decreased from 87% in 2021 to 65% in 2022.

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

Services	Survey Year				
	<u>2018</u>	<u>2019</u>	<u>2020</u> Percent	<u>2021</u>	<u>2022</u>
Human Service Agency funding (ASSET)	21	22	25	27	32
Ames Animal Shelter and Animal Control	23	29	28	20	26
Art programs	20	20	23	28	25
Park activities	21	19	23	16	25
Recreational opportunities	20	18	21	9	25
CyRide (public transit)	20	18	19	13	24
Law enforcement	17	17	15	27	23
Land use planning (Both current and long-term)	16	18	15	18	21
Ames Public Library	23	15	16	28	17
Fire protection	14	11	11	27	12

When comparing the demographics of respondents with their support of certain services some statistically significant differences have been identified. The demographic data examined included years lived in Ames, age, gender, full-time student status, home ownership, education, employment status, household income, and geographic residence in town. No significant difference in budget increase/decrease by race (Whites versus non-whites) was found.

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

Arts Programs (Public Art & COTA)

- ISU student
- Middle-age respondent (25-44 years of age)
- Some graduate work
- Income of \$25,000- 49,999

Fire protection

- Non-student residents
- Male
- Owner

Human service agency

- Non-student residents

Law enforcement

- Non-student residents
- Long-term residents (more than 10 years in Ames)
- Older respondent (older than 65 years of age)
- Homemaker

Ames Animal Shelter and Animal Control

- Female
- Renter
- Younger respondent (under 25 years of age)
- Short-term residents (less than 10 years in Ames)
- Lives at SW area of the city

Ames Public Library

- Graduate degree
- Hispanic/ Latino origin
- Lives at NE area of the city

Land use planning (both current planning and long-term)

- ISU Student

Park activities

- ISU Student
- Middle-age respondent (25-44 years of age)

Recreational opportunities

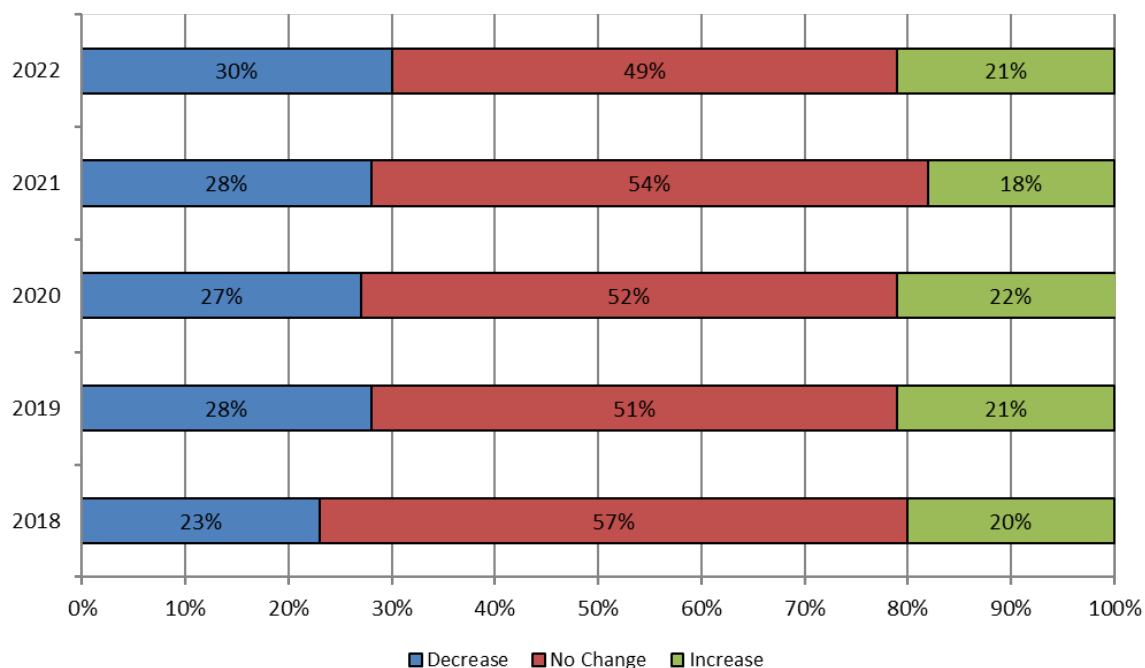
- Middle-age respondent (25-44 years of age)

CyRide (public transit)

- Male
- ISU student
- Short-term residents (less than 4 years in Ames)
- Middle-age respondent (25-44 years of age)
- Unemployed
- Income of under \$25,000
- Hispanic/ Latino origin
- Renter

The city levy for the next year is \$9.83 per \$1,000 of taxable valuation. This means that the city portion of the property tax on a \$100,000 home in Ames is about \$532.10 after rollback. When respondents were asked their view about adjusting property taxes next year, 49% indicated they would prefer no change, 30% suggested decreasing property taxes and 21% suggested an increase in property taxes. Figure 2 shows preferred property tax adjustments over the past five years. This year, slightly more respondents indicated they would prefer a decrease in property tax (30% in 2022 compared to 28% in the previous year). Twenty-one percent would accept an increase in property tax, which is also slightly more compared to last year (18%). The percentage of “no change” decreased by 5% (from 54% in 2021 to 49% in 2022).

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



Capital Improvement Priorities

Respondents were asked to prioritize seven suggested capital improvement project (CIP) areas. Table 5 shows respondents' 2022 capital improvement priorities. This year the three highest priorities were reconstruction of existing streets (84% rated this as somewhat or very important), traffic flow improvements (83%) and greenway trails (recreational) improvements (78%). Reconstructing existing streets received a mean value of 3.3 based on a 4-point scale (1- not very important, 2 - not important, 3 - important and 4 - very important). Twelve survey respondents answered with "other" specified priorities, see below.

Table 5. Capital improvement priorities, 2022

	<u>Somewhat or Very Unimportant</u>	<u>Somewhat or Very Important</u>	<u>Average*</u>
	%	%	-
Reconstructing existing streets	16	84	3.3
Traffic flow improvements	17	83	3.2
Greenway trails (recreational) improvements	23	77	3.0
Stormwater drainage improvements	25	75	3.0
Improvements to existing parks	24	76	2.9
Off-street bike facilities (commuter) improvements	33	67	2.8
On-street bike facilities (commuter) improvements	35	65	2.8
Other, specify	32	68	3.0

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

Other responses: (n=12)

- Recreational Improvements
 - Swimming pool improvement
 - Public “art”
 - Community garden to encourage residents produce their own food
- Sustainability Efforts
 - Climate change mitigation programs
 - Solar panel installations in residential buildings
 - Reforestation of urban streets
- Road Improvements
 - Get bicycles off to major routes
 - Bike-friendly roads
 - New streets
 - Roads connecting to grand avenue
- Development of retail area
- Snow removal
- Electric charging stations all over the town

Table 6 shows trends in survey respondents’ views of the CIP priorities in the last five years. Two of the top three project priorities have remained quite consistent over the past five years: (1) reconstructing existing streets and (2) traffic flow improvements. This year, improvement of greenway trails (recreational) achieved the third priority spot.

In 2022, there were several changes in the trends for CIP priorities from the previous year. Only greenway trails (recreational) improvements remained the same as the previous year. Three CIP categories, improvements to existing parks (-2%) and off-street bike facilities (commuter) improvements (-2%), on-street bike facilities (commuter) improvements (-1%), decreased as priorities. The only significant increase in priorities compared to the last year was ‘traffic flow improvements’ (an increase of 5%). The other two categories with an increase include reconstructing existing streets (+2%) and stormwater drainage improvements (+2%).

Table 6. Trends in Capital Improvement Priorities

<u>Service</u>	Survey Year				
	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>	<u>2022</u>
	Percent very or somewhat important				
Reconstructing existing streets	82	86	83	83	84
Traffic flow improvements	81	81	81	78	83
Greenway trails (recreational) improvements	65	62	62	77	77
Improvements to existing parks	65	63	63	78	76
Storm water drainage improvements	76	80	80	73	75
Off-street bike facilities (commuter) improvements	58	57	57	69	67
On-street bike facilities (commuter) improvements	60	55	55	66	65
Other	79	60	60	96	68

Survey respondents ranked their three highest CIP priorities. Table 7 shows the results of those rankings. Reconstructing existing streets was ranked the highest priority followed by traffic flow improvements, and stormwater drainage improvements as the three highest priorities in 2022.

Table 7. Ranking of Capital Improvement Priorities

Capital Improvements	1st Priority (n=377)	2nd Priority (n=371)	3rd Priority (n=361)
Reconstructing existing streets	34	20	14
Traffic flow improvements	28	22	16
Stormwater drainage improvements	9	15	13
Improvements to existing parks	9	7	13
On-street bike facilities (commuter) improvements	8	8	11
Greenway trails (recreational) improvements	6	15	15
Off-street bike facilities (commuter) improvements	5	12	16
Other	1	0	2

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 2018 to 2022, all nine services were rated highly (satisfied to very satisfied) by the respondents.

In 2022, the residents’ satisfaction levels were similar to last year for all the nine services provided by the City of Ames. The average satisfaction rating for law enforcement services went down from 3.5 to 3.4 in 2021 and remained the same in 2022. Figure 3 shows that in the past five years, the level of satisfaction was steady. The satisfaction level for law enforcement seems to follow a slight downward trend from 2018. Public nuisance enforcement (e.g., noise, over-occupancy, yard upkeep) is consistently rated the lowest.

Figure 3. Perceived Satisfaction Levels on Services, 2018-2022 (1=very dissatisfied; 4=very satisfied)

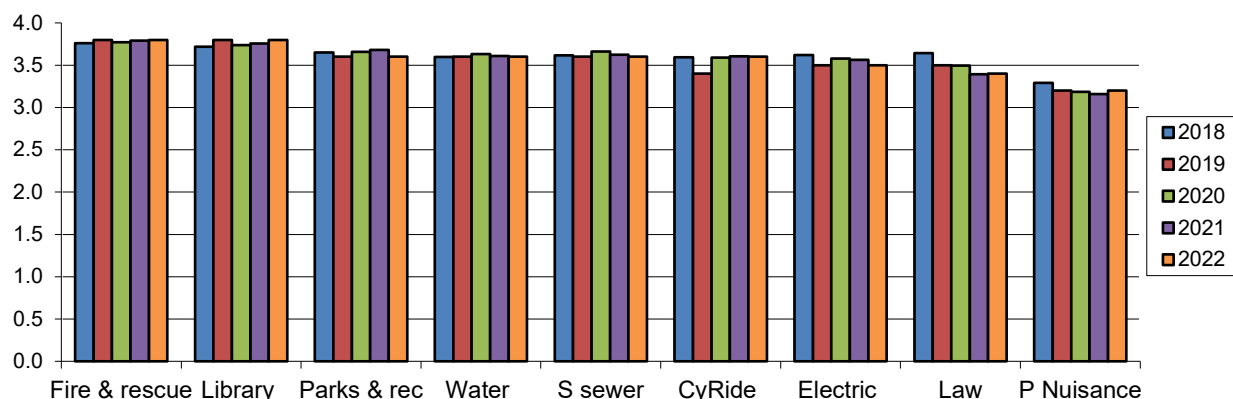


Table 8 summarizes respondents' satisfaction with city departments. Overall, respondents are quite pleased with city services, as six of nine service areas received more than 94% "somewhat or very satisfied" responses. Respondents were least satisfied with public nuisance enforcement services with only 80% of respondents "somewhat or very satisfied" followed by law enforcement services (89%).

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=301)	2.3	97.7
Library Services (n=293)	2.4	97.6
Parks & Recreation Services (n=352)	4.3	95.7
Sanitary Sewer System (n=346)	5.2	94.8
Electric Services (n=360)	5.3	94.7
Water Services (n=368)	5.7	94.3
CyRide Bus service (n=279)	6.1	93.9
Law Enforcement Services (n=341)	11.4	88.6
Public Nuisance Enforcement (n=306)	19.9	80.1

Comments on City of Ames Services

Respondents were asked for additional comments regarding their satisfaction with city services. A handful of respondents conveyed their satisfaction with existing city services. Other respondents offered suggestions to improve city services. Diverse topics were identified from the respondents' comments including road and traffic management; a need to increase amenities (biking paths, transportation, housing, recreation); zoning and development; crime and safety; and utility services.

Respondents suggested that improvements could be made to road and traffic management through better traffic lights and more coordinated signals. Improvements for CyRide services included providing more routes and bus stop, and reduced bus fares. Other respondents suggested additional

emphasis on property upkeep, creating more parks and different activity centers (roller skate rinks). Respondents also discussed mixed-use promotion, more green space, and crime prevention. Renewable energy sources, better management, and transparency in utility billing are also highlighted in the discussion. Other topics included disinvestment in police, restoring animal habitats, and the high cost of living and taxes. See the appendix for complete comments.

Police Department

Survey respondents were asked about their priority areas for law enforcement by indicating if 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' priority preferences for Ames Police Department activities from the 2022 survey.

While most people indicated that law enforcement activities should remain constant, 54% of respondents indicated sex-related offenses investigation should be considered for additional priority. Only 2.9% suggesting less emphasis. Other policing activities that people specified should have additional emphasis included violent crimes investigation (40%), crime prevention and education activities (38%), domestic violence and family dispute resolution (38%, respectively), and illegal drug use prevention and enforcement (33%).

Parking laws enforcement was one area that 42% of respondents agreed should receive less emphasis from law enforcement. Less emphasis on parking has been consistent for the past five years. Other categories that respondents felt should receive less emphasis included marijuana-related crime enforcement at 42% (which was new to the survey this year), speed limit enforcement (21%), noise laws and nuisance party enforcement (15%), alcohol-related crime enforcement (13%) and bad checks, fraud & identity theft investigation (12%).

Table 9. Future emphasis for Police Department activities

Police Department activity	Less	Same	More
Sex-related offenses investigation (n=379)	2.9	42.7	54.4
Violent crimes investigation (n=376)	0.8	59.3	39.9
Crime prevention and education activities (n=377)	1.1	60.5	38.5
Domestic violence and family dispute resolution (n=380)	2.9	59.2	37.9
Illegal drug use prevention and enforcement (n=379)	11.6	55.1	33.2
Bad checks, fraud, & identity theft investigation (n=379)	3.7	69.9	26.4
Alcohol-related crime enforcement (n=380)	12.9	64.5	22.6
Noise law and nuisance party enforcement (n=381)	15.0	65.4	19.7
Animal control and sheltering (n=378)	9.8	74.9	15.3
Marijuana-related crime enforcement (n=380)	41.6	43.9	14.5
Speed limit enforcement (n=381)	21.0	64.6	14.4
Juvenile crimes investigation (n=376)	9.3	77.1	13.6
Residential patrolling (n=378)	9.5	77.5	13.0
Traffic control and enforcement (n=381)	8.1	82.2	9.7
Business district patrolling (n=379)	8.4	83.9	7.7
Parking laws enforcement (n=381)	42.0	53.3	4.7

Table 10 shows five-year trends for police department activities that should receive “more emphasis.” Most survey respondents (54%) indicated that sex-related offenses investigation needs “more emphasis.” The trends for areas that need more emphasis have generally remained consistent. Five out of 16 police activities reported similar numbers between the 2022 and 2021 survey, which include sex-related offenses investigation, animal control and sheltering, bad checks, fraud & identity theft investigation, business district patrolling, and parking laws enforcement.

Only a few policing activities have seen slight declines in the number of respondents indicating a need for “more emphasis” compared to 2021 data: residential patrolling (-6%), noise laws and nuisance party enforcement (-2%), and traffic control and enforcement (-1%).

However, respondents thought several police department activities should receive more emphasis for 2022 compared to last year: domestic violence/family dispute resolution (+5%), crime prevention and education activities, illegal drug use prevention and enforcement, alcohol-related crimes enforcement (+4% respectively), violent crimes investigation, juvenile crimes investigation (+3% respectively), and speed limit enforcement (+2%). Because this is the first year that ‘marijuana-related crime enforcement’ was included, there is no comparison with previous years.

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

<u>Police Department activity</u>	<u>Survey Year</u>				
	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>	<u>2022</u>
	Percent				
Sex-related offenses investigation	51	51	55	54	54
Violent crimes investigation	33	34	38	37	40
Crime prevention and education activities	35	38	34	34	38
Domestic violence/family dispute resolution	32	30	41	33	38
Illegal drug use prevention and enforcement	36	35	32	29	33
Bad checks, fraud & identity theft investigation	22	25	23	26	26
Alcohol-related crimes enforcement	21	23	16	19	23
Noise laws and nuisance party enforcement	18	18	20	22	20
Animal control and sheltering	15	18	19	15	15
Marijuana-related crime enforcement					14
Speed limit enforcement	14	15	13	12	14
Juvenile crimes investigation	14	13	14	11	14
Residential patrolling	18	19	19	19	13
Traffic control and enforcement	12	11	10	11	10
Business district patrolling	8	7	9	8	8
Parking laws enforcement	6	5	6	5	5

Comments on Police Department (n=48)

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

- “I personally thank our Ames Police Department for their service to our community.”
- “I think the police do an excellent job.”
- “I always feel safe in my home, I often seen patrolling cars and that gives me safety outdoors and at night.”
- “Don’t defund the police.”
- “I would... like to recognize Ames Police Department for its commitment to a greener community and congratulate it on nearly completing the switchover to a hybrid patrol fleet. This will greatly improve emissions within the community and also better utilizes Ames tax dollars with the savings on fuel and maintenance...”

Several respondents indicated their lack of knowledge about the current policing priorities and others shared about their lack of contact with the police. “Don’t really know much about the Ames Police and how they serve... I wish they would post more statistics about the cases they have to know what is going on in the community more.” Another respondent suggested

additional information about where crimes are taking place,” I think awareness is more important and crimes that happen in the city can be broadcasted more and update on why/when/where it happened can be more clear. “

There was a group of respondents who suggested reassigning some of the roles served by police to alternative service providers such as mental health providers for non-violent domestic and mental health situations. The following comments were suggested.

“I wish there was a mental health tract to handle non-violent calls.”

“Instituting a non-violent crime crisis prevention / mediation response team would help to reduce burden placed on police department and increase access to substance abuse treatment and general counseling.”

“What is being done to work with community advocates and mental health professionals for non-violent police calls? What is being done in terms of de-escalation and connecting people to services when it comes to emotional/behavioral, mental illness, and family conflict types of calls? PLEASE consider MPACT and please read more about this incredible intervention strategy: <https://www.yss.org/mpact/>”

“Would like to know more about how APD deals with mental health emergencies, coordination, and mental health care +YSS etc.”

These comments point to lack of clarity and education surrounding mental health crisis as related to the Ames Police. While some of resources suggested by the respondents already exist (see resources in italics below) in the Ames community there is a clear knowledge gap for the general public.

Please remember that as residents of Iowa, all residents can access the Statewide Crisis Line, 1-855-581-8111, or Text support, 1-855-895-8398. The Crisis Line provides information and referral, counseling, crisis service coordination, and linkages to crisis screening and mental health services, including dispatch of the Central Iowa Community Services (CICS) Mobile Response Team 24 hours a day in Story County. Additional resources are available that incorporate help with alcohol, drugs, gambling, as well as mental health and suicidal thoughts.

The CICS Mobile Crisis Response Team, can be accessed by calling 1-855-581-8111. A trained two-person team will leave as soon as they have been dispatched and will respond to the scene within 60 minutes. Once onsite, the on-call counselors are able to perform crisis assessments and will take the necessary time with the client to: determine if suicidal or homicidal ideations are present; determine if de-escalation and stabilization in the field are possible; and complete a thorough safety plan with the client if they are willing to contract for safety in that moment.

Several survey respondents advocated for additional crime prevention programming. One respondent stated, “...the community would benefit from more crime prevention work, especially related to sexual assault or abuse. The college community is a large part of Ames, and there are many crimes related to these issues. It would be awesome to see sexual assault prevention training targeted towards aggressors, not just for women on how to escape.” Another suggested, “More investment in crime prevention programs (or social welfare programs) ...”

Another response suggested, “I would like to see a reduction of the police force here in Ames, in

budget, size, and influence. The funding should be redistributed to other sectors of the local government that provide material assistance to residents, i.e. support for housing, food assistance, and medical care.... Crime is prevented by ensuring that individuals' needs are met and strengthening community ties. I do not see that police officers contribute to those areas. Overall, I think the presence of the police department has a negative effect on our community in Ames." Another angle on this was represented in the following comment, "I think the police have too much to do. Other groups should help - example animal control, domestic dispute resolution."

Also related to the issue of sexual assault, one respondent commented, "... I would like to see an increase in sex-related offenses investigations and aid in trying to put an end to it. I have had more emails come through this school year about sexual assaults than any other year I have been at ISU by far. While a fair amount of these occurs on campus, I know they also occur off campus as well. I also know that not every assault doesn't get reported. A focus on outreach efforts for victims would be a good addition." Another felt more could be done regarding sexual assault, "Ames police are nice enough but when it comes to sexual assault on and off campus very little is done."

There were a couple people commenting against drug enforcement around the use of marijuana. Several others commented asking for less enforcement for public intoxication, "For alcohol - really should not go after pedestrians just walking home." Another shared, "Please use more discretion in enforcing public drunkenness laws. These are violated by everyone on Welch but only a few end up being ticketed. At best, the enforcement of these laws are differential, at worst they are discriminatory." One respondent shared the following comment in favor of more drug enforcement, "Do not let meth and cocaine dealers get a foothold in Ames. Run them out of Ames."

Parking was another topic that received quite a few comments. Comments focused on street parking policies and ticketing. Several of the respondents feeling like parking is overemphasized in policing. The following comment captures the sentiment, "The parking is overkill. Put resources toward something else." Another had a suggestion about parking warnings, "As there is a limit to parking in the same location on residential streets, it can be expected that this be enforced. However, there have been instances where parking in a location for 6 hours overnight has resulted in a warning about towing.... Additionally, the stickers used are not removable except with the strongest adhesive removers, and cause difficulty with visibility when driving to locations to purchase the adhesive remover. A suggestion would be to chalk the tires before issuing the warning and using an easier to remove warning indication on the window."

Speeding and traffic violations was a topic of concern among a group of respondents. Several people were concerned about speeding in residential neighborhoods and along Lincoln Way and asked for more patrols to help control this. Several comments addressed various moving violations. "Few drivers seem to signal left turns properly. Signals are often not used until driver is in act of turning. Also, use of "bright lights" inside a city is against the law, but many drivers constantly drive with high lights in and never warned or ticketed. Also, lights set too high, too low, too far left, etc. should also be ticketed." Another person focused their concern on too many people running red lights. An additional respondent wrote, "I would also like to see more emphasis on catching bad traffic behavior - weaving/speeding/ignoring stop signs."

Other topics of concern included homelessness, calls to investigate several recent murders, and better enforcement of pet laws.

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

Figure 4. Comments on Police Department



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" (which was excluded in the analysis in Table 11). Nearly all the respondents were somewhat/very satisfied with efforts at putting out fires (99%) and ambulance assistance (97%). This is followed by 93% for fire prevention education and outreach, and home and business safety inspection and 91%.

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

Fire Department Activity	Very/Somewhat Dissatisfied	Somewhat/Very Satisfied
Putting out fires (n=136)	1	99
Ambulance assistance (n=153)	3	97
Fire prevention education & outreach (n=162)	7	93
Home & business safety inspections (n=139)	9	91

Comments on Fire Department (n=30)

Fourteen of comments were from respondents who said they never needed the services from Fire Department and/or had little experience dealing with the Fire Department. Generally, this group assumed the Fire Department was doing a good job and were thankful to have not needed their services.

Many of the comments provided positive feedback regarding the Ames Fire Department. This included people who wrote comments of gratitude for times they needed assistance. One respondent commented on the retrieval of a neighbor’s pet bird. Another example included a quick response to carbon monoxide call, noting, “[I am] so thankful for their quick response and help. Just having them show concern was important to me.” Another respondent commented about being grateful for assistance with their father’s medical problems, “They were great - very kind and knowledgeable.”

Respondents provided positive examples of fire safety education and outreach activities including for daycares and graduate students. There were several comments requesting additional fire prevention education programs and more outreach about existing programs. One student suggested, “As a student worker, I have to take fire safety training every year.... the university videos are very good. I have not seen any sort of fire prevention material from the city. It could be beneficial to even just share ISU's fire prevention material with the city of Ames as an easy form of fire prevention information for the community.”

While most of the comments were positive there were several respondents who provided constructive criticism. One person commented about inconsistency of inspections depending on inspector. Another commented that their home inspection never happened. Another mentioned the quick arrival but lack of knowledge on how to disarm a building fire alarm.

One person suggested that the city of Ames should consider building a fire station on the west side of town or relocating Fire Station 2 (currently on Welch Ave in Campustown) so that it can better serve the community through quicker response times. This respondent also suggested getting a second ladder truck now that we have more multi-story buildings in Campustown and West Ames. (See appendix for complete comment.)

Actual responses can be seen at the appendix.

Figure 5. Comments on Fire Department



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 project.

The number of respondents who have experienced a power outage fluctuates every year and is nearly always connected to weather conditions. Table 12 demonstrates this fluctuation. Between 2018-2019 around one-third of respondents reported experiencing a power outage. By 2020, that number climbed to 48%, and in 2021, over 80% of those surveyed reported experiencing an outage due to the community-wide power outage resulting from the uncertain windstorm of derecho in August 2020. However, the rate sharply declined to 43% in 2022. Twelve percent of respondents experienced a power surge, which affected their computer operations in 2022 compared to 24% in 2021.

Table 12. Respondents' experience with electric service interruption

<u>Service outage</u>	Survey Year				
	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>	<u>2022</u>
	Percent who responded "yes"				
Experienced power outage	36	34	48	80	43
Experienced power surge which affected computer operations	10	12	18	24	12

Table 13 shows satisfaction rates with Electric Department services. “Does Not Apply” responses were excluded in this analysis. Ninety-eight percent of Ames customers were somewhat or very satisfied with the quality of power, and 93% were satisfied with the response of employees. There was also a high rate of satisfaction with the ease of reporting an outage (93%) and time to restore service (91%).

