

32ND ANNUAL REPORT

Ames Resident Satisfaction Survey

2014



32ND ANNUAL STATISTICAL REPORT

The City of Ames, Iowa, conducts an annual satisfaction survey of community residents. In April 2014, the City mailed questionnaires to 1,350 city residents whose names were randomly selected from the City of Ames utility users list (population=20,685). Additionally, 1,250 Iowa State University students were randomly selected from a mailing list generated by the ISU Office of the Registrar. Stratified random sampling was used to have representation from the students based on classification (senior to graduate levels). 1st year students were intentionally excluded in the ISU sample due to their minimal exposure and use of City of Ames' services. Utility bill customers received a 16-page survey booklet via U.S. Mail. The booklet included standard benchmarking questions, as well as issue-related questions written specifically for this survey. The ISU students received the same survey via email developed using the SurveyMonkey program. This questionnaire has been updated from the previous year including some deletions and new questions. The analysis was completed with assistance from Nora Ladjahasan and Mingjie Sun from Institute for Design Research & Outreach, College of Design, Iowa State University.

This statistical report summarizes results from 530 respondents who returned usable questionnaires (307 from the Ames residents (58%) and 223 from ISU students (42%)). Online survey for ISU students generated 223 surveys, all were useable.

Response rate for Ames residents group was 23% and 18% for ISU students. Overall response rate for this year is 20% which is 4% lower than last year (24%).

The number of questionnaires mailed or emailed included an oversampling of students in order to come up with the desired sample size that would reflect target populations. The sample size needed to confidently generalize the findings was 381 for both groups (95% confidence level and a confidence interval of 5). Completed surveys of 521 indicated that we are 95% confident that the questions are within +/-4.27% of the results if everybody participated in the study. In other words, the findings or the data significantly reflect the responses of the total population. For more details on calculating sample size, refer to: http://factfinder2.census.gov/faces/nav/jsf/pages/community_facts.xhtml

Respondents' Personal and Social Characteristics

Table 1 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 2008-2012 American Community Survey (ACS). Columns 3-7 show personal and social characteristics of individuals who completed surveys between the years of 2010 and 2014.

Of the respondents in this year's survey, there are more female respondents than male (54% and 46%, respectively). Male respondents are slightly lower than the 2008-2012 ACS http://factfinder2.census.gov/faces/nav/jsf/pages/community_facts.xhtml.

Sixty-one percent (66%) of the respondents have a college degree, which is slightly higher than in 2013 (61%) and the 2008-2012 ACS (62%). Thirty-three percent of respondents are employed full-time and 41% are full-time students. Only 1% of the respondents are unemployed compared with 2% for 2013. More than a quarter (32%) of respondents reported their household income to be less than \$25,000, 15% report their income is between \$25,000 and \$49,999, 31% report earning \$50,000 to \$99,999, and 23% of respondents make more than \$100,000 annually. Compared to last year's survey, there are fewer

respondents with a household income of \$100,000+ (24% for 2013 and 26% for 2012). In general, household income of our respondents is higher compared to 2008-2012 ACS.

Table 1. 2014 Ames Resident Satisfaction Survey respondent characteristics (%)

Characteristics	2008-2012 American Community Survey	Survey Year				
		2010	2011	2012	2013	2014
Years lived in Ames						
Less than 1 yr	-	<1	<1	1	3	1
1-3 yr	-	31	27	21	26	25
4-6 yr	-	22	16	17	14	15
7-10 yr	-	8	8	10	9	10
More than 10 yr	-	39	49	51	48	50
Gender						
Female	47	51	49	52	52	54
Male	53	49	51	48	48	46
Age						
18-24	48	32	24	20	26	25
25-44	26	32	31	33	25	28
45-64	17	23	28	26	28	24
65-74	5	6	7	9	12	14
Over 75	4	7	10	12	9	9
Education						
Some HS	3	<1	1	<1	1	1
HS diploma	12	6	5	8	8	6
Some college	23	34	27	24	29	27
College degree	35	22	29	26	25	24
Some grad work	27	13	11	10	8	11
Graduate degree		25	27	31	28	31
Employment status						
Full-time student	-	47	31	25	29	41
Employed part-time	93	36	22	25	24	20
Employed full-time		29	43	42	40	33
Retired	-	13	20	22	23	21
Unemployed	7	9	9	3	2	1
Full-time homemaker	-	4	4	4	3	2
Household income						
Less than \$25,000	33	43	30	29	30	32
\$25,000-\$49,999	24	16	19	19	17	15
\$50,000-\$74,999	15	15	20	15	18	16
\$75,000-\$99,999	11	9	12	11	12	15
\$100,000 +	17	17	19	26	24	23

More than half (57%) respondents own their residence, the others (43%) rent. The majority of renters (60%) reported renting due to their short-term stay in Ames. Other reasons for renting were lack of adequate income (42%), followed by little or no upkeep (38%). Reasons for renting are shown in Table 2.

Respondents who are homeowners differ from renters on several personal and social characteristics. Homeowners have lived in Ames longer than renters (26.8 years and 7.0 years, respectively). Of those who have lived in Ames more than 10 years, nine in 10 (86%) are homeowners. Of those who have lived in Ames for four to 10 years, more than half (55%) own their home. More than half (51%) of renters have lived in Ames for four years or less.

Not surprisingly, respondents who are homeowners (56.4 years old on average) tend to be older than renters (29.5 years old on average). Of those between 25 and 44 years old, half (52%) are homeowners. Of those between the ages of 45 to 64, nine in 10 (88%) are homeowners. In contrast, 97% of those under 25 years old rent, and 93% of fulltime college students currently rent. For those who have at least completed college, 65% are homeowners and 35% are renters. Finally, homeowners typically have bigger household income than renters. Eighty-one percent of homeowners earn \$50,000 or more, whereas only 15% of the renters earn more than \$50,000. (Figures from this paragraph are not shown in any tables.)

Table 2. Housing characteristics

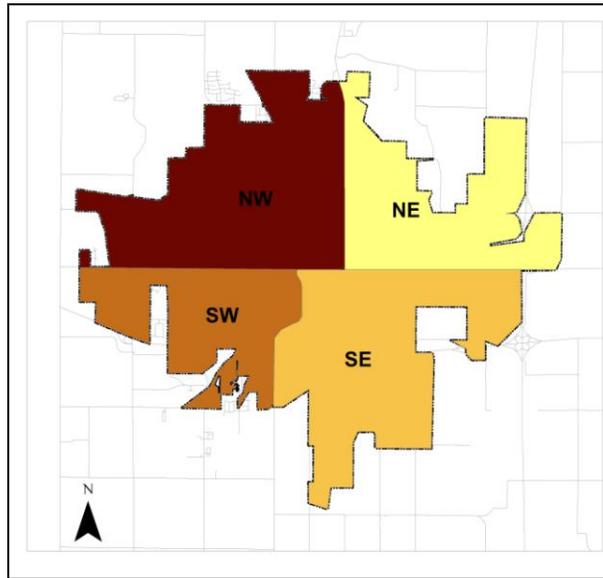
<u>Characteristics</u>	<u>2008-2012 American Community Survey</u>	<u>Survey Year</u>				
		<u>2010</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>
Percent						
Housing type						
Rent	57	51	40	41	40	43
Own	43	49	60	59	60	57
If rent, for what reason?						
Short term stay in Ames	-	63	58	56	59	60
Lack of adequate income	-	45	41	53	52	42
Little or no upkeep	-	38	32	31	35	38
More security	-	6	5	7	12	13
Location of home						
Northwest	-	49	48	46	47	48
Southwest	-	26	23	25	28	25
Northeast	-	13	16	17	15	16
Southeast	-	12	13	12	10	11

Respondents also were asked about the place where they live. As seen on Figure 1, a majority (48%) of the respondents reside at the northwest part of the city (47% in 2013), 25% from southwest (28% in 2013), 11% from southeast side (10% in 2013), and 16% from northeast (15% in 2013).

The distribution of respondents based on residence is quite evenly distributed compared with previous years.

Figure 1. Geographic Sections

- 48% = Northwest
- 25% = Southwest
- 16% = Northeast
- 11% = Southeast



Priorities for On-Going Services

Respondents were asked to indicate how the city budget will be spent (less, same or more) on several services paid for by property or sales taxes. Funding amount for each of the services was indicated for each of the services. Spending priorities are shown in Table 3. A majority of respondents reported that they would like city to spend the same amount as previous year for all of the 10 services mentioned. The category “other” received 15 responses.

On a scale of 1 to 3 (1 being less spending, 2 as the same, and 3 as more), only two programs were rated below 2.0. These include arts programs and Ames Public Library. These programs got the highest rating on spending reduction (27% for both).

Of those selecting “spend more,” 26% of respondents wanted to spend more on recreational opportunities, followed by 22% who would like to see more money spent on Ames Animal Shelter & Animal Control, CyRide (public transit) (22%), law enforcement (21%), and human service agency funding (ASSET)(20%). These findings are summarized in Table 3.

Table 3. On-going service priorities

On-going service	Should the city spend....?			Average
	<u>Less(1)</u>	<u>Same(2)</u>	<u>More(3)</u>	
CyRide (public transit) (n=459)	10.7	67.5	21.8	2.1
Recreational opportunities (n=460)	14.8	59.6	25.7	2.1
Fire protection (n=460)	5.4	78.5	16.1	2.1
Ames Animal Shelter & Animal Control (n=459)	14.8	62.7	22.4	2.1
Law enforcement (n=461)	13.7	65.5	20.8	2.1
Human service agency funding (ASSET) (n=456)	15.4	64.3	20.4	2.1
Parks activities (n=461)	17.1	63.8	19.1	2.0
Land use planning (n=455)	23.5	56.7	19.8	2.0
Arts programs (n=456)	26.5	57.5	16.0	1.9
Ames Public Library (n=458)	26.6	60.7	12.7	1.9

Other (n=15)

- Ames Animal Shelter does not have very good policies for picking good pet owners for the pets they give out. Story County Animal Shelter is the shelter I believe Ames should be providing funding for, since it has much better policies and is much more responsible.
- Bury electric wires. Replace street level train crossing with over/under passes.
- Civil servant salaries, especially the city manager should be paid NO MORE THAN minimum wage.
- Farmers market.
- Help further performance arts, which will make Ames more welcoming than a drunk-college town for Ames citizens and tourists. Visual arts are static and don't attract attention, but live music and theatre gather crowds via word of mouth and social media very well, but not enough to increase the population =more temporary people, no extra citizens.
- Homewood Golf Course
- I haven't used CyRide once for the 2 years that I have been here and I don't have a car, you should promote walking and wellness. I have walked all the way from east to west Ames without a problem.
- Mental health services.
- More late time buses
- More restaurants on Duff would be nice (variety)
- Population is moving north.
- Roads
- Roads/Traffic
- The art program does not physically benefit anyone like the law enforcement does.
- Water purity (More)

Table 4 shows trends in spending preferences, and looks at “spend more” responses. From 2010 to 2014, there was a consistent slight increase in more spending on the following services: recreational opportunities, Ames Animal Shelter and Animal Control, land use planning, art program, and fire protection programs. However, there was a decrease in the number of respondents who wanted to spend more on the following services: Human Service Agency funding (ASSET), Ames public library, CyRide, and law enforcement.

The table also shows that recreational opportunities, CyRide and Law Enforcement over the five year period were consistently getting at least 20% of the respondents indicating “more spending”.

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

Services	Survey Year				
	<u>2010</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>
	Percent				
Recreational opportunities	24	20	21	25	26
CyRide (public transit)	26	23	25	22	22
Ames Animal Shelter and Animal Control	16	20	20	22	22
Law enforcement	24	20	23	22	21
Human Service Agency funding (ASSET)	20	19	23	27	20
Land use planning (Both current and long-term)	19	15	15	17	20
Park activities	19	13	20	17	19
Fire protection	16	14	16	16	16
Art programs	14	14	14	16	16
Ames Public Library	18	21	22	19	13

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

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

Human service agency

- Female respondents
- \$100,000 - \$124,999 (household income)
- Retired

Recreational Opportunities

- Newer residents (13 years in Ames)

- Younger respondent (36 years of age)
- Full-time ISU student
- Renter
- Undergraduate degree
- \$100,000 - \$124,999 (household income)
- Unemployed/homeowner

Transit system (CyRide)

- Younger respondent (38 years of age)
- Newer residents (13 years in Ames)
- Full-time ISU student
- Renter
- Under \$25,000 (household income)
- Student

Ames Animal Shelter and Animal Control

- Younger respondent (39 years of age)
- Newer residents (14 years in Ames)
- Female respondents
- Homeowner

Law enforcement

- Long-term residents (22 years in Ames)
- Older respondent (52 years of age)
- Not a Full-time ISU student
- Homeowner
- Retired

Ames Public Library.

- Homeowner
- Under \$25,000 (household income)

Land use planning (both current planning and long term)

- Younger respondent (41 years of age)
- Full-time ISU student
- Homeowner
- \$200,000 or more (household income)
- Student

Parks Activities

- Younger respondent (38 years of age)
- Full-time ISU student
- Homeowner
- Undergraduate and some graduate work
- \$150,000 - \$199,999 (household income)
- Student

Fire protection

- Older respondent (52 years of age)
- Full-time ISU student

- \$25,000- \$49,000 (household income)
- Employed

Arts Programs (Public Art &COTA)

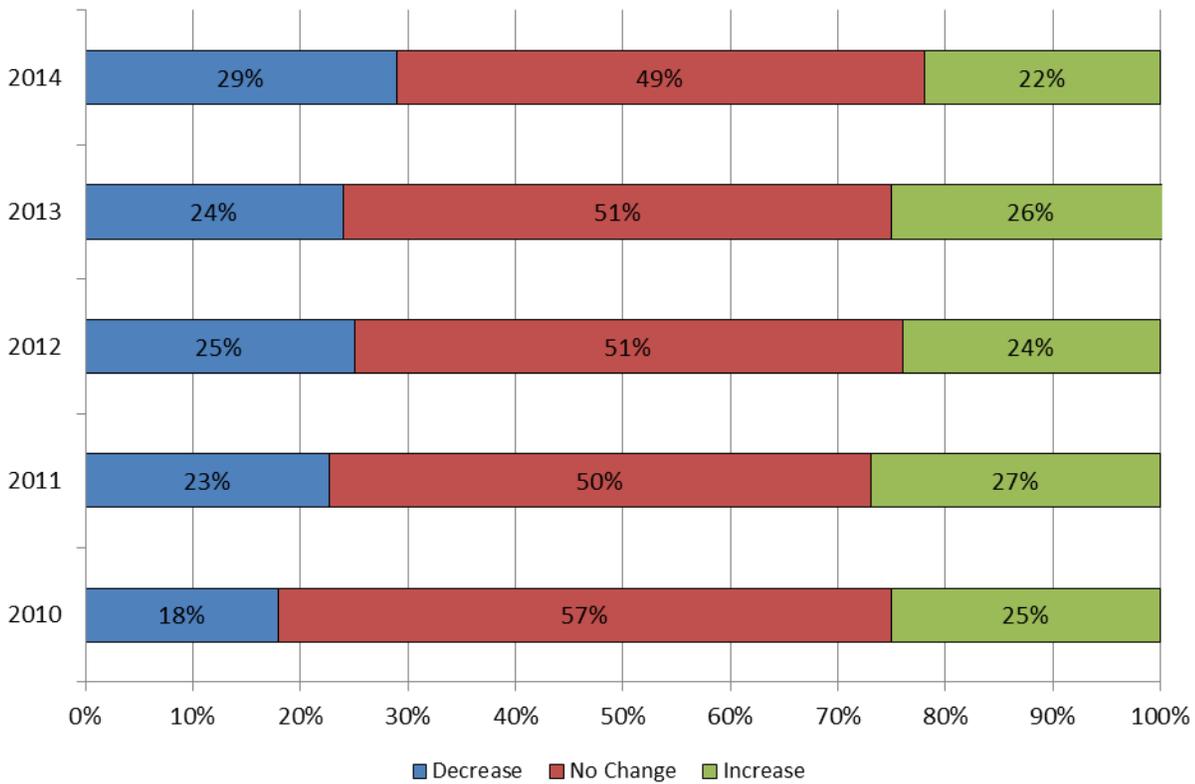
- Younger respondent (39 years of age)
- Full-time ISU student
- Student

Summary of the results that showed statistically significant differences between demographic characteristics of the respondents and responses to the programs that the city should spend more for 2014/2015 is shown in this table.

	Yrs lived in Ames	Age	Gender	ISU-full time student	Home ownership	Education	Employment	HH Income
Human service agency			Female				Retired	\$100,000 - \$124,999
Recreational Opportunities	Newer residents (13 years in Ames)	Younger (36 years)		Yes	Renter	Undergraduate degree	Unemployed/homeowner	\$100,000 - \$124,999
Transit system (CyRide)	Newer residents (13 years in Ames)	Younger (38 years)		Yes	Renter		Student	Under \$25,000
Ames Animal Shelter and Animal Control	Newer residents (14 years in Ames)	Younger (39 years)	Female		Homeowner			
Law enforcement	Long-term residents (22 years in Ames)	Older (52 years)		No	Homeowner		Retired	
Ames Public Library					Homeowner			Under \$25,000
Land use planning (both current planning and long term)		Younger (41 years)		Yes	Homeowner		Student	\$200,000 or more
Parks Activities		Younger (38 years)		Yes	Homeowner	Undergraduate and some graduate work	Student	\$150,000 - \$199,999
Fire protection		Older (52 years)		Yes			Employed	\$25,000- \$49,000
Arts Programs (Public Art &COTA)		Younger (39 years)		Yes			Student	

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 five years. The figure shows variation in responses to this question over time. Compared to previous years, the 2014 results showed an increase in preference for a decrease in property tax. Twenty-nine percent of the respondents would like to see a decrease in property tax (24% in 2013). About half (49%) suggested no change (51% in 2013) and only 22% suggested an increase (26% in 2013).

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.”

As shown in Table 5, reconstructing existing streets was the top priority for capital improvement with a mean value of 3.3 based on a 1-4 scale (1 being not very important, 2 not important, 3 important and 4 very important). Reconstructing existing streets was rated as somewhat or very important by 86% of the respondents (1st capital improvement priority). Traffic flow improvement was noted as the second most important capital improvement projects, followed by storm water drainage improvements, bike path improvement, improvement to existing park and library improvements. Forty-nine responses were given to “other.”

Table 5. Capital improvement priorities

	<u>Somewhat or Very Unimportant</u>	<u>Somewhat or Very Important</u>	<u>Average*</u>
	<u>%</u>	<u>%</u>	
Reconstructing existing streets (n=493)	14.2	85.8	3.29
Traffic flow improvement (n=494)	24.1	75.9	3.07
Storm water drainage improvements (n=491)	23.8	76.2	3.01
Bike path improvements (n=491)	33.8	66.2	2.78
Improvements to existing parks (n=495)	33.7	66.3	2.73
Library facility improvements (n=490)	42.2	57.8	2.64
Other important projects (n=49)	44.8	55.2	2.56

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

Other responses:

- Businesses
 - Attract new businesses big and small
 - Business Development and equal spread of "things to do." E.g. West Ames by middle school not very developed, not many store fronts
 - Cultivate small business on Welch
- CyRide
 - Given the high enrollment at Iowa State, re-evaluating some of the routes and schedules for CyRide seems pertinent. There are areas in which the bus stops working after 6pm.
 - The bus system-getting out to places for class (such as Hansen Ag Learning Center) should be more frequent than every half an hour
- Housing
 - More thought about high density housing
 - Small family housing
- Law/code enforcement
 - Enforce traffic laws, Ames police do not.
 - Enforcing code violations
- Parking
 - Parking lots
 - Parking spaces, other entertainment places
- Recreation/athletic facilities
 - Better upkeep at Homewood Golf Course
 - Construct 12-month warm-water therapeutic/exercise facility. NOT located on high school property!! Construct a solar-field.
 - Entertainment facilities
 - Indoor pool
 - Indoor recreational facility, facility for events, quality motels
 - Recreational activities
 - Children's activities and programs
- Schools

- New elementary school in Somerset/Northridge area
- Schools, improvements and additional elementary schools
- Street improvement
 - Another road in and out of Hunziker youth park besides Billy Sunday
 - Get rid of all the traffic lights! I use 50% more fuel trying to drive in this city than Iowa City because you cannot drive more than a block or two without stopping.
 - Install sidewalks in residential areas, so many homes have no place to walk
 - Has the city of Ames ever considered adding a pedestrian crossing somewhere at the intersection of the Old Orchard Trailer park and 16th street? It is often nice to walk on the other side due to access to trails, paths, and bike trails, but the traffic on 16th street can be a little scary at pretty much all times. It might be worth considering for the safety of walkers and other residents if there was a crossing forcing traffic to yield to pedestrians wishing to cross. Just a thought.
 - Painting of lines and turn lanes on streets!
 - Pedestrian crossing at 1th and Duff Ave
 - Safe access for disabled people to crosswalks (lengthen walk light)
 - Sidewalks (2)
 - The sidewalks in the neighborhoods around Campustown are terrible. They are all broken up and then fill up with water after it rains. People often walk on the streets because so much water has pooled up on the sidewalks. The sidewalks are also so narrow that barely two people can walk next to each other.
 - When I say reconstructing existing streets, I don't mean doing Lincoln Way every year! I mean side streets that bikers would take such as West Street.
- Traffic
 - The talking crosswalk on Sheldon and Lincoln way is so loud you can hear it on Hyland and Lincoln way.
 - Too many stop signs that are not needed
 - Traffic lights added where needed
- Transportation
 - Improving transportation. Late time buses or cheap taxies.
 - Intercity public transport
- Better urban planning
- Downtown enhancement. Improve shopping- Dillard's.
- Employment reduction- city
- Expand services for the elderly
- Increase police & fire staff
- I would rather not have property taxes raised.
- Lowering taxes
- Mental health services
- More development for shopping in West Ames
- Plowing
- Prevention of bike theft
- Satellite library- west side!!
- Sewer and water drainage to protect homeowners' investments in property
- Stop building in flood plain

Table 6 illustrates trends in respondents' views about the importance of each of the capital improvement projects in the last five years. The top three important projects were quite consistent: reconstructing existing street as the most important project in the last five years followed by storm water drainage and traffic flow improvements as second and third most important improvement projects. It is very notable that there was an 11% decrease in the importance of library improvement from last year (58% for 2014 to 69% for 2013), probably due to the recent investment in library remodeling.

Table 6. Trends in capital improvement priorities

<u>Service</u>	Survey Year				
	<u>2010</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>
	Percent very or somewhat important				
Reconstructing existing streets	87	84	84	88	86
Storm water drainage improvements	67	77	74	78	76
Traffic flow improvements	68	71	71	75	76
Improvements to existing parks	55	59	65	66	66
Bike path improvements	55	56	63	61	66
Library improvements	53	59	61	69	58

Table 7 shows the ranking distribution of capital improvements priorities. Reconstructing existing streets was ranked as first and second highest priorities with traffic flow improvements as third. (Table 7)

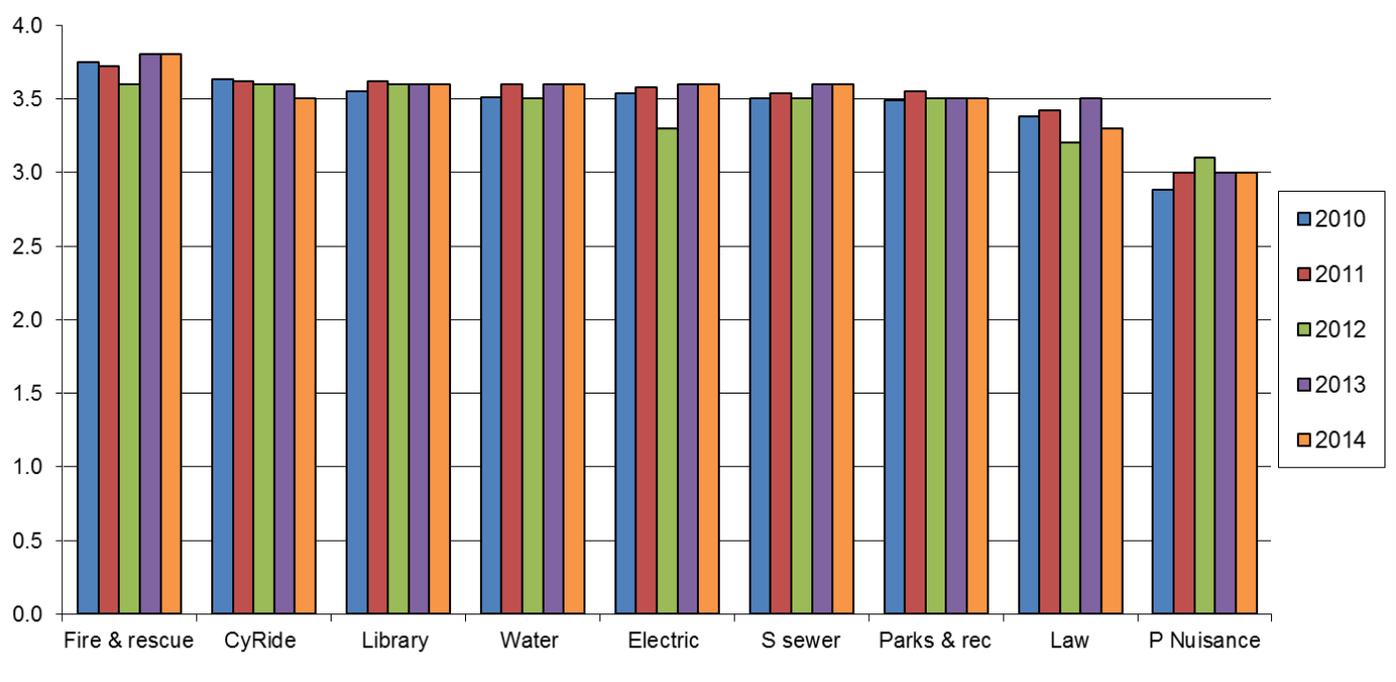
Table 7. Ranking of Capital Improvement Priorities

Capital Improvements	1st Priority (n=489)	2nd Priority (n=484)	3rd Priority (n=477)
Reconstructing existing streets	<u>37%</u>	<u>27%</u>	13%
Traffic flow improvements	23%	20%	<u>20%</u>
Storm water drainage improvements	11%	22%	19%
Bike path improvements	13%	11%	13%
Library improvements	7%	8%	12%
Improvements to existing parks	6%	11%	20%
Others	3%	2%	2%

Resident Satisfaction with City Services

Respondents were asked to determine their level of satisfaction with services provided by the City. Based on a scale of 1 to 4 (1 = “very dissatisfied”, 2 = “somewhat dissatisfied”, 3 = “somewhat satisfied”, and 4 = “very satisfied”), the level of satisfaction with City services continues to be high (Figure 3). From 2010 to 2014, all of the nine services were rated high (satisfied to very satisfied) by the respondents except for public nuisance enforcement. In 2014, the levels of satisfaction of seven out of the nine services were stayed same as last year and two services (CyRide and law enforcement) had a slight decrease in satisfaction.

Figure 3. Perceived Satisfaction Levels on Services, 2010-2014



*1 = very dissatisfied; 2 = somewhat dissatisfied; 3 = somewhat satisfied; 4 = very satisfied

Table 8 groups the responses into “very/somewhat dissatisfied” and “very/somewhat satisfied” with don’t know/don’t use removed. Respondent satisfaction with City departments remained high in 2014, with seven out of nine areas receiving 90% or more “somewhat or very satisfied” responses (Table 8).

