

**AGENDA**  
**REGULAR MEETING OF THE AMES CITY COUNCIL**  
**COUNCIL CHAMBERS - CITY HALL\***  
**OCTOBER 13, 2020**

**\*DUE TO THE COVID-19 PANDEMIC, THIS CITY COUNCIL MEETING WILL BE CONDUCTED AS AN ELECTRONIC MEETING. IF YOU WISH TO PROVIDE INPUT ON ANY ITEM, YOU MAY DO SO AS A VIDEO PARTICIPANT BY GOING TO:**

<https://zoom.us/j/826593023>

**OR BY TELEPHONE BY DIALING:** US:1-312-626-6799 or toll-free: 1-888-475-4499  
Zoom Meeting ID: 826 593 023

**YOU MAY VIEW THE MEETING ONLINE AT THE FOLLOWING SITES:**

<https://www.youtube.com/ameschannel12>

<https://www.cityofames.org/channel12>

**or watch the meeting live on Mediacom Channel 12**

**NOTICE TO THE PUBLIC:** The Mayor and City Council welcome comments from the public during discussion. If you wish to speak, please see the instructions listed above. The normal process on any particular agenda item is that the motion is placed on the floor, input is received from the audience, the Council is given an opportunity to comment on the issue or respond to the audience concerns, and the vote is taken. On ordinances, there is time provided for public input at the time of the first reading.

**CALL TO ORDER:** 6:00 p.m.

**CONSENT AGENDA:** All items listed under the Consent Agenda will be enacted by one motion. There will be no separate discussion of these items unless a request is made prior to the time the Council members vote on the motion.

1. Motion approving payment of claims
2. Motion approving Minutes of Special Meetings of September 15, 2020, and September 29, 2020, and Regular Meeting of September 22, 2020
3. Motion approving Report of Change Orders for period September 16 - 30, 2020
4. Motion approving New 12-month Class C Liquor License with Class B Wine Permit and Sunday Sales - Dollar General Store #22303, 3407 Lincoln Way - **pending final inspection**
5. Motion approving 5-day (October 27 - October 31) Class C Liquor License - Christiani's Events LLC, 2601 E. 13<sup>th</sup> Street
6. Motion approving Class Beer Permit with Sunday Sales Ownership Change for Doc Stop 5, 2720 E. 13<sup>th</sup> Street - **pending satisfactory background check**
7. Motion approving premises update for Levy @ Scheman Building to allow ISU Dining to serve alcohol on October 15, 2020, for special event to be held at Scheman Building
8. Motion approval renewal of the following Beer Permits, Wine Permits, and Liquor Licenses:
  - a. Class C Liquor License with Sunday Sales - North Grand Cinema, 2801 Grand Avenue
  - b. Class E Liquor License with Class B Wine Permit, Class C Beer Permit (Carryout Beer), and

- Sunday Sales - Target Store T-1170, 320 S. Duff Avenue
- c. Class C Liquor License with Sunday Sales - London Underground, 212 Main Street
  - d. Class B Beer with Sunday Sales - Chicha Shack Ames, 131 Welch Avenue
  - e. Class C Beer Permit with Sunday Sales - Docs Stop 5, 2720 E. 13<sup>th</sup> Street
9. Resolution Approving and Adopting Supplement No. 2020-4 to the *Ames Municipal Code*
  10. Resolution approving Revisions to the Personnel Policies effective October 19, 2020
  11. Resolution approving increase in authorized FTE count for Public Safety Dispatchers from 11 to 12 for period between November 1, 2020, and January 1, 2021
  12. Resolution appointing Neil Upadhyay to serve on ASSET
  13. Resolution appointing Leslie Ginder to serve on Human Relations Commission
  14. Resolution appointing Patti Engelmann to serve on Property Maintenance Appeals Board
  15. Amendments to 2020 Commission On The Arts (COTA) Fall Special Project Grant Contracts:
    - a. Resolution approving Amendment to Octagon Center for the Arts' Fall 2020 Grant for the "Chalk the Block" community event to extend the contract term to December 31, 2021
      - i. Resolution approving a carry-over of \$738 in funding from FY 2020/21 to FY 2021/22 for the "Chalk the Block" community event
    - b. Resolution approving Amendment to Ames Town and Gown Chamber Music Association's Fall 2020 Grant for the outreach event by the Merz Trio to extend the contract term to June 30, 2021
    - c. Resolution approving Amendment to Story Theater Company's Fall 2020 Grant for the production of "Frozen, Jr." to extend the contract term to June 30, 2021
    - d. Resolution approving Amendment to Story Theater Company's Fall 2020 Grant for the production of "You're a Good Man, Charlie Brown" to extend the contract term to December 31, 2021
      - i. Resolution approving a carry-over of \$700 in funding from FY 2020/21 to FY 2021/22 for the production of "You're a Good Man, Charlie Brown"
  16. Resolution approving Conflict of Interest Waiver for Ahlers & Cooney Law Firm to represent Ames Community School District regarding a cost-sharing agreement for path lighting at Furman Aquatic Center
  17. Resolution approving Encroachment Permit for a sign and lights at 316 Main Street
  18. Resolution setting date of public hearing for November 24, 2020, on proposed changes to the East University Impacted Urban Revitalization Area and Plan
  19. Resolution approving Amended Intergovernmental/Agency Agreement to Fund Administrative Services for the ASSET Process
  20. Resolution approving renewal of Intergovernmental Agreement for Tobacco, Alternative Nicotine, and Vapor Product Enforcement between the Police Department and Iowa Alcoholic Beverages Division
  21. Resolution approving financial support as a sponsor for the 2020 Symposium on Building Inclusive Organizations in the amount of \$2,500
  22. Resolution approving Professional Services Agreement for 2020/21 Arterial Street Pavement Improvements with WHKS & Co., of Ames, Iowa, in an amount not to exceed \$143,800
  23. Resolution approving Memorandum of Understanding with Ames Community School District to utilize the Furman Aquatic Center parking lot, sidewalks, and paths while new High School is being built

24. Resolution accepting the 2020 Department of Justice, Office of Justice Programs, and Bureau of Justice Assistance Edward Byrne Memorial Justice Assistance Grant Program and authorizing Police Department to participate in the Program
25. Resolution approving extension of the Service Agreement with RFID Library Solutions for the automated materials handling system in the total amount of \$82,500 for a five-year period
26. Resolution approving Emergency Purchase Order for the tree removal from the August 10, 2020, windstorm damage to Weiss Tree Service, Inc., of Ames, Iowa, for Electric Services Department, in the amount of \$142,898.50 inclusive of sales tax
27. Resolution approving bid due date and project completion date changes for the Baker Subdivision Geothermal Heat Pump System, setting October 21, 2020, as new bid due date and June 1, 2021, as the new project completion date
28. Resolution awarding contract to Blade Runner Turbomachinery Services, LLC, of Navasota, Texas, for Unit 8 Turbine Generator Overhaul in the amount of \$699,800 for base bid plus Alternate #10
29. Resolution approving contract with Burke Corporation of Nevada, Iowa, for hauled waste disposal at the Water and Pollution Control Facility
30. Resolution approving contract and bond for 2017/18 Main Street Pavers (Clark to Burnett)
31. Resolution approving Change Order No. 1 for Scaffolding and Related Services and Supply Contract for Electric Services with HTH Companies, Inc., of Union, Missouri, in the amount of \$20,000 (plus \$1,400 sales tax)
32. Resolution approving Change Order No. 1 for Specialized Wet Dry Vacuum, Hydro Blast, & Related Cleaning Services for Electric Services with HTH Companies, Inc., of Union, Missouri, in the amount of \$100,000 (\$7,000 sales tax)
33. Resolution accepting completion of CyRide 2020 Pavement Improvements Middle School Turnaround Project
34. Resolution approving Plat of Survey for 2740 Ford Street and 505 Bell Avenue
35. Resolution approving partial completion of public improvements and reducing security for Birch Meadows Subdivision, 1<sup>st</sup> Addition

**PUBLIC FORUM:** This is a time set aside for comments from the public on topics of City business other than those listed on this agenda. Please understand that the Council will not take any action on your comments at this meeting due to requirements of the Open Meetings Law, but may do so at a future meeting. The Mayor and City Council welcome comments from the public; however, at no time is it appropriate to use profane, obscene, or slanderous language. The Mayor may limit each speaker to three minutes.

**PLANNING & ZONING:**

36. Staff Report regarding Guest Lodging

**ADMINISTRATION:**

37. Presentation of 2020 Resident Satisfaction Survey results
38. Resolution approving Primary Health Care's request for funding for the opening of a dental clinic at its Ames clinic location, in the amount of \$95,000 and direct staff to draft a contract to be approved by Council at a future date

**DISPOSITION OF COMMUNICATIONS TO COUNCIL:**

**COUNCIL COMMENTS:**

**ADJOURNMENT:**



## MINUTES OF THE SPECIAL MEETING OF THE AMES CITY COUNCIL

AMES, IOWA

SEPTEMBER 15, 2020

The Special Meeting of the Ames City Council was called to order by Mayor John Haila at 6:00 p.m. on the 15<sup>th</sup> day of September, 2020. The Mayor announced that it is impractical to hold an in-person Council meeting due to the Governor of Iowa declaring a public health emergency because of the COVID-19 pandemic. Therefore, this meeting is being held as an electronic meeting as allowed by Section 21.8 of the *Iowa Code*. Council Members Bronwyn Beatty-Hansen, Gloria Betcher, Amber Corrieri, Tim Gartin, Rachel Junck, and David Martin and *ex officio* Member Nicole Whitlock joined the electronic meeting. The Mayor described the options available to those who wanted to offer public input.