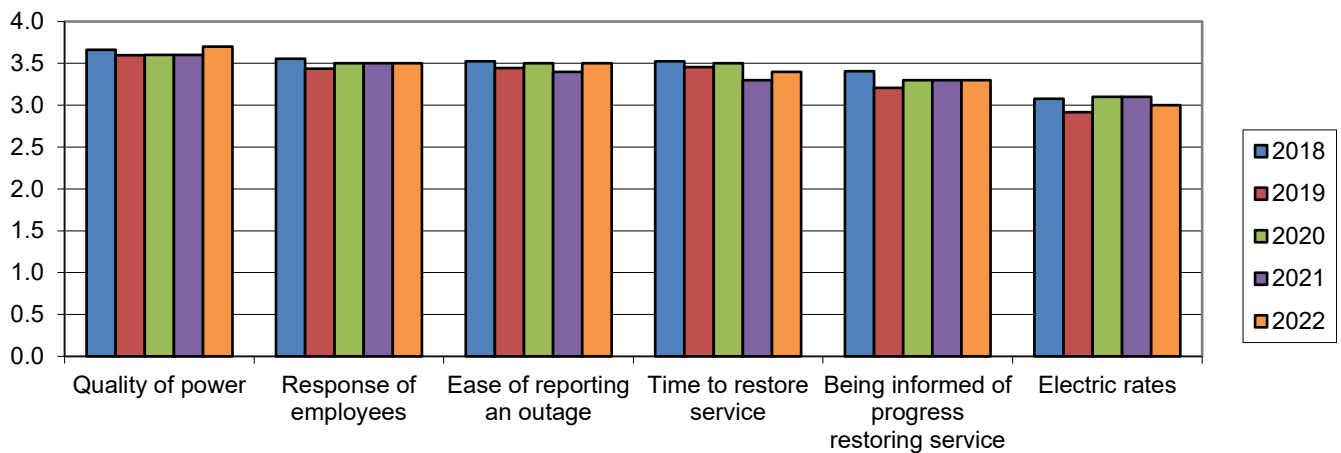
Respondents indicated relatively favorable rates of satisfaction for the communication of progress in restoring services (86%). Almost a quarter (24%) of respondents reported being very/somewhat dissatisfied with electric rates.

Table 13. Satisfaction with Electric Department services

	Very/somewhat dissatisfied	Somewhat/very satisfied	<u>Average</u>
	Percent		
The quality of power (n=335)	2	98	3.7
Response of employees (n=260)	7	93	3.5
Ease of reporting an outage (n=266)	7	93	3.5
Being informed of progress restoring services (n=296)	14	86	3.4
Time to restore service (n=282)	9	91	3.3
Electric rates (n=335)	24	76	3.0

Figure 6 shows the five-year trends in the level of satisfaction with the Electric Department. The satisfaction levels for the response of employees and being informed of progress restoring service remained quite constant over the five-year period. Among the other four categories, quality of power, ease of reporting an outage, and time to restore service have seen an increase in satisfaction from 2021, while the satisfaction for electric rates has decreased slightly.

Figure 6. Satisfaction with City Electric Department activities, 2018-2022



Respondents were asked to gauge their interest in participating in the SunSmart Ames community solar farm. To participate, Ames Electric Services customers can purchase a share of the project and receive a small monthly credit on their electric bills.

The survey asked for feedback on why customers would not want to participate. Of those who were not participating, a majority (53%) stated that they are not planning to stay in Ames long term, 31% stated that it's too expensive, and 5% stated that they were not interested. Other reasons (29%) for not wanting to participate in the program include the upfront cost, lack of enough savings, age, residents of apartment houses and retirement center, live in the rented buildings (renters), requirement of long-term commitment, concerns about return on investment, concern about reliability of power, lack of knowledge or interest and already have solar. Others don't believe solar is sustainable nor it is the best option as alternative electricity source.

Comments on Electric Services

- Already have solar (x2)
- The electric power cut after derecho took over a weekend to retore and it was awful
- Any plans to expand the solar farm?
- Great Services (x11)
 - Cool Project/ Great/ Love the push for renewable energy
 - I would just like to point out a great response to the Derecho and other recent wind events.
 - Renewable energy that could dramatically lower the costs and cut back on environmental impact sounds good
- Interested and considering about it. But prefer the panels go on roofs or parking lots instead of land
- Monetary constraints (x4)
 - Lack of economic benefits/ Expected credit is very low
 - Financial viability
 - Not enough return on investment
- Short term stay/ likely to move soon (x6)
- Lack of knowledge (x4)
 - Didn't have any knowledge about it
 - Need more information about this
- I want this power pack. Lincoln, NE had this and it was amazing. Worth the cost in the long haul
- Electricity bill (x3)
 - I wish there was an online payment for my bill that didn't inquire an additional fee. It is inconvenient to mail it in every month.
 - It would be nice if the bill was paperless
 - Consider lowering the cost of electric services. There are a lot of families suffering financially as the cost of living has drastically increased in the wake of the pandemic.
- Student living in rented apartment
- Individual homeowner should be encouraged to install solar panels on their roofs regardless of location, even if they are visible from the street.
- So much govt when it comes to a "green world". The stats don't always agree. The whole world needs to think about green. Go slower/ evaluate not just jump into latest idea.
- The credit card fee is \$3.50 and the late fee is \$2 with one late payment allowed before service discontinuation. Solve for the equilibrium.

Water Service

Of the respondents who use City of Ames water and sanitary sewer services, the majority reported never having problems such as too much pressure (94%), soft water (93%), rust (80%), disagreeable taste or odor (79%), sediment or cloudy appearance (75%), too little pressure (73%), and hard water (71%).

Figure 7a shows the frequencies of water service problems as reported in 2022. Most respondents experiencing water problems indicated they had problems once or twice in the past year these problems range from too much pressure (3%) to sediment or cloudy appearance (17%). Some respondents reported experiencing hard water on seven or more occasions in the last year. Figure 7b shows the number of respondents reporting no water problems for the past five years (2018 to 2022). Historically, a majority of Ames residents are pleased with their water. The rate of respondents reporting no water problem increased significantly in 2022 compared to the previous years, with the exception of disagreeable taste or odor. There is a slight increase in those reporting to have a disagreeable taste and odor with their water.

Figure 7a. Frequencies of water service problems, 2022

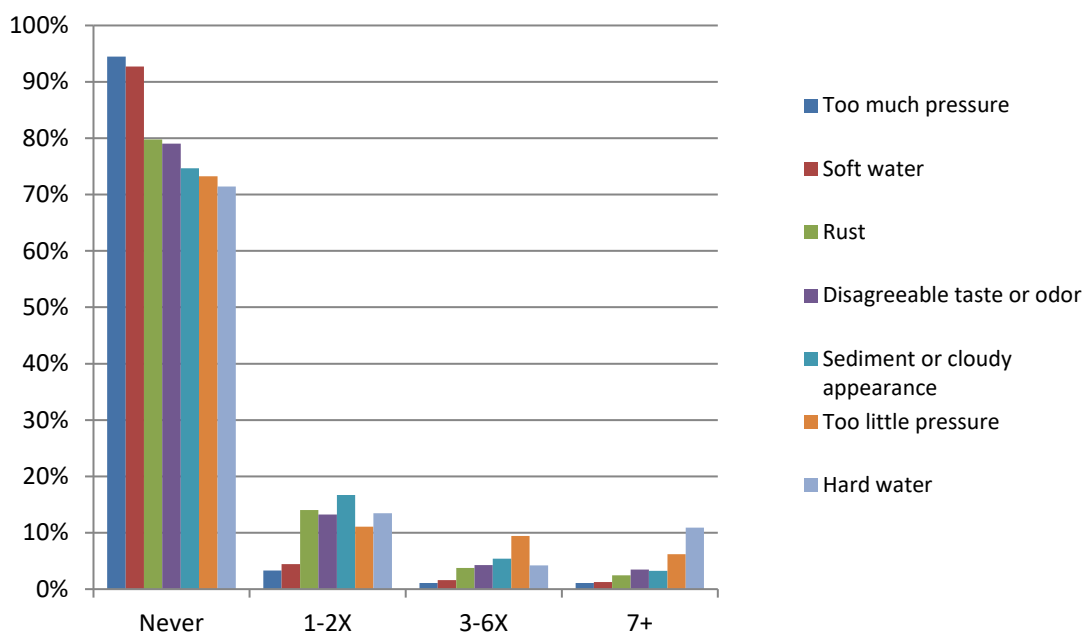
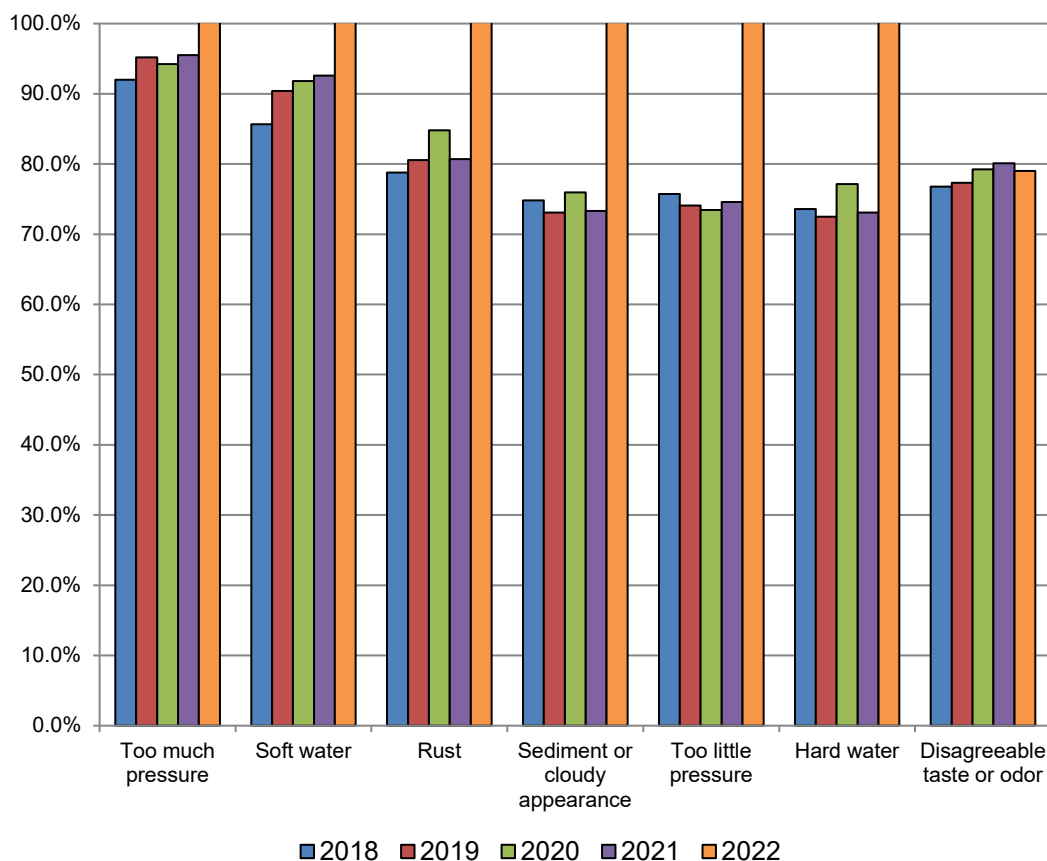


Figure 7b. Respondents Reporting No Water Service Problems, 2018-2022



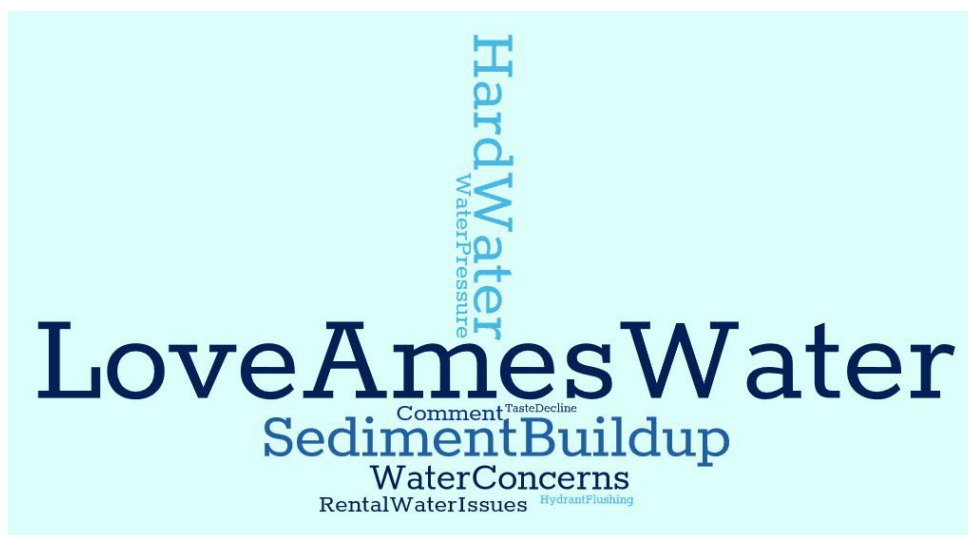
Comments on Water Services

Many respondents commented positively about Ames tap water. Most comments indicated that they were pleased with the quality and taste through words like amazing, best water, excellent, good, and great. “Ames water rocks.” Several respondents believe Ames is among the best water in the country. Another person shared this positive experience, “I recently took my kids to a tour of that water treatment facility and wow is about all I can say. It was an amazing experience for all of us!”

While there were many positive comments, respondents also shared their complaints. Some common comments included hard water, pressure issues, discolored water from hydrant flushing, and sediment in water. Several people living in apartment buildings said they experience water issues, but they attributed their issues to conditions within the apartment building rather than city water. Other comments of concern included high ph, nitrates, and plastic particles in water. Another respondent discussed changing taste of water over time, “We installed filter for treating drinking water as the quality of taste declined. We lived here 40 years, water tastes of chemistry but it didn't used to.”

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

Figure 8. Comments on Water Service



Water and Pollution Control Department

Survey respondents were asked to provide their level of satisfaction with water quality and rates on a scale of 1 – Very Dissatisfied to 4 – Very Satisfied. Respondents could also choose “Does not apply.” The satisfaction rates are reported in Table 14. Ninety-one percent of those surveyed were satisfied with water quality, and 82% were satisfied with water rates and 81% sewer rates.

Comparing 2022 data to the previous year, overall, the numbers remained quite steady from the previous year. Customer satisfaction is high among all three categories. Water quality ranked highest with an average score of 3.5 out of 4, indicating a high level of satisfaction.

Table 14. Satisfaction with Water & Pollution Control Department Services

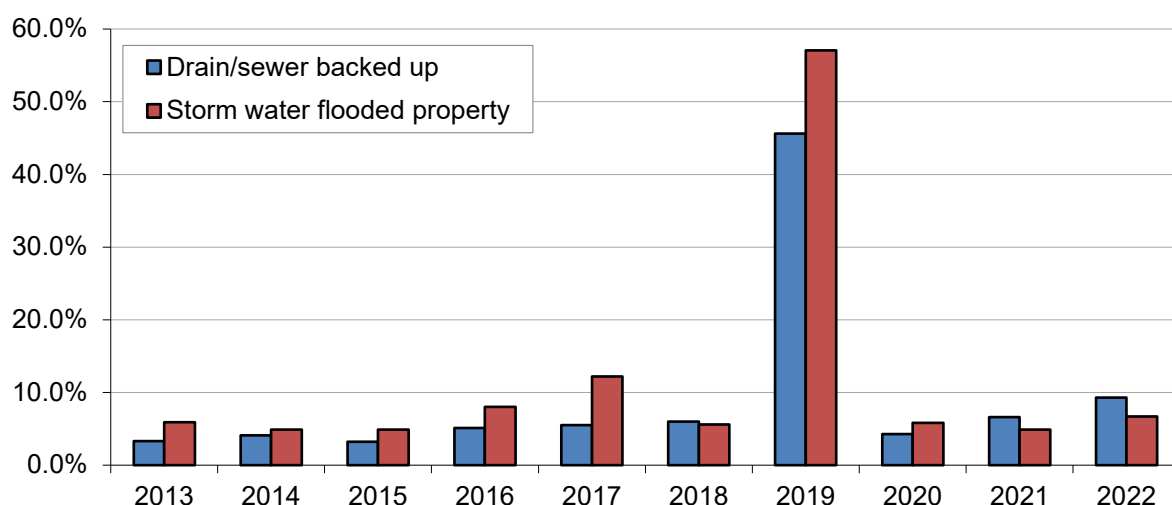
	Very/somewhat dissatisfied	Somewhat/very satisfied	Average
Water quality (n=362)	9	91	3.5
Water rates (n=320)	18	82	3.1
Sewer rates (n=302)	19	81	3.1

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

Figure 9 shows trends in the number of people experiencing problems related to the City's stormwater system. Over the past decade, there have been some years with increased activity. For example, in 2017, there was slightly more stormwater flooded properties, but the numbers from 2019 far exceed any of the other years. In 2022, compared to the years 2020 and 2021, relatively higher numbers of respondents experienced flooding or sewer backups on their property. Survey respondents were asked if the City sewer system caused a drain back-up in their basement/home. Only 9% of survey respondents indicated they had a back-up in their home (compared to 46% in 2019 and 7% in 2021). Of those who had a drain back-up problem, 31% (n=11) reported the problem to the City, of which six people were somewhat/very satisfied with the response and assistance they got from the city.

Respondents also reported whether the stormwater flooded onto their properties from the street. In 2022, stormwater flooding was reported by only 7% of respondents. Of the 26 respondents who experienced flooding, only 5 people (19%) reported the problem to the city. When asked how satisfied they were with the city's response to the flooding problem, two of the five respondents reported being somewhat dissatisfied with the response.

Figure 9. Respondent's Experience with City Sewer System Problems, 2013-2022



Comments on Water and Pollution Control

There were twenty-two additional comments for the water and pollution control section. Several of comments praised the Ames Water Department and encouraged the department to continue its good work. A couple respondents encouraged the City to keep investing in the water and sewer systems to ensure quality systems. Two respondents expressed concern over the “forever chemicals” that have recently been found in some wells in the Ames water system. One respondent provided the following comment, “I am... part of a citizen science project for monitoring salt levels in local streams/surface waters and there are often high levels of contamination during/after the winter. With the wealth of knowledge, we have from experts in the community, there is no excuse for Ames to have poor water quality. We should be a leading example of environmental health and have policies in place to insure that.” Another respondent indicated that they would like to more about Ames’s stormwater issues.

Several respondents shared specific incidents of sewer or stormwater backup issues (see Appendix for specific comments). Some renters made comments regarding their buildings. Another common topic was related to utility stormwater drainage rates. All comments were in favor of lower rates. Several people commented on the utility bill charge for “stormwater drainage.” One person felt that stormwater drainage was an unfair change in times of no rain. Another commented that stormwater drainage, “Doesn't seem very applicable to my electric bill and also seems like \$5/month from every resident would add up to a lot so I sure hope the cost is justified.” A final comment expressed the need to conserve water during times of drought.

Neighborhood Nuisance Enforcement

Table 15 illustrates survey respondents’ satisfaction with the City’s neighborhood nuisance enforcement efforts.

Almost half of respondents surveyed indicated that they did not know about nuisance enforcement activities. “Don’t know” ranged from 46% (noise limits) to 73% (rental over occupancy). These individuals were excluded from the calculated satisfaction percentages.

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 (73%), property upkeep (72%), yard upkeep (72%). More than half rated front yard parking on residential (69%) and outdoor storage on property (64%) as satisfactory (somewhat to very satisfied). The average satisfaction is somewhat satisfied (level ranges from 2.8 to 3.1).

When satisfaction level was compared against geographic residences of the respondents, the level of satisfaction was the same regardless of where a respondent lives for five of the six nuisance ordinance issues (front yard parking on residential property, outdoor storage on property, over-occupancy in rental property, property upkeep, and yard upkeep). However, those living on the southeast side of the town (South side of Lincoln Way and streets to the south; east side of University Boulevard and streets to the east) were the least satisfied with the noise limits.

Table 15. Satisfaction in neighborhood nuisance enforcement

	<u>Very/Somewhat Dissatisfied</u>	<u>Somewhat/ Very Satisfied</u>	<u>Average</u>
	Percent		
Over-occupancy in rental property (n=106)	24	76	3.1
Noise limits (n=207)	27	73	3.0
Front yard parking on residential property (n=173)	31	69	2.9
Property upkeep (paint, gutters, broken windows) (n=199)	28	72	2.9
Yard upkeep (overgrown vegetation) (n=202)	28	72	2.9
Outdoor storage on property (old cars, tires, furniture, garbage) (n=205)	36	64	2.8

Comments on Neighborhood Nuisance Enforcement

Some people had no experience with any of the nuisance enforcement issues or felt them not applicable to their situation. One resident commented, “Ames is a well-kept city.”

For those who are aware of nuisance enforcement, several expressed concern at the perceived action by the City of Ames. “Dissatisfied things do not seem enforced at all.” Another person expressed disappointment with the enforcement tactics on the City’s social media account illustrated in the following comment,” I was really disheartened to see that Ames solution to this problem was to public shame homeowners on Facebook. It was very clear who’s house it was and who they were targeting. Maybe the person is going through things right now that cause them to not fix things. Talking with the owners and working through the problem seems more appropriate.”

There were several comments about expressing general frustration about the lack of rental maintenance (buildings as well as snow removal and lawn) and upkeep in Ames by landlords and the lack of City enforcement. Comments included the following:

“...landlords need...[to]be in charge of lawn upkeep and snow removal...”

“Ames allows...too many rentals and they [don’t] abide by law – mowing, weeding, parking, house upkeep. Absolutely no account of City or laws to limit rentals in established family neighborhood.”

“Some properties seem to be allowed to languish. Not even sure if the property owners are informed...”

“I think property upkeep is a major problem for rental properties and that the enforcement standards should be different for them compared to regular folk. My reasoning is this: most of the rentals around Ames are owned by huge rental businesses... If these companies can afford to buy up property..., and ask...whatever they want for rent, then there is no way they can’t afford to replace busted gutters, windows, or whatever else needs to be fixed on the rentals. But do they? Almost never. Half of the houses in my neighborhood are rentals.... It’s not surprising that they let them go so long, why would they spend the money to fix them if they can get away with leaving them in disrepair...”

One respondent commented about living in a private community that has its own rules and enforcement, “I live in an association area... well maintained. However, driving around Ames I see instances of poor property upkeep... Do not know how much authorities can do to curtail messy yards & property upkeep.” Dovetailing with this comment another respondent noted, “The City is not an HOA. Unless it is a hazard to others, money should not be wasted on this, and in some cases City involvement is detrimental. For example, a lawn mowed short provides nothing to beneficial insects and wildlife while a wildflower planting or natural prairie setting benefits all, including homeowners with the flowers it provides. ‘One man’s trash is another man’s treasure’ holds true for all of the upkeep questions.”

A group of respondents felt that property and yard upkeep ordinances weren’t important and should receive less emphasis from the city. These comments focused on letting property owners do what they choose on their private property.

- “Let people do what they want, we should focus on actual problems.”

- “Outside of potential health and safety concerns, or any landlord enforced illegal housing situations, I do not care about any of these at all.”
- “Please don't waste my tax dollars enforcing any of these except in extreme circumstances.”
- “...what needs to be remembered is that the individual purchased that property to do with it what they please (within the reason of not creating an extreme condition)...”
- “It is best for the environment, human health and pet health for yards to be pesticide and fertilizer free, which should be controlled. People should have Iowa's natural growth (prairie). People should not be fined for not keeping their yard up or property.”

A number of respondents gave specific examples of violations of nuisance ordinances. Several provided locations of houses or neighborhoods that need maintenance. Another person commented, “I see many overgrown areas - including low hanging trees I have to dodge when walking on the sidewalk...”

Excessive noise and partying were another theme among survey respondents. One person requested more enforcement on “party” days like 801. Several respondents made complaints about rowdy students including these comments,

- “Students run rampant in Campustown area. Overoccupancy and cars parked in yards. Loud parties. The problem should not be handed on a complaint requirement. You need to hire more people to enforce these rules. The neighborhood is almost ruined.”
- “Don’t have any issues in my neighborhood minus a house of college students that have regular parties and the apartments.... that can sometimes get loud.”
- One respondent shared, “Noise ordinances are meaningless if the police arrive in a marked vehicle before taking decibel measurements. All that does is allow the individuals causing the disturbance enough time to reduce music volume until the police leave.”

On the other side of the issue, a frustrated person commented that they had followed all the proper permitting channels for their event and were still called into the police.

Finally, there were a number of other comments. A respondent commented, “There are at least 40 garbage trucks passing on my street each week. One or two should be enough.” Another person commented that they were disappointed about the burning of leaves and dead vegetation in the city as this smoke caused them allergies. Several comments focused on parking nuisances, examples included over-parking on neighboring driveways, parking on lawns, and one the wrong side of the street. There was also a comment focusing on the rights of people to be homeless.

For additional and specific comments, see the appendix.

Figure 10. Comments on Nuisance Enforcement



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 2.8 to 3.3, meaning the road services were rated almost good to very good. When “very good” and “good” responses were combined, responses ranged from 67% for neighborhood snow plowing to 93% for street sweeping in the business areas as seen in Table 16.

Table 16. Road service ratings

	<u>Very Poor/ Poor</u>	<u>Good/ Very Good</u>	<u>Average</u>
	Percent		
Street sweeping in business areas (n=311)	7	93	3.3
Appearance of medians and parkways (n=379)	7	93	3.2
Maintenance of bike path system (on street lanes & paths) (n=331)	11	89	3.2
Snow plowing on major streets (n=385)	15	85	3.2
Street sweeping in your neighborhood (n=337)	16	84	3.1
Condition of streets in your neighborhood (n=380)	20	80	3.0
Surface condition of major streets (n=381)	18	82	3.0
Ice control at intersections (n=378)	28	72	2.9
Snow plowing in your neighborhood (n=382)	33	67	2.8

Figures 11a&b compare this year's road service ratings with ratings from four previous years. Two categories show an increase in satisfaction from 2021 and for five other categories the satisfaction remains same as 2021. Seven out of nine street maintenance features were ranked "good" with an average score higher than 3.0. Two street maintenance categories received slightly lower average ratings: ice control at intersections and neighborhood snow plowing. In 2022, all the nine street maintenance features mentioned in Table 16 were viewed the same regardless of geographic residence.