Table 8. Summary Table of Satisfaction with City Services (removing “don’t know”)

	Very/Somewhat Dissatisfied	Very/Somewhat Satisfied
Fire rescue services (n=363)	2%	98%
Sanitary sewer service (n=411)	3%	97%
Electric services (n=434)	4%	96%
Parks & recreation services (n=420)	5%	95%
Water service (n=435)	5%	95%
Library services (n=374)	6%	94%
CyRide bus services (n=369)	9%	91%
Law enforcement services (n=428)	14%	86%
Public nuisance enforcement (n=382)	28%	72%

Police Department

Respondents’ preference for future emphasis for Police Department activities is shown in Table 9. In Table 10, the preferences are tracked over a period of several years to identify trends. When 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, more than half of respondents indicated emphasis should be the same for every category except for illegal drug use prevention and enforcement (49%).

In the categories of sex-related offenses investigation, 41% of respondents said that activity should receive more emphasis, while 1% suggested less emphasis. Just a little over one-third of the respondents (34%) said parking laws enforcement should receive less emphasis, 18% said less for speed limit enforcement, and 12% believed noise laws and nuisance party enforcement, alcohol-related crime enforcement and animal control and sheltering should receive less emphasis. Only 1% of the respondents believed that violent crime investigation should receive less emphasis.

Table 9. Future emphasis for Police Department activities

<u>Police Department activity</u>	<u>Less</u>	<u>Same</u>	<u>More</u>
Sex-related offenses investigation (n=429)	1%	58%	41%
Illegal drug use prevention and enforcement (n=429)	11%	49%	40%
Alcohol-related crime enforcement (n=438)	12%	51%	37%
Violent crimes investigation (n=421)	1%	66%	33%
Crime prevention and education activities (n=428)	3%	66%	30%
Domestic violence & family dispute resolution (n=428)	2%	69%	29%
Bad checks, fraud, & identity theft investigation (n=423)	3%	71%	26%
Noise law and nuisance party enforcement (n=435)	12%	64%	23%
Residential patrolling (n=432)	5%	73%	22%
School resource officer services (n=428)	7%	73%	21%
Juvenile crimes investigation (n=427)	4%	78%	18%
Traffic control and enforcement (n=431)	7%	77%	16%
Animal control and sheltering (n=436)	12%	74%	14%
Speed limit enforcement (n=434)	18%	68%	14%
Business district patrolling (n=427)	9%	82%	9%
Parking laws enforcement (n=433)	34%	60%	6%

Trends in opinions about Police Department activities are shown in Table 10. For the past several years, illegal drug use prevention and enforcement, and sex-related offenses investigation have continued to be the categories respondents desire “more emphasis.”

This year the emphasis on alcohol-related crime enforcement (37%) increased by 6 percentage points from last year (31%). Also, respondents felt that the police department should concentrate more on bad checks, fraud & identity theft investigation; noise laws and nuisance party enforcement; traffic control and enforcement; and speed limit enforcement. Responses on more emphasis on these activities range from 14% to 26%, which are higher than 2013 data. Emphasis on the following police activities decreased compared to 2012 data: illegal drug use prevention and enforcement; violent crime investigation; crime prevention and education activities; domestic violence/family dispute resolution; residential patrolling; school resource officer services; juvenile crimes investigation; animal control and sheltering; and business district patrolling.

Fire Department

Fire Department activities also were addressed in the survey. In Table 11, respondents' satisfaction ratings are illustrated. Almost all of the respondents were somewhat/very satisfied with efforts at putting out fires (98%) and ambulance assistance (98%), followed by 94% for fire prevention education and outreach and 90% for home business safety inspection. A substantial number of respondents indicated that they did not know how satisfied they were with each of these activities, and these individuals were excluded from the data in Table 11.

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

Fire Dept. Activity	Very/Somewhat Dissatisfied	Somewhat/Very Satisfied
Putting out fires (n = 219)	2%	98%
Ambulance assistance (n = 228)	2%	98%
Fire Prevention education & outreach (n = 226)	6%	94%
Home & business safety inspections (n = 192)	10%	90%

Additional Comments

Residents of Ames are happy with the services provided by fire department especially prompt responses to both ambulance and fire rescue. Adjectives used to describe the personnel were “top rated, fast, and helpful.” and nice employees but training deficient. Several respondents mentioned the need to continue the educational talk that is being done at the elementary schools. Another fire station at the north side of town that keeps developing is needed. Actual responses can be seen at the appendix.



Ames Electric Service

The number of respondents who experience a power outage fluctuates every year. In 2010, 37% experienced a power outage. In 2011, after a year of challenging weather, the number climbed to 60%, and it increased to 65% in 2012. This year the number dropped again to 53% (Table 12).

Respondents observing a burned out street light decreased from 43% in 2012 to 37% in 2014. Eighteen percent of respondents experienced a power surge, which affected their computer operation, an increase of 1% from the previous year. Of the 12% who reported a burned-out street light, 71% said that the light was repaired within 10 days, while 15% can't remember if it was fixed within 10 days.

Table 12. Respondents' experience with electric service interruption

<u>Service outage</u>	Survey Year				
	<u>2010</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>
	Percent who responded "yes"				
Experienced power outage	37	60	65	54	53
Observed burned out streetlight	46	38	43	40	37
Experienced power surge which affected computer operations	15	16	22	17	18
Reported burned out light	9	14	13	12	12

Satisfaction with various services provided by the electrical department is shown in Table 13. "Does Not Apply" responses were excluded in this analysis. Ninety-seven percent of Ames customers were somewhat or very satisfied with power quality. More than half (64%) of respondents were very satisfied with the ease of reporting an outage and the response of employees. Likewise, 59% were very satisfied with the time to restore service after an outage.

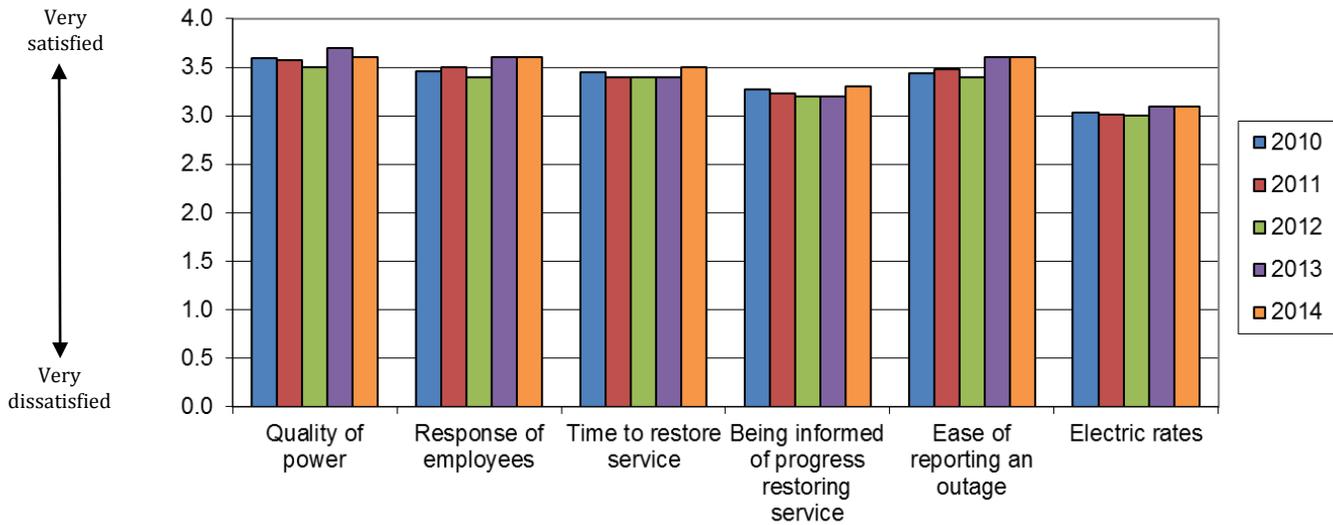
This trend is almost the same in the past five years from 2010 to 2014. Generally, the respondents were satisfied with the services received from electric department. The lowest rating was given to electric rates. (Figure 4)

Table 13. Satisfaction with Electric Department services

Electric Department Services	<u>Very Dissatisfied</u>	<u>Somewhat Dissatisfied</u>	<u>Somewhat Satisfied</u>	<u>Very Satisfied</u>	<u>Does not Apply*</u>
The quality of power (n=382)	1%	2%	28%	69%	6%
Ease of reporting an outage (n=383)	2%	4%	30%	64%	35%
Response of employees (n=381)	2%	3%	33%	63%	33%
Time to restore service (n= 382)	2%	6%	32%	59%	30%
Being informed of progress restoring services (n=383)	4%	12%	37%	48%	31%
Electric rates (n=385)	5%	14%	51%	30%	6%

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

Figure 4. Satisfaction with City Electric Department activities, 2010-2014



The respondents were also asked if they are willing to pay a premium on your utility bill to cover the higher costs of purchasing and producing renewable energy. Forty-seven percent of respondents said yes. Among those 47%, 58% respondents were willing to pay a 5% increase, 33% were willing to pay a 10% increase, and 4% were willing to pay a 20% increase.

Additional Comments

A number of respondents wrote comments on the performance of the electric department. There were concerns about the cost of the purchasing and producing renewable energy. Also, many customers mentioned they don't want any increase in their electric bills. Some commented about installing residential solar panels, but were concerned about cost and the feasibility of this investment. Other issues mentioned included billing questions and power outages. (For details on the actual responses, please see the appendix).



Water and Sanitary Sewer Utilities

Nearly all of the respondents (92%) use City of Ames water and sewer services in their homes. Of those, the majority reported never having problems such as too much pressure (96%), soft water (94%), rust (85%), disagreeable taster or odor (84%), too little pressure (83%), sediment (80%), and hard water (77%).

Only 3% to 14% have had any of those problems once or twice in the past year. Five percent said they had a problem with hard water three to six times. Eight percent experienced seven or more times of hard water last year. (Figure 5a) For the past five years, the frequency of occurrence of water problems is consistent. (Figure 5b)

Figure 5a. Frequencies of water service problems, 2014

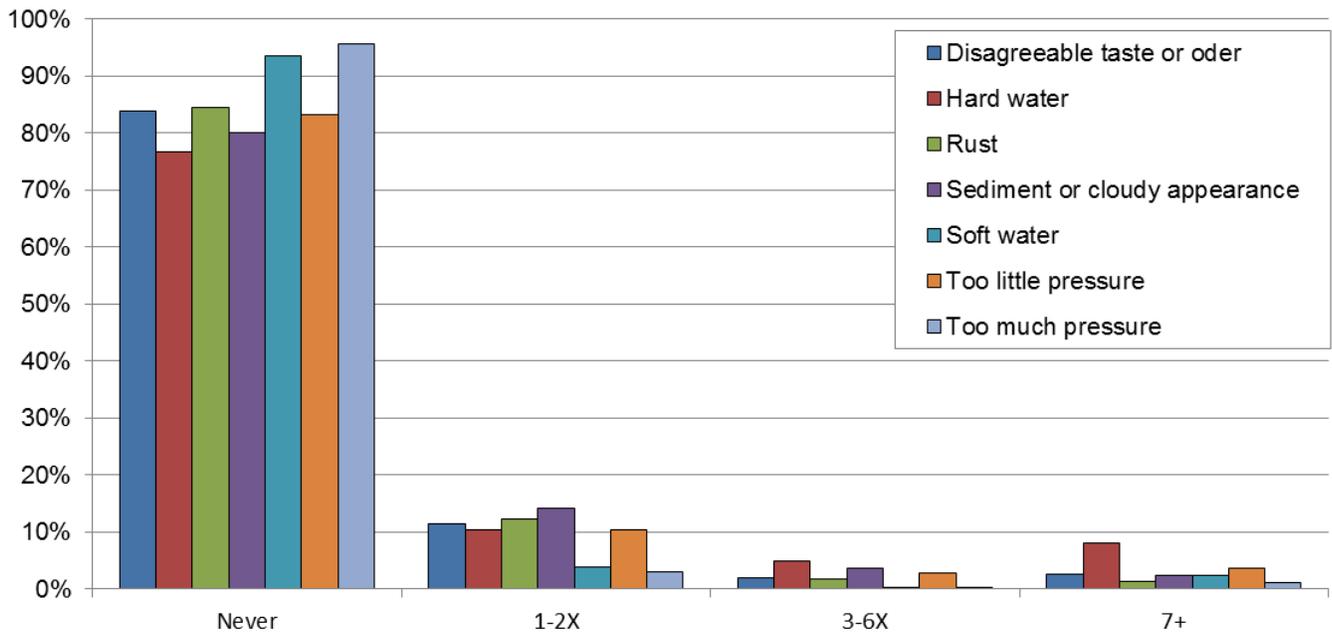
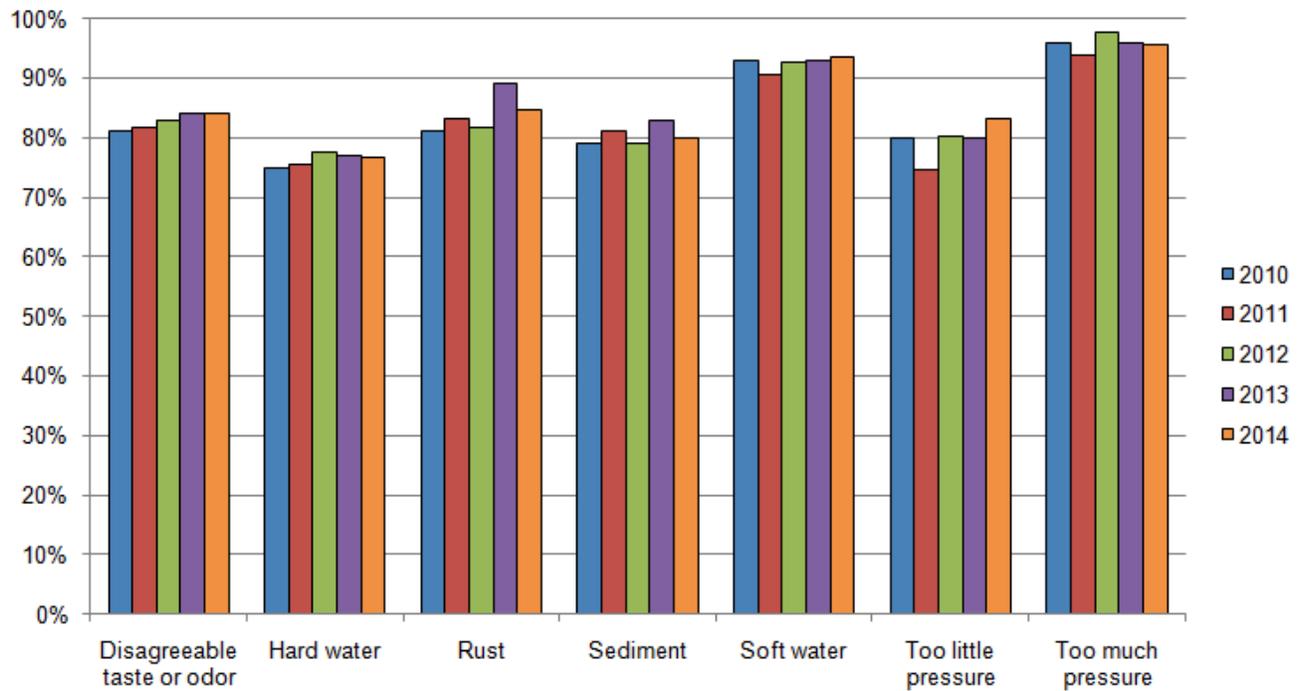


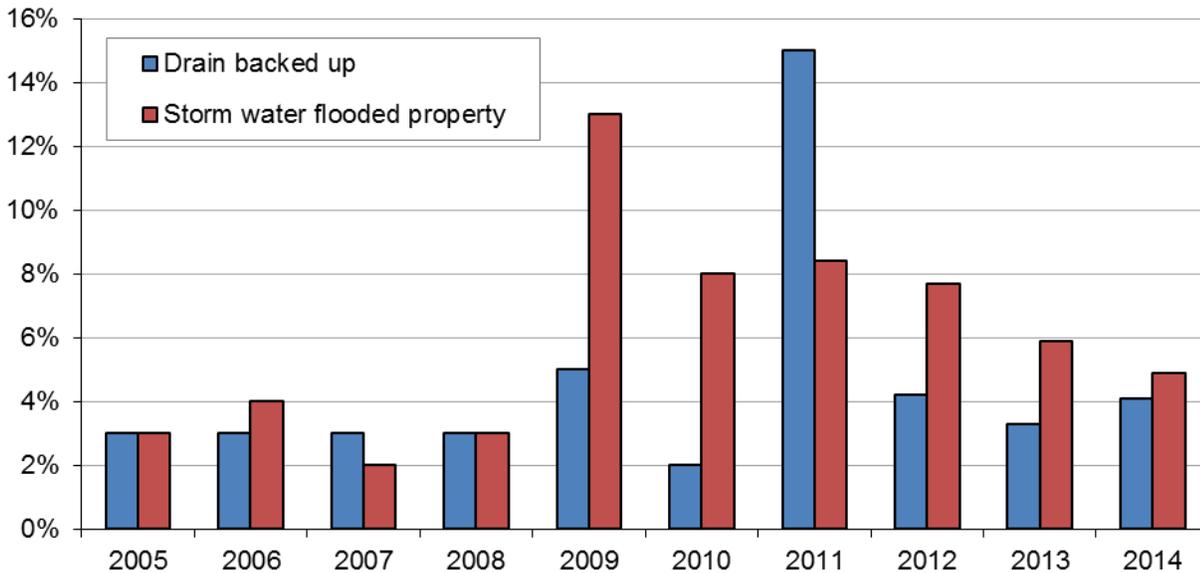
Figure 5b. Respondents Reporting No Water Service Problems, 2010-2014



Residents were also asked if the City sewer system caused a back-up in their basement/home. Only 4% (n=16) said yes. Of those who had a sewer problem, one-third reported the problem to the city. Finally, residents were asked whether the storm water flooded their property from a city street. In 2014, storm

water flooding was reported by 20 respondents or 5% (Figure 6). Of the 20 respondents who experienced flooding, 32% reported the problem to the city. When asked how satisfied they were with the city’s response to the flooding problem, fifty percent said they were very satisfied. The graph below indicates that problems related to city’s sewer system decreased from 2011 to 2014.

Figure 6. Respondents’ experience with city sewer system problems, 2005-2014



Satisfaction with services of the Water & Pollution Control Department is reported in Table 14. Ninety-three percent of the respondents were satisfied (somewhat and very satisfied combined) with water quality, when respondents who marked “Does not apply” are excluded. Three-fourths or more were satisfied with sewer and water rates (76% and 80%, respectively).

Table 14. Satisfaction with Water & Pollution Control Department services

	<u>Very dissatisfied</u>	<u>Somewhat dissatisfied</u>	<u>Somewhat satisfied</u>	<u>Very satisfied</u>	<u>Does not apply*</u>
Water quality (n = 381)	3%	5%	26%	67%	3%
Water rates (n = 354)	5%	15%	54%	26%	10%
Sewer rates (n = 354)	6%	18%	51%	25%	10%

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

Additional Comments

Generally, the respondents are very happy with the quality of water in the city. There were some who expressed concern with hard water and the need to buy a water softener. Some specifically mentioned the excellent service they get from the department. For exact wording of their comments, please see the appendix.



Neighborhood Nuisance Enforcement

Respondents’ satisfaction with enforcement efforts against neighborhood nuisances is illustrated in Table 15. Among those who expressed opinions, more than two-thirds were “somewhat” to “very satisfied” with each enforcement effort related to noise limits (74%), front yard parking on residential property (74%), yard upkeep (67%), property upkeep (66%), over occupancy in rental property (66%), and junk on property, such as old cars, tires, furniture, garbage (66%). The average satisfaction is moderate (level ranges from 2.80 to 2.96). Between 30% and 55% respondents indicated they did not have an opinion on each of these activities. These individuals were excluded when percentages for “satisfied” and “dissatisfied” were calculated.

In 2014, respondents from different parts of the town were not statistically different in terms of their level of satisfaction in neighborhood nuisance enforcement.

Table 15. Satisfaction in neighborhood nuisances enforcement (No opinion removed)

<u>Nuisance</u>	<u>Very/Somewhat</u>	<u>Somewhat/Very</u>	<u>No Opinion</u>
	<u>Dissatisfied</u>	<u>Satisfied</u>	
	Percent		
Noise limits (n = 290)	26	74	33
Front yard parking on residential property (n = 250)	26	74	43
Yard upkeep (n = 316)	33	67	28
Property upkeep (n = 304)	34	66	31
Over-occupancy in rental property (n = 199)	34	66	55
Junk on property (n = 309)	34	66	30

Additional Comments

Most of the additional comments revolved around house and neighborhood upkeep in terms of aesthetic improvement and garbage disposal. Residents want consistent enforcement of all applicable ordinances. Rental property maintenance was also mentioned. However, there were some comments that some ordinances are too intrusive.

Other important issues include enforcement of snow removal, neighborhood street parking, and excessive neighborhood noise such as parties and loud motorcycles. For additional comments, see the appendix.



Transportation

Residents were given the opportunity to rate street and bike path maintenance using a four-point scale from “very good (4)” to “very poor (1).” The average values ranged from 2.8 to 3.2, meaning the road services were rated “good”. When “very good” and “good” responses were combined, responses ranged from 69% for snow plowing in your neighborhood to 95% for street sweeping in business areas. (Table 16)

Table 16. Road service ratings

<u>Road Service</u>	<u>Very Poor/</u>	<u>Very Good/</u>
	<u>Poor</u>	<u>Good</u>
	<u>Percent</u>	
Street sweeping in business areas (n=413)	5	95
Appearance of medians and parkways (n=433)	6	94
Snow plowing on major streets (n=436)	14	86
Street sweeping in your neighborhood (n=425)	15	85
Adequacy of bike path system (n=411)	21	79
Ice control at intersections (n=433)	23	77
Condition of streets in your neighborhood (n=433)	27	73
Surface condition of major streets (n=425)	27	73
Snow plowing in your neighborhood (n=434)	31	69

Figure 7a&b compares this year's road service ratings with ratings from previous years. Generally, the quality of street maintenance was about the same as last year. However, street sweeping in business areas experienced a positive feedback in favorable responses. Four out of nine street maintenance features maintained the same ratings as last year: appearance of medians and parkways, street sweeping in your neighborhood, ice control at intersections, and snow plowing in your neighborhood. The remaining four had a slight decrease: adequacy of bike path system, surface condition of major streets, snow plowing on major streets, and condition of streets in your neighborhood.

When looking at the age and length of residency of the respondents, four out of nine road service ratings were statistically significant (ice control at intersection, conditions of streets in the neighborhood, and snow plowing on both neighborhood and major streets). The older and the longer they live in the city, the higher they rate on these four road services.

In 2014, those living in northwest Ames had the highest rating for adequacy of bike path system (M=2.95), which is statistically significant from those living in southwest (M=2.78). The trend is the same as ice control at intersections, and the snowplowing on major streets. Meanwhile, residents living in northeast Ames also had higher rating for ice control at intersection and snow plowing in the neighborhood and major streets than those living in the southwest.

Figure 7a. Quality of street maintenance features (2010-2014)

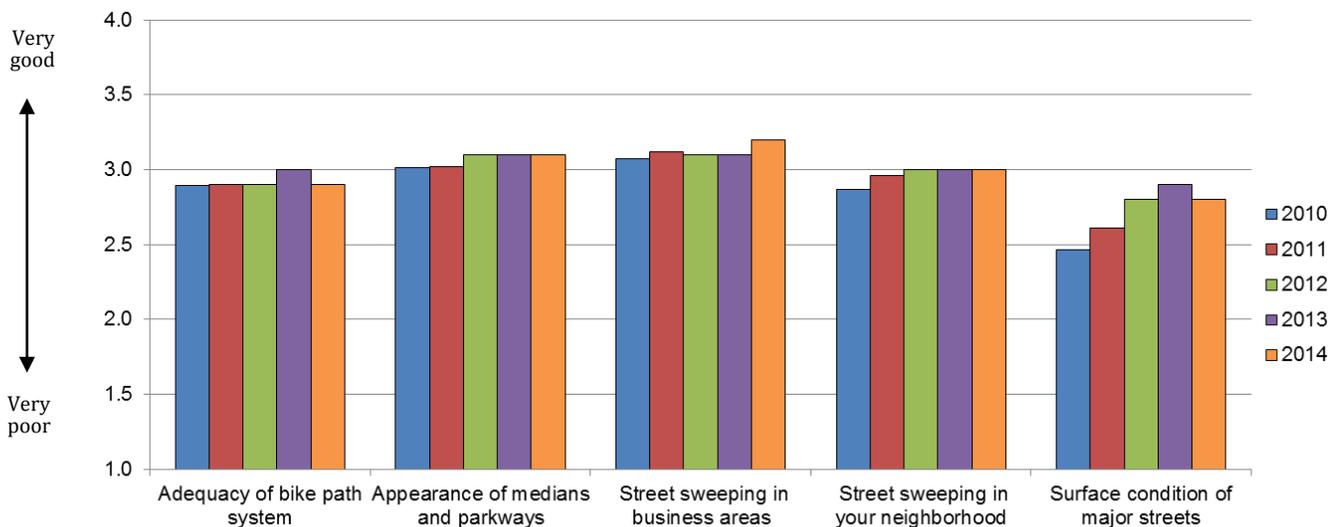
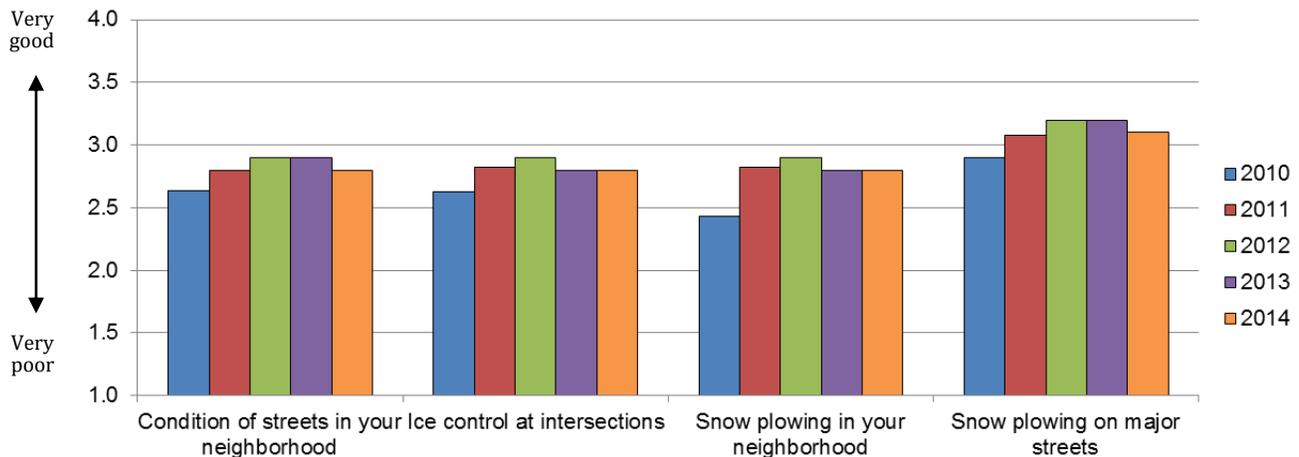


Figure 7b. Quality of street maintenance features (2010-2014)



Three-quarters of the respondents (75%) said that the number of traffic signals along the city street they travel is about right (Table 17a). The response to this question is slightly lower than previous years (Table 17b). The survey also asked about the effectiveness of coordination between traffic signals. As seen in Table 18, while 48% of respondents said coordination was “often and/or always” effective, 44% said the coordination was “rarely to sometimes” effective.

