

*2007 Ames Resident Satisfaction Survey*  
**25<sup>TH</sup> ANNUAL STATISTICAL REPORT**

The City of Ames, Iowa, conducts an annual satisfaction survey of community residents. In early 2007, the City distributed questionnaires through a mailing to 950 city residents whose names were randomly selected from the City of Ames utility users list. Additionally, 400 Iowa State University students were randomly selected from a mailing list generated by the ISU Office of the Registrar. This is the third year the survey has been distributed using the updated format and eliminating the need for a separate “bubble sheet” for response. For the second year, the survey booklet was 12 pages long and included standard benchmarking questions, as well as issue-related questions specifically for this survey. The new questions were formulated by with assistance from City of Ames department managers and Kathlene Larson, Research Director with CD-DIAL, Iowa State University Extension.

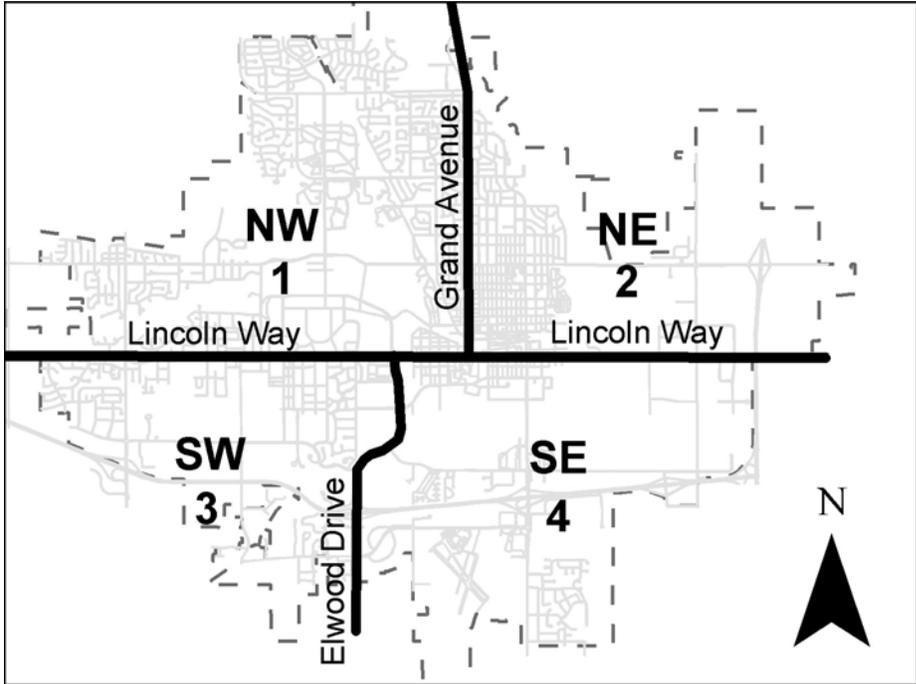
This statistical report summarizes results from 340 respondents who returned usable questionnaires. The 25% response rate represents a decrease from 2006, and increasing the response rate continues to be a challenge. Assuming that respondents who returned questionnaires are not different from non-respondents, this number of questionnaires allows us to conclude with 95% confidence that the results obtained from the survey are within +/-5% of results that would have occurred, if everyone in Ames participated in the survey. For example, if 60% of respondents agree with a statement, we can generalize to the population by inferring that somewhere between 55% and 65% of the population agree with the statement. We cannot conclude this with complete certainty, but we can conclude this will be true 95% of the time.

## **Respondents’ Personal and Social Characteristics**

Table 1 (on page 3) illustrates the personal and social characteristics of respondents who completed the questionnaire. Column 1 lists characteristics that respondents were asked in the survey. Column 2 shows personal and social characteristics of Ames residents during the 2000 Census. Columns 3-9 show personal and social characteristics of individuals who completed surveys between the years of 2000 and 2007.

Of the respondent’s in this year’s survey, 53% of respondents are male, which compares well to Census 2000 data about Ames. Also, more than two-thirds (69%) of respondents have a college degree. Nearly half of (49%) of respondents are employed full-time and two in 10 (20%) are full-time students. Slightly more than two in 10 (23%) respondents report their household income is less than \$25,000, 22% report their income is between \$25,000 and \$49,999, more than one-third (35%) report earning \$50,000 to \$99,999, and 20% of respondents make more than \$100,000 annually.

**Figure 1. Geographic Sections**



Respondents also were asked about the place where they live. As seen on Figure 1, nearly half (46%) of survey respondents came from the northwest section of the city. Seventeen percent came from the northeast, while 25% were from the southwest, and 12% were from the southeast.

While nearly seven out of 10 (67%) respondents own their residence, the others (31%) rent. The majority of renters (53%) reported renting due to their short-term stay in Ames. In 2004, 40% of renters reported they rented due to lack of adequate income. That figure dropped to 23% in 2005, but rose to 37% in the 2006 survey. In the 2007 survey, that number returned to 40%.

**Table 1. 2007 Ames Resident Satisfaction Survey respondent characteristics**

Characteristics	2000 Census	Survey Year							
		<u>2000</u>	<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>	<u>2007</u>
<i>Percent</i>									
<b>Years lived in Ames</b>									
Less than 1 yr	-	14	11	17	16	9	4	0	0
1-3 yr	-	22	33	18	31	26	21	24	20
4-6 yr	-	16	13	9	11	15	17	17	17
7-10 y	-	6	5	5	8	6	5	10	10
More than 10 yr	-	22	38	51	33	44	53	49	53
<b>Gender</b>									
Male	52	47	43	55	53	43	49	53	53
Female	48	53	57	45	47	57	51	47	47
<b>Age</b>									
18-24	44	33	37	33	40	33	25	22	19
25-44	29	29	27	23	24	27	26	31	26
45-64	17	22	26	29	22	23	27	28	37
65-74	5	4	7	9	9	9	11	11	9
Over 75	5	3	5	6	4	8	11	8	9
<b>Education</b>									
Some HS	-	2	0	1	0	1	1	1	1
HS diploma	-	7	5	11	8	4	9	7	5
Some college	-	36	40	43	45	39	30	29	25
College degree	-	19	20	17	21	20	23	25	25
Some graduate work		10	11	9	5	11	10	11	13
Graduate degree	-	26	23	19	21	25	27	28	31
<b>Employment status</b>									
Employed full-time	-	34	35	38	32	38	41	46	49
Employed part-time	-	9	9	8	9	12	17	24	21
Retired	-	16	11	16	15	17	21	17	22
Full-time homemaker	-	4	5	3	2	1	3	4	3
Full-time student	-	35	39	32	40	29	28	28	20
Unemployed	-	2	1	3	2	3	1	2	4

Respondents who are homeowners differ from renters on several personal and social characteristics. Of those who have lived in Ames more than 10 years, nearly nine in 10 (89%) are homeowners. Of those who have lived in Ames four to 10 years, half (50%) own their home. Approximately two out of five renters (41%) have lived in Ames for three years or less. Not surprisingly, respondents who are homeowners tend to be older than renters. Of those between 25 and 44, over half (57%) are homeowners. Of those between the ages of 45 to 64, nine in 10 are homeowners. In contrast, 80% of those under 25 years old rent, and eight in 10 (78%) full-time college students currently rent. Nearly three-fourths (73%) of homeowners have at least completed a college degree compared with 63% of renters. Finally, homeowners typically have more household income than renters. Nearly three-quarters (74%) of homeowners earn \$50,000 or more, whereas eight in ten (84%) renters earn less than \$50,000. (Figures from this paragraph are not shown in any tables.)

**Table 2. Housing characteristics**

<u>Characteristics</u>	<u>2000 Census</u>	<u>Survey Year</u>						
		<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>	<u>2007</u>
<i>Percent</i>								
<b>Housing type</b>								
Own	46	54	46	50	51	62	60	67
Rent	54	46	54	50	49	38	40	31
<b>If rent, for what reason?</b>								
Short term stay in Ames	-	54	67	67	50	62	55	53
Little or no upkeep	-	7	9	10	10	14	27	34
More security	-	5	2	2	0	1	7	5
Lack of adequate income	-	25	20	20	40	23	37	40
<b>Location of home</b>								
Northeast	-	17	21	17	19	22	15	17
Northwest	-	45	43	49	45	43	54	46
Southeast	-	13	10	12	11	14	11	12
Southwest	-	26	26	22	25	21	20	25

## Priorities for On-Going Services

Respondents were asked to indicate whether they thought future budgets should spend less, spend the same, or spend more on several services paid by property or sales taxes. Spending priorities are shown in Table 3. A majority of respondents reported that they would like future budgets to spend the same for 11 out of 11 services. Respondents were given a list of services paid for out of property tax or local option sales tax dollars. In this year's survey, "neighborhood improvement projects," the top vote getter for the last five years, was inadvertently taken off this list. Also, this year, the category "other" was added and received 48 responses (see appendix for the complete list). As in previous years, the majority of respondents have selected "spend the same" in every category. Of those selecting "spend more," 34% of respondents wanted to spend more on recreational opportunities, followed by 28% of respondents who would like to see more money spent on sanitation/food inspections. There was considerable variation in respondents' views about spending for art programs. Twenty-seven percent of respondents would like to spend less, 19% would like to spend more, and 54% would like to spend the same on art programs.

**Table 3. On-going service priorities**

<u>Service</u>	<u>Spend less</u>	<u>Spend the same</u>	<u>Spend more</u>
	<i>Percent</i>		
Recreational opportunities (n=329)	13	53	34
Sanitation/food inspections (n=327)	3	69	28
Human service agency funding (n=322)	14	61	25
Ames Public Library (n=325)	12	64	24
Parks activities (n=330)	11	67	22
Law enforcement (n=327)	11	69	20
Ames Animal Shelter and Animal Control (n=329)	17	64	19
Art programs (n=328)	27	54	19
Fire protection (n=329)	4	78	18
Transit system (CyRide) (n=328)	12	70	18
Long range and current planning (n=327)	28	56	16

Table 4 (on the next page) shows trends in spending preferences. The table explains the percent of respondents wanting to spend more for each service over the past five survey years.

Between 2006 and 2007, there was a 6% increase in respondents who support more recreational opportunities. Additionally, there was an 8% increase in support for sanitation/food inspections. The support for planning-related activity has trended upward in 2005 and 2006. In 2007, the numbers dropped. Additionally, support for law enforcement increased 6%, which represented the highest level of support in the past five years. For the second year, the greatest number of respondents (78%) reported fire protection spending should remain the same. The Library received a 1% decrease in the "spend more" category but has remained fairly consistent throughout the years. For the remaining categories, the "spend more" numbers have stayed fairly consistent over the five-year period.

**Table 4. Trends in “spend more” responses for on-going services.**

<u>Service</u>	<u>Survey Year</u>				
	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>	<u>2007</u>
	<i>Percent</i>				
Recreational opportunities	20	22	29	28	34
Sanitation/food inspections	18	17	19	20	28
Human Service Agency funding	18	28	26	23	25
Library	20	25	21	25	24
Park activities	19	20	21	20	22
Law enforcement	13	14	11	14	20
Art programs	24	24	22	20	19
Ames Animal Shelter and Animal Control	14	22	17	18	19
Transit system (CyRide)	21	22	21	20	18
Fire protection	7	11	9	15	18
Long range and current planning	14	11	13	19	16
Neighborhood improvement projects	35	36	36	31	-
Economic development	52	44	-	-	-
Leased housing assistance for purchasing	19	22	-	-	-

There were statistically significant differences noted between groups in their responses to some services. The data were examined for differences by length of residency, age, gender, home ownership, and household income. Notable differences between groups who wanted to spend less or spend more are bulleted below.

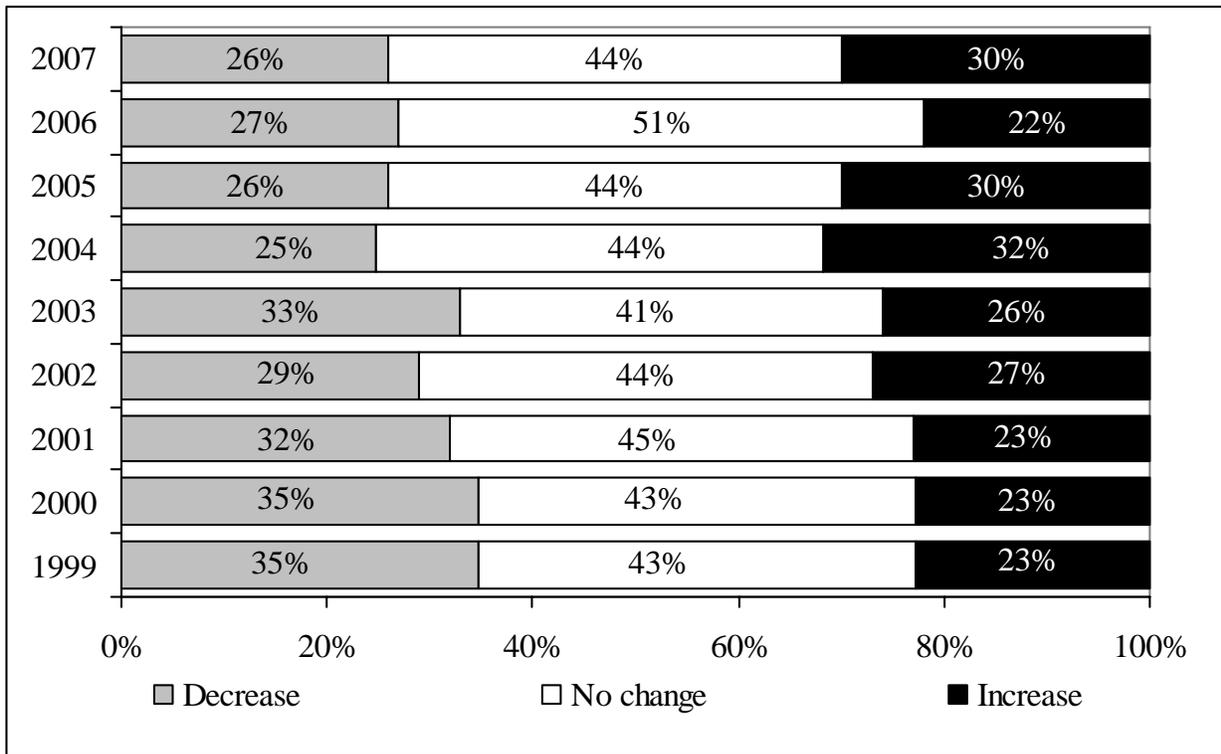
- Fire protection. Respondents who want to spend more on fire protection are significantly older (M = 54.1 years) than those who want to spend the same (M = 44.9) and those who want to spend less (M = 42.9). Additionally, female respondents are more likely to want to spend more on fire protection (21.2%) than males (15.5%). An equal percentage of each gender want to spend the same (77.6%) , and male respondents are more likely to want to spend less on fire protection (6.9%) than females (1.3%)
- Human service agency. Female respondents are more likely to want to spend more money on human service agency funding (32.5%) than males (19%). A similar percentage of both males and females (62.5% and 58.9%) want to spend the same, and male respondents (18.5%) are more likely to want to spend less on human service agency funding than females (8.6%).

- Sanitation/food inspections. Respondents who want to spend more money on sanitation/food inspections have lived significantly longer in Ames (M = 23.1 years) than those who want to spend the same (M = 17.9 years) and those who want to spend less (M = 10 years).
- Law enforcement. Non-fulltime students are more likely to want to spend more money on law enforcement (22.6%) than fulltime students (9%). A majority of both non-fulltime students and fulltime students want to spend the same (65.8% and 83.6%). More non-fulltime students want to spend less on law enforcement (11.7%) than fulltime students (7.5%). Respondents who want to spend more on law enforcement (M = 54 years old) are significantly older than those who want to spend the same (M = 46 years) and those who want to spend less (M = 35.5).
- Ames Animal Shelter and Animal Control. Female respondents (23.5%) are more likely to want to spend more on the Ames Animal Shelter and Animal Control than males (15%). A similar percentage of both males and females want to spend the same (63.6% and 64.1%), and male respondents (21.4%) are more likely to want to spend less on the Ames Animal Shelter and Animal Control than females (12.4%). Respondents who want to spend the same on the Ames Animal Shelter and Animal Control (M = 21.4 years) have lived significantly longer in Ames than those who want to spend more (M = 16.1 years) and those who want to spend less (M = 14.1 years).
- Ames Public Library. Non-fulltime student respondents are more likely to want to spend more on the Ames Public Library (27.1%) than fulltime students (11.9%). A majority of both non-fulltime students and fulltime students want to spend the same (61.2% and 76.1%). The same amount of non-fulltime students and fulltime students want to spend less on the Ames Public Library (11.8% and 11.9%). Female respondents (26.2%) are more likely to want to spend more on the Ames Public Library than male (22%). A majority of both males and females want to spend the same on the library (61.8% and 67.1%), and male respondents (16.2%) are more likely to want to spend less on Ames Public Library than females (16.2%).
- Transit system (CyRide). Fulltime student respondents are more likely to want to spend more on the transit system (29.9%) than non-fulltime students (15.5%). A majority of both non-fulltime and fulltime students want to spend the same amount (71.7% and 64.2%), and non-fulltime students are more likely than fulltime students to want to spend less on the transit system (12.8% and 6%).