Figure 11a. Quality of street maintenance features (2018-2022)

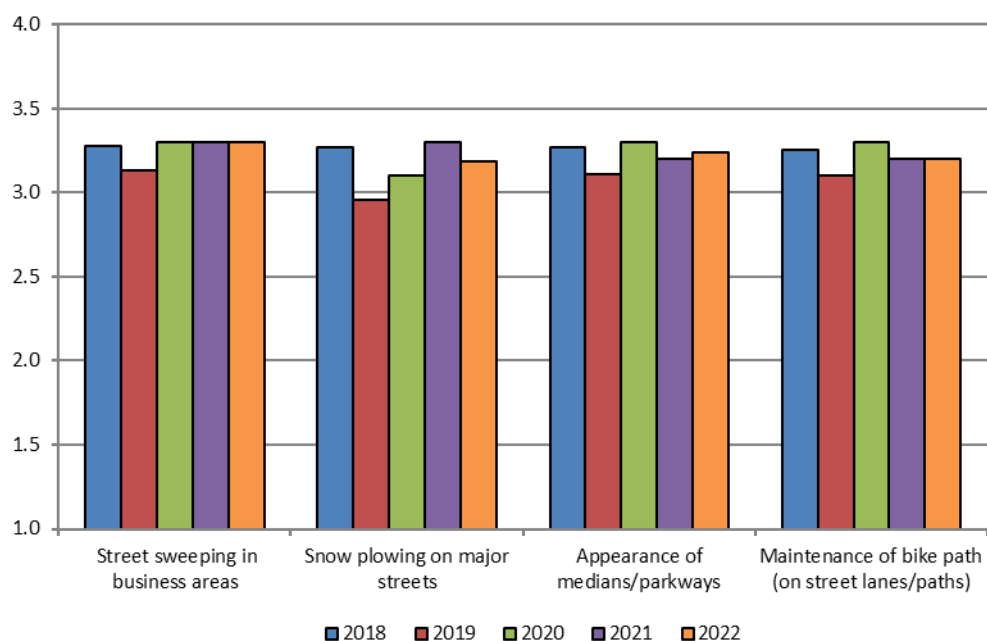
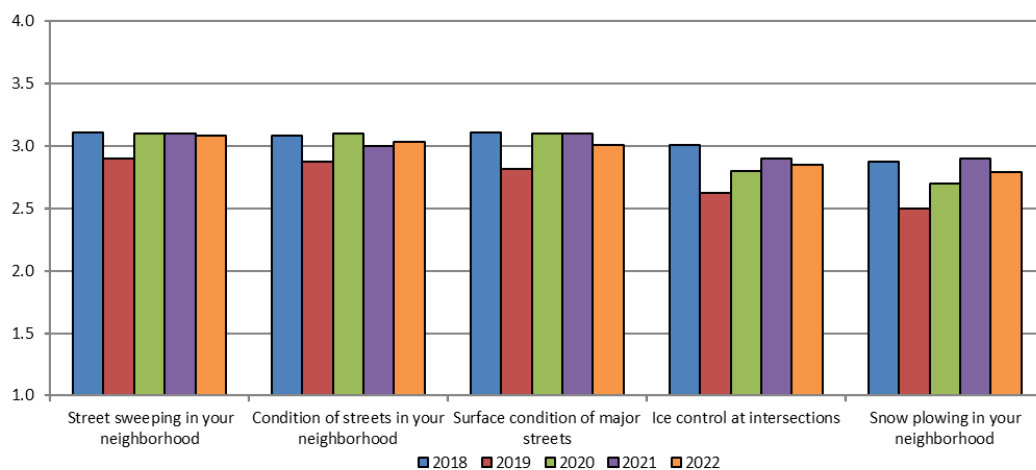


Figure 11b. Quality of street maintenance features continued (2018-2022)



The survey also asked survey respondents to rate the effectiveness of coordination between traffic signals. Table 17 shows that while 58% of respondents said coordination was “often and/or almost always” effective, another 35% said the coordination was “rarely to sometimes” effective.

Table 17. Signal Coordination Effectiveness (n=382), 2022

	Percent
Often effective	36
Almost always effective	22
Sometimes effective	25
Rarely effective	10
Don't know	7

Comments on Street Maintenance

Several people responded with positive comments for street maintenance and cleanliness. This year, the most common complaints were about road specific repairs and maintenance, snow/ice removal from roads and sidewalks, bike lane and pedestrian maintenance, and lack of coordination in traffic lights. Several people identified specific problem intersections, which are listed below. Other comments are also listed below.

Positive Comments

- Clean streets
- Street maintenance gets a A+
- Better than most places but the whole of Grand should be reevaluated.

Specific areas that need attention are:

- Road specific repairs and maintenance
 - Give East/West traffic at the Grand/13th intersection a dedicated turn like North/South has.
 - Driving west on 13th St trying to get through the Grand Ave intersection is terrible.
 - 1514 Duff is in shambles and has been for years 1118 Grand Avenue has a backyard with trash and unused cars and looks like dump and has for years.
 - Illinois Ave. needs repair, but I know it's a low priority because to such a small road.
 - Poorer neighborhoods experience less street maintenance. I love seeing the street sweeper come through. Go street sweeper!!
 - Lincoln way is not synced very well it seems.
 - Please repave 7th St between Duff & grand. It is a mess.
 - Still have gravel road at Adams St.
 - Specific intersections that cause a lot of annoyance are 13th & Stange, 13th & Grand. It would make much more sense for those intersections to have left-turn only lanes rather than backing traffic up half a mile behind them.
 - The asphalt blend used on the roads is very reflective during rainstorms making it very difficult to see the lane markers and painted indications with a lower vehicle. A less oil-based resurfacing asphalt may be beneficial to reduce this.
 - The outside lanes on 13th- both sides- are pretty rough but I think the patching is adequate for as long as possible.
 - There should be protected turn lanes on Lincoln Way into downtown Ames.

- Bicycle and Pedestrian
 - Bike path along 6th St. needs to have cracks addressed. I have contacted Public Works about putting Blackwood circle on the 5-year plan – but no response.
 - Changing Duff for bike path was a terrible idea. Messed up traffic for all driving cars on Duff.
 - I don't use bike path- they are mostly glorified sidewalks. Our street was partially resurfaced in 2017- the rest of it is horrible.
 - I still can't believe you took away a lane of traffic in numerous locations and put in bicycle lanes; I rarely see any bicycles on them.
 - I would like a sidewalk along Ross Road, the sides of the street are broken and uneven - a tripping hazard.
 - The bike path to campus from west need fixing.
 - The restriping of streets to make bike lanes against the curb seems to make dangerous bike paths. I would not feel safe riding in this junction of pavement and curb with frequent tire-grabbing cracks and potholes.
 - The sidewalk in town are trip hazards, unsafe and are a discouragement to walkers and people with strollers/bikes.
 - On street bike paths are good, as are wide sidewalks and off-street paths.
- Snow and Ice removal/Slippery Pavement
 - How about keeping the snowplows on the street and not in my yard. Corner lots get beaten up every winter.
 - Snowplows dump "concrete" consistency slush on resident's driveway mouths - causing pile-up. Need to stop this in private driveway mouths.
 - City plows often plow entrances to driveways shut, refilling private drives that have been previously cleared by homeowners. Snow is often also thrown up unto previously cleared sidewalks, making front traffic dangerous or not possible, after homeowner has carefully cleared paths on walks.
 - Despite snowplows going through even main streets, there is always a layer of ice and snow that stays on the street. Neighborhood streets are even worse. I refuse to drive around Ames days after a snow storm goes through.
 - The street crossing on the steep hill of Hayward (at Campus Ave) became dangerously icy. If there is any way for the city to add sand or something to the intersection, I think it would make it significantly safer in future years. It also makes the crosswalk completely inaccessible for disabled or mobility-limited people.
 - Each year I dread winter because I know that our plow team is so insufficient, it would be better for me to hand move snow on our roads. They do not appropriately plow inside the trailer park where I live. This is an area that the city of Ames greatly needs to pay attention to as it is a yearly hazard.
 - Ice control: plowing leaves sidewalk, crossing blocked and difficult/dangerous to use for pedestrians.
 - My street can have major snowplow issues, with plows packing down snow and leaving a T intersection very icy.
- Traffic light coordination
 - Lights are very poorly timed across the whole city.
 - Change is needed for timing on Hyland/13th streetlight
 - Except the intersection at Duff and Chick-fil-A. in winter months, I timed it one day, I sat with red light on S3rd/4th and duff for over 8 minutes before it finally triggered (6am timeframe) even now in summer months, it's kind of unpredictable, not sure

how the sensors work in that intersection.

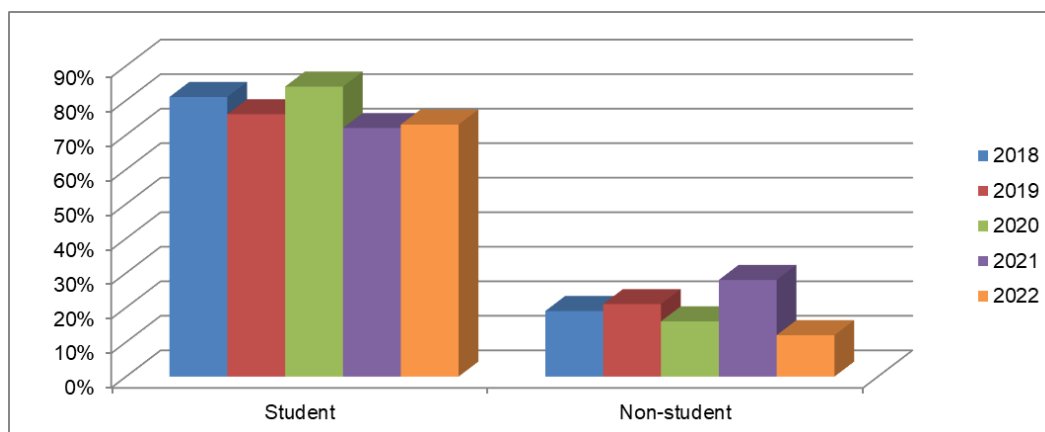
- Going down Lincoln Way either way if you get one red light you get every single one between 3pm and 7pm otherwise you get all green.
 - I think the traffic lights are out of sync here are purposeful, but it causes people to become more frustrated and aggressive when driving to try to beat the lights.
 - I was not aware this existed, and I am often trapped at multiple lights going down major roads.
 - Lights too long on side streets.
 - Some traffic lights seem off - traffic is congested due to the flow of lights. Some too long.
 - The number of lights has been put up back up traffic significantly. Roundabouts are a lot more efficient.
 - The light at 13th St needs a green arrow or a turn lane.
 - The traffic light at South Duff & South 16th Street - East & West needs changed- most times it only gets 3-4 cars thru- needs separate east light and separate west light.
 - The traffic lights on Lincoln Way between Sheldon and Beach are set up where it is normal to hit every light red. The only way to get greens most the way is to either wait for the next light to turn green before going or to speed an unreasonable amount.
 - Signal timing is horrible. Progression on Lincoln Way especially is start/stop all the way.
 - Some seem long- red lights!
- Traffic Control Signage
 - Need left signals on 13th & Grand- East/West bound. Turning left onto Grand from 13th Street, can't see other traffic coming and barely make it through light.
 - Inconsistent turning arrows in Stange & 13th St intersection. City streets with bike path lanes is totally confusing and sometimes downright dangerous.
 - I'm not sure if this has to be coordinated by the apartment complex, but the arrows exiting Copper Beech should be changed- most cars are going straight from the right lane, while the arrow indicates it should be done from the left lane, and the way the streets line up I think it makes more sense for it to be the right lane.
 - Some signals seem to go by too fast. I notice it most at Lincoln/Grand, and the new light by Ada Haden heading to Gilbert.
 - The Campustown area seems to have signals coordinated to slow traffic down.
 - The traffic signal on Stange Rd. & 13th street doesn't work after midnight. So, I waited 15 minutes, and it still didn't change. So, I detoured the other road (very inefficient). Some people disregard the traffic signal because of out of order.
 - PLEASE change the stoplight at S 16th street and S Duff Ave. The traffic that heads westbound on 16th street needs more time/more time to turn left onto southbound Duff. Please also change/add time to the stoplight at S. Dayton Ave. and SE 16th street. OR add additional lanes to this intersection! Again, traffic is always backed up.
 - Other
 - Horrible! City keeps adding traffic lights and stop signs but hasn't care of slowed traffic. South/North traffic is a nightmare slow.

- It appears the City has gotten the message that the streets are a disgrace. Finally, there are some sections getting fixed. But there is lot to catch up.
- I live in a townhouse in Briardale. I believe Truman Place is a city street. In the winter we have trouble getting out of the association.
- I wish they wouldn't plow into parking spots in my neighborhood, specifically at my apartment, because then there's not enough spots to park at.
- Our streets are privately owned but in the city, and we pay taxes as well as maintain our streets.
- This has got to be my #1 highest priority issue in Ames. ("the land of red lights"). Ames has by far the worst traffic signal effectiveness I've ever seen. None of the lights communicate with each other.

CyRide

Ames' mass transportation system – CyRide – was evaluated in the survey. Note in Figure 12, the difference in ridership between those identifying as students and non-students. Among respondents who used CyRide at least once a week, 85% were students and 15% were non-students.

Figure 12. Use CyRide at least once a week, 2018-2022



In 2022, 44% of survey respondents reported some weekly use of CyRide, which is the same as 2021. In the past five years, the use of CyRide has averaged around 45% (between 44% and 49%). In 2022, 56% of respondents reported they never rode the bus.

There was a 4% increase in those using CyRide 7 to 10 times in a week compared to 2021. There is also an increase in of 1% in those using CyRide once in a week and more than ten times in a week, respectively. However, CyRide use in 2 to 6 times per week faced a decrease of 7% from the last year (Table 18).

There is a correlation between resident demographics and CyRide usage. CyRide users are mostly

younger (under 25 years of age) and have stayed in Ames for a shorter period of time (average 5.8 years). The non-CyRide users were older (average age 52) and have lived in Ames longer (average 21 years). The majority of those who using CyRide were students (85%) and mostly renters (85%).

Table 18. Respondents' weekly CyRide usage

Weekly use	Survey Year				
	2018	2019	2020	2021	2022
	Percent				
Never	51	56	55	56	56
2 to 6 times	17	16	17	25	18
7 to 10 times	16	12	12	8	12
Once a week	5	4	3	6	7
More than 10 times	11	13	13	5	7

When respondents were asked what would make them consider using CyRide, if they are not currently using it, more than half (54%) said "nothing." Eighteen percent mentioned they would use the service if there were more frequent routes near their residence. Additional factors that would encourage increased CyRide usership included more area coverage (16%), longer service (earlier/later) during the day (12%) and lower fare (4%) or no cost (9%) (Table 19). Many respondents commented that they plan to take CyRide once things become better with the Covid-19 pandemic.

Table 19. Services that would make you consider using CyRide if not currently using this service (n=198)

<u>Reason</u>	<u>No.</u>	<u>%</u>
Nothing	106	54
Service was more frequent on routes near me	36	18
Services were provided to more areas of Ames	32	16
Service was offered on my route longer during the day (earlier or later times)	23	12
The fare when boarding the bus was at no cost	18	9
The fare when boarding the bus was lower	8	4
Other (specify)	27	14

Other responses to consider using CyRide

- Better understanding of schedule/routes (x3)
 - Getting more familiar with CyRide and learning how to use it
- Proposed route
 - Commuter service to DSM back daily
 - Routes require transfer at City Hall
- Frequent stops (x4)

- If there were less stops
- Covid-19 implications (x5)
 - Will use after Covid
 - Should have no mask requirement
 - Work from home currently
- Others
 - Doesn't fit my lifestyle.
 - If I could no longer drive
 - If I didn't have a car
 - If the city became less bike friendly
 - If we no longer had a drivable car
 - If my car breaks down
 - Too confusing

Comments on CyRide

- Bus Stop Locations and Shelter
 - I have to walk 3 blocks to get a bus and wait without shelter. I have trouble with grocery, shopping and find it impossible to use the bus.
 - I wish there were more frequent routes and more shelters at stops. There are far too few. You also can't access large parts of the city using public transit. Especially east Lincoln Way and east 13th St.
 - The CyRide system need more bus shelters across town. That is probably the most major barrier to riding. I do not want to stand in the wind or rain waiting for a bus, which results in me only taking the bus when I really have too instead of as a convenience or primary form of transportation.
- Additional Bus routes
 - I would like more designated areas along the streets where buses could be out of traffic to let passengers on and off.
 - I would use the bus if it came to Ken Maril Rd.
 - Mostly fantastic, would use it more on weekends if the Cherry bus route operated.
 - No bus route on Eisenhower Ave.
 - I would also like some kind of shuttle service to Ankeny and Des Moines for commuters and airports. Doesn't have to be often but a couple times a day for a few would be incredible.
- Bus Schedule/ Timing
 - I think the timings of buses can tag team! All the buses arrive at the same time to the main stop, and it is not helpful.
 - I worked at Hach. Bus times not early enough for the 1st shift. This also true for all other industrial plants in Dayton Ave.
 - In the morning (8-10 am) and evening (4-6 pm) more frequent buses would be beneficial due to the high usage of the buses.
- Positive Comments
 - Excellent, no exceptions.
 - Good service.
 - Great resource. Would be great is West Ames connected more to downtown and to Duff.
 - I am a student so I ride free but I still think that the rate being only \$1 is great for

- non-students like my partner.
 - Great service! Expand if possible!
 - The CyRide is one of the best things to ever happen for Ames in terms of public transportation.
 - Very helpful.
 - Very reliable.
 - I have never had any complaints about the CyRide.
 - I love CyRide. I used to use it every weekday before the pandemic. I'm still mostly working from home, so there's no need to commute, but when I return to work in person, I will return to using it more regularly. Sometimes I wish it wasn't a 20+ minute wait between buses to non-campus stops (red and green route), but still reliable (recently the bus was 10+ minutes late from its scheduled time).
- Don't Use I Drive/Walk/Bike
 - I am impressed with this service and what it offers other patrons of Ames however I travel so many places in one day it isn't feasible for me.
 - I have my own car (x2)
 - I live near campus and prefer to walk everywhere.
 - I live within walking distance of most things so don't have a big need for CyRide.
 - I use Dial-A-Ride (HIRTA) since I use a walker.
- Suggestions
 - Would be cool if they had Wi-Fi
 - Would love to use CyRide more often if it is more convenient to use.
 - I would like masks to not be a requirement on this mode of transportation, since most places of business no longer require them/ Lift the mask mandate. Buses can be packed like sardines and there is little evidence that masks short of an N95/KN95 do anything to protect from COVID-19.
 - In the summer, use only small bus. I look at the waste of those buses with 1 person on them. And every year CyRide wants more money. It's a waste on energy and tears up the streets. Better management is needed here.
 - It's ugly to see most buses empty or almost empty in my area. Invest in smaller buses, even cars would do.
 - Keep on replacing older diesel buses. They are noisier and give off more pollutants. I do wish to keep the old school leather seats from old CyRide. Those are better :)
- Others
 - I utilized CyRide my freshman year, and it was a great service. I just moved closer to campus and didn't need the service anymore.
 - I am impressed with this service and what it offers other patrons of Ames however I travel so many places in one day it isn't feasible for me.
 - Too inconvenient to wait.
 - Too old. Did not use in the past. Now need to limit distance walker. Still drive. When I can't longer drive will use Hirta or whatever that service is called.
 - Used to use it frequently, and it is one of the better bus systems I have used. The downside in Ames is that the trip from the bus stop to destination is frequently not easily walkable or requires crossing very busy streets. Lots of sidewalks in the city just randomly end.
 - I don't trust the safety of riding a bus.

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 poor (1)” to “very good (4)” 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 recreation features continues to be high between 87% (restrooms) to 99% (overall appearance of the parks) of users providing a combined “very good” and “good” rating. The average rating ranges from 3.1 (restrooms) to 3.5 (overall appearance of the parks) on the 4-point scale.

Table 20. Users’ Satisfaction with Parks and Recreation Features, 2022

	<u>Very Poor</u>	<u>Poor</u>	<u>Good</u>	<u>Very Good</u>	<u>Average*</u>
Overall appearance of parks (n=366)	<1	1	48	51	3.5
Wooded areas (n=315)	<1	3	48	48	3.4
Playground equipment (n=212)	<1	3	50	46	3.4
Hard surface trails/crushed rock trails (n=325)	1	5	55	40	3.3
Picnic areas (tables/grills) (n=301)	<1	4	58	37	3.3
Shelter houses (n=260)	<1	5	58	36	3.3
Tennis courts (n=153)	0	5	69	26	3.2
Restrooms (n=247)	1	12	66	21	3.1

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

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

This year, most features (5 out of 8 items) were rated the same as last year, see Figures 13a & 13b. Two features, hard surface trails and tennis courts were rated 1% lower than 2021 (with an average of 3.3 and 3.2, respectively). Restrooms while still having the lowest rating among all features was rated slightly higher in 2022 compared to the three previous years.

Figure 13a. Rating of Parks and Recreation Features in the past 5 years

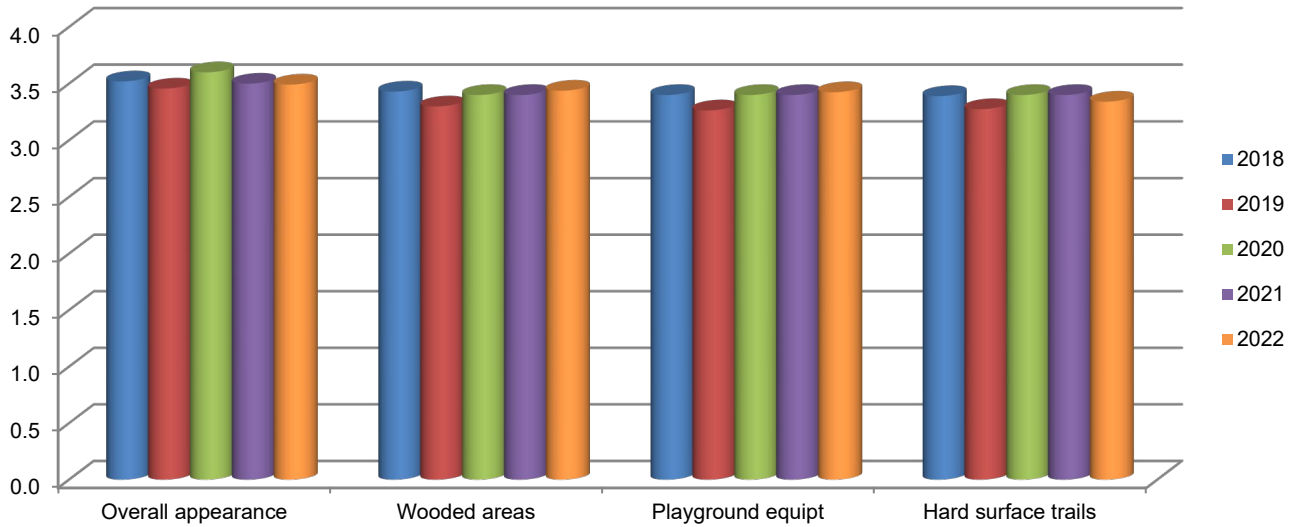
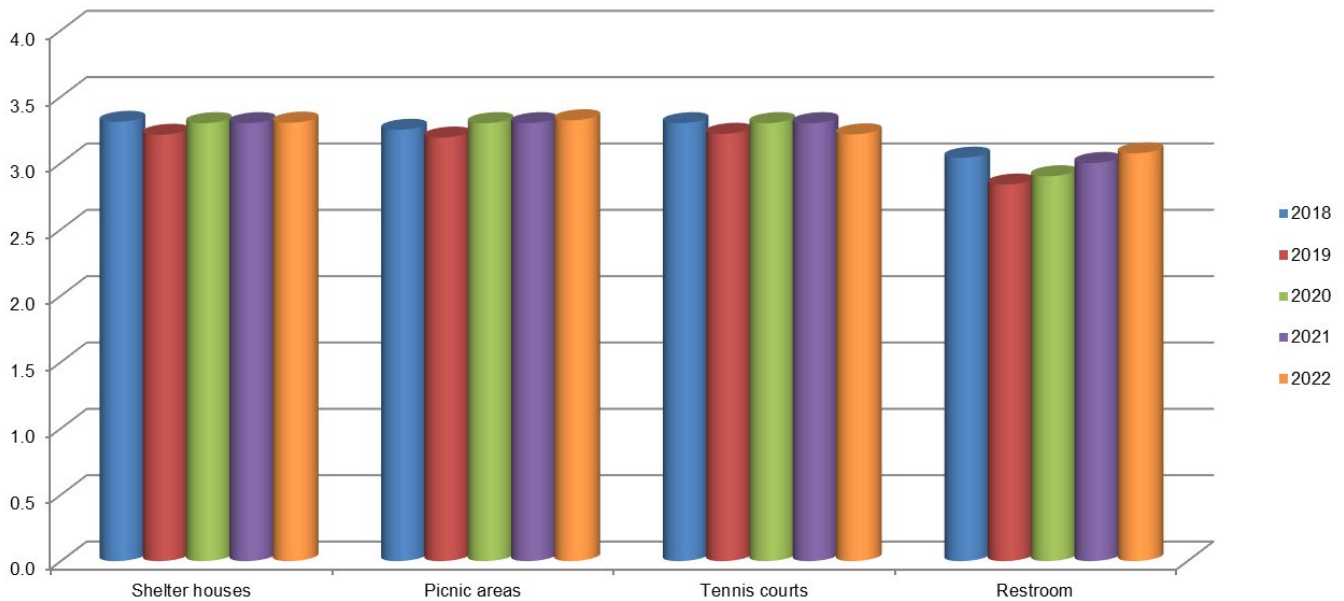


Figure 13b. Rating of Parks and Recreation Features in the past 5 years



Comments on Parks and Recreation

- Positive Experiences
 - Ada Hayden and Miracle Park are superb
 - All great! / I like all that I've seen!
 - Brookside Park well maintained, Moore Park highly utilized and well kept.
 - For a small town, Ames has exceptional parks and rec. The dog park is one of my favorite parks.
 - I don't use the parks much, but the facilities always look very well maintained.
 - I love that parks have pet waste stations. More garbage cans means less trash on the ground usually
 - I love the parks in Ames, definitely favorite place for me to go.
 - We use the Ames parks often in particular, the Munn Woods and Daley Park. We enjoy using them very much.
 - Trails are always great.
 - Haven't visited these areas due to Covid. When I used to visit them, I enjoyed the picnic areas I was very impressed with all the facilities.
- Upgrades and Maintenance of Parks and Playgrounds
 - Ames has a lot of amazing parks but some maintenance on some hiking trails are needed. McFarland. Some trails in Ames are marked as "limited maintenance" year-round but it would be nice to see more active effort to inspect the trails for brush or debris.
 - More trees planted around playground equipment. Maybe even around the schools also.
 - Parks could use more dog waste stations with bags and disposal bins.
 - Playgrounds are too boring. Make them more interesting, different, challenging.
 - Some maintenance is needed on the playground equipment in Parkview Heights.
 - Need to remove the knocked down trees in some parks
 - Need more lights around the parks at nights.
 - Some water fountains need repair and maintenance.
- Trail upgrade and maintenance
 - I love running the trails at the different parks. So, anything with flowers to make it eye appealing is great!
 - I love the hard surfaced trails, but I wish there were more dirt or crushed rock trailed to walk/run.
 - Paved trail surfaces need to be maintained more for specifically bikers. Stuart Smith Park and related trails have many cracks that make biking bumpy. For walking and running, the pavement is okay.
 - A lot of dead and downed trees. Would like to see reforestation/ new tree planting in these woods.
- Additional Amenities/ Recreation facilities
 - More scattered picnic areas, shelters, and tables.
 - Could use more urban forest.
 - More bike and walking trails.

- More green space and habitats for wildlife.
- More tennis courts with lighting would be awesome!
- Needs a roller skate rink or more natural hiking paths.
- It would be great if trails have more water fountains, restrooms, and bike fixing stations. Long bike trails would be amazing as well.
- More well-connected hard surface trails
- We need a swimming place in the nature, like a beach on Ada Hayden.
- Would like more playgrounds designed for younger kids - toddler age- 1-4 years old.
- Bathrooms
 - Need soap in bathrooms!
 - Need to clean on a regular basis.
 - Restrooms are many times closed and far from picnic areas.
- Suggestions
 - Reservation of shelters in the parks at Ames could come at a cheaper price or rate for ISU students/student groups!
 - I have seen two homeless shelters within the woods near Cold Water Golf Course and near the veterinary school. Either we need to remove this ability for homeless people to gather here, or cameras, lights, and other safety features should be installed.
- Others
 - Bike paths along Stuart Smith Park and some of Brookside Park have large bumps which are hard on the hands and wrists.
 - Consistent presence of trash, abandoned furniture, and debris, which is frustrating that the property owners are not held responsible for these kinds of things. This is especially evident in the lower income areas, where I happen to live.
 - The sand volleyball courts are often well kept and set up in time for the warm weather to hit every year, but league nights make it difficult to find a court and the lack of lights on some of the courts makes it difficult to play in the fall.
 - Too many parks, too expensive to maintain

Ames Public Library

Generally, survey respondents rated 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 100% of the respondents. On the 4-point scale, average scores ranged from 3.6 to 3.8 (good to very good). Meeting/study rooms received no poor or very poor ratings.