Table 17a. Traffic/stop signal placement along streets, 2014

	Traffic signals along city street you travel (n = 437)	Stop sign along city street you travel (n = 433)	Traffic signs along major city street (n = 434)
	Percent		
Right number	75	83	81
Too many	19	10	15
Too few	6	7	4

Table 17b. Traffic signal placement along streets that respondent travels

Placement	Survey Year				
	2010	2011	2012	2013	2014
	Percent				
Right number	79	82	79	79	75
Too many	16	14	16	15	19
Too few	5	4	5	7	6

Table 18. Signal Coordination Effectiveness (n = 439), 2014

	Percent
Almost always effective	17
Often effective	31
Sometimes effective	31
Rarely effective	13
Don't know	8

Additional Comments

Most of the comments stated were complaints on traffic flow in different parts of the town. Too many stops at Lincolnway and South Duff areas were mentioned. There was also some mention on the safety of bikers and walkers and the need to widen up the sidewalks/bike path around the town. Specific areas of town needing attention are:

- Need a light at south end of Ada Hayden Heritage Park and U.S. 69 intersection.
- Need a turn arrow/signal on 13th at intersection of 13th and Grand.
- Need to fix light timing when on south 16th and try to cross Duff or turn north onto Duff- traffic is backed up for blocks.
- Stange Rd. and 13th congested - too long of a wait.
- The 13th street lights, east and west at Grand, need turn arrows so that vehicles can turn south and north without traffic being backed up for blocks. This is an easy fix with just arrows!
- There needs to be a traffic light getting off Highway 30 eastbound getting on to Duff. Traffic is always backed up there between 4-7.
- Too many lights on Lincolnway by West HyVee. Traffic lights not coordinated with cross walk button. Especially unresponsive at L. Way and Hickory Drive. Makes is unsafe to cross street to get to the bus. Also, lower speed limit along L. Way between Dakota and Hickory Drive - people go too fast through there.
- Traffic flow on S. Duff is frequently messed up with the lights for the Hwy 30 off-ramp signal.
- Turn signal lights at 13th and Grand and 20th Grand!!
- The intersection of Coconino Rd. and Mortensen Rd. is terrible! Something like a right only turning lane would ease up a good amount of stress. Building quite a few new apartment buildings and not changing that intersection at all has made the problem twice as bad in the past year.
- There really needs to be a stoplight at Mortensen Road and State Street. The traffic in the morning and rush hour at night is absolutely horrible. The North-South lights on Lincoln and University

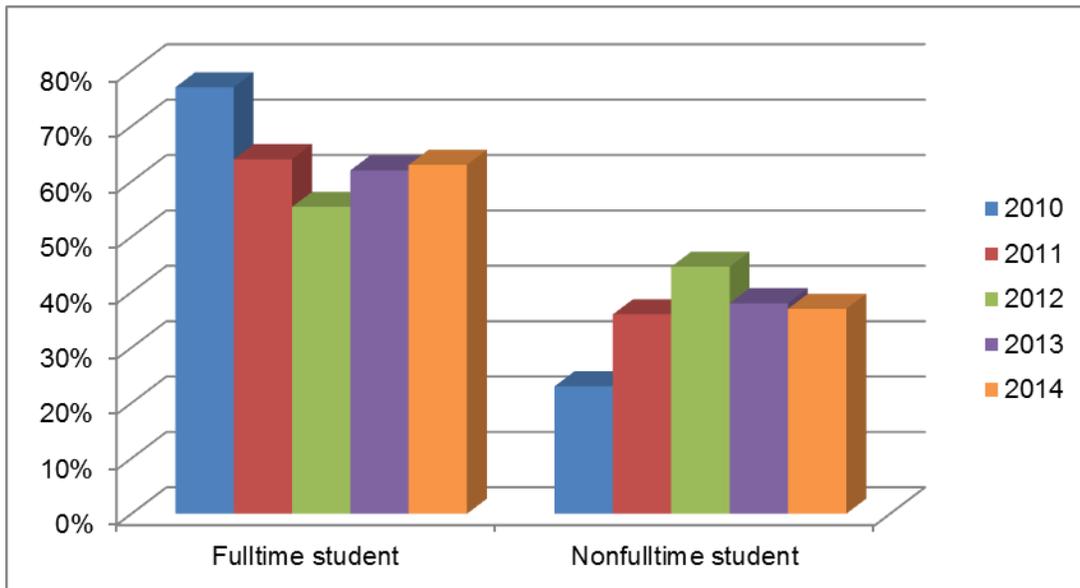
often are red far too long, and several times never went green for several cycles of green on the East-West direction

- Would like to see more sidewalks built - especially by Wessex/Riqqenberg Park Development off Oakwood Rd. The significant number of runner/bikers is very dangerous with the fast car traffic. There needs to be a stop light after the ramp from Highway 30 onto University Blvd (turning left). This can be a very dangerous intersection and can also cause cars to wait 75 minutes to turn left.

CyRide

Ames' mass transportation system – CyRide – was addressed next in the survey. Figure 8 shows how CyRide users differ by student status (fulltime versus non-fulltime students). Among respondents who used CyRide at least once a week, 63% were fulltime students and 37% were non-fulltime students.

Figure 8. Use CyRide at least once a week, 2009-2013



In 2014, 38% of respondents reported to be CyRide users to various degrees. In the past five years, the use of CyRide fluctuated around 40% (between 36% and 43%), except for 56% in 2010. It is possible 2010's result was influenced by the survey's high ISU student responses. Also it was the first survey taken after fare-free CyRide was implemented (summer 2009).

In 2014, 62% of respondents reported they never rode the bus, an increase of 2 percentage points compared to last year (60%). There was also a drop of 3 percentage points for the CyRide users of 2-6 times a week (Table 19).

There is some correlation between resident demographics and CyRide usage. CyRide users are mostly younger (31 years of age) and have stayed in Ames for a shorter period of time (average 8 years). However, the non-CyRide users were older (average age 54) and have lived in Ames longer (average 25 years). The majority of those who use CyRide are students (63%) and mostly renters (81%).

Table 19. Respondents' weekly CyRide usage

<u>Weekly use</u>	Survey Year				
	<u>2010</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>
	Percent				
Never	44	57	64	60	62
2 to 6 times	24	21	16	18	15
7 to 10 times	4	9	9	10	10
More than 10 times	22	9	7	8	8
Once a week	6	4	4	5	5

Table 20 considers reasons why CyRide is not used more often. More than half (58%) of respondents indicated that they prefer to drive their own car, and another 15% attributed their low usage to an inconvenient route or schedule. Fifteen percent mentioned that private car is required for work. The category “other” was selected by 7% of respondents.

Table 20. Trends in reasons CyRide not used more often, 2010-2014

<u>Reason</u>	Survey Year				
	<u>2010</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>
	Percent				
Prefer to drive own car	50	48	47	51	58
Inconvenient route or schedule	34	20	19	21	15
Car required for work	12	15	10	12	15
Lack of information about CyRide system	4	2	4	2	4
Too costly	1	4	3	3	1
Other	33	11	11	17	7

Other responses:

- Convenience of driving to high school; husband bikes to work.
- I use a bicycle.
- I'm close enough to walk to school and otherwise it's generally easier to drive to anywhere else I need to go.
- Live close to campus, so walk

Additional Comments

- General comments
 - Excellent/fabulous/good service/very handy/wonderful
 - Excellent for disabled individuals

- Needs
 - Smaller buses but more frequently
 - After 5pm and on weekends the service is too infrequent to be useful
 - Need to expand time or coverage beyond 7 PM.
 - Would like to consider free-rides for k-12 students.
 - More routes; frequent
 - Bus stop is 1/2 or a mile away
 - Need for moonlight express on Thursday night
 - Over crowded
 - The bus is less frequent in the evenings.
 - There could be some express type busses during peak times to get from one side of town to the other in a more timely manner.
 - Why not raise property taxes to make CyRide free?

- Specific Routes:
 - Poor schedule of Brown schedule
 - Yellow route is limited
 - Red route service does not match the population growth
 - Need more 6 Brown South to go past new Hansen Ag Learning Ctr on Mortensen when students have classes out there. It is too hard to get to class on time with the current schedule that goes past that stop.
 - Need more service to extreme north Ames.
 - Only runs for the DMACC schedule in my area. Only one stop.
 - Red route should be routed from the middle school to Mayfield Dr. to Maricopa Dr. to Coconino Rd. then back on to Mortensen Rd. Maybe every other bus?
 - The Grey route that runs along South 16th Street, a road with many residents alongside it, has an awful schedule that makes using it inconvenient or forcing driving frequently altogether.
 - We live near Ada Hayden- would have to walk up the hill to Bloomington to catch the bus.

Community Parks and Recreation

Residents were asked to rate their level of satisfaction with recreational facilities on a four-point scale from “very good (4)” to “very poor (1).” Individuals who did not use a facility are not included in Table 21 ratings.

Satisfaction with parks and recreational facilities continues to be high with 76% to 98% of facility users providing a combined “very good” and “good” rating. The average rating ranges from 2.9 to 3.4 on the 4-point scale. “Restrooms” is the only recreational facility that was rated below 3.0 (good). Satisfaction level is about the same compared to previous year in all parks and recreational features except picnic areas (lower). (Figure 9a & 9b)

Table 21. Users' satisfaction with parks and recreation facilities, 2014

Facility	Very Poor	Poor	Good	Very Good	Don't Use*	Average**
	Percent					
Overall appearance of parks (n=453)	<1	2	56	42	8	3.4
Wooded areas (n=446)	1	6	58	35	22	3.3
Hard surface trails/crushed rock trails (n=449)	1	8	59	32	24	3.2
Playground equipment (n=451)	<1	8	61	31	37	3.2
Shelter houses (n=452)	1	5	64	30	23	3.2
Picnic areas (n=449)	1	10	63	25	18	3.1
Tennis courts (n=451)	1	13	60	27	56	3.1
Restrooms (n=451)	3	21	55	21	31	2.9

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

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

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

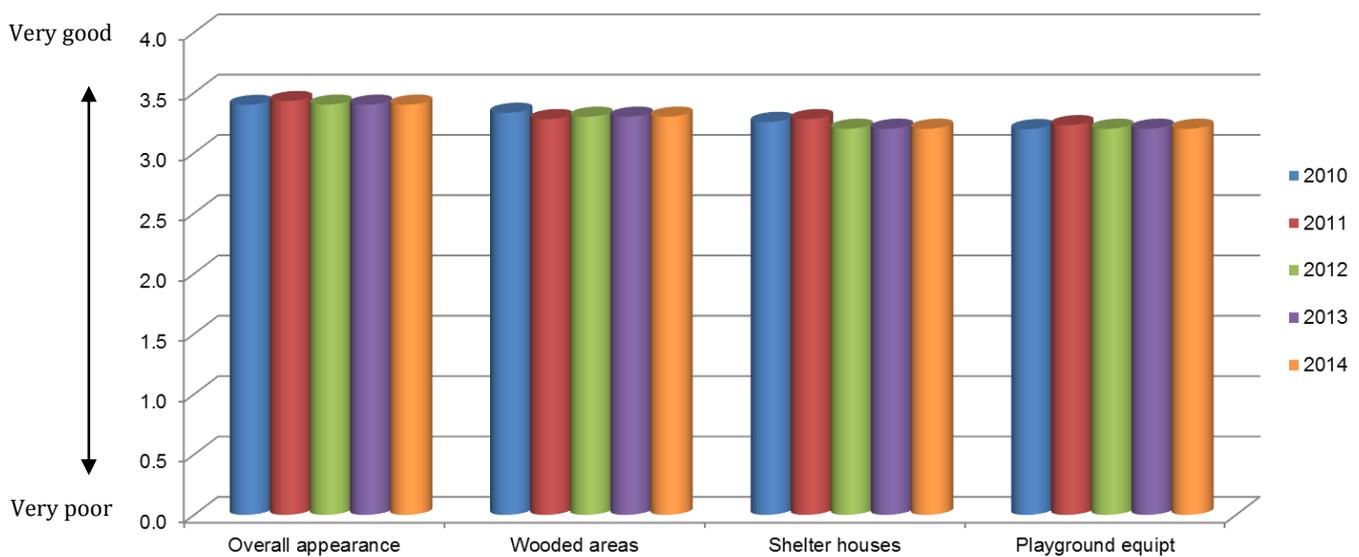
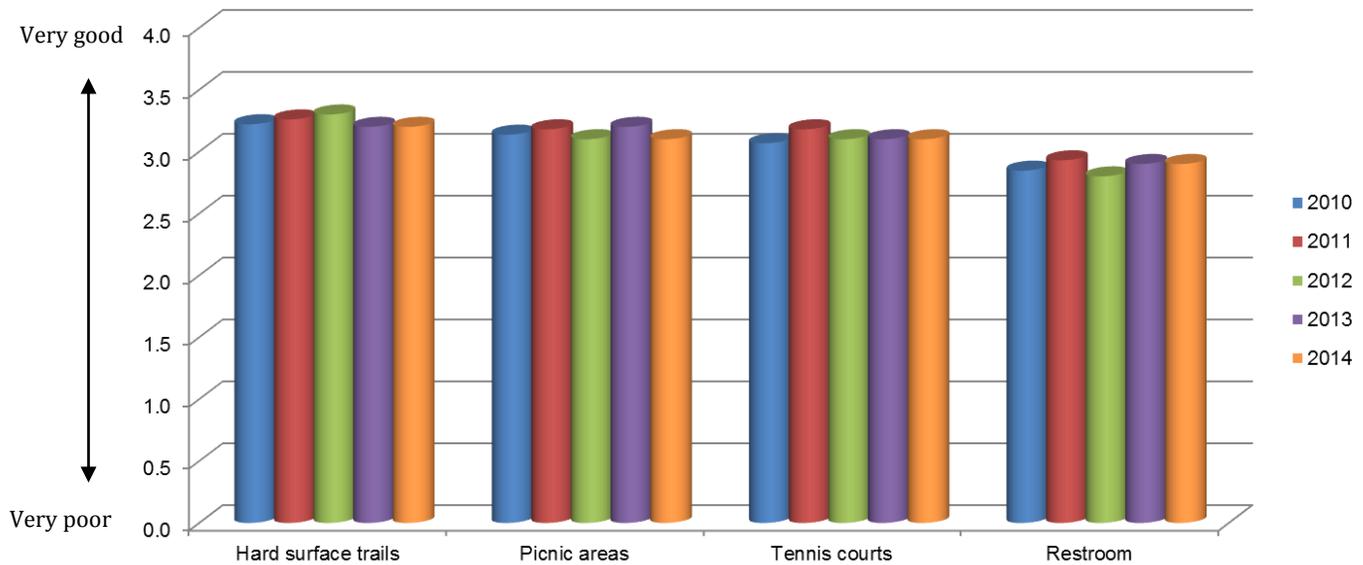


Figure 9b. Rating of Parks and Recreation features in the past 5 years



Additional Comments

- Positive comments
 - Outstanding parks
 - High quality trails
 - Well maintained parks
- Needed
 - There need to be more bike trails and bike path/sidewalk on Mortensen between State St and S. Dakota St. It has to be lighted. It is quite heavily used and dangerous at night without any street lights.
 - Need indoor pool
 - I wish there was another park west of Ontario and N. Dakota.
 - In my neighborhood on s. 16th a new park sign was put up with a parking lot yet no playground equipment. What's the deal? Start and finish a project.
 - You missed the boat by closing Carr Pool. A big mistake for lots of residents.
- Improvement
 - Restroom & benches in parks (should be open and clean)
 - Ada Hayden restrooms should open earlier in the season and close later
 - Ada Hayden trail needs to be resurfaced, many cracks in the blacktop
 - Trail maps in and around parks
 - It would be nice if after events like Veishea, there will be more attention to the conditions of the trails
 - Bike trails not well maintained
 - Brookside and Emma McCarthy Lee's restrooms are smelly, poorly serviced, without T.P. low on water and frequently closed.
 - Checking picnic tables for cleanliness would be a nice service
 - Grills need more frequent care
 - Lee park need to have a dog dispenser and sign. Also need a sign saying no bikes allowed in Munn Woods area as well as project to control invasive woodland vegetation.
 - Many of the picnic tables are wobbly
 - More trails and paths to walk or bike would be nice.
 - Took too long to get around to repairing Squaw Creek walking bridge south of Hyvee.

Ames Public Library

Generally, Ames Public Library was rated highly by the respondents. The 13 services provided by Ames public library were rated good/very good by 85% to 98% of the respondents. On the 4-point scale, average scores ranged from 3.1 to 3.6 (good to very good). Table 22

Features or services mostly used/visited and were rated highly (3.5 and higher) by respondents were asking questions of staff by phone, bookmobile service, customer service, use of library resources from home via computer, range of available materials, welcoming atmosphere, and programs (i.e. story hour, book discussions, concerts).

Table 22. Users' rating with Ames Public Library features, 2014

<u>Feature</u>	<u>Very Poor</u>	<u>Poor</u>	<u>Good</u>	<u>Very Good</u>	<u>Don't Use*</u>	<u>Average*</u>
	Percent					
Customer service (n= 424)	1	1	33	65	41	3.6
Asking questions of library staff by phone (n=426)	1	2	37	59	62	3.5
Range of materials available (n=426)	1	2	40	57	38	3.5
Use of library resources from home via computer (n=427)	1	3	40	57	63	3.5
Bookmobile service (n=427)	1	2	40	57	69	3.5
Programs (story hour, book discussions, concerts) (n=424)	1	1	49	49	65	3.5
Welcoming atmosphere (n=424)	1	6	43	50	36	3.4
Wait time for requests/holds (n=425)	2	7	50	41	56	3.3
Handicapped accessibility (n=422)	1	10	49	41	75	3.3
Availability of seating (n=423)	1	10	48	41	51	3.3
Page one - the library newsletter (n=425)	2	7	53	38	76	3.3
Internet/computer services (n=424)	2	9	50	39	67	3.3
Meeting/study rooms (n=423)	4	11	52	33	71	3.1

[* Don't Use responses not included in calculating ratings and averages.](#)

Reasons for not using the library more often differ based upon whether the respondent is an Iowa State University student or not. Only 20% of Ames public library users were ISU students. The rest were not ISU students (80%).

The reasons why ISU students do not use the Ames Public Library were because they didn't have time to go to the library (54%) and they are able to use other sources (51%). On the other hand, non-ISU students' reasons were they use other sources (43%) and no time to go to the library (45%). While 30 percent of non-ISU students listed parking as a reason for not using the Ames Public Library more often, 3% of Iowa State students listed that as a reason. Problem with inconvenient hours was perceived by both ISU and non-ISU students as a hindrance (15% and 16%, respectively).

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

- Don't take the time
 - Just don't take the time.
 - I haven't taken the time.
- Not enough resources/space.
 - Most of the books are checked out. I feel they have few copies of some books.
 - Not enough resources/space.
- Student
 - As a student I spend most of my time in my major's building. I do have a library card for eBooks, which I use frequently and really enjoy.
 - As a student, I often have other things that need my attention instead of reading for pleasure. I appreciate that the library has weekend hours.
 - ISU student (2)
- Temporary location
 - Do not like temp. location.
 - Don't like current facility.
 - Don't like current location.
 - I will use it more when they move back to where they were on Douglas and 5th.
 - I'm not a fan of the temporary location.
 - Inconvenience if going to the temporary library location.
 - Temp. location.
- Transportation
 - I have a hard time getting around.
 - Don't drive - have to depend upon CyRide.
- Use internet
 - No need to use with internet availability.
 - Use internet.
- Use ISU library
 - I am a I use ISU library instead.
 - I am a student and use the university library.
 - I either use my computer at home or I go to the library on campus
 - I use the ISU library
 - I use the on-campus library and don't have a lot of time for leisure reading at this point.
 - I'm a college student so I usually use the University libraries.
 - Use Parks Library.
- Wait for the new one

- Waiting for new one to open!
- Waiting for new one!
- Distance from campus area.
- How about not allowing the pedophiles and homeless to use the library for their home away from home.
- I am crippled and walk everywhere.
- I am lazy to walk to the library.
- I just need to go and use it.
- It is not in my habit to go. My fault.
- Like it at Lincoln Center can park free.
- My kids are grown and my needs aren't as great for this.
- Not sure how to use online books.
- Sex offender registry.
- They need more scanners.
- They will not let me purchase a card because I am technically still a resident of Illinois but have been living in Ames for 4 year and will be here for 4 more years of school. I find this unfair. I would love to use the library.
- Transition been confusing.
- Would like Fri and Sat evenings open.
- With the outbreak a few months back, it makes me wonder what diseases are on the books that are returned.

Table 23. Comparing students & non-students' reasons for not using the Ames Public Library

<u>Respondent status</u>	Parking problem	Use other sources	Hours not convenient	<u>Don't have time</u>
	Percent			
Iowa State University student (n= 79)	3	51	54	16
Non-ISU student (n=145)	30	43	45	15

Additional Comments

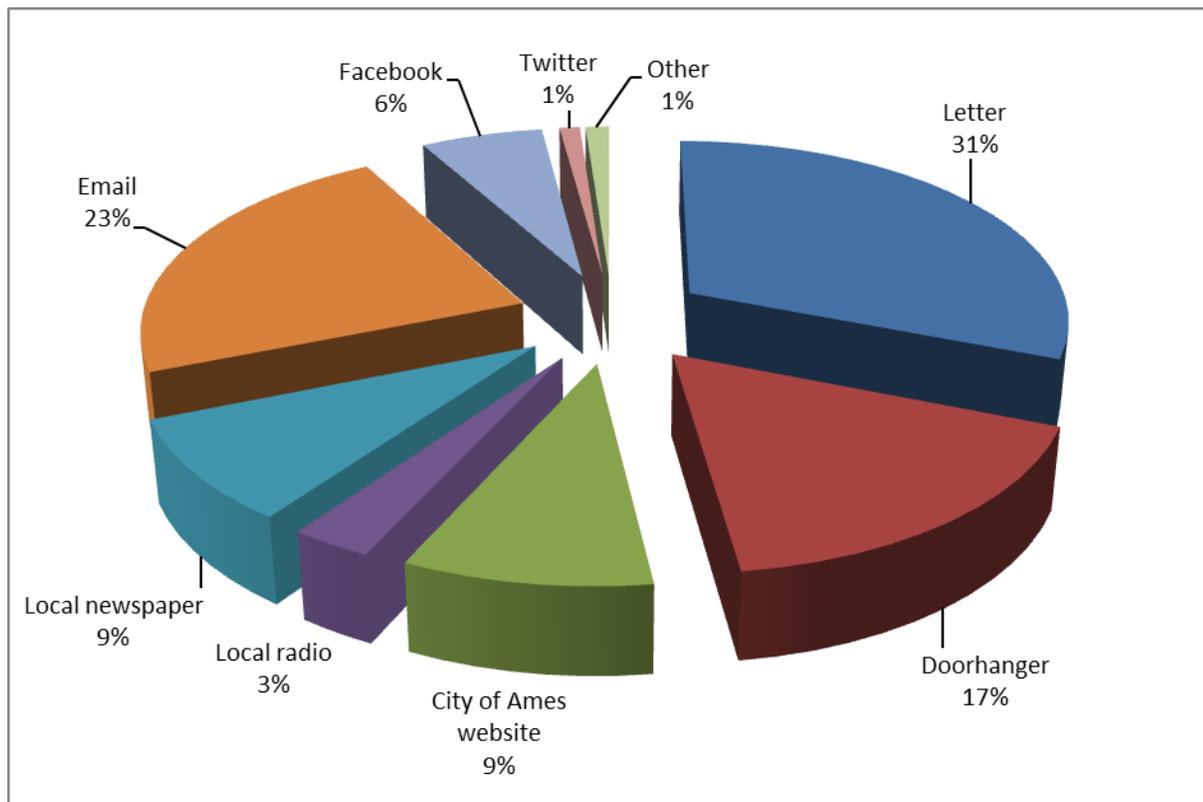
The respondents were very excited for the opening of the new library. They were hoping the parking will no longer be a problem. They believe that the services provided by the library was excellent especially the bookmobile.



Information Dissemination

The next section of the questionnaire asked respondents how they want to learn about City of Ames services, programs and projects, as well as their thoughts on the usefulness of various media sources. Figure 10 shows that letter is still the most popular method of communication (31%) (slightly higher than 2013), followed by email (23%), door hanger (17%), local newspaper (9%), city's website (9%), Facebook (6%) and local radio (3%). The trend is consistent with 2013. For ISU students, Email is the best way to communicate this year (letter in 2013), followed by letter, door hanger, Facebook, website, local radio, and local newspaper. Other means of learning about community projects and meetings written by respondents were social media and electric road signs.

Figure 10. Preferred method to learn about City services, programs or projects, 2014



In Table 24, the City Side (utility bill insert), City of Ames Web site, Ames Tribune newspaper, Des Moines Register newspaper, and The Sun were the most frequently cited sources of local government information.

When asked of the degree of usefulness of those sources, the most useful source was City of Ames website. The rest of the sources cited were rated somewhat useful: City Side, Ames Tribune newspaper, KASI/KCCQ radio, ISU Daily newspaper, Cable TV12/Government Access Television, KHOI, Des Moines Register newspaper, and The Sun newspaper. None of the identified media sources were perceived to be not useful to the respondents.

Table 24. Usefulness of media sources for government information, 2014

	<u>Don't Use</u>	<u>Use</u>	
	Percent	Percent	Average*
City of Ames Web page (n=437)	38	62	2.4
City Side (utility bill insert) (n=440)	35	65	2.3
Ames Tribune newspaper (n=435)	43	57	2.3
KASI/KCCQ radio (n=445)	65	35	2.2
Cable TV 12/Government Access Television (n=438)	71	29	2.1
ISU Daily newspaper (n=439)	56	44	2.1
KHOI (n=444)	77	23	2.1
Des Moines Register Newspaper (n=441)	49	51	2.0
The Sun (n=445)	51	49	2.0

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

Figures 11a&b illustrate the how useful these sources are in getting local information over a five-year period. Those rankings have stayed fairly consistent over the years with slightly lower percentage this year compared to previous year.