**RESOLUTION SETTING DATE OF PUBLIC HEARING AS SEPTEMBER 22, 2020 FOR VACATION OF PUBLIC UTILITY, STORM SEWER, SURFACE WATER FLOWAGE, SHARED USE PATH, AND OPEN SPACE EASEMENTS ON OUTLOT P, SUNSET RIDGE SUBDIVISION, 5<sup>TH</sup> ADDITION (5521 ALLERTON DRIVE):** Moved by Betcher, seconded by Beatty-Hansen, to approve the Resolution setting the date of public hearing as September 22, 2020 for vacation of public utility, storm sewer, surface water flowage, shared use path, and open space easements on Outlot P, Sunset Ridge Subdivision, 5<sup>th</sup> Addition (5521 Allerton Drive).

Roll Call Vote: 6-0. Resolution declared adopted unanimously, signed by the Mayor, and hereby made a portion of these Minutes.

**DISCUSSION OF “THE ARTS IN AMES”:** Assistant City Manager Brian Phillips introduced Mike Sulzberger, a member of Story Theater Company Board of Directors, who had requested a workshop dedicated to the arts in Ames. He said Mr. Sulzberger and others will present regarding the arts.

Mr. Sulzberger said he has lived in Ames about 25 years and is a producer for NBC News, but his passion is working with Story Theater Company. He said he enjoys being a patron of all arts in Ames. He thanked the Council for scheduling this meeting. Mr. Sulzberger said the possibility of Stephens Auditorium closing is just the latest warning sign of the condition of the arts in Ames.

Mr. Sulzberger said in the 1980's and 1990's Ames was a hub for arts and culture. He said reliance on Iowa State University (ISU) for arts and culture in Ames is no longer serving Ames well, as there is less focus on arts and culture. He said the Ames Chamber of Commerce estimated over 20,000 people per day are commuting to Ames to work. He said the property tax base could be improved if even a small percentage of those people moved to Ames.

Jill Klindt, Vice President and Chief Accounting Officer at Workiva, told Council she has been an Ames resident since 1994. She said Workiva headquarters in Ames is able to recruit people to work in Ames from many places such as southern California and Hong Kong. Ms. Klindt said those people are fine with working in Ames but they don't settle in Ames; they live in Ankeny, Des Moines, or West Des Moines. She said they don't find enough activities and amenities to live in Ames even though they are happy to work here. She living in Des Moines or Ankeny puts them much closer to arts and culture.

Mr. Sulzberger said the problem is affecting businesses. He introduced Jennifer Drinkwater, Assistant Professor in the Department of Art and Visual Culture at ISU. Ms. Drinkwater said she is an artist, has lived in Ames since 2007, and teaches drawing at ISU. Ms. Drinkwater told Council of the ways she has been involved in the arts in the Ames community.

Ms. Drinkwater reviewed how arts impact economies, how Iowa and Ames compare to other areas, and how creative culture in Ames can be strengthened. She said this is the best time in the world to be a creative professional. She said as people work from home they are investing in artwork. She said Ames is very fortunate to have ISU (which has the largest public art collection in the United States), the ISU College of Design, a thriving Theater department, and a thriving English department. She said many of her students leave Iowa due to lack of opportunities and the cost of living. She said it would be wonderful to create an environment where graduates see creative opportunities and want to stay in Ames.

Ms. Drinkwater said the community has hitched its train to ISU for arts and culture. She urged Ames to step up and invest in the arts. She said creators are entrepreneurs and small business owners. She told Council that each dollar invested in the arts leveraged up to \$9 based on studies by Americans for the Arts. Ms. Drinkwater said the arts and culture sector comprises 4.2% of the Gross Domestic Product. She said in 2019, Stephens Auditorium brought in over \$4 million to the Ames economy. Ms. Drinkwater told Council that Minnesota Legacy Funds were created by the Legacy Amendment, which increased the state sales tax by three-eighths of a percent making the amount spent on the arts \$7.22 per capita compared to Iowa's 32 cents per capita.

Ms. Drinkwater discussed City funding spent on the arts in Ames. She said Dubuque was recently a pilot study for the American Center for the Arts, and now has a full-time Arts and Cultural Affairs Department Coordinator. She said arts and culture aid in increasing inclusivity and strengthening the economy, and said a full-time arts coordinator position should be created. After hiring this person in Dubuque, that city has received over \$50,000 in grants for art and cultural funding for Dubuque.

Examples of partnerships were reviewed by Ms. Drinkwater, including an artist relocation program in Paducah, Kentucky, where they invested \$12 million into the community. She said 60 artists moved to Paducah, and there was a \$10 million increase in tourism, and \$14 million was infused into construction industries. Ms. Drinkwater also told of Oil City, Pennsylvania, where the local economy was reinvented after several oil companies left that city. It restructured zoning and invested \$175,000 for six years, which created an estimated \$1.3 million in revenue. She also described The Fertile Ground Project (Jackson, Mississippi) funded by Bloomberg Philanthropies Public Art Challenge.

Mr. Sulzberger said Ames is spending \$268,000 and peer cities are spending over \$1 million annually. He said post-COVID-19, companies may realize they don't need such expensive real estate, and if people can live anywhere to do their jobs, then Ames would be competing with every city to attract people. He said Ames will have to be the best place to live in Iowa. He said there are already great parks and great schools to attract people here, and if a thriving arts and culture

community is added, people will be attracted to Ames. Mr. Sulzberger said hiring an arts and culture director would be the best place to start, and ideally this position would supervise the Auditorium, Bandshell, and possibly the School District Auditorium as well as be the contact for Commission on the Arts (COTA) and a liaison to the Ames Community Arts Council. He said this person would be available to answer questions about arts and culture. Mr. Sulzberger said there are grants that only cities can apply for, so this person would also look for and apply for grants. He said this person would not belong to the Parks & Recreation Department, but would be its own department. He also said having an initial pool of funds between \$50,000 - \$100,000 available for seed money is important, and the amount spent on the arts every year must be increased.

Mr. Sulzberger wondered if a portion of the increase in sales tax funds because of internet sales could be considered for the arts. He said the additional sales tax approved a few years ago included community enrichment funds, and noted Polk County passed an additional tax and has an amount earmarked for the arts. He also suggested a portion of the Hotel/ Motel Tax collected going to Ames Convention and Visitors Bureau could be directed toward the arts.

Mr. Sulzberger said he has heard three ideas recently: Story Theater Company moving to the Radical Hospitality model, having a film festival, and using vacant storefronts to house pop-up art installations. He said he knows preparing the budget is even more uncertain than usual, but feels the arts budget should be looked at as a blank slate.

Mayor Haila thanked Mr. Sulzberger and Ms. Drinkwater for their preparation and suggestions. Ms. Beatty-Hansen wondered if there are zoning changes that would be beneficial. Ms. Drinkwater said low-cost studio space for artists is in high demand in Ames. She said Reliable Street has opened a few very low-cost studio spaces, and if graduates from ISU had access to low-cost studio space, they would be more likely to stick around. Mr. Sulzberger said an arts and cultural director is the first thing Ames needs. Ms. Drinkwater said that new person could start researching things like zoning and available property. Mayor Haila said it would be helpful to understand what roles that person would be playing. Mr. Sulzberger said the person would be in charge of the Auditorium, Bandshell, and possibly the Ames High School Auditorium; head of COTA, and liaison to the Ames Community Arts Council and any new arts initiatives. Ms. Drinkwater said, in Dubuque, the arts and cultural director coordinates the \$250,000 budget dispersed to programs, builds liaisons with private investment, writes grant applications, and starts new programs. She said that person has done so well beefing up economic development that they will be moving her into the health and wellness area to utilize art. Mayor Haila asked about public/private partnerships to creatively begin this position. Ms. Drinkwater said she's sure there are communities doing that and anything is better than nothing.

Mr. Sulzberger said Craig Kaufman, Manager of the Bandshell, Auditorium, and Community Center, would be a possibility for this new position. Ms. Drinkwater said Mr. Kaufman would be great for the position. Council Member Gartin thanked Mr. Sulzberger for all he has done for the arts in Ames. He said Story City Theater Company has done a phenomenal job at making sure all kids have an opportunity to experience the arts. Mr. Sulzberger said Story Theater Company has never turned anyone away who wants to be a part. He said Boys and Girls Clubs of Story County has partnered

with them, and their work and outreach with the LGBTQ community has benefited many children. Mr. Gartin said he's thankful for the many attendees following this meeting on Zoom.

Ms. Betcher asked what impact closing Design on Main has had on the arts community in Ames. Ms. Drinkwater said many were heartbroken because there's nothing else like it. Graduate students loved being Downtown and now they have to work in a basement or their apartments. Ms. Betcher said one of City Council's goals is to increase civic engagement and outreach, and Council approved an allotment of \$10,000 to the arts community with the idea of pop-ups or start-up funding. Mr. Phillips said those funds were added to the adjusted budget for 2019/20 and will be carried over. He said it has not yet been determined what the money could be used for. Mr. Phillips said it will need to be determined if COTA would administer the funds. Ms. Betcher asked if ideas could be sent before the purpose of the money is determined. Mr. Phillips concurred.

Council Member Martin mentioned the comment regarding Ames relying too much on ISU for the arts and said he would like to quantify that. Ms. Corrieri said many of these discussions happened during the Healthy Life Center discussions. She said the Council desires to make Ames even more special. Ms. Junck said the economic development position is a partnership between the City and the Chamber and maybe a similar partnership is possible since art is essential to keeping young people in Ames. *Ex officio* Council Member Whitlock said there's a lot to do in Ames for children, but not much to do for adults, and not many opportunities for ISU students to connect with the community.