The most highly rated features (average score from 3.6 to 3.8) were the welcoming atmosphere followed by ease in asking questions of library staff by phone, availability of seating, Bookmobile service, customer service, meeting/study rooms, programs (story hour, book discussions, concerts), range of materials available (books, videos, magazines, software), and use of library resources from home via computer. The feature receiving the lowest rating was wait time for requests/holds.

Table 21. Users' ratings of Ames Public Library Features, 2022

<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=255)		1	18	81	n=136	3.8
Customer service (n=230)		1	24	75	n=160	3.7
Asking questions of library staff by phone (n=157)		1	25	74	n=232	3.7
Meeting/study rooms (n=165)			28	72	n=224	3.7
Bookmobile service (n=104)		2	27	71	n=284	3.7
Availability of seating (n=216)	<1	2	29	69	n=171	3.7
Range of materials available (books, videos, magazines, software) (n=243)		3	30	67	n=147	3.6
Use of library resources from home via computer (n=169)	1	1	31	67	n=221	3.6
Programs (story hour, book discussions, concerts) (n=128)		2	34	63	n=262	3.6
Internet/computer services (n=152)		6	38	57	n=236	3.5
Handicapped accessibility (n=103)		3	44	53	n=284	3.5
Page One – the library newsletter (n=80)		1	54	45	n=309	3.4
Wait time for requests/holds (n=189)	1	3	48	48	n=199	3.4

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

Only 45% 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, 38% 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 23% of non-ISU students listed parking as a barrier for not using the Ames Public library more often, only 15% 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	I don't have time	I get materials from other sources	Parking is a problem	Library is not open during hours that are convenient to my schedule	Other
Percent					
Iowa State University student (n=130)	54	51	15	10	20
Non-ISU student (n=65)	49	31	23	9	20

Other reasons mentioned for not using the Ames Public Library were:

- By non-student (n=13)
 - Bad English
 - Pandemic (Covid-19) (2x)
 - Do not support LGBTQ functions allowed at a family-centered environment
 - Don't get out that way
 - Getting too old
 - I am unfamiliar to layout and haven't time yet to explore
 - No time
 - Less books for my preteens. They prefer older, classics, there is more modern books, that we don't allow kids to read.
 - Not interested
 - Too lazy to go to the library
 - Unable to get help to be able to access materials online
 - You can only use the computer for 30 minutes
- By ISU students (n=25)
 - I use Parks Library (25X)
 - Cost of parking
 - Distance from campus. I rely on CyRide to get around.
 - I don't live near it
 - I stay in my office, everything that I need I can find on the internet
 - I work from home
 - Must be a state resident to get a library card.
 - Never ever seating
 - Social distancing
 - Sometimes desired material cannot be found at this library.

Comments on Ames Public Library

A majority of respondents are generally very pleased with the Ames Public Library. They used the following encouraging words and comments: always satisfied, amazing, excellent, love, great work, fantastic, gem, use frequently, "a necessary option in any community," wonderful, and a great resource. They also mentioned the nice, friendly, and helpful staff. Some of the features mentioned were the Bookmobile, books on CD, clean facilities, range and quality of programs/services, outstanding children's programming, and gender-neutral bathrooms. Several respondents commented about enjoying the library's atmosphere, "a warm and welcoming environment." One survey respondent noted a recent library improvement, "I am so impressed for the automatic doors installed at the entrance."

There were a number of requests provided by respondents to make the library even better including funding ongoing maintenance, having additional evening events for young adults, adding evening play time/groups for working parents, and improving protection for patrons and workers. Several respondents suggested adding resources to the library's collection: gaming consoles available for checkout, western fiction, large print books, and more online books available in Spanish. Two respondents lamented the long wait times for popular items. One person felt that there was a better book section in the past.

Library parking is an issue with mixed comments. More respondents commented that they viewed parking as a barrier to library use.

- "Parking can be a problem."
- "Nearby free parking would be nice."
- "Additional free parking locations would be useful, as the only alternative to parking alongside the library is to park along the railroad tracks south of the library, requiring a walk that is not desirable in cold winter months."

While another respondent appreciated having free lots within several blocks. "I absolutely love the open hours free parking on Main/by the Library. Cities and Ames (in particular for its size) tend to have a parking problem that stops people like me who may live a distance from the city center from frequenting it. But the parking lot means I can visit the library and my favorite stores whenever I can!"

Extending library hours was requested as well. Two people made requests to have extended hours on Sundays. Another respondent requested being open during holidays. There were also several general requests for extended hours. One commented, "Unfortunately when I think of heading to the Library, it is in the evening after dinner and other stuff is done. It's usually closed by then." Another suggested, "I think the Library could have a section open at all hours for students to have a quiet place to sit and study. I would prefer more options than just the ISU Library."

A number of ISU students commented that they prefer using the Parks Library because it is more convenient and has most of the resources that they need. Another student commented, "I use Parks Library much more, but the public library is also good." Here is additional positive response regarding the APL's study spaces, "I love how they have adult and children areas

separate. This allows me to study without any distractions. Tables and study spaces are always very clean and well lit! If I do not feel like paying to sit at a coffee shop, I usually go to the Ames Library to work.” A final respondent shared, “I was thrilled I could get a library card, when my home residence is not in IA.”

Many respondents commented about the Library being a great community resource, “[I am] very thankful for a place that people can access internet, use a telephone, and get help with issues like filing taxes.” And another respondent commented, “public libraries are a good program and deserve to be funded.” Other respondents feel like the public library is trying to provide too many community services. One respondent commented, “It's an unlicensed daycare/homeless shelter/coffee shop/gaming parlor that's noisy and filled with people sleeping, eating, and running around. I prefer a quiet library where people come to read.”

Online books and services were another topic of discussion in the comments. Below are some of the thoughts that were shared.

- “I have “explored” the streaming offerings, but I really haven't had time to use them.”
- “I mainly use APL online - book searches and holds. Very convenient, easy self-checkout, staff friendly if help needed.”
- “I really like the Libby app for reading. It makes it easier for me to access the library's books when I do not have enough time to actually go to the library.”
- “The borrowing times for online books is also more limited than the physical books, which requires renewing the loan more frequently.”
- “I would encourage having even more resources/books available online. I used the online book service during the pandemic. It was easy to use. One limitation of the service is the lack of books in Spanish.”

Several respondents provided comments related to the Covid-19 pandemic and how this affected the Library operation and individual users’ Library use:

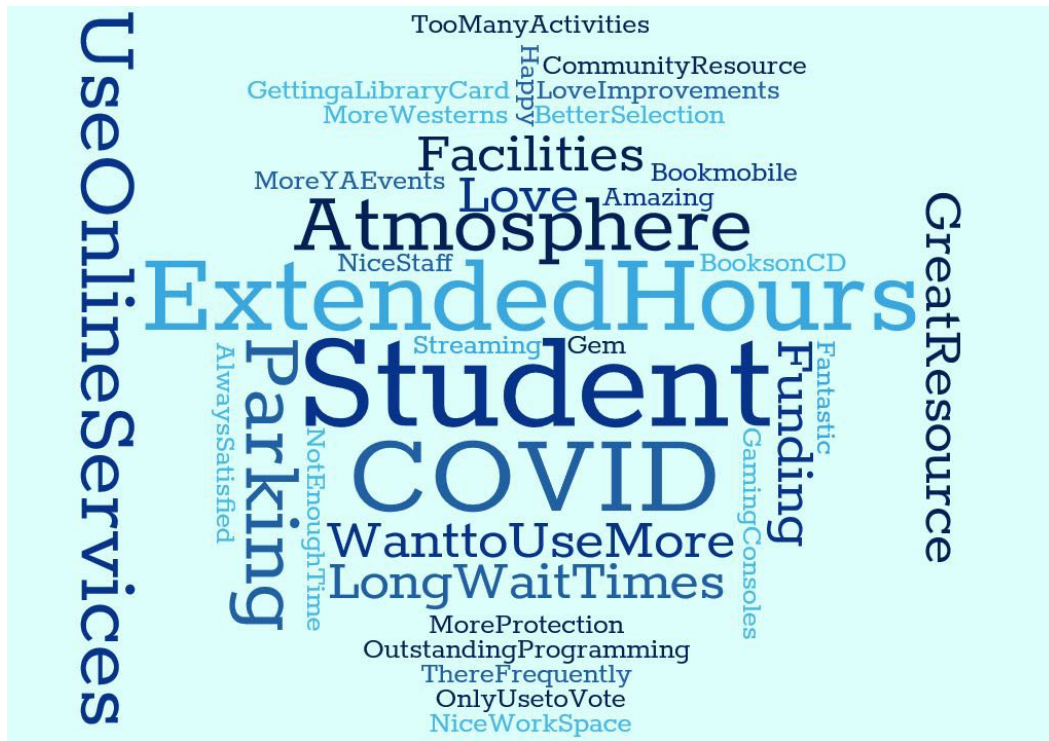
- During Covid it was closed most of the time. I understand the safety aspect but it was somewhat ironic the public place for people to use internet when they don't have it available at home to them closed down.... so then community members were even more isolated from the rest of the world. Kids who didn't have internet at home couldn't go to school. Workers that needed to work online couldn't work. It was disappointing to see that Ames Library did not find ways to stay open and serve the community that needed them most in this time of need.
- I haven't visited the library as frequently due to Covid concerns
- I love the Ames Public Library. Wish I could spend more time there. I haven't been back except once post-covid/2020.
- We haven't used the library in 2 years due to pandemic. Hope to resume soon.

Others indicated that they would like to use the library more,

- “Hope to use library resources more in the future.”

- “I love the library and all the services & programs. I wish I could attend more.”
- “I love the Ames library, just do not have time to enjoy the services.”

Figure 14. Comments on Ames Public Library



Information Dissemination

The next section of the questionnaire focused on residential preferences for City of Ames 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” as well as “don’t use”. Table 23 shows the results. The most frequently used sources for local government information included City of Ames website (70%), Facebook/Twitter/ YouTube (64%), CitySide (utility bill insert) (57%), and ISU Daily newspaper (50%).

When asked about the degree of usefulness of those sources, the most useful source was reported to be social media including Facebook/Twitter/YouTube (average of 2.5 on a 1-3 scale). Also, City of Ames website was the most highly used source, and second in terms of usefulness (2.4).

Table 23. Usefulness of Media Sources for Government Information, 2022

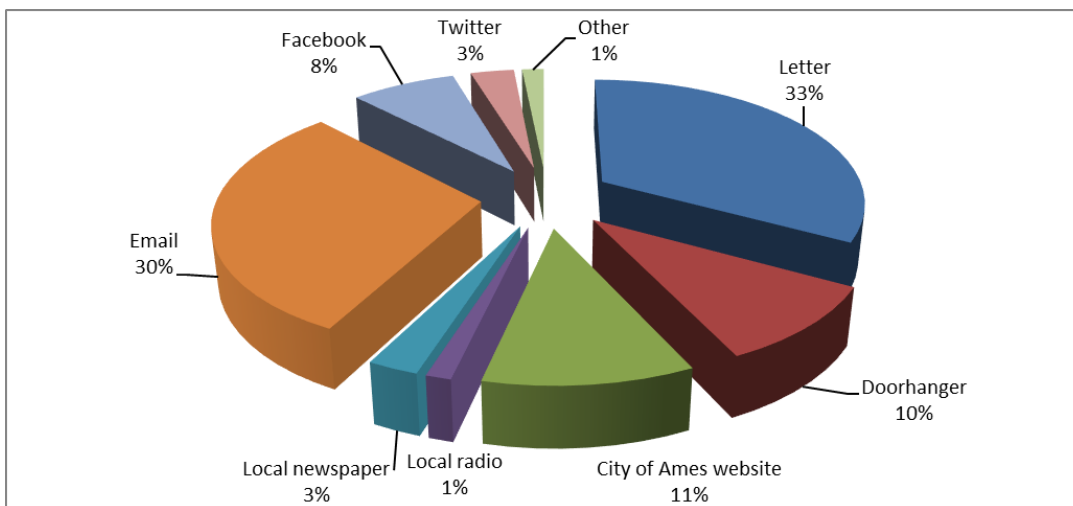
Media	Don't Use Percent	Use	
		Percent	Average*
Facebook / Twitter / YouTube (n=243)	36	64	2.5
City of Ames Web page (n=272)	30	70	2.4
CitySide (utility bill insert) (n=216)	43	57	2.3
KASI/KCCQ radio (n=119)	69	31	2.2
Ames Tribune newspaper (n=187)	52	48	2.1
KHOI (n=88)	77	23	2.1
Des Moines Register newspaper (n=162)	58	42	2.1
ISU Daily newspaper (n=195)	50	50	2.0
Cable TV 12/Government Access Television (n=104)	73	27	1.9
The Sun (n=125)	68	32	1.9

*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, meetings, and other news in their area. Figure 15 shows that the letter (33%) is the most favored methods of communication, followed by email (30%), City website (11%), and door hanger (10%).

The responses varied slightly for ISU students. Email is the best way to communicate (36%), followed by letter (23%), City of Ames website (13%), Facebook (8%), door hanger (7%), Twitter (6%), local newspaper (3%), and local radio (2%).

Figure 15. Preferred method to learn about City services, programs, or projects, 2022



Figures 16a&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 variation in average scores this year compared to previous year. Social media followed by the City of Ames website and CitySide newsletter remain the most useful sources of City information.

There was a slight increase in the perceived usefulness of the following communication sources of information regarding construction projects, programs and meeting in the city this year compared to last year: KHOI, KASI/KCCQ, DSM Register, The Sun, cable TV12, Facebook/ Twitter/ YouTube, Ames Tribune newspaper, and City Side (utility bill insert).

News sources that saw a slight decrease in the perceived usefulness in 2022 were the ISU Daily newspaper, and City of Ames webpage.

Figure 16a. Usefulness of news sources over the past five years (Users only)

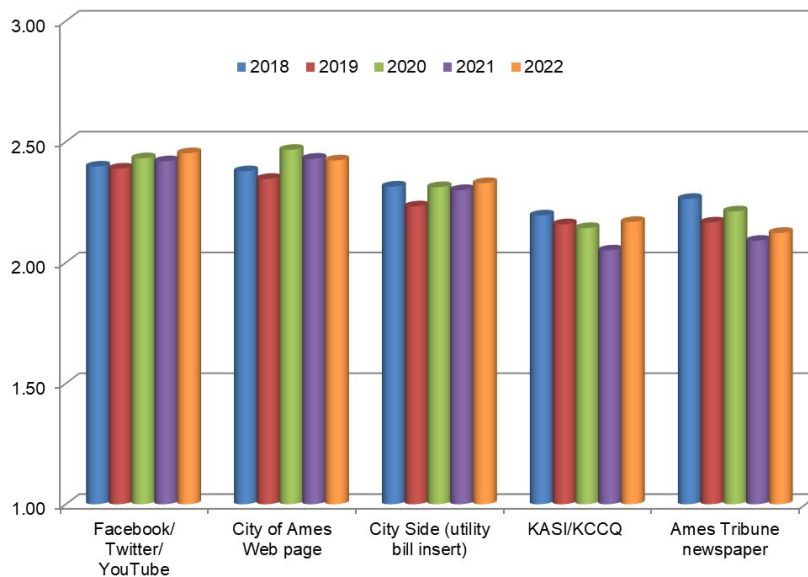


Figure 16b. Usefulness of news sources over the past five years (Users only)

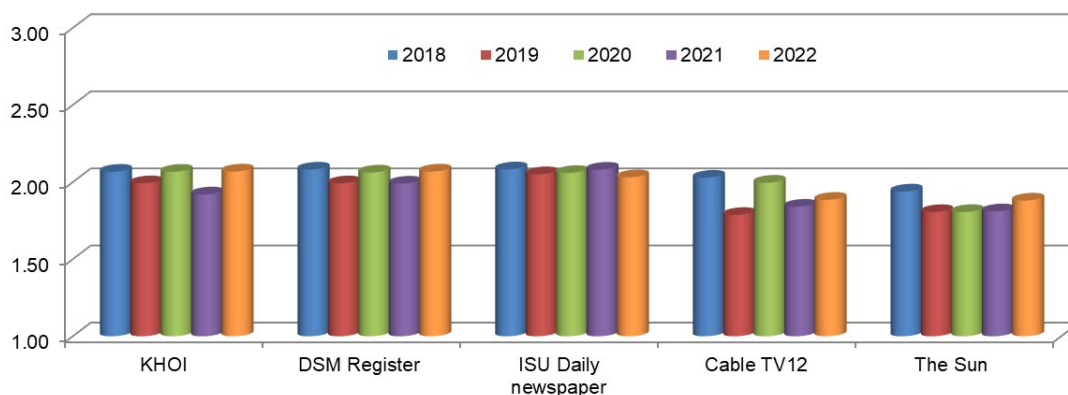


Table 24 indicates the usefulness of various communication tools based on the respondent's student status. There were some statistically significant differences between student and non-student responses. The prime sources such as social media including Facebook/Twitter/YouTube and City of Ames website and were equally useful to ISU students and non-student residents. Likewise, both groups found KASI/KCCQ radio, Des Moines Register Newspaper similarly useful. CitySide (utility bill insert), Ames Tribune newspaper, and KHOI were also perceived to be important to both groups. Even if their average scores are different from each other, they were not statistically significant. On the other hand, ISU Daily newspaper and Ames Television/Government Access Television were more useful to the ISU students than to non-student respondents at the .05 significance level.

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

Information Source	Non-student	Student
	Average	
Facebook/ Twitter/ YouTube	2.5	2.5
City of Ames website	2.4	2.4
CitySide (utility bill insert)	2.4	2.2
KASI/KCCQ radio	2.2	2.2
Ames Tribune newspaper	2.2	2.1
Des Moines Register Newspaper	2.1	2.1
KHOI	2.0	2.1
The Sun	1.9	1.8
ISU Daily newspaper*	1.8	2.1
Ames Television/Government Access Television*	1.7	2.0

*Statistically significant at .05 level

Note: Average was computed using these values: 1="not useful"; 2="somewhat useful"; 3="very useful"

Ames Television

City Channel 12 has been rebranded as Ames Television. This communication tool is available to Mediacom TV subscribers and is streamed from the City's website. Only about one-fourth (21%) of survey respondents were Mediacom cable TV subscribers. Among the Mediacom subscribers reporting, 76% never watch Ames Television.

Table 25 shows that Ames Television has peak viewership between 6 p.m. and 9 p.m. (16%). Another 1% responded they watch Ames Television from 6 a.m. to noon.

Of the survey respondents who indicated their frequency of watching Ames Television (n=13), 46% percent watched for one hour or less per week and 23% watched two to five hours per week. Only 8% of Ames Television viewers responded they are watching five or more hours per week. (Table 26).

Table 25. Time to watch Ames Television (n =79)

	Percent
Never watch TV 12	76
Midnight to 6:00 a.m.	1
6:01 a.m. to noon	0
12:01 p.m. to 6:00 p.m.	4
6:01 p.m. to 9:00 p.m.	16
9:01 p.m. to midnight	3

Table 26. Hours per week for those watch Ames Television (n = 13)

	Percent
0-1 hour	46
2-3 hours	23
4-5 hours	23
>5 hours	8

City of Ames Website (www.cityofames.org)

A significant majority (62%) of the respondents use the City of Ames' website (<http://www.cityofames.org>). Of those who reported using the City's website, the main purposes include checking for notices, updates or news releases (65%), using Ames Public Library account (41%), signing up for Parks and Recreation classes (26%), gathering information for a City Council meeting or other city meeting (16%), and watching a City Council meeting or Ames Television programming on video streaming (6%).

Other uses of City of Ames website:

- City utilities (i.e., pay bill, sign-up) (n=25)
- Parks and rec schedule (ice skating schedule, public facilities, etc.) (6)
- Miscellaneous info/news (n=5)
- Information about city programs and policies (i.e., emergency power outage, city ordinance, local codes) (n=3)
- City calendar and events (i.e. street construction schedule, power outage) (n=3)
- Police report (n=2)
- Ames Animal Shelter (n=1)
- City parks (n=1)
- Property search (1)
- Research (n=1)

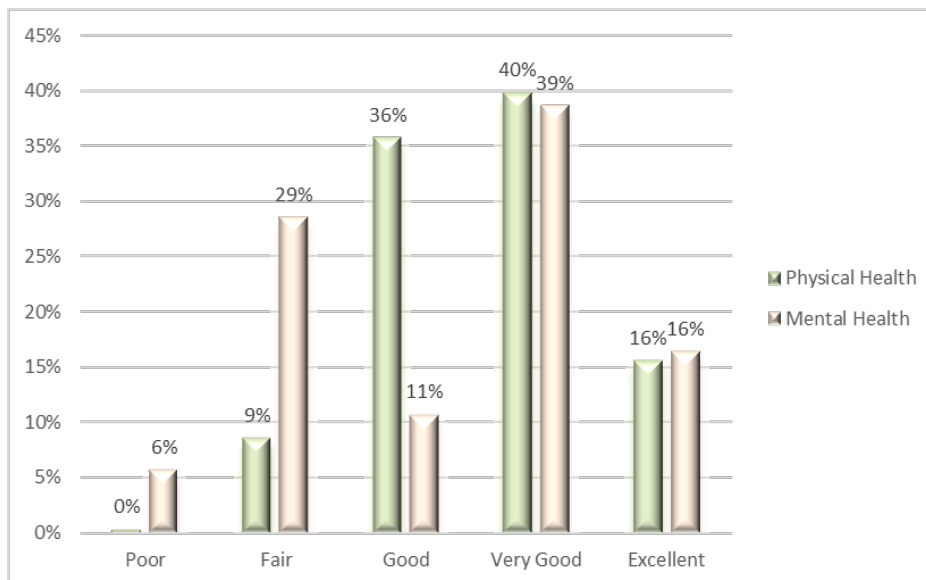
When respondents were asked about other information that should be included on the City of Ames website, the following suggestions were mentioned:

- Update the website
 - A reporting section for street issues
 - Search option for publicly available digitalized information.
 - Data visualization for the available demographic data (reported crimes rates by neighborhood, historical property tax rates, etc.)
 - Improve design
 - City improvements should be highlighted, such as “click here to see what’s being developed”
 - Tax filing details, easier registration for parks rec services
 - A regularly updated (and easily searchable) list of improvements, updates, and construction around the city.
 - Emergency information - changes; construction updates like new pool
 - Current and future construction details
 - Information about building permits
- Planning Policy and projects
 - Snow ordinance
 - Weekly recaps and/or projected timelines of construction projects
 - Road closure notice from DOT
 - Notices for recreational trail closures
- Utilities
 - Registration for electric bill
 - Efforts related to improving the health and well-being of families in the area
- Housing
 - Average apartment rents in Ames
 - Details on costs involved with living in Ames
- Local events
 - Local concerts
 - Event details
- Weather and Crime Announcement
 - Snow alert
 - Theft scams alert that are currently going around.

Your Health

Respondents were asked to rate their health (both physical and mental health). On a scale of 1 to 5 (1-“poor” and 5- “excellent”), the average rating for physical health was higher than mental health (3.62 and 3.32, respectively). Figure 17 shows the overall health rating of respondents. While the number of respondents rating themselves in “very good” and “excellent” mental and physical health were nearly identical with 56% for physical health and 55% for mental health. There was a sharp contrast between those experiencing “poor” (6%) to “fair” (29%) mental health compared to those reporting “poor” (<1%) to “fair” (9%) physical health.

Figure 17. Overall health rating



When demographic information of the respondents is correlated to the health ratings (physical versus mental health), several variables had significant relationships.

Those who give a higher overall **physical health** rating were:

- Those living in the northwest and southwest part of town
- Whites

Gender, education, age, length of residence, student versus non-student residents had no impact on overall physical health rating.

Those who give a higher overall **mental health** rating were:

- Non-student,
- Male,
- With graduate degree,
- 65 years and older, and
- With higher incomes (\$75,000 to \$99,999 and \$200,00 or more).

The lowest **mental health** rating was given by those who had:

- An income level of under \$25,000,
- Those who have lived in Ames for more than 10 years, and
- Those living in the northwest and southwest part of town.

Race had no impact on overall mental health rating.

Access to Professional Mental Health Services

This year the Ames Community Survey included a new question, “In the past six months, have you felt you needed to access professional mental health services?” Fifty-seven percent of respondents indicated they had not felt the need to access mental health services, while 38% did feel the need to access services and 5% preferred not to answer. As a follow-up question, for those respondents answering yes were asked if they were able to receive the mental health services that they needed. While 43% of those needing mental health services were able to get the help they needed, 42% responded that they were not able to get the help they needed and 15% of respondents preferred not to answer the question.

Please remember, all residents can access the Statewide Crisis Line, 1-855-581-8111, or Text support, 1-855-895-8398 or visit YourLifelowa.org. The Crisis Line provides information and referral, counseling, crisis service coordination, and linkages to crisis screening and mental health services, including dispatch of the Central Iowa Community Services (CICS) Mobile Response Team, 24-hours a day in Story County. Additional resources are available that incorporate help with alcohol, drugs, gambling, as well as mental health and suicidal thoughts.

Physical Activity

Survey Respondents were asked about their physical activity in the past week. Six percent (n=21) of the respondents reported that they did not engage in physical activity of 20 minutes or more on any day of the past week. Over half (58%) of respondents reported exercising at least 2-3 days (33%) or 4-5 days (25%) in the past week. One quarter of respondents (27%) exercise for at least 20 minutes or more on six or more days per week.

Table 27 compares the physical activity of non-ISU respondents with ISU students. Students reported more physical activity in 1-5 days per week compared to non-students (see Table 27), however non-students reported higher rates of exercise on 6 or more days a week (Non-student 34%, Student 20%). The highest percentage of ISU students (38%) 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=189)	Student (n=196)	Total
0 day	5.3%	5.6%	5.4%
1 day	8.5%	11.2%	9.9%
2-3 days	28.0%	37.8%	33.0%
4-5 days	23.8%	25.5%	24.7%
6 or more days	34.4%	19.9%	27.0%
Total	100%	100%	100%

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

Survey respondents were asked to provide suggestions that would encourage them to get more daily physical activity. A handful of respondents indicated that they were already physically active. Another group felt they didn't need anything. A few others responded that their physical activity was limited due to personal health problems such recent surgery or chronic conditions. Another person commented, "I'm not willing to go to a gym with the Covid pandemic ongoing." Along with this, a number of people commented they would like less crowded places to workout.

A large number responded that time was the greatest barrier to physical activity. Specifically, students commented about having busy schedules, other respondents have too much work, and others mentioned work/life balance challenges.