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

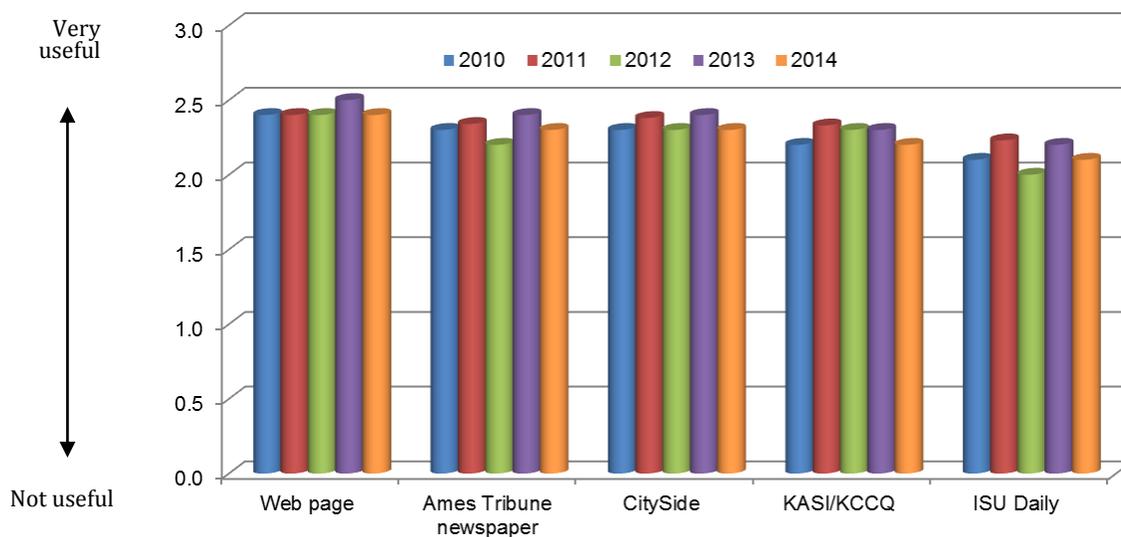


Figure 11b. Usefulness of news sources over the past five years (Users only)

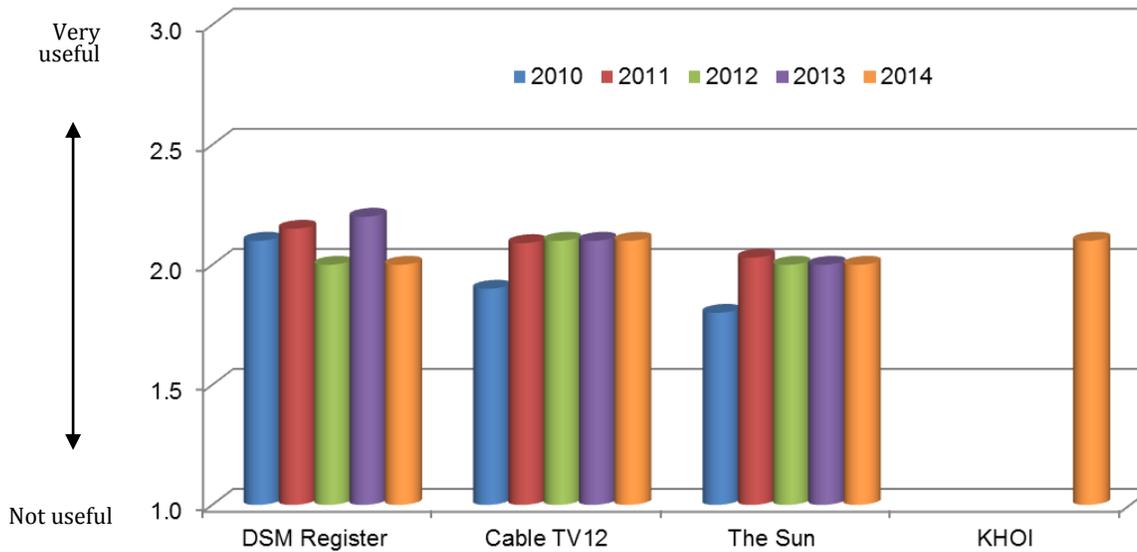


Table 25 indicates the usefulness of various communication tools based on the respondent’s student status. There were statistically significant differences between student and non-student responses. CitySide is more useful to non-fulltime ISU students than to fulltime students. However, Des Moines Register newspapers are more useful to ISU students than to non-fulltime students.

Table 25. Usefulness of news sources for students and non fulltime students

Information Source	Non-fulltime student	Fulltime student
	Average	
City of Ames Web page	2.38	2.4
Cable TV 12/Government Access Television	2.14	1.97
Ames Tribune newspaper	2.30	2.26
ISU Daily newspaper	2.03	2.17
Des Moines Register Newspaper	1.97	2.38**
The Sun (direct mail newspaper)	1.97	1.86
KASI/KCCQ radio	2.28	2.03
KHOI	2.01	2.14
CitySide (utility bill insert)	2.36	2.02**

* Statistically significant at .05 level, *** significant at .001 level.

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

Mediacom Cable TV

About half (49%) of respondents were Mediacom cable TV subscribers. Among the Mediacom subscriber, 69% percent never watched TV12 and 31% do watch TV12 (Table 26), and 19% watched between 6 and 9 p.m. Forty-four percent of respondents watched Channel 12 for one hour or less per week and 33% watched 2 to 3 hours per week. (Table 27)

Table 26. Time to watch Cable TV Channel 12 (n = 211)

	Percent
Never watch TV 12	69
12:01 a.m. to 6:00 a.m.	1
6:01 a.m. to noon	2
12:01 p.m. to 6:00 p.m.	2
6:01 p.m. to 9:00 p.m.	19
9:01 p.m. to midnight	6

Table 27. Hours per week for those watch TV Channel 12 (n = 88)

	Percent
0-1 hour	44
2-3 hours	33
4-5 hours	2
>5 hours	20

Internet Access at Home

The survey asked questions about Internet connections at home. The number of respondents connected to Internet at home remains at nine of out 10 (95%). (Table 28)

Respondents who had Internet access in their home have an average age of 44 years, whereas those without the Internet have an average age of 57. Fulltime students were more likely to have Internet access in their home (99%) than non-fulltime students (93%). These responses are consistent with the responses from 2013.

Table 28. Trend in Internet Service at Home

	Survey Year				
	<u>2010</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>
	Percentage responding "yes"				
Have Internet Connection in home	94	91	94	93	95
Have Internet access on mobile/cell phone				59	68

Respondents were also asked if they had Internet access through mobile/cell phone. Among those who answered the question (n = 432), 68% of their phones had Internet capacities.

Table 29. Internet Capacities of Mobile/Cell Phone

	Percent
Yes	68%
No	32%

Table 30 shows respondents' use of several Internet services. Majority of respondents were registered user or used Facebook (73%), YouTube (63%), Twitter (35%) and only 18% of respondents followed City of Ames on Facebook or Twitter. Computer is the mostly used method to get access to these Internet services, followed by smartphone and tablet.

Table 30. Use of Internet Service and Access Method

	<u>Don't Use</u>	<u>Use</u>	<u>Access Method</u>		
			<u>Smartphone</u>	<u>Computer</u>	<u>Tablet</u>
Facebook (n=435)	27%	73%	62%	83%	30%
YouTube (n= 427)	37%	63%	47%	89%	29%
Twitter (n=422)	65%	35%	52%	69%	25%
Follow City of Ames on Facebook or Twitter (n= 419)	82%	18%	58%	68%	27%

City of Ames' Website (www.cityofames.org)

Fifty-five percent (n=234) respondents used the City of Ames' website in 2014. The main purpose for using the websites were to check for notices updates or news releases (54%), to check Ames public library card account or status materials (39%), to sign up for parks and recreation classes (38%), to gather information for City Council meeting or other City meeting (20%), and to watch city council meeting or channel 12 programming on video- streaming (6%).

Other uses of City of Ames' website were:

- Assessor's
 - Assessor's site.
 - Assessor's
- Check ordinance, codes, zoning, etc.
 - Checking on rules and permits so I don't break any laws.
 - Look up Ames ordinance and utility questions
 - Regulations.
- Contact information
 - Contact info
 - Look for contact info of services.
 - Look up contact info
 - Seek specific info or contact.
- Clear, transparent notices of communal and residential development proposals.
- Download energy rebates.
- Emergency only
- Employment opportunities
 - Employment opportunities
 - Employment.
 - Job Board
 - Jobs (3)
- Event information
 - Very interested in Ames event for month.
 - Yearly calendar of events including free leaf days, July 4th, whatever
 - Calendar of events.
- General City info (services, programs)
 - City services information
 - Get general info.
 - Info on city services.
 - Pool and ice rink hours.
- Golf.
- Check open gym hours at city gym.

- House stuff.
- Pay bills (utilities, parking, tickets, etc.)
 - Access and pay utility bill
 - City utility bill.
 - Look up water/electric bill
 - Pay bills (3)
 - Pay bills and parking tickets.
 - Pay my utility bill
 - Pay parking tickets
 - Pay parking tickets and pay utility bill
- Phone numbers
 - City Side documents common phone #'s well but these same phone #'s are hard to find on the website.
 - Find phone numbers for inspection/permits.
 - Find phone # and names
- Sometimes check property information.
- Property values.
- Reserve parks or get info.
- Review CIP
- Utility information
 - Check utility information.
 - Find out where to manage utilities.
 - Information about utilities and parks.
- Yard waste data info.
- Animal Shelter information

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

- A social network/blog.
- City events, such as 4th of July fireworks show.
- City events.
- Find information.
- Full Budget of Ames and county officers and services
- Gym information, information about pet adoption and the perks of each shelter (there are several and some are better and more responsible than others)
- Info should be easier to find and access. Yard waste, Halloween.
- Love it to be an app
- More information should be included on city calendar.
- More utility bill and parking ticket info
- Parks and Rec schedule difficult to get to and see. Need the gym grid for classes front and center.
- School closings.
- Updates on local construction projects city or private business
- Utility bills.
- Utility online payment should be free and easy. In 2014, I shouldn't have to write a check ever.
- Voting news

- Voting polls when there are changes from the normal.
- When to get “X” accomplished.
- When you are going to fix the walk lights and enforce the traffic laws. (Preferably before hell freezes over, please).

New Indoor Recreational Aquatic Center

This section of the questionnaire is new for 2014. The respondents were asked about their opinions on building a new indoor recreational aquatic center. About 61% of the respondents supported the idea, while 39% said no. Responses from Ames residents and ISU students were similar. (Table 31)

Table 31. Construction of a new indoor recreational aquatic center (n= 423)

	Total (n = 423)	Ames Residents (n = 292)	ISU Students (n = 131)
Yes	61%	61%	63%
No	39%	39%	37%

Respondents who said “NO” were asked to specify the reason. The top reason was “will not use or don’t use it” (26%), followed by not necessary or not needed (already have aquatic center, ISU pools; gym with indoor pool; one outdoor facility is enough) (22%), “property tax are already too high and don’t want to pay for the pool” (17%), too costly or expensive to operate (11%), and poor use of city money (money should be invested somewhere else instead (K-12, improving parks & trails, bike paths, road, plowing, human services & energy) (10%). There were some noticeable differences between the responses from Ames residents and ISU students. While 31% of ISU students indicated a new indoor aquatic center is not necessary or not needed, only 19% of Ames residents said so. At the same, Ames residents were more concerned about their property tax (20%) than ISU students (9.4%).

Table 32. Preference on location of a new indoor recreational aquatic center (n = 418)

	Total (n = 418)	Ames Residents (n = 287)	ISU Students (n = 131)
No	73%	71%	76%
Yes	27%	29%	24%

Table 32 shows respondents’ preference on the location of a new indoor recreational aquatic center, if it is to be built. About 27% of the respondents said they had a preference and the rest 73% had no preferred location in mind.

Among the 114 respondents who had a preferred location, 40% would like to build the new aquatic center in northwest Ames, such as High School or near High School, place where Carr pool used to be, north Ames, and next or near Furman Aquatic Center. Thirteen percent indicated southwest Ames, 11% for both central location and northeast Ames, and 7% for southeast Ames. Again, there were some differences between Ames residents and ISU students. About 17% of Ames residents would like to see the new aquatic at High School or near High School, but none for ISU students. Similarly, 17% of Ames residents said southwest Ames, whereas none for ISU students. The top preferred location for ISU students were where Carr pool used to be (15%) and accessible by CyRide (12%).

The respondents were also asked to rate the importance of features that might be included in an indoor recreational aquatic center. On a scale of 1 to 5 (1 being very unimportant and 5 being very important), lap pool was rated as the most important feature with an average score of 4.0, followed by therapy pool (3.6), current channel (3.5), and zero-depth entry pool with play structure (3.4). Water slides received the lowest ratings. Forty percent of respondents thought water slides were important (somewhat important/very important), whereas 39% said they were unimportant (very unimportant/somewhat unimportant).

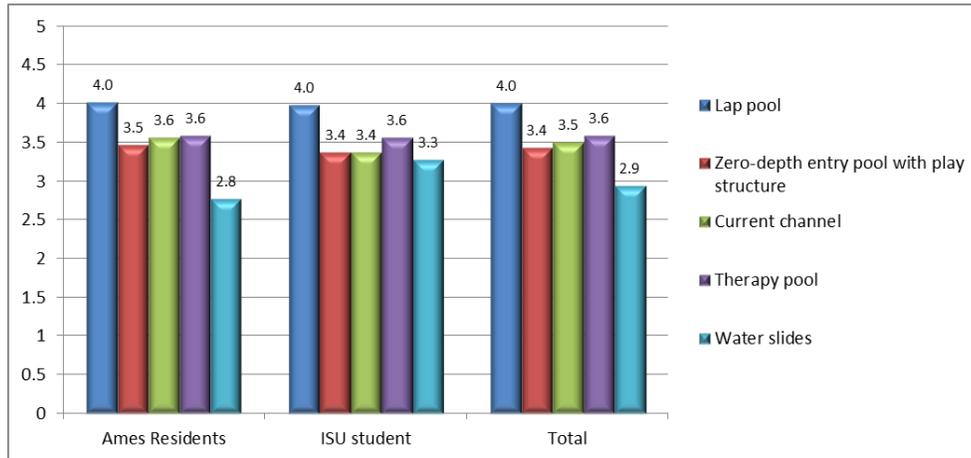
Table 33 Importance of features included in an indoor recreational aquatic center

	Very Unimportant	Somewhat Unimportant	Uncertain	Somewhat Important	Very Important	Average
	%	%	%	%	%	
Lap Pool (lap swimming, swim lessons, water exercise) (n = 401)	8	5	13	26	47	4.0
Therapy Pool (rehab, exercise) (n =401)	9	9	20	36	25	3.6
Current Channel (water walking, resistance activities) (n =399)	11	11	20	36	23	3.5
Zero-depth Entry Pool with Play Structure (n= 401)	12	11	22	30	25	3.4
Water Slides (n = 393)	22	17	22	24	16	2.9

Note: 1 = very unimportant, 2 = somewhat unimportant, 3 = uncertain, 4 = somewhat important, and 5 = very important.

Figure 12 shows that there is no statistically significant difference between Ames residents and ISU students in terms of rating on the importance of features of an indoor aquatic center, except for water slides. ISU students' rating was higher than that of Ames residents. While 49% of ISU students said that water slides were important, only 34% of Ames residents said so.

Figure 12 Importance of the following features included in an indoor recreational aquatic center



Flood Plain

This year the respondents were also asked about their opinions on commercial and residential development in the flood plain.

In general, respondents believed that the City should be conservative in terms of development in a flood plain. About half (48%) of the respondents said no (strongly disagree/disagree) to allowing property owners to develop their property located in a flood plain. Forty-one percent agreed that there should be no development allowed in a flood plain, 34% said uncertain, and only 25% disagree with the statement. If development does occur in a flood plain, 77% of the respondents agreed that developers should be required to follow more strict building standards than at other locations, and 55% said that the City should withhold incentives from developers even if they are eligible.

Table 34. Development in the flood plain

	Strongly Disagree /Disagree %	Uncertain %	Agree /Strongly Agree %	Average
If private development is allowed in a flood plain, developers should be required to follow more strict building standards than at other locations. (n=427)	6	18	77	4.1
The City of Ames should withhold incentives from developers, for which they would typically be eligible, if development occurs in a flood plain. (n = 426)	18	27	55	3.5
There should be no development allowed in a flood plain. (n = 419)	25	34	41	3.3

The City of Ames should allow property owners to develop their property located in a flood plain. (n =427)

48

26

26

2.6

Note: 1 = strongly disagree, 2 = agree, 3 = uncertain, 4 = agree, and 5 = strongly agree.

The respondents were also asked if commercial development is not allowed in flood plains, where it should occur. Table 35 summaries the results. About one-fourth of the respondents did not have a preferred location, with 22% indicating somewhere “outside the flood plains” and 2% saying “somewhere other than Duff”. The most popular location for commercial development was west Ames (22%), followed by north Ames (17%), and 9% for both east and northwest Ames. Other locations, such as northwest, northeast, south, southeast, and southwest Ames, and Downtown, were below 10%.

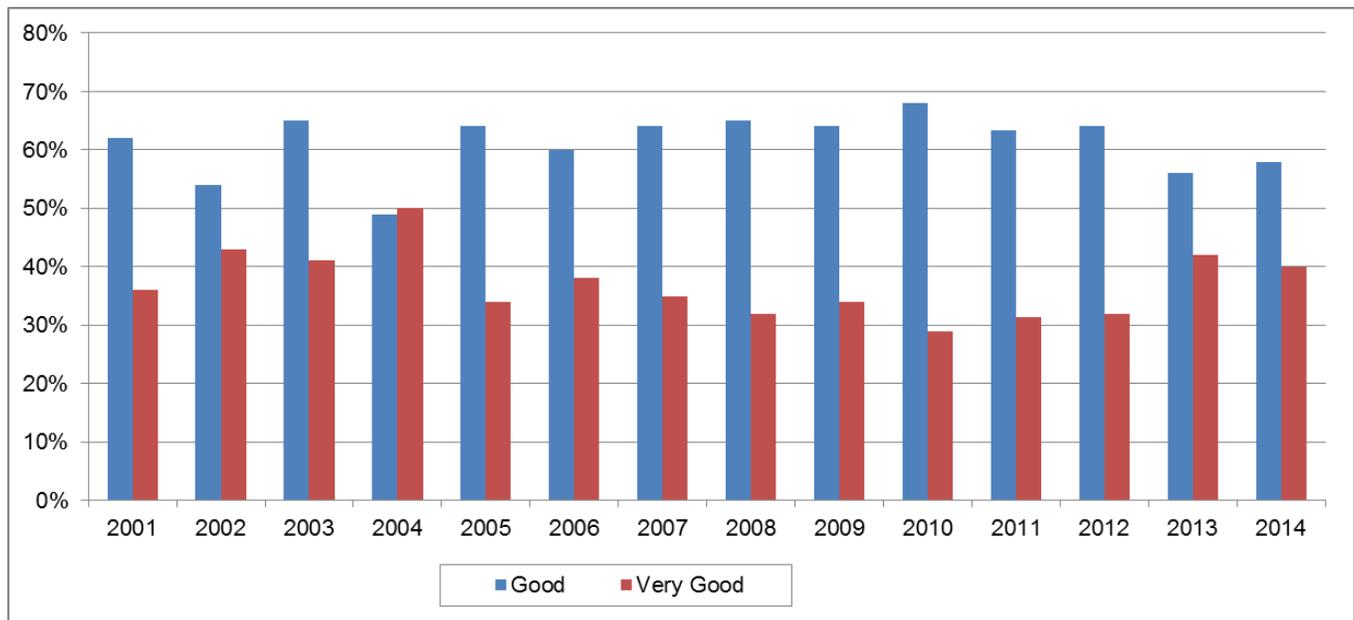
Table 35 Locations for commercial development if it is not allowed in flood plains (N = 127)

Location	N	Percent
Outside the flood plains	28	22.0%
West Ames	28	22.0%
North Ames	21	16.5%
East Ames	12	9.4%
Northwest Ames	12	9.4%
Northeast Ames	9	7.1%
South Ames	9	7.1%
Southeast Ames	7	5.5%
Build up (not out)	5	3.9%
Downtown	5	3.9%
Southwest Ames	4	3.1%
Somewhere other than Duff	3	2.4%
Centrally located	1	0.8%
Other	24	18.9%

City of Ames Overall Service Quality

An overall evaluation of the quality of services they receive from the City of Ames is asked every year. This year, 40 percent of respondents provided a “very good” rating, 42% for 2013. The number of respondents rating the City of Ames as “good” was 58% in 2013 (56% in 2013). When the ratings are combined, 98% of Ames residents ranked their overall satisfaction with City services as good or very good. This is the same good/very good rating as 2013.

Figure 13. Trends in overall satisfaction with City of Ames service quality (good/very good)



Other issues the City should focus

An open-ended question was asked on what other issues the city should focus on. About 36% (or 189 respondents) expressed their opinion. Figure 14 shows the “tagcrowd” presentation of the responses using <http://tagcrowd.com/>. The most common issue mentioned was related to traffic. It was mentioned 28 times. Traffic concerns include traffic flow, turning lanes, timing of stop lights, pedestrian signals, and speed limits. Some of the specific streets perceived to be problematic are the following:

- Better ways for ISU students to cross Lincoln Way. They need a walkover.
- No right on red at Grand Ave and Lincoln Way. Dangerous and can be silly.
- South Duff traffic control, and you've put way too many businesses on S. Duff.
- Getting bikers to use the bike paths the city has provided! I'm tired of seeing biker riding on Grand Ave. traffic. They need a ticket!

Street maintenance such as keeping the streets free of potholes, painting lines on the street, synching street lights along major streets, plowing, sidewalk repair, and general street repair was the second most mentioned issue that the city should focus its attention.

The third issue mentioned was housing. Seven respondents mentioned affordable or low-income housing, for both renters and homeowners. Several residents were concerned about the growing development of

apartments, by asking for fewer apartments and more houses. Another thing mentioned was the location of apartment developments. “Developing housing in southwest Ames instead of in the Gilbert School District,” and “not so much scatter-shot development of apartment complexes. No further development on or near S. Duff- it keeps getting worse,” two respondents commented.

Other issues mentioned were businesses (bringing in more businesses), recreation (indoor aquatic center, kid activities, and parks), shopping (retail development), bike-path and safety, Campustown (parties, alcohol/drug abuse), parking, snow removal, CyRide (routes and schedule), crime, and planning.

For exact wording of the responses, please refer to the appendix.

Figure 14. Other issues the city should focus



Best thing about living in Ames

Fifty-eight percent of the respondents mentioned good things about living in Ames. Their responses ranged from social, cultural, image, emotional attachment to the city to economic features. The most common response is the presence of Iowa State University (ISU). This was mentioned 48 times. People love to stay in a college town where there is access to the university, the ability to enjoy amenities that ISU brings in such as sports, university events, diverse atmosphere, and connection to the world through the university. Also mentioned were cultural events and economic benefits brought to the city by the university. This is followed by the attributes of people living in Ames (being well-educated, friendly, and nice citizens).

Safety (feeling of being secure in their neighborhood because of low crime and having an inviting/friendly neighborhood) was mentioned. Recreational facilities such as parks and trails attract residents to stay in Ames. Numerous neighborhood parks are a plus for this city. Aside from the presence of ISU as a higher educational system, residents recognize Ames as a city with an excellent school district (K-12).

APPENDIX 2014

Residential Satisfaction Survey Actual Open-ended Responses

Comments on Police Department activities

- #10 homeless parking at our public parks. 24 hrs to move around the block isn't satisfactory. Move out of residential areas.
- #7 I very much appreciated how officers helped a youth understand the seriousness of "stealing" traffic signs in a way that won over (rather than offended) a youth. One night I was using a flash light (to see a raccoon) and a police man saw the light and stopped to inquire. I said thank you for attention!
- #10- depends on where and what. Why have meters Downtown? Take them out! Trespassing by students going to ISU football games is a problem.
- About #10: I am specifically concerned about illegal parkers in my neighborhood on football game days, which tends to clog up the street, and seems possibly hazardous, it is sometimes effective when residents put up extra "no parking" signs in the no parking zones- perhaps the city could do more of this.
- Again the police department does a very good job. I feel very comfortable with the personnel in the dept. Kudos. Keep up the good work.
- Although I was not there and do not know the full details, I do not feel the car chase that ended in a fatality on campus was handled well. Death was not necessary.
- Ames and ISU police need extensive training on dealing with students and crowd. Overall, we are grateful to them for keeping our city safe. Great job!
- Ames PD does a great job of maintaining Facebook page and keeping residents informed.
- Ames PD does an outstanding job. They are under appreciated in this community.
- Ames police did a WONDERFUL job with the riot. Getting involved would have made it worse. They did really well.
- Being a college town, parties are expected. There are greater problems in Ames than a controlled college party.
- Close Animal Control in Ames and move everything to Nevada Story Co. Between Ames and ISU police, there are far too many people on the payroll.
- Cops need to be handing out way more speeding/red light/tailgating tickets. When I can walk from SE 16th to Lincoln Way without seeing a cop car, there is a big problem.
- Doesn't this depend on how many crimes of each type are reported? i.e. isn't this entire section pointless?
- Downtown parking is challenging. Northside patrols could increase due to breaking and entering.
- DUI's and similar should be the exception to #1. A PD should remain focused on real, threatening crimes in Ames. Education is always important.
- Education by health professionals, not police
- Having only lived here 3 months I don't know what they have emphasized or how they do it - hard questions to answer. I do not feel qualified to answer.
- I am satisfied with current levels of law enforcement.

- I compliment the police for handling VEISHEA!! I've seen the police try to be student friendly- students need to become responsible and college needs to expel those responsible- not stop VEISHEA.
- I have no idea how much emphasis is already given to each area!
- I have no idea how much the police currently emphasize these activities, but as far as I can tell they are okay.
- I know police are busy elsewhere, but speeding is a real problem. People just can't monitor themselves and don't understand what "limit" means. Also, turn signals are not an option when you buy a vehicle and people need to use them or get a ticket.
- I think education is the key to lowering crime and keeping people safe. I think educational activities and crime prevention should be a top priority.
- I think they do a great job!
- I was very dissatisfied with the handling of the situation surrounding the shooting on Iowa State University's campus. The officer who fired his gun should have been reprimanded. If he did everything by the book, then the police department needs to change its policies. I understand it was a very stressful and unordinary situation for the officer, but more options should have been sought before killing that teenager. Additionally, more officers should have been on call during Veishea. There has been a history of mobs and more officers should have been around to accommodate. The officers on scene during the riot were outnumbered and couldn't enforce any kind of order. Furthermore, I don't understand why it seems to be a policy of the police to break up parties at or before midnight. Let all the drunken college students stay in their own house and wreck their own stuff instead of forcing them on the street where they cause more of a nuisance to people not involved with the original party. I'd rather have drunken college students in their own house than vandalizing sidewalks and cars and having underage kids running through Ames residents' yards to avoid drinking tickets.
- I was very sad about the police shooting death on campus and the investigation that followed.
- It is difficult to say more or less when you do not provide % of the force efforts that currently go into each activity.
- Just seems like \$8.28 million is a lot of money for law enforcement in general.
- Large drinking parties, such as those at VEISHEA time, should be prohibited!
- Like to see more patrolling the streets!
- Luckily we don't deal with much of this. Compliments on how you dealt peacefully with VEISHEA. Bad marks for on-campus shooting.
- More spent on mental health.
- My choices are based upon my opinion of what is most important to have a safe community. They are in no way indicators of poor or lacking service that I have received from the Ames PD.
- Note: I live across from cemetery. Summer time it's real busy with drugs after dark.
- Parking around campus is ineffective (Ex. one side certain always). Having parking on only one side of street at all time and all days.
- Pick your battles. Spend more time on real crimes, and less time giving out career-ending tickets to college kids. Let's work together to find solutions.
- Poor enforcement of speed laws. Poor enforcement of right on red. Especially police cars fail to come to a complete stop.
- Raccoon problem.
- Sometimes the speed limit enforcement is conducted at times and places that inconvenience many others on the road, in front of an elementary school, on a single lane road at the start of a school day is not a great time.
- Split 5- prevention is one category, enforcement is different

- Stoplight enforcement- there is lots of yellow/red light running- school traffic speed and safety.
- Thank you for coming to our neighborhood. We appreciate knowing that you are around.
- The Ames police have always been very respectful.
- The cops are worthless at the high school. Seems like the cops target high school/ISU students to make "bust" quotas. Stop the stings.
- The Police should continue their good work on serious crime investigation (domestic, violent, sexual, juvenile, fraud) and community outreach resources (school services, crime prevention & education), but PLEASE have them relax on car-related emphases and misdemeanor drug use. Parking and speed limits take significant resources both time and money away from the police department from investigating more complex and demanding offenses (which Ames isn't immune towards [VEISHEA]), and misdemeanor drug offenses like public intoxication (which many people get after they legally drank in a bar and are responsibly walking home or calling a taxi instead of driving) and marijuana possession (which the cultural standard in America has largely removed the taboo, both socially and in some states legally) are disrespectful of the given circumstances of Ames as a college town and the citizens painting the police as whip crackers rather than protectors and assistants by forcing them to worry about these ancillary infractions as opposed to prevention/education/adaptation of the Ames we live in here and now.
- The shooting death of the young man by an Ames policeman on ISU campus should not have happened. Selection and training of officers relative to egos and emotions in dealing with the public is very important.
- The young cops have attitudes and like to abuse their authority. A better attitude would be to give warnings, not unnecessarily infringe. If they think a party is broken up, they should go back to check. If they had the VEISHEA riots would never have happened.
- There is currently no observed enforcement of: Clearing of sidewalks from ice and snow, Parking cars in lawns, Property upkeep, mowing etc. Loud parties, trespassing, Drinking in public, as well as littering beer cans, Property damage from above items
- They do a good job with current staff, but since the city has grown, and since the student population has increased, significantly, they need more resources and staff.
- They need to enforce the texting and driving law.
- Too much harassment of young people who choose not to drive when impaired. I don't live in the university area, but how about a permit system rather than forcing people to move cars frequently.
- Traffic (speeding) patrol is weak. Where are police on Friday PM on Lincoln Way?? Students who speed in this town are rampant!! Walking my dogs in my neighborhood is risky.
- Use of entrapment should be done away with! This year I was robbed (home) and gave officer the name of perpetrator. Officer did nothing.
- Very good department. Don't mess with!
- We are going to wait for someone to die before we enforce or pass a law about a person driving a car that uses a cell phone.
- We are pleased with the police work in Ames, especially after 20 years in metro- Chicago.
- We are proud of our Ames policemen!
- When a person guilty of committing a hit & run and sentenced to nine years in jail, should NOT be released in less than a year, no matter how crowded the jail. Especially after lying about it and blaming her children.