Mayor Haila asked what would attract employees of Workiva or other companies to Ames. Music venues, performing venues, event/performative spaces, and anything to do after work, such as looking at art, going to concerts, and listening to live music at restaurants were mentioned. Ms. Drinkwater said the Music Walk was great. She said Reliable Street is huge in Ames and is a great model of an organic community building if it's made easy for people to initiate ideas. Ames Collaborative Art was also mentioned. Ms. Drinkwater said for things to get started, a little money is needed as well as community members saying yes to certain spaces. Mr. Sulzberger said there has to be a reason for people to come Downtown after work.

Ms. Betcher said, when looking at population demographics, Ames has a much lower median age than Dubuque. She said 47% are college students who may not have much disposable income, which makes it challenging to see what's needed for entertainment. She suggested leveraging local money in Ames could be more like in a small community since the percentage of residents working and building wealth is smaller. Mr. Sulzberger talked about Perry, Iowa, and the amazing things going on. Ms. Drinkwater said there is a huge grassroots effort happening in Perry as they recognize how the arts community has attributed to the recent growth. Mr. Sulzberger said a point person for arts and culture is key. Mayor Haila asked what kind of investment is needed for an art plan. Ms. Drinkwater said sometimes communities get tired of the effort that goes into creating a plan and end up with a massive document.

Ms. Betcher asked if the role of the City should be creating an environment and getting out of the way, or trying to guide what is happening in the arts. Ms. Drinkwater said a little of both is ideal. Mr. Sulzberger agreed both roles are appropriate and said currently organizations need to know what is going on a couple years in advance to apply for funds, so if someone gets an idea for something to do in the next couple months then funding is a problem.

Mayor Haila asked how the arts community would spend \$250,000 with a portion of that amount going toward salary. Mr. Sulzberger said it would be spread out and used to encourage a film festival and become a co-producer to bring shows to the Auditorium. Ms. Drinkwater said funds could go to theaters, music festivals, existing arts organizations, Ames Community Arts Council space, and to better fund Maximum Ames. Mr. Sulzberger said an emphasis on getting people to Ames and getting people Downtown is important.

Mr. Sulzberger requested this conversation continue to move forward. Ms. Betcher said she hopes the Council will vote to put more money into a grant program to create more opportunities for art. Council Member Gartin said this presentation had been very helpful.

**DISPOSITIONS OF COMMUNICATIONS TO COUNCIL:** City Manager Steve Schainker said an email was received regarding speeding on Ash Avenue; that could be reviewed by the traffic engineer.

Moved by Betcher, seconded by Beatty-Hansen, to request staff to look into the speeding on Ash Avenue.

Vote on Motion: 6-0. Motion declared carried unanimously.

Mayor Haila said a letter was received from Chamber of Commerce CEO Dan Culhane regarding the City of Ames' sponsorship of the 2020 Virtual Symposium on Building Inclusive Organizations.

Moved by Betcher, seconded by Junck, to put this item on a future agenda.

Vote on Motion: 6-0. Motion declared carried unanimously.

Mayor Haila said he wrote a letter to Dickson Jensen to thank him for the generous offer to donate gift cards relative to the Face Coverings Ordinance.

**COUNCIL COMMENTS:** None.

**ADJOURNMENT:** The meeting adjourned at 7:48 p.m.

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Diane R. Voss, City Clerk

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John A. Haila, Mayor

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Erin Thompson, Recording Secretary

## MINUTES OF THE SPECIAL MEETING OF THE AMES CITY COUNCIL

AMES, IOWA

SEPTEMBER 29, 2020

The Special Meeting of the Ames City Council was called to order by Mayor John Haila at 6:00 p.m. on the 29<sup>th</sup> day of September, 2020. The Mayor announced that it is impractical to hold an in-person Council meeting due to the Governor of Iowa declaring a public health emergency because of the COVID-19 pandemic. Therefore, this meeting is being held as an electronic meeting as allowed by Section 21.8 of the *Iowa Code*. Council Members Bronwyn Beatty-Hansen, Gloria Betcher, Amber Corrieri, Tim Gartin, Rachel Junck, David Martin and *ex officio* Member Nicole Whitlock joined the electronic meeting. The Mayor described the options available to those who wanted to offer public input.

**CONSENT AGENDA:** Moved by Betcher, seconded by Junck, to approve the following items on the Consent agenda:

1. RESOLUTION NO. 20-523 appointing Council Member Amber Corrieri to serve on the Headwaters of the South Skunk Watershed Management Authority
2. Third passage and adoption of ORDINANCE NO. 4421 rezoning 2200 Oakwood Road from Agricultural (A) to Planned Residence Development (F-PRD)

Roll Call Vote: 6-0. Motion/Resolution declared carried/adopted unanimously, signed by the Mayor, and hereby made a portion of these Minutes.

**WORKSHOP:** Mayor Haila said the staff report, “Policing in Ames - A Path Forward” would be presented. Public comment would be received after the presentation.

City Manager Steve Schainker said he appreciated the City Council’s leadership during this time. He said after the death of George Floyd while in police custody, the City Council began receiving feedback and questions regarding Ames’ policing philosophy and operations. Mr. Schainker said the information received has been compiled into nine themes, and he is making recommendations to Council within each one.

Interim Police Chief Geoff Huff said the Ames Police Department (APD) has taken a proactive approach to the input received. He said procedural justice and universal fairness are embraced by all officers. He thanked the Police Department members for their willingness to improve.

### Theme 1: Organizational Culture

Many individuals who provided input wanted to ensure there is not a culture of racial bias embedded in the APD.

Mr. Schainker described the values-driven culture of *Excellence Through People* that all employees are responsible for bringing to life every day. He said systems are in place to reinforce those values, and the City’s hiring and selection process, promotional decisions, disciplinary determinations, and pay increases for non-union employees are tied to an employee’s reflection of the values.

Mr. Schainker said the Community Advisory Committee, which is comprised of residents from groups that are traditionally under-represented in the community, is in place to provide input

regarding how the City organization is doing delivering services. He also said a Diversity and Inclusion Team, made up of City employees, is in place to ensure City policies and practices do not negatively impact anyone in the workforce. He said while isolated experiences of inappropriate behavior may occur, they are not the result of a culture of bias embedded withing the City or Police Department.

Recommendation #1: The values that drive the *Excellence Through People* initiative will be revised to include the new values of Diversity, Equity, and Inclusion. He said City employees will be expected to conduct their work in a manner that upholds these values.

Recommendation #2: The City Manager will be recommending during the next budget cycle (FY2021/22) that a new full-time position of Diversity, Equity, and Inclusion Coordinator be created. He said this new position will assist with the training of all employees, recruitment of new employees, and a review of personnel policies to help ensure that all departments in the City organization, including the Police Department, support the values of diversity, equity, and inclusion.

#### Theme 2: Police Officer Recruitment and Selection Process

The major emphasis expressed under this theme is the need to have a process in place so applicants for an Ames Police Officer position are thoroughly vetted to ensure that they do not have a history of abuse, racism, xenophobia, homophobia, transphobia, or discrimination. Some have suggested a periodic follow-up throughout the career of an officer to assure that no discriminatory attitudes have developed.

Interim Police Chief Geoff Huff reviewed State requirements for acceptance into the Iowa Law Enforcement Academy (ILEA). In addition to these minimum state requirements, Ames Police Officers are required to possess a high school diploma or have completed the HiSET or GED and have 60 semester hours at an accredited college or university in diversified academic subjects. Mr. Huff described the recruitment process including screening for minimum requirements, standardized physical fitness test and the Police Officer Selection Test. It was noted that a background check usually takes four to six weeks as a detective interviews friends, family, acquaintances, teachers, former employers, landlords, neighbors, and college roommates about attitudes and experiences. He said investigators examine credit reports and online activity to look for integrity, fairness, compassion, and a service ethic suitable to the profession as well as bias, extremism, and other attitudes or history that conflict with the values of the City.

Recommendation #3: Realizing that all individuals have some form of implicit bias, the HR staff will explore additional validated evaluation tools to use in the Police Officer selection process to help predict whether candidates have a propensity to inappropriately act upon bias.

#### Theme 3: Officer Training/ Education

It is important to many who provided input that Police Officers who are hired receive training in the following topics: de-escalation of altercations, medical assistance, systematic racism, the historic role of police in maintaining oppressive social structures, implicit bias, and cultural competency.

Mr. Huff said while at the ILEA officers receive ten hours of bias and diversity training and eight hours of de-escalation training. In addition, and separately from Academy training, department-wide training conducted by APD includes Cultural Diversity, Special Populations, Fair and Impartial Policing, Communications/ De-Escalation, De-Escalation/ “Verbal Judo”, Procedural Justice, Implicit Bias, Understanding Class in Law Enforcement, and Mental Health First Aid. He said the Ames Police Department has certified trainers on staff in the following related areas: Fair and Impartial Policing, Procedural Justice, Implicit Bias, Mental Health First Aid, and De-escalation.

Mr. Huff explained that dispatchers are being trained to ask clarifying questions to ensure APD is responding appropriately to “suspicious activity” calls. He said the additional questions will help in instances when a caller reports activity that is not unlawful but has racial undertones to determine whether or not a police response is warranted.

Recommendation #4: Work with Human Resources to develop a more formalized training curriculum for officers regarding diversity and bias topics.

Recommendation #5: The City Manager will be recommending in the next budget cycle converting a vacant authorized Police Officer position into an administrative sergeant position. This position will manage departmental training needs, statistical reporting and transparency, and supervision of new officers during the onboarding and Academy processes, in addition to other duties.

#### Theme 4: Departmental Policies

Many emails received by City Council asked for specific policies to be adopted by the APD.

