

AMES PUBLIC LIBRARY

• Register for a free Ames Public Library card for access to books, movies, music, and more. The Library also provides reference services, online research tools, programs for all ages, free use of meeting rooms, internet access, public computers, and Bookmobile service.



For information, call 515.239.5646 or visit www.AmesPublicLibrary.org.

CYRIDE

• CyRide is the city bus system for Ames. It is a collaboration between the City of Ames, Iowa State University, and ISU's Student Government.

• CyRide operates 13 fixed routes, a Dial-A-Ride service for persons with a disability, and a late-night service called Moonlight Express. The fixed routes and Dial-A-Ride operate every day of the year except Thanksgiving, Christmas, New Year's Day, Memorial Day, Labor Day, and Fourth of July. Moonlight Express operates on Friday and Saturday nights when Iowa State University is in session.



For routes, timetables, fares, and more information, call 515.292.1100 or visit www.CyRide.com.



IMPORTANT NUMBERS TO KNOW

Ames Public Library	515.239.5646
Cemetery.....	515.239.5341
City Forester.....	515.239.5342
Hazardous Trees	
City Manager's Office.....	515.239.5101
Any Problems or Concerns Not Listed	
CyRide	515.292.1100
Inspection Division.....	515.239.5153
Occupancy Rules, Permits, Unkempt Property, Noxious Weeds	
Non-emergency Police	515.239.5133
Planning and Housing.....	515.239.5400
Neighborhoods, Zoning, Development	
Parks and Recreation	515.239.5350
Park System, Recreation Facilities, Aquatics, Adult and Youth Sports/ Activities, Fitness/Wellness Programs, Homewood Golf Course, Ames/ISU Ice Arena, Auditorium/Bandshell Events	
Public Works Operations.....	515.239.5550
Deteriorated Sidewalks	
Resource Recovery Plant	515.239.5137
Garbage Disposal, Glass Recycling, Household Hazardous Waste, Appliance Disposal, Food Waste Diversion	
Utility Customer Service.....	515.239.5120
Start, Stop or Transfer Electric and/or Water Service, Utility Billing Questions	

OTHER

Animal Control	515.239.5530
Electric Outage	515.239.5240
Iowa One Call	811
Street Light Outage	515.239.5500
Water or Sewer Problems	515.239.5150
Stormwater Concern	515.239.5160

March 2021

GOOD NEIGHBOR GUIDE



PROPERTY MAINTENANCE

GENERAL CARE

- Property should be maintained in a neat condition including mowing lawns, trimming shrubs and trees, and controlling weeds.
- All garbage set outdoors should be kept in a watertight and tightly closed hard receptacle.
- Vehicles classified as junk vehicles may not be stored outdoors for more than 48 hours.
- The outdoor storage or placement of household appliances or furnishings, unless designed for outdoors, is prohibited.

Contact the Inspection Division of the Fire Department at 515.239.5153 with questions or to report property concerns in your neighborhood, or visit www.CityOfAmes.org/Inspections.

- Recreational fires are permitted in approved containers, such as chimineas. Fires should be more than 15 feet from any structure (including decks, porches, fences, and sheds) and any combustible materials.
- To ensure quality air, burning garbage, leaves, and yard waste is prohibited.
- All buildings require an address visible from the road. It should be able to be seen from the road. Its color should contrast with where it is affixed. The numbers should be Arabic, at least 4 inches high, and may not be spelled out.

Contact the Fire Department at 515.239.5109 with questions or visit www.CityOfAmes.org/Fire.



- Private property (e.g. landscaping, fences, drainage pipes, play equipment, etc.) is prohibited from encroaching on public property. Furthermore, individuals may not mow, trim, remove, or apply chemicals/fertilizers to public property.

TREES

- All trees and shrubs on private property should be properly trimmed for pedestrians using sidewalks and must not obstruct the view of traffic.
- The City is responsible for trees or shrubs within the city right-of-way.
- For street tree planting permits, apply online at www.CityOfAmes.org/TreePermit.
- Free disposal of Christmas trees is available at the Parks & Recreation Maintenance Shop, 700 E. 13th St. Trees may be dropped off during daylight hours throughout January. Remove tree stand, tinsel, and all ornaments from the tree.



For tree and shrub concerns, call the City Forester at 515.239.5342 or visit www.CityOfAmes.org/Trees.