Residents were asked how much they thought property taxes should be adjusted next year in light of their spending priorities. Figure 2 illustrates how respondents have answered this question over the past nine years of the survey. The figure shows subtle variation in responses to this question over time, with 2007 results identical to 2005 results. Again, respondents showed a preference for no change in property tax rates with 44% respondents suggesting the rate stay the same. While the

percent suggesting “decrease” remained unchanged from 2006 to 2007, 8% more respondents would accept an increase in property taxes this year.

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



### Capital Improvement Priorities

Next, respondents were asked to rate the importance of six capital improvement projects and given the option of “other.” This question has been pared down over the last few years from as many as 10 items. Some items that were dropped related to indoor or outdoor aquatic centers and the construction of gymnasiums. Those amenities have been addressed or will be addressed in future surveys. As shown in Table 5, nearly eight in 10 respondents (77%) reported reconstructing existing streets as a top priority for capital improvement spending. Traffic flow improvements (64%) and storm water drainage improvements (61%) were the next highest scores for somewhat or very important expenditures. More than half the respondents noted library facility improvements and improvements to existing parks as very or somewhat important. Thirty-three responses were given to “other,” and those answers can be viewed in the appendix.

**Table 5. Capital improvement priorities**

<u>Improvement</u>	<u>Very or somewhat Important</u>	<u>Very or somewhat Unimportant</u>
	<i>Percent</i>	
Reconstructing existing streets (n=331)	77	23
Traffic flow improvements (n=332)	64	36
Storm water drainage improvements (n=330)	61	39
Library facility improvements (n=329)	57	43
Improvements to existing parks (n=331)	54	46
Bike path improvements (n=331)	48	52

**Table 6. Trends in capital improvement priorities**

<u>Service</u>	<u>Survey Year</u>				
	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>	<u>2007</u>
	<i>Percent very or somewhat important</i>				
Reconstructing existing streets	72	77	80	74	77
Traffic flow improvements	75	71	68	66	64
Storm water drainage improvements	58	59	70	74	61
Library expansion/renovation	58	59	62	54	57
Improvements to existing parks	54	61	65	50	54
Bike path improvements	49	56	57	51	48
Fire apparatus	-	-	79	67	-
Construction of new parks and recreation facilities	-	-	-	38	-
Outdoor aquatic facilities	43	51	45	-	-
Indoor aquatic facilities	38	41	40	-	-
Gymnasium	37	40	35	-	-

Table 6 illustrates trends in respondents' views about the importance of each of the capital improvement projects. The highest rated priorities continue to focus on streets and traffic improvements, along with storm water drainage. The next section of the survey provided information about residents' thoughts on an outdoor aquatic facility.

## Outdoor Aquatic Facility

A new section of the questionnaire focused on a bond issue to construct a new outdoor aquatic facility. It is interesting to note how this data compared to actual election, where 76% of voters approved the plan. The survey asked residents about their support of an \$8 million outdoor family

aquatic center with slides, a lazy river, zero-depth entry, and an interactive play structure for small children. Because the survey was distributed in March, there were not a lot of details about the facility. Of those who opposed the facility, the top two reasons for non-support were “cost” and “no one would use it.” In Table 8, two-thirds of the respondents (67%) favored the Thirteenth Street site as compared to the Ames Middle School location (33%).

**Table 7. Oppose or Favor an Outdoor Aquatic Facility**

	Oppose	Favor
	<i>In percentages</i>	
Do you support an \$8 million outdoor family aquatic center built by the City of Ames? (n=327)	39	61

**Table 8. Where Should the Aquatic Center be Located?**

	Location
	<i>In percentages</i>
Attached to Ames Middle School	33
North of 13 <sup>th</sup> Street, east of Squaw Creek and south of Ames High School	67

## Resident Satisfaction

This year’s questionnaire required respondents to determine their level of satisfaction with City services in a group, rather than split out by department as in previous years. Table 9 is a summary of the responses, and Table 10 groups the responses into “very/somewhat dissatisfied” and “very/somewhat satisfied.” As in previous years, the level of satisfaction with City services remains high. When removing the people who responded “don’t know,” all City departments had a 90% of higher level of somewhat/very satisfied responses. However, public nuisance enforcement (which spans several departments), received noticeably lower satisfaction levels with 34% of those with an opinion reporting very/somewhat dissatisfied. With the addition of new staff in the Inspections Division and more emphasis on a neighborhood response team, it will be interesting to watch this category in the next years of the survey.

**Table 9. Summary Table of Satisfaction with City Services**

	<u>Very Dissatisfied</u>	<u>Somewhat Dissatisfied</u>	<u>Somewhat Satisfied</u>	<u>Very Satisfied</u>	<u>Don't Use/ Know</u>
Police Dept. services (n=330)	3%	6%	25%	58%	8%
Fire & Rescue services(n=331)	<1%	1%	16%	62%	21%
Electric services (n=332)	1%	4%	26%	64%	5%
Water services (n=333)	1%	2%	26%	66%	5%
Sanitary sewer system (n=331)	1%	3%	30%	60%	6%
Parks & Recreation services (n=330)	1%	5%	37%	51%	6%
Library services (n=333)	1%	3%	27%	54%	15%
CyRide (n=332)	1%	5%	18%	44%	32%
Public nuisance enforcement (noise, over-occupancy, yard upkeep, etc.) (n=333)	6%	20%	33%	18%	23%

**Table 10. Summary Table of Satisfaction with City Services (removing “don’t know”)**

	<u>Very/ Somewhat Dissatisfied</u>	<u>Very/ Somewhat Satisfied</u>
Police Department services (n=303)	10%	90%
Fire Department services(n=366)	<3%	98%
Electric Department services (n=367)	5%	95%
Water Department services (n=364)	4%	96%
Sanitary sewer system (n=366)	4%	96%
Parks & Recreation services (n=368)	6%	94%
Library services (n=367)	4%	96%
CyRide (n=366)	9%	91%
Public Nuisance Enforcement (n=255)	34%	66%

## Police Department

Respondents' preference for future emphasis for Police Department activities is recorded in Table 11. In Table 12, the following table, the preferences are tracked over a period of several years to identify trends.

**Table 11. Future emphasis for Police Department activities.**

<u>Police Department activity</u>	<u>Less</u>	<u>Same</u> <i>Percent</i>	<u>More</u>
Illegal drug use prevention and enforcement (n=327)	6	40	54
Sex-related offenses investigation (n=323)	2	55	43
Alcohol-related crimes enforcement (n=326)	10	49	41
Violent crimes investigation (n=326)	<1	64	36
Bad checks, fraud and identity theft investigation (n=324)	2	65	33
Crime prevention and education activities (n=325)	1	68	31
Domestic violence and family dispute resolution (n=325)	1	68	31
Juvenile crimes investigation (n=326)	2	71	27
Noise laws and nuisance party enforcement (n=325)	11	62	27
Speed limit enforcement (n=327)	14	59	27
Residential patrolling (n=326)	4	69	27
School resource officer services (n=323)	6	75	19
Traffic control and enforcement (n=326)	5	78	17
Animal control and sheltering (n=325)	14	71	15
Business district patrolling (n=322)	10	82	8
Parking laws enforcement (n=323)	34	59	7

Respondents were asked to report whether they thought specific activities by the Ames Police Department should receive less emphasis, the same emphasis, or more emphasis. In Table 11 (previous page), the more than half of respondents indicated emphasis should be the same for every category but two. In the categories of illegal drug use prevention and enforcement, 54% of respondents said it should receive more emphasis. In the category of alcohol-related offenses, 41% of respondents felt that category should receive more emphasis while 10% suggested this should receive less emphasis. More than 40% of respondents reported that sex-related crimes enforcement should receive more emphasis, and 36% said more emphasis should be given to violent crimes investigation.

Very few of the listed activities received a "less emphasis" rating. However, three in every 10 (34%) respondents said that parking law enforcement should receive less emphasis, and 14% suggested that speed limit enforcement should receive less emphasis.

**Table 12. Trends in “spend more” for police department activities**

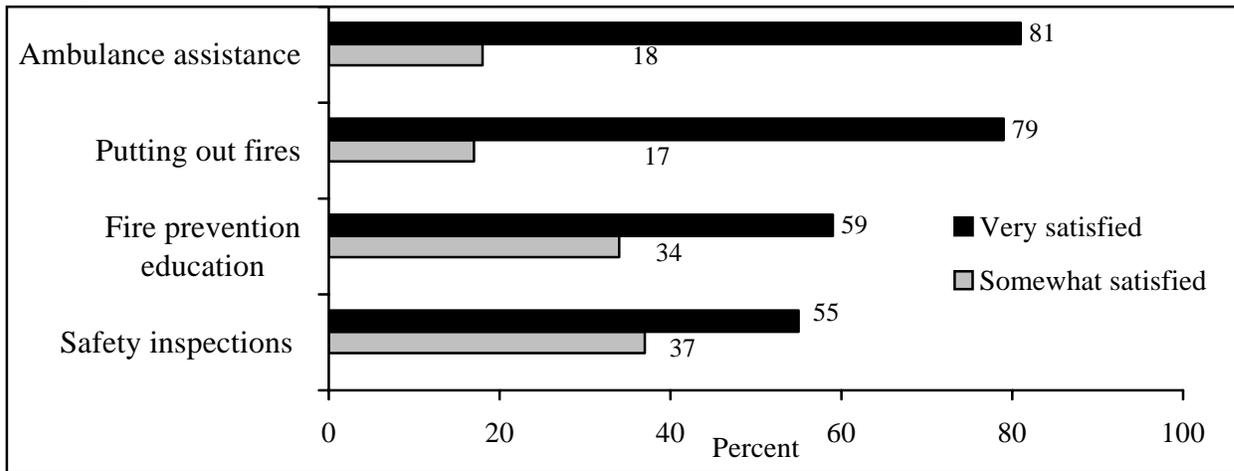
Police Department activity	Survey Year				
	2003	2004	2005	2006	2007
	<i>Percent</i>				
Illegal drug use prevention and enforcement	49	43	46	50	54
Sex-related offenses investigation	38	32	47	40	43
Alcohol-related crimes enforcement	27	23	27	36	41
Violent crimes investigation	32	36	-	33	36
Bad checks, fraud, identity theft investigation	23	28	28	29	33
Crime prevention and education activities	32	36	31	30	31
Domestic violence/family dispute resolution	31	28	33	28	31
Juvenile crimes investigation	27	25	16	23	27
Speed limit enforcement	19	25	17	20	27
Noise laws and nuisance party enforcement	13	15	17	20	27
Residential patrolling	15	23	19	19	27
School resource officer services	24	19	17	22	19
Traffic control and enforcement	16	10	15	13	17
Animal control and sheltering	6	6	9	7	15
Business district patrolling	11	6	5	4	8
Parking laws enforcement	8	4	7	3	7

Trends in opinions about Police Department activities are shown in Table 12. In both 2006 and 2007, illegal drug use prevention and enforcement, sex-related offenses investigation, alcohol-related crimes enforcement, and violent crimes investigation were the top four law enforcement priorities listed by respondents. It is interesting to note that speed limit enforcement and noise laws and nuisance party enforcement had a 7% increase in “more emphasis,” and residential patrolling had an 8% increase.

### **Fire Department**

Fire Department activities were also addressed in the survey. In Figure 3 (on the following page), respondents’ satisfaction ratings are illustrated. More than three-fourths of the respondents indicating an opinion are very satisfied with ambulance assistance (81%) and efforts at putting out fires (79%). Nearly six in every 10 (59%) reported being very satisfied with fire prevention education, and 55% said they were very satisfied with safety inspections. More than half of the total respondents indicated that they did not know or could not respond how satisfied they were with each of these activities. These individuals were excluded from the denominator when percentages for “satisfied” were calculated.

**Figure 3. Satisfaction with Fire Department activities\***



### Electric Utility

Table 13 shows users' overall satisfaction with electrical service dependability for this year and five previous years. Similar to previous years, seven in 10 (71%) City of Ames customers who responded to the 2007 survey say they are very satisfied with the electrical service dependability. Fewer than 5% reported they are very unsatisfied or somewhat unsatisfied. These numbers have remained stable through the past several years.

**Table 13. Users' satisfaction with city electric service dependability**

Satisfaction level	Survey Year					
	2002	2003	2004	2005	2006	2007
	<i>Percent</i>					
Very satisfied	68	71	70	70	70	71
Somewhat satisfied	25	25	28	25	27	28
Somewhat unsatisfied	4	5	1	4	3	4
Very unsatisfied	3	0	1	1	<1	<1
Don't use City's electric service <sup>1</sup>	7	5	6	3	7	5

Table 14 (on the following page) considers respondents' experience with electric service interruption. The number of respondents who have experience a power outage dropped to 59%. (In 2006, that number increased to a very high 74% after a series of severe weather events.) Additionally, the number of respondent observing a burned out light dropped to 46%, and the number reporting a

\* Percentage answering "Don't know" excluded when calculating percent satisfied

burned out light dropped to 15%. Among those who reported a burned-out light, 64% said that the light was repaired within 10 days, 13% said it was not repaired, and 21% said that they were not sure. Approximately one in five (21%) respondents indicated that they experienced a power outage, which affected their computer operations, this is down from 25% the year before.

**Table 14. Respondents' experience with electric service interruption.**

<u>Service outage</u>	<u>Survey Year</u>				
	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>	<u>2007</u>
	<i>Percent</i>				
Observed burned out light	56	52	55	54	46
Experienced power outage	37	45	48	74	59
Experienced power surge which affected computer operations	17	15	18	25	21
Reported burned out light	9	15	15	19	15

Satisfaction with various services provided by the electrical department is shown in Table 15. Nearly two-thirds (65%) of Ames customers are very satisfied with power quality. Six in 10 are very satisfied with the ease of reporting an outage (62%) and response of employees (59%). More than half (56%) are very satisfied with the time needed to restore service.

Of those respondents living in northwest Ames, 70.3% reported they had experienced a power outage, followed by 52% of those in southeast Ames, 49% in northeast Ames, and 43.9% of those living in southwest Ames.

**Table 15. Satisfaction with Electric Department services**

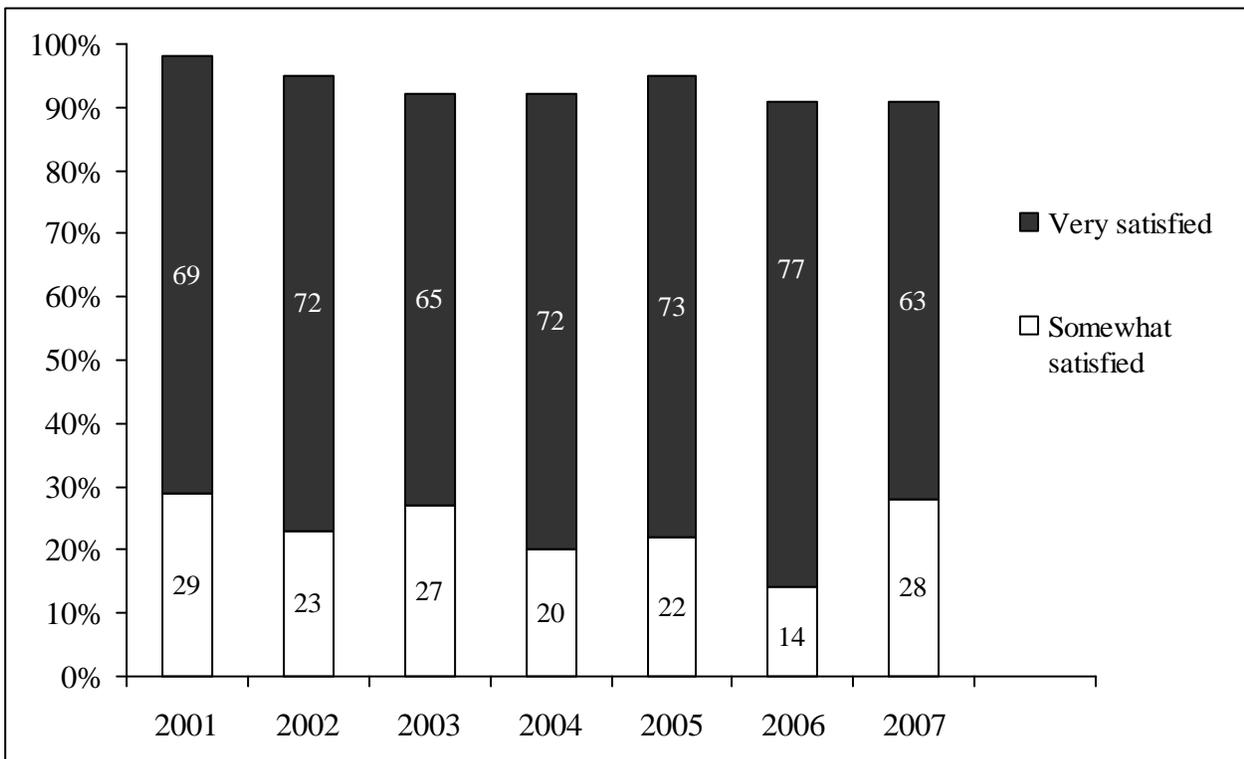
<u>Service</u>	<u>Very Satisfied</u>	<u>Somewhat Satisfied</u>	<u>Somewhat Unsatisfied</u>	<u>Very Unsatisfied</u>	<u>Doesn't Apply*</u>
	<i>Percent</i>				
Quality of power (n=298)	65	32	2	<1	6
Response of employees (n=311)	59	35	4	2	34
Ease of reporting outage (n=313)	62	33	3	2	38
Time to restore service (n=256)	56	37	5	1	30
Being kept informed of progress in restoring service (n=220)	43	39	14	4	36
Competitiveness of electric rates (n=299)	41	39	15	5	4