Mr. Huff said many policies are already in compliance with the suggested policies. He said contracts are flexible and always updated with any changes in law or best practices. Mr. Huff said Iowa Community Assurance Pool (ICAP) has given APD a grant to use Lexipol, a policy advisory firm that monitors best practices, policies, and case law. Interim Chief Huff said the use of force is rare by APD, and with 31,629 calls for service, there were 117 incidents when officers used force (.37% of all calls). Force was used in 3.7% of arrests. Mr. Huff said force includes a variety of actions, including an officer taking hold of an individual, and in each instance the use of force is reported.

The State of Iowa recently changed the deadly force section of the Iowa Code to treat chokeholds like other deadly force situations and the APD policy now mirrors that update. Mr. Huff discussed de-escalation, which is addressed in many policies. He explained that APD utilizes force options, which require an officer to evaluate resistance and use the lowest level of force to get compliance. Mr. Huff said force is only used when absolutely necessary. Mr. Huff said APD requires officers to report each time they use force or threaten to use force against civilians by documenting the use of force and informing their supervisor.

Banning the use of tear gas was another suggested policy. Mr. Huff said the use of tear gas is extremely infrequent and limited to riot situations where life/property are in danger. It would not be used for peaceful protests. He said without this option to disperse crowds, other uses of force would



be required. He said they don't support a total ban, rather accountability for the situations when it is used.

Mr. Huff said officers have had body cameras for almost two years and video footage is backed up. Recommendation #6: As revisions are made to APD policies, revised versions will be updated on the City's website.

Recommendation #7: An independent review of the APD policies will be periodically undertaken by a citizen committee. See Recommendation #16 regarding the creation of an Ames Citizen Police Advisory Committee (ACPAC).

Recommendation #8: As new laws are adopted at the federal and state levels and clarified by the courts, the City will continue to use Lexipol to review APD's existing policies to ensure compliance with the law and commitment to fair and impartial policing. Lexipol will continue to recommend new policies to address areas where policies do not yet exist.

#### Theme 5: City Ordinances and State Law

Suggested local ordinances include: ban racial profiling; prohibit racial bias in policing; prohibit an unjust accusation from one person against another to the Police because of race; decriminalize the use and possession of marijuana for less than 40 grams.

Mr. Huff said racial profiling and bias-based policing are prohibited in the Ames Police Department policies. He said officers contacting a person shall be prepared to articulate sufficient reason for the contact. He said supervisors are involved and watching for bias-based policing.

Recommendation #9: Adopt an ordinance prohibiting any member of the City of Ames organization from racial profiling or taking actions that are indicative of bias in the delivery of City services.

Recommendation #10: Adopt a local ordinance that prohibits filing false reports or providing false information to police against an individual because of race or another protected characteristic.

City Attorney Mark Lambert told Council the highest local penalty for filing a false report is a simple misdemeanor.

#### Theme 6: Transparency

It has been suggested that data should be periodically released such as arrest records, stop records, the number of civilian deaths that occur while in in police custody, and the number of civilian deaths that occur as the result of force. It has been further suggested to break these reports down according to various demographics.

Mr. Huff said a Press Log describing general information about calls for service and the Arrest Report are on the website. He said budget reports are provided annually, and crimes are reported to state and federal databases. Mr. Huff told Council that in 2019 the APD with ISU Police initiated

a traffic stop study to evaluate whether racial disparity exists, and the results should be available this fall.

Recommendation 11: Publish quarterly summaries on the APD website for citations (traffic tickets, municipal infractions, simple misdemeanors) and arrests, with a breakdown of race and other demographics, where known.

Recommendation 12: Publish quarterly reports on the APD website with use of force statistics, with a breakdown of race and other demographics, where known.

Recommendation 13: Create a new system for citizens to report bias incidents, publish this data on the APD website, and share these reports with the Human Relations Commission for follow-up.

Recommendation 14: Conduct periodic studies of traffic stop statistics to identify whether racial disparity exists in the traffic stops conducted by the APD.

#### Theme 7: Accountability in Complaint Handling and Discipline

It has been suggested that complaints regarding inappropriate action by Police Officers cannot be fairly addressed when the discipline process is contained within the department. Therefore, it has been suggested that an independent body be created to investigate and determine discipline for officers accused of such actions.

Mr. Huff said there is an internal complaint process, a complaint process through the Iowa Civil Rights Commission, and a complaint process through the Iowa Ombudsman office. He said investigating allegations of misconduct are started by the immediate supervisor and may be turned over to the Internal Affairs Coordinator. The investigation would be conducted similarly to other investigations. Officers may be on paid administrative leave or temporarily reassigned. He said if an officer is believed to be involved in criminal activity, an outside law enforcement agency would be contacted.

Mr. Huff reviewed investigation and discipline.

Recommendation #15: Make forms to document complaints more readily available on the Police Department website to provide ample opportunities for the public to register their concerns about incidents.

Recommendation #16: Create an Ames Citizen Police Advisory Committee (ACPAC) in accordance with the model presented below.

Assistant City Manager Brian Phillips reviewed the format of the proposed ACPAC. Goals would be to incorporate a citizen perspective into the evaluation of citizen complaints against the APD, provide thoughtful recommendations regarding the policies and practices of the APD, report concerns regarding complaint investigation outcomes to the City Manager, and increase public confidence in the professionalism and accountability of the APD.

Mr. Phillips said the ACPAC would have seven individuals representing the diversity of the community and appointed by the Mayor, trained after appointment in contemporary policing practices and legal standards, remain committed to impartiality and reviewing of complaints based only upon facts and evidence, and subject to confidentiality requirements. He also reviewed the proposed responsibilities of the members.

#### Theme 8: Communication

When the Chief of Police responded in writing to inquiries received this summer regarding the City's departmental policies, many were pleased to learn that the policies of the Police Department already addressed these concerns. Therefore, it appears from this feedback that the Police Department needs to do a more effective job communicating with under-represented populations.

Recommendation #17: Adopt the City Council-approved recommendations from the ISU Community and Regional Planning class(es) regarding the best communication techniques to reach under-represented populations in Ames.

Recommendation #18: Provide periodic updates to the public from the Chief of Police regarding activities, current events, policies, and less understood aspects of the APD through the use of social media, cable television, videos, radio, and other media.

Recommendation #19: Refresh the APD website pages to ensure information is clear, concise, and user-friendly for community members.

#### Theme 9: Funding

Calls are being heard throughout the country to "defund" police departments. This call includes the suggestion that the savings realized from reducing the department's budget be reallocated to various social service agencies, programs related to mental health, social work, crisis intervention, homelessness, drug prevention/treatment, affordable housing, public transit, before and after school programs, parks and recreation programs, community engagement, food security, and holistic collaborative services. It has also been suggested that the City not purchase or accept surplus military vehicles for APD use.

It was noted that the City appropriated \$10,596,148 to the Law Enforcement program for 2020/21, which is 4% of the total City budget.

Ms. Schildroth said the City of Ames uses local option sales tax funds to help pay for human services in Ames. She said Council is involved in directing these funds by setting priorities and allocating \$1,524,850 to fund human services. Other funders contribute \$3,010,453 for a total of \$4,535,303 to be used to purchase childcare, rent/utilities assistance, shelter services, mental health and substance abuse prevention and treatment, food pantry programs, transportation, nutrition, home health assistance, youth development programs, and domestic violence services.

Ms. Schildroth said Community Development Block Grant (CDBG) and HOME funding received this fiscal year (\$826,422) is earmarked to develop a new housing subdivision for multiple-family

housing units and single-family detached homes that meet the needs of low- and moderate-income residents in Ames.

Ms. Schildroth said for several years APD has been reducing officer involvement in some nuisance and social problems and referring to apartment managers and encouraging neighbors to resolve issues. She also said mental health calls for service are being diverted to the Mobile Crisis Response Team (MCRT) managed by Eyerly Ball Community Mental Health Services. Ms. Schildroth said the Mental Health Advocate (employed by APD) evaluates police calls for service and ensures lines of communication with health care providers are kept open to ensure proper services are being received when needed.

City Manager Steve Schainker said the many partnerships in place are a result of police, human service agencies, and community members working together towards the best outcomes for citizens. He said the majority of APD funding is directed toward pay and benefits. He said any substantial redirection of funding out of this budget would have to come from personal services which would reduce the number of officers and thereby severely impact the City's ability to provide adequate service to the community.

Recommendation #20: Adopt a City Council policy that no surplus armored military vehicles may be purchased or accepted by the City for use.

Recommendation #21: If the City Council wishes to do so, the allocation of ASSET funds could be reprioritized in the next budget cycle and concentrated in human services that better meet the City Council's social justice goals.

Council Member Betcher asked why officers have to be on paid administrative leave during investigations. Mr. Huff said the Peace Officer Bill of Rights wouldn't allow for unpaid leave. He said decisions are not made quickly before due process. Mr. Lambert said there are requirements for predisciplinary hearings and to remove an officer from the workplace environment, they would be on paid leave. Ms. Betcher asked about the Executive Order adopted September 22, 2020, focusing on training. Mr. Lambert said he will look into it and get back to Council.

Council Member Junck asked about requiring the APD to request demographic information in every situation with the opportunity to opt out. Mr. Lambert said he doesn't like the idea of doing that for several reasons, but he will look into it.

Council Member Martin wondered if there's anything similar to Lexipol that could be a better fit. Mr. Huff said Lexipol is recommended by insurance carrier ICAP, though there are other ones out there. Mr. Martin said he has heard the community's concerns, but he's not sure how to evaluate the concern.