SIDEWALKS

- To keep pedestrians and bicyclists safe, snow and ice must be removed from sidewalks within 10 daylight hours after snowfall has stopped.
- Property owners are responsible for the sidewalks and areas from the curb to the property line. Sidewalks that become dangerous are the responsibility of the property owner.

To report snow and sidewalk concerns, call Public Works Operations at 515.239.5550 or email snowwalks@cityofames.org.

AMES ON THE GO

- Want to report potholes, clogged storm drains, malfunctioning traffic signals, snow and ice hazards, streetlight outages, overgrown trees, park or playground issues? There's an app for that! Ames on the Go is a custom mobile reporting application that allows users to report public infrastructure and public property concerns quickly. The app is available through iTunes and Google Play stores, as well as accessible at www.CityOfAmes.org. Look for the purple quick link.



HOUSING

BUILDING AN ADDITION

- For building permits, contact the Inspection Division at 515.239.5153 or visit www.CityOfAmes.org/Inspections.

PROPERTY USES, SETBACKS AND ZONING

- For information, contact the Planning & Housing Department at 515.239.5400 or visit www.CityOfAmes.org/Planning.

RENTAL HOUSING

- Rental properties must have a valid Letter of Compliance and must be registered with the Inspection Division of the Fire Department.

Contact the Inspection Division at 515.239.5153 or visit www.CityOfAmes.org/Inspections.

OCCUPANCY

- If you rent, be aware of the allowed number of occupants. Single- and two-family dwellings are allowed three adults for dwellings with one, two, or three bedrooms. Dwellings with four bedrooms are allowed four adults, and dwellings with five bedrooms are allowed five. The number of adults is capped at five regardless of the number of bedrooms.

PETS



- Dogs and cats must be on a leash at all times except in their own yard or at the Ames Dog Park. A dog park pass is required. For more information, visit www.CityOfAmes.org/DogPark.
- Owners are responsible for the proper disposal of waste when walking pets.
- Allowing any animal to bark, whine, or howl for a prolonged period of time is prohibited.
- Pets are required by law to be vaccinated against rabies and to wear their rabies tag at all times, including cats.
- Report animal bites to Ames Animal Control immediately. Afterhours incidents should be reported to the Ames Police non-emergency number, 515.239.5133.
- Pet licenses are not required in Ames.
- The Ames Animal Shelter provides services for lost/found pets and pet adoptions.

Questions or concerns? Call the Ames Animal Shelter and Animal Control at 515.239.5530 or visit www.AmesAnimalShelter.org.

NOISE ORDINANCE

- The maximum noise level is 60 decibels for the hours of 7 a.m. to midnight. The maximum noise level is 55 decibels for the hours of midnight to 7 a.m. The sound is measured at the edge of a city street or alley right-of-way nearest to the source of the sound.

For more information about the noise ordinance or to request a reading, call Ames Police at 515.239.5133.

FIREWORKS

The use or exploding of fireworks is prohibited in Ames, except with a permit authorized by the City Council.

LICENSES, PERMITS, ETC.

Look for a list of licenses, permits, and registrations at:
www.CityOfAmes.org/CityClerk

PARKING

- It is unlawful to park in front yards or in a way that obstructs sidewalks or driveways.
- Vehicles cannot park in the same spot for more than 48 hours on a city street or city lot.
- Overnight parking is prohibited in parks.
- Parallel-parked vehicles must park with the front end of the vehicle in the same direction as traffic flow.
- Please read parking signs carefully; some city streets are subject to multiple parking restrictions.
- Parking fines are increased in select zones on ISU home football game days.
- Parking meters accept coins, ParkMobile app, and City smart cards. ParkMobile information is at www.CityOfAmes.org/Police, under Parking.
- Parking on snow routes is prohibited when the snow ordinance is in effect. Follow the City of Ames and Police on social media, visit www.CityOfAmes.org, or check local media for snow emergency information.
- Additional parking regulations can be found in the Ames City Code Chapter 18, at www.CityOfAmes.org/MunicipalCode.
- Call the Police to report a parking concern at 515.239.5133.
- Pay parking tickets at: www.AmesParking.com.



Did you know?

Owner-occupied properties are eligible for a homestead credit. Military exemptions are also available. For more information, visit www.CityOfAmes.org/Assessor.

GETTING INVOLVED

CITY COUNCIL MEETINGS

- Ames City Council meetings are public meetings and are held the second and fourth Tuesdays of each month. Email the Mayor and City Council at MayorCouncil@cityofames.org.