\* Excluded when calculating satisfaction percentages

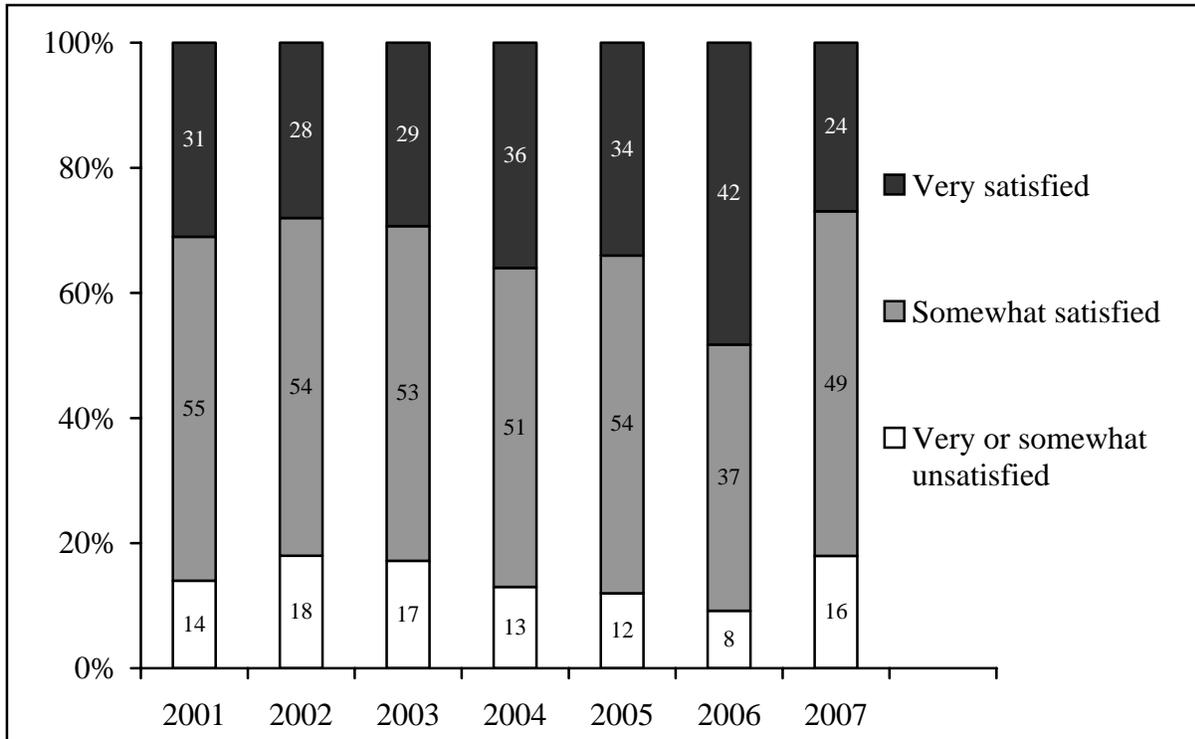
## Water and Sanitary Sewer Utilities

Respondents were asked to indicate their satisfaction with city water quality on a four-point scale from very satisfied to very unsatisfied. Figure 4 shows that in 2007, more than six in 10 (63%) respondents reported they are very satisfied with water quality, while nearly three in 10 (28%) report they are somewhat satisfied. For the past two years, 91% of respondents have been somewhat to very satisfied with water quality.

**Figure 4. Trends in satisfaction with city water quality (in percentages)**



**Figure 5. Trends in satisfaction with city water rates (in percentages)**



Satisfaction with city water rates fell from the previous year. In Figure 4, only 24% of respondents indicated they are very satisfied with water rates, with nearly half (49%) of respondents reporting they are somewhat satisfied with rates. Another 16% are either very or somewhat unsatisfied. It is unclear what might be driving this decline. The water rates have remained stable, and the last rate increase was in 2001. Residents, however, are using more water than in previous years. Increased consumption would result in higher water bills. The Water and Pollution Control Department has implemented an extensive water conservation marketing campaign in an effort to reduce water consumption and delay costly expansion projects.

Figure 6 on the following page illustrates how often residents are encountering problems with their water service. Overwhelmingly, respondents seem pleased by their water service. However, the most frequently occurring problem is cloudy appearance (26%) followed by hard water (25%). Approximately one-quarter (23%) reported they have had rust problems within the past year, and 17% have encountered too little water pressure.

**Figure 6. Respondents' experience with water service problems**

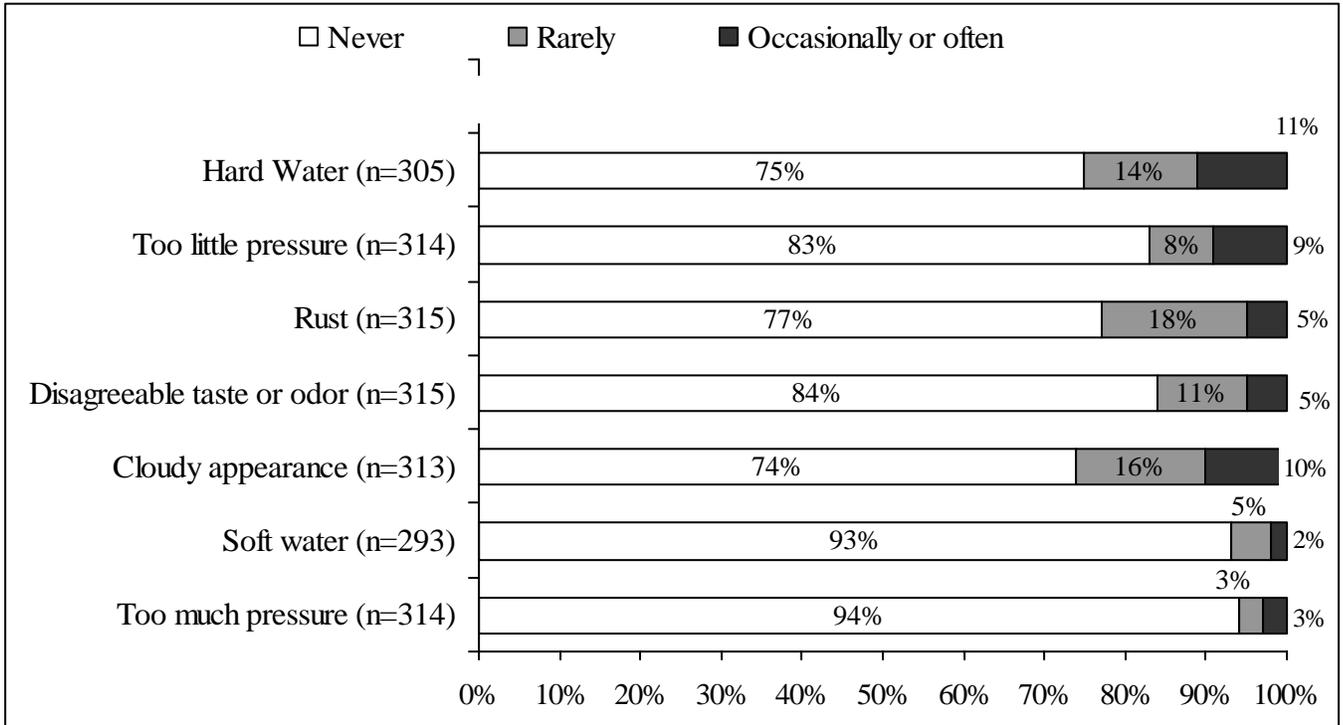
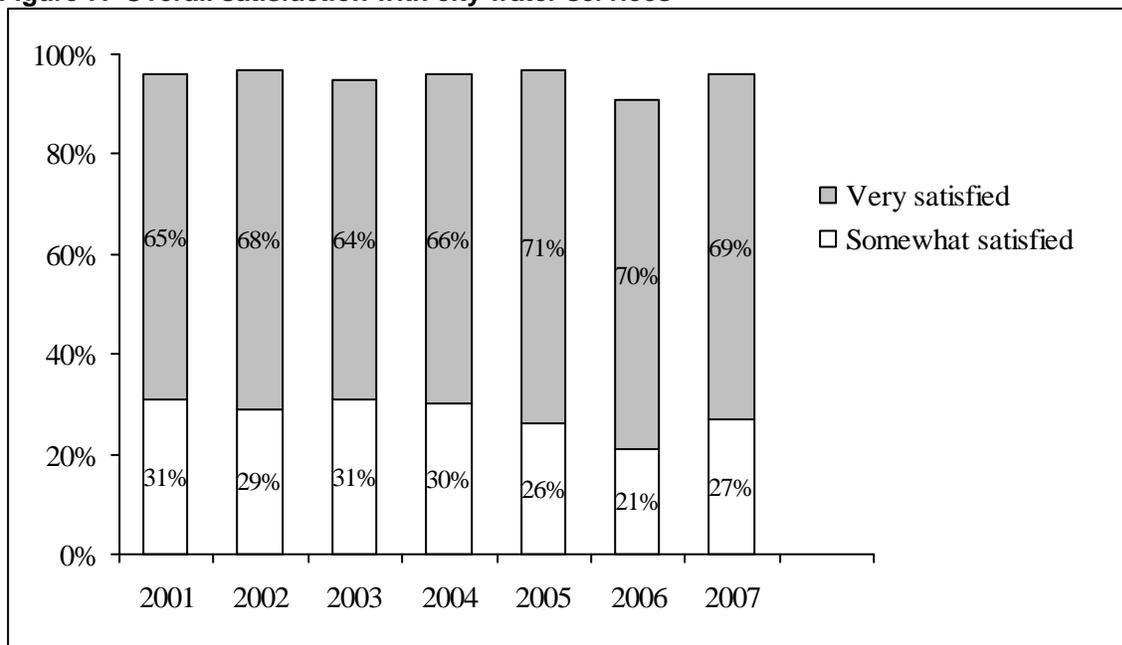


Figure 7 shows more than two-thirds (69%) of respondents are very satisfied with city water services. Additionally, the overall satisfaction level is up slightly from 91% in 2006 to 96% in 2007.

**Figure 7. Overall satisfaction with city water services**



Residents were also asked about their level of satisfaction with the City's sanitary sewer system. As shown in Figure 8, more than six in 10 (64%) respondents report they are very satisfied with the sanitary sewer system and another three in 10 (32%) are somewhat satisfied.

**Figure 8. Satisfaction with city sanitary sewer system**

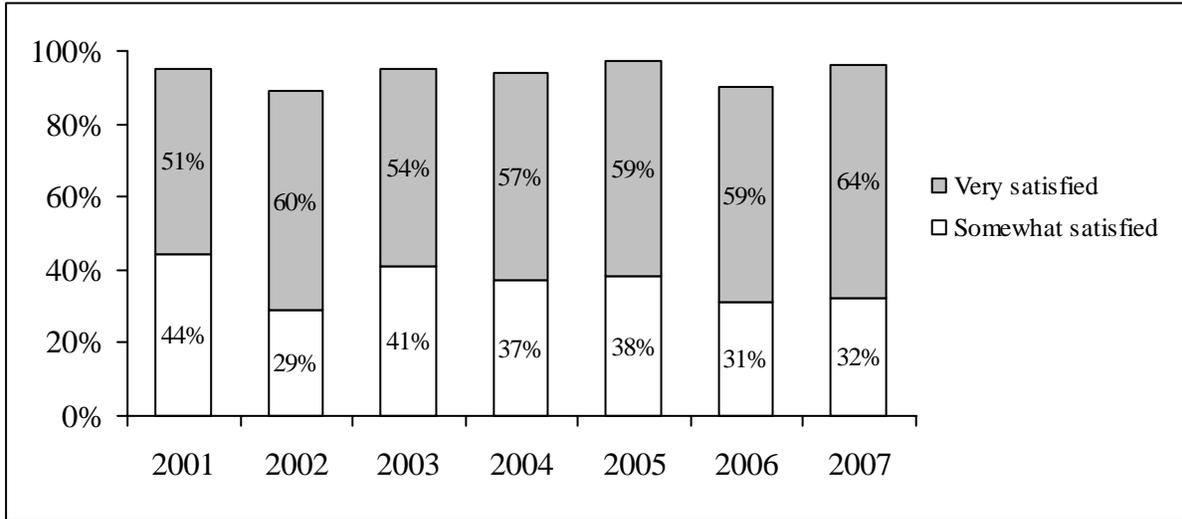
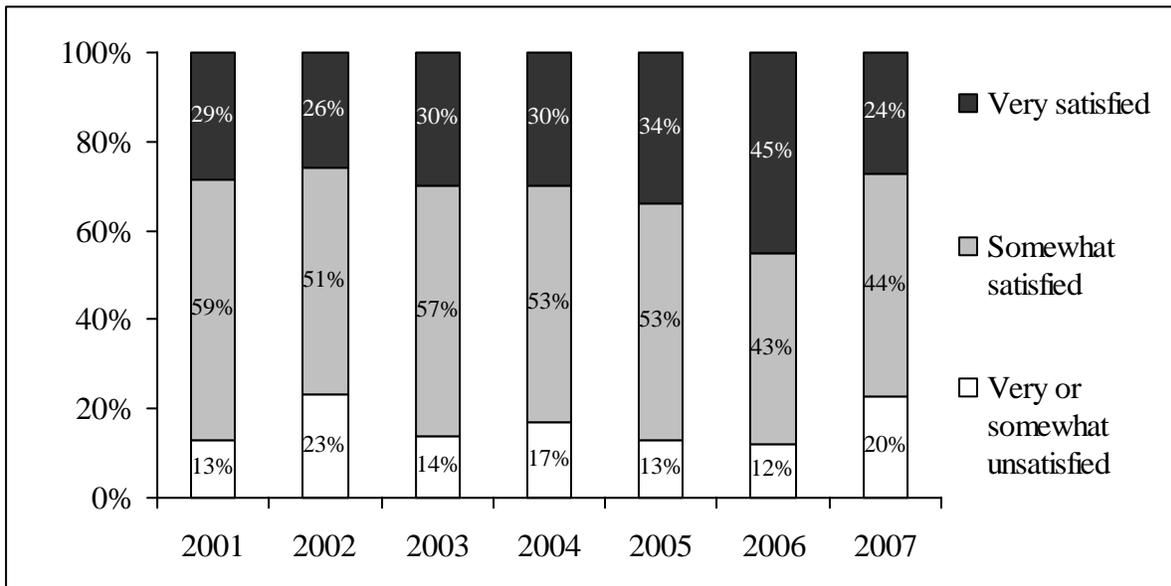


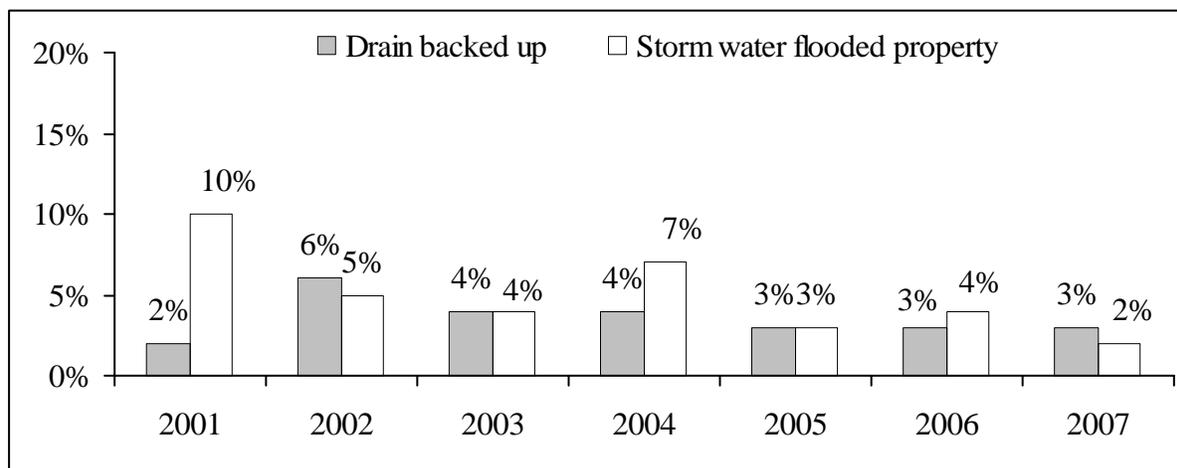
Figure 9 indicates a significant drop in respondents (24%) who are very satisfied with sanitary sewer rates, along with 44% who are somewhat satisfied. Approximately one in five (20%) are very or somewhat unsatisfied with the rates. Sewer rates did increase in July of 2005 and that may explain some of the responses.

**Figure 9. Satisfaction with city sanitary sewer rates**



At the end of this section, residents were asked whether the sewer system has caused any problems by backing up a drain or flooding their property. In 2007, only 3% of respondents answered “yes” to a drain back-up and 2% reported storm water had flooded property. Fewer than 10% of respondents have had either of these problems since the 2002 survey. This information is detailed in Figure 10.

**Figure 10. Respondents’ experience with city sewer system problems**



## Neighborhood Nuisances

In addition to the traditional questions on neighborhood nuisances, the 2007 survey expanded this section to include questions about minimum property standards for residential property. Respondents’ satisfaction with enforcement efforts against neighborhood nuisances is illustrated in Table 16. Among those who expressed opinions, more than half were somewhat to very satisfied with each enforcement effort. Between 26% and 49% of respondents indicated they did not have an opinion on each of these activities. These individuals were excluded from the denominator when percentages for “satisfied” and “dissatisfied” were calculated.