Comments on Fire Department activities

- We need a fire station for the north side of town that keeps developing. Fire fighters should be paramedics, too, the ambulance service needs the help.
- 2-3 ambulances arrive at every incident.
- Again, age precludes interest in usage.
- Ambulance assistance used by other family members- excellent service.
- Ames Fire personnel are top rate!
- City employees are nice and good to work with. Training (knowledgeable) is deficient.
- Education talk at elementary schools could use more material.
- Fire dept was very fast and helpful when my dad fell down at home.
- Fire protection costs seem high relative to law enforcement.
- Fire-rescue helped to save my life due to their prompt response to my cardiac case.
- Firefighters in some communities offer installation of smoke/carbon monoxide detectors.
- Grocery and restaurant kitchens need more thorough inspections.
- Had a fire in home - they were fast and very good at what they do - even said they were sorry for the mess!
- Have not needed these services yet.
- Haven't seen an F.D. representative since I moved back! You guys used to send them around when I was a kid.
- I hear from businesses that inspections are tough, but fair. I believe my food and building in Ames are safe, thanks to our inspections.
- I live in Fredericksen Apartments on campus. When we had alarms go off, no one let us know what was going on. I felt very lost and had no idea what I should or should not be doing. This needs to change.
- I would like to see fire station doing more educational programs to keep residents safe. Even allow residents to have fire hazard checks yearly if wanted/requested.
- More fire education would be helpful!
- My assumption has always been that they will respond when needed in a timely, efficient way.
- No one has ever inspected my home for a fire inspection.
- Not dissatisfied with inspectors, but am unhappy with certain rules adopted by City of Ames- e.g. cops in private home is very intrusive
- So my rent goes up to pay property taxes, to pay people to come fine me if I forget to change a smoke detector battery? Maybe I could use all that money to buy batteries. I know your trying to keep us safe, but maybe too much big brother? Let's try not to be San Francisco. Hand out batteries at the inspection, charge me for those.
- Some statistics would be helpful.
- The city was burning brush by this pond in West Ames and the residents that live near there were NOT notified. It was pretty terrifying to see that there was a fire burning with NO ONE around it.
- The education for K-12 has had a positive impact for my family.
- Very good Dept. and always busy.
- Very slow to respond. Took over 1/2 hr to get to Gilbert high school one time. And also at elementary school in Ames, took a good 20 minutes to get there.
- Very up to date.
- We enjoy and are grateful for the free, informative tours of the fire stations.
- We have not had any personal experiences but have also never heard any complaints.

- We live in an apartment that they deem safe, but definitely is not. It is one bedroom apartment ran on only one fuse, but they deem it not a fire hazard when it definitely is.
- Wonderful firemen.

Comments on Ames Electric Department services

- About #4 above: I would have no way of knowing about what was reasonable in any given situation. About #1 above: I don't remember ever being informed of progress restoring services.
- Ames already produces renewable energy by burning garbage. Wind and solar are good but help individual owners to install solar panels on their homes and allow to reduce their bills by what is contributed to the surplus.
- Ames electric is outstanding. Like to see them encourage off peak energy usage.
- City of Ames should allow more flexibility in concert with Iowa Chapter 45 for Distributed Generation both with electrical and zoning rules so those who want to do renewable energy may so without burdening all rate payers with higher costs due to long term contracts on large scale projects.
- City should construct a solar-field (perhaps along E. Lincoln Way in "flood-fringe" area).
- Coal is abundant + R.R can deliver cost effectively. I encourage clean coal if it saves money. And increase natural gas. Out city to encourage Obama to say yes to Keystone and hurry it up.
- Definitely not- not cost effective for the public (your stakeholders).
- Depends on how long the premium would be applied to pay for the initial costs of the renewable project. If Ames owns/produces electricity for sustainability less than "we" can buy it for from other sources, would not the project pay for itself and then some?
- Do not get solar power! It is too expensive and not worth it!
- Do your best!
- Don't feel knowledgeable to answer properly.
- Electric advertising for city should be stopped. Stupid.
- Hell no. If you really want clean, cheap power, use natural gas. Cheap "made" in the USA, and lower emissions. Keep our power bills low! If you want to help the environment, offer a tax credit to businesses to stop providing plastic bags.
- I can support, if it should pass.
- I do not want optional fees. The city should invest in renewable energy and all citizens should share the cost.
- I do think we have too many street lights and some consideration should be given to lights population. The streets in many neighborhoods are brighter than necessary.
- I experience power outages not this year but year after. So, I filled in this section.
- I have had more power failures this year than in the past few years combined, as well as more power failures than when I lived in a rural area. They are infrequent enough that it doesn't bother me. I have battery backup systems on critical equipment.
- I have no complaints about the services provided; however, based on communication from friends and family, the price of utilities in Ames is far higher than most communities. Because tax, rent, gas prices, etc. are already high in Ames, I feel this cost could be lessened.
- I have no issue with the level of performance from the electric department.
- I see the Resource Recovery marketing claiming it is recycling, but that's a stretch. Incinerating material doesn't count as recycling. Recycling implies that paper will be remade into paper and used over and over. (They may recycle glass and other bits, but the marketing is too misleading).

- I spent my money on designing an energy efficient home. My energy performance factor is .0046 kWh per square foot per day, or one third of the average Ames home. Thank you Steve Wilson for the average Ames data. Any further expenditure would need to generate a reasonable payback period.
- I tried 3 times to sign up for electronic billing and gave up every time. I can't remember the details, but this process should be a lot easier.
- I very much would appreciate renewable energy.
- I would invest in a large solar on the house in Ames, but will not if I cannot sell power back when system is producing excess beyond our needs.
- I would like to be able to change my billing date so it's a better fit with my pay date.
- If the energy costs would eventually go down by using these renewable energy sources, then I would be willing to pay a little bit more.
- If there is adequate information on how that will keep costs steady or even lower it, one would consider it. It seems costs just seem to rise and rise and never drop.
- If they do the inspections, I wish they would tell my landlords that it needs to be resolved. If not, that's fine.
- It seems like there should be some benefits to renewable energy that should so be passed to customers, along with meaningful incentives for energy saving.
- My bill costs enough, I'd rather not pay more.
- My electricity went out repeatedly on the coldest days of the year in 2014.
- No problems yet, so does not apply is best answer.
- Overall grade for electrical A++++ excellent people and responses.
- Paperless billing option? I like the electronic payment system but is there a way to make it so you can receive bills electronically too?
- Please tell me when you're going to cut my power off for the day. Don't have some machine answer when I call wondering why too!
- Prefer not to pay more money, but realize it would be better for the environment.
- Renewable energy should not cost more. Find a way to balance the cost while increasing renewable energy. Surely it can't be that hard.
- Renewable service are to save money why rate increase?
- Reporting by phone - recognizes land line. Have not been successful reporting because phone does not work when electric is out.
- Should cost the same. Make it work. Also - do better with recycling. I don't like those compactable recyclable items get incinerated. We need a compost program like Des Moines has.
- The burning of trash for power is renewable.
- The city of Ames has and always have had the best Electric Service possible. Kudos to Electric Dept.
- The utility department employees have been extremely helpful.
- Unsure.
- Use price to lever the electricity usage. Comparing with Europe and other developed countries U.S. does not use electricity efficiently.
- Using solar or wind should not increase our bill, it should decrease it. It's free energy and the unit will pay itself off in 15 or so years (I'm a wind engineer).
- Very happy with service.
- We are so fortunate to have a municipally-owned electric plant with the Research Recovery facility.
- We do not need wind or solar-powered energy.

- We favor renewable energy, but do not want a charge to seek it. Would not object to a "bond" (and short time cost) to add a feature to our system.
- We have to make the move to renewable sources - might as well start making larger commitments now.
- While I'm all for renewable energy, I do not think a premium is justifiable. When the technology/costs come down then pursuing it makes more sense to me.
- Wind generation is lucrative enough without raising rates.
- With solar panels, you can have meters that run backward as power is sustainable.
- Would have done this 20 years ago! Start now!
- Yes so long as it's small, effective, and efficient.
- Yes, if those investments do two things: 1. Reduce carbon emissions/improve environment/reduce carbon dependence. 2. Create a long-term savings in energy/electrical costs for me, the homeowners, who pay the higher cost of the energy improvement.
- You could encourage customers to provide their own electricity (Sanyo makes solar shingles; there's also natural gas powered fuel cells) and let those customers sell their power back to the city at wholesale rates.

Comments on Ames services

- About once a year, short time, have never seen or heard of a better water service. **Causes some problems to our plumbing when new tower was constructed.
- 3&4 only when they flush the hydrants
- About #2: We have a water softener system, so don't regard this as a problem.
- Again an excellent crew. A++++. Love these guys.
- Ames has great water quality!
- Ames water is outstanding. Very pleased.
- Ames water is ridiculously hard.
- Ames water is the best in the country.
- Ames water- the best!
- Best city water I've ever tasted!
- Can Ames bottle their water and sell it locally?
- Commonly foul taste/smell similar to lake/river
- Definitely hard water
- Don't agree that sewer rate equals water rate because of watering plants and gardens and no runoff.
- Drinking water taste is great!
- Excellent tasting H2O.
- Good water, we take it with us when we travel.
- Have not noticed difference or changes- seems to be consistently excellent.
- Have taste filter & water softener.
- I couldn't answer "2" because it seems always to be harder than it was in earlier days.
- I did, however, had saved end up in my washing machine when they were flushing the system.
- I do not drink the water. Chlorine and Fluoride are not healthy to drink.
- I have a water softener.
- I think we as a city need to talk more about water usage. I think we need to all save as much water as we can.

- If we don't have a water softener at home, don't we have hard water by default?
- Is our water adequately filtered for pesticide and agricultural residue?
- It may just be the plumbing in this aged duplex, but I think a few more feet of water would really help the water pressure.
- Just changed out my toilet. The trap way was nearly limescale shut! (My house was built in the 1994!)
- Love Ames water! Best tasting water I've ever had anywhere.
- Love Ames water! I live in the Northern Heights town homes where the water rate is unduly & certainly rated as commercial.
- Love the H2O in Ames!
- Never had an issue. Of course everyone will want lower rates, but it's already cheap.
- No problem - good service.
- Occasional bad smell and taste for a day or two, but otherwise good.
- Occasionally there is a cloudy appearance in our water accompanied by a slightly gritty taste.
- Only been here 2 months.
- Only while they were hydrant flushing.
- Overall, acceptable service.
- Perfect
- Probably caused by hydrant flushing: understandable
- Rush was during hydrant flushing.
- Shady Grove takes care of water and sewage.
- The water is always hard. Tough on appliances.
- Very cloudy water lately- my son thought it was milk!
- Very satisfied.
- Water is good.
- Water main break in West Ames caused rust. The water is unbelievably hard.
- Water pressure consistently at 105 psi seems high, though has not caused any identifiable problems.
- Water pressure is extremely low!
- Water tastes gross. Hard water is bad for skin.
- We are very close to tower and have very strong pressure - have had water hammers.
- We love Ames water.

Comments on water and pollution control department

- Ames needs to take more proactive approach with storm detention basins in large developments rather than burden all users trying to fix overrun storm systems. Correct detention up front keeps the costs where they belong with developers to correctly design retention on property being upgraded to non ag uses.
- Flooding on South 4th
- Great job. A+++
- I love quality taste of Ames drinking water. Please never change it!
- It has happened at 16th & Wilson intersection this spring. I reported and crews came out and cleared. Seems to work great.
- No issues.
- Not onto my property, but on side street in the neighborhood.

- Sidewalk does not drain. Thick ice in the winter is difficult to remove and dangerous to the elderly in this area.

Comments on neighborhood nuisance enforcement

- (ISU football games) If a person allows you to park in their lawn, I do not think the city should ticket you. It's ridiculous.
- #1 should be relaxed.
- 1. Too over-zealous, hurts poor people. 2. Dog barking response SLOW.
- Three houses in Ames have received many complaints over several years and they're no better: 9th and 27th Ross Rd.
- 4: As someone who walks a lot, people neglect to clear snow around their sidewalks quite often.
- City construction 12-13 hours per day very disruptive.
- Doesn't apply where we live now.
- Ease up.
- Get businesses to up their yards! South Duff Ave is a disgrace! Wal-Mart, Best Buy, BAM in particular-Banks, too!
- Good improvement. Proactively effort preventing parties; improvement of exteriors of rentals.
- Hand out tickets to the rental houses on Lincoln Way that don't shovel their sidewalks in the winter. If the tenants won't do it, fine the landlord. This is a public safety issue.
- Haven't really seen any enforcement of these problems.
- Highway 30/Dayton/S 16th entrance to Ames is strewn with garbage. Ironic since public art was installed there.
- House on 3600 block of Ross Rd has been an eyesore for years! Junk cars, no upkeep, junk in yard, overgrown backyard.
- I do not like the city acting with dictatorial Big Brother authority over private property. Taste is quite various. As long as threats to life are absent, the property owner should be king of his kingdom. I resent Upper Middle Class tastes being shoved down my throat. People should be able to live their values, not forced to live the shared values of the menial class and its representatives on the city council.
- I don't believe any of these issues matter, nor should the city be responsible for them.
- I don't think the city should put too much into those concerns unless the safety of children is at risk. Really, it should be about health and not about some aesthetic standard.
- I drive past many homes that need lots of exterior work and have very overgrown yards. Rental properties seem to be especially run down.
- I had a very trashy neighbor, thankfully a new one now. Sidewalks in winter are horrible. So many people make no effort to clear them. The city should be ranking in the fine \$!
- I have a neighbor that has been a problem and the city has not been able to do much legally.
- I have lived in two apartment complexes, and I realize that the structure of the building has a lot to do with noise control. However, I have reported many noise complaints (repetitively) and notice few-no responses from the PD. I noticed 1 response out of at least 15 reports.
- I have no problem with any of these issues. Ames residents seem to care very much about keeping up property apartments.
- I haven't had much experience with this department.
- I think the city is wasting money doing this nuisance ordinance.

- In our area, the single family homes that are rentals are an eyesore with long grass, weeds, poor sidewalks, etc. It makes the whole neighborhood look bad. Why do we have to wait for a complaint before possible action is taken? I don't feel it is my job to report these nuisance issues all the time. Most are obvious and the city should take a more proactive approach to this and to make the city look nicer!
- Let's say I used to live in campustown!
- Living in Country Club area brings close proximity to the Campustown area where there are yards and housing that call for attention.
- Make a grant to give out free paint to old buildings or make it a community project. It only takes a little bit of paint to make a neighborhood look nice. I heard how in Des Moines, the Habitat for Humanity group was painting houses. Let's do that
- Make and enforce an engine noise ordinance. The (blank) who ride their motorcycles through residential areas as loud as possible should be fined.
- Most neighborhoods are well kept only a few sore spots.
- Most problem areas are rental properties where tenants are not willing to upkeep or have too many people. Need to also expand more volunteer programs for elderly/poor homeowners to get help with exterior maintenance. Some rentals are ugly slow to maintain vegetation in spring and look poorly kept.
- Music and muffler noises all the time. Black smoke, smelly, from some cars and trucks.
- My neighborhood has mostly well up keep. There is one house on E. Wheeler St. that may need looked at.
- Never notice these issues in our area.
- No students in our neighborhood. However, the XXX do have a race car in a trailer in their driveway.
- Not good at requiring snow removal.
- Old furniture sitting along the street should not be allowed for than 48 hrs. The property on Duff Ave around 22nd(?) is an eyesore when not mowed in the summer!
- Our neighbors take pride in their properties and most of the time everything looks good.
- Our subdivision and area do not have these problems.
- Ours is a new neighborhood so many of these issues don't really happen, yet!
- Outside of some homes give poor image of city. There are responsible owners, but lots of absent ones who do not watch their property. Renters don't care either! Lincoln Way is an eye-sore for people who drive in Ames. (Duff to the west on Lincoln Way.)
- Parking on streets due to apartment building 3 or 4 bedroom apt, only room for 1-2 cars. Who set that ridiculous policy?
- Parking on streets is difficult.
- Please put up a sound wall at the gun range! From our home it sounds like a war zone on some days. It starts at dawn and goes into the night! Even when I take a walk at Carr Pak, the gunfire rages on! Does anyone else feel this way!
- Property at 9th and Northwestern is an eyesore.
- Rental properties should be rated on health and safety. Not on whether there are more than three unrelated adults.
- Ridiculous waste of money. A cop showed up at 9 PM banging on my door telling me to move my bike off my sidewalk. An ARMED cop. Ridiculous.

- Some of the over-occupancy is justified as the zoning laws here can be quite impractical regardless of what the city councilmen and city management have tried to argue. I think enforcing the ticketing of parking on the front lawn is a joke - who gives a (blank) if a person parks a motorcycle or car on the front lawn to wash or keep there for short term storage - that stupid law does piss me off.
- The city is harsh on these items in general.
- The city of Ames should issue citations to homeowners who do not keep their front sidewalk cleaned (shoveled) in the winter time, within a reasonable time after snowfall of say 2".
- There are several houses in our neighborhood that are very unkempt.
- There are still houses I mentioned several years ago that have just gotten more run down.
- There are two properties in this area that are awful. One on Alberta and one on Ross RD.
- There seems to be zero enforcement of these things. I received a complaint a couple of years ago about something not visible without trespassing (which I fixed), but two of my neighbors park vehicles in their yard, as well as park my yard. There is a school bus in the lawn of the house behind me. Neighbors throw garbage/junk into my yard over the fence (steel poles, clotheslines, grass clippings, beer cans, and broken glass). I have had neighbors hook into my outdoor water facets to water their lawn/garden, fill their pool, it has cost nearly \$100 some months.
- They must be doing ok- I have never seen these problems.
- This is a complaint-based system and even then it doesn't work.
- Too many loud motorcycles. Fix up the random houses before building more apartments.
- Tried to ticket me for parking next to my driveway when it was full in the backyard.
- We have a neighbor that has notices over a year old condemning the property, but the structures are still there. I wish they would be torn down.
- We have a sidewalk that is blocked by large bushes on Duff and 9th and several neighbors with grass regularly over a foot tall.
- We have lived in several larger university towns which do a better job at enforcing ordinances!!
- We live next door to a literal garbage dump of a property. Poor upkeep, garbage, old refrigerator in yard. It is frustrating.
- What about enforcement of the snow removal ordinance? The city does an AWFUL job of making sure properties comply with that.
- Why can't we park in our front yard?

Comments on transportation

- Roundabouts should be considered for future use when applicable. Poor drainage at corner of G.W. Carver and XXX requires engineering solutions, not standard fixes, i.e. deepening ditches.
- 13th & Stange intersection is SOOOOOOOO slow. So is 13th and Grand.
- 24th and Grand always feels like the light stays red forever.
- Adding a left turn lane on the north bound direction of Grand Ave into 20th St. would be helpful. Traffic gets held up on Grand because people making left turns on Grand have to wait for oncoming Grand traffic after the light turns green. Just reprogram the lights at the Grand and 20th intersection so the north bound traffic gets the green light first so people turning left on 20th have a protected turn.
- Ames, traffic is messed up!! South Duff...Duff RR Crossing...13th & Grand (No left turn lanes! Really!) N-S movement in town is terrible. No planning. Stange and 13th Street! All messed up. Lincoln way lights not coordinated. Entrance in and out of mall on 24th. Dahl's to Walmart driveway job. "Please hire someone to handle traffic in Ames. What a cluster it is now!
- At the last stop of the Red Bus at the middle school, crossing for pedestrians or bikers is very complicated.

- Bike path layout is often poor, path on one side of street only, switches to opposite side, create unnecessary crossing of main streets. Coordinate bike path construction/reconstruction with street construction, plan for a connected system.
- Coordinate traffic signals on Lincoln Way (Duff to Dakota), blinking yellow lights on West Lincoln Way (Dakota to Grand), Sunday mornings until 11am.
- Curbs ripped up, during winter snow removal, snow plows fling snow/rocks 10'-15' (go fast!). Snow removal is frequent and good- but my driveways are so impacted, making it very difficult to clear. Bus stops frequently. Need garbage cans and benches.
- Curbside gardens should be prevented, as these limit parking alongside. Traffic on Stange may need study as growth continues in the north.
- Did anyone even try to coordinate the Lincoln Way lights in West Ames? I get the side streets need time to turn, but if these lights were coordinated it would save everyone time. Stoplight every block on Lincoln Way in West Ames, seriously. Plus, no turn lanes. I get you can't fix the turn lane issue, but why do I have to stop at Marshall Ave every time I drive to campus? The Lincoln Way stoplights need better timing and coordination.
- Don't waste resources washing medians in spring. Rain does good job. Lincoln Way from Dakota to Hyland has too many lights. City should evaluate need of three in three blocks vs. using existing streets to route traffic and closing or left turn lane those without lights.
- Dotson and Beedle drive signals highly ineffective.
- Duff Ave. near business district (Walmart, Target etc.) Freaking sucks between 3:30-6:30pm. TERRIBLE And on weekends.
- Duff is a joke, Stange is also horrible morning and evening.
- Far too many street lights for low traffic intersections, if it is busy, there are many other options on to arterial roads than a streetlight at ever crossroad.
- From 5-6 PM on weeknights attempting to turn north onto Stange Rd. from east bound 13th can often take much longer than desirable.
- Getting across S. Dakota near the day care is awful. I've waited 5-10 min.
- Getting better this last month.
- Hate to drive down Duff! Takes forever. Needs to be re-vamped from one end to the other.
- I drive South on Duff Ave from 13 St, and I sometimes have to stop for every light from 13th to way south of Duff. What a waste of time and gas!
- I often hit every light red on Lincoln Way between Beedle and Duff.
- I think the problem is coordination and consistency among the traffic lights on Lincoln Way. There are an appropriate amount of lights, but you can't ever really seem to predict the traffic flow. Sometimes it feels like I can drive from Dakota all the way to Duff in a matter of 5 minutes. Some days it seems like it takes me 30 minutes to drive across town.
- I think these should be traffic signals and/or cross walks by bus stops so people riding the bus can cross the street without jaywalking or walking far up the road (e.g. S. 4th St.) I also think there should be a stop sign on Walnut Street and 4th street. I go up to the stop light to cross because it is not safe even though this is out of my way.
- I travel from North Ames @ home to South Ames for work. Many days I end up stopped at every light on Grand Ave.
- I wait for the light to go through the full cycle every time I try turning onto University off of 16th Street -- I think that's an ISU intersection though.
- I was appalled that a city so huge is just plain awful at getting snow off the roads. I'm not sure if they are just seeing if the snow is going to get worse or what, but it's just awful.
- I would like to see the lights help flow instead of stopping it. The light on E 13th by the Holiday Inn will stop flow of a dozen cars because one car leaves the gas station.

- If you stop for one, usually means stopping at most - unless you get lucky.
- Improve coordination particularly along Lincoln Way.
- In my estimation, traffic problems in Ames are negligible. A lot of traffic, but flow is okay. Rarely does traffic impede me. 10-15 minutes will get you anywhere in town.
- Iowans use too much salt. They should learn how to drive, e.g.- don't slam the accelerator and then slam on the brakes. Incompetency rules in Ames when driving on snow and ice. Worst bike path system of anywhere we have lived. If can be very difficult to turn left onto Mortensen from Beach. Most people are significantly exceeding the speed limit.
- Is it possible to invest in snow plowing that doesn't block driveways? It's not right for the snow plow to block driveways with snow from somewhere else.
- It is impossible from 7-9 AM and 4-6 PM to get from west Ames to Duff Ave on L-Way without stopping 10+ times.
- It would be good to have the left arrow signal on busy streets.
- Left turn signal @ intersection of Beach and Lincoln Way (when turning from Beach to LW) would be helpful.
- Light at corner of 13th & Duff way too quick. Stays green north/southbound for maybe three seconds at night. Light at 6th & Duff is excellent even when on bicycle. Sensitivity to motorcycles and bicycles would be great if at all possible.
- Light timing doesn't seem to match traffic volume/patterns.
- Lights are often poorly timed. This problem might be due to large #'s of pedestrians.
- Lincoln Way far west seems to have lots of trouble coordinating.
- Lincoln Way is never timed correctly and is slowed way down with too many stops and starts.
- Lincoln Way is particularly poor at sequencing stoplights.
- Lots of start and stop and long waits at red lights.
- Lincolnway and University, Southbound university has 2 lanes, the inside lane does not trip the green light at night ever. The outside lane will and the turn lane will.
- Many close signals are not coordinated- means lots of stops.
- Many potholes on main, heavily travelled roads. Some areas had patches of gravel for months- unacceptable.
- Money has been spent to develop a bike path system; it should be used. Multiple bicycles ride abreast in 45 mph zones creating a dangerous situation when a bike path is less than 25 feet away! Bicycles should be required to use the paths, when available, and adhere to traffic laws, especially in the university area.
- My street is always one of the last to be plowed and the plow piles snow in my driveway. It is always icy in the middle of the block. The intersections are much better. Lights on Lincoln Way need to be better coordinated.
- Need a light at south end Ada Hayden and Hwy 69 intersection. Top O Hollow has standing water with no drainage in front of our house. Street sinking due to overloaded large dump/semi-trucks on Top O Hollow. Several phone reports! No response.
- Need a turn arrow on 13th at intersection of 13th and Grand.
- Need bike lanes, increased bike paths, more biker awareness. These are the features that will draw people here.
- Need to fix light timing when on south 16th and try to cross Duff or turn north onto Duff - Traffic is backed up for blocks.
- Neighborhood streets need to be fixed.
- On a trip south on Duff Ave, every light I came to was red all the way to Airport Rd.
- On Lincoln way I stop at every light on my way to work. It gets quite annoying some mornings, because I barely get going to have to stop again and again.