To learn who your Council representative is, call the City Clerk's Office at 515.239.5105 or check the website at www.CityOfAmes.org/Council.

BOARDS AND COMMISSIONS

- Board and commission members make recommendations to the Ames City Council and also offer assistance to the Council in carrying out various forms and functions of city government. There are 20 separate boards and commissions, which focus on distinct issues, programs, or services.

To volunteer to serve on a board or commission, contact the City Clerk's Office for an application or check the website at www.CityOfAmes.org/CityClerk.

NEIGHBORHOOD ASSOCIATIONS

- If you are interested in starting a neighborhood association or to find out if you live in one, call the Planning & Housing Department at 515.239.5400.

For more information about neighborhoods, visit www.CityOfAmes.org/Neighborhoods.

SAFE NEIGHBORHOODS TEAM

The Safe Neighborhoods Team was formed by Ames Police Department to build positive relationships with our community and neighborhoods. The team focuses on problem solving and quality of life issues in high call volume areas. For more information, call 515.239.5130.

UTILITIES

The City of Ames provides electric, water, and sanitary sewer services.

ELECTRIC

The Electric Department provides service to more than 26,000 customers. Call 515.239.5240 to report an electrical outage.

WATER AND SEWER

The Water and Pollution Control Department provides water and sanitary sewer services in Ames. Call 515.239.5150 with questions about water or sewer.

CUSTOMER SERVICE

Visit www.AmesUtilities.com to start, stop, or transfer electric and/or water services. The website also provides information about payment options, budget billing, other services, and FAQs. Customer Service representatives are available from 8 a.m. to 5 p.m. Monday through Friday at 515.239.5120 or at City Hall, 515 Clark Ave.

GARBAGE PICK-UP

The City of Ames does not provide garbage collection services. It licenses independent haulers for the collection and disposal of garbage. For a fee, residents can take their garbage to the Resource Recovery Plant, 110 Center Ave. For a full list of haulers, visit www.CityOfAmes.org/Haulers.

Utilities questions? Call 515.239.5120 or visit www.AmesUtilities.com.



SUSTAINABILITY

- The City of Ames is committed to promoting conservation, decreasing energy consumption, reducing its own carbon footprint, and assisting in community-wide carbon reduction. Through the City's EcoSmart programs, the City offers education and incentives to citizens.
- To promote conservation of resources, rebates are available for residential and commercial lighting, residential new construction, air conditioners, appliances, residential and commercial photovoltaic (solar) systems, native landscaping, rain barrels, rain gardens, soil quality, and composting.

For more information on carbon reduction efforts and rebates, visit www.CityOfAmes.org/Sustainability.



RESOURCE RECOVERY PLANT (RRP)

- Residents are encouraged to reduce, reuse, and recycle as much waste as possible. The remainder is shredded by Resource Recovery Plant. Metals are removed and recycled. The burnable portion is sent to the Ames Power Plant as refuse derived fuel (RDF) co-fired with natural gas. Glass should be recycled in yellow bins located at local grocery stores or gas stations. Household Hazardous Materials and rechargeable batteries should be brought to RRP.

For more information, call the RRP at 515.239.5137 or visit www.CityOfAmes.org/ResourceRecovery.

PARTY PLANNING

- Please show courtesy to your neighbors by letting them know when your event will start and when it will end. Also, give your contact information and encourage them to call you first with concerns.
- The Block Party Trailer (tables, chairs, games) is available for neighborhood parties. Reserve at www.CityOfAmes.org/Trailer.
- If you are planning a party that will have music or a live band, please review the City's noise permit information at www.CityOfAmes.org/Noise.
- Requests to suspend parking restrictions or regulations for special events may be made by contacting the Public Works Department at least 48 hours in advance.
- To request a temporary parking waiver, contact the Traffic Engineer at 515.239.5160.
- If you are planning to tap more than one keg of beer during your party, a permit is required from the Ames Police Department, 515 Clark Ave. The permit must be applied for 24 hours in advance. A pre-party inspection is required. Keg beer is prohibited in Ames parks.



For more information about parties, call Ames Police at 515.239.5133 or visit www.CityOfAmes.org.

NEIGHBORHOOD NEWS

Do you have something you want to share with a neighborhood association? Place announcements in the quarterly newsletter by emailing neighborhoodnews@cityofames.org or calling the Public Relations Office at 515.239.5204.