There were some differences between satisfaction and respondent characteristics. Fulltime students are more likely to be at least somewhat satisfied with enforcement of over-occupancy (88.9%) than non-fulltime students (51.8%). Those living in northwest Ames have the highest percentage (75%) of reporting at least somewhat satisfied with the enforcement of noise limits, followed by those living in northeast Ames (70.6%), those living in southwest Ames (56.7%). Those living in southeast Ames were 53.1% at least somewhat satisfied with the enforcement of noise limits. Fulltime students are more likely to be at least somewhat satisfied (87%) with enforcement of yard upkeep than non fulltime students (56.5%). Also, fulltime students were more like to be at least somewhat satisfied with enforcement of property upkeep than non-fulltime students (76.1% to 59%) and the enforcement of junk on property (70.2% to 51.5%).

**Table 16. Satisfaction with enforcement efforts against neighborhood nuisances  
(No opinion removed)**

<u>Nuisance</u>	<u>Very Satisfied</u>	<u>Somewhat Satisfied</u>	<u>Somewhat Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>No Opinion</u>
	<i>Percent</i>				
Over-occupancy enforcement (n=333)	23	34	27	16	49
Noise (n=263)	22	43	25	10	30
Front yard parking (n=333)	22	43	22	13	37
Upkeep of yards (n=333)	18	44	29	9	26
Junk on property (n=334)	16	39	31	14	26
Upkeep of property (n=334)	19	43	28	10	26

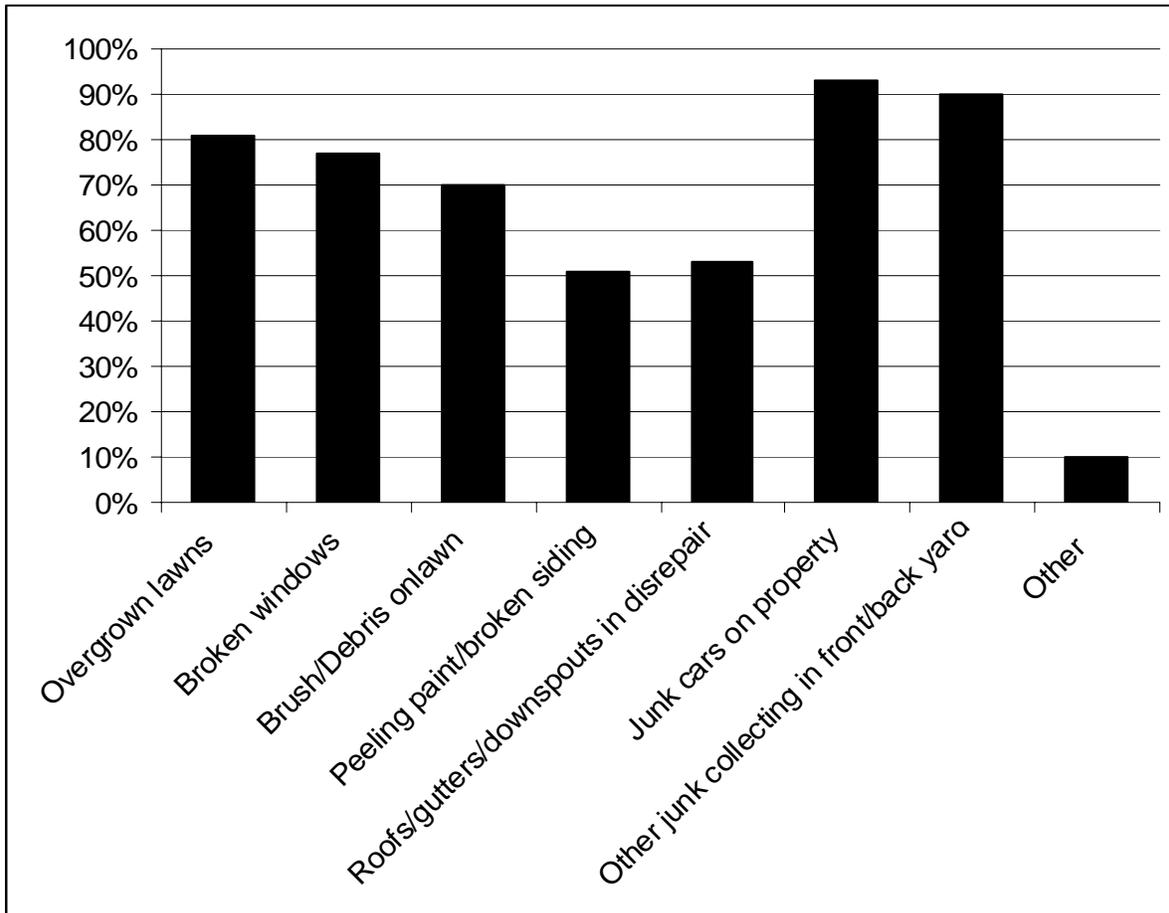
Table 17 represents a new question added to the survey. Respondents were asked about their opinion regarding minimum property maintenance standards for both rental and owner-occupied residential properties. Those who said they favor standards were asked to select from a list of possible items to include. That list is represented in Figure 11.

A popular choice – selected by more than 90% of respondents who favor minimum property standards – was junk cars on property. Another item favored by nine out of 10 respondents was addressing junk collecting in front or back yards. Just slightly over half of those who responded felt minimum property standards should address peeling paint or broken siding (51%) or roofs, gutter, and downspouts in disrepair (53%). Ten percent of the respondents wrote in a suggestion in the “other” category, and those responses can be viewed in the appendix.

**Table 17. Favor or oppose minimum property standards for residential property**

	Oppose	Favor	Undecided
	<i>In percentages</i>		
Do you favor or oppose residential property maintenance standards for both rental and owner-occupied homes that address a home’s exterior and yard? (n= 333)	13%	68%	19%

**Figure 11. Preference of items included in minimum property standards**

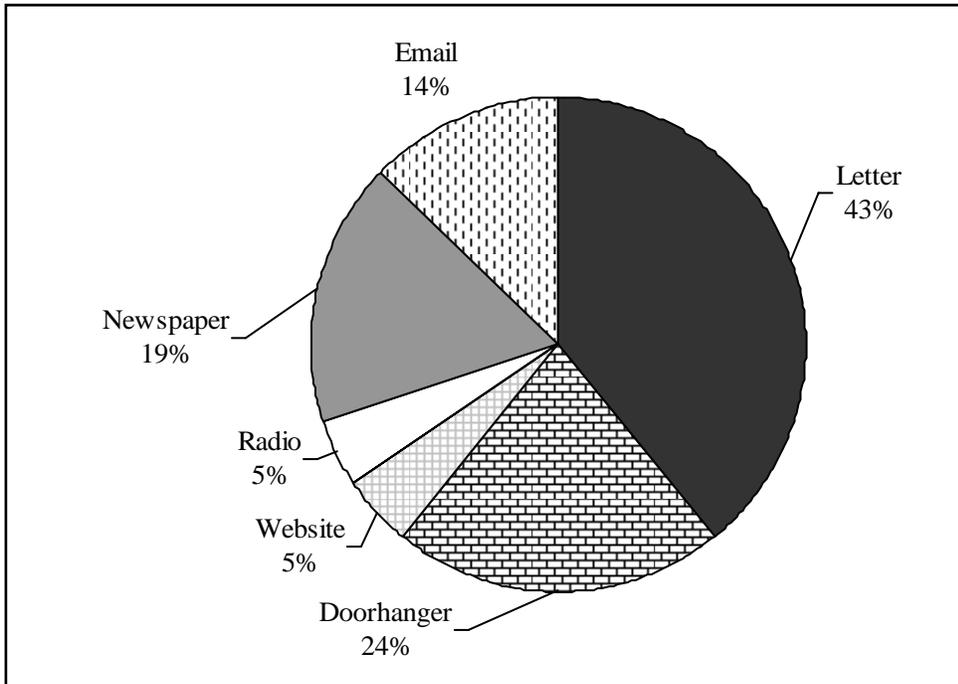


## Transportation

In the next questionnaire section, residents were asked questions about transportation issues. Respondents provided their preferences for learning about construction projects or meetings in their areas. Figure 12 suggests that more than two-thirds of respondents prefer either a letter (43%) or doorhanger (24%) as a way of be contacted about nearby projects. The number of respondents preferring notification via newspaper dropped from 27% in 2006 to 19% in 2007. This was the first survey to include email as an option, and that category was popular with 14% of respondents. Unfortunately, the City is still exploring ways to store and update large email databases and does not have the technology currently available.

Non-fulltime students were more likely to prefer learning about projects or meetings through a letter (46.7%) than fulltime students (27.5%). Fulltime students were more likely to prefer learning about projects or meetings through the City's Web site (11.8%) compared to non-fulltime students (3.8%). Finally, fulltime students prefer to learn about projects or meetings through email (23.3%) compared to non-fulltime students (10.7%).

**Figure 12. Preferred method to learn about construction projects or meetings**



Residents were given the opportunity to rate street and bike path maintenance using a four-point scale from “very good” to “very poor.” This year’s results are shown in Table 18. There were some significant increases in the poor and very poor categories this year.

**Table 18. Road service ratings**

<u>Road Service</u>	<u>Very Good</u>	<u>Good</u>	<u>Poor</u>	<u>Very Poor</u>
	<i>Percent</i>			
Snow plowing on major city streets (n=334)	24	51	17	8
Snow plowing in your neighborhood (n=335)	11	45	28	16
Condition of streets in your neighborhood (n=335)	21	66	10	3
Appearance of medians and parkways (n=333)	18	74	7	1
Street sweeping in business areas (n=323)	16	77	5	2
Street sweeping in your neighborhood (n=328)	14	69	13	4
Ice control at intersections (n=330)	12	56	23	9
Surface condition of major streets (n=333)	14	69	13	4
Adequacy of bike path system (n=324)	17	69	12	2

**Table 19. Trends in “good” and “very good” road service ratings**

<u>Road Services</u>	<u>Survey Year</u>					
	<u>2002</u>	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>	<u>2007</u>
	<i>Percent very good or good</i>					
Street sweeping in business areas	89	94	94	95	94	93
Appearance of medians and parkways	90	91	91	93	91	92
Adequacy of bike path system	84	87	89	89	84	86
Condition of streets in your neighborhood	85	87	83	87	87	85
Street sweeping in your neighborhood	80	79	79	81	82	83
Surface condition of major streets	89	86	88	87	89	79
Snow plowing on major city streets	90	82	85	89	89	75
Ice control at intersections	74	67	78	79	82	68
Snow plowing in your neighborhood	74	64	73	72	74	56

Table 19 compares this year’s road service ratings with ratings from previous years. The table shows “good” or “very good” percentages for each service over the most recent six years. The ratings have stayed relatively consistent from last year to 2007 with the exception of snow plowing and ice control ratings. The 2007 survey was mailed to residents shortly after a very challenging snow/ice weather situation. It is very likely that weather event impacted the ratings. The percentage of people rating snow plowing on major city street as good or very good dropped nearly 15%. “Ice control at intersections” dropped nearly 15%, and “snow plowing in your neighborhood” dropped nearly 20%. With the City’s emphasis on continuous improvement, the Public Works Department has established several employee teams to address snow plowing challenges and identify opportunities for improvement. The teams are taking a comprehensive look at plowing and are considering all aspects of the service include public notification of the snow ordinance, illegally parked vehicles on snow routes, and the difficulties of plowing around mailboxes and in cul-de-sacs.

It is interesting to note those living in northeast Ames have the highest percentage (72.7%) of at least a good rating for snow plowing in their neighborhood, followed by those living in southeast Ames (64.1%), then northwest Ames (56.6%) and last was southwest Ames (42.9%).

The placement of traffic signs was rated. As shown in Table 20 (on the following page), more than three-quarters of respondents (78%) said the level of traffic signs found along the streets that they travel is the “right number.” The survey also asked about the effectiveness of coordination between traffic signals. As seen in Table 21, while 46% of respondents said coordination was “often

or always” effective, the very same amount of respondents (46%) said the coordination was “rarely to sometimes” effective.

**Table 20. Traffic signal placement along streets that respondent travels**

Placement	Survey Year					
	2002	2003	2004	2005	2006	2007
Too many	13	7	8	9	19	16
Right number	80	87	85	81	76	78
Too few	7	5	7	10	5	6

**Table 21. Signal Coordination Effectiveness**

	2007 Percent
Rarely Effective	11
Sometimes	35
Often Effective	30
Always Effective	16
Don't know	8

## Parking

Table 22 shows when respondents are most likely to attempt parking in downtown Ames or in Campustown. Table 23 shows respondents' adequacy ratings for parking. In 2006, the wording on the question was changed from “good or very good parking” to “somewhat or very adequate parking.” About one in five of the respondents of survey responders rated parking in Campustown as somewhat or very adequate, whereas seven in ten (72%) gave the same ratings to downtown parking. The rating for downtown parking has dropped 12% from its high rating of 84 percent in 2005.

**Table 22. Time most likely to park downtown and in Campustown**

Time	Survey Year					
	2002	2003	2004	2005	2006	2007
<i>Percent</i>						
<b>Downtown</b>						
8-11 AM	7	11	10	11	8	10
11 AM – 2 PM	31	26	27	31	27	30
2-5 PM	37	28	30	34	26	27
5-8 PM	20	26	24	30	28	25
After 8 PM	5	8	9	8	6	7
<b>Campustown</b>						
8-11 AM	13	10	11	9	15	8
11 AM – 2 PM	26	15	21	25	24	18
2-5 PM	17	10	20	17	20	15
5-8 PM	24	35	31	36	38	25
After 8 PM	21	30	17	23	18	12

**Table 23. Trends in good or very good parking ratings**

Place	Survey Year					
	2002	2003	2004	2005	2006	2007
<i>Percent good or very good/somewhat adequate or very adequate</i>						
Downtown	82	81	83	84	80	72
Campustown	28	28	28	24	25	22

## CyRide

Ames' mass transportation system – CyRide – was addressed next in the questionnaire. Table 24 shows how user/non-user patterns differ between respondents who are fulltime students versus non-fulltime students. Nearly eight in 10 (78%) ISU students use CyRide at least once a week whereas just one in four non-fulltime student ride at least once a week. CyRide has noted an increase in ridership during the past year. During the fall, CyRide reached a significant milestone recognized its 75th million rider in several symbolic ceremonies on different CyRide routes.

**Table 24. CyRide weekly use**

	Full-time student	Non-fulltime student
	<i>Percent</i>	
Use CyRide at least once/week	78	25

Two-thirds (66%) of survey respondents indicate they never ride on CyRide, while 24% ride between two and 10 times or more times per week. Three percent of respondents ride CyRide more than 10 times per week. There was some correlation between resident demographics and CyRide usage. As expected, those who are less than 60 years old are more likely to ride CyRide (44.2%) than those who are age 60 and older (15.6%).

**Table 25. Respondents' weekly CyRide usage**

<u>Weekly use</u>	<u>Survey Year</u>					
	<u>2002</u>	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>	<u>2007</u>
	<i>Percent</i>					
Never	49	47	48	56	65	66
Less than 2	18	9	18	14	4	7
2-6	11	12	12	12	17	18
7-10	7	10	7	6	8	6
More than 10	13	22	14	12	6	3

In Table 26, nearly half (49%) of respondents indicated that they prefer to drive their own car, and another 14% said a car is required for work, as reasons for not riding the bus system more often. Just 20% attributed their low usage to an inconvenient route or schedule, similar to the previous two years. The addition of the category "other" in this survey was selected by 18% of respondents. (Those comments are available in the appendix.)

**Table 26. Trends in reasons CyRide not used more often**

<u>Reason</u>	<u>Survey Year</u>					
	<u>2002</u>	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>	<u>2007</u>
	<i>Percent</i>					
Prefer to drive own car	52	57	59	61	50	49
Inconvenient route or schedule	28	26	25	20	20	20
Car required for work	13	11	10	15	12	14
Lack of information about CyRide system	3	4	4	2	1	5
Too costly	4	1	3	1	1	2
Other (2006 survey only)	-	-	-	-	25	18

## Community recreation

Residents were asked to rate their level of satisfaction with recreational facilities on a four-point scale from “very good” to “very poor.” Individuals who did not use a facility are not included in Table 27 ratings. Satisfaction with parks and recreational facilities continues to be high with anywhere from 73% to 97% of facility users providing either a “very good” or “good” rating.