*Ex officio* Member Whitlock asked about the body cameras and officer accountability. Mr. Huff said the cameras are always recording, but when officers press record, that is the information that gets stored. He said in some instances when officers have forgotten to press record the instances were

retrieved. Mr. Huff said cameras and batteries have failed at different times, but the intent is to record as much as possible, and officers are very compliant. Mayor Haila asked what happens if a member of the public requests the camera be turned off. Mr. Huff said if an officer is asked to turn the camera off in instances when it's appropriate, an officer can note why it's being turned off before doing so, but most of the time that wouldn't be allowed.

Ms. Betcher asked if the City will be doing an equity audit for APD or the entire City. Mr. Schainker said that has not yet been discussed.

Council Member Corrieri asked about ongoing education. Mr. Huff said state-mandated training is required yearly, and that is the baseline. He said training is very appreciated by officers, and much of the additional training is at the officer's request.

Council Member Gartin asked what prevents an officer who has been discharged from another police department for bad behavior from getting an interview. Mr. Huff said many tools are at their disposal for background checks. He said they account for every place a person has lived and worked, and said they are confident they would find out about situations like that.

Ms. Junck asked about rights for a complainant. Mr. Huff said it's required that APD get back in touch with the complainant.

Ms. Whitlock asked how students will be involved in the proposed ACPAC. Mr. Schainker said the Council will make the appointments. Mayor Haila said on the basis the Council moves forward there will be many discussions at the Council level. Ms. Betcher asked about the officers' response to the recommendation of the ACPAC. Mr. Huff said officers are very open to it. He said officers enjoy Ames Citizen Police Academy so much because they can share with citizens the aspects of the job, and interact with citizens.

Mayor Haila asked about displaying firearms. Mr. Huff said there were 117 incidents of use of force in 2019 and 22 incidents where officers displayed a firearm (zero instances of firing the firearm). Mayor Haila asked if those numbers are typical. Mr. Huff confirmed that they are.

Ms. Whitlock asked about polygraph testing as it relates to racial bias. Mr. Huff said the polygraph is one piece to a much larger puzzle. He said the polygraph is looking for integrity and honesty and those results are looked at through other lenses as well. Mayor Haila asked how that's used. Mr. Huff said they are looking for criminal activity and consistency in answers.

Mayor Haila opened public input.

Ahmed Ismail, Iowa City, said he is an ISU Engineering student and an organizer for Ames Black Lives Matter (BLM). He said he believes there's a big need for an equity review from an outside perspective. He said the majority of people working on these processes are not from the marginal communities affected. He the ACPAC members must be appointed by Council members and those people should have real power to police the police. He also said entities like YSS and NAACP, who

do the work with the marginalized communities, should provide input on who should be on the committee. Mr. Ismail said bringing in another perspective could bring a better understanding of what the issues are.

Sarah Carney, 320 S. 2<sup>nd</sup> Street, Ames, said she understands the need to address the individual biases. She said true justice can't come without dismantling of systemic racism. She said root causes must be addressed to solve issues. Ms. Carney said she appreciates the active listening and asked that this be just the beginning.

Taylor Junck, 916 Vermont Circle, Ames, thanked Council for the energy put into the report. She said police accountability is due to lack of transparency. She said Lexipol aims to decrease lawsuits against police. Ms. Taylor Junck said she has many unanswered questions. She asked if there are quotas in Ames for traffic stops. Ms. Taylor Junck asked that ASSET funding not be reallocated.

Deborah Fink, 222 S. Russell, Ames, said it was noted Ames doesn't use surplus military vehicles, but she wondered if other military surplus equipment is used.

Philip Gassman, 1605 Burnett Avenue, Ames, thanked the APD for the work they do and for the in-depth report. He said he's impressed with the many layers and checks and balances in place. He said in *Newsweek*, a Gallup poll stated that only 19% wanted police to spend less time in an area. Mr. Gassman said the majority of people in this community and across the nation do not favor defunding the police. He said there is a plethora of issues, but many comments being made about shifting funding have not been thought out well.

Andrew Meyer, 322-11<sup>th</sup> Street, Ames, said Police outreach is a fine idea, but it's important to remember it comes down to what officers decide to do in the moment. He said the language in many ordinances refers to what is "reasonable." Mr. Meyer commented that displaying firearms 22 times doesn't seem necessary if they are not being used. Mr. Meyer asked how long the video is being kept after the video is taken.

Kaydin Oler, 330 S. 2<sup>nd</sup> Street, Ames, said BLM members and NAACP should be involved in ACPAC so it is a community group. For a diverse board, more people need to have a say in who is appointed.

Riley Drake, 3322 Jefferson Street, Ames, said there are ways these recommendations can happen and it's completely possible to improve a community. She said she is part of an anti-racism group, and that 95% of policing is in response of non-violent events. She said law enforcement should not be out of bounds and has been proven ill-suited for some of the calls received.

Tim Sklenar, 320 S. 2<sup>nd</sup> Street, Ames, said the regulation for dealing with unlawful crowds isn't the same as a violent crowd. He said ACPAC should have access to body camera footage in use of force incidents and should report if use of force incidents are reasonable. He said he went through ISU Police's Citizens Academy and at that time ISU officers didn't carry firearms, only tasers. He wondered if that would work for Ames.

Serena Paulson, 323 West Street, Ames, said it's important that students be represented on ACPAC. She said the community should be part of appointing members. Mayor Haila asked about the full transparency with ACPAC. Ms. Paulson said anything that ACPAC receives should be made public information.

Jon Wolseth, 902 Arizona Avenue, Ames, said the report claims there is no culture of bias. He said this is troubling because there is no transparent data offered. He said he echoes the call for greater transparency for ACPAC. He said he encouraged the Council to ensure the interviewing process for the next Police Chief involves minority groups.

Sehba Faheem, 1930 Long Road, Ames, said the majority of funding is for patrol and wondered why. She asked what the gain is for having officers on patrol.

Kara Prior, 1712 Wilson Avenue, Ames, thanked the City and Council for the report and the workshop. She said she feels a better place to start would be to look at what systemic racism in Ames looks like. said a lot of anti-racist work needs to be done and wonders if Council would consider asking black history or anti-racism experts to do a session rather than starting with the Police Department since it's not the center of the problem. She said she would love if Council would spend more time with the marginalized communities in Ames.

Apple Amos, 3303 West Street, Ames, said much of the discussion seemed to assume issues in policing have to do with individuals and not policing in general. She said if it was an issue with individuals she doesn't believe protests would be going on.

Mayor Haila asked about body camera footage. Mr. Huff said arrests are kept for three years; some cases like homicides would be kept forever, and traffic stops are kept for one year. He said anyone can make a request for video, and an evaluation would take place on the request.

Mayor Haila asked if there is any other surplus military equipment. Mr. Huff said APD has weapons that were received through a surplus program.

Ms. Beatty-Hansen asked about quotas for traffic stops. Mr. Huff said quotas are illegal.

Council Member Martin said a couple speakers spoke about funding going toward Patrol. He asked about activities included under that. Mr. Huff said there are three patrol shifts as well as the Safe Neighborhoods team, support services, and communications. Mr. Huff said if a call is received, a Patrol officer addresses the situation; almost everything starts with Patrol.

Council Member Betcher said unlawful assemblies were mentioned. Mr. Huff said unlawful assembly could be different than a riot where people need moved from an unsafe location or private property. He said they would be resistant to using chemical on crowds that aren't violent. He said the times when chemicals were used in Ames involved property damage and violence. He said it's illegal to block a City street and march, but they have addressed it in other ways.

Ms. Beatty-Hansen asked what is used to determine how many hours are devoted to Patrol. Mr. Huff said it's historical, and they track calls for service. He said they run a pretty lean department, but they try to keep a certain number of officers on the street based on the knowledge of how many calls are received.

Council Member Gartin asked how to move forward. Mayor Haila said Council would move to put the report in its entirety on a Council agenda, and any follow-up questions for staff could be noted.

Mr. Schainker said Council could take a little time to absorb the information in the report and the input from the community while not waiting too long.

Moved by Beatty-Hansen, seconded by Betcher, to place the report and recommendations by staff on a Council agenda within the next two months.

Vote on Motion: 6-0. Motion declared carried unanimously.

Mr. Gartin asked how communities go about training committees such as the proposed ACPAC. Mayor Haila said there's an objectivity of the committee. Mr. Phillips said one common theme among boards he's researched is that the training is very extensive and involving initial and ongoing training from a variety of perspectives. He said timeliness is very important for personnel investigations, so the appointees could be called together for input with short notice. Mr. Gartin said he is very proud of APD, and good governance means we tailor solutions toward the challenges being faced.

Ms. Corrieri said she has a unique perspective as she has three family members in law enforcement. She said she has had many positive interactions with APD over the years. Ms. Corrieri said she realizes her experiences are not the same as others. She said what she sees in this report is a Department that cares about the community, and she appreciates the thoughtfulness put into the report. She thanked Mr. Schainker and Mr. Huff, as well as former Chief Chuck Cychosz.

Ms. Betcher said she feels comfortable with the recommendations. She said the spirit of the reaction of officers is encouraging, which shows they are interested in continuous improvement and becoming even better. She said she hopes the officers can continue to love their jobs as they serve our community. Ms. Betcher said she served as a NAACP national delegate recently, and a panelist from Philadelphia was asked about the phrase "defund the police." This panelist suggested saying something different such as "fund our communities of color," to counteract issues that police are dealing with.

Mayor Haila said the NAACP opening comments state that it starts with each one of us in the community. He said the National League of Cities has some programs to look at for communities as a whole.