Many responded that having better access (more locations and equipment) to free or affordable facilities would encourage their physical activity. There were a number of comments asking for free or low-cost classes. Here are several examples of comments on this issue:

- "I would like students to have access to gym facilities (such as the Ames Fitness Center), since we already contribute so much to the community. I would appreciate this access since I currently have minimal opportunities at the Veterinary College and main campus is usually full with the undergraduate students."
- "Free/ low cost evening hour classes."
- "I think having an easily and cheaply accessible gym or public track on the east side of Ames would benefit the overall health of the Ames community."
- "More cost-effective options."
- "More gyms, or cheaper subscription to Ames Fitness."
- "Expand Planet Fitness."

A number of respondents indicated that Iowa weather often was a limiting factor in their physical activity, especially in the winter. Many commented that they would like more access to indoor facilities during the winter, access to an indoor pool (both for lap swimming and aqua exercise classes), and an indoor walking track. Several people suggested building a community recreational facility. There were various comments in support of a new indoor municipal pool. Here is one example, "I swim a lot. The City closed its' Municipal pool and there is no other good pool outside of the university. Ames Fitness has a pool, but it is hot and not well maintained. The university pool is nice but has terrible hours. Because the hours are so limiting, the pool can also be very crowded. Having more hours of the university pool and not having a gap in municipal pool construction would help me get more daily physical activity."

There were also a number of other facilities and features that people suggested might encourage their level of physical activity including a roller-skating rink, additional tennis courts, indoor tennis courts, more disc golf courses, addition dog-friendly places (besides the dog park), more green space, more fitness classes, native species parks, more nature trails, more parks for walking like Ada Hayden, and dirt trails. Several people requested more public ice-skating time at the ice arena. Respondents also suggested additional classes in the community such as fencing classes, high quality martial arts classes, more senior programming, more classes after 6pm, and expanded open gym hours at the community center, ISU rec centers, or alternative sites. Another person suggested that

they would like early morning busses.

Another common theme was improving the trail network and infrastructure for biking, running, and walking. Suggested improvements included adding more bike paths in West Ames, better bike connections throughout the city to allow for better commuting and grocery trips as well as leisure, better maintained sidewalks for walkers, more off-road paved paths for biking and pedestrians, improved bike trails and bike lanes, and connecting Ames trails to the High Trestle Trail. Several walkers also commented that safety was a concern - here is one such example, "more walking options around Ames that feel safe to a young college girl."

Several respondents suggested that they would be encouraged to get more physical activity if there were more community-wide fitness initiatives such as races, competitions, adventure sport events and free outdoor classes. Also, along these same lines, some people requested a workout community and workout plans. Others suggested needing to get personally motivated. Another respondent suggested, "...companies could give money to their employees who do not drive to work."

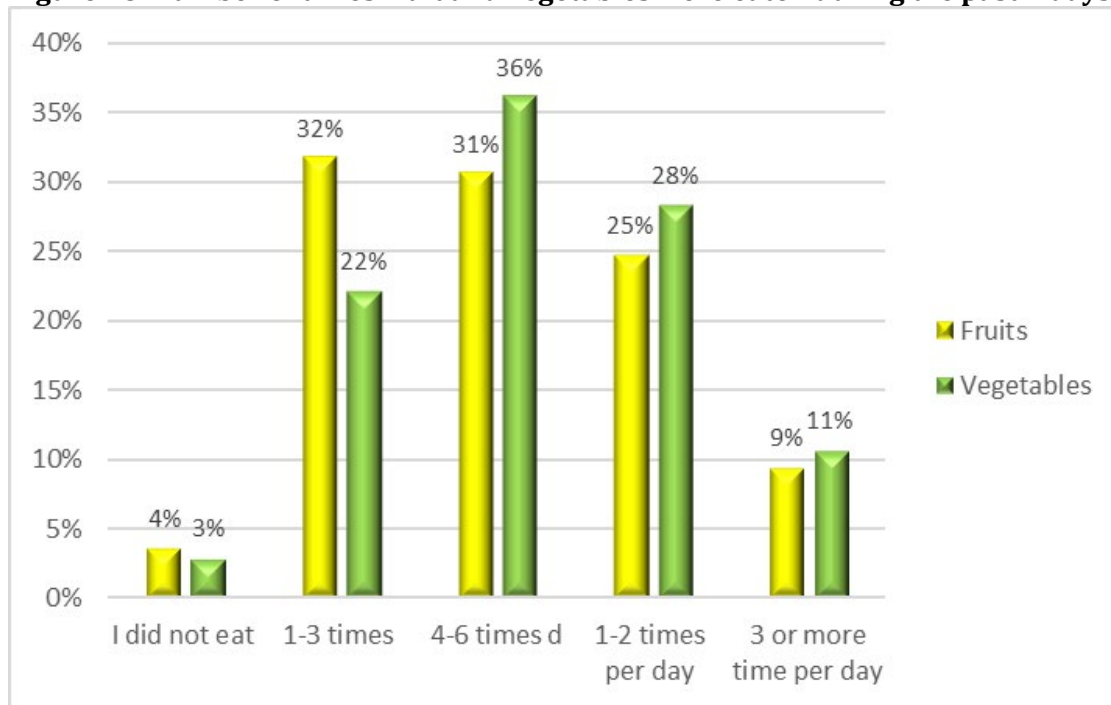
Several respondents also requested more information and public outreach about trails, parks, and recreational events through CitySide or other community news outlets. Another person commented that it would be nice to have a listing of area gyms and their prices.

Healthy Eating

Eating 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/volumes/71/wr/mm7101a1.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 diet.

Survey respondents were asked to estimate the number of fruit and vegetable servings they consumed in the past seven days. Most of the respondents ate fruits and vegetables in the last seven days. A small minority of respondents reported not eating any fruits (4%) and vegetables (3%) in the past seven days. Of the respondents in the survey, most respondents (32%) reportedly had fruits 1-3 times in the last seven days and vegetables 4 to 6 times per week (36%). Thirty-nine percent of respondents indicated that they consumed fruit daily in the past 7 days, while only 34% of respondents eat fruit daily as shown in Figure 18.

Figure 18. Number of times fruit and vegetables were eaten during the past 7 days



Community Gardens

The survey also asked respondents to gauge their interest in community gardens. On a scale of scale of 1 to 5 (1 - “not interested at all”, 2 - “somewhat not interested”, 3 - “uncertain”, 4 - “somewhat interested”, 5 - “very interested”), the average value is 2.69 (indicating an uncertain level of interest).

Forty-six percent were not interested (“not interested at all” and “somewhat not interested” combined) in getting involved in community garden, 16% were “uncertain”, and 38% were interested (“somewhat interested” and “very interested” combined).

Those who were more interested in community gardens were:

- Younger respondents,
- Short-term residents,
- ISU students,
- Income under \$25,000,
- Living in Southwest Ames,
- Homemaker,
- Female, and
- Renter

However, their views on community gardens were not affected by race (whites versus non-whites), and education.

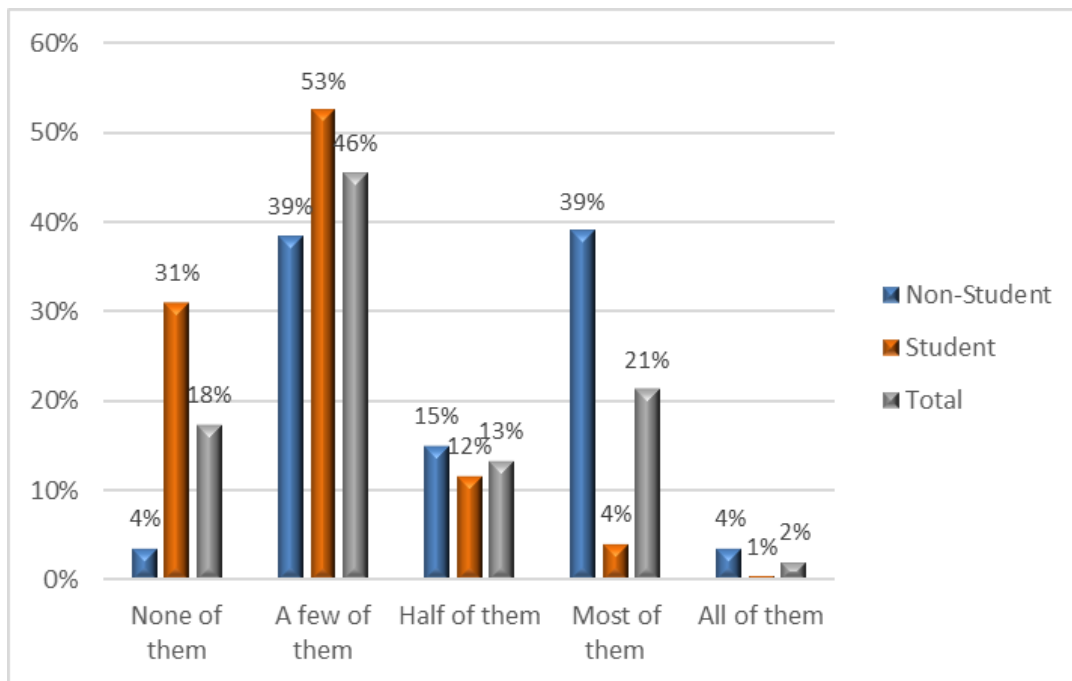
Sense of Community

For the fifth year, the survey included a question asking about the respondent's perception of connection 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 19 shows that in 2022, more than one-third (35%) of the respondents reported to know about half or more of their neighbors. This is a slight increase from 34% in 2021, but down from 57% in 2019. When the numbers are examined by student and non-student populations, 16% of the students reported knowing about half or more of their neighbors compared to 58% of non-students. This year, only 4% of non-student respondents reported that they didn't know any of their neighbors compared to 31% of the student population. In 2021, 9% of non-students didn't know any of their neighbors compared to 32% for ISU students.

Figure 19. Neighbors you Know

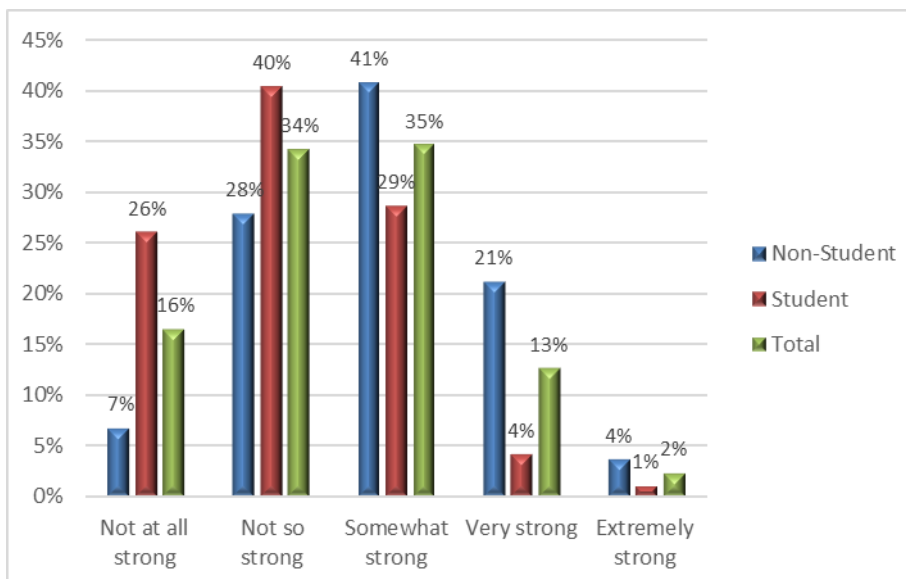


On a scale of 1 to 5 (1 – “not at all strong” to 5 – “extremely strong”), respondents were asked to rate their perceived level of sense of community in their neighborhood. Looking at the average score, the sense of the community by all respondents was 2.5 (2.9 for non- students and 2.1 for students). Combining the “extremely strong” and “very strong” responses, only 15% of 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 (25% non-students felt a strong sense of community compared to 5% of students), see Figure 20.

On a scale of 1 to 5 (1 - “not at all strong” to 5 – “extremely strong”), the strength of the sense of community was viewed differently by demographic groups:

- ISU student vs non-student residents: non-student (2.87) compared to ISU students (2.14)
- Home ownership: owner (2.93) compared to renter (2.10)
- Race: Whites (2.57) compared to Non-whites (2.02)
- Household income: the higher the household income, the higher is the sense of community
- Employment: retired had stronger sense of community compared to other employment status
- Education: stronger sense of community for those with graduate degree (2.74)
- Length of residence: Long-term residents had stronger sense of community than short- term residents
- Age: Older respondents had a stronger sense of community compared to younger respondents
- Residence geography: SW residents had weakest sense of community (2.30), followed by SE (2.34), NW (2.62) and lastly NE (2.86)
- Gender: no difference

Figure 20. Sense of community in the neighborhood



Respondents responded to a series of statements regarding community involvement. Table 28 summarizes the responses. When asked if “issues facing my community are important to me,” 76% agreed (somewhat agree/strongly agree), which significantly dropped from 92% in 2021. Only half

of the respondents (50%) indicated that they were knowledgeable about issues facing their community, compared to 71% of respondents from the 2021 survey. Less than one-third (30%) of those surveyed reported that they are engaged in addressing the issues in the community.

Less than one-quarter (24%) of respondents indicated that they currently volunteer for a nonprofit organization serving the city. However, over half of respondents (52%) contributed financially as a sign of support. When asked if they serve on the Board of Directors for a non-profit organization, only 7% indicated that they were board members.

Table 28. Community Involvement

Community Involvement Issues	Strongly disagree/ Somewhat Disagree	Somewhat Agree/ Strongly Agree	Average
Issues facing my community are important to me (n=371)	24	76	4.0
I am knowledgeable about the issues facing my community. (n=363)	50	50	3.3
I currently support nonprofit organization(s) with financial contributions. (n=365)	48	52	3.1
I am engaged in addressing the issues of my community. (n=363)	70	30	2.8
I currently volunteer for a nonprofit organization serving the City of Ames (n=348)	76	24	2.1
I currently serve on a Board of Directors for a nonprofit organization serving the City of Ames (n=335)	93	7	1.5

Table 29 shows the demographic characteristics of the respondents who were likely to be involved in community activities. Older respondents and homeowners were likely to get involved in all the six community activities mentioned. Issues facing the community are important to long-term residents. Long-term residents were also more knowledgeable about the issues facing the community; more likely be engaged in addressing the issues of the community; and would currently support nonprofit organization with financial contributions. Respondents with household incomes in the \$150,000–\$199,999 range are reportedly engaged in addressing community issues, while respondents in the \$125,000–\$149,999 household income range support nonprofit organizations with financial contributions. Residents living in the northeast part of the city reported being knowledgeable about issue facing the community and supporting nonprofits with financial contributions. Residents living in northwest Ames indicated that they care about issues facing their community.

Table 29. Community involvement by demography

	Age	Length of Residence	Gender	HH Income	Home ownership	Geographic Residence	Race
Issues facing my community are important to me (n=371)	Older	Long-term		\$200,000 or more	Owner	NW	
I am knowledgeable about the issues facing my community (n=363)	Older	Long-term		\$200,000 or more	Owner	NE	
I am engaged in addressing the issues of my community (n=363)	Older	Long-term		\$150,000–\$199,999	Owner		
I currently support nonprofit organization with financial contributions. (n=365)	Older	Long-term		\$125,000–\$149,999	Owner	NE	
I currently serve on a Board of Directors for a nonprofit organization serving the City of Ames (n=335)	Older			\$200,000 or more	Owner		
I currently volunteer for a nonprofit organization serving the City of Ames (n=348)	Older			\$200,000 or more	Owner		

Sense of Belonging

The survey asked respondents to indicate their level agreement with six statements regarding community integration and sense of belonging to the Ames community. Respondents were asked to respond to six statements were on a 5-point scale (1 – “strongly disagree,” 2 – “somewhat disagree,” 3 – “uncertain,” 4 – “somewhat agree,” 5 – “strongly agree”) as well as the option “don’t know.”

Table 30 shows that respondents feel that the City of Ames has the attributes for community integration. Respect and sense of belonging were felt by majority of the respondents. Eighty-two percent of the respondents felt that they were treated with respect in Ames, followed by feeling that they belong in this town (71%).

The city has the social infrastructure for community integration such as:

- Ames has a strong commitment to diversity, equity and inclusion(67%),
- Ames is a place where they could perform up to their full potential(65%),

- There are one or more organizations in this town where respondents feel they belong (63%), and
- I feel valued as an individual in the Ames community (61%)

The average value shown in Table 30 ranges from 3.5 to 4.1 indicating that the respondents agree that those integration/sense of belonging measures are present and/or being observed in the city.

Table 30. Community Integration and Sense of Belonging

Issues	Strongly disagree/ Somewhat Disagree	Somewhat Agree/ Strongly Agree	Average
I am treated with respect at this town (n=374)	18	82	4.1
I feel I belong at this town (n=374)	29	71	3.8
Ames has a strong commitment to diversity, equity, and inclusion (n=361)	33	67	3.7
I feel Ames is a place where I could perform up to my full potential (n=375)	35	65	3.6
I have found one or more organizations in this town where I feel I belong (n=360)	37	63	3.6
I feel valued as an individual in the Ames community (n=358)	39	61	3.5

Table 31 shows that there are some differences in the integration/sense of belonging measures by demography. Due to small sample sizes of other races (Black, American Indian, Asian, Native Hawaiian or Pacific Islander and other), this was grouped as non-whites. Thus, race was analyzed as White versus Non-whites.

Older, long-term residents, homeowners, and whites felt more integrated to the city. See Table 31 for specific details. Respondents with a household income of \$150,000 to \$199,999 felt they belong in this town, felt valued as an individual in the Ames community, and thinks the City of Ames has a strong commitment to diversity, equity, and inclusion. Those with higher income (\$200,000 or more) felt the city is a place where they could perform their full potential.

Perception was the same regardless of geographic residences of the respondents in five out of the six measures. The exception was that those living in southeast Ames feel that Ames is a place where they could perform to their full potential. Perception was the same regardless of gender.

Table 31. Community integration and sense of belonging demography

	Age	Length of Residence	Gender	HH Income	Home ownership	Race	Geographic Residence
I feel valued as an individual in the Ames community (n=358)	Older	Long-term		\$150,000–199,999	Owner		
I feel I belong in this town (n=374)	Older	Long-term		\$150,000–199,999	Owner	Whites	
Ames has a strong commitment to diversity, equity, and inclusion (n=361)	Older	Long-term		\$150,000–199,999	Owner	Whites	
I am treated with respect at this town (n=374)	Older	Long-term			Owner	Whites	
I feel Ames is a place where I could perform up to my full potential (n=375)	Older	Long-term		\$200,000 or more	Owner	Whites	SE
I have found one or more organizations in this town where I feel I belong (n=360)	Older	Long-term			Owner		

Diversity, Equity, and Inclusion (DEI)

This is the first year that the following an open-ended question appeared on the survey, “What could the City of Ames do to demonstrate its commitment to diversity, equity, and inclusion (DEI)?” Around 80% of those surveyed (282 respondents) responded to this question.

The responses varied widely along a range of topics. Fifteen percent of respondents were satisfied with the existing efforts the City is doing towards DEI efforts. Acknowledging the effort of the City, one commented, “I am pleased to see all colors, all nationalities, mildly disabled or not employed at certain businesses in Ames, i.e., Walmart, McDonalds, etc.” Another respondent added, “Ames does a lot right now. Just keep it up and don't stop fighting as the State tries to limit what we can do to foster this ideal.”

One-fourth (25%) of the respondents emphasized the importance of a welcoming environment that is inclusive for all including disabled, LGBTQ+, BIPOC, and racial and cultural minorities. The respondents also feel that the marginalized and poor people also need attention.

Several suggestions are provided to acknowledge the diversity in an inclusive manner, some of which are listed below:

- Speak out more about issues involving these topics
- Look into diversity organizations such as the NAACP here in Ames that can guide the City of Ames on the changes needed. Become a welcoming area for black businesses as I have not heard of a black-owned business here in Ames
- Make it a safer environment for more families of color
- More bathrooms for transgender people
- Quit race-baiting and focus on intellectual and background diversity, not race or gender
- Race and gender don't matter. The individual matters.
- Hire more people with diverse backgrounds
- Improve relationship with students
- Use more resources to support marginalized groups and poor people.
- Support the ACSO in their efforts to commit to DEI
- Allow foreign residents to vote on local matters

Another 20% of respondents recommended celebrating different cultural festivals, innovative events, and social gatherings to welcome and engage different groups of people. Suggested events included a pride parade, a community celebration, a social gathering, a small block party, and multi-cultural events. Small-group neighborhood clubs such as walking clubs or biking clubs are also recommended by the respondents.

Offering incentives or low-cost opportunities for marginalized people is encouraged. Inclusive programs could target homeowners, apartment dwellers, and renters was mentioned by a respondent. Consider supporting community-led programming such as the Reliable Street Collective in its mission to educate and create free programs for diversity, equity, and inclusion.

A handful of respondents (6%) suggested more affordable housing and increased investment in low-income housing. Another comment emphasized equity by restricting single family homes and profit driven rental properties. Other recommendations include:

- Provide more community services like childcare, free school lunches for all, etc.
- Better inform people about the City's efforts
- Early education
- Enforce current laws
- Hold those who commit acts of sexual violence accountable
- More things like the rainbow sidewalk!
- Raise minimum wage, and
- The paths on the sidewalks that are supposed to be used for people with disabilities are never cleaned of ice or anything, making them unusable if you had a wheelchair.

Another 7% feel that the city should not encourage diversity, equity, and inclusion-related initiatives. One comment representing this viewpoint stated, "Stop creating divisive

policies. Equity is not fully achievable. You cannot guarantee equal outcomes, but only opportunity. Make that clear. DEI will disregard things that some will not agree with, but it does not make it invalid. Listen to everyone. Too many individuals get shut out and then we have a negative feedback loop. Someone does not feel heard.”

Another respondent shared that DEI it is a natural process, and everyone just needs to treat everyone else with dignity and respect. A final respondent suggested concentrating on promoting excellence in citizens; recognizing citizens who are doing great things in the community and inspiring everyone to work hard and do their best rather than concentrate on these.

Some other respondents (11%) don’t have any idea what can be done. Some of them believe it’s definitely a good idea to accommodate diversity, equity, and inclusion, but they are uncertain about the activities the City of Ames should undertake in this regard.

Figure 21. Suggestion on how the City of Ames could demonstrate its commitment to diversity, equity, and inclusion



Recycling

An additional section about recycling was added to this year’s survey to gauge respondents’ attitudes toward adding recycling services. The City of Ames has used a waste-to-energy process to make refuse derived fuel (RDF) out of garbage since 1975. The RDF is co-burned with natural gas in the Ames Power Plant to create electricity. Some items thrown in the trash are non-burnable or high moisture items, and they make poor fuel. Survey respondents were asked if they were willing to sort (or currently do so) certain types of garbage.

The survey found that overall, most respondents indicated a willingness to sort certain products from their garbage. Respondents were least willing to sort organics from their garbage with 48% indicating they were not willing to sort organic material from their garbage. Glass is the waste product that is currently sorted at 34%, the highest percentage of any waste product. Over sixty percent of respondents indicated a willingness to sort plastic (65%), metal (64%), and paper (62%) from their garbage.

Table 32. Respondents Preferences for Sorting Waste Types from Their Garbage

<u>Waste Type</u>	<u>Yes</u>	<u>No</u>	<u>Yes, Currently Sort</u>
Plastic (N=364)	64.8%	15.7%	19.5%
Glass (N=381)	54.9%	11.0%	34.1%
Metal (N=364)	64.0%	19.8%	16.2%
Organics (N=352)	38.4%	48.3%	13.4%
Paper (N=143)	62.2%	21.0%	16.8%

Next survey respondents were asked their preferred method of disposal of sorted waste with options including: 1) no-charge centralized drop-off, 2) curbside collection for a fee, 3) willingness to participate in either program, 4) not interested, and 5) other. See Table 33 for results. People would prefer no-charge but would be willing to participate in curbside collection as well.

“Other” comments included numerous people asking for free curbside recycling or having recycling bins outside apartments for collection. Additional comments included co-mingling recycling as well as ideas for residential recycling collection points and including the recycling collection fee in the property tax. There was a general agreement that respondents would not like to have another fee imposed especially if they are being asked to sort their waste. See appendix for full comments. Currently 15% of respondent (57 of 373) are paying to have curbside recycling service through their garbage hauler.

Table 33. Preferred Method of Disposing of Sorted Waste Items

Method	Percentage
No-charge Centralized Drop-off (N=114)	30.5%
Curbside Collection for a fee (N=86)	23.0%
Would participate in either one (N=115)	30.7%
Not Interested (N=41)	11.0%
Other (N=18)	4.8%

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, 37% of respondents provided a “very good” rating, a slight decrease from last year (41% in 2021). The

number of respondents rating the City of Ames as “good” was 56% in 2021 and 60% in 2022. When the positive (“good” and “very good”) ratings are combined, 97% of Ames residents ranked their overall satisfaction with city services as “good” or “very good”, which is the same as 2021 (Figure 22).

Figure 22. Trends in overall satisfaction with City of Ames service quality (good/very good)



Best thing about living in Ames

There was a total of 392 people who responded to the open-ended question of the “Best thing about living in Ames,” some providing multiple responses. Responses discussed many things that make Ames a great place to live. Some of the top reasons people like living in Ames include safety, diversity, cleanliness, access to parks, small town feeling with big city amenities, convenience, having Iowa State University in the community, and the people. For full comments, please refer to the appendix.

Adjectives describing the city include safe, accessible, progressive, liberal, clean, quiet, nice, peaceful, quaint, beautiful, and tranquil. Several people commented that Ames is a good place to raise a family. Respondents note the low crime rate and safety. The people, community, and city leaders are among the best parts of living in Ames. Respondents also discussed diversity and cultural attractiveness. Many respondents remarked that residents are friendly, welcoming, and have a sense of community.

A number of people discussed how much they appreciate having access to many parks as well as bike trails and paths and other recreational opportunities. Said one, “My favorite thing is not only the number of outdoor trails and parks but also how safe they are.” Another respondent provided additional comments about recreation, “The opportunities to participate in a wide variety of outdoor activities. I appreciate the golf courses, skating rink, and trails that are available for us to use.”

There were numerous comments regarding Iowa State University and its positive contribution and connections to the Ames community. ISU sports, activities, and the recreation center were commonly mentioned. Some appreciated the size and cultural diversity of the ISU community. Other respondents appreciate the academic community, campus atmosphere, and trees on the campus. Living in a college town is an asset to many of the respondents. A respondent commented, "...The presence of the university injects a wealth of diversity into the area that is desperately needed."

Others described Ames as a smaller city with big city amenities, resources, and activities. Public transportation (CyRide), Ames Public Library, schools, the farmer's market, local businesses, quality health care, and Main Street (downtown) were among the most mentioned features of the city. Respondents appreciated the quantity and diversity of options in activities and restaurants that are offered in Ames.

Other best things about living in Ames include the water quality, prompt response to storms and snow, availability of retail facilities, the living cost, low traffic, and city upkeep.

Figure 24. Best things about living in Ames



Other Issues the City Should Focus On

The survey asked respondents if there were other issues that the City should focus attention. There were 269 responses. Figure 23 shows the visual presentation of the responses using a word cloud.