**Table 27. Users’ satisfaction with parks and recreation facilities**

Facility	Very Good	Good	Poor	Very Poor	Don't Use*
	Percent				
Overall appearance of parks (n=332)	45	52	3	-	5
Hard surface trails/crushed rock trails (n=329)	38	56	4	2	23
Wooded areas (n=331)	38	53	7	2	24
Picnic areas (tables/grills) (n=330)	29	61	9	1	19
Shelter houses (n=331)	29	68	3	-	22
Playground equipment (n=332)	33	60	7	-	35
Tennis courts (n=331)	26	67	6	<1	61
Restrooms (n=332)	14	59	22	5	31

**Table 28. Trends in user satisfaction with Ames recreation facilities**

Facility	Survey Year					
	2002	2003	2004	2005	2006	2007
	Percent good or very good					
Overall appearance of parks	97	97	98	98	99	97
Shelter houses	96	95	95	95	95	97
Hard surface trails/crushed rock trails	87	91	88	96	95	94
Playground equipment	93	96	92	96	94	93
Tennis courts	84	84	81	94	85	93
Wooded areas	88	94	94	96	96	91
Picnic areas	97	93	91	94	98	90
Restrooms	76	80	78	87	77	73

Table 28 shows satisfaction trends for parks and recreation facilities by showing the percent rating each facility as “very good” or “good” over the past six years. Seven out of eight categories received approval ratings of 90% or higher by respondents who reported they used them. These numbers were similar to slightly lower to those numbers listed in 2006. Satisfaction with restrooms

\* “Don't Know” excluded when calculating percentages for “very good” to “very poor.”

continues to show a decline after peaking in 2007 at 87%. In 2006, the 77% of respondents rated restrooms as good or very good, and 73% did so in 2007.

### Ames Public Library

Table 29 highlights respondents' satisfaction with several features of the Ames Public Library. Satisfaction with library features is high. Overall, 8 out of 13 library features were ranked "very good" by more than half of the respondents who use the service, and all 13 library features received ratings of "very good" or "good" by at least nine out of 10 respondents. For example, 97% of users rated the Bookmobile, using library resources from home, Page One newsletter, meeting/study rooms, and customer service as either "very good" or "good." Asking questions of staff by phone or in person, handicapped accessibility, and library programs all received "very good" or "good" responses from 99% of users. Just over two-thirds of respondents (67%) who use the Bookmobile rated it as "very good" and nearly all the rest rated the Bookmobile as good.

**Table 29. Users' satisfaction with Ames Public Library features**

<u>Feature</u>	<u>Very Good</u>	<u>Good</u>	<u>Poor Percent</u>	<u>Very Poor</u>	<u>Don't use*</u>
Bookmobile service (n=86)	67	30	2	0	74
Use of library resources from home via computer (n=124)	65	32	3	0	62
Asking questions of staff by phone or in person (n=156)	64	35	1	0	53
Programs (story hours, book discussions, concerts) (n=152)	57	42	1	0	54
Customer service (n=238)	57	40	3	<1	28
Welcoming atmosphere (n=250)	56	40	3	<1	25
Availability of seating (n=207)	54	41	5	0	38
Range of materials available (n=246)	54	39	7	<1	25
Page One library newsletter (n=77)	49	48	1	1	77
Meeting/study rooms (n=162)	47	52	1	0	51
Handicapped accessibility (n=110)	44	54	2	0	67
Wait time for requests/holds (n=174)	41	50	8	1	47
Internet/computer services (n=1481)	37	54	8	1	55

Nearly half of non-fulltime students (49%) reported using the Ames Public Library as often as they would like to, yet only 28% of students responded they used the library as much as they prefer. Reasons for not using the library more often differ significantly based upon whether the respondent is an Iowa State University student (Table 30). The reason a large majority of students do not use the Public Library is because they are able to use other sources. The reason non-fulltime students report

\* Don't Use responses not included in calculating ratings

not using the library is because of parking (34%), followed by the ability to use other sources. While nearly one in five non-fulltime students (19%) listed inconvenient hours as a reason for not using the Ames Public Library more often, only 2% of Iowa State students listed that as a reason.

**Table 30. Comparing students & non-students' reasons for not using the Ames Public Library**

<u>Student status</u>	<u>Parking problem</u>	<u>Use other sources</u> <i>Percent</i>	<u>Inconvenient hours</u>
Iowa State University fulltime student	15	60	2
Non-fulltime student	34	30	19

As shown in Table 31, more than six out of 10 (64%) respondents this year are very satisfied overall with Ames Public Library. This is decrease of 4% from 2006. The number of somewhat satisfied respondents increased 4%. In 2006, the number of respondents who were "very/somewhat satisfied" with the library was 96%. In 2007, the number of respondents who were "very/somewhat satisfied" the library also was 96%.

**Table 31. Trends in overall satisfaction with Ames Public Library.**

<u>Satisfaction level</u>	<u>Survey Year</u>					
	<u>2002</u>	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>	<u>2007</u>
	<i>Percent</i>					
Very satisfied	64	64	73	58	68	64
Somewhat satisfied	34	35	24	38	28	32
Somewhat dissatisfied	2	1	2	4	4	3
Very dissatisfied	0	0	1	0	<1	1
Don't use	33	32	25	24	15	15

## Public Information

The next section of the questionnaire asked respondents how useful various media sources are in supplying news about local government activities. In Table 32, the Ames Tribune, City Side (utility bill insert), the City of Ames website, KASI/KCCQ radio station are the most frequently cited sources for "very useful" information, followed by the Des Moines Register and the ISU Daily. Also important to note is how respondents say they use or don't use certain media. This information is helpful when deciding where to purchase advertising and develop marketing campaigns for specific information. Table 33 illustrates how usefulness ratings have changed in the most recent five survey years. Those rankings have stayed fairly consistent over the years.

**Table 32. Usefulness of media sources for local government activity information**

<u>Information source</u>	<u>Very Useful</u>	<u>Useful</u> <i>Percent</i>	<u>Not Useful</u>	<u>Don't Use</u>
<i>Ames Tribune</i> (n=226)	53	41	6	32
City of Ames Web page (n=191)	50	44	6	42
<i>CitySide</i> (n=225)	46	47	7	29
KASI/KCCQ radio stations (n=164)	46	48	6	50
<i>Des Moines Register</i> (n=203)	33	46	21	39
www.Ames365.com	29	42	29	86
<i>ISU Daily</i> (n=165)	27	55	18	51
Cable TV 12/Government Access (n=126)	27	52	21	62
Documents for public inspection at the Ames Public Library (n=89)	23	61	16	73

\* Don't Use responses not included in calculating ratings

**Table 33. Usefulness of news sources over the past five years (Users only).**

<u>Information source</u>	<u>Survey Year</u>				
	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>	<u>2007</u>
	<i>Percent very useful or useful</i>				
<i>Ames Tribune</i>	80	90	93	94	94
City of Ames Web page	76	91	91	94	94
KASI/KCCQ radio	70	89	88	94	94
<i>CitySide</i>	74	85	90	92	93
Documents for public inspection at the Ames Public Library	55	86	84	84	84
<i>ISU Daily</i>	70	82	78	83	82
Cable TV 12/Government Access	67	83	73	78	79
<i>Des Moines Register</i>	67	71	67	73	79
www.Ames365.com	-	-	-	-	71

**Figure 13. Trends in city residents' cable subscription use**

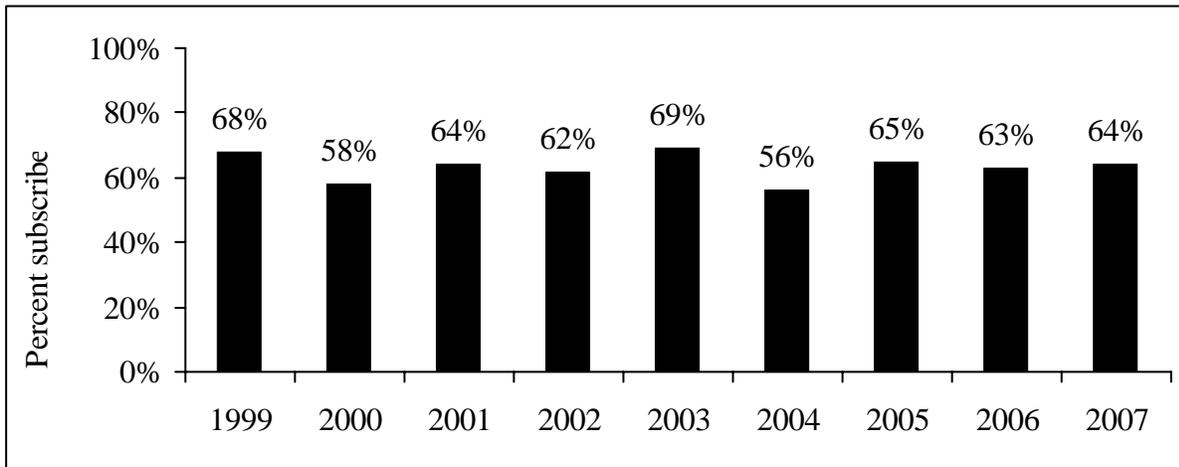


Figure 13 illustrates that more than six in ten (64%) respondents were cable TV subscribers. This figure is a comparable to the 2006 cable TV subscriber rate of 63%. Since 2005, the numbers have remained stable. When compared to demographic data, it's interesting to note that residents who rent their homes are more likely to be Mediacom subscribers (77%) than those who own their home (58%). Also, fulltime students are more likely to be Mediacom subscribers (77%) than non-fulltime students (61%).

In Table 34, the number of hours per week that cable TV subscribers watch Government Access TV 12 is shown. Fifty-one percent responded they never watched Channel 12. Of those who said they did watch, 55% of respondents reported watching approximately an hour per week and just over one-quarter (27%) reported watching two to three hours per week. Ten percent of respondents who watch Channel 12 are viewing four or more hours each week. Table 35 shows that nearly three-quarters of cable TV subscribers who watch Channel 12 are most likely to watch between 6 and 9 p.m.

**Table 34. Hours per week that cable subscribers watch Channel 12**

Hours per week	Survey Year
	2007
None	8
1	55
2	21
3	6
4 or more	10

**Table 34. Trends in time cable subscribers are most likely to watch Government Access TV**

Time	Survey year				
	2003	2004	2005	2006	2007
	<i>Percent</i>				
Midnight to 6 AM	4	4	3	5	4
6 AM to Noon	8	11	8	5	2
Noon to 6 PM	13	11	9	4	10
6 to 9 PM	56	59	55	62	71
9 PM to midnight	20	14	16	24	12

### Internet, City-sponsored “Hot Spots”

The next part of the survey asked questions concerning Internet access, high-speed Internet, and establishing community “hot spots.” These questions were new to the 2007 survey. Ames residents are connected to the Internet in high numbers with nearly nine (87%) of every 10 respondents saying they had the Internet at home. Of those with Internet, 84% of respondents report having a high-speed connection. In the 2006 survey, the same number - 87% of respondents - reported having Internet at home, but just 75% reported having a high-speed connection. When comparing Internet access with demographics, it’s interesting to note that respondents with Internet access in their homes are an average age of 45. Those without Internet at home are an average age of 56. Also, 100% of fulltime students reported having Internet access at home, while 83% of non-fulltime students have Internet access at home.

“Hot Spots” are areas of free wireless Internet access located in public places (such as the library) and private businesses (such as a coffee shop or restaurant). Respondents were asked if the City of Ames should establish hot spots in public places such as parks or public facilities. The results are summarized in Table 35.

**Table 35. Support for the City of Ames establishing public hot spots**

	Are you in favor of the City of Ames establishing public hot spots?
No	38%
Yes	49%
Don’t know	13%

Of those with an opinion, fulltime students were more likely to support the City of Ames developing free hot spots (75%) compared to non-fulltime students (50%). Additionally, those less

than 60 years old were more likely to support City-established hot spots (64%) than those who are 60 and older (29%).

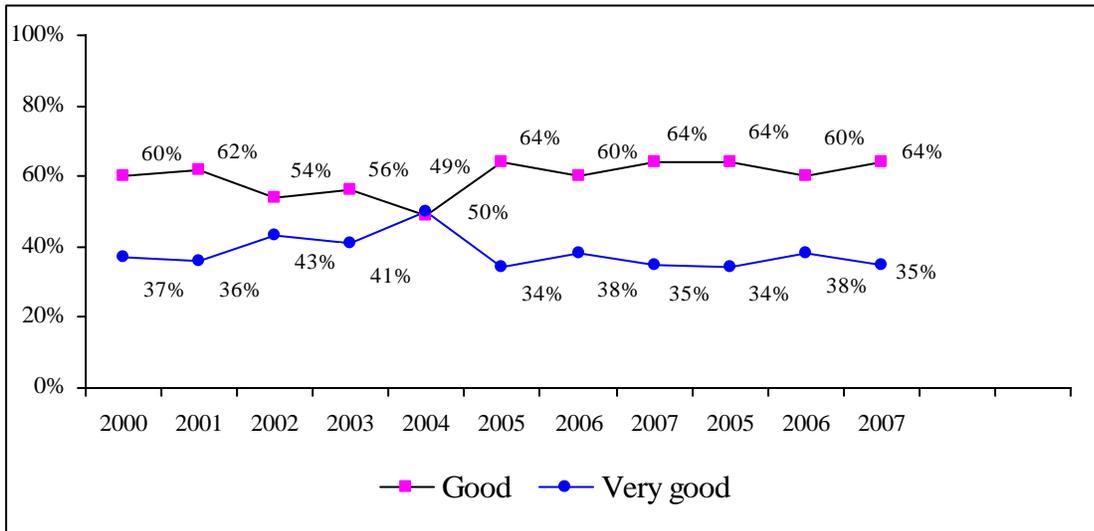
As seen in Table 36, a variety of sites were listed as possibilities for hot spots with the top three choices representing popular public parks: Tom Evans Park (on Main Street), Brookside Park (on Sixth Street) and Ada Hayden Heritage Park in north Ames. There were many comments and suggestions listed under “other” locations and those comments can be found in the appendix. Of those who favor the creation of hot spots, two-thirds (66%) believe the hot spots should be established with unlimited free access.

**Table 36. Support of City-established Hot Spot locations**

	Yes	No
Tom Evans Park (n=168)	71	29
Brookside Park (n=175)	69	31
Ada Hayden Heritage Park (n=173)	62	38
Bandshell Park (n=170)	55	45
River Valley Park (n=166)	51	49
Moore Memorial Park (n=172)	48	52
McCarthy Lee Park (n=169)	44	56
Ames/ISU Ice Arena (n=168)	31	69

## City of Ames Overall Service Quality

Figure 13. Trends in overall satisfaction with City of Ames service quality



The final survey question asked residents to rate the overall quality of services they receive from the City of Ames. This year, more than one-third (35%) of respondents provided a “very good” rating for their overall satisfaction with the city’s service quality. In comparison with the previous years, this rating represents a decrease of 3% from 2006, but an increase of 1% over 2005. The number of respondents rating the City of Ames as “good” increased 4% from 2006 to 64% in 2007. When the ratings are combined, 99% of Ames residents ranked their overall satisfaction with City services as good or very good.

## **Nonresponse bias**

When conducting surveys, random sampling is used to reduce data collection costs, while meeting an organization's goal of collecting reliable, valid information that represents all individuals in a given population. Since no survey process is "perfect," researchers or program staff must select survey methodologies that are likely to minimize potential bias in the data.

As a means to understanding potential bias in the results presented here, we compared results with Census 2000 statistics and found that survey respondents were fairly representative of Census information. We also examined the response rate (25%) and total number of participants (n=340). Assuming that respondents who returned questionnaires are not different from non-respondents, these 340 usable questionnaires allow us to conclude with 95% confidence that the results obtained from the survey are within +/-5% of results that would have occurred if everyone in Ames participated in the survey.

When making decisions based upon this data, decision-makers are encouraged to take into consideration the potential bias in these results. In the spirit of continuous improvement, the methodology, questionnaire design, number of questionnaires distributed, and the number of contacts with respondents will be evaluated prior to the 2007 Resident Satisfaction Survey.

## **Resident Comments**

### **What other services should be paid by property or local option sales taxes?**

Curb-side recycling  
Need a bridge on Duff  
How about fixing the streets that are not a part of a new development?  
Educational programs on aging problems and opportunities  
Resident satisfaction surveys  
More landscaping on and along streets and money to maintain it; As we travel, we see more cities which are much more attractive.  
Dog park  
Jogging, trails, bike paths  
Main Street improvement  
More sidewalks and better roadway painting  
Lincoln Way beautification  
Architectural help for beautifying public and private structures in our town  
Dog park  
Dog park  
Young people's programs  
Warm water pool; please consider collaborating with ISU so state gym pool could be open more evenings. Not all of us who need a warm water pool are able to go to YMCA morning aerobic swimming. Please consider cost effectiveness of this suggestion.  
We don't know about most of these budget items. See our note about Cy Ride at the end of this survey.  
Dinky (not legible)  
Affordable housing  
No experience with un-marked units (sic)

### **ISU Student Sample Comments**

Just improve old ones  
Snow removal  
West Ames city welcome sign

### **CIP Spending – What else should be included?**

Law enforcement vehicles/equipment  
Dog park  
New recreation center  
Our present library lacks good parking and is over-crowded inside. Need a new library in an open area, on (1) level, good parking, and room to expand – build a good structure not an overdone palace.  
Duff underpass  
Dog park  
Environment protection/conservation  
Equine park  
A YW/YMCA facility  
Maintaining and improving electrical capacity and distribution  
Dinky  
New outdoor aquatics  
New mall  
Campustown  
Dog park  
Pools and soccer fields, baseball diamonds, basketball courts  
New pool and recreation center! And fun things that offer a value-added for Ames' residents and will attract new life to the city  
Duff railroad crossing

Dog park  
Parking  
Just strike a deal with ISU to get more hours of life guarded evening swim time at state gym pool  
Outdoors activities like festivals

**ISU Sample Comments**

Dog park  
Saving plant and animal habitat  
More arts/cultural stuff  
Preserving land

**Bond Issue for Recreation Facilities – Favor or Oppose?**

(List up to three responses)

1. 3 – minor, special interest segment of our (sic)
2. 4 – not needed if schools would share
1. City infrastructure is more critical.
2. City services are more critical (i.e., fire, police, streets, etc.).
3. Items in “E” are low priority in the scheme of city services and focus...especially with regard to short, intermediate and long-term funding.
1. I think the money could be better spent (oppose).
2. I would like to use an aquatic center.
3. Fitness is good for everyone.
1. The current indoor pool facilities are limited (at high school). (Favor)
2. Lots of people exercise in Ames; a safe, well-lit area would be good, plus it would give an alternative to a cement park. (Favor)
3. Number 3 and 7 only benefit a limited number of people.
1. We need new pools.
2. We have the recreational facilities in city hall.
3. Private gyms can serve those who want better facilities and ISU is open to many.
1. Indoor aquatic center more use year around rather than outdoor
2. Bike paths in town work for walking or jogging – otherwise there is the ISU Rec.
1. We really need a new indoor pool! The high school's keeps having issues!
2. We don't need an outdoor aquatic center with a nice one in Nevada.
3. The others I oppose – I think what we have is adequate.
4. The indoor competitive pool – needed especially for special events (i.e., Special Olympics and Iowa Games) and walking/jogging track – needed as well!
1. Ames could really use all of these.
2. It seems odd that a city the size of Ames does not have these items.
1. We need them all!
1. People need opportunity for affordable exercise options.
2. Number 5 – really don't need a special area to walk or jog
1. Considering town size and ISU, it should be a hub of activity.
2. Every community I have lived in offers an aquatic center.
1. Indoor pool expensive/unnecessary
1. Not enough information to make a good decision
1. Exercise important
1. Ames needs more recreational facilities for kids.