- Poor timing on many stoplights. Turning from Duff to Main after train is completely stupid when going north bound.
- S 16th and Duff- green turn arrow does not last long enough. Traffic backs up to Earl May during heavy traffic.
- There are a hand full of intersections that are 4 way stops and could be only 2 ways, and a few that have no signs and its hard to determine who has the right-a-way.
- Seem random. Lincoln Way and North Grand are set up to stop us. It wastes time and fuel. Stoplights do not sense a bicyclist. You can sit forever. Also many places cyclists can't reach cross buttons (e.g. L-Way and University)
- Should not have to stop at every stoplight as you cross town while driving the speed limit yet that frequently occurs.
- Signals too long!
- Some intersections in my neighborhood do not have any street signs - yield, stop, etc. Generally this is not an issue, but there are some times when it causes issues with right-of-way and traffic.
- Something HAS to be done with Grand and 13th intersection. Need a turning lane.
- Sometimes I feel like you need to speed to keep up.
- Stange and 13th congested- too long of a wait.
- Stoplight at 6th and Clark doesn't register bicycles waiting on 6th.
- Super Wal-Mart. Something needs to be improved there. Long line to turn left/south on Duff at lights. Lots of people making illegal turns in front of store.
- Terrible hole on 24th Street
- The 13th street lights, east and west at Grand, need turn arrows so that vehicles can turn south and north without traffic being backed up for blocks. This is an easy fix, with just arrows!
- The intersection of Coconino Rd. and Mortensen Rd. is terrible! Something like a right only turning lane would ease up a good amount of stress. Building quite a few new apartment buildings and not changing that intersection at all has made the problem twice as bad in the past year.
- The lights are so close together that sometimes when the light further down is green and the closer is red, I have seen people try to go.
- The North-South lights on Lincoln and University often are red far too long, and several times never went green for several cycles of green on the East-West direction
- The pedestrian signal is very, very slow at many Lincoln Way cross-streets. You should decrease the wait time.
- The signal changes in the night are too quick. Need a very hard brake to stop.
- The talking one on Sheldon and Lincoln way is too loud. It can be heard on Hyland and Lincoln way
- The traffic signals are timed just right. It also seems like the yellow lights are slightly longer in Ames than in other cities, which I like.
- The yellow lights are very long in Ames
- There are enough!
- There are way too few stop signs. Streets coming on to Stange north of Bloomington need stop signs- don't wait until someone is killed.
- There is no coordination.
- There needs to be a traffic light getting off of Hwy 30 eastbound getting on to Duff. Traffic is always backed up there between 4-7.
- There really needs to be a stoplight at Mortensen Road and State Street. The traffic in the morning and rush hour at night is absolutely horrible.
- There's always a problem at the intersection of Mortensen Rd and Coconino Rd in the mornings (West Ames)

- Timing needs to be better adjusted.
- Too many lights on L. Way by West HyVee. Traffic lights not coordinated with cross walk button. Especially unresponsive at L. Way and Hickory Dr. Makes is unsafe to cross street to get to the bus. Also- lower speed limit along L. Way between Dakota and Hickory Dr.- people go too fast through there.
- Traffic flow on S. Duff is frequently messed up with the lights for the Hwy 30 off-ramp signal.
- Traffic light on Mortenson and State (4-way stop). Turn light activated on Stange and 13th on weekends needs to be active at all times!!
- Traffic lights work well almost- always and even when "out" are repaired quit quickly.
- Turn signal lights at 13th and Grand and 20th Grand!!
- Very annoying and frustrating.
- Walk lights in major disrepair, and too short in duration. I have major problems doing my marketing in winter. Your crew needs fired and replaced.
- West Street is a runway! Check traffic and speed during school year- not during summer and school breaks!!
- When turning right and no traffic lights change immediately. When turning left it takes a minute or so.
- Would like to have bike paths connectors for riding throughout the city- hard to get to Ada Hayden from our house.
- Would like to see more sidewalks built- especially by Wessex/Riqqenberg Park Development off Oakwood Rd. The significant number of runner/bikers is very dangerous with the fast car traffic. There needs to be a stop light after the ramp from Highway 30 onto University Blvd (turning left). This can be a very dangerous intersection and can also cause cars to wait 75 minutes to turn left.
- You have to speed to make all green lights.
- You're kidding, right? I won't travel Duff since it's such a nightmare, and Lincoln Way is one red light after another. You can rarely get through two green lights in a row. Let's keep travel flowing not start/stop.

Comments on CyRide

- You need to learn how Mexico does it! Smaller buses, going more frequently (much more frequently) the major routes. Customers need to learn to walk some distance. That will still be further than right now.
- After 5pm and on weekends the service is too infrequent to be useful, during business hours it is quite good.
- Also #2 has been a problem when I have used the bus. Yellow route has a big mid-day gap. (It did help me find a new vehicle when an old one had to be replaced.)
- Also I like to have the convenience of leaving and parking in my own car but use bus services on campus to get from one building to the next especially during bad weather.
- Ames is getting bigger and businesses are no longer centralized. Need for expanded CyRide. The Research Park has grown in the last few years. CyRide need to expand time or coverage beyond 7 PM.
- Appreciate and am proud of having this service/option. Also use of hybrid buses. Would like to consider free-rides for k-12 students.
- As a former Iowa city resident, I am used to a bus system that offers more routes more often covering more of the city. Public transportation is important, and CyRide isn't good enough.
- Brown has a poor schedule (doesn't run past 7 pm), but I see the low need for changing it and why it wouldn't be cost effective to increase service.
- Bus stop is 1/2 mile away.

- Buses in west Ames don't come at very convenient times, especially the 7 purple because I live at University Plains and it barely comes at all and it's a pain to walk all the way over to the red 1 bus stop especially when it's really cold, rainy, and snowy out
- Closest bus stop to work is 1/2 mile.
- CyRide is a great service.
- CyRide is great!
- CyRide needs to run Moonlight Express on Thursday nights. It's a public safety issue. Less drunk people driving and causing issues at bar close. Even if it ran once at like 2:15 am.
- CyRide was great when we were in college and on late nights.
- Did use CyRide as a student.
- Drive to work for convenience, use CyRide on weekends.
- FABULOUS
- Getting back home late on the Yellow route is not an option.
- Have you ever tried to ride the red route toward campus on a school or game day past the first stop? The service does not match the population growth! Why must all routes go through campus? Why not a grid system east, west, on Mortensen, Lincoln Way, 13th, north south on Dakota, University and Grand/Duff. Plus university circulator? Dumbest system I've encountered!
- Having lived in Europe twice, USA public transportation pales in comparison. You don't need a car in Europe - here it's essential.
- I am on disability and get less than \$1,000 per month. Service is excellent.
- I appreciate the opportunity to use good city transport in several instances, but rarely use.
- I do use CyRide as often as I need to- it is very handy and appreciated since I don't drive!
- I don't own a car. I use the bus, ride my bike, or walk to get around.
- I live in West Ames, buses do not "meet" on weekends. Takes from 7 PM till *:30 PM to get home.
- I made extensive use of CyRide which I while I was on staff at Iowa State. In retirement, schedules and destinations are more inconvenient.
- I might use if I got the same discount students do, but my property tax just gets to pay for it.
- I ride to and from work everyday and its wonderful!
- I think CyRide does a great job.
- ISU student, use daily.
- It's great for getting to campus, but not too convenient for errands etc. Also, weekend and evening buses are infrequent. What is good about CyRide it is so dependable. Compared to other bus systems I have used.
- Majority of buses I see are very sparsely used.
- Most trips are short (walk) or involve carrying something.
- My husband has a hard time climbing the steps and the bus driver takes off before he can find a seat. ISU used to help assist more in the bus pass for the semester.
- My wife and I are in our mid 60's, and we have no need to use CyRide plus my wife is in a wheel chair.
- Nearest bus stop is 1 mile from home. Need to go home from work at lunch.
- Nearest CyRide stop is a mile away, by the time I get there it is quicker to drive myself.
- Need more 6 Brown South to go past new Hansen Ag Learning Center on Mortensen when students have classes out there. It is too hard to get to class on time with the current schedule that goes past that stop.
- Need more service to extremes north Ames.
- Need to work with ISU to have different ID's for staff and students. I know of numerous ISU younger employees who ride free - obviously no conscience.

- Nice to have more out past K-Mart area and routes from West Ames to Duff earlier in AM. Would use more then.
- No direct route to either job.
- Occasionally like to ride CyRide. It's very convenient when I do.
- Only runs for the DMAACC schedule in my area. Only one stop.
- Overcrowded.
- Pretty good. I know student government pays for a share of the cost. 90 percent students, and they supply 60% of the cash flow. One thing to keep in mind is that the bus service is used by many of the Ames community that are working or non-working poor. That rough 10 percent of others should be considered to cost more to the city since it costs more per service to those poor people - so don't charge students more!
- Red route should be routed from the middle school to Mayfield Dr. to Maricopa Dr. to Coconino Rd. then back on to Mortensen Rd. Maybe every other bus?
- Route does not come far out. We would use it if it did.
- Some of our roads are really not wide enough for the Cyride buses, but the bus drivers are quite accommodating.
- Take bus frequently. Very convenient.
- Takes me 15 minutes to drive to work, 20 minutes to ride my bike and 35 to use CyRide
- The bus is less frequent in the evenings.
- The CyRide schedule is wonderful. The only time I have ever experienced a problem is during ISU breaks on Sat eve. When schedule cuts look. I use CyRide frequently and the drives are extremely helpful and friendly. They go out of their way to help during bad weather and icy stops.
- The Grey route that runs along South 16th Street, a road with many residents alongside it, has an awful schedule that makes using it inconvenient or forcing driving frequently altogether.
- There could be some express type busses during peak times to get from one side of town to the other in a more timely manner.
- There is not a bus far enough west.
- They should close roads to private transportation to encourage public transportation, bicycles and exercising.
- Used to ride; should again. Good service; much underutilized- if free, would costs go up that much?
- Very good It would be nice if it took us to other cities in Iowa over weekends
- Was always satisfied with Cy-Ride while we were in college.
- We are typical wasteful Americans on this one- We do bike in good weather to shop downtown and for groceries.
- We live near Ada Hayden- would have to walk up the hill to Bloomington to catch the bus.
- We love CyRide in Ames even though at this stage in our family we can't use it as much. Young children.
- We need a swing through the Stonebrook neighborhood!
- Why not raise property taxes to make CyRide free?
- Wife works in Ankeny I go to school, route in the morning is good, small layover ~30 mins ride (takes me 15 in car, plus walk 10 minute). BUT Afternoon SUCKS. Same route, 30 min layover downtown, almost an hour to get home. What gives? Not cool. I know less students live in south Ames (Near Jewel Drive), but still, HOUR long bus route.

Comments on community recreation services

- (1) Could use campground. (2) Need indoor pool - new: school to work with city - School not to rush

it!

- Except #6 Brookside Tennis Courts NEED restroom (kybo?) facilities. The new courts #1,2,3,4 NEED benches!
- 1. Take care of your soccer fields. 2. More stuff for young children especially on weekend and winter. 3. Staff in rec services has to be better about responding; RE: emails and phone calls.
- Ada Hayden restrooms should open earlier in the season and close later! Same with Brookside. In fact, these parks are well-used year-round. Why aren't the restrooms unlocked?
- Ada Hayden trail needs to be resurfaced, many cracks in the blacktop. Also suggest putting symbol of bicycle (stencil) on the pathway under the symbol write "Passing on the left" and paint this near the entrance to the path so people are reminded to say that- some do and some don't.
- Addition of trail maps in and around parks.
- After Veishea week, I noticed pieces of glass on the bike trail that connects State and the practice field for baseball. I also noticed some glass on the street and sidewalks near campus town. I was really concerned about my bike tires. Nothing happened, but it would be nice if after events like Veishea, there will be more attention to the conditions of the trails.
- Ames has a lot of less developed forested areas, like Munn or Carr woods, which I enjoy.
- Ames has outstanding parks. Nice if we had more winter stuff like ice skating, but that can be difficult I know. Good sledding hills.
- Ames parks are great!
- An explanation of what is covered under "Park activities" and "Recreational opportunities" should be included.
- Appreciate great parks in Ames. High quality trails important.
- As I've used parks are very nice seemed to be maintained well.
- Bike trails are not well-maintained. There need to be more bike trails and bike path/sidewalk on Mortenson between State St. and S. Dakota St. need to be lighted. It is quite heavily used and dangerous at night without any street lights.
- Brookside and Emma McCarthy Lee's restrooms are smelly, poorly serviced, without T.P., low on water, and frequently closed.
- Brookside play equipment could use an upgrade.
- Checking picnic tables for cleanliness would be a nice service. There are some pretty nasty things (grease/oil/bird poop, etc.) on picnic table at times.
- Courts ... depends on which.
- Do not need more tax funds for parks and rec.
- Don't use the parks.
- Good job.
- Grills need more frequent care. Aquatic center pool closings due to public urination: problematic. Lots of offerings for youth/young adults. However, much more needs to be offered for middle/older adults (which are our fastest-growing demographic ... we need to enhance their healthy quality-of-life).
- I have encountered closed restrooms in parks during weekend.
- I lead "nature" walks/classes for K-12 and very much appreciate wooded/natural areas.
- I like the trails, shelters, and open space at the parks.
- I live in the NW section of Ames; I wish there was a nice, big park in this area (away from RR tracks!)
- I love bragging about Ames' recreation opportunities, and really enjoy using many of them.
- I love the parks and how clean they are.
- I often use the dog park. Being that the winter months were difficult, I feel as though the grass/walk trails could be improved.

- I saw closed restrooms in weekend.
- I use the disc golf courses and they are really nice
- I use the hard surface trails in N. Ames. Would like to see more.
- I wish play equipment would be fixed up.
- I wish there was another park west of Ontario and N. Dakota.
- I would like to see better/more trails. Playground needs updating in some parks and smaller/neighborhood parks need more attention. For example, the Duff Ave Park. There are LOTS of kids in the area and the equipment is unsafe vs. the small park at 9th and Douglas has had a ton done and very nice. Park shouldn't be neighborhoods' responsibility to fundraise for.
- I would like to see less paving and more green.
- I would like to see the appearance of parks to improve and overall number of parks to grow.
- In my neighborhood on s. 16th a new park sign was put up with a parking lot yet no playground equipment. What's the deal? Start and finish a project.
- Lee park need to have a dog dispenser and sign. Also need a sign saying no bikes allowed in Munn Woods area as well as project to control invasive woodland vegetation.
- Lots of gross old splintery tables.
- Love Ames parks!
- Love the parks, big fan!
- Many of the picnic tables are wobbly
- More trails and paths to walk or bike would be nice.
- Move connecting trails would be great, different types of playground equipment/natural play landscapes.
- My wife is in a wheel chair, so we do not use the trails and parks as much as most. Need to have family bathrooms.
- Need couple more shelters with picnic opportunities.
- Need more public tennis courts - both indoor and outdoor but particularly indoor.
- Need street cleaner on all streets.
- Not applicable. My age precludes use of park areas, but I enjoy their excellent appearance.
- Not enough trails. Restrooms are few and the few are poorly maintained in my experience.
- Parks have very good upkeep.
- Paths on A.H. are neglected- bad shape.
- Places like Munn Woods should be more publicized. I only stumbled upon this area after living in Ames for three years.
- Public restroom downtown.
- Quite a bit of poison ivy in some parts.
- Rental fees for shelter houses should be lower.
- Some of the grills at the parks have been taken out/destroyed and the garbage has not been collected for a while in some of the parks
- Some trails need work. Additional trails could be added in areas of town that have none.
- Stagecoach Road access is well-used year round and is a mess! Garbage has been dumped there and has not been cleaned up. There is no signs prohibiting dumping.
- Sure would like to see more soccer fields at parks and not just Hunziker Complex. Would also be nice to have soccer Games/League offered on Saturdays instead of all of them being offered on Sundays. I like to play soccer but I also enjoy going to church on Sundays.
- Tables at Brookside could use replacement.
- Thank you for maintaining our parks!

- The city requirement for annual back flow device testing on sump pumps and irrigation systems is not only ridiculous, but unfounded by any data with evidence that supports this practice. Testing could easily be extended to every two or three years with no adverse consequences.
- The cleaning at parks is very poor. Bathrooms and water fountains are extremely dirty especially Ada Hayden. The old trails are very poor (narrow and cracked concrete). There are no trails to campus for students. Campustown also has the worst sidewalks, downtown in 2nd place.
- The great parks here are a major reason we like Ames.
- The wooded areas could and should be conserved and where ice storms and wind damage has occurred, there should be replanting so that there will be succession for decades to come. As it is, these areas are overrun. Native species should be preserved.
- There seems to be a lack of wooded areas/wilderness trails to hike on.
- Took too long to get around to repairing Squaw Creek walking bridge south of HyVee.
- Use Inis Grove park the most, which is how I voted my satisfaction above. Unsure of other parks in Ames.
- Holubs and the volunteer gardeners deserve accolades!
- We are very fortunate to have such an abundance of beautiful parks in Ames. For me, the tennis courts have been a huge asset.
- We can always use more trails (bikes) around Ames. A good dirt trail with substantial length would be appreciated.
- We have fabulous parks.
- What planning? Aren't the developers/real estate guys running this town?? While the concept of Somerset is great, the execution is terrible. Blind intersections, poor parking....speed enforcement!
- Wooded areas and appearance: very littered. Please hire people to pick them up. Toilets are filthy.
- Would like to see more expanded bike trails throughout the city.
- Yard upkeep- Have a hoarder down the street- moved into house on 16th st.- Now boxes are piling up outside of his garage. Do not agree with chickens in town.
- You missed the boat by closing Carr Pool. A big mistake for lots of residents.

Comments on Ames Public Library

- Another A+++! Get wonderful service from these people.
- APL is a major asset in this time.
- Conditions will be changing when library moves back to permanent building. Current parking is good, but free parking not available in permanent location.
- Excellent job! My kids love it!!!
- Exceptional library- especially love kids programming! Staff provides excellent customer service, too!
- Excited about new facility!
- Excited to see it move out of the strip mall and back into the remodeled building.
- Hard to answer about the current, temporary facility.
- Hard to rate the library until the downtown location opens. I answered based on Lincoln Center location.
- I can't wait for the new building to be up!
- I can't wait to get back downtown! Bike access on Lincoln Way is no picnic and walking there is miserable.
- I do not like that it is all the way out on Lincoln Way. It is very inconvenient and hard to get to.
- I like a lot the services that the Ames Public Library offers!

- I look forward to the new library and the transitional space was well organized.
- I rated the library based on current Lincoln center location- parking is great! Parking at the regular library is NOT good.
- I use ISU's Park Library.
- I use the library way more in its current location. I would have preferred an accessible branch library to the palatial rebuilding of the downtown library.
- I will defer to the new facilities.
- I work at Ames Lab on ISU campus, so I typically use ISU's library for convenience.
- I'm looking forward to the move and settling down in the new, improved building.
- I've never been to the public library.
- It's a great facility which should have an increase in funding for both materials and employee salaries.
- Library costs are very high relative to other services. In this age of "electronic information," costs should go down, not up.
- Library parking is actually better in the temporary location. Hoping that when the new improved library reopens, that there will be better (and more) parking than there was before. Also hoping that the next upgrade to the online catalog will identify whether an item is a book, audiobook, DVD, etc.
- Looking forward to seeing and using the remodeling area this fall.
- Looking forward to the library opening.
- Love the Bookmobile and holds service
- Many features not available in temporary location.
- More handicapped parking - no steps - parking by front entrance.
- Most of the problems are attributable to the temporary location. I expect it to be much better in the new library.
- Need to have furniture. Carpets cleaned regularly (or more often).
- Never been. I'm sure it's nice.
- New library should have had a free parking place- no fun to put money in meters to walk across to get a book. I go on Sundays you don't have to pay- same with voting down there.
- Not easy, nor appropriate to respond, given the transition to a renovated and expanded facility. Old library- Not enough mtg. room space on availability.
- Not enough space in the temporary location
- Our new library hasn't opened at this time- so, this section is impossible to complete at this time.
- Parking has been greatly improved by the move to the temporary facility.
- Parking will be serious problem.
- Space will be available when the library is finished.
- Temp. location is tough.
- Temporary facilities have been adequate, but we can't wait for the new library!
- The new library should have adequate free parking adjacent to the library.
- The temporary location is further from my home. I can walk to the main library, but not the temporary location.
- The WILBOR site is crazy hard to navigate and is not that user friendly. I realize this is the go-to site for hosting and is not an Ames thing. But one thing I would improve about the library is WILBOR. We love the Ames library and use 2-3X week.

- There was one time I went to the public library because I don't have a printer at home and ran out of printer credits at the school, so I went to go use the computers there to print something off and the whole process was very confusing. I don't think they have enough computers and I had trouble logging off and trying to print something. They don't make the instructions very clear and some of the workers were rude when I asked them for help, so I haven't gone back since.
- They need more scanners that are newer. The one scanner they have has a very tedious set-up procedure that takes too much time. Also, there is only one scanner, so waiting for it to be open takes a long time.
- This section should not apply for use of building since improvements are in the process of being made!
- This is hard only answering for "old" library. Better info and answers would be gotten for this one or two years ago or after new library open awhile.
- Very useful, and reliable
- We are excited to use the new library!
- We have always been satisfied with our library and expect the new addition will make everything better-except the parking!
- Library needs to purchase Loon (?) Text for visually handicapped people.

Would you support the City of Ames pursuing a bond referendum for \$6 to \$8 million to construct an indoor, warm water, recreational aquatic center that would replace Ames Municipal Pool? If NO, why?

- A shared pool has worked for many years. ACSD & City of Ames should share construction and operating expenses of one pool.
- A YMCA or new city gym is more needed than a state-of-the-art aquatic center.
- Already have a new aquatic center. Good enough.
- Already paying too much taxes for things I never use
- An outdoor pool provided children (and adults) the opportunity to spend time outdoors in the summer. Indoor pools already exist in areas such as the University and gyms in the Ames area the people can access during cold weather.
- Because my house does not care to pay for a pool
- Because the costs would come back to the residents of Ames.
- Because there is an indoor pool at Iowa State University.
- Benefits fewer people than many other public expenditures. Other indoor options could be available to residents.
- But: Not (absolutely not) located at Ames High School. The reasons are numerous and valid. Facility ought to be over-reaching in terms of cost. It's yet to be determined whether we can afford everything. I would hate for this facility to be voted down because of Taj Mahal-overreach. This facility needs to be therapeutic & exercise oriented. And, older adults need should be addressed.
- Can't legally go there anyway.
- Cost.
- Do not know about use. No info on need/use.
- Do not use it. (2)
- Don't care either way - yes or no.
- During the summer it's is beneficial to have an outdoor pool. Will lose people with outdoor pool. Some people go for the fun.
- Elderly. No family in Ames.
- Expensive - How much would that increase taxes?
- Extend the life of Ames Municipal pool at less cost.

- Furman aquatic center wouldn't use it, tax increase.
- High Cost. There is already indoor pool facility in State Gym on the ISU campus, and I have yet to hear any comments of it or the need of a year round aquatic center.
- Human services & energy more important.
- I already belong to a gym with an indoor pool.
- I am tired of taxes going up!!!
- I can barely pay utilities and mortgage, property tax increases are significant to my quality of life.
- I didn't even know there was a municipal pool.
- I do not see an indoor aquatic center necessary.
- I do not use it (2)
- I do not use this facility.
- I don't know what all that is.
- I don't swim.
- I don't think we need it.
- I enjoy the outdoor water facility, especially in the summer.
- I go to ISU State Gym.
- I need to conserve \$\$.
- I prefer the city spend the money improving parks & trails.
- I question the % of the Ames citizen that would benefit. I would agree if there was some form of user fee to recover cost from those and only those that use the facility.
- I think a new joint city/school competition pool would be a better choice than Aquatic Center. Could you staff an indoor aquatic center during the day? The outdoor Furman center cannot be adequately staffed once school starts. I worry a new indoor aquatic center would sit unused M-F during school hours because of life guard staffing. Also new state gym pool is a great facility if more people not affiliated with ISU could gain access occasionally.
- I think an outdoor pool would be more popular and a better asset to the community.
- I want an outdoor waterpark.
- I would hope the city, not the school district, could jointly construct a new pool to replace the old one that both helped pay for. The public could use when the school did not need the pool.
- I would love a facility like this, but Ames taxes are already much too high & feel like I get very little for what I pay esp. road conditions, plowing, etc. They are more essential.
- I would never use it.
- I would not use it.
- I would rather see Ames municipal pool renovated.
- I'm a student and have pool available.
- I'm old and on fixed income & can't afford more taxes.
- If "proper time" and cost.
- If the budget has surplus, that seems reasonable. If not, how much tax will this be on taxes and apartment rent? Is the percentage of people in Ames that will use the pool large or small? Survey how many people in Ames would use the pool to be cost versus benefit.
- If the entire project would be covered by the bond, then yes. Otherwise it is a poor use of city funds.
- In times of tight budget, I feel these dollars could be better spent.
- Increase in taxes. (2)
- Increases tax burden, and do not used by many who actually work.
- Indoor facility is too costly to keep open all winter. Already have multi pool option on 13th St.
- ISU has two pools.
- It does not affect me. I will only be in Ames for a couple more years.

- It seems we would not need 2 pools plus the ISU facilities.
- It's too small and far from school.
- Just built outdoor facility and new library - ask for pool when those are paid off.
- Keep ACAC out! So facility can be used during "normal" hours.
- Money.
- My taxes are too high already.
- My taxes keep going up too much.
- Need more information. (2)
- Never use.
- No interest, too expensive.
- No longer use pool for swimming or exercise.
- No need.
- No use & no need for another Taj Mahal
- Not a necessary item. There are more important issues.
- Not a smart project now with other costs and projects going on. There are other options for aquatic centers people can use until there is a better time to start this project.
- Not convinced cost is worth whatever benefit might result.
- Not much offered for seniors with no money.
- Not necessary.
- Not needed.(2)
- Not something I would use.
- One outdoor facility is enough. People won't go in the winter. I will use it, but most people are too disinclined to get exercise in the winter.
- Outdoor is fine, no need for indoor.
- Pools already exist to serve the ISU community & Ames public school students. Others can get access to pools through health clubs.
- Possibly start a contract with ISU to use facilities. A city the size of Ames doesn't seem to need multiple indoor pools.
- Prefer Green Hills pool because we live at GH. However, if you make a case (convince me) that the community needs one.
- Private funds should be used.
- Rather you spend the money on bike paths.
- Rent the university's pool.
- School should have their own pool. Inconvenient to use around school schedule.
- Several ISU facilities are available.
- Should be supported by users of the pool and not the general public.
- Should still be combined structure.
- Summer's fun to go to an outside pool.
- Tax increase.
- Taxes are high enough in Ames. Not all people living here are rich.
- Taxes high enough now. (2)
- Taxes will go up further.
- Taxes would raise & I wouldn't use.
- That is a lot of tax payers' money for a small amount of users.

- That money should be used in a smart way like education. There is no need for it since every family should create their own activities. This kind of non-natural environment makes us more superficial and materialistic. Ames is a community that has to improve knowledge and education.
- That's not the purpose of the government.
- The dollar amount is too high.
- The expense, and we likely wouldn't use it - or know people who would, regularly. Plus, we have a new outdoor facility (Furman).
- The Furman aquatic center is still very new and it is clean, and fun. I don't think there is much need for a public indoor aquatic center too.
- The infrastructure (i.e. roads) needs more attention than a pool.
- The money could be spent on more important items that pool has many more years of use before it needs replaced.
- The money should be invested in other areas: Education K-12, to help families in need.
- The old one can be replaced & the location is good.
- The pool is already huge, why does it need to be replaced?
- There are other options in Ames for an indoor pool: ISU, many hotels, Furman aquatic center.
- There is already a water park in Ames.
- There is not a need for it.
- This facility is needed for resident adults, particularly older adults. School involvement in such projects always ruins the facility for regular citizens, who are squeezed out by the hoards of young.
- This would mean increase in taxes, also the outdoor aquatic center is often dirty & polluted so the indoor one won't fare so well either.
- Too costly.
- Too costly for amount of users.
- Too costly, tax payers' funds need to be used elsewhere.
- Too expensive.
- Too much \$
- Unnecessary.
- Unnecessary costs. Could be used in other areas such as street maintenance.
- Unnecessary- would not use.
- User fees should support this type of activity. City may back the loan, but users should pay. The carrying fees and pay off bonds. Do not make taxpayers float this.
- We are on a fixed income and can barely afford the taxes we are already paying.
- We do not need the added expenses at this time.
- We don't need that type unit.
- We have enough bond issues right now.
- We have not used the current one.
- We wouldn't use it.
- What is the use? I have very little information on it.
- When I wanted a swimming pool I bought a home with a pool. Ames operates their pools at a deficit. Not only does the taxpayer pay for the facility, but is further burdened by subsidizing user fees. Increase user fees and run your facilities like a business or don't run them at all.
- Why not combine the two separate efforts & create a really nice facility?
- Will not use, and I do not generally vote on referendums.
- Would be dependent on location.
- Would not use it.
- Would not use.