A common issue mentioned is traffic control and flow, as expressed in this comment, “Traffic. The constant back-ups and high frequency of traffic lights make my commute longer and more dangerous than needed”. Another respondent suggested traffic flow improvement, particularly on the south side.

Other road-related issues mentioned include the need to improve roads and snow removal. Many comments are mentioned about road improvement and repair, highlighting the 7th street, 13th street, and Grand Avenue intersection, the intersection of Main and Clark, and 6th street. Snow removal comments mostly focused on keeping the sidewalk clear for walking. Some respondents revealed disappointment in the snow removal process in residential streets, and one commented, "I would like the city to consider some means of snow removal from residential streets instead of plowing the snow into resident driveways." There were also comments about the slow timing of snow removal.

Many respondents discussed the need to make Ames more walkable and bikeable by creating more sidewalks, and walking and biking trails. One comment specifies the location: "Put a walking path along the Ioway Creek project!" Improving sidewalks in older neighborhoods, pedestrian safety, and bike safety were also topics of discussion. One response suggested improving pedestrian safety at Grand and 6th street. Another respondent suggested improving the walkability of South Duff Street.

Some people commented on parking issues, particularly in Campustown and ISU. One resident in a near-campus neighborhood asked, "...Can we purchase parking passes that exempt us (from parking regulations)?" One suggested increasing parking lots in Downtown. There were other comments on allowing free parking for students in Downtown to incentivize business use.

Free public transportation is another topic that emerged from the responses. Several respondents are satisfied with the CyRide service. Improvements that could make it better include adding more routes, more sheltered bus stops, and a greater coverage area.

There were many comments concerning the lack of affordable housing. Several comments gave specifics about affordable housing for lower income, "low-income housing to eradicate homelessness," and "the severe lack of affordable housing (either for sale or for rent) makes it difficult to justify living in Ames." Another respondent shared: "No one should be sleeping on the streets in this city, but, unfortunately, I see it too often. We need to do better in making sure that every last individual has a roof over their head." Another housing issue mentioned by some respondents is the need for rental inspections. One comment that summarizes the issue is "...the near total lack of accountability for landlords provides little recourse for unethical/illegal treatment of tenants." Other comments focused on improving run-down houses, in-fill housing construction on the available empty lots, and enforcing landlord laws.

Another well-discussed topic by a number of respondents was City planning and planning for the future. Comments included ideas such as "mixed-use zoning," "human scale buildings and roads," "infill growth," "green technology and practices," "good density," and "reduced sprawling." Among these, infill development on the vacant lots was the most discussed topic.

Several respondents raised concerns about climate change and global warming. Fifteen people made comments regarding climate change actions, mitigation, and renewables. As climate adaptive actions, respondents emphasized the city recycling program, waste

disposal system, and the use of alternative energy sources. “Electricity power packs should be a huge focus,” – mentioned one respondent. Another respondent comments on taking necessary actions towards sustainability. One response is to “switch to more sustainable energy and re-evaluate current waste disposal practices.” Some respondents also emphasize urban agriculture and tree planting. Local food production is also discussed in one comment. Another comment was, “.... I was upset when you chopped down so many trees around the dog park. I also really want Ames to quit sending so much garbage to the Boone County landfill.”

Another theme was a greater focus on diversity, equity, and inclusion. While some responses focused on social equity initiatives, some responded to encourage diversity, LGBTQA, and inclusion and create a vibrant, diverse community atmosphere. Suggestions included a more disable-friendly and handicap-accessible environment. Appreciating the City’s role, one respondent wrote, “Racial diversity, LGBTQA+ inclusion ... Overall I feel Ames does a good job with this, but it is important to me to live in a community that always strives to be leaders in these areas.”

Economic development and redevelopment were other topics frequently mentioned in the comments. Improving Downtown and bringing more industry and business to Ames are highlighted in the responses. Main Street development and hotel construction near Downtown are suggested to foster business. One person suggested, “keep funding Downtown. The addition of businesses like Dog-Eared Books, Treats on a Leash, the Farmers’ Market, and the Z.W. Mercantile have been amazing additions to life in Ames.”

Another comment, “...continue commitment to Downtown to attract young professionals to this community.” Another response suggested, “Allow the area near campus to actually develop. That massive empty lot looks terrible, and it could actually bring in money and providing entertainment/ competition for existing businesses.” Some comments focused on small businesses. One respondent questioned the reality of a business-friendly city, “Many Ames small-business owners tell me the City is not business friendly. Why is that? Perhaps you should ask them.”

This year, several comments asked the City to decrease the police budget and fire rescue. Along a similar topic, reallocating resources from policing to other social services and infrastructure was another idea expressed in the comments. Some of the respondents reveal frustration with police. Several comments focused on improvements to public safety and crime prevention. Safe roads are emphasized in the responses. Respondents felt that the city should have a greater city focus; violent crime, sexual assault, theft prevention, and murder rate were other areas of concern. Two of the respondents suggested decriminalizing cannabis.

Respondents raised a number of topics related to social concerns. Several comments focused on improving education at different levels, from K-12 school to STEM education. Respondents encouraged introducing more educational programs for younger children. Other social needs included more gathering spaces (multi-use rec, community center, dining) and entertainment for various groups (families, middle-aged people, students, etc.).

City beautification was also a topic of discussion. A handful of people provided comments about creating and using more green space. One respondent commented, “more green space in the city and fewer apartments intermingled in residential areas.” Tree planting and park remodeling are also suggested in the comments. One comments, “...very sad about all the trees taken out on the east side of the creek. Would have been a beautiful park or something for people to take their food and eat.” Comments also suggested enforcing property upkeep laws. There were other suggestions for recreational amenities and improvements, including an indoor and outdoor pool, more parks, community arts, and recreational activities.

There were a number of other comments on various topics the city could focus on lowering utility costs, reducing taxes, mental health outreach, and fiber optic internet. Several respondents commented that they appreciate the city services.

Figure 24. Other issues the city should focus



General/ Additional Comments

Respondents were also asked about any additional comments. A total of 337 respondents answered this question. One of the most discussed topics was road and traffic-related issues. Respondents want the City to focus on road improvement and maintenance, traffic flow maintenance, traffic signal and parking issues, and transportation. Main streets, 13th street, Grand Avenue, and all the intersections need proper maintenance and management. One respondent complained about the bad parking meter on 6th Street and Douglas. The City should also focus on improving bike routes and free public transportation.

Other discussion topics focused on increasing amenities in parks, affordable housing, development, and redevelopment. A handful number of respondents shared their concerns about living in a college town. Other respondents had concerns about the school system, crime, service towards disabled and marginalized people.

A good share of respondents appreciated Ames for being a great city to live in, and others appreciated the work required to make Ames a better place.

One respondent suggested breaking the survey into two parts to get more responses. Another respondent suggested taking the survey answers seriously and acting accordingly.

APPENDIX 2022

Comments on City of Ames Services

- Road and Traffic Management
 - Fix the traffic lights! Add dedicated left turn lanes! Make another S Duff/S University connecting road
 - Traffic in the SCAN neighborhood on Cessna is intense and needs management.
 - Please maintain the roads better. Potholes this time of year are brutal. PLEASE consider resurfacing major thoroughfares (Lincoln Way, Duff, Grand, Stange, University) in Ames. It is very hard on vehicles, especially older ones.
- More biking paths
 - Could use more bike paths that actually lead to the university
 - More bike paths
- Transportation
 - Hope the bus service is more frequent and cheaper or no charge. Could consider smaller vehicle during the non-rush hours such as a 20 or more few people capacity
 - I think I use the CyRide more than any other service in Ames continuously and they can definitely spread out their timings of arrival at various stops. I end up having to wait for 45 minutes for the next bus at a particular stop. Especially the red and green buses can be spaced out in timings.
 - More transit options. Less forced car dependency.
 - More investment in transportation other than personal vehicles (e.g., bike trails, bus system)
 - Would like CyRide to add routes north of Bloomington Road
 - Would like more electric or hybrid CyRide. Want more community discussions surrounding police and communities, esp. involving City Council.
 - Officers need to follow some traffic laws. Stop texting and driving. Tree roots on Ash are ruining sewers.
- Housing
 - Keep rental out of neighborhood and in campus area only. Enforce landlords to upkeep their property – lawn, weeding, house repair/maintenance
 - Houses that don't have yard upkeep – one on Duff near 13th St. and 4-way stop. Brown house in the corner near Duff and many others that appear abandoned
- Recreation and other Amenities
 - Ames has a great assortment of recreational opportunities for all
 - The head of Parks & Rec is exceptionally tone deaf and insensitive.
 - We need a roller skate rink
 - Parks & recreation: Need a couple enclosed shelters. Ice Arena: some sort of seating that could be reserved seating, better heat control, replacing burned out light bulbs especially on scoreboard, better sound system, open concession, better choice of food at concessions
 - ATM machine
- Zoning and Development
 - A civil engineer was desperately needed in the past. The layout and zoning of the city is somewhat strange. Entrances on Duff are a disaster. Mixed use near Campustown has been a plus
 - More mixed-use zoning developments. Why is every house and most apartments so far from any grocery store or business?
 - More green space and less farm and commercial areas. Enforcing the construction of vertical structures for current or future businesses would be a good start.

- Crime and Safety
 - Prevent desperation and crime might just go down
 - When I had a break-in, no fingerprint was taken, some creep got away with it
- Utility Services
 - Wish electric services were less dependent on fossil fuels. Disappointed at phase out of burning trash to generate electricity
 - Chemicals in water
 - Unaware of paying power bill online
 - The deposit for turning on water is ABSURD
 - I have had trouble with some employees when calling for utility help. They gave me wrong information saying I had already paid fully for that month's utilities because of previous over payment. This caused me to miss the payment. I called again to discuss this and they denied this and made me pay a hefty fee anyways. This was over 6 months ago but greatly bothered me. I also think there should be a way to log in and see what you need to pay for utilities because I was gone for a month last year for knee surgeries in Kansas City and almost missed a bill because I didn't know when it had been delivered in the mail to me since I was not in town. I only was able to figure this out by calling.
- Others
 - Fireworks at 4th of July are a huge problem
 - Focus less on policing and throw money at public services to improve the community
 - Not enough effort is being made to restore animal habitats in the city limits
 - Overall, Ames touts itself as a very "progressive" and forward-thinking community and while this may be true relative to other areas in Iowa and the country, I think we have a long way to go in fully realizing that vision.
 - Very expensive place to live, will be leaving quickly to move to a lower taxed city
 - Public nuisance enforcement – not a priority in my opinion, try to help people more instead of punishing them
 - Needs more sense of community and to get college students to care about the city.
 - Call us when responding to a call. Didn't want to deal with it or pursue charges. Totally changed my view of Ames Police Department
- Appreciation
 - Great city with great services! (x2)
 - Reliable services
 - Good upkeep/good job (x2)
 - Mostly a very well-run city. Keep up the good work! (x2)
 - The City of Ames is a very progressive city and I have really enjoyed living here. If I could get my company to have an office in Ames, I would stay here in a heartbeat.
 - Very impressed with defibrillation, CPR and other safety programs led by Fire Dept in the past

Comments on Police Department activities

- Driving/Traffic Violation Comments
 - Running red lights is a problem. They need to write more tickets
 - Few drivers seem to signal left turns properly. Signals are often not used until driver is in act of turning. Also, use of "bright lights" inside a city is against the law, but many drivers constantly drive with high lights on and never warned or ticketed. Also, lights set to a too high, too low, too far left, etc. should also be ticketed.
 - Cars speed all the way up & down Northwestern at all hours. No patrolling. Too many university rental houses in each neighborhood which brings noise, drunkenness, and trespassing and brings down property owner house values.
 - Would like more police presence in residential neighborhoods to limit speeding. We live in south campus neighborhood
 - Some people are driving way too fast down Lincoln Way. As a pedestrian most of the time, I would feel a lot safer if that was controlled a bit more.
- Drug/Alcohol Comments
 - Do not let meth and cocaine dealers get a foothold in Ames. Run them out of Ames
 - Marijuana should be legal – please don't waste my tax dollars locking people up for a harmless activity
 - Remove cannabis-related crimes. Some emphasis on bicycle gangs.
 - For alcohol – really should not go after pedestrians just walking home.
 - Please use more discretion in enforcing public drunkenness laws. These are violated BY EVERYONE on Welch but only a few end up being ticketed. At best, the enforcement of these laws are differential, at worst they are discriminatory. I would also like to see more emphasis on catching bad traffic behavior – weaving/speeding/ignoring stop signs.
- Investigate Killings
 - Find the killer of Scott Lograsso. I hear it was a drug deal gone bad and the police don't care. Do your job!
 - The total lack of information to the public about the murder at the Elks Club was unresponsive & lacked accountability
- Little Interaction with Police
 - I have had very little interaction with Ames Police. They have a strong presence with parking enforcement and game-day related activities.
 - I haven't really had contact with anyone from the police department here. I have been surprised how many people get away with heavy underage drinking here compared to my last university.
 - It is really difficult to answer the question since I have little interaction with the police and I don't know what their current priorities are.
 - little exposure and seems things are fine.
- Mental Health Comments
 - I wish there was a mental health tract to handle non-violent calls.
 - Instituting a non-violent crime crisis prevention/mediation response team would help to reduce burden placed on police department and increase access to substance abuse treatment and general counseling.
 - What is being done to work with community advocates and mental health professionals for non-violent police calls? What is being done in terms of de-escalation and connecting people to services when it comes to emotional/behavioral, mental illness, and family conflict types of calls? PLEASE consider MPACT and please read more about this incredible intervention strategy: <https://www.yss.org/mpact/>
 - When possible, for things like youth and family dispute issues a certified/trained/licensed psychologist should be consulted. Certain areas of the city

- should be reevaluated if the speed limit should be increased or decreased as there are several areas that are either too slow or too fast.
 - Would like to know more about how APD deals with mental health emergencies, coordination, and mental health care +YSS, etc.
- More Crime Reporting
 - I think awareness is more important and crimes that happen in the city can be broadcasted more and update on why/when/where it happened can be more clear.
 - Don't really know much about the Ames Police and how they serve but I don't really have any complaints. I wish they would post more statistics about the cases they have to know what is going on in the community more.
- More Crime Prevention
 - I feel like the community would benefit from more crime prevention work, especially related to sexual assault or abuse. The college community is a large part of Ames, and there are many crimes related to these issues. It would be awesome to see sexual assault prevention training targeted towards aggressors, not just for women on how to escape.
 - More investment in crime prevention programs (or social welfare programs) and stop harassing the working class.
- Other Comments
 - Ames Police Department has demonstrated its commitment to forward thinking and I would like to recognize that. They have been great at community outreach and involvement. While some of this emphasis falls on their colleagues at ISUPD, I would like to see an increase in sex-related offenses investigations and aid in trying to put an end to it. I have had more emails come through this school year about sexual assaults than any other year I have been at ISU by far. While a fair amount of these occur on campus, I know they also occur off campus as well. I also know that not every assault gets reported. A focus on outreach efforts for victims would be a good addition. I would also like to recognize Ames Police Department for its commitment to a greener community and congratulate it on nearly completing the switchover to a hybrid patrol fleet. This will greatly improve emissions within the community and also better utilizes Ames tax dollars with the savings on fuel and maintenance. Ames Police Department is a leader and proving that a greener fleet is possible while maintaining its level of service.
 - Ames police are nice enough but when it comes to sexual assault on and off campus very little is done.
 - Finding permanent resident constantly who live on Ash is out of control
 - Homelessness seems to be an ongoing issue
 - I am annoyed at the number of people who disregard the pet leash law, simply open the door and let the dog loose or let them run free in parks
 - I would like to see a reduction of the police force here in Ames, in budget, size, and influence. The funding should be redistributed to other sectors of the local government that provide material assistance to residents, i.e. support for housing, food assistance, and medical care, among other things. Crime is prevented by ensuring that individuals' needs are met and strengthening community ties. I do not see that police officers contribute to those areas. Overall, I think the presence of the police department has a negative effect on our community in Ames.
 - I think the police have too much to do. Other groups should help, e.g., animal control, domestic dispute resolution.
 - Quit pulling punches and enforce the law equally. Stop failing to enforce the law because you believe that one group is "over represented." If someone breaks the law, make sure they are punished for their crimes. I don't care what their skin color or name is. Just enforce the law. That's your job.
- Parking/Ticketing
 - As there is a limit to parking in the same location on residential streets, it can be

expected that this be enforced. However, there have been instances where parking in a location for 6 hours overnight has resulted in a warning about towing, instead of the 24 hours warning expected. Additionally, the stickers used are not removable except with the strongest adhesive removers, and cause difficulty with visibility when driving to locations to purchase the adhesive remover. A suggestion would be to chalk the tires before issuing the warning, and using an easier to remove warning indication on the window. The enforcement of jaywalking and running a red light is necessary, as these instances are potentially fatal habits that some drivers in Ames adhere to.

- I am very frustrated that there is a cop car on my street every single day handing out parking tickets for parking in driveways and covering the sidewalk when there are real problems to worry about.
- I have gotten too many parking tickets from them.
- I think the parking division is ridiculous. I don't understand the purpose of needing to pay to park just to be at my friend's house for a couple hours? It seems this is the most enforced law in all of Ames that doesn't even matter? Spend your time monitoring other things. Thanks!
- Ames has a ridiculous amount of meter maids for a parking problem that doesn't really exist. Then I see (expletive deleted) like 801 day in the middle of quarantine (I get they're allowed to be there, I mean the rampant underage drinking and getting harassed as a pedestrian) and no one bats an eye.
- The parking is overkill. Put resources toward something else
- Positive Comments
 - Don't defund the police.
 - Good people
 - Good work.
 - I always feel safe in my home, I often seen patrolling cars and that gives me safety outdoors and at night
 - I personally thank our Ames Police Department for their service to our community.
 - I think our police do a great job.
 - I think the police do an excellent job
 - Satisfactory
 - They seem to do a fine job

Comments on Fire Department activities

- General Comments
 - I like the idea of the Knox boxes.
 - My smoke detector goes off sometimes when steaming broccoli
 - Good department
 - Great department
 - I appreciate everything they all do to assist everyone in this city.
- Positive Experience
 - Did excellent job retrieving a pet bird in neighborhood when it escaped from owner's home.
 - Had fire department out a few times when my father had medical problems. They were great – very kind & knowledgeable.
 - Instance at my home when concerned about carbon monoxide. Two came to my home checked level. So thankful for their quick response and help. Just having them show concern was important to me
- Negative Example
 - They were quick to arrive for fires but not all of them know how to disarm the fire alarm when the fire is not harmful. I had a painful ear experience in my apartment because they took a while to disarm it.
- Inspections
 - Standards seem to vary depending on the inspector. Some requirements are too stringent, example small table in an apt hall has been there for 16 years; EMTs had been there with stretcher and no problems, new inspector required it to be removed. Also, chairs by the wall in the foyer never been a problem – had to be removed.
 - Home inspection never happened
- More Outreach
 - As a student worker, I have to take fire safety training every year. I think the university videos are very good. I have not seen any sort of fire prevention material from the city. It could be beneficial to even just share ISU's fire prevention material with the city of Ames as an easy form of fire prevention information for the community.
 - I wasn't aware that the Ames Fire department offered home and business inspections. If this was more widely known I would've taken advantage of this.
- Never Used
 - Have never had an encounter although firefighters are friendly throughout the community.
 - Haven't had much contact
 - Honestly don't know. Assume I'd hear if there were problems.
 - I assume the fire department is doing a good job.
 - I have had no contact with the Fire Department. I guess this is good.
 - I have luckily never experienced a fire or other emergency here, but I am not aware of any outreach programs. I haven't heard any complaints.
 - I have never used these services.
 - I haven't used
 - Never encountered the fire dept
 - Never needed the fire department
 - Never used
 - Never used the service
 - Thankfully have not needed their services.
 - Thankfully I have never had to use these.
- Positive Outreach
 - Always willing to come out and speak to my children's center.
 - The education and outreach as a graduate student is decent. Could have more programs.
- Suggestion

- First off, I would like to reiterate that the Ames Fire Department does an exceptional job when it comes to their levels of service. I have, however, been looking at ways they could improve even more. I would like to see an increased sense of urgency in moving Ames Fire Station 2 to the new location, especially since it is busiest station in the city. Seeing the complications with the current location, it should be a priority to move that station as soon as possible. Response times would improve and give firefighters a much better station to work out of. I have witnessed fire personnel firsthand trying to respond to an emergency on a Saturday night and it took them a significant amount of time to not only get out of the station but also leave the bar district in general because of the amount of students they have to safely navigate around. Another thing involves apparatus. I understand the need to continue being fiscally responsible, but if I may suggest a few potential changes. One, I believe Ames maintains a 4 engine, 1 ladder truck complement of suppression apparatus. I would suggest taking away the fourth engine and replacing it with another quint ladder truck to be stationed at Fire Station 2. This has multiple benefits across the city as a whole. The ISU campus and west Ames have a lot of bigger multi-story buildings that may warrant response. Response times to the north or west sides of Ames right now can get up there at times, especially if there is heavy traffic (We all know how Duff Avenue can get during the day). Another reason a second ladder truck is beneficial is that should one ladder truck go out of service, there is another one to cover Ames. Right now, if the Ames ladder truck goes down, the nearest one is at least 20 minutes out in Boone or Nevada. On the flipside, should an Ames ladder truck be called on for mutual aid to one of the surrounding towns, Ames still has a ladder truck available for its own community. There is less strain on the fire department.

Comments on City Electric Department

- Already have solar (x2)
- The electric power cut after derecho took over a weekend to retore and it was awful
- Any plans to expand the solar farm?
- Great Services (x11)
 - Cool Project/Great/Love the push for renewable energy
 - I would just like to point out a great response to the derecho and other recent wind events.
 - Renewable energy that could dramatically lower the costs and cut back on environmental impact sounds good
- Interested and considering it, but prefer the panels go on roofs or parking lots instead of land
- Monetary constraints (x4)
 - Lack of economic benefits/ Expected credit is very low
 - Financial viability
 - Not enough return on investment
- Short term stay/likely to move soon (x6)
- Lack of knowledge (x4)
 - Didn't have any knowledge about it
 - Need more information about this
- I want this power pack. Lincoln, NE had this and it was amazing. Worth the cost in the long haul
- Electricity bill (x3)
 - I wish there was an online payment for my bill that didn't require an additional fee. It is inconvenient to mail it in every month.
 - It would be nice if the bill was paperless
 - Consider lowering the cost of electric services. There are a lot of families suffering financially as the cost of living has drastically increased in the wake of the pandemic.
- Student living in rented apartment
- Individual homeowner should be encouraged to install solar panels on their roofs regardless of location, even if they are visible from the street.
- So much government when it comes to a "green world." The stats don't always agree. The whole world needs to think about green. Go slower; evaluate not just jump into latest idea.
- The credit card fee is 3.50 and the late fee is \$2 with one late payment allowed before service discontinuation. Solve for the equilibrium.

Comments on Water Service

- Apartment Comments
 - I think the problems with water service are more because I live in an older apartment. The water usually tastes a little on the chemical side to me. (I used to live with straight well water so that could be why I think that.)
 - Not great at 137 Dotson. Current apartment at 1336 Mayfield is great.
- General Comments
 - Great water service. One problem: it is a terrible waste of money to have backflow preventer checked every year. All services are now charging over \$100 for 10 minutes work – ridiculous
 - No such thing as too much water pressure
- Hard Water
 - My hard vs. soft water level does not really change
 - The water is super hard but OK; it tastes pretty good.
 - The water very frequently has a disagreeable taste and leaves a rust residue, which is not fixed through filtering. Additionally, while the water is not as hard as some other areas in Iowa, in general it is a very hard water.
 - Water is way too hard for my liking. I'm not sure if it is an issue with my apartment complex specifically or if it is the same citywide, but I had similar issues on campus in the dorms.
 - We have hard water but we also don't have a water softener so it's to be expected
- Hydrant Flushing
 - Issues are usually related to hydrant flushing and we are aware that it may be an issue prior.
- Positive Water Comments
 - Absolutely love Ames Tap Water
 - Ames has the best tasting water of any place I've ever had and I lived numerous places in the U.S. and in Germany
 - Ames has very good water quality and taste.
 - Ames water is excellent
 - Ames water rocks
 - Best in the business
 - Best water in the country
 - Drinking water is very good
 - Great!
 - The Ames Water Dept. does not get enough credit! The water in Ames is amazing. I recently took my kids to a tour of that water treatment facility and wow is about all I can say. It was an amazing experience for all of us!
 - Water quality is good. I have been other places where the chemical smell and taste of water were horrible, so I really appreciate Ames water
 - We love Ames water. Absolutely the best
- Sediment/Cloudy
 - Hot water heater collects a lot of sediment; has to be flushed frequently. Plumber says likely due to my proximity to water plant
 - Murky water
 - The central water heater at our condo gets about a half-inch to one inch of sediment at the bottom in just a year. That's a lot. We have 16 units at our condo.
 - We have limescale buildup as well as low water pressure periodically.
 - We still get mineral deposits, but this has improved over time in Ames (1976)

- Taste Declined
 - We installed filter for treating drinking water as the quality of taste declined. We lived here 40 years; water tastes of chemicals but it didn't used to.
- Water Concerns
 - I am worried about nitrates in my water
 - Is water tested for plastic particle? It should be.
 - pH is frequently high and makes growing plants in the greenhouse difficult. A lower more stable pH would be useful for those of us in the plant sciences.
- Water Pressure
 - Pressure is somewhat lower than I would like in my apartment, though not sure that is Ames Water or the apartment
 - The shower water is weak

Comments on Water & Pollution Control

- **Apartment**
 - I live in a 3rd floor apartment, so, this doesn't affect me. Building has had water in the basement but I don't know the cause.
 - My apartment pays for water/sewer. So, cannot give good feedback. But all services have been pretty great!
 - Quite a bit of particulate in my building
- **General Comment**
 - Sewer backup was from my own tree roots. Roads and snow removal are never good enough but Ames is better than anywhere else I have lived. Good place to live. Don't use library or parks besides the Homewood Golf Course. I use a bike path and that is satisfactory. Overall 5 stars. Let the college kids and partiers off with more warnings if they are not out of line. This is a college town and the permanent residents need to accept that.
 - We are in a drought and there needs to be an emphasis on using LESS water, especially unnecessary usage of water like watering a lawn.
 - N/A
- **Keep Investing**
 - Keep it up. Do not let Ames water and sewer fall apart like the streets did
 - Necessary maintenance
- **Lower Rates/Justification**
 - I don't know why I have to pay for storm drainage if there has been no rain.
 - I think water rates are good, but of course I would still like to see them lower.
 - I'm questioning why every month I'm charged \$5 on my electric bill for "Storm Water Drainage." Doesn't seem very applicable to my electric bill and also seems like \$5/month from every resident would add up to a lot so I sure hope the cost is justified.
 - Water and sewer rates are high
 - I'd like to know more about stormwater issues in Ames, but I don't have the time to go looking for the information.
- **Pollution Concerns**
 - I read Ames has excellent water, but that near the stadium there are chemicals from beauty and health supplements that are not removed.
 - So, this isn't great: <https://iowacapitaldispatch.com/2022/01/11/dnr-ames-drinking-water-has-forever-chemicals/>. I am also part of a citizen science project for monitoring salt levels in local streams/surface waters and there are often high levels of contamination during/after the winter. With the wealth of knowledge we have from experts in the community, there is no excuse for Ames to have poor water quality. We should be a leading example of environmental health and have policies in place to insure that.
- **Positive Feedback**
 - Ames Water Department is great
 - Ames water is really good.
 - Keep up the great work!
 - satisfactory
- **Sewer/Street Backup**
 - Talked to City personnel. They were going to look at reshaping the problem area. Nothing was ever done.
 - The sewer backs up at 230 Campus almost every other day and nothing is done about it
 - Through the green space on back of our property. Outlet not dug low enough. Water never drains out completely. Floods with heavy rains. City claims it is our HOA responsibility.