1. Lower taxes – we home purchase.
  2. Business that does offer
  3. A lot of the programs listed
1. It competes with private enterprise.
  2. Need to be more realistic as plans are drawn-up.
1. For 7: unnecessary due to availability of gyms.
  2. For 1: same reason.
  3. For 3: outdoor recreation improves city.
1. Health is important.
  2. More public facilities are needed.
  3. Outdoor activities are essential.
1. Too many unknowns
  2. Location
  3. Unknown impact on existing commercial facilities/cost
1. (7 oppose) – Fitness equipment is a perishable item.
  2. (2 oppose) – Outdoor aquatic – weather limits use
  3. (5 oppose) – Walking track – seems to be plenty of spaces already
1. Attracts new residents
  2. Inadequacy of current services
1. Because Ames needs it
  2. Because Ames needs it
  3. Because Ames needs it
1. We do need an indoor aquatic center.
  2. Ten million dollars is not unreasonable.
  3. Need more gymnasiums for our children to play.
1. We voted no 1X (sic) way too much dollars.
  2. It, like all the things, will be used by a select few.
  3. Whoever wants to pay it should pay for it.
1. Not required at this time
  2. Financial uncertainty
1. Ames is being left behind in access to a quality aquatic center.
  2. Why can't Ames be content with a quality outdoor aquatic center – do we need extra frills that cost a great deal to maintain – require expensive membership?
1. Family would not use
1. Year round usefulness
  2. More areas to use for healthy activities
1. Pay enough in taxes now
1. 3) So long as it is open to the public when not in use for events
1. Indoor aquatic center does not benefit most of population
  2. Outdoor aquatic center not right for this climate
1. #3 & #4 – We have greet need for competitive (indoor) pool! And gym space
1. Budget issues
  2. Emphasis should be on critical items.
  3. Tax issues to maintain facilities
1. We need these items to complete with other similar sized towns to draw more people to Ames.

1. Don't want higher taxes
    1. More serious issues – traffic patterns
    2. All items listed above basically for those interested in fitness, etc.
      1. #2 Favor: so that it will bring the community together
      2. #6 Oppose: because there are plenty of things to do for workout programs and fitness
        1. Elderly fitness
        2. Provide healthy options/activities for youth
        3. Draw convention attendees, out of town visitors (i.e., economic impact)
          1. University takes care of students
          2. Private clubs for adults – good already
          3. For children and teens – pick the most usable and needed
            1. No use
            2. No use
            3. No use
1. We need more public, day time available swimming for people of all ages (could renovate Carr and Gateway for outdoor pools). Could use school gyms instead of build new.
  1. More exercise opportunities than Ames Racquet and Fitness
    1. Most likely would not lean either way
    2. Most likely would not vote re: these
      1. I favor it because I wouldn't use it.
  1. Do not believe I owe anyone more than a good pool to play in – they want beaches, slides, etc. Go on vacation. Basic needs yes – extravagant is a waste of my money and I utilize the existing pools, gyms, etc.
    1. Personal health is personal responsibility – not cities.
  1. Adequate facilities already exist for most/all of the activities above or could be supplied by the private sector or funded by user fees.
    1. I'm opposed to a walking/jogging track because it's NOT necessary.
    2. I'm in favor of an indoor aquatic center because it can be used year round.
      1. I opposed 2/4/6/7 because our community has adequate facilities already.
  1. Inadequate fitness facilities distributed around town.
    1. Aquatic centers aren't something we really have.
    2. We have plenty of gyms and walking tracks with the university.
      1. Aquatic center would gain much business. People wouldn't drive to Nevada to use theirs.
      2. There are already gym/recreation services available.
      3. There are indoor pools in various Ames locations.
        1. Pools usually require chlorine use (which can be eliminated/decreased by use of ozone)
        2. Indoor pools concentrate the chemicals in the air (double whammy)
        3. I'd prefer to see money spent on smooth bike/hike paths that connect well. Example: bike path by golf course on Stange Road is used a lot. It has cracks up to 4" wide and 2" rises between sections. Rough!
  1. Just against it
    1. Community urgently needs winter fitness facilities
    2. Though not completely adequate, there are reasonable summer options.
      1. Private – charitable donors should fund. Look at Nevada seven miles east.
      2. I walk outside 12 months of the year.

1. An outdoor aquatic center is especially needed and it might as well be all inclusive. It is ridiculous that a community of this size does not have one. It also has to be affordable to use.
1. I oppose any recreation center if it is on the south side of town.
1. (Opposed) Not enough information about need for facilities
1. None of the items in #E would be used by us.
1. Swimming pools would be competitive thus restricting general public use.
2. Long Iowa winters require fitness facilities other than pools.
1. The outdoor center would be useful.
1. There exist substitutes (walking tracks).
2. Some are not priorities (weight/cardio-workout, e.g.).
1. The items I have circled as "not sure" already at well equipped and we need more recreation in the (not legible).
1. All of these improve citizens' quality of life.
2. Improve opportunities for fitness and healthy lifestyle
1. We NEED some kind of facility (see C.9.).
2. Still not sure
3. Pool at Ames High adequate for competition
1. Lack of these types of facilities
1. No need for gymnasium/could use Iowa State's in a co-partnership of some sort
2. Enough walking and jogging tracks
1. Oppose aquatic centers and pools because membership fees would be cost prohibitive for us to use facilities.
1. Some facilities already exist.
2. The suggested costs seem too high for some of the projects.
1. I think the development of these facilities would enrich the lives of Ames residents and make them healthier.
1. Let's make use of what we have!
1. Favor top two – can get others through the #1
1. This doesn't seem the right time for spending.
1. Our community needs a recreation facility with all the above amenities to compete with nearby communities especially an aquatic facility that is up-to-date.
1. Indoor + + + (sic)
2. Fitness areas are important.
1. We need a new swimming pool.
1. No comment
1. Need to coordinate with school district
1. Pool at high school or pools at ISU should be utilized more.
2. Gymnasiums at schools, YMCA, etc. should be utilized more.
3. If people want to walk indoors, the mall is available.
1. Already have swimming facilities
1. Quality of life in Ames
2. Reasons of health
3. City growth
1. For #1, because cost seems reasonable and can be used year round.

2. For #4, because gyms are multi-purpose: basketball, volleyball, etc.
3. Against #5, you can walk outside in any weather if you dress properly!!
1. I think Ames is well-served.

1. Tax increase
2. Schools already have gyms – work together
3. Walking paths – not a track

1. We have an outdoor pool and indoor pool.

1. Need more recreation options

1. Need to improve swim facilities with SOMETHING

1. We need a place to swim all year round.

2. #6, 7 – We have the fitness center that do not get used that much.

3. #3 – Would these be open to all?

1. Don't enjoy swimming

2. Enjoy walking

1. Uniqueness

2. Current availability

1. Don't use them

1. Not function of city

1. So that goals can be met in a reasonable time frame

1. Improve exercising level

1. It seems unlikely we would use these facilities.

2. If the city wants to draw big events like Special Olympics, Iowa Games, etc., this is what it will take.

1. At my age, they would not help me.

1. No debt!

1. Should be user funded

1. Private investors will do it if not threatened

2. Revenue bonds maybe

1. Favored recreational centers because of non-existent current facilities.

2. Favored rooms for programs/fitness classes to provide more options (hopefully) available and accessible for persons with special needs.

1. There is no need for the competitive pool.

2. Outdoor pools have high cost while being closed most of the year.

1. Many are covered by existing facilities.

2. Cost vs. how many residents would use

3. University has existing facilities – maybe provide reduced cost to resident who chose those facilities.

1. Indoor pool – year-round – would like competitive pool to be used along with recreational

2. Healthy opportunities for people

3. Keep youth out of trouble

1. Money

1. We already have a decent indoor pool. We need a nice outdoor facility.

1. We need good community services to bring people together.

1. Reason – proposal sketchy

1. Outdoor and indoor activities should be tax supported.
2. Maybe additional gymnasium
  1. Current indoor pools and gyms are always full.
  2. I'm satisfied with fitness classes and weight equipment at private clubs.
  3. I may favor an indoor track but not outdoor.
1. (1 & 2) – Ames residents are spending money in other communities to get these benefits.
  1. Ames needs to drastically improve pool facilities.
  2. Rest of the facilities is currently provided by private businesses in which our tax dollars should not compete.
    1. I question their need.
      1. To benefit the majority of the community
      2. Availability of current facilities
      3. Is there a need for additional facilities with university facilities and clubs?
        1. Our outdoor aquatic facilities are very poor. I would consider going to another city.
        2. We have enough of these facilities. We have private competition. If someone wants to use these facilities, they can pay to use them.
    1. Ames needs an "outdoor" aquatic center for the families and children.
    2. Ames families now drive to Nevada or Ankeny to use their aquatic centers.
    3. All the other can and should be provided by the private sector not government (i.e., Ames Racquet and Fitness, etc.)
  1. Outdoor facilities are only useful one-half year in Iowa.
  2. Gymnasiums are of adequate capacity now.
    1. Aquatic centers would be used by many.
    2. City could work with schools/ISU to use some of their facilities.
    3. Private fitness centers offer many of these services already.
  1. Already have swimming facilities – ISU, high school and new middle school
    2. Can be used only few short months in this climate
    3. Important for all ages
      1. Need more details
        1. Like an outdoor pool
        2. Might like a gym
      1. Funds not spent wisely
        1. Balance health opportunities available to most
          1. The proposed facility was too large.
          2. The community already supports many of these features.
            1. Could not use year round
            2. Why would we need competitive pool?
            3. Why need more gymnasiums?
              1. Not necessary at this time
              2. Not necessary at this time
              3. Not necessary at this time
          1. Opposed to raising taxes or bond issue to pay for these, wants vs. needs
            1. Competition with Ames Racquet and Fitness
            2. Tired of paying tax for city improvements
            3. City's empire is large enough.
          1. Favor those items we feel are most needed.
          2. Oppose those items we feel are already available.

1. I wouldn't use the facilities.
  2. They are expensive.
1. Not interested in nor would use such facilities
1. Number 1 and #6 benefit all age groups
  2. Can use above all seasons
  3. Numbers 3, 4, 5 and 7 only serve certain factions of the population
1. Would put undo burden on small business and they are being taxed out of business.
1. Not necessary
1. Favor outdoor activities = more dedication in and throughout city
1. Needed an aquatic center
1. You get more for your money in an outdoor facility.
  2. All other facilities are fine as is.
1. Indoor recreation/aquatic – can be utilized year round
  2. Walking/jogging track – aging population could use walking track
  3. Multi-purpose room – multi purpose gives more bang (sic) for the dollar
1. I would not use them.
1. Excessive spending
  2. Recreational activities should not be funded by taxpayers – duplication (maybe I'd like movie passes, an opportunity to ride horses, whatever, should others pay).
  3. Given again population, taxpayers already obligated for Social Security, Medicare, etc. by other levels of government. Just how much of a persons assets should be taken?
1. Focus on needs, not luxury
  2. Possible city/school/university sharing
  3. Depends on specifics (size, location, accessibility, hours)
1. We think the school system should have the indoor competitive pool.
  2. We think Ames needs more fitness facilities like the indoor pool, gymnasiums, walking/jogging track, and weight/cardio equipment.
1. Already exist
  2. Need a pool
1. Already have a pool – Carr's – to swim in the summer
  2. Gymnasiums already have at the schools
  3. Have recreation centers for exercising and working out
1. Individual cost
  2. Perceived public utilization
1. There aren't any right now.
1. Why does Ames need an indoor competitive pool?
  2. I don't see the purpose of a walking or jogging track.
  3. Doesn't Ames have enough gym facilities, etc. for fitness programs?
1. There are already facilities here.
  2. Some bond issues have been way over top.
1. Because I want to see it done.
  2. I am very, very in favor.
  3. I am supporting the bond issue.
1. Our schools are broke and we need more sports facilities for kids.
  2. Parks and Recreation needs to address the competitive community.
  3. Neighboring communities are more attractive to newcomers than Ames is now.

1. I think Ames needs to offer the kinds of amenities that Americans elsewhere enjoy. We need to update (both public facilities and private facilities). I fear that if we don't, our town's quality of life will deteriorate rapidly. I picture Ames following the path of other dying and dead inner cities across the country.
1. The swimming pools are outdated and need fixing anyway.
2. I oppose two because a limited population would use them.
  1. Too grand a scale project (especially number of gyms)
  2. Too expensive
  3. Very opposed to south location of facility
1. The competitive purpose is not vital.
1. Aquatic centers are great, but I don't know how much they would be used to justify such expense.
2. People can walk/jog all over.
3. Fitness programs are important for health and don't seem too expensive.
1. Our pools are embarrassing.
2. Wait to see what plans the school system and the university have for the other features before committing and funding.
1. Just based on personal reasons
  1. Ames needs more and better aquatic facilities.
  2. To retain and attract new citizens to our community
  3. To improve quality of life living in Ames
1. Anticipated use
  1. Recreation facilities are important to promoting good health.
  2. Many of the recreation facilities at ISU are outdated.
  3. Having recreation facilities in City of Ames would support those at ISU.
1. Don't need or use
  1. Not city governments place to spend tax money on these items when there is a private option available.
  1. If this was city only, "yes" not with a failing school district/board
    1. The cost, money could be used for other things.
    2. Would not be used by a lot of people
    3. Some things would be nice.
  1. Aquatic center too narrowly useful
  2. Other programs offer broader activity possibilities.
  1. Favor – These are the facilities that myself and my family will utilize.
  2. Would rather stay in Ames for aquatic
    1. All these are available at the local gym. If you want them, buy a membership and have at it. Don't make the rest of us pay for your gym membership!
    1. Three for all of the sports events in town – Special Olympics plus. . .
    2. Don't know enough about the other issues to make an informed decision on the rest.
  1. Each is needed for better quality of life.
    1. Low use for majority of people
    2. Existing facilities serve much of this need
  1. Outdoor aquatic center – only
    1. Too expensive
    2. Other community needs
    3. Perhaps if community wants this, they could raise the funding.

1. More public access to safe exercise
  1. Ames desperately needs some new pool facilities.
  2. Indoor competitive pool – I have two daughters on the swim team.
  3. Ames is losing money by having everyone go to Nevada to swim.
1. Not necessary for the city/taxpayers to fund these facilities
  1. Ames High has an indoor pool.
  2. Ames High has a track that could open to public.
  3. Fitness is becoming a value but we should utilize what we have before we build more.
1. Superfluous, this is just plain nuts!
  2. Superfluous, this is just plain nuts!
  3. Superfluous, this is just plain nuts!
1. We currently do not have an adequate aquatic center.
  2. The weight/cardio workout equipment would be used by very few people.
1. Don't need it
  2. General health
  3. General health
1. Price of gymnasiums seems too high
  2. Track not necessary
1. #4 – We already have a gym.
  2. #6 – Need more room
  3. #7 – Need more dollars/or newer equipment
1. Existing facilities adequate
  1. #3 – Indoor fitness for everyone – multi use room
  2. #7 – Obesity rates up/fitness for health important
  3. #1 – Three pools at ISU
1. Public health
  2. Lower health insurance costs
1. Oppose – We already have facilities, fitness clubs, the ISU recreation center, etc.
  1. Don't need both 1 & 2 – indoor pool more useable all year round
1. We need better swim options in Ames.
  1. Put what we already have to better use/school gyms and tracks; ISU facilities
1. Preference for outdoor aquatic center, but if not outdoor – then indoor
  2. Indoor competitive pool facility already on the ISU campus. Could partner more with the university.
  3. Other fitness/recreation centers already in Ames.
1. \*Ames needs more recreation facilities, but they would need to be available to all residents, not to just those who could afford to pay costly “membership fees.” Previous efforts have failed because they proposed very high fees. The city should pay to operate the new facilities and they should be open to all residents for little or no cost. The City should work together with ISU and the Ames schools to build a facility that could be a show piece for our community.
  1. Indoor pools offer year round use in Iowa
    1. We need to improve the aquatic opportunities in Ames.
    2. I oppose 4-6 because we have both public and private facility to handle them.
  1. We have allowed existing post facilities deteriorate. Fix them first.
    2. Some of these facilities compete with private sector.