**DISPOSITIONS OF COMMUNICATIONS TO COUNCIL:** Moved by Corrieri, seconded by Gartin, to request a memo from staff regarding the request from Dan Culhane dated September 21,



2020, to proceed with the rezoning of the 1,300+ acre corridor on East Lincoln Way known as the Prairie View Industrial Center,

Vote on Motion: 6-0. Motion declared carried unanimously.

**COUNCIL COMMENTS:** Mayor Haila and Council Members Junck and Martin thanked staff for their work on the “Policing in Ames” report. Ms. Whitlock commented that all identities need to be treated equally.

Council Member Betcher thanked staff for their work on the census parade.

**ADJOURNMENT:** The meeting adjourned at 9:34 p.m.

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Diane R. Voss, City Clerk

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John A. Haila, Mayor

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Erin Thompson, Recording Secretary

**MINUTES OF THE MEETING OF THE AMES AREA  
METROPOLITAN PLANNING ORGANIZATION  
TRANSPORTATION POLICY COMMITTEE AND  
REGULAR MEETING OF THE AMES CITY COUNCIL**

**AMES, IOWA**

**SEPTEMBER 22, 2020**

**AMES AREA METROPOLITAN PLANNING ORGANIZATION (AAMPO)  
TRANSPORTATION POLICY COMMITTEE MEETING**

Mayor Haila announced that it is impractical to hold an in-person Council meeting due to the Governor of Iowa declaring a public health emergency because of the COVID-19 pandemic. Therefore, limits have been placed on public gatherings, and this meeting is being held as an electronic meeting as allowed by Section 21.8 of the *Iowa Code*. The Mayor then provided how the public could participate in the meeting via internet or by phone.

**CALL TO ORDER:** The Ames Area Metropolitan Planning Organization (AAMPO) Transportation Policy Committee meeting, which was being held electronically, was called to order by Ames Mayor and voting member John Haila at 6:00 p.m. on the 22<sup>nd</sup> day of September, 2020. Other voting members brought into the meeting were: Bronwyn Beatty-Hansen, City of Ames; Gloria Betcher, City of Ames; Amber Corrieri, City of Ames; Tim Gartin, City of Ames; Rachel Junck, City of Ames; David Martin, City of Ames; Lauris Olson, Story County Supervisor; Bill Zinnel, Boone County Supervisor; and Jacob Ludwig, Transit Board. Jon Popp, Mayor of Gilbert was absent.

**APPOINTMENT OF PUBLIC WORKS DIRECTOR JOHN JOINER TO STATEWIDE URBAN DESIGN SPECIFICATIONS (SUDAS) BOARD OF DIRECTORS:** AAMPO Administrator Joiner said the AAMPO is allocated one member on the Statewide Urban Design and Specifications (SUDAS) Board of Directors. The representative is required to be a licensed professional engineer and has traditionally been the Public Works Director in the City of Ames.

Moved by Betcher, seconded by Olson, to approve Alternative No. 1, thereby approving the appointment of the City of Ames Public Works Director, John Joiner, as the AAMPO representative to the SUDAS Board of Directors.

Vote on Motion: 9-0. Motion declared carried unanimously.

**IOWA CLEAN AIR ATTAINMENT PROGRAM GRANT APPLICATION:** AAMPO Administrator John Joiner explained the projects that will be included in the Grant Application to the Iowa Department of Transportation for the Iowa Clean Air Attainment Program. He noted that the first application is Phase 2 of the Ames Traffic Network and the other four are CyRide applications that are done annually.

Moved by Betcher, seconded by Olson, to approve the following resolutions:

1. **RESOLUTION NO. 20-500**, thereby certifying that the Ames Traffic Network - Phase 2 project shown in the Iowa Clean Air Attainment Program grant application conforms to the MPO's regional transportation planning process.

2. RESOLUTION NO. 20-501, thereby certifying that the West Ames Changes (New Route: #12 Lilac; Added Frequency of Service: #1 Red, #7 Purple, & #11 Cherry) project shown in the Iowa Clean Air Attainment Program grant application conforms to the MPO's regional transportation planning process.
3. RESOLUTION NO. 20-502, thereby certifying that the Cherry (Night Service) project shown in the Iowa Clean Air Attainment Program grant application conforms to the MPO's regional transportation planning process.
4. RESOLUTION NO. 20-503, thereby certifying that the Lilac (Midday Service) project shown in the Iowa Clean Air Attainment Program grant application conforms to the MPO's regional transportation planning process.
5. RESOLUTION NO. 20-504, thereby certifying that the Brown (Night Service) project shown in the Iowa Clean Air Attainment Program grant application conforms to the MPO's regional transportation planning process.

Vote on Motion: 9-0. Resolutions declared adopted unanimously, signed by the Mayor, and hereby made a portion of these Minutes.

**FY 2017-2021 SAFETY PERFORMANCE TARGETS:** Administrator Joiner noted that a few years ago the Metropolitan Planning Organization (MPO) signed that they would support the State's targets instead of establishing its own. As the State updates its targets, the AAMPO has 180 days to adopt those updates as well.

Moved by Zinnel, seconded by Beatty-Hansen, to approve the FY 2017-2021 Safety Performance Targets established by the Iowa Department of Transportation in coordination with Iowa MPO's. Motion carried unanimously.

Transit Board Member Jacob Ludwig was brought in as a participant for meeting.

**PRESENTATION OF DRAFT 2045 METROPOLITAN TRANSPORTATION PLAN:** Mr. Joiner explained that this item is the actual Plan completed as one document. In a previous meeting Brian Ray, HDR, had walked the Policy Committee through all the projects. These are now incorporated into the Plan and tonight Mr. Ray will be presenting the draft 2045 Metropolitan Transportation Plan.

Story County Supervisor Lauris Olson inquired if during the 30-day public comment period, a member of the public would request to make major changes, would it be too late in the process. Traffic Engineer Damion Pregitzer commented that once the 30-day comment period is open, they will start collecting comments, and if they see comments that are major changes to the Plan, they will be discussed internally and presented on October 27. He noted that any big changes would be anything that changed the fiscal constraint of the Plan. Ms. Olson asked if the Policy Committee could see the comments as they come in. Mr. Pregitzer mentioned staff will be setting up a comment input process and collect the data all in one location and he can email out a weekly summary. Mr. Pregitzer stated that, as a last resort, the Policy Committee can always amend the Plan later.

Mayor Haila asked what the deadline was to submit the Plan. Mr. Pregitzer mentioned that the current Plan expires October 12, 2020, but this only means that any programming that is locked into the Transportation Improvement Plan (TIP) until the City has a new adopted Plan. Mr. Pregitzer noted that if there are any major changes, staff will reach out to the DOT and the Federal Highway Administration and give them an update.

Brian Ray with HDR presented the draft Plan and explained that the draft Plan structure consists of ten chapters. He briefly went over what is covered in Chapters 1-10 of the Plan. Mr. Ray noted that for public input, staff had published information on the City website, social media, press releases, email, and direct mailings. A statistically valid travel survey was sent out to a random list of citizens of Ames. There were various in-person and online events done along with past meeting of the Transportation Policy Committee. Mr. Ray mentioned that coordination was done with the City and the AAMPO who the Comprehensive Plan coordinated with the draft Plan.

Mr. Ray explained that at the last meeting the fiscally constrained plan was discussed. He noted that there were a few changes made to the bicycle/pedestrian plan since the last meeting. Future planned performance was reviewed from 2015 through 2045. A roadway level of service analysis was done, and there are still some levels of service that were not able to be addressed in the constrained projects, but were addressed in the illustrative or developer-driven projects. He reminded everyone that illustrative projects are projects that can hopefully occur within the next 25 years, but fit outside of the fiscally constrained plan, and if funding becomes available those are projects that could be done. The developer-driven roadway projects are projects that could potentially be developed by a developer through private funding or split funding for the projects to be built within the next 25 years. Mr. Ray mentioned there were a few unfunded Iowa DOT roadway projects. He explained that the Iowa DOT is not required to plan out 25 years into the future as they develop five-year plans. The projects listed were projects that the Iowa DOT gave HDR as potential projects that could happen within the next 25 years, but there is currently not any funding available.

It was noted that the next steps would be the public comment period from September 23, 2020, through October 22, 2020, and then on October 27, 2020 the Transportation Policy Committee will meet and adopt the final Metropolitan Transportation Plan.

County Supervisor Olson wanted to know if the slide that was shown for the roadway plan and what the potential local sharing funding would be; specifically if the amount shown was all the money that the City expected to have over the next 25 years on projects. She cited the example of round-a-bouts on George Washington Carver, and she wanted to know if any money would be left over to do any cooperative projects. Mr. Ray stated they looked at historic funding levels with the City and they came up with a reasonable amount of \$40 million, but there could potentially be more funding. Mr. Pregitzer stated that historically, it is based on past and current funding policies and how much money is allocated to new improvements. Mr. Pregitzer pointed out that the operation and maintenance of the system has already been taken off the top. If this was to change, the funding policies would have to be looked at and discussed. Ms. Olson stated that even if Story County would propose local round-a-bouts, there would not be any money as the Plan potentially eats up the funding for new construction. Council Member Martin asked for clarification as he understood the

funding for local shares to be for projects that have federal funding, but there may be money left elsewhere for other projects that were not federally funded. Public Works Director John Joiner stated that Mr. Martin was correct. There are maintenance and preservation projects that are in the CIP every year, but there are other projects in the City's CIP and the County's CIP. The projects shown are for federal allocation and what local share will go towards those federally funded projects. Mr. Ray stated that for system preservation, there is about \$270,000 for roadway improvements for the next 25 years. Ms. Olson mentioned that she is focused on round-a-bouts and wondered if funding would be available for them in the next few years. Mr. Ray stated that there is about \$270,000 for system preservation, \$40 million on the federal aid system, and \$27 million on the non-federal aid system. Mayor Haila noted that there may be other ways to fund a round-a-bout that may not fall under the jurisdiction of the AAMPO. Mr. Pregitzer stated that would be correct and explained that the model and the growth projections help guide the City where the issues are going to be. The main purpose of the Metropolitan Transportation Plan is to prioritize the expenditure of the federal aid. Ms. Olson mentioned that one of the other Board of Supervisors members will be reaching out to staff to start a discussion about funding for round-a-bouts.