Comments on Neighborhood Nuisance Enforcement

- All landlords need live within 10 miles of Ames and be in charge of lawn upkeep and snow removal
- Ames allows way too many rentals and they don't abide by law – mowing, weeding, parking, house upkeep. Absolutely no account of city or laws to limit rentals in established family neighborhoods.
- Getting after landlords for bad property care
- I think property upkeep is a MAJOR problem for rental properties and that the enforcement standards should be different for them compared to regular folk. My reasoning is this: Most of the rentals around Ames are owned by huge rental businesses (e.g., MTR, RES, Total Property Management, etc.). If these companies can afford to buy up property all around town, and ask pretty much whatever they want for rent, then there is no way they can't afford to replace busted gutters, windows, or whatever else needs to be fixed on the rentals. But do they? Almost never. Half of the houses in my neighborhood are rentals and, trust me, you can tell. It's not surprising that they let them go so long; why would they spend the money to fix them if they can get away with leaving them in disrepair? I honestly feel bad for the people who end up living there; I can only imagine what they look like on the inside. On the other hand, regular folk living in homes they own may have real difficulties in paying for repairs or making updates to their homes, and piling on fines and complaints only makes the situation worse for them. No one should be penalized for being poor. That's why I answered "don't know" for all of these, because I think the standards should be different. Also, for yard upkeep, it makes more economical and environmental sense to grow natives and deep-rooted grasses instead of regular turf grass, so I am completely PRO "overgrown vegetation" (so long as it isn't invasive).
- Consistent presence of trash, abandoned furniture, and debris, which is frustrating that the property owners are not held responsible for these kinds of things. This is especially evident in the lower income areas, where I happen to live.
- Burning Leaves
 - Burning of leaves & dead vegetation. Allergy to smoke. Why are people allowed to do this?
- Facebook Shaming
 - I was really disheartened to see that Ames solution to this problem was to public shame homeowners on Facebook. It was very clear who's house it was and who they were targeting. Maybe the person is going through things right now that cause them to not fix things. Talking with the owners and working through the problem seems more appropriate.
- General Comments
 - Ames is a well-kept city
 - There are at least 40 garbage trucks passing on my street each week. One or two should be enough.
- HOA vs. City
 - I live in an association area and well maintained. However, driving around Ames I see instances of poor property upkeep, especially a house on Grand Ave. Do not know how much authorities can do to curtail messy yards & property upkeep.
 - The city is not an HOA. Unless it is a hazard to others, money should not be wasted on this, and in some cases city involvement is detrimental. For example, a lawn mowed short provides nothing to beneficial insects and wildlife while a wildflower planting or natural prairie setting benefits all, including homeowners with the flowers it provides. "One man's trash is another man's treasure" holds true for all of the upkeep questions.
- Homeless Rights
 - Only under extreme situations should the city interfere with homelessness rights.
- Ignore Nuisance, Live and Let Live

- Let people do what they want; we should focus on actual problems.
- Outside of potential health and safety concerns, or any landlord enforced illegal housing situations, I do not care about any of these at all.
- Please don't waste my tax dollars enforcing any of these except in extreme circumstances
- They should not care about outdoor storage on private property at all
- Why are some of these on here? Front yard parking on residential property, property upkeep, outdoor storage on property. Like I get it if someone has a salvage yard of cars in their yard or their home has all the windows smashed out and is abandoned, or if they just have trash scattered and piled all over their yard. However, what needs to be remembered is that the individual purchased that property to do with it what they please (within the reason of not creating an extreme condition). This rant has nothing to do with the performance of the Ames Police Department; as far as I'm concerned they're doing a stellar job! I just think our resources are better devoted elsewhere.
- Lack of Nuisance Enforcement
 - Dissatisfied things do not seem enforced at all. Honestly, I don't care though.
 - I have never known the city to have had these things reported.
 - Noise ordinances are meaningless if the police arrive in a marked vehicle before taking decibel measurements. All that does is allow the individuals causing the disturbance enough time to reduce music volume until the police leave.
- Natural Yard
 - It is best for the environment, human health, and pet health for yards to be pesticide and fertilizer free, which should be controlled. People should have Iowa's natural growth (prairie). People should not be fined for not keeping their yard or property up.
- Not Applicable
 - I don't experience these much at all.
 - N/A
 - No complaints. These are not really issues in my neighborhood
 - People pretty much leave me alone
 - I live in an apartment so I cannot speak to most of the items.
- Parking
 - I have had little issues with anything listed above. One issue is over-parking on neighboring driveways and lawns. I have never seen a ticket issued for those neighbors.
 - Never front yard parking
 - There are almost always cars parked on the wrong side of the road that make passing difficult.
- Parties/Noise
 - Don't have any issues in my neighborhood minus a house of college students that have regular parties and the apartments on Mortenson that can sometimes get loud.
 - More enforcement on "party" days (801?). They (students/out of towners) enjoy that the cops will give them a pass.
- Students
 - It is extremely frustrating to have the Ames police called on us students when we have proper permits to host events. I live within the trailer park, and this has happened twice while we were hosting events for our colleagues, and both times we were given permission to have the event and were being respectful of our neighbors. This is extremely frustrating on our end and would like to see less of this occur.
 - Students run rampant in Campustown area. Overoccupancy and cars parked in yards. Loud parties. The problem should not be handled on a complaint requirement. You need to hire more people to enforce these rules. The neighborhood is almost ruined.
- Yard/House Maintenance Issues
 - Just some houses look very bad
 - I see many overgrown areas, including low hanging trees I have to dodge when walking on

the sidewalk and I 'm only 5-ft. tall.

- Some properties seem to be allowed to languish. Not even sure if property owners are informed. Snow removal/shoveling not listed above, but is also a problem.
- It seems like some of town could use more upkeep and upscale to keep property looking decent like north of downtown.
- One house near 13th & Northwestern is an ongoing eyesore. Second house south of intersection, east side. A real garbage dump.
- Yards need to be cleaned up when no people are living in the house.

Comments on Street Maintenance

Positive Comments

- Clean streets
- Street maintenance gets an A+
- Better than most places but the whole of Grand should be reevaluated.

Specific areas that need attention are:

- Road specific repairs and maintenance
 - Give east/west traffic at the Grand/13th intersection a dedicated turn like north/south has.
 - Driving west on 13th St. trying to get through the Grand Ave. intersection is terrible.
 - 1514 Duff is in shambles and has been for years. 1118 Grand Avenue has a backyard with trash and unused cars and looks like a dump and has for years.
 - Illinois Ave. needs repair, but I know it's a low priority because it's such a small road.
 - Poorer neighborhoods experience less street maintenance. I love seeing the street sweeper come through. Go street sweep!!
 - Lincoln Way is not synced very well it seems.
 - Please repave 7th St. between Duff & Grand. It is a mess.
 - Still have gravel road at Adams St.
 - Specific intersections that cause a lot of annoyance are 13th & Stange, 13th & Grand. It would make much more sense for those intersections to have left-turn-only lanes rather than backing traffic up half a mile behind them.
 - The asphalt blend used on the roads is very reflective during rainstorms making it very difficult to see the lane markers and painted indications with a lower vehicle. A less oil-based resurfacing asphalt may be beneficial to reduce this.
 - The outside lanes on 13th – both sides – are pretty rough but I think the patching is adequate for as long as possible.
 - There should be protected turn lanes on Lincoln Way into downtown Ames.
- Bicycle and Pedestrian
 - Bike path along 6th St. needs to have cracks addressed. I have contacted Public Works about putting Blackwood Circle on the 5-year plan, but no response.
 - Changing Duff for bike path was a terrible idea. Messed up traffic for all driving cars on Duff.
 - I don't use bike paths; they are mostly glorified sidewalks. Our street was partially resurfaced in 2017; the rest of it is horrible.
 - I still can't believe you took away a lane of traffic in numerous locations and put in bicycle lanes; I rarely see any bicycles on them.
 - I would like a sidewalk along Ross Road. The sides of the street are broken and uneven – a tripping hazard.
 - The bike path to campus from west needs fixing.
 - The restriping of streets to make bike lanes against the curb seems to make dangerous bike paths. I would not feel safe riding in this junction of pavement and curb with frequent tire-grabbing cracks and potholes.
 - The sidewalks in town are trip hazards, unsafe and are a discouragement to walkers and people with strollers/bikes.
 - On-street bike paths are good, as are wide sidewalks and off-street paths.
- Snow and Ice removal/Slippery Pavement
 - How about keeping the snowplows on the street and not in my yard. Corner lots get

- beaten up every winter.
- Snowplows dump "concrete-consistency" slush on residents' driveway mouths, causing pile-up. Need to stop this in private driveway mouths.
- City plows often plow entrances to driveways shut, refilling private drives that have been previously cleared by homeowners. Snow is often also thrown up unto previously cleared sidewalks, making traffic dangerous or not possible, after homeowner has carefully cleared paths on walks.
- Despite snowplows going through even main streets, there is always a layer of ice and snow that stays on the street. Neighborhood streets are even worse. I refuse to drive around Ames days after a snow storm goes through.
- The street crossing on the steep hill of Hayward (at Campus Ave.) became dangerously icy. If there is any way for the city to add sand or something to the intersection, I think it would make it significantly safer in future years. It also makes the crosswalk completely inaccessible for disabled or mobility-limited people.
- Each year I dread winter because I know that our plow team is so insufficient. It would be better for me to hand-move snow on our roads. They do not appropriately plow inside the trailer park where I live. This is an area that the city of Ames greatly needs to pay attention to as it is a yearly hazard.
- Ice control: plowing leaves sidewalks/crossings blocked and difficult/dangerous to use for pedestrians.
- My street can have major snowplow issues, with plows packing down snow and leaving a T-intersection very icy.
- Traffic light coordination
 - Lights are very poorly timed across the whole city.
 - Change is needed for timing on Hyland/13th streetlight
 - Except the intersection at Duff and Chick-Fil A. In winter months, I timed it one day and I sat with a red light on S. 3rd/4th and Duff for over 8 minutes before it finally triggered (6 a.m. timeframe). Even now in summer months, it's kind of unpredictable. Not sure how the sensors work in that intersection.
 - Going down Lincoln Way either way if you get one red light you get every single one between 3 p.m. and 7 p.m., otherwise you get all green.
 - I think the traffic lights here are purposeful, but it causes people to become more frustrated and aggressive when driving to try to beat the lights.
 - I was not aware this existed, and I am often stopped at multiple lights going down major roads.
 - Lights too long on side streets.
 - Some traffic lights seem off. Traffic is congested due to the flow of lights. Some too long.
 - The number of lights being put up back up traffic significantly. Roundabouts are a lot more efficient.
 - The light at 13th St. needs a green arrow or a turn lane.
 - The traffic light at South Duff & South 16th Street – east & west needs changed. Most times it only gets 3-4 cars through. It needs separate east light and separate west light.
 - The traffic lights on Lincoln Way between Sheldon and Beach are set up where it is normal to hit every light red. The only way to get greens most of the way is to either wait for the next light to turn green before going or to speed an unreasonable amount.
 - Signal timing is horrible. Progression on Lincoln Way especially is start/stop all the way.

- Some seem long – red lights!
- Traffic Control Signage
 - Need left signals on 13th & Grand- east/westbound. Turning left onto Grand from 13th Street – can't see other traffic coming and barely make it through light.
 - Inconsistent turning arrows in Stange & 13th St intersection. City streets with bike path lanes is totally confusing and sometimes downright dangerous.
 - I'm not sure if this has to be coordinated by the apartment complex, but the arrows exiting Copper Beech should be changed. Most cars are going straight from the right lane, while the arrow indicates it should be done from the left lane, and the way the streets line up I think it makes more sense for it to be the right lane.
 - Some signals seem to go by too fast. I notice it most at Lincoln/Grand and the new light by Ada Haden heading to Gilbert.
 - The Campustown area seems to have signals coordinated to slow traffic down.
 - The traffic signal on Stange Rd. & 13th Street doesn't work after midnight. So, I waited 15 minutes, and it still didn't change. So, I detoured to the other road (very inefficient). Some people disregard the traffic signal because it's out of order.
 - PLEASE change the stoplight at S. 16th Street and S Duff Ave. The traffic that heads westbound on 16th Street needs more time to turn left onto southbound Duff. PLEASE also change/add time to the stoplight at S. Dayton Ave. and SE 16th Street OR add additional lanes to this intersection! Again, traffic is always backed up.
- Other
 - Horrible! City keeps adding traffic lights and stop signs but hasn't cured of slowed traffic. South/north traffic is nightmare slow.
 - It appears the city has gotten the message that the streets are a disgrace. Finally, there are some sections getting fixed. But there is lot to catch up.
 - I live in a townhouse in Briardale. I believe Truman Place is a city street. In the winter we have trouble getting out of the association.
 - I wished they wouldn't plow into parking spots in my neighborhood, specifically at my apartment, because then there aren't enough spots to park at.
 - Our streets are privately owned but, in the city, and we pay taxes as well as maintain our streets.
 - This has got to be my #1 highest priority issue in Ames ("the land of red lights"). Ames has by far the worst traffic signal effectiveness I've ever seen. None of the lights communicate with each other.

Comments on CyRide

- Bus Stop Locations and Shelter
 - I have to walk 3 blocks to get a bus and wait without shelter. I have trouble with grocery shopping and find it impossible to use the bus.
 - I wish there were more frequent routes and more shelters at stops. There are far too few. You also can't access large parts of the city using public transit. Especially East Lincoln way and East 13th.
 - The CyRide system needs more bus shelters across town. That is probably the most major barrier to riding. I do not want to stand in the wind or rain waiting for a bus, which results in me only taking the bus when I really have too instead of as a convenience or primary form of transportation.
- Additional Bus routes
 - I would like more designated areas along the streets where buses could be out of traffic to let passengers on and off.
 - I would use the bus if it came to Ken Maril Rd.
 - Mostly fantastic; would use it more on weekends if the Cherry bus route operated.
 - No bus route on Eisenhower Ave.
 - I would also like some kind of shuttle service to Ankeny and Des Moines for commuters and airports. Doesn't have to be often but a couple times a day for a few would be incredible.
- Bus Schedule/Timing
 - I think the timings of buses can tag team! All the buses arrive at the same time to the main stop, and it is not helpful.
 - I worked at Hach. Bus times not early enough for the first shift. This is also true for all other industrial plants on Dayton Ave.
 - In the morning (8-10 a.m.) and evening (4-6 p.m.) more frequent buses would be beneficial due to the high usage of the buses.
- Positive Comments
 - Excellent, no exceptions.
 - Good service.
 - Great resource. Would be great if west Ames connected more to downtown and to Duff.
 - I am a student so I ride free but I still think that the rate being only \$1 is great for non-students like my partner.
 - Great service! Expand if possible!
 - CyRide is one of the best things to ever happen for Ames in terms of public transportation.
 - Very helpful.
 - Very reliable.
 - I have never had any complaints about CyRide.
 - I love CyRide. I used to use it every weekday before the pandemic. I'm still mostly working from home, so there's no need to commute, but when I return to work in person, I will return to using it more regularly. Sometimes I wish it wasn't a 20-plus minute wait between buses to non-campus stops (red and green route), but still reliable (recently the bus was 10-plus minutes late from its scheduled time).
- Don't Use I Drive/Walk/Bike
 - I am impressed with this service and what it offers other patrons of Ames; however, I travel so many places in one day it isn't feasible for me.
 - I have my own car (x2)

- I live near campus and prefer to walk everywhere.
- I live within walking distance of most things so don't have a big need for CyRide.
- I use Dial-A-Ride (HIRTa) since I use a walker.
- Suggestions
 - Would be cool if they had Wi-Fi
 - Would love to use CyRide more often if it is more convenient to use.
 - I would like masks to not be a requirement on this mode of transportation since most places of business no longer require them. Lift the mask mandate. Buses can be packed like sardines and there is little evidence that masks short of an N95/KN95 do anything to protect from COVID-19.
 - In the summer, use only small bus. I look at the waste of those buses with one person on them. And every year CyRide wants more money. It's a waste on energy and tears up the streets. Better management is needed here.
 - It's ugly to see most buses empty or almost empty in my area. Invest in smaller buses, even cars would do.
 - Keep on replacing older diesel buses. They are noisier and give off more pollutants. I do wish to keep the old school leather seats from old CyRide. Those are better :)
- Others
 - I utilized CyRide my freshman year, and it was a great service. I just moved closer to campus and didn't need the service anymore.
 - I am impressed with this service and what it offers other patrons of Ames; however, I travel so many places in one day it isn't feasible for me.
 - Too inconvenient to wait.
 - Too old. Did not use in the past. Now need to limit distance (walker). Still drive. When I can no longer drive, will use HIRTa or whatever that service is called.
 - Used to use it frequently, and it is one of the better bus systems I have used. The downside in Ames is that the trip from the bus stop to destination is frequently not easily walkable or requires crossing very busy streets. Lots of sidewalks in the city just randomly end.
 - I don't trust the safety of riding a bus.
 - I use CyRide when my car is getting maintenance downtown. I also sometimes use CyRide to get to the Parks Library.

Comments on Parks and Recreation services

- Positive Experiences
 - Ada Hayden and Miracle Park are superb
 - All great! I like all that I've seen!
 - Brookside Park well maintained, Moore Park highly utilized and well kept.
 - For a small town, Ames has exceptional Parks and Rec. The dog park is one of my favorite parks.
 - I don't use the parks much, but the facilities always look very well maintained.
 - I love that parks have pet waste stations. More garbage cans means less trash on the ground usually.
 - I love the parks in Ames. It is definitely a favorite place for me to go.
 - We use the Ames parks often, particularly Munn Woods and Daley Park. We enjoy using them very much.
 - Trails are always great.
 - Haven't visited these areas due to Covid. When I used to visit them, I enjoyed the picnic areas. I was very impressed with all the facilities.
- Upgrades and Maintenance of Parks and Playgrounds
 - Ames has a lot of amazing parks but some maintenance on some hiking trails is needed. Some trails in Ames are marked as "limited maintenance" year-round but it would be nice to see more active effort to inspect the trails for brush or debris.
 - More trees planted around playground equipment. Maybe even around the schools also.
 - Park could use more dog waste stations with bags and disposal bins.
 - Playgrounds are too boring. Make them more interesting, different, challenging.
 - Some maintenance is needed on the playground equipment in Parkview Heights.
 - Need to remove the knocked down trees in some parks
 - Need more lights around the parks at night.
 - Some water fountains need repair and maintenance.
- Trail upgrade and maintenance
 - I love running the trails at the different parks. So, anything with flowers to make it eye-appealing is great!
 - I love the hard surfaced trails but I wish there were more dirt or crushed rock trails to walk/run.
 - Paved trail surfaces need to be maintained more, specifically for bikers. Stuart Smith Park and related trails have many cracks that make biking bumpy. For walking and running, the pavement is okay.
 - A lot of dead and downed trees. Would like to see reforestation/new tree planting in these woods.
- Additional Amenities/Recreation facilities
 - More scattered picnic areas, shelters, and tables.
 - Could use more urban forest.
 - More bike and walking trails.
 - More green space and habitats for wildlife.
 - More tennis courts with lighting would be awesome!
 - Needs a roller skate rink or more natural hiking paths.
 - It would be great if trails have more water fountains, restrooms, and bike fixing stations. Long bike trails would be amazing as well.
 - More well-connected hard-surface trails
 - We need a swimming place in the nature, like a beach at Ada Hayden.
 - Would like more playgrounds designed for younger kids – toddler age (1-4 years old).

- Bathrooms
 - Need soap in bathrooms!
 - Need to clean on a regular basis.
 - Restrooms are oftentimes closed and far from picnic areas.
- Suggestions
 - Reservation of shelters in the parks at Ames could come at a cheaper price or rate for ISU students/student groups!
 - I have seen two homeless shelters within the woods near Coldwater Golf Course and near the veterinary school. Either we need to remove this ability for homeless people to gather here, or cameras, lights, and other safety features should be installed.
- Others
 - Bike paths along Stuart Smith Park and some of Brookside Park have large bumps which are hard on the hands and wrists.
 - The sand volleyball courts are often well kept and set up in time for the warm weather to hit every year, but league nights make it difficult to find a court and the lack of lights on some of the courts makes it difficult to play in the fall.
 - Too many parks, too expensive to maintain

Comments on Public Library

- Atmosphere
 - I enjoy the atmosphere.
 - Very helpful, friendly staff. An atmosphere that is very welcoming. One of the best public libraries I've been to!
 - Very nice and updated, good atmosphere
- Community Resource
 - The Ames Public Library is a great resource. It is a warm and welcoming environment.
 - Very thankful for a place that people can access internet, use a telephone and get help with issues like filing taxes
 - The public library is a gem in this community. Regardless of what others say, a library is a necessary option in any community
 - Great city resource. Would love it if it had more events for young adults at night.
- Complaints
 - It's an unlicensed daycare/homeless shelter/coffee shop/gaming parlor that's noisy and filled with people sleeping, eating and running around. I prefer a quiet library where people come to read.
 - You had a lot more books available at the old library
- COVID
 - During Covid it was closed most of the time. I understand the safety aspect, but it was somewhat ironic that the public place for people to use internet when they don't have it available at home closed down. So then community members were even more isolated from the rest of the world. Kids who didn't have internet at home couldn't go to school. Workers that needed to work online couldn't work. It was disappointing to see that Ames Library did not find ways to stay open and serve the community that needed them most in this time of need.
 - I haven't visited the library as frequently due to Covid concerns
 - I love the Ames Public Library. Wish I could spend more time there. I haven't been back except once post-covid/2020.
 - We haven't used the library in 2 years due to pandemic. Hope to resume soon.
- Extended Hours
 - Extended time on Sundays will be great
 - Sundays: my toddler naps in the afternoon so not convenient to go during that time. Would like more evening time/groups for working parents.
 - They need to be more open during holidays. It is hard to always study at home.
 - Unfortunately, when I think of heading to the library it is in the evening after dinner and other stuff is done. It's usually closed by then.
- Facilities
 - Very clean facilities. The fact that there are two gender neutral restrooms is extremely helpful and appreciated.
 - Very nice facility and it is well kept and quick to help customers
 - I am so impressed for the automatic doors installed at the entrance. I wish there were more large print books. Employees are very friendly and helpful
- Funding
 - Public libraries are a good program and deserve to be funded.
 - Need to ensure that ongoing maintenance is a priority
- General Comment
 - The library selection is good but sometimes lacks the books that would be desirable to read. As this is not a part of a regional library system, the selection is naturally limited in

that way as well. The borrowing times for online books is also more limited than the physical books, which requires renewing the loan more frequently. Additional free parking locations would be useful, as the only alternative to parking alongside the library is to park along the railroad tracks south of the library, requiring a walk that is not desirable in cold winter months. The open portion of the second floor with tables does not encourage the quiet nature of the library, but instead allows noise to propagate more than what would be expected.