3. If the taxpayers would build them part efforts have projected that the taxpayer would be expected to (not legible) them. Use fees should cover all costs.
  1. Can't use outdoor aquatic center in winter.
  2. Children's classes
    1. Favor gymnasium (need them!)
    2. Oppose aquatic center & fitness center- need to pursue using ISU facilities!
  1. All of the above are available in Ames thru ISU and private business. There is no reason for the city to supply any of these facilities.
    1. We need this type of entertainment for all ages. Not to be competitive with Ankeny.
    2. Don't know what would be covered by the \$6.5 million.
    3. Why does the city need a competitive pool?
      1. Support 4 (gymnasium)
        1. It's absurd that Ames has such poor swimming facilities, both outside & inside. Very bad for families & kids here. Poor PR for possibly new (not legible)
        1. You must consider the users life-span when building new facilities.
        2. Older folks have to pay for schools, streets etc. They should not be so summarily ignored when it comes to their physical health needs in 4th & 5th decades and beyond.
      1. Do not want local government to go bankrupt like (not legible)
        1. I think lots of people could get use of indoor/outdoor pool.
        2. Walking/jogging is available to all people independent of physical ability.
      1. You only need one pool
        2. The town and campus should work together & share workout facilities. There is no reason to waste money on things the town already has access to.
      1. We already have an indoor pool – not sure if other is needed.
      2. The city gymnasium is too small, but I'm not sure if other is needed I don't use it too often.
      3. I will love an outdoor pool with a more flexible schedule.
        1. We do need a new outdoor recreation center.
          1. Unnecessary expenses
          2. The facilities are duplicates of ISU facilities.
          3. One-half of population + can use these facilities
        1. Always ask for more and never receiving it
        2. We have great bike trails. No one uses them.
          1. I can go to gyms in ISU so I don't need similar facilities new built.
          2. These folks that desire these things could join a private facility or join together and form a corporation and build a facility at their expense. That is what the Ames Izaak Walton League did many years ago and it works well without taxpayer support.
      1. Would not use aquatic center
        2. Gyms are available at schools.
      1. We need a decent pool/aquatic recreation facility – the pools in Ames are pathetic – the rest is available here.
        1. The facilities are sufficient at the present time. (oppose)
        2. Favor – to lessen the obesity problem
        3. Not sure – I think #5 and #7 (walking/ jogging track and weight/cardio-workout equipment) may take care of #6 (multi-purpose rooms)
    1. All season useable
      1. Water for year round
      2. Others are personal fitness issues which can be done with determination not facilities.

1. Too expensive
2. It doesn't sound like user supported.
1. My feeling on any of these issues is unless fair majority of the city population (40% or more) is getting any direct use from these facilities, they are probably not needed.
1. Have enough gyms/fitness locations in city already
1. Money needs to be spent elsewhere.
2. Roads and curb and gutter need replacement not just resurfacing.
3. Indoor competitive pool could bring big swim meets in for local business.
1. Losing business to outside communities (Nevada, Boone)
2. Oppose – streamline the project – don't have to do it all at once
1. We need more recreational activities for the young.
2. Outdoor pool is very important.
1. Ames needs an aquatic center indoors or out.
2. Ames has plenty of trails for walking or jogging.
1. Let's not compete with university pools – high school pool.
2. Outdoor trails are well used – we need more.
1. Ames needs an outdoor aquatic center in West Ames.
2. We need to attract people to West Ames – no more apartments – homeowners need to be drawn here.
1. Family recreation
2. Kid sports
3. Adult fitness opportunities
1. There are ways to perform workouts that don't require a lot of expensive equipment!
1. Take class at Ames Parks and Recreation
2. Ames needs a newer outdoor pool.
3. Classes at Ames Parks and Recreation need new equipment.
1. More people can workout
2. Less kids out on the streets
3. Less overweight people

#### **ISU Student Sample Comments**

1. We don't have enough outdoor pools.
1. City should not provide an exercise room – should be private.
2. Pool is an essential community item.
1. Some of the facilities already exist so why more? The money could be used for something more useful.
1. New outdoor pool needed
2. Recreation Center and Ames Racket and Fitness already exist.
1. Improve the city
2. Invite people into Ames
3. Make things better for community
1. Indoor aquatic center would get used more
1. Tax and justify cost with the need
1. Could use ISU
1. We need another pool and I prefer outdoor ones.
2. We need a place to go running.
3. An expanded workout room would be nice.

1. Ames is already well-equipped for what I opposed.
1. No need for outdoor/indoor aquatic center
2. Walking/jogging track – unsure if really needed
3. Support others because of all outside corporation revenue
1. Only place to workout is Lied – needs pool
1. A mid to low cost aquatic center is needed.
2. Opportunities for kids
3. Adult fitness importance
1. Indoor aquatic center would be great for families and events all year.
2. More walking/jogging tracks promote health (5-7)
3. Outdoor pool promotes health and fitness and keeps money in Ames.
1. Americans should loose more weight.
2. Physical activity is important.
1. Does Ames have a public pool?
1. Can use ISU facilities
2. Can run on sidewalks
3. Can swim in Peterson Pits
1. Walking/jogging track is NOT necessary!
2. Indoor recreation aquatic center would be great for families.
3. If you go through with #6, you won't need #1.
1. More availability
2. Like to workout
3. More choices
1. Expensive
2. There are already facilities built like that.
1. Multi-purpose rooms have a better chance for revenue.
2. Improvements to existing pools would be better.
3. No outdoor pool because you can't use if half the year. There are plenty of places indoor and out to walk/jog.
1. Need to encourage health
1. Outdoor recreational aquatic facilities are poor/nonexistent here.
1. Oppositions were based on necessities.
2. Improvements are needed (outdoor pool would be a positive).
3. Track – they can walk on our many bike paths plus get fresh air.
1. There are already sufficient gyms.
2. There are many walking/jogging tracks.
1. Low use of current facilities do not justify building new ones.
2. Do not have an aquatic facility.
1. Already available for me at ISU
1. #5, 6, & 7 – more people will be able to use facilities
1. Ames needs centers to build community and support fitness.
2. I am in favor of a year-round center.
3. A place for the community to gather is important.
1. These facilities are already available.
1. Favor – facilities are not available.

- 2. Oppose – facilities are already available.
  - 1. Walking/jogging track expensive
    - 1. There are few in Ames.
    - 1. More opportunities for people to exercise
    - 2. Need more places for people to workout
    - 3. New facilities will attract more people.
  - 1. Narrow target clientele
    - 1. Not enough use
    - 2. Not public enough
    - 3. Not public enough
  - 1. Not sure how much use it would get
    - 2. I would not use it.
  - 1. Do not need a pool – only used 4-5 months out of the year.
  - 2. Do not want taxes to go up.
  - 3. Other facilities already exist.
  - 1. Conditions of available facilities
  - 2. Need of facility
  - 3. Possibility of income for the city
  - 1. We have eight billion gyms here.
  - 2. Indoor aquatic center = lame
  - 3. I like cheaper things.
  - 1. Sufficient jogging/walking trails already exist.
  - 2. I prefer outdoor pools.
  - 3. More rooms and weight equipment would be nice.
  - 1. A competitive pool can be incorporated into another aquatic center.
  - 1. What we have isn't used to the fullest.
  - 2. Use school gyms, tracks, etc.
  - 1. I can use recreation center.
  - 1. Very expensive
  - 2. Seems unnecessary
  - 3. Walk/run/bike outside or at existing wellness center
  - 1. There is no need to construct new facilities when there are existing ones.
  - 1. Oppose (5) because it can be satisfied otherwise.
  - 2. Favor (3) because it can open many opportunities.
  - 1. Indoor aquatic center can be used in all reasons.
  - 2. There are already many gymnasiums.
  - 1. Never used or have no plans to use in the future
  - 1. Indoor competitive pools are available through ISU.
  - 2. Others are favorable due to relatively low comparison cost and long-term usefulness.
  - 1. Indoor facility would probably be used more
  - 1. For b, we don't have many of these in university.
  - 1. Personal interest
  - 2. See no need
  - 1. It's not necessary.
  - 1. Oppose #3 and 4 because don't see the need and high cost.
  - 2. In favor of #5 & 6 because I think many would utilize.

1. An indoor aquatic center would be beneficial year round.
1. Recreation is widely available through ISU and private clubs.

### **Why Don't You Use the Ames Public Library More Often?**

Not sure where it is  
 ISU Library  
 Iowa State student; use those facilities  
 Not friendly  
 Meters in downtown at library are unnecessary!  
 I'm a student at ISU.  
 Don't have materials I need  
 Don't take opportunity  
 Use university library  
 Crappy new rules that only benefit library employees, not patrons, i.e., fine for not picking up materials on hold  
 Had stroke – am crippled  
 Frequently, they do not have the book I'm looking for.  
 Late or early departure  
 Use Parks Library  
 Fines too high  
 I don't really like to read that much.  
 Travel time  
 Offer programs with broader appeal  
 I use ISU library.  
 Not a free CyRide stop  
 Poor lighting  
 Far from my home – wish there was a West Ames branch  
 Lighting is dim. Noise from noisy handling & crisp duds (sic) is very annoying esp. if (not legible)  
 Weekends when I have time, you have reduced hours.  
 My 1 year old pulls books off the shelves.  
 Not enough current titles of books  
 Internet at home  
 Habit  
 I have a fine and I don't have the money to pay for it.

#### **ISU Student Sample Comments**

They don't have what is needed sometimes.  
 Difficult to get there (CyRide)  
 Use university library  
 Iowa State's library  
 Location is out of my way.  
 ISU library is closer.  
 Use ISU

### **Why Don't You Use CyRide More Often?**

CyRide doesn't operate in the area where I work.  
 Walk to campus  
 Doesn't go where I want  
 Excellent service!  
 Convenience  
 Don't go anywhere on weekends  
 Inconvenient in morning – none then half hour red bus or green rout in morning only

I commute to West Des Moines for work.  
 Takes too long compared to drive with three kids – I don't drive every day. Usually do my errands every day  
 Use CyRide  
 Sales travel a lot – state  
 Job outside of Ames  
 CyRide doesn't come close to our home so we can't ride it. My wife would ride it everyday to ISU as she used to but now she can't. It would be nice if would come by our entrance to subdivision.  
 No need  
 Prefer to bike if weather permits  
 No need usually  
 In future, may use more often as gas prices rise more.  
 Live close to work and school – walk or bike  
 Bicycle  
 Don't need to  
 Ride bike to school  
 Live within walking distance of campus  
 We walk.  
 Quite a distance to bus stops  
 Work in Ankeny  
 Prefer to walk or ride bike  
 Do not need to use more often  
 Cuts were made to our route (Yellow). CyRide no longer comes on Sundays; during a 3 hour midday period, and not after 6. I and 2 teen daughters use CyRide to get to school, work, and to town for personal business.  
 HIRTA Public transit  
 Pickup too faraway  
 Live close enough to walk  
 I walk to work.  
 I commute to Des Moines.  
 Need handicapped bus – bus stop to faraway to use  
 Walk and bicycle  
 Prefer to walk  
 Crippled  
 Cost and inconvenience  
 I walk/drive.  
 I do use it often. I used to drive my car to work but found CyRide to accommodate my routes and timetables.  
 It would give youth something to do in the summer.  
 Intelligent expansion – current expansion patterns are haphazard and uncoordinated. Land near the urban fringe is very valuable and should be very carefully planned and utilized, not sold to and zoned for the highest price.  
 Takes too long  
 Does not go near workplace – East 13th Street  
 Can walk or ride bicycle also  
 Doesn't come in our area  
 Everything is walkable.  
 Walking instead to class and drive to stores  
 Can walk to work and I drive my car other places.  
 Two jobs  
 I ride Heartland.  
 Multi-stop trips  
 Drive to work or walk because I live close to work.  
 Often chooses to bike – but also infrequent service to our area – South Ames  
 I work in Des Moines.

Need exercise  
Routes/system too complicated  
No route East on 13th to businesses on Dayton  
Prefer to walk or bike  
I'm lazy.  
Doesn't go to Gilbert  
Car is faster/more direct. Too cold/hot/wet to wait at bus stop  
Like to ride my bike  
I live right next to campus  
CyRide not available at my neighborhood  
My wife is diabetic.  
Live close enough to where I go  
How do you haul the groceries home on a bus?  
Walk or bike to work  
I ride my bike when I can.  
No service where we are

**ISU Student Sample Comments**

Walk more places, or need car to carry groceries  
I use it.  
Exercise  
Walking will suffice  
Not frequent enough  
Like to walk  
Don't need to  
None of the above (free for students)  
Bumping into people that I'd rather avoid bothers me.  
Prefer walking  
Like walking  
Walk to classes, or drive to business  
I use it often.  
Like to walk  
I use as often as I can.  
I use it every day.  
Not needed

**On what other issues should the City focus?**

Wi-Fi shouldn't be user fee based. It needs to be accessible to visitors. City Council needs to make decisions and quit studying everything to death. The dinky is a WASTE! DROP IT!

Intermediate- and long-term planning/integration; Stay focused on high priority items in terms of available resources (adequate personnel, funding, etc.) especially with regards to taking care of things that have already been established/constructed BEFORE implementing/constructing new projects – an example is city infrastructure. West Ames is growing relatively fast – don't forget to take care of business operations (e.g., street maintenance, storm drain maintenance, etc.) in places of the city which have been around for years.

More support of local recreation programs – softball, baseball, and so on.

Duff Avenue crossing (railroad)

Our services are all very good but our community City Council and School Board problems our beginning to drag others down. We do not play well together!!

Activities for teenagers

I need more information before I can answer your wireless Internet questions.

Community involvement to help those in need – i.e., homeless, victims of disasters, etc.

Nice to be considered for survey, even though I do not own a home.  
Possibly more bus routes in the morning on green route. The route between 8:33 and 9:08 could use a bus at say 8:50.

The city should focus on improving recreational opportunities, including public lands and trails. For example, the city should buy an easement to complete a trail loop around Onion Creek, and consider reopening the historic Emmett Park. Trails do not need gravel or pavement.

For those residents that work in Des Moines and live in Ames, working with the MTA in Des Moines and/or state government to provide a light rail system between Ames and Des Moines (thru Ankeny) would be appreciated.

Working together with university, schools and developers on long-range planning and decision-making

I think a high priority would be to put an overpass on Duff Avenue.

Dogs not on leashes – people let them run wild in the parks. I'm troubled by the "smart growth" movement and the rezoning of 13th/I-35 – too many liberals in Ames.

Our city needs to increase our tax base with more business, industry, and building coming to our community. We are one – city people could choose to come to – not – the only one. We do need to grow and then all of our programs could grow!!

Focus on those committing serious crimes and not so much on bar maintenance.

1) Progressive growth, 2) Cut backs and tax abatement programs, 3) Duff Avenue underpass/overpass (railroad), 4) Extension of Grand Avenue

The City of Ames has to build a bridge over Duff Avenue and expand the library are the highest priority in my thinking. Maybe we should have an aquatic center in the new mall.

Moving forward instead of making decision and changing them, grow commercial to relieve the tax base, getting a new mall already – can't grow with your head in the sand

No smoking in public facilities (bus, restaurants, etc.)

Don't waste your black farm soil by over building apartment buildings. Lower and moderate income housing units

Change of City Council members so they can do what's best for the city. They are hurting Ames' future by their thinking what's best for them and not what's best for all. We continue to have to drive to Ankeny to do a lot of our shopping.

Getting the new mall back on track instead of reversing past decisions. Ames needs to do move forward with this project.

\* Signage on I-35 to better "market" MSCD and Ames. \* Create more stringent zoning (and codes) to encourage tasteful, beautiful signage, building, etc.

Building a new mall (bring jobs – revenue to city), traffic on Duff when trains go through Schools, new mall, recreation center

- Learning the difference between its and its'
- Sidewalk safety – It's time for a new systematic program.

We need a new mall or more retail. Traffic flow is terrible – too many restrictive times for things like being painted or hazardous waste (stain, etc.) to the city – unable to reach city employees

Mainly parking situations in Campustown.

Continued collaboration with school district/university, revitalization/investment in Roosevelt/downtown area

1) Making downtown "Main Street" genuinely attractive 2) Cleanup Campustown which has become a dump – see Iowa City for a nearby example. 3) Stop fussing about the mall and either do it or not (not a smart growth supporter). 4) Stop trying to make Ames so dull and devoid of controversy. It's okay to encourage diversity of opinion. Indifference is not utopia!

Work with school system to share facilities, work with or enforce more ordinances relating to rental properties, money to beautify boulevards, parking lots at mall, etc., Landlords build apartments, plant shrubs – they die and are not replaced. Large paved parking lots are unattractive – we travel much and come home and are depressed by "ugliness." See well-planted and maintained boulevards, much more landscaping around rental

properties and in parking lots, malls are nearly obscured by plantings – just a big sign on the street

Public dog park, more continuous bike routes/paths – especially Mortensen Road

The city should especially focus on good public transportation especially a good bus route.

Also, more taxis would be helpful.