Mayor Haila asked what "Environmental Justice Assessment" meant. Mr. Ryan explained that he is not the expert for that question, but it is for areas that have minority populations or low-income populations. Mr. Pregitzer explained it is an assessment of where an MPO is investing funding; it tracks where the investment is going and how many of those populations are benefitting from the improvements. Mayor Haila inquired if this helps on the transit side. Mr. Pregitzer stated that CyRide does go into greater detail about what areas they service. Council Member Betcher commented that the assessment is also looking at adverse impacts. She noted the assessment is to find the good and bad affects the community.

Mayor Haila wanted to know how public input influenced projects that were selected and if there were any surprises. Mr. Ray stated that early on they took a lot public input regarding developing the vision, goals, and objectives. The public input helped develop the objectives and the scoring criteria along with the federal requirements. Mr. Pregitzer stated that the bicycle/pedestrian portion of the Plan was heavily locally driven.

Mayor Haila mentioned that some of the goals for sustainability are for equipment replacement and trying to move to electric buses. He wanted to know if this is something that is going to be done, as the Plan only showed three bus replacements per year, but didn't state what kind. Mr. Pregitzer explained that the list of projects did have input from CyRide staff, but the Plan is reflective of what CyRide gave HDR.

Mayor Haila pointed out that not a lot of money is going towards facility improvements to have the buses stored indoors at all times. Mr. Ray stated that a lot of what informs the MTP from the transportation side comes from the Passenger Transportation Plan that CyRide updates regularly. CyRide also has a lot of projects on the illustrative side where they have not been able to identify funding yet.

Mayor Haila referred to an email that was sent earlier from Gilbert Mayor Popp and asked Mr. Pregitzer to share his thoughts. Mr. Pregitzer noted that Mayor Popp had concerns about three projects that were shown in the Plan. The roadway projects were numbered 1, 2, and 3 and each one had a round-a-bout or signal option. He noted that the reason there is an option is because the Long-Range Transportation Plan doesn't do any engineering or detailed studies.

Moved by Beatty-Hansen, seconded by Olson, adopting RESOLUTION NO. 20-505 approving the Draft Plan and setting the date of public hearing for October 27, 2020, for approval of the Plan. Vote on Motion: 10-0. Resolutions declared adopted unanimously, signed by the Mayor, and hereby made a portion of these Minutes

**POLICY COMMITTEE COMMENTS:** No comments were received from the Policy Committee.

**ADJOURNMENT:** Moved by Ludwig to adjourn the Ames Area Metropolitan Planning Organization Transportation Policy Committee meeting at 6:58 p.m.

### **REGULAR MEETING OF THE AMES CITY COUNCIL**

**CALL TO ORDER:** Mayor John Haila called the Regular Meeting of the Ames City Council, which was being held electronically, to order at 6:59 p.m. with the following Council members present: Bronwyn Beatty-Hansen, Gloria Betcher, Amber Corrieri, Tim Gartin, Rachel Junck, and David Martin. *Ex officio* Member Nicole Whitlock was also present.

**PROCLAMATION FOR “WATERSHED AWARENESS MONTH” - OCTOBER 2020:** Mayor Haila proclaimed the month of October 2020, as “Watershed Awareness Month.” He urged every citizen within Story County to recognize the importance of the watershed in which you live and commit to keep learning and identifying how you can make a difference, even in your own backyard. Accepting the Proclamation was Municipal Engineer, Tracy Peterson. She reminded everyone of the rebates that are available for watersheds, native trees, rain barrels, native plants, rain gardens, soil quality, and composting.

**PROCLAMATION FOR “FIRE PREVENTION WEEK” - OCTOBER 4 - 10, 2020:** The week of October 4-10, 2020, was proclaimed as “Fire Prevention Week” by Mayor Haila. The theme for this year's Fire Prevention Week is “Serve Up Fire Safety In the Kitchen!” Deputy Fire Chief Doug Allen accepted the Proclamation on behalf of the Ames Fire Department. Mr. Allen stated they will not be doing outreach and education in the schools this year due to COVID-19, but will continue to send out messages to remind people about fire safety.

Mayor Haila inquired if the Fire Department still had a program for smoke detectors. Deputy Fire Chief Allen stated they had originally partnered with the Red Cross who provided free smoke alarms, but has not heard any updates on that project lately. He noted that if anyone calls the Fire Department, they will come out to test the smoke detector, change the batteries if needed, and will replace them if they are not working.

Mayor Haila asked how many training hours each firefighter does per year. Mr. Allen noted it is around 250 hours/year as they are continually learning new techniques, etc., to keep the community safe.

**CONSENT AGENDA:** Moved by Corrieri, seconded by Betcher, to approve the following items on the Consent Agenda.

1. Motion approving payment of claims
2. Motion approving Minutes of Special Meeting of September 1, 2020, and Regular Meeting of September 8, 2020
3. Motion approving Report of Change Orders for period September 1 - 15, 2020
4. Motion setting the following Special City Council meeting dates/times:
  - a. January 19, 2021, at 5:15 p.m. for CIP Workshop
  - b. January 29, 2021, at 2:00 p.m. for Budget Overview
  - c. February 2, 3, and 4, 2021, at 5:15 p.m. for Budget Hearings
  - d. February 9, 2021, at 5:15 p.m. for Budget Wrap-Up
5. Motion approving Class E Liquor Ownership Change for Hy-Vee Food Store #1, 3800 W. Lincoln Way
6. Motion approving renewal of the following Beer Permits, Wine Permits, and Liquor Licenses:
  - a. Class E Liquor License with Class B Wine Permit, Class C Beer Permit (Carryout Beer), and Sunday Sales - Hy-Vee Food & Drugstore #2, 640 Lincoln Way
  - b. Class E Liquor License with Class B Wine Permit, Class C Beer Permit (Carryout Beer), and Sunday Sales - Hy-Vee Food Store #1, 3800 W. Lincoln Way
  - c. Class C Liquor License with Sunday Sales - Bullseye Restaurant Group LLC, 114 South Duff Avenue
  - d. Class E Liquor License with Class B Wine Permit, Class C Beer Permit (Carryout Beer), and Sunday Sales - CVS/pharmacy #10452, 2420 Lincoln Way, #104
  - e. Class C Beer Permit with Class B Wine Permit and Sunday Sales - Aldi Inc., #48, 108 South 5<sup>th</sup> Street
  - f. Class B Beer with Sunday Sales - Macubana, 116 Welch Avenue
  - g. Class B Liquor License with Catering, Outdoor Service and Sunday Sales - Hilton Garden Inn Ames, 1325 Dickinson Avenue
7. Motion approving request from ISU Athletics Marketing for fireworks displays from Jack Trice Stadium (northwest endzone) for ISU Home Football Games on the following dates:
  - a. October 3
  - b. October 10
  - c. November 7
  - d. November 21
  - e. December 5
8. Title VI Compliance:
  - a. Motion approving U. S. Department of Transportation Standard Title VI Assurances
  - b. Motion approving Title VI Non-Discrimination Agreement between Iowa Department of Transportation and City of Ames
9. RESOLUTION NO. 20-506 approving FY 2019/20 Annual Street Financial Report

10. RESOLUTION NO. 20-507 approving FEMA License/Use Agreement for temporary Disaster Recovery Center serving Ames and Story County
11. RESOLUTION NO. 20-508 approving preliminary plans and specifications for District Geothermal Vertical Closed Loop at Baker Subdivision, setting October 14, 2020, as bid due date and October 27, 2020, as date of public hearing
12. RESOLUTION NO. 20-509 approving contract and bond for Unit 8 Precipitator Roof Repair and Replacement
13. RESOLUTION NO. 20-510 approving contract and bond for Unit 8 Crane Renovation
14. RESOLUTION NO. 20-511 approving Change Order No. 1 with Electrical Engineering and Equipment Company, Windsor Heights, Iowa, for Motor Repair Contract for the Power Plant in the not-to-exceed amount of \$43,000
15. RESOLUTION NO. 20-512 approving Plat of Survey for 4000 Cochrane Parkway and 600 Bellflower Drive
16. RESOLUTION NO. 20-513 accepting completion of East Highway 30 Force Main Improvement Project

Roll Call Vote: 6-0. Motions/Resolutions declared carried/adopted unanimously, signed by the Mayor, and hereby made a portion of these Minutes.

**PUBLIC FORUM:** Mayor Haila opened Public Forum. There being no one indicating that they wished to speak, the Mayor closed Public Forum.

**PRESENTATION OF DRAFT AIRPORT MASTER PLAN:** Traffic Engineer Damion introduced Mike Dmyterko and Tyler Stuber from Coffman Associates, the consultants who will be presenting the Airport Master Plan. Mr. Pregitzer explained that no formal action is needed by the Council tonight, but they wanted to present the draft Airport Master Plan to the Council and the public. The 30-day comment period will begin on September 23, which is not required; however they wanted to make sure that everyone is aware of what is happening.