- Would support if other facilities included- additional gym, tennis courts, etc.
- Wouldn't use that need.
- You had a pool (Carr).
- You just did a pool, why wasn't that done.

If an indoor recreational aquatic center is built, do you have a preference as to where it should be located? If YES, where?

- 13th St. near softball park
- 24th & railroad tracks - huge empty field
- A central location.
- A central location- with bike paths to access it. Please, no large parking lots.
- Anywhere but the high school.
- As central as possible, CyRide service (2).
- As centrally located as possible.
- At present or near Somerset.
- At the high school.
- Away from Campus, preferably north where there is more open space and nicer neighborhoods.
- Build it were Carr pool used to be. It's city land.
- Campus.
- Carr pool old location - with a plaque for Carr, please.
- Center of the city.
- Central Ames (2)
- Central Ames not by middle school.
- Central location.
- Central location. Not out in the fringes of town. Maybe the old middle school property on State. OR even better, where Carr pool was. OR Northwood. Somewhere the most people in town can walk or ride to. Not someplace everyone has to drive to.
- Centralize
- Centrally - not just in upscale north part of Ames, 13th St. is a good location
- Centrally located if possible.
- Close to IA State.
- Close to South Ames.
- Close to the middle of town so I could bike to it.
- Do a joint project with Ames schools to save money. Ames High again? If the pool needs replaced, try to do it in the most economical way.
- Doesn't matter. West Ames.
- Downtown area not university.
- Downtown area not west Ames.
- Downtown or east of downtown.
- East Ames.
- East half of town
- East of ISU
- Gilbert
- High school (3)

- In the county, so you can avoid high city taxes
- Local high school
- Must be accessible by CyRide. As a Baby Boomer on Social Security, this would be strongly supported by myself & others who cannot afford membership for swimming therapy.
- N.E. side of Ames.
- Near a location that has existing parking (Middle School?). Also the middle school course, make use of it. But, I'm sure Ames will do something completely illogical. There seems to be very little cooperation/coordination of facilities & services between the City school district and ISU. Maybe ISU has more swamp land to sell!
- Near a bus route.
- Near AHS.
- Near Ames High.
- Near Furman Aquatic Center.
- Near high school.
- Near ISU.
- Near Main Street.
- Near School pool. Coordinate a social recreation site with school - Maximize and share tax uses.
- Near school, in partnership.
- Near the Ames Municipal Pool.
- Near the center of town where there is plenty of parking.
- Near the existing pool.
- Near the High School if owned jointly. If not could an indoor pool be built near the outdoor one & use the same parking, maybe restroom facilities.
- Near the middle school or high school. Residents would use it more than college students.
- Near the middle school or near the Furman Aquatic center.
- Next to Furman or next to Middle School.
- Next to Middle School or Target.
- Next to the gym.
- Nice if close to Ames middle school.
- No flood plains.
- North.
- North Ames (4)
- North Ames or adjacent to Furman aquatic center
- North end of town or near downtown
- North of 24th St.
- North of Ames.
- North or central Ames.
- North part of Ames.
- North side of Ames.
- Not in a flood plain.
- Not in Ames.
- Not in Campustown, closer to where Ames residents would make use of it instead of college students
- Not in flood plain, CyRide access should be good
- Not near us.
- Not to have it!

- Nowhere.
- Old middle school.
- On a bus route (2).
- On golf course on Stange.
- On the NE side of town. Keep it dual purpose with AHS & tie it into the city hall, not located downtown, but closer to this side of the town.
- Probably somewhere centrally located. Could that be by the present outdoor pool on 13th St? Except, parking space is problematic here.
- Right next to the High School or current pool.
- Same location as current
- Send out list of potential sites for people to vote on
- Should be a separate facility from Ames School District.
- Somewhere which is accessible with CyRide
- Somerset
- Somewhere centrally located with easy access & easy parking
- Somewhere easily accessible for everyone - midtown
- Somewhere parking is easy & available. Unfortunately, AHS isn't it.
- Somewhere that is the most central to all that might use it.
- Somewhere that traffic won't get more congested, so not S. Duff, Grand, etc. Good location would be if Breckenridge Development falls through
- Somewhere where parking will not be an issue
- South Ames
- South central Ames/ research park area
- The city hall.
- The existing city owned property that is under-utilized at the existing pool sites
- The same vicinity at Ames High School.
- We think the high school needs a pool & we think the community needs one. If they can be the same facility, that is good
- West Ames (6)
- West of Ames old middle school area? Near Middle school? or by Boys/Girls club
- West of town
- West side of town where it won't be flooded
- Willmoth Ave., State Ave.
- With the complete indoor pool. I would think this would control costs for both.

If commercial development is not allowed in flood plains, where should it occur?

- 13th and Dayton, west Ames, North Ames. #1 is 13th east side of I-35 up to E-29
- 13th St and I-35.(2)
- 13th St. West of the interstate. If you allow development in flood plains, you are complete idiots.
- Above flood plain, of course
- Allow commercial development along the Interstate where the other mall was proposed. Or develop more businesses near North Grand Mall.
- Along Grand, Lincoln Way, Airport Rd.
- Along route 30 west of Duff. Along east 13th street. Lincoln Way by route I-35 (as long as it is out of flood plain)

- Along the major 4 lane streets. Rezoning would be likely and properties would have to be bought out and not condemned.
- Ames needs to be North! That is where everyone lives. Incorporate Gilbert if they don't redistrict their maps so Ames residents go to Ames schools. Stop building on South Duff! It's a flood zone! Ames needs to grow and on one wants to move S.W.
- Anywhere else!
- Anywhere outside flood plains.
- Anywhere that is sold for commercial
- Anywhere that isn't a flood plain and is zoned for commercial use.
- Area west look beyond development on Duff Ave if we are going to continue to grow as a city and it is very important to encourage and promote retail growth. It is clear, if it is not allowed in Ames they go to Ankeny. Ames needs a master development plan for retail growth!
- Areas being developed - there are a lot of new development areas. I have issues with developers who are building into flood plains. Where we used to be safe from flooding, now builders are putting us in a "flood" area!
- Areas that never flood.
- As centrally located as possible - not on the east side of 35.
- Away from rivers or potential flood plains? I don't know.
- Better use of Lincoln Way downtown. Small retail nodes (including bars and restaurants) in neighborhoods. 13th St. interchange area including "big box" stores. North Grand area.
- Build north and west of Ames. Duff Ave has enough business to last a long time. What a bottle neck!
- Build up, not out.
- By the grove.
- Closer to the downtown area.
- Commercial development should grow in west Ames and Somerset areas. All of that land by Jax would be thriving real estate if more business were put there. It's a short, easy drive from any part of Ames with lots of space.
- Develop North and West Ames more - Hwy 30/35 interchange off 13th St
- Development should be more evenly distributed! There is too much concentration of retail etc on Duff. I also question all of the HUGE high-density housing popping up. Do we really have a demand for it? Are we going to start marketing it in Chicago again? Ames landlords have a horrible track record of maintaining property. These are the run-down properties of 2025!
- Don't know.(4)
- Downtown.
- Easily accessible locations, not areas that are off multiple streets.
- East Ames. North Ames. West Ames.
- East and North East
- East of I-35 along the interstate. North of Highway 30.
- East of town.
- Edge of town by I35 where old gas station was.
- Elsewhere, with climate change you will not know what to expect flood wise!
- In non-flood plains, or floodway areas.
- How about on the North side of Ames.
- I don't know enough about the negative effect these developments would have on Ames directly. Up, not out. Kingland and others in Campustown are setting the right example.

- We are already committed along Duff. Where else would we go? Rivers and ISU restrict option. We need to concentrate on in fill.
- Highway 35 corridor
- In a non-flood plain
- I cannot specify another location. In my opinion there is too much development already. Flood plains should be just that and used only for agriculture.
- I don't know - agricultural land is being overdeveloped.
- I'm not sure.
- I35. Highway 30
- In another corridor away from Duff. Traffic is already unbearable there.
- In areas reasonably free from flooding.
- In non-flood plain areas!
- In normal commercially-zoned areas, but building up not out.
- In spaces not on the flood plain that are currently under used or not in use.
- Industrial parks.
- It depends on what kind of commercial development is occurring, but IF Ames needs more large scale development, the mall area has unused parking lots and the west of Mortenson Ave. Also, the flood plain area should be developed toward conservation or flood mitigation areas by planting buffer areas or add recreation areas that can be flooded.
- It should be allowed, just with more strict codes.
- Locations safe from flood damage.
- Locations that are not in a flood plain. You ask a stupid question...
- Need to move west.
- No specific locations
- Non-flood plain area of Duff.
- Non-flood plain areas. (2)
- North Ames (NW)
- North Ames, between Ames and Gilbert.
- North Ames, West Ames, Airport Rd.
- North Ames.(4)
- North and south Ames, East Lincoln Way.
- North Grand Mall area, corn fields on the other side of I-35, West town (Perfect Games, Highway 30)
- North Grand Mall area.
- North Grand, Downtown, West Lincoln. Urban infill.
- North Grand, Mortensen, and Downtown.
- North park of Cumer such as mall area.
- North side of Ames or East towards Nevada, where possible.
- North side of Ames. We need more restaurants in Ames- especially on the North side. We don't need any more car part stores!
- Not in a flood plain!!
- Not on Duff- it is full and not fun to drive through- need more resources by N. Grand Mall and West Ames. A Walgreens in West Ames would be great.
- Not on Duff! (2)
- Not prime farmland or nice, timbered areas.
- Old HW 30

- On farm ground (not on park/natural area) not on flood plains. Use flood plain for farming or grass fields (not too costly to repair a football field compared to replacing structures).
- Other side of town - they are just pushing flood water closer to town the way it is done now.
- Out of the flood plain. DA!
- Out on 19th near I-35
- Outlying areas - east, west, north, or south of Ames.
- Outside of flood plains?
- Perhaps North Ames can be further developed? North and Stange is still close to school.
- Pick any other part of town/edge of town. Corporations especially shouldn't be rewarded for developing high-risk properties that will certainly have to be rebuilt with public/private insurance money or grants.
- Public areas (parks?) that could be restored after potential flood events.
- R38 (Slater Rd) and South from Interstate/ highway. I35 and 13th St.; 13th Street East and Dayton Rd.
- Reuse currently developed properties.
- Safe places, available land that is designated commercial. If owners build on flood plain- they should not expect pity when we flood.
- SE of Ames.
- Should occur in parts of Ames not within flood plain until Ames develops long term strategy to minimize this type of development on others near flood plain that has not been traditionally impacted and prevent flood walls from pushing water onto others. Developers should be required to retain some acre foot of water originally held prior to development and not increase discharge into flood plain from the hard surfacing of ground.
- Silly question - in a non-flood plain
- Somewhere else with no flood, doesn't matter where as long as it safe for everyone and the nature.
- Somewhere other than Duff- everything is on Duff, making it very crowded and a frustrating place to drive.
- South Ames.
- South Ames. East Ames. West Ames. North Ames.
- South of 30 and University. North on Stange or near mall area.
- South of highway 30.
- Southeast Ames. Bell Avenue.
- Somerset.
- There are many other locations for commercial building - West entrance to city. North east.
- This is a ridiculous and meaningless question ... Commercial development should occur in these areas that are outside of the 100 year flood plain.
- Those areas outside the flood plain which are zoned for commercial development.
- Try West Ames.
- Uncertain.
- Unsure.
- West Ames (4)
- West Ames along Lincoln Way
- West Ames and South
- West Ames Area, South of Highway 30
- West Ames - somewhere on that side of town...

- West Ames - There is nothing out there.
- West Ames, north Ames.
- West Mortensen area
- West of Ames (West of Dakota).
- West of Ames. (2)
- West of Duff/South of the 30
- Where it don't flood!
- Where there is no risk for flooding.
- A very good question. We have a lot of land around Ames but nothing that will help keep downtown a strong area.
- Buyer beware, builder beware - carry your own insurance with set aside funds for next flood.
- Commercial development should not be allowed in flood plains because it impacts its surroundings.
- Flood plain definition: "land that belongs to the river." It's foolish to build anything other than an athletic field on the flood plain. Water still always runs downhill!!
- Commercial developers should be required to acquire special flood insurance
- Having the city allow development in the flood plain by hauling dirt in only spreads the flooding to property owners previously not in flood plain.
- I don't believe residential development should be allowed on a flood plain. Easy way for unscrupulous developers to "pull one over" on someone who doesn't know how to buy property. It can potentially financially ruin family's future.
- It's the developer's problem if they chose to build there!
- Make sure building up to put a new business in will not affect residential areas down the road.
- Many cities after 93 were told by FEMA to not build in flood plain yet Ames continues to build and build up bldgs. Just means water will go a different way or elsewhere. One can't control it. I will leave this town as soon as I retire.
- Not enough land in city limits without flood plain. Need to annex and continue growth.
- Parks, nature and wetlands preservation!
- Should not! Have plenty with many vacant opportunities.
- Tax payers should not subsidize insurance or pay off indemnity flood for people who build in floodplains.
- That should be left up to the business owner.
- The question is "How much does it cost the city to bail them out?!?"
- There are so many issues that I'm not knowledgeable about!
- Up. (Do you really need directions?) Put in levees. Not on South Duff, East Lincoln Way, Freel Drive, or by Maple/Willow/Larch/CY Stephens, or No Name Stadium. Other than that, I think the town is yours. A roller skating rink would be nice.
- Use flood plains for parks and recreation only.
- Where it can be done-logically.
- Where land is available for development. Free market.

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

- A long range transportation plan.
- A long-term shelter for the homeless.

- Accommodate the quickly growing population in living, shopping, parking, etc. Or stop the university's growing population. There needs to be more attention to the road conditions in the winter. Overall, Ames is very expensive and offers very few free and affordable opportunities for its residents. It is inconvenient to navigate throughout town to reach necessary destination.
- Affordable housing, accessible parking, a community center downtown, raise minimum wage, community gardens.
- Hunger issues.
- Affordable housing.
- Alternate bike/pedestrian-friendly routes to the South Duff area. Less destruction of old buildings. Kingland has destroyed Campustown completely. Absolutely unacceptable.
- Apartment/housing stricter code. Stop the good ol' boy network of enforcement.
- As a college student, apartment development, as well as an appealing Campustown is important to me.
- Attracting businesses, improving economic conditions (like Ankeny has!) More shopping opportunities (and dining) in west Ames.
- Better sequencing of traffic lights on major streets. Repair bike paths that are all cracked and need work.
- Better traffic patterns between north and south Ames. Railroad crossing near downtown.
- Better ways for ISU students to cross Lincoln Way. They need a walkover.
- Bike paths and incentives to ride. Renewable energy. Land and water construction.
- Bike paths/Bike lane development.
- Bike safety.
- Bike thefts.
- Bike trails.
- Bring more business to Ames to improve the tax base and remove some of the burden from homeowners.
- Bringing in the dinosaur museum and other new businesses. Not becoming landlocked. Expand and grow!
- Build a good living environment by making appropriating planning and proper regulations, etc.
- Building a bigger business district on the west side of Ames.
- Bus/CyRide hubs with own unloading area- not in the way of traffic. Dealing with section 8 housing repercussions. Additional fire station.
- Campustown parties.
- Campustown was left to deteriorate for many, many years. Would like to see it have the refill and energy of the pedestrian mall in Iowa City or areas by other major universities. City should be much more flexible and creative to allow/encourage better use of Campustown- i.e. outdoor space. More easy parking.
- City is doing good job overall, and employees would be better suited to answer this question.
- Connecting more bike/jogging paths - maybe even to High Trestle trail!!
- Control subsidized housing.
- Construction of affordable owner-occupied housing.
- Cost of living, compact layout/same size and population.
- Create a healthier Ames through Urban planning and development. Build a more active community.
- Crime and feeling unsafe at night.
- Crime prevention* in areas of the city that have become "run down". (*along with trying to clean up those areas).

- CyRide routes and operation hours. We need them more specially during the summer when the busses are less.
- CyRide schedule
- Dealing with issues of overcrowding when ISU is in session.
- Decreasing tax burden, property tax. Decrease number of city and county employees.
- Deer problem. But we also have an ostrich problem with city administrators who fail to address the deer problem. I routinely have 3-5 deer in my yard with up to 10 sometimes. They are a nuisance, and there have been vehicle accidents in the area. It is sad when the DNR and Ames place a higher value on the life of deer than a human being.
- Developing around I35. Ankeny is exploding with growth because they embrace the interstate. Ames acts as if the interstate is a bad thing.
- Developing better and more frequent CyRide routes for students to use. We live here, and we use the bus system. It should be more tailored to our needs as students, as well as the community.
- Developing housing in southwest Ames instead of in the Gilbert School District!
- Development is not a bad thing. Economic development is what drives the private sector.
- Development of entertainment cultural activities, small unique businesses, festivals, green spaces
- Do we really need so many churches on the same block?
- Domestic violence, decriminalizing pot.
- Drunken Campustown idiots.
- Ease up on Campustown- college students are a huge source of revenue for Ames biz.
- Eating by mall except for one - all Italian
- Economic Growth - bringing in businesses to increase the job market. Let's keep talented ISU grads in Ames. Technical and high skill job growth
- Emphasis on adding services/retail for 20-30 something.
- Encourage stores – shopping
- Encouraging small business opportunities.
- Expansion to SW Ames.
- Families! There are so few things for kids to do during the cold winters- we spend most of our time at the library, Burger Kings play place, and the mall, the last two of which are not very fun. We are likely moving away from Ames because of serious lack of attention to families.
- Fewer apartments, more houses. Breaking the realty monopoly.
- Filling potholes.
- Find a way to decrease alcohol and drug abuse in college students (VEISHEA riots).
- Fix electrical service and roads.
- Fix the roads, get the lights on Lincoln Way coordinated between S. Dakota and Welch.
- Fixing the roads (3)
- Flood control future. Have some foresight.
- Focus on certain streets.
- Focus on long-term resolutions to problems - anticipate more growth- development is good but shouldn't be done if quality of life for the average person (not college student and not the affluent) is lessened.
- Food restaurant diversity.
- Future budgets - don't let costs "get out of hand"
- Garbage and litter on all different levels in city.
- Getting a better mall/shopping. Main Street doesn't appeal to college age and tons of lost revenue.

- Getting bikers to use the bike paths the city has provided! I'm tired of seeing biker riding on Grand Ave traffic. They need a ticket!
- Getting ISU to cap its enrollment. There are too many students and no space available.
- Good concerns.
- Growth of new businesses.
- Having parking on only one side of the street and not switching it daily.
- Huge population in NW but not many restaurants and gas stations also, why is there no elementary school?
- I think significant emphasis should be placed on enforcing sidewalk clearing of ice and snow. There are elderly people in my neighborhood that have a very difficult time checking on each other due to streets not being plowed, sidewalks not being cleared, and sidewalks in under-repair, as well as non-existent.
- I think the city does a really good job taking care of its self.
- I think the current balance of attention is good.
- I'd really stress improvement of CyRide. The university could use it as a selling point. Off-campus housing is increasing in popularity as the university's student populace grows, and CyRide is HORRIBLE for West Ames residents. I live on Welch and my bus is often full by the time Brown line gets to my stop on Chamberlain. For non-students, increased CyRide routes and frequency could help poorer citizens who can't afford a car get a better job with more flexible hours. Increasing opportunity for poor people is good for everyone.
- If development is allowed in flood plain by bringing in large amounts of fill flooding will occur in areas previously outside of flood plain.
- Indoor aquatic center and a community fitness center- like the "Y" that most cities have. Nothing wrong with city hall fitness facilities, new facility may get more use and bring more income to the city (away from Ames Racquet and Fitness Center)
- Indoor aquatic facility!
- Infrastructure.
- It seems the city of Ames regulates new businesses to death and inhibits growth.
- It would be nice to have a dog park in the west side of town.
- Kid friendly places for kids 8-12. Promote exercise and physical activities for this age group.
- Land use planning. Development over past 10 years is poorly planned- major apartment complexes near middle school and apartments in flood area on S. 16th are not good. Do not allow apartments on middle school site.
- Law enforcement.
- Limit outside developers - especially apartment complexes.
- Local farmers' markets - farm to folk.
- Low income housing. Maybe someone or agency to help find jobs for people who have lost a job and are struggling.
- Lower property (residential) taxes and revise method of property valuation.
- Lower taxes.(2)
- Main Street cultural events - events for young adults (not college) and family fun. Local businesses, events share when events are happening.
- Make property owners (mostly rentals) replace their broken sidewalk without having us residents file a complaint. We had a sidewalk repair before where the city marked which section of sidewalk needed replacement. DO THIS AGAIN!
- Master plan for retail development and future residential housing.

- Meaningful development of the downtown and campus town areas.
- Modern technology such as the Internet & communications.
- More good restaurants. Fewer banks and real estate co.
- More housing for students and for non-students.
- More parking options for visitors.
- More restaurants closer to campus.
- Safer bike and pedestrian areas. Increase active/healthy behavior/lifestyle.
- More trash cans in parks.
- Moving ugly steam plant east entry soon.
- Need better shopping in Ames. People drive to DM or Ankeny and could stay here if could get new stores. Beautification of entrance and medians and public needs owned by the city.
- Need to paint lane lines on all streets.
- No right on red at Grand Ave and Lincoln Way. Dangerous and can be silly.
- Not allowing tacky artwork to line Main Street.
- Not letting the Ames police (blank) up situations like creating a riot situation by busting up large house parties and letting a thousand pissed off drunk people wander the streets and wonder why a riot is happening. Also, not shooting a kid on campus when it could have been handled much differently and better. I'm surprised Ames police department hasn't been sued. What a bunch of (blank).
- Not shoving everything on Duff Ave. A city fitness center with indoor pool. A new mall/rental development. Affordable housing to buy.
- Not so much scatter-shot development of apartment complexes. No further development on or near S. Duff- it keeps getting worse.
- Not using our tax dollars to benefit ISU or allowing ISU events to drain too many funds (police force)
- Nuisance and negligent properties.
- Not destroying part of history like you guys allowed on the corner of Welch and Lincoln. This is a very poor decision, where we are erasing our beautiful past. I am very disappointing on the government on allowing these kinds of planning. It's a step backwards.
- Our resources on residential streets
- Outdoor recreation. Sidewalks, bike paths, etc.
- Overpass for the train on Duff Ave.
- Parks and recreation.
- Library
- Pass a law- no one driving can use a cell phone.
- Pedestrian safety in cross walks.
- Pedestrian signals. Make them all as responsive as the Welch/Lincoln Way signal.
- Police training on "decelerating" a situation instead of "accelerating"
- Poor sidewalk conditions around the Lincoln and Welch area.
- Pot holes.
- Poverty.
- Presentation of historic properties.
- Promote more industrial growth to create jobs.
- Property taxes- consider freezing for seniors.
- Public schools.
- Public transport within Ames and public transport to major metros.
- Public transportation/cross walks.

- Quality of life issues - things that make Ames an attractive city to live in.
- Quit focusing on Ames only supporting businesses. Enough people go to Des Moines area due to more availability of shopping. Let developers determine what's best for them if there's no cost to extend services/roads to city. Let's keep more money at home.
- Railroad crossing at S-Duff, Duff, Lincoln way traffic congestion, lack of parking on Main Street.
- Real affordable housing - smaller lots, efficiency standards.
- Recreational activities for kids.
- Recycling: some people live in apartments and don't have car. I can recycle beverage containers at my grocery store but no other glass jars. I don't want money for them, I just want to get rid of them.
- Reduce advertising to out of state potential renters to "come to Ames". Repair streets, enforce laws that ruin our streets. Answer your phone if resident has a question. Remove answering devices.
- Reduce competition in high traffic areas like South Duff.
- Reduction of garbage carriers due to street damage/stress caused by numbers of pickup vehicles- consider allowing only one for the city.
- Regulate the rents in Ames property.
- Remove at-level train crossings.
- Removing snow in a better way. Compared to my other experiences in other cities, Ames does a poor job removing the snow and ice.
- Repairing streets.
- Residential snow removal.
- Retail development on the North side of the city.
- Retail growth, not the stagnation caused by the city's ineffectiveness and unhelpfulness of business development (such as the mall a few years ago).
- Right and left turn lanes, festivals and summer activities.
- Road conditions are awful- streets are crumbling. Plowing is totally inadequate on non-snow routes.
- Road conditions/traffic congestion.
- Roads.
- Roadways, there are too many pot holes. Also, fire alarms always seem to go off in west Ames apartments.
- Shopping (esp. furniture stores, household items)
- Shoveling of sidewalks in Campustown. Welch Ave. and Chamberlain Ave. never got shoveled during this winter, and they were very hard to walk on for months. Either Ames should take care of this or businesses should be required to shovel in front of their business because it was extremely frustrating and somewhat dangerous trying to walk through it.
- Side street road quality
- Sidewalks, indoor rec facility, bike trail connections.
- Smart growth, sustainable energy, "green" development, good bike path system- not on the streets, more trails.
- Snow plowing the streets! I really think it sucks. You get these farmers to plow and they suck at their work!
- South Duff traffic control and you've put way too many businesses on S. Duff.
- Stop looking for ways to spend money and lower property taxes.
- Stop relying on VEISHEA to provide a citywide, family-friendly festival to look forward to. Develop an event that everyone can enjoy and look forward to that is uniquely Ames.
- Stop signs.

- Stop trying to be like Ankeny. Don't ever give up on downtown - make it easier for small food places and niche shops to get started. Case in point: Vesuvius wanted to be downtown but landlords did not cooperate with design plans. City needs to make sure places like Vesuvius are downtown! Wouldn't that be great??
- Streets, streets, streets!
- Student population, all the affects that come with more housing, more people, etc.
- Sustainable/energy. Climate change.
- Texting and driving. This could be very good revenue and making driving safer.
- The city should focus on making traffic flow better and cars should be able to commute easier and quicker especially around campus.
- The no new mall people are wrong. We need more upscale shopping, restaurants. I go to Des Moines/Ankeny. Need curbside recycling!
- The oligopoly of Real Estate Companies who continue to gauge the homeowners by manipulating home values with a low supply and ownership of development land.
- The parking situation throughout town is atrocious, in both restrictiveness and ticketing.
- There are too many apartments going up in Ames. Where are all the residential houses going? I loved growing up in Ames, but will all the new apartments; it's becoming so unattractive in several different aspects.
- This isn't another issue, but I feel as though bike/walking paths and road construction should be a priority.
- Too many apartment developments.
- Too much partying
- 1. Traffic 2. Increasing tax base. Making VEISHEA safe. More business in North Ames.
- Traffic and park improvements
- Traffic and streets, then fix up housing - upkeep and prices too high. Need more jobs for people after college.
- Traffic enforcement. Walk lights. Flood prevention. Getting bicycles off sidewalks.
- Traffic flow (South Duff) (3)
- Traffic issues with too many businesses on Duff. I would like to utilize businesses on Duff, but the traffic congestion makes it avoidable at all costs.
- Try to get more national commercial to come to Ames. More jobs and taxes from that growth.
- Updated information on program brochures and media sites.
- Urban renewal- clean up dead beat homes.
- Way too much money being spent on Library system.
- Would be nice to see incentives for larger stores to open up business in Ames (Grand Mall). Improved bike path between Ames/Slater/Ankeny.