Street repair, recreation – aquatic bond passed

Stop trying to add “fancy” recreational items – stick to basics.

Reopen Roosevelt

See comments on page 4 – (We have a huge drug problem in the Ames High School that police are doing nothing about! Where are the drug dogs, random drug testing of students and staff? It’s not okay for drug sales to be happening as a common hallway activity!)

Massively improve the bicycle path network

Aquatic center, dog park, overpass/bridge at all train intersections

Activities like the farmers’ markets, trash pickups more than once per year, events like Christmas parade

No dog park for me to pay for

\*Controlling sprawl, \*Planning a more livable, walkable urban environment, \*Create extensive and safe network of jogging, walking, biking trails

Planning Department and City Council “less” influenced by neighborhood associations. The Planning and Zoning I believe is not necessary if City Planning Department and Council overdo them. Think ahead – not behind.

Restoring confidence and trust; I’m concerned that people will become more apathetic with the change in decisions and several big issues pulling people in different directions (i.e., school and mall)!

The traffic light at Bloomington and Grand is terrible. It’s not long enough to get onto Grand and you have to wait a long time for it to change!

Quality of life

City takes very good care of utilities and streets. Hope we never lose power plant. Love public power; Hope Council comes to realize – we hate to see all the shopping money going to Ankeny and West Des Moines. Hope we build a new mall and keep money here!

1. Railroad crossing modification at Duff and Lincoln Way. 1A. Extension of Grand Avenue South to South 16<sup>th</sup> 2. Long range plan for downtown Ames, control of planning Northeast and Southwest

Extension of Grand Avenue to Airport Road, surfacing Southeast 16th Street

Probably more cultural events, protection against acts of potential discrimination (racial, sexual, against immigrants)

1. Who is going to live in all the apartments in West Ames! 2. Why were these ugly buildings in Campustown allowed? 3. Improvements on South Duff and the North Grand Mall 4. Frequent painting of street and curb stripes

Improve and put in more sidewalks - Crosswalks - Road painting

Re: YW/YMCA – look at Marshalltown, Red Oak, etc. – much smaller communities with NICE Y’s. We should have similar, or better.

City planning – What type of growth is desirable? I feel there are too many apartments going up in West Ames.

Future planning and expansion, growth needed especially in the commercial/retail market. Ames needs a new mall. I can’t believe that Ames would strike down a new tax base. Is the City of Ames not worried about what other new businesses that want to build in Ames are thinking? Why not put the mall to vote by the people? Let Ames people decide, not just a few!

A new mall

Railroad crossing on 24th Street needs repair – it’s too rough. I don’t feel safe letting my son play outside at \_\_\_\_\_ because of the neighborhood. Would like police to patrol more

Don’t know

There has always been lots of talk about the lack of “affordable housing,” yet no one points out that in the older areas of town, there is lots of affordable housing but the combination of greed/realtors and landlords – landlords who chop up houses into small apartments – prevent the marketing of such older home as affordable places for young families. This needs to stop. Hint: The university is going to stop growing and maybe even shrink.

Results: Lots of ruined older homes will go unoccupied (see J).

Removal of all illegal aliens

I think the City of Ames is doing a good job for my needs.

Getting a better mall!

Growth of essential business in Southwest Ames

Community/neighborhood activities

Closing down fraternities and sororities

Doing fine at present

Free wireless access will be of great benefit to visitors to our community

Thirteenth Street always is jammed during 5:00 p.m.

This downtown art project seems to approve every piece it’s presented with. Can we be more selective? Also, loud stereos in cars are a nuisance. Surely a noise ordinance is being violated. Is this enforceable?

City Hall should listen to the public more.

Create a positive atmosphere for economic growth

Business growth

Better street light coordination on Elwood and Lincoln Way streets in particular

Maintain same focus; city is great place to live – 24 years.

\*It’s an embarrassment. The City Council changed the land use policy (on April 11, 2006) from its 1st change making it nearly impossible to build the new mall. \*I do not support increasing CyRide support to fill the needs of students who choose to live in West Ames. They have plenty of on campus options.

Growing retail business mix to the Ames area; The proposed regional mall would be great for commerce and additional tax revenue. It would keep many Ames dollars IN Ames!

Providing enough time to get across controlled intersection in a wheelchair.

Community recreation, youth services, new business – new mall or shopping district, large scale

Creation of an Ames Historical Museum, continue exploring a downtown rail system (Dinky).

Growth in revenue from sources other than personal property taxes, new mall! Stop letting our sales tax dollars go to other communities like Ankeny. Allow irrigation back flow preventions inside buildings if this avoids yearly testing costs.

Light rail system to Des Moines

Dog ownership has exploded with not enough barking noise enforcement. City needs to step up and pave the soccer/softball/baseball complex as well as make improvements (better/more fields, lighting, irrigation, etc.). We have enough parks and it is time for the city to support this complex like other neighboring communities have done. Continue 5-lane section of South Duff past Ken Marel Road and extend city services to expand housing. Change interpretation of electrician, plumbing, heating codes to allow irrigation by occupant (to be) of new construction.

Mall, get the lights working better (shouldn’t have to sit at a stoplight for 5 minutes)

- Quality of streets and traffic flow - Outdoor aquatics center - We voted for the local option sales tax, but are now limiting the growth of our city. City should be “pro-growth.” Capitalism will decide which business succeeded. - Be more flexible with the long range planning guide for Ames. Things change!

Traffic flow/central, especially when large events take place, parking downtown, recreational programs, economic/commercial/development

Traffic flow and enforcement of speed limits on DUFF and GRAND AVENUE!

Working in tandem with school district

Nothing was said about pedestrian needs in the traffic section. We need better time periods for crosswalk traffic both in the city and on campus. The walk light is way too short. I

am healthy, a fairly good walker, and I can barely get to the middle of the street before the signal (walk) goes off. Coordinated light changes are very poor on campus.

Train traffic on Duff

Get a new mall

Do not try to employ more people – your empire is big enough – reduce budget! Do not (not legible) funds from utilities and other city government functions. Have employees – especially at City Hall (Central Junior High) be pleasant to customers of city – not rude!

Economic development image is very poor and the City needs to improve the image.

Drop anti-college kid legislation like keg registration legislation.

Parking along some streets is hazardous for others driving on the street because passing around the parked vehicle causes you to pass into other land into oncoming traffic.

Focus less on keeping a mall out of town which would help our town grow. Current council doing a rotten job

Campustown – ISU is the only reason Ames is here and City should reflect ISU as a place for wholesome fun and activities. Ignoring Campustown just leads Ames and ISU to look dated and unpleasing.

The new mall, South Duff, urban sprawl

Improving Campustown

Need turn arrows, 13th and Grand, going West

Watch for over expansion of the city – buildings that are new are not being rented out.

Keep people posted on city ordinances. I see too many cats on the loose. We don't need another mall – improve North Grand.

Creating one community via “smart” ordinances and providing opportunities for all interest, REVIVE Campustown – tax abatements

The City should focus on more attention to the planning of new buildings. There sure seems to be a lot of apartments being built in Ames.

Finishing Bloomington bike path, get rid of occupancy limits, get affordable student housing

I answered that way because I never plan on having a computer.

Embracing college students as a true part of the community!

I think a single person of middle income (less than \$50,000 a year) has a terrible time trying to buy a house here if they want one. It seems to me Ames is geared to couples or people who make more money.

Planning – too late for Campustown, good North/South route

Volunteering, hospital, Heartland, stores

- Extending and widening Grand Avenue - Improving 13<sup>th</sup>/Grand intersection - Improving the appearance of all approaches to downtown especially Lincoln Way - Reconsidering an overpass on Duff - Managing/improving Hunziker Sports Complex

1. It seems we have over the past decade found more of our citizens in poverty, hanging around the streets, etc. Downtown Ames at times reminds me of the inner cities of much bigger towns. I think we need to get a handle on this poverty/delinquency and figure out how to keep all our citizenry healthy and productive. (What accounts for this demographic shift, by the way?)

#1. Avoiding an expensive lawsuit with \_\_\_\_\_ by allowing the zoning so the new mall can be built, #2. Stop opposing retail expansion in Northwest Ames.

Automobile speeding and stopping, dangerous at intersections, traffic safety, walking paths and sidewalks where none exist, reducing residential sprawl, conservation ethics and practices in all neighborhoods

Almost no attention to occupancy limits, more attention to traffic flow, very interested in wireless Internet service if it is comparable in speed and cost to cable/OSL service; Do we need libraries? Maybe they can combine somehow (ISU/City). I get everything I need at ISU's. It's great.

The new mall needs to be built. Ames is going to turn in to a retirement community if it continues to stop progress.

- Allowing building of the new mall - Revive the Duff Avenue railroad overpass project; Congestion from the train traffic often keeps me from shopping downtown. - An outdoor aquatic center should be a high priority.

Get rid of train horns

Fellows Elementary Car Rider Circle at pick-up and drop-off

1) Development of a new mall at 13<sup>th</sup> Street and I-35, respect will of majority favoring progressive growth, don't yield to "Smart Growth" minority, 2) Seek to grow through new businesses and industries, 3) Provide affordable housing

Downtown development, the train tracks on Duff Avenue (overpass)

Need new mall, need traffic control for small to medium construction areas

Free parking after 2:00 a.m., less ID checking in bars by police, more enforcing of ID checking by bar staff, recycling program – plastic, paper, metal

Over-occupancy enforcement - Adjust traffic lights on side streets to Lincoln Way in Campustown - Develop a plan to move traffic lanes away from neighborhoods (i.e., Storm, Country Club, Welch, Stanton)

Stoplight at the corner of South Dakota and Clemon, more cooperation and collaboration of the Ames Community Schools, less on the antagonistic relationship between the Ames police/City of Ames and ISU students.

More "sensing-type" stoplights at major intersections (Elwood and Lincoln, for example)

Extending Grand Avenue

1) Outdoor aquatic center – but not 25 million project, 2) Focus on filling Duff Avenue – not building a mall by the highway

- Getting a new community pool - Stopping the mall - Getting city wide Internet access

Social events

City/student relations

Improving the present community districts

Build and/or extend bike/walk paths in town

Overpass for Duff and Main

Sorry I'm a day late – (not legible).

Sustainability, cutting carbon emissions, bike – friendliness (especially bike commuting into city), more meeting rooms

Economic development

People running lights and not making stops at stop signs; Need turning lights for East/West traffic at 13th & Grand!

1 – More collaborative efforts with Ames schools and ISU especially in regards to new recreation facilities and more bike paths 2. – Work to get stoplights on Lincoln Way in sync 3. – Open another branch of the library in West Ames maybe check into using old middle school land or building 4. – Work to make Hunziker Fields city-managed to keep fees reasonable for the sports that use the fields. Work to provide higher-quality programs for those wanting competitive offerings.

Improve the library, keep the downtown vital

I am concerned about the "we/they" syndrome brought on by Smart Growth vs. the mall.

The City Council needs to find itself and its direction. It is about quality of life and services – not a dinkey!!

Economic development – approve the new mall. STOP pushing development to the south. STOP spending funds on consultants.

Retirement of its employees that are looking toward retirement; Community celebrations should increase. Parades not virtual parades

Traffic enforcement; People run far too many stop signs and lights.

We need more action and less discussion/ focus groups. The new mall issue was totally mismanaged. I was not in favor of this originally, but if action had been taken decisively we could have had a great mall. It is totally inappropriate to renege on the zoning commitment. You have lost the trust of the business community and the faith of the citizens to make clear, decisive plans for our future.

Main street maintenance during winter season, public library

Affordable housing

No, you need to resolve the warm water pool need most urgently. Please don't distract yourselves looking for things to provide to people who already can access most of your services, because they are physically able.

If a new mall does go up- what's to become of the old one? The city needs a plan for that so it does not become an eyesore in the middle of town.

Stop trying to separate campus and the rest of the town and realize that without ISU there would be no town and start trying to get along with the college instead of trying to get rid of it with all regulations against students like occupancy enforcement.

I think the city needs to work more with international people; like having festivals (example Jazz festival). More city activities in the morning especially does conference in the library and movie times some of us work afternoon and night so miss it at night but it will be nice if is a option in the mornings.

Need to be able to shop in Ames; we are unable to shop North Grand due to the quality and product selections available.

Violent crime rate rises in recent years.

Adequately maintain the facilities we now have, before thinking about adding new

Providing more "green space" – parks/more trees

Major street arteries through city – this city has street congestion comparable to a much larger city primarily due to the traffic light operating system and the incredibly short-sighted planning – see add. Comments.

I'm well satisfied with the attention the city applies to the present issues. I'm concerned, however, whether another mall is needed and what affect it would have on the North Grand, South Duff, and downtown main street businesses.

It would be great if the city could encourage the school board to help maintain older areas by maintaining a neighborhood grade school.

I think it is time our city administration and city council members need to stop paddling up river and wasting time. Two things come to mind. New mall or not (3 years in the making) and do we close our schools or reopen them.

The city is going to need a larger tax base consisting of permanent residents (who pay taxes) to fund the replacement of aging and undersized infrastructure. There should be vast support for the new mall.

Growth – otherwise we are going to move out of Ames and Iowa

Running red lights, making quick turns in front of you at intersection, 5th Street intersection control poor – sometimes 4-way stop, sometimes 2-way – can't see to pull onto 5th Street

Railroad crossing on Duff

Get the City Council to move forward in a progressive manner. Work for the community instead of against the people. They are supposed to be representing us. Bring our city "Alive"; we are truly a wonderful community. Perhaps make it a little easier to build and do business. We make it difficult for new people to want to move or develop in Ames as one of the most difficult towns to pass on zoning, planning, getting permits, etc. There must be a way to speed up the process. I'm told it's much more expensive to build, etc. in Ames. It's time to progress – MOVE forward at a faster pace. We need to quit building apartments – we are overbuilt. In the West part of Ames, it makes it look like Ames has only cheap looking apartments...cheaply built, that is. Let's make a better impression than we are now. Thank you.

Your speed is  " trailers (sic). Inspect child seats by police – good for you – thank you, support downtown businesses – build synergy, more community events like Midnight Madness/band shell concerts

Affordable housing, All of the new apartments are prices so that low income people can't afford to live in them. I was born and raised in Ames. I don't want to move to another town in order to live affordably.

The noise ordinance on Friday and Saturday nights after the college students leave the bars and walk through residence areas.

#1 The recent mall furor (and recent unfavorable decision) are shameful. \_\_\_\_\_ should sue. #2 The light on South Duff and Airport Road needs dedicated separate cycles for East/West approaches. Very hazardous!

### ISU Student Sample Comments

Better roads, more plowing snow and salting; We need a dog park.  
 More assistance in mental health services, more aesthetic plants uptown/downtown  
 The way the patrol parking is out of control. I have been ticketed for being on my own street for two minutes. Do they really need to employ people to do that almost 24 hours?

Beach at Ada Hayden Park, develop downtown, improve Campustown, more soft surface trails for walking/running

Ordinances directed solely towards ISU students. Seems many of the ordinances that have passed recently take something away from them. Without ISU students, Ames isn't the place it is now.

I think it would be a good idea to integrate the college students more into the city and its activities. They are a great resource right now. They are very separated. I also think the city needs to improve its snow removal services. People get ticketed for the intention of the plows coming but then they do not.

Better parking on Campus and in Campustown – too strict!

School system: up-to-date orientation/technology; crime prevention: always a good rule to keep our neighborhoods safe; snow removal

Fixing broken equipment at parks

CyRide should run more frequently.

Continue to try to connect with students. Yes, we're difficult, but progress on both sides can be made.

Wildlife and environment

Finally start building new mall, improve railroad intersection at the corner of Duff and Lincoln, resurface Duff close to downtown

Keep large and unpleasant looking buildings out of Campustown

Fixing up rental sections of town such as Campustown instead of moving these people into new high rises and apartments

I'm a lifeguard and need places to work.

City should allow the new mall to be built.

Enforcement of homeowners pushing the snow on their sidewalks! - Fix the "buzz" that streetlights make - Water quality in streams and creeks - Economic development and planning (environmentally friendly) - More restrictions on land development (improvable surfaces, and runoff, long term sustainable development) -What's up with the new mall? If you don't get your heads screwed on right, we will loose out on the tax base associated with one to a neighboring city!

Cleaning up Campustown, ask businesses to build in downtown Ames, have a better North – South CyRide route along Duff

Please don't build a new mall.

Do a better job of removing and plowing snow!

City of Ames should issue parking permits to workers at bars because sometimes there are later nights than others and tickets add up. A monthly annual fee would be nice.

Better traffic management of 13<sup>th</sup> Street and Stange Road (especially during p.m. hours) - Additional traffic light on ISU (\_\_\_ University Village) childcare and Stange Road.

Children (They're our future college students.)

We need better shopping and entertainment.

Roads!!

I would like to see CyRide expand their route to more off campus spots where students frequently rent apartments/homes.

Attracting culture/diversity, more live music (and not the terrible stuff at Rali Satay/People's), more art exhibits, galleries, etc. Iowa City is a small city with a great feel and this town doesn't capture that too often.

Appearance of Campustown, establishment of a pedestrian mall area (as in Iowa City)

None

Police force is much too large.

Too much litter on streets and on sidewalks. Few recreational opportunities like maybe have some artificial (not legible) where we can do skiing in the winter.

Keep up the good work!  
Attention is well-focused.  
CyRide more time schedule  
Upkeep of rental properties, outside especially, Also, the relations between landlords and tenants, the city should have someone to mediate disputes.