- Long Wait Times
 - I love the library but very long wait times for popular items
 - I love this library – it's excellent. My only complaint is the wait times for holds for popular books.
- Not Applicable
 - N/A (x2)
- Not Enough Time/Future Use
 - I love the Ames library, just do not have time to enjoy the services
 - Hope to use library resources more in the future
 - I love the library and all the services & programs. I wish I could attend more.
- Online Services
 - I have "explored" the streaming offerings, but I really haven't had time to use them.
 - I mainly use APL online – book searches and holds. Very convenient, easy self-checkout, staff friendly if help needed
 - I really like the Libby app for reading. It makes it easier for me to access the library's books when I do not have enough time to actually go to the library.
 - I would encourage having even more resources/books available online. I used the online book service during the pandemic. It was easy to use. One limitation of the service is the lack of books in Spanish.
- Parking
 - I absolutely love the open hours free parking on Main/by the library. Cities and Ames (in particular for its size) tend to have a parking problem that stops people like me who may live a distance from the city center from frequenting it. But the parking lot means I can visit the library and my favorite stores whenever I can!
 - Nearby free parking would be nice
 - Parking can be a problem
- Positive Comment
 - Most members of my book club use library and rave about how easy and great how to use. All my friends with kids talk about the bookmobile and other kid friendly resources.
 - It is a beautiful library! I love how they have adult and children areas separate. This allows me to study without any distractions. Tables and study spaces are always very clean and well lit! If I do not feel like paying to sit at a coffee shop, I usually go to the Ames library to work.
 - I only use the library to vote but very nice. I would highly recommend it.
 - ABSOLUTELY LOVE THIS LIBRARY
 - Always satisfied with the library
 - APL is amazing!
 - Great work!
 - I love the Ames Park Library. I am there frequently.
 - I think it is a lovely library and every time I go there the people are always very nice
 - I was very impressed with the staff and the range and quality of the programs/services. Programs for children are very outstanding.
 - It's fantastic that we have one, and in such a nice location!
 - Love the library
 - Use frequently, great resource. Just used children's area with grandkids and was wonderful
 - Very happy with the Ames Public Library
 -

- Student Comments
 - As a student at ISU, I never go to the Ames Public Library.
 - As a student it is usually more convenient to use Parks Library
 - As an Iowa State University student, I use the Iowa State University library instead (as it is more convenient and has most of the resources I need).
 - I think the library could have a section open at all hours for students to have a quiet place to sit and study. I would prefer more options than just the ISU library.
 - I use Parks Library much more, but the public library is also good
 - I was thrilled I could get a library card, when my home residence is not in Iowa. Absolutely love the library atmosphere!
- Specific Resource Comments
 - The bookmobile is a great feature I wish more public libraries had the ability to have
 - Love the books on CDs – checked out them more than printed books
 - I wish the library would have gaming consoles and games to checkout.
 - Need more western books and more often
 - Not enough protection for anyone including workers

Comments on Your Health

- Access to Facilities
 - Better access to free facilities
 - Easy access to gyms
 - I would like students to have access to gym facilities (such as the Ames Fitness Center), since we already contribute so much to the community. I would appreciate this access since I currently have minimal opportunities at the Veterinary College and main campus is usually full with the undergraduate students.
 - Just living closer to a rec building
 - Closer location
 - More access to indoor facilities during winter. Lap swimming, reg pool, indoor track
- Affordable Gym Membership
 - A cheaper option for a gym.
 - Cheaper fee on facility
 - Cheaper gym rates
 - Discounted gym membership
 - I think having an easily and cheaply accessible gym or public track on the east side of Ames would benefit the overall health of the Ames community.
 - Most cost-effective options
 - Public access gym
 - More gyms, or cheaper subscription to Ames Fitness
 - Expand Planet Fitness
- Already Active
 - Membership at Ames Fitness – on hold for summer gardening, walking, association pool
 - I am pretty active, so I would not need the support
 - I do enough
 - I get a lot every day. I guess not being in class.
 - Not sure; attend Ames Racquet and Fitness daily
 - Nothing. I use an exercise bicycle six days a week
 - N/A. I regularly jog and work out in accordance with my own goals.
- Buses
 - Early morning buses
- Better Bike/Trails System
 - Better bike trail system.
 - Bike trails.
 - Continuing the bike trail to connect to the High Trestle Trail. Right now it just ends south of Ames.
 - I currently bike indoors but if we had better bike lanes I might also like to bike outdoors.
 - If I could walk or bike to businesses, work, and school.
 - More and better bike trails and lanes
 - More bike paths in west Ames
 - MORE BIKE TRAILS
 - More bike trails so I can take my bike to work and the grocery store safely.
 - Dedicated bike paths across town, cheaper and more often public skating opportunities.
 - Better running trails, bike trails, etc.
 - Better trails
 - City maintaining trails to run and bike on
 - More paved bike paths and walking trails to take around Ames. Not the lanes on the road, but actual dedicated paths for bikes around town. Avoid roads.
 - More running trails
 - More trails
 - More trails outside

- Yes, safe paved walking trails
- Community Recreation Center/Walking Facility
 - Build a rec center!
 - Community recreational facility with walking track for wintertime
 - Indoor walking facility
 - Safer walking during bad weather
- Citywide Fitness Initiatives
 - Citywide fitness initiatives (races, comps)
 - More community-based marathons and events!
 - Not sure, but companies could give money to their employees who do not drive to work
- General Comments
 - Fixing my bike
 - Less homework
 - Cheaper taxes. If I didn't have to work as much, I would be able to go work out
 - I am a graduate student so honestly it is hard to find the time to participate in physical activity. I do enjoy the Ames Fitness Center quite a bit when I do have the time. The south facility is very nice and I find it a good resource for fitness. Summer sports leagues are something graduate students very much enjoy as well. I plan to participate in those this summer.
- COVID
 - I'm not willing to go to a gym with the COVID pandemic ongoing.
- Expanded Hours/Evening Classes
 - Free/low-cost evening hour classes
 - Have evening classes after 6 p.m.
 - Not much. More items maybe in the evening.
 - More open gym opportunities at the Community Center or alternative site, especially during winter months
 - Longer hours at the Iowa State Rec Centers
- Free Access to Facilities/Classes
 - Free to low-cost fitness classes
 - Free access to gyms
 - Free gym
 - Free gym facility
 - Free or reduced membership costs to a city gym. However, at the same point I don't really use the ISU gyms as they're always too busy so I probably wouldn't truly use it as much as I'd like anyways.
 - Free use of facilities during winter
 - Community of friends given classes for free
 - Maybe free public initiatives outside (when the weather is nice) and City email invites about the free exercise
- Information
 - More information on trails and parks, and more details on adventure sport events
 - More programs like ISU's walking with ease, bicycle groups, getting acquainted time to use adult activities mentioned in CitySide
 - Knowledge of gyms in the area and prices.
- Less Crowded Facilities
 - Fewer kids
 - Less people at State Gym or more equipment
 - Less crowded places to workout
 - Less populated gyms
 - Less crowding at gym, nicer sidewalks
- Motivation
 - Just my motivation

- Motivating myself
- To look good for the summer
- willpower
- Having more places to go where I would not feel judged
- Not Sure
 - Not sure
 - No more needed
 - Nothing
 - Nothing, I have all the resources; that's on me
 - Nothing; let private enterprise provide
- Other Features
 - Additional green space and bike paths.
 - Dirt trails
 - Tennis court availability and disc golf
 - Somewhere I could take my dogs other than the dog park
 - Hiking
 - I work out all the time and walk to class. Only thing that would make that easier would be an indoor tennis court
 - More disc golf courses
 - Public facilities like swimming pool, better, more connected bike lanes (similar to DSM)
 - More native species parks
 - More nature/recreational trails
 - More parks in west Ames
 - More places to walk like Ada Hayden
 - Ada Hayden walkways are great
 - A roller-skating rink or more public state times at the ice skating rink
- Other Class Offerings
 - Availability of high-quality fencing or martial arts training
 - More fitness classes and community.
 - Formerly attended "Silver Sneakers." Is it still available?
 - More programs for those over 60
- Personal Health
 - Less pain!
 - Can't really; I have lupus
 - Personal reasons
 - Receiving a diagnosis for my physical condition
 - Just now recovering from knee surgery; activities are limited
- Pool Access
 - Access to pool for lap swim.
 - An indoor community swimming pool.
 - Easy swim access
 - Having an indoor swimming pool.
 - I swim a lot. The city closed Municipal Pool and there is no other good pool outside of the university. Ames Fitness has a pool, but it is hot and not well maintained. The university pool is nice, but has terrible hours. Because the hours are so limiting, the pool can also be very crowded. Having more hours of the university pool and not having a gap in municipal pool construction would help me get more daily physical activity.
 - Indoor pool – lap lanes, aqua-size classes
 - New indoor swimming complex
 - Opening of an indoor swimming pool
 - Warm indoor pool

- Safety
 - More walking areas where I feel safe to walk. Just went for a walk and this summer is going to be miserable with so little shade because of all trees cut down.
 - More walking options around Ames that feel safe to a young college girl.
 - Safe bike paths, pedestrian friendly businesses and restaurants
- Sidewalks
 - Better sidewalk for walking
 - Better sidewalk upkeep
 - Better sidewalks & pedestrian services
 - More complete sidewalks
 - More walking trails
 - More walking trails!
- Time
 - A less-crammed student schedule
 - Having more free time
 - Having more time available
 - I don't have time with balancing school and work so that isn't something the city can help with.
 - Less busy schedule
 - Less occupational demand
 - Less of a busy day
 - Less time working.
 - More free time
 - More hours in the day.
 - More time
 - More time in schedule – nothing the city can do about that
 - Not having to work
 - Shorter workday
 - Working less hours
 - More time and feeling better
 - A work/life balance, less depression, more money
 - Not having to work and no snow
- Weather
 - Better Iowa weather!
 - Better weather
 - Better weather, easier access to gym services (I live off-campus so getting to the gym is difficult)
 - Less rain :-)
 - Nice weather
 - Nice weather, but I know that the City of Ames cannot control that
 - Warmer weather
- Workout Community
 - Probably doing activities in a group or with friends
 - Being in a gym class
 - Someone to do it with
 - People to work out with and workout plans

“What could the City of Ames do to demonstrate its commitment to diversity, equity, and inclusion” comments

- Welcoming environment
 - Be more vocal about gay pride and acceptance
 - Speak out more about issues involving these topics
 - Allow foreigner residents to vote on local matters
 - Better recruitment of diverse people for living and to public jobs
 - Community resource center for minorities
 - Clearing off sidewalks around town so they are accessible for people with disabilities
 - Don't focus on certain groups of people. Everyone is important so target making places better for everyone not just some people. Improvements and changes should not be made on the basis of race, sexuality, or beliefs. They should be focused on improving and changing the community for the whole not for a few.
 - Give more opportunities to all
 - Have more diversity
 - Hire more minorities into management positions (x3)
 - Hold more events directed towards inclusion and diversity
 - Hold those who commit acts of sexual violence accountable
 - The city could help support community-led programs such as the Reliable Street collective in their mission to educate and create free programs for diversity, equity, and inclusion
 - I would like more events for teens to feel included especially LGBTQ ones
 - DEIB programming (x3)
 - Multi-lingual outreach/outreach program (x2)
 - Look into diversity organizations such as the NAACP here in Ames that can guide the City of Ames on the changes needed. Become a welcoming area for black businesses as I have not heard of a black owned business here in Ames
 - Make it a safer environment for more families of color
 - Make sure the board has a diverse group of individuals (x2)
 - Make sure the property managers are not treating diverse people diversely
 - More attention to the needs of the disabled
 - More women in positions of authority taken seriously
 - Not have diversity quotas
 - Provide more services for refugees & immigrants and low income
 - Put resource offices back at AHS. Fight against anti-transgender movement, books bans, etc.
 - Quit race-baiting and focus on intellectual and background diversity, not race or gender. Race and gender don't matter. The individual matters.
 - Use more resources to support marginalized groups and poor people
- Housing
 - Increased affordable housing (x5)
 - Approve and help build more infill affordable housing
 - Build housing the people can afford, not parking lots
 - Commit to equity by restricting the use of single-family homes (excluding primary residences) as pure for-profit rental properties, allowing those who want to own such a home a chance to do so. This could potentially be done through a tax that scales the rented property's value and number of residences already owned by the individual in question.
 - Develop affordable housing that people can walk/bike in
 - Have programs that are geared toward apartment dwellers and not just homeowners
- Community services

- Childcare (x3)
- Free school lunches for all (x2)
- Early education
- Service facilities
 - Clearing off sidewalks around town so they are accessible for people with disabilities (x2)
 - Continue to focus on improving programs and opportunities
 - More bathrooms for transgender people
 - More things like the rainbow sidewalk! (x2)
 - Provide more learning and gathering opportunities outside of the university context
 - Raise minimum wage
 - To have less bars and more dance halls
- Community events and activities
 - City celebration
 - Do events where we celebrate various cultures
 - Encourage communities to have little block parties on organized days so individuals can better know their own neighbors
 - Festivals or multicultural events that help to educate community members about other cultures
 - Foster more small group activities so people can get to know one another – walking clubs, card clubs, biking clubs, neighborhood get togethers
 - Maybe provide art events that include different cultures and histories/more artwork supporting both local and multicultural artists (x2)
 - Local events
 - More cultural events and holidays
 - Pride parade/more parades and event that show togetherness! (x4)
 - More town festivals or gatherings like the farmers' markets held during the warmer months
 - Promote more events in the downtown area that facilitate diverse voices. Examples could include an Ames Pride Festival, Downtown music festivals supporting black artists, etc.
- Non-specified
 - A LOT
 - Actions by the City of Ames
 - Continue as the city has for years (x3)
 - I don't know (x4)
 - I'm uncertain of this. If a mostly homogeneous population wants to live here, there's not much to do
 - Let it happen naturally. Don't force it.
- Doing well
 - already doing too much in my opinion (x3)
 - Ames does a lot right now. Just keep it up and don't stop fighting as the state tries to limit what we can do to foster this ideal
 - Ames already does by treating everyone equally (x3)
 - Doing plenty
 - Have done enough (x3)
 - I am pleased to see all colors, all nationalities, mildly disabled or not employed at certain businesses in Ames, i.e., Walmart, McDonalds, etc.
- Others
 - Better inform the public of efforts
 - Continue with current efforts but add more community members
 - Do not politicize this. Just treat everyone with dignity. Respect all citizens and what they contribute. Again, keep things simple. Deliver good service for honest value
 - Enforce current laws

- Realize that many are not connected to ISU, and that ISU is not Ames nor is Ames ISU. I do not receive benefits of ISU but am impacted by ISU students, traffic, etc.
- Say so. But the city cannot change personal behavior
- Stop creating divisive policies. Equity is not fully achievable. You cannot guarantee equal outcomes, but only opportunity. DEI will disregard things that some will not agree with, but it does not make it invalid. Listen to everyone. Too many individuals get shut out and then we have a negative feedback loop. Someone does not feel heard.
- There's not much the city can do about the biases of individuals; there are always those who like to make things hard.
- Not needed
 - Is this something we need to over-emphasize? You are creating confusion for children with gender and race! Do not spend my taxpayer money on this.
 - Not my priority so N/A
 - PLEASE DO NOT MAKE THIS A FOCUS OF THE CITY OF AMES!!!!!! There are plenty of other things to focus on. I think you should promote excellence in citizens; recognize citizens who are doing great things in the community and inspire everyone to work hard and do their best.
 - Stop doing programs that teach garbage ideas.

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

- Accessibility
 - Access to lots of different businesses.
 - A smaller community with access to options of entertainment offered through the ISU community.
 - Not too far from Des Moines and close to major interstates
 - Being able to walk to key services & resources
 - Being close to school (x3)
 - Close proximity to everything
 - Close to ISU (x3)
 - Close to things (x2)
 - Access to parks, lots of amenities
 - Excellent programs. facilities. resources nearby (within the city limits)
 - It's very close to my university and it has some pretty parks, good restaurants and a decent range of stores.
 - Easy city to get in and out of
- Amenities
 - A lot of amenities for a city this size (x4)
 - Outdoors. Pleasant community that is civically aware with amenities of a town twice our size
 - Many choices and opportunities (x2)
 - Opportunities – culture, education, sports, and parks
 - Sense of community blended with opportunities
 - The natural amenities
- College Town
 - Iowa State University (x15)
 - Ames school district (x3)
 - Interaction between the community and the students is very natural
 - College town with lots of things to do
- Ambiance
 - Acceptance to multicultural living styles
 - continuous development, quieter in the summer
 - Clean air & water (x2)
 - Quiet (x3)
 - Good living environment (i.e., parks, schools, restaurants, shopping, entertainment, and activities at Iowa State University)
 - The atmosphere (x2)
 - Great services in small town atmosphere (x2)
 - Greenery (x6)
 - Culturally attractive
 - Quaint and lively downtown areas (x2)
 - Quality of life (x3)
 - Good vibe
- Compact and Clean
 - City is well taken care of
 - Clean (x7)
 - Everything is close together (x2)
 - How tied it is to the campus community.
- Safety

- Less to no crime/low crime (x6)
- Safe town (x11)
- Nighttime safety
- Convenience
 - Ease of commute to all places
 - Convenient (x4)
 - Easy to navigate
 - Good for families (x2)
 - Lots of resources available to accommodate people's needs (x3)
 - Availability of everything we need
- Parks and other public spaces
 - Ada Hayden (x3)
 - Ledges Park
 - All of the parks and outdoor areas (x4)
 - Love all the parks & trails (x2)
 - Walking and biking trails (x3)
 - Beautiful trails
 - Excellent diverse parks (x3)
 - Walkable downtown
 - Variety of public spaces
- Recreation and activity centers
 - Lots of restaurants and activities (x3)
 - Shopping centers
 - Farmers' market
 - Furman pool
 - ISU recreation center
 - Golf course
 - Skating ring
- Traffic and pedestrian facilities
 - Great bike/walking paths
 - Pedestrian friendly
 - Quiet, no traffic issue
 - Low traffic (x4)
- Service Facilities
 - Quality of education (x2)
 - Good water quality (x7)
 - Tap water (x3)
 - City services
 - CyRide (x7)
 - Public transport (x4)
 - Quality facilities
 - Parks Library (x2)
 - Library facilities and services (x3)
 - Helpful staff at City Hall
 - Good hospital/quality health care (x3)
 - Hospitals, clinics, schools, stores, restaurants, parks, activities (for families, children, adults) (x3)
 - Retail shop and small businesses (x3)
 - Overall good service (x2)
 - Localized services around the city precluding the need to cross town

- City upkeep (x2)
- Prompt responses to snow (x3)
- Affordable
 - Cost of living (x3)
 - Cheaper than other university towns/cities
 - Cost of living is low compared to Colorado where we lived for 40 years
 - Gas prices compared to Chicago area
 - Inexpensive
 - Electricity rates
- Size
 - Big city feels/small town atmosphere (x7)
 - Size of the community (x3)
 - Generally quiet small town feel with college town amenities
 - It isn't Ankeny-big or Boone- small
 - It feels small but is actually pretty good size
 - It's large enough to have plenty of options for entertainment and leisure while not being large enough to have many of the problems Des Moines does
- Community
 - Diverse community (x6)
 - It feels clean, organized, and like a community
 - Friendly, active community
 - It seems to be a good community of people, overall
 - Open-minded community (x2)
 - Progressive (x3)
 - Small community
 - Community and choices (x2)
 - Welcoming community
 - Academic community
 - Other residents
 - The community (x4)
- People
 - Good people (x2)
 - Diversity/diverse population (x4)
 - Few people
 - Nice people (x2)
 - Friendliness of citizens (x4)
 - A real sense of community
 - Active people
 - Kind people
 - Good neighbors/neighborly people (x2)
 - The people (x9)
- Events
 - Community events
 - ISU sports and activities
 - College activities that bring in major performances
 - Civic events
 - Cultural and athletic activities (x2)
 - Variety of events (x2)
- Others

- Employment Opportunities
- Scientific industries in Ames
- I love how the students go away in the summer and it reverts to a small town (x2)
- Influx of people
- The ability to either live in a more "city-like" area (Campustown) or a more "out of the way" area (west Ames) depending on your preferences.
- There is always something going on
- Everything
 - Ames has everything I need.
 - Everything that you have for residents that you asked about in this questionnaire

Comments on Other Issues City should focus on

- Affordable Housing
 - Affordable housing
 - Increasing low-income housing
 - Centrally located affordable housing
 - Equitable housing for folks of lower income
 - The severe lack of affordable housing (either for sale or for rent) makes it difficult to justify living in Ames
 - No one should be sleeping on the streets in this city but, unfortunately, I see it too often. We need to do better in making sure that every last individual has a roof over their head.
- Other Housing Issues
 - Inspection of rental complexes/facilities
 - Near total lack of accountability for landlords provides little recourse for unethical/illegal treatment of tenants.
 - There're a few houses I know of that are run down / cause problems
 - More resources for renters, especially those who are taken advantage of by large housing corporations (MTR, Haverkamp, etc.)
- City Planning and Planning for Future
 - Allow the area near campus to actually develop. That massive empty lot looks terrible and it could actually be bringing in money and providing entertainment/competition for existing businesses
 - Controlled growth on outskirts of Ames. Encourage growth and remodeling within the city core for lower income families.
 - Infill of new housing. There are many empty lots available or lots that have damaged buildings that could be built on rather than endless expansion into farmland. I know infill can be more expensive for commercial builders but the city should not be focusing on builders rather than city needs.
 - Collaboration with other cities
 - Better urban planning that utilizes the greenest tech and practices. Traditional suburban sprawl is horrible for both the social organization of the city and the environment.
 - Stop taking "bribes" to do a lot of the changes that are harmful to this city.
 - The city should really focus on infill development and creating a more vibrant and stimulating town year-round.
- Economic development and redevelopment
 - Getting more industry/business to Ames
 - Downtown development
 - Get going on development of empty lots on Lincoln Way downtown
 - Keep funding downtown. The addition of businesses like Dog-Eared Books, Treats on a Leash, the farmers' market, and Z.W. Mercantile have been amazing additions to life in Ames
 - Many Ames small-business owners tell me the city is not business friendly. Why is that?
 - Need to continue commitment to downtown to attract young professionals to this community
- Traffic Control and Flow
 - Proper use of turn signals, headlights directed safety and used when streetlights are not provided
 - Traffic – make Y Ave & Cameron School Road four lanes connecting to Hwy 30 & Interstate 35
 - Traffic flow on major streets
 - The constant back-ups and high frequency of traffic lights make my commute longer and more dangerous than needed
- Road improvement and snow removal
 - Bikes off streets. Snow removal. Better streets – need to be redone.
 - Building up Main Street

- Fix more bad streets (7th)
- Fix the 13th & Grand Ave intersection (very tough to drive west on 13th St)
- Snow removal
- I would like the city to consider some means of snow removal from residential streets instead of plowing the snow into residents' driveways.
- Roads – lots of potholes & bumps
- Free Parking
 - Removing paid parking spaces downtown to allow students an opportunity to park and utilize those businesses more
 - Campustown parking
 - Not punishing residents in areas of parking in ISU – can we purchase parking passes that exempt us?
 - More parking in downtown for free
- Public Transport
 - Free public transport
 - I think CyRide is great but could probably use more funding to run routes and have more public transportation, as depending on where you live, Ames is not a very walkable community.
 - CyRide bus stops could be more sheltered for really bad weather conditions.
- Walkability and Bicycling
 - Less car infrastructure and more pedestrian services
 - Less on bike routes in streets
 - Making the city more pedestrian/bike friendly; I would like it if pedestrians and bikers can navigate to needed services (stores, etc.)
 - Very walking- and bike-friendly, very walkable
 - Pedestrian safety. I have been almost hit by cars multiple times crossing Grand on Sixth St. I have also been almost hit by a car at the intersection Main and Clark. Cars almost never stop at the pedestrian crosswalks on Sixth St.
 - Put a walking path along the Ioway Creek project!
 - Quality of transportation service
 - Replacing deteriorated sidewalks in older neighborhoods
 - Walkability of Duff
- Other
 - As someone who is just a resident of Ames during the school semesters, since COVID-19 I was home a lot and really do not know much about the resources, businesses, quality of water, etc. I think putting the word out about the City of Ames to college students is important.
 - Fiber optic internet
 - I think the electricity power pack should be a huge focus. It may be close to launch, but getting that up and running would be beneficial
 - Lowering utility costs
- Climate Change
 - Climate change action
 - Climate change mitigation and infrastructure hardening
 - Renewable energy
 - Climate change renewables
 - Environmentally friendly
 - Planting trees – more animal habitat. I was upset when you chopped down so many trees around the dog park. I also really want Ames to quit sending so much garbage to Boone Co. landfill. I would gladly take all my recyclables to a place; I did in Texas for years.
 - City recycling program
 - Providing more green space in the city and fewer apartments intermingled in residential areas
 - Global warming
 - Reducing environmental impact and increasing use of alternative energy sources.
 - urban/community agriculture

- Sustainability
- Re-evaluating current waste disposal practices
- Police service
 - Attitude of police officers.
 - Police divestment
 - reducing police funding and redirecting it to other social services and infrastructure
- Law enforcement
 - Property upkeep law
 - Enforce landlord laws
 - Reducing taxes
- Diversity, Equity and Inclusion
 - Continuing focus on diversity
 - Creating a vibrant, diverse community atmosphere
 - Inclusion
 - Make Ames a more bike-friendly community
 - Racial diversity, LGBTQA+ inclusion
 - Regular programming for the disabled
 - Social equity (DEIB) initiatives
 - Handicap accessible
- Crime and Public Safety
 - Decriminalizing cannabis
 - Decriminalizing marijuana
 - Control the crime
 - Murder rate
 - Public safety (community safety). I feel the changing demography has made our community less safe.
 - Eliminate crimes
 - Sexual assault information and prevention for Iowa State University
 - Theft prevention and investigation
 - Violent crime
- Social Issues
 - Education: K-12 school, STEM education
 - Just continue focusing on the basics of providing good service for good price. Don't let infrastructure fall apart
 - Mental health outreach – Julie is amazing, but we need more.
- Recreation and Amenities
 - New parks
 - Indoor pool
 - I hope that the city builds the conference center downtown
 - Our city lacks hotels near the downtown areas of Ames
 - Recreation center
 - New fast food places
 - Adding more restaurants and activity centers
 - We need a community center of sorts. APL is great but we need more spaces for community.
- No Opinion
 - None that I can think of
 - N/A

General/Additional Comments

- Road Improvement and Maintenance
 - Keep up fixing the main streets
 - Fix 13th Street and Grand Avenue
 - Do not widen Grand Avenue and remove all the mature trees. A gain of 90 seconds wait time is not worth a million spent.
- Traffic Flow Maintenance
 - Improve traffic flow when possible
 - Hire a traffic engineer please
 - I would GREATLY appreciate the current mood of restricting the traffic flow on our major arteries be reversed. I also believe bicycles should be rerouted to side streets. It is a very dangerous situation with both bikes and autos on the same street.
 - North Dakota Avenue needs a right turn only lane at the intersection with Lincoln Way. Cars always block turning right but the lane becomes single after intersection. Would be much smoother traffic and less issues at road change past Kum & Go. Plus South Dakota has a right turn only lane from the opposite direction, so it makes sense if North Dakota did, too. Also, Mortensen needs to become four-lanes between South Dakota & State St.
 - Please improve south-north traffic flow on Duff/Grand. You keep putting more stop signs and lights and there is no alternative street on the central and east sides.
- Traffic Signal and Parking
 - My biggest issue is the stop lights at South Duff and South 16th street going east and west.
 - Need better maintenance of parking meters in the lot at Sixth & Douglas. I rarely park there but often found the meter I stopped at first didn't work. Response was very prompt the two times I did report it. The person responding was very polite.
- Transportation
 - I would like better bus arrangements and safe biking routes
 - We should get scooters. Like the ones you pay money for. For Iowa State campus or downtown Ames.
 - CyRide is expensive and inconvenient. It appears to be made for students not the people who reside in Ames.
- Parks
 - I think the design of parks could be included in more tiny parts of Ames.
- Affordable Housing
 - I wish you could provide me with low-income housing for people with or on SSI. Also need Legal Aid in Ames not just Nevada.
- Development and Redevelopment
 - Maintain our good infrastructure
 - The revitalization at Lincoln Way – ban the businesses out so we can put hotel and shopping there.
 - Please quit cutting down so many trees. Please stop the construction of so many apartment buildings. Please leave us more green areas that we can enjoy outside of parks.

- College Town
 - As a university town, Ames could be much more progressive with the use of recycling, renewable resources, encourage cycling, using CyRide, offering healthy affordable foods, including vegan options.
 - I hate it here and this town has done nothing but traumatize me for the past three years. If you want to better Ames, get rid of Iowa State
- Social Concerns
 - School system (problem behaviors, administrative changes, etc.)
 - Do not let narcotics traffickers get a foothold in Ames
 - Don't just assume that you've updated Inis Grove Park that your work is done. Where are your other services for the disabled?
 - Need more focus on security and crime
 - Please do more for marginalized families.
 - The electricity bills have gone up drastically and still I lack information of where to contact. I called several places in Ames Utilities, but nobody helped.
- Climate Change
 - We need to move more quickly to start community action to reduce climate change.
 - If garbage & recyclables & yard waste pick-up were coordinated it could save a lot of big trucks on all the streets, as well as gasoline & exhaust fumes and particulates.
- Others
 - City of Ames is an outstanding brand. I'm interested in buying T-shirts/hats with the logo on them.
 - The city should have more places for electric car charging. The city should have well-maintained community gardens all over town in residential areas.
 - I am an international student here at ISU. I live in west Ames with First Property management. These people do not treat international students with respect. They refused to change our apartment's carpet, which is at least about 10 years old. Over the last few months, I have been living with substantial domestic comfortability because my roommate has exhibited signs of anger issues. My lease was until July 2023. I begged FPM to transfer my lease to one bedroom at least from August 2022. They refused and told me that I would be stuck here until I found someone to sublet my bedroom. When I told them that I had safety concerns, they said that they won't do anything because there has not been any police case or visible criminal activity. I know this is not something I can complain about here or anywhere. But I still wanted to share.
- Great place to live in
 - Ames is a wonderful city. Keep up the good work
 - Ames is a wonderful place to live & trying to be progressive.
 - I love Ames and have chosen to raise our children here
 - I love living in Ames! (x2)
- Appreciation
 - How nice to let residents express themselves. Thank you! (x2)
 - Keep up the good work!
 - Thank you for doing this! (x4)
- Suggestions
 - This survey is too long. It should be broken up into two separate surveys. You would get more survey completions that way.
 - You take these surveys then don't do anything. Take note. Change needs to happen.