What is the best thing about living in Ames?

- A friendly town.
- Access to educational, cultural, and recreational activities.
- Access to healthcare, education, and social activities with dependable city service.
- Access to University events.
- Access to variety of businesses.
- Accessibility to many of my needs

- All of the food places
- All the great services we enjoy.
- Amenities of a somewhat larger city, lack of traffic problems, very safe environment on the whole. The public library is excellent for a city this size.
- Ames and ISU.
- Ames has great water!
- Ames is a great place! I love living here. Have been here for over 40 years after coming to graduate school @ ISU. Ames is a clean, neat city. I can get across town from east to west in about 10 minutes. ISU offers entertainment with performances and musicals. There are a lot of services available.
- Amount of construction on Tripp St. - pretty much the time I've lived here.
- Amount and variety of things to do.
- Beautiful.
- Being retired, the vast opportunities for doing volunteer work in the area.
- Best place I've ever lived.
- Bike-ability and community-mindedness, safety, cleanliness of the streets.
- Bob Kindred. But really... safe, the people, the schools, the amenities, Main Street, local businesses, events, etc.
- Bus routes.
- Bus system.
- Clean and good people.
- Clean and somewhat crime-free. ISU athletic events. Good park system.
- Clean and well taken care of.
- Clean, orderly community of educated, involved citizens.
- Clean, relatively crime-free environment.
- Clean, well put together and family friendly
- Clean. Safe.
- Close to a grocery store.
- Closeness to ISU activities.
- College town.
- Community events.
- Convenience - work in Ames and plenty of options for shopping, etc.
- Convenience of working/living in same city.
- Convenience.
- Convenience. Size of town. ISU sports. Medical facilities.
- Cultural opportunities provided by ISU.
- Cultural/Sporting events-small town living with big city feel.
- Culture around Main Street.
- Culture, diversity, educated people, parks, good medical care, jobs, CyRide
- CyRide (3)
- CyRide bus service, parks.
- Despite the natural immaturity of campus residents, the campus itself and the few good restaurants around
- Diverse culture that exists in Ames.
- Diversity and culture in a small town.
- Diversity, friendly people, Cyclones

- Diversity, lots of activities to participate in, great public schools.
- Diversity.
- Diversity. Safety.
- Easy access to interstates.
- Easy commuting.
- Educated community, great parks and libraries, safe neighborhoods, great walking and biking opportunities, nice festivals, band, concerts
- Enough population for diversity/culture, still small-town feel.
- Environment of Ames is great. It is quiet and eco-friendly
- Everybody is really well-intentioned. And, springtime!
- Everything a person needs or wants in here.
- Everything is close by.
- Everything is easily accessible. Great people!
- Everything is so close and easy to access.
- Everything! Ames Park and Rec services, library services, parks, trails, ISU, etc...
- Everything! The people, the college, the friendliness.
- Fairly inexpensive but still good quality living without the trash bringing the neighborhood down.
- Fairly safe. Ada Hayden Park.
- Family safe. Good police and fire protection.
- Family. Medical facilities.
- Friendly atmosphere and community, beautiful town and great schools. Perfect for raising a family.
- Friendly people and many resources close by.
- Friendly people, lots of opportunities for leisure and active activities. Just an awesome town!
- Friendly people.
- Friendly small town feel with lots to do. Local restaurants and stores. Iowa State games.
- Generally safe community, variety of activities for young and old, easy to navigate.
- Good balance of businesses all around, services provided by the city are good, and people are friendly.
- Good choices of restaurants
- Good environment, safety, nice places to walk.
- Good medical center, doctors
- Good mixture - Town & grown. Excellent city government.
- Good opportunities for shopping, entertainment, physical activity, and raising kids, and medical attention. Good eating establishments, employment opportunities.
- Good people, well educated, well-traveled, good students.
- Good water. Easy access and convenience to entertainment venues and shopping
- Good: City service, medical, churches, schools, business choices
- Great City of Ames service and great hospital and clinic. The University adds a lot too with its people, students, sports, arts, etc.
- Great place to raise a family. Excellent schools.
- Great place to raise family- safe, good parks, good schools.
- Great schools and teachers. Libraries. Safety.
- Great schools.
- Has everything one needs.
- Has the small town personality- why push for growth?

- Having ISU to inform and engage the community.
- Home feeling. Never feel unsafe.
- Hospital, entertainment, safety, police, fire department, churches and great people who live here.
- I am almost a lifelong resident of Ames and it is the best place to live from my point of view.
- I appreciate the bike trails, the opportunity to rent a garden and the easy access to natural areas.
- I feel safe here! Clean town!
- I have enjoyed the big town with small town flare. I would like to see kids feeling safe outside. Enough different activities for many people.
- I like how in general the city is well organized and puts a lot of effort into making it a nice, clean, enjoyable community.
- I like the size of the city most- not too big or small.
- I love how quiet it is and its small town feel
- I love living in Ames. My favorite thing is how many employment, cultural, shopping, and recreation options are within walking distance or a short drive of my home. Living in Ames is easy and fun!
- I think overall the community is nice and that they care about the city of Ames
- I'm starting to doubt there is such a thing after only one year...
- It's not difficult getting where you need to go and Ames has everything you need. I wouldn't want to live anywhere else.
- Iowa State University. Ames blows.
- ISU and good local schools. Ease of travel from one end of town to other. Excellent health care.
- ISU and the amenities they bring to the community.
- ISU, friendly, good food, good schools, clean.
- ISU, parks.
- ISU.
- ISU. The people. The Midwest values. The clean water. The park behind our home.
- It feels like a small town, but has amenities that are not commonly found in small towns.
- It feels like my home town, Dubuque, Iowa
- It has everything of a big city, but it's a place where you can live and raise a family.
- It has everything we need. We love the community.
- It is a fairly safe city.
- It is a good community to raise a family in. While the university is hugely important there is still "life outside ISU".
- It is relatively small town and easy to get around.
- It offers the best in small town living with big city amenities.
- It was a great place to raise kids but now that they are gone I can't wait to leave.
- It's "home".
- It's a college town within a small town making it a homey place to live.
- It's a nice sized town enhanced by ISU in town.
- It's a small town with big city amenities. Having ISU here means there is always something to do.
- It's a stable town for jobs, growth, housing prices. It is consistent and controlled stability.
- It's between workspaces.
- It's close to college, so the commute is short.
- It's easy.
- It's so beautiful! I love all the green!!

- It's still a somewhat "clean" city with many things to offer its citizens, such as parks, entertainment, and a good overall lifestyle.
- It's the right size with wonderful opportunities for entertainment/sports/culture/parks. Downtown is a great asset!
- It's a small town at heart
- It's a small town with a lot of local establishments. It doesn't feel that big for the amount of people who live here during the school year.
- It's very peaceful compared to Des Moines and smaller (except VEISHEA Thursday of this year) all the parks makes this town beautiful!
- Larger communities' amenities with a small town flavor.
- Libraries (Ames and ISU). Medical facilities, very good a town this size.
- Library, CyRide, Schools
- Library, parks, law enforcement/fire, clean, art, garbage center. We love Ames!
- Library, people, medical care and services - this was especially true when kids were young, not only now that I'm older.
- Live music in the summers and the farmer's markets.
- Location, nice size, close to interstate and DSM.
- Location, the water, and it really is a well-kept town.
- Lots to do, beautiful parks and street, safe.
- Low cost of living.
- Low crime rate.
- Low crime- high % of well-educated people.
- Low crime, great family city.
- Low crime, nice schools- focusing on building new elementary- growth & development
- Low stress (relation to crime, traffic, etc.)
- Many services and programs for city its size. Arts and recreation are priorities.
- McFarland Clinic is very nice. Iowa State Center is nice. The parks are well kept.
- More housing.
- Most of the people.
- My friends are here.
- My hometown and ISU.
- My job.
- Nature!
- Neighbors.
- Nice people.
- Nice size town- well kept- safe place to shop.
- Nice town with great water.
- Nice trees.
- Not too big - not too small.
- Nothing anymore. The ill-advised venture into recruiting Section 8 residents has increased crime rates and burdened the tax payer with additional expenses. The Federal government is broke and that "free money" will dry up further burdening the local taxpayer. This problem is irreversible.
- Overall quality of community services. Cultural educational opportunities.
- Overall cultures and diversity.

- Overall look of city, diversification of citizens, friendly neighborhoods, churches, schools, and growth of business.
- Overall quality of life - good people, cultural events, parks and rec services, well run city government, progressive (wind power, resource recovery...), involved citizens, major university, public transit, sports for all ages, public art, beautiful, neighborhoods, city suppers for residents, etc., etc., etc.
- Park
- Parks and safety
- Parks system. Downtown development has improved.
- Parks: the number of and the quality. The variety of stuff in Ames. The appearance of overall Ames.
- Peace and quiet
- People and size.
- People are friendly.
- People living in Ames
- People understand that services cost money; people here are okay with paying more in taxes to live in a nicer community.
- People, university, atmosphere
- People, water, small town feel but services. Library and water.
- Pride in our city and its neighborhoods. City facilities neighborliness.
- Progressive, but needs more environmental action.
- Proximity to Ames
- Quality of environment.
- Quality of life is great.
- Quality of life, overall.
- Quality of life.
- Quality of living
- Quality services - culture, resources.
- Quiet and not as busy.
- Quiet and safe place to live
- Quiet and safe town
- Quiet, clean, university
- Quiet, easy, peaceful, close to my family, small but not too small, students not here during summer. I would trade Ames in the summer time for anything.
- Quiet, low crime
- Quiet, safe, good school.
- Rapidly growing and changing community, but still family friendly.
- Relative peace and safety, economic opportunities (and growing)
- Rural feel but all the amenities of a big city.
- Safe community.
- Safe place and awesome for raising kids. It is within a 6-hour radius of several big cities. Diversity, ISU, and solid school district.
- Safe, clean, family friendly with diverse opportunities.
- Safe, friendly, quiet
- Safe, great schools, university-related activities
- Safe, less traffic, adequate recreational places, good public schools.
- Safe, lots to do, people, schools, family friendly.

- Schools, campus, hospital, shopping
- Schools, city government, activities, friendly atmosphere, clean, location.
- Schools, safe places to raise family, nice, clean city.
- Secure neighborhoods.
- Sense of community, neighborhoods.
- Sense of community.
- Shopping center.
- Size and convenience in getting around.
- Size and location. Future rapid growth would be undesirable. Good park system, but could be improved. More "wild" wooded park land acquisition would be very desirable for walking and biking trails, etc.
- Size and opportunities for education and entertainment.
- Size of population. ISU basketball.
- Size of town
- Small town atmosphere
- Small town atmosphere with big city opportunities. We love it here!
- Small town atmosphere with bigger town amenities.
- Small town feel with amenities. Proximity to major metro areas. Des Moines/ Minneapolis/KC/ Omaha
- Small town feel with highly educated population.
- Small town feel with larger town opportunities.
- Small town feel, yet plenty to do.
- Small town feel.(2)
- Small town feeling.
- Small town living with big town events, thanks to ISU.
- Small town living. Less traffic. Knowing your neighbors.
- Small town safety and quality.
- Small town setting.
- Small town. University brings entertainment and revenue.
- Small-town living with big-city amenities.
- So far it hasn't turned into a Hillbilly town like Des Moines.
- Spacious and convenient to travel, CyRide, parks
- Strong local economy.
- Studying.
- Summer when there is less traffic and the undergrads are gone!
- Super cheap, good utility service, city has left me alone except for those damn smoke detectors. Overall, good service/tax ratio.
- Taste of the water.
- The ability to get involved in your city and its operating.
- The atmosphere and friendly residents.
- The beauty of the city.
- The best thing about living in Ames is being able to enjoy your own space with comfort.
- The businesses and ISU basketball.
- The college
- The combination of college and town resources and the small town atmosphere.

- The community activities
- the community and dedication to the university
- The community and people.
- The community and sense of safety. ISU. Attitude of those employed by Ames.
- The community is a good place for families.
- The community, the trees, and the remaining old buildings.
- The community.
- The convenience of the McFarland clinic hospital and stores.
- The diversity of the community and the cooperation between town and govt. It is a very safe community and friendly. It is small town congeniality with the amenities of a city. The City of Ames seems to be planning well for the future with renewal resources as a priority.
- The diversity of the people.
- The friendly people and small town feel.
- The great restaurants.
- The happy atmosphere, friendly people
- The local services, university, cultural opportunities, cleanliness, attractiveness, schools, scientific approach to problems.
- The local, friendly feel.
- The overall community feel is very pleasant. Even busy. In Campustown there is much.
- The pace of small college town is excellent.
- The parks, size.
- The people (5)
- The people and Iowa State
- The public transportation.
- The relative quiet.
- The sense of community between the university and the other residents of Ames.
- The signs of the town.
- The space, CyRide and the variety of activities to participate in.
- The sports.
- The trees.
- The university and campus.
- The university atmosphere and services it provides for all citizens.
- The university brings cultural opportunity to Ames at Cy Stephens Auditorium. The parks are beautiful. The air is fresh.
- The university/community mix-small town feel.
- The variety of restaurants and shops.
- The vitality, easy accessibility to restaurants, hospital, ISU events - lived here 52.75 yrs.
- The water is very tasty. Schools are excellent. Traffic not bad most times of day.
- The weather.
- The weather. Fred Hoiberg as mayor. Great college football teams. The many concerts at Hilton. North Grand Mall's food court and shopping selection. The beautiful names of the rivers that pass through town.
- There is a lot to do, and people are kind.

- There is so much available to do! There are also great restaurants, lots of shopping options, and lots of different parks that specialize in different activities. Also, I feel like Ames actually cares about what happens to its citizens.
- Trail system. Education is a priority at all ages. Low crime. Lots of active people.
- Transportation provided to those who don't have vehicles.
- Transportation system and "Big City" amenities.
- Utilities are repaired/upgraded before problems occur.
- Vast community and services.
- Walkability, low crime, parks, CyRide, library are all good.
- Walking/biking trails, all the parks, vibrant downtown, the arts, good restaurants, ISU, easy access to 35, proximity to DM.
- Water is going to be critical. Grand Ave. extension to South.
- Water is perfect.
- Water quality- access to university.
- Water, city government, university.
- We have "spurts" of doing the right thing. Need to be more consistent.
- We have always felt that Ames was a safe, enriching community. We appreciated good schools for our children. As we age, we appreciate the ease of everyday living, the safety and enrichment opportunities!
- We need to start thinking about our retiree population.
- Well-kept town in general.
- When the undergrads leave.
- Wonderful community.

Additional comments

- City government should be kept nonpartisan; this has not been the case in recent years. People should serve for public service and not to agree with a party line. Our mayor does an excellent job of maintaining a balance and is a true "public servant".
- On Harrison Road, south side, there is a crab tree that has been split in two for at least 5 years. The branch needs to be pruned. I don't know if this is city property maintenance or a private developer. It is part of a long row of trees and the people that now just mow around it and ignore the split branch. Thanks for the chance to comment.
- Repair crumbling roads.
- Improve plowing.
- Get rid of Mediacom.
- Make all streetlights low light to improve star gazing. We have two street lights blaring by our house and can't see any sky/stars at night. Very depressing.
- Again, I was just appalled at the lack of snow removal here. I'm not just talking about our apartment parking lot (since that is the company's responsibility not the city of Ames) but the major roads such as Lincoln Way.
- Ames aims high - and hits it!
- Ames has the best services and is the best place I have ever lived. Wonderful place! Thank you for asking!
- Ames has the stigma of anti-growth. Sometimes action by the city supports the babel. Ames needs "smart growth" that will allow the city of growth and prosper without compromising the standard of living.

- Ames is a grade A city. Keep up the good work and don't let "good enough" satisfy.
- Ames is a great place to live and raise a family.
- Some special interest groups get way too much press for their pet projects.
- Ames is a great place to live and work. I don't foresee myself leaving anytime soon. Thanks!
- Ames is growing too fast. Didn't plan ahead for such a population increase. Needs more than a couple new apartment buildings to adjust to new size. Put more thought into development of Duff Ave. Fix up Lincoln Way and Kellogg business road.
- Repave many streets.
- Ames is the doughnut and ISU is the doughnut hole. This means all infrastructure costs are more expensive. Add in that Ames has almost twice the green area classified as a "green" city. That is a lot of land that is off the tax rolls further adding to infrastructure costs borne by the taxpayer. Think about it. I doubt my opinion will make a difference. Survey results will be glossed over to present the image the city desires.
- Ames lacks diversity and opportunities for young professions; reason for which I might relocate soon.
- Appreciate the facelift to downtown- would love to see continued effort there because it is such a great area and more face lift to Lincoln Way in campus town.
- Better linkage of Ames and University- Canceling VEISHEA parade was bad for all of Ames (families and economy). Was the city represented in discussions?
- Bike trail bridges need asphalt wedges over squaw creek S. of 13th and North of 4th St. Stop tax abatements for extra tax \$. Enforce sidewalk shoveling.
- City government does a fairly good job overall.
- City Hall needs a larger drop box!
- Cut spending. LOWER TAXES. Too many public employees not working very hard.
- Damage from parties/neighborhood is frustrating when it is extremely difficult to find money to repair the damage.
- Development of southwest Ames needs to be encouraged. Keep it current and upgrade it so the only "good parts" of Ames are the north. Replace Wallaby's with "regular" restaurant- not just fast food. At Crane/West St. why are they crowding so many homes/apartments? Are there no codes about this?
- Extremely frustrated with recent property valuation increase, not so much with the increase, but the lack of uniformity when comparing like properties. (Some of which have had more increase) It appears the valuations do not reflect true real estate value.
- Flood plain development is the City of Ames biggest error-prone area, in my opinion.
- Good people, good place. But, more people of different race and gender need to be involved in all aspects. We are international, but the city government doesn't reflect that.
- Great town to live in. Thanks!
- Hope Mayor Campbell is feeling better!
- I am concerned about the proliferation of high-density housing in high concentration (future ghettos of Ames).
- I am concerned about the concentration of services in one area (i.e. Duff). Why no shops/restaurants in SW Ames?
- Lack of coordination/cooperation between agencies and entities in Ames.
- Why not integrate higher density housing with retail. This has been the most exciting thing I have seen in other cities such as Mpls/St Paul (first floor retail and housing above)
- This is not a walkable/bikeable city.
- There is a lack of recycling.
- I could not select multiple races, I am White and Asian.
- I feel this is a very good idea for Ames to learn the likes, wants, needs of people who live in the city of Ames.

- I have lived in Ames my whole life. I have seen many changes some good and some not. It seems the crime rate is going up. I have had things stolen out of my yard this year, and I have never had to worry about locking my doors till now.
- I have lived in many parts of the country: Alaska, Texas, etc. I find CyRide the least accommodating for the working class. I choose not to drive for health reasons, therefore depend upon CyRide. I know many other people who have tendencies to black out and choose to drive in order not to deal with CyRide. I do not consider that an option.
- I live in an apartment building, so I wish there was a way to not be treated like an ISU student. We have to notify the apartments by March 1st if we are staying when our lease runs through July 31st.
- I live in Pheasant Run Apartments. There is a new apartment complex going up next to me. The traffic will be increasing. S. Grand ends at S. 16th, will you be putting up a traffic control device? Either a stoplight or 4-way stop.
- I live on W Lincoln Way and there is a lack of adequate sidewalks. There is ample walking and bike traffic, as you can see by the path worn along the road. This needs addressed ASAP.
- I lived here as an undergrad and loved it. I moved away, started a family, and am sad to say I am disappointed that Ames really doesn't have much to attract families. There is a lot for single, young people, which is great, but children are really neglected here.
- I personally think it is very nice to do a survey about how the residents think of the city. Thank you. I'm glad to be a part of it.
- I really wished you would have let a mall go East of I-35! 13 to E-29! I want I-35 traffic to stop in my county and spend their money! Look what Ankeny did! Big gold mine!!! We run off any big deals for Ames! Or let them build on S. Duff! In flood area!! Taco Bell what a joke of a lot!!
- I think during the last city council election some winning members practiced untruthful campaign tactics. This is shameful in a community of our population and there should have been some sort of investigation and publicity.
- I thought you could not ask questions relative to gender, race, and age.
- I'm from the Indian sub-continent. Please add that as an option in 'race' as 'Asian' can be taken as oriental
- I'm happy that I live in Ames, and chose to live here since I am retired. The biggest problem I have with the city is the timing of the traffic lights.
- I've complained for two years about turn-lane lines being re-painted on 6th and northwestern and hasn't been done for two years!
- If plans go forward for an indoor pool (in conjunction with the ACSD), please consider including an indoor walking track. Older people in Ames need another option besides the mall to walk indoors during the winter.
- In 2012 the storm water drain was replaced on our corner. Dirt was removed to do this and was never replaced. The sod they planted died and now we just have weeds there. It was disappointing.
- In general, I feel the city is too eager to give tax breaks to corporate ventures at the expenses of the rest. In general, I feel the city council is cozier with developers than is healthy or fair. We do have a choice - Is Ames an enclave for the well-off or a welcoming community for all strata of society?
- Increase in taxation is the main reason I resist some improvements. With the new library facility (which we are paying for), I think we should be satisfied for a few years. Let's see what our future needs will be, with more technology advances.
- ISU population dominates. Ames should seek out, rather than inhibit expansion of general population. Bring in business. With 33,000 students Ames population should be least 100,000. A 1/3 student, 2/3 non student would be ideal.
- Keep up the good work! Remember, the university population is your best asset, not an adversary.
- Life is good! Don't waste time. Save \$\$\$\$. Go to church every week. Stop congress.
- Love the city, wish taxes were lower!

- More CyRide routes with more frequency on current routes with longer hours.
- My wife and son are Peruvian Latino.
- Need better response to barking dog complaints. I was told to handle it myself when I called. Need better control of noxious weeds in woodland areas. I enjoy keeping backyard chickens!
- Need to focus on benefits of the student community that it brings. Also enforcement of laws on drinking, etc. should be more toughly enforced. This includes holding property owners/ renters liable for their loud parties that disrupt others. Work in conjunction with the university on these rules, but also embrace the positives that occur from the students. Let businesses that offer to extend/install service help grow the community. Remember these are supported by all in the county since there is a large university, but also lack of shopping in the area. Let's keep moving the money in Ames/Story County to continue to keep city property taxes low.
- Need to have equal and fair taxable valuations of homes and HOA property.
- North Grand Mall is in bad shape.
- Main St. needs a parking ramp/garage. Main St area (S. Duff and Lincoln Way) has too much traffic and the trains do not help. Not excited to have pawn shops on Lincoln Way, makes the city look bad.
- On the website, do not advertise that the dog park is on the CyRide route if dogs are not allowed on the CyRide.
- One of my main complaints is the condition of city streets and the poor snow removal. While my neighborhoods streets are good, there are many streets in Ames that I am afraid to drive on because of potential damage to my car. I grew up in Minnesota and one of the first things I noticed when I moved to Ames was sub-par snow removal.
- Our city council is a joke.
- Overall very pleased with life in Ames.
- Overall, we love living in Ames.
- Please help make our streets safer for non-drivers. This city is a great place to not have a car, but it could be safer, especially on Duff Ave, south Lincoln Way. There are plenty of streets wide enough to add or accommodate a bike path and signage. Thank you. Feel free to contact me for further questions.
- CyRide is excellent.
- Please think very carefully before issuing bonds for new projects. If something needs replaced or you need another school, go ahead. For other projects, ask yourselves: Is the utility of this project worth the taxes? Balance the needs of long-term residents vs. students. Fix the roads in West Ames, and work with students instead of just arresting them to keep Campustown under control. Overall, I think the city government is doing a good job.
- Prayers continue for Ann Campbell's recovery.
- Put more \$ in maintaining and improving the Homewood Golf Course. The fairways are too narrow (they say they do not have enough \$ to mow anymore), the boxes are grassless, there are too many sticks and debris on the course, etc. Hire more help and mow the grass! It is not fun hitting out of tall grass a lot of the time. This should not be maintained like the U.S. Open. Make it friendly to the users. Hire a professional to run the course to improve the quality. ISU has degrees in "grass management??" - Give them (student) and internship to help improve their nice golf course.
- Question C- the assessed value in homes increased significantly this year so our taxes are already going up. (front page)
- South Duff is awful. The number of apartments. being built needs to be stopped. The city is being flooded with apartments - we need houses not apts.
- Stop building apartments. Do not need industries.
- Sure would be cool if I could conduct survey on my iPad.

- Thank you for asking "what I think" and "how to improve" Ames. The noise from the gun range, brings down the value of our home and neighborhood. I've wanted to voice this concern, but didn't know where to go with this concern. Please help our neighborhood.
- Thank you for asking.
- Thank you for letting me contribute! :)
- Thank you for the opportunity to offer my opinions!
- Thanks for asking
- Thanks for seriously seeking out the attitudes and opinions of our community.
- Thanks!
- The city has done an excellent job!
- The property taxes in Ames are very high; we do not need more taxes.
- The survey needs to be better about asking a question that skips a whole section. I do not use parks. I had to fill out a lot of sections about parks. Also, how many people really used the aquatic center versus how much money???
- This questionnaire has been excellent - except the last 3 questions. A+ grade overall for the idea. But get those walk lights fixed, and get more cops out writing tickets.
- This survey strikes me as a way to justify yourselves raising taxes. Our taxes used to raise every 4-6 years. Now it's every other year. When I see you advertise for an office worker, which requires only a high school diploma, yet pay \$18-23/hr, I understand why my taxes are so high! People in the private sector are not making that kind of starting pay and many times have to accept a pay freeze and cuts to keep their jobs. After a college degree AND 10 years of experience I am making \$19/hr. Plus, I do not get a pension or retirement plan. But I get to pay for bloated salaries, yearly increases, and generous retirement plans through the high taxes I pay. And don't justify it saying other cities pay more. That may be, but that just shows that all citizens are getting screwed- some more than others. I also see City workers standing around watching one person work. My son has a friend that works in the streets dept. He says that when they're not busy he and his co-worker takes turns driving around while the other one naps! So much waste on other people's \$\$!! Makes me sick!
- To Ann Campbell: Speedy recovery! You are a great mayor and awesome woman. God Bless.
- Too much parking on side streets. ISU students come into house too much. In our 2 acres we have 25 to 30 cars parked outside houses.
- Turn signal lights are need @13th and Grand. I see near-miss accidents every day. Also a turn light at 20th and Grand would be great for school traffic.
- We enjoyed the Main Street Oktoberfest very much. We would like to see more events like this - would like to see the Main Street Farmer's Market bigger.
- We have had positive experiences across all of the City of Ames services. We love living here.
- We love Ames! Thanks!
- We love Ames. Thanks for asking.
- We love the city of Ames! We are very happy to get to raise our family here.
- We moved to Ames 11 years ago, and we really enjoy living here. We feel it is a safe and very clean city.
- We own two homes: One in Ames; one just north of Ames.
- We were on an extended trip and did not receive this survey until May 22nd.
- What is being done about the "running costs" of city worker retirements?! Increasing property tax on our house will eventually force us to sell and move.
- What is the future of the Ames airport?
- Why waste money on this survey, it doesn't do any good! A waste of money????

- Within the last year, my girlfriend moved to Ames from Des Moines. At first she had no interest in remaining in Ames, since then she has fallen in love with the city, and would very much like to stay in Ames.
- Would like a left arrow on 13th and Grand for east-west traffic similar to Sixth St. Not a new intersection- just an arrow. Right lane can be for right turns or going straight.
- Would like to see a little faster review process for new businesses trying to move into our community. Competition is good and it may make the mall do a little more to it, Lowe's, etc. Plus we can get more tax dollars, jobs, and selection choses. Also would like to see area at F Center where grandparents, family, and friends sit and watch without having to pay to get in. They would make money off of the candy and pop. Thanks.