Mr. Dmyterko stated that they have been working on putting the draft Airport Master Plan together over the past two years. The Airport Master Plan should be updated every 10-20 years to make sure the Airport it is up to date with federal guidelines. He explained that the process is somewhat prescribed, but it does allow for some local options. The consultants took a three-phased approach. The first phase was the facility requirements. Mr. Dmyterko explained that they first looked at what is being done at the Airport right now. There are two items that must be approved by the FAA and one of those is the Aviation Demand Forecasting chapter. It was explained that for the Aviation Demand Forecasting chapter they ask for feedback from the Technical Advisory Committee, three public informational workshops, and developed a project website. The next phase was developing airport alternatives; alternative methods were looked at regarding how to meet the demand for the Airport. The final phase was the implementation of the recommended Master Plan concept, which included a cursory environmental overview being completed. Mr. Dmyterko explained they also looked at a financial plan and airport land use compatibility. The FAA reviewed the airport layout plans and will be providing feedback.



The City of Ames currently has a general aviation airport as designated by the FAA with two runways and a robust terminal system. Mr. Dmyterko explained that the aviation demand forecast is to define, in terms of demand, how many airplanes are based at the Airport. They look at where the airplanes in the region are located, and a map was displayed showing where registered airplanes are located within a 30-mile radius of Ames. He noted that the City of Ames Airport does compete regionally for aircraft.

Mr. Dmyterko explained that there are two types of demand. The first one is the number of aircrafts based at the Airport and the other is aircraft movement. Aircraft movement is defined by an operation, and an operation can either be a takeoff or a landing. The current operational number is about 25,000 aircraft movements on a transient basis. For total annual operations there are 38,309, and the future growth is estimated to be 51,000. There are currently 78 aircrafts based at the City of Ames Airport and the growth estimate by 2038 is 101 aircrafts. Mr. Dmyterko pointed out that the general aviation is driven by economic conditions and the numbers will stagnate a bit due to COVID-19.

Mr. Dmyterko went over the aircraft classification parameters; this is important as runways and taxis are based on the types of plane that utilize the Ames Airport. Runway length requirements are also reviewed. An airport reference codes summary was reviewed regarding what types of planes are utilizing the City of Ames Airport. It was recommended that the current runways consider adding additional runway lengths in the future. He noted that most of the auxillary facilities were good for the City of Ames facility.

Mr. Dmyterko noted that the landside facility requirements are less within the FAA purview as most of the landside development is done by private development by a land lease. The landslide is more generalized, but the recommendations for improvements may not necessarily be done by the City, but by a private entity. He explained that the terminal building is beautiful, and the City should be commended.

The Master Plan Concept was shown, which showed where future development/improvements could be done. Everything shown in red represented an airfield pavement improvement. Yellow was a rooftop, which would be a new or replaced airport hangar facility. Blue showed a new roadway or parking lot structure. In the color Purple were any potential land acquisitions in the future. Currently the runways serve the activity very well, but they would recommend extending runway 1-19. He noted that the runway extension recommendation to the south may not happen now, but since it is in the Plan, the City would be able to ask for federal funds.

Mr. Dmyterko explained they did an environmental review and one of the key elements of the analysis is the FAA noise program. The noise program takes in all the potential parameters around the flights happening at the Airport and averages it out.

A slide was then shown of the short-term projects (0-5 years), intermediate projects (6-10 years), and long-term projects (beyond 20 years). The five-year program has nine projects with a total of \$2.8 million needed with the potential of \$1.1 million in federal/state funding, and \$311,740 needed in

airport/local share funding. The total project cost estimate for the intermediate projects was \$34.3 million and the long-term projects had a total cost of \$104.9 million. He noted that City funding could be from funds generated as revenue from the Airport or it could be through other City projects. The Airport does generate revenue based on leases.

Council Member Betcher questioned the short, immediate, and long-term projects and noticed that the aprons were all long-term projects. She noted that, in the photos of the aprons, it looked like there was significant cracking and deterioration; she was surprised to see the apron repair project further out and wanted to know what was happening with that apron. Mr. Dmyterko explained that projects 28 and 29 are expansions; the apron itself will go through repairs through a rehabilitation process. Mr. Pregitzer explained that there is a large section of new apron in front of the itinerant hangar, but the piece just south of the terminal building is in the current CIP in FY 2022/23 to be repaired.

Council Member Martin wanted to know about noise, and noted that some citizens who live a couple miles away might still be sensitive to the noise. He wanted to know if there was an informal way to understand what those citizens may experience with longer runways and larger aircrafts coming into the Airport. Mr. Dmyterko stated that the extra pavement may not be used, but it is possible there may be a few planes that come in lower in the south, but those living on the north should have lower noise. There is no perfect way to delineate what the impacts of noise are. There will likely be someone that is negatively affected by the noise, as noise is very relative to the receptor. Everyone experiences noise differently from others. Mr. Pregitzer explained that the previous Airport Manager, during the last Airport Master Plan, went through an involved process of changing the approach and take-off procedures of the crosswind runways to help minimize the noise impact. Those procedures are still in place today, and if the City of Ames gets significant growth to the southeast portion of Ames, they would look into minimizing the noise in that area as well. Mr. Dmyterko explained that since the last Master Plan, the DOT has modified the way it regulates aircraft noise. He mentioned that under the Aircraft Noise and Capacity Act of 1990, the FAA required airports to not restrict operations and they also required aircrafts to become quieter. Aircrafts are a lot quieter than they were 10-20 years ago.

Council Member Martin questioned the runway protection zones expansions. He noted that, in the east, the potential expansion may run into a property that someone currently has an interest in developing; and on the southwest side, the expansion would push into an existing farmhouse. Mr. Martin wanted to know what happens to the possibility of development and existing structures. Mr. Dmyterko stated the process of a Master Plan is important as it highlights those types of situations. The FAA in giving 90% funding, and is also handcuffing the City with grant assurances. These are obligations that the City signs that state the City will operate the Airport in a manner consistent with the grant assurances. One of them is that the City will maintain the Airport in a manner that is compatible with the environment around it. By adopting the Plan, the FAA is expecting the City of Ames to move forward in trying to protect all areas of future land from incompatible growth. The FAA would expect the City to do proactive land use planning and zoning that would keep areas of incompatibility away from the area.

Mayor Haila mentioned that South Riverside Drive goes southwest and ties into the road. He wanted to know if any roads were allowed through the RPZ. Mr. Dmyterko stated the answer to that would be yes and no; yes, if they currently exist. The FAA changed its approach to RPZ's in 2012 and now wants everything out of the RPZ. If a road is already there, it is grandfathered in, but if it is a high-volume road, it will have to go through headquarters for approval to see if the road can remain or needs to be relocated.

Mayor Haila inquired if the City was responsible for purchasing any property or would there be FAA funds available. Mr. Dmyterko explained that if the project was justifiable, the FAA would fund 90% of the project. Mr. Pregitzer pointed out that any time a development comes forward, it is reviewed during the Development Review Committee (DRC) process.

Mayor Haila opened public comment.

Daniel Oh, 3327 Goldenrod Circle, Ames, stated that he had the pleasure of assisting the Technical Advisory Committee. He made two: He doesn't own a plane and was asked to be on the Committee to think about the economic aspects of the Airport. He noted that what the City has with the Airport is an economic asset. The City has an Airport that is in town, and the City has the ability to grow a national and regional business base that can fly in and out quickly and directly. Iowa State University utilizes the Airport as there is a flight school that is growing and bringing people in. Mr. Oh commented that he wanted everyone to remember that the City of Ames Airport is unique and doing what they can to protect the future expansion of the runway is very important.

Moved by Gartin, seconded by Betcher, to adopt Resolution No. 20-514 approving the Draft Plan and setting the date of public hearing for October 27, 2020.

Roll Call Vote: 6-0. Resolution declared adopted unanimously, signed by the Mayor, and hereby made a portion of these Minutes.

**STAFF REPORT REGARDING EAST UNIVERSITY URBAN REVITALIZATION AREA (URA):** Planning and Housing Director Kelly Diekmann stated that at is August 25, 2020, meeting the City Council received a Staff Report regarding the status of the Urban Revitalization Areas and programs across the City. After discussion of potential changes to the East University Impact Area URA, City Council directed staff to reach out to the Greek community to gain input about potential projects that could be impacted by changes. City Council also requested additional background information regarding the value of tax abatements that have been approved previously in the area. Staff identified four projects that are in process to varying degrees and may be eligible for future partial property tax abatement. Those four are:

- 2125 Greeley (Alpha Delta PI) - Approved Minor Site Development Plan completed in 2020
- 224 Ash (TKE) - Approved Minor Site Development Plan for an addition in 2021
- 137 Gray (Acacia) - Approved demolition and Minor Site Development Plan to be completed in 2020
- 120 Lynn (Kappa Kappa Gamma) - Approved Demolition and Minor Site Development Plan, planned construction in 2021

Staff received correspondence from Steve Jones of Delta Tau Delta describing their experience and the value received to the area from the program. From his experience, he believed significant projects take three years or more to plan and execute, and the abatement helps to smooth out financial changes as a result of increases in property taxes due to the increased value of the property.

Staff also collected data from the past ten years for 15 projects that had received tax abatement. The estimated value of the abated property taxes (across all levying authorities) was \$1,140,359. This estimate is based upon the initial year of abatement with state rollback and levy rates. Approximately 36% of the Greek Houses in the URA have taken advantage of the program in the past ten years. With the change to the URA criteria in 2018 to allow for either additions or new construction to be eligible for tax abatement, the City created somewhat opposing policies between its current restrictive demolition standards in the Zoning Ordinance and its financial incentives for Greek homes in the URA. Director Diekmann explained that staff is recommending the same two options that were discussed back in August. Option 1 is recommending eliminating new construction as an eligibility criterion. Option 2 is to reassess if the tax abatement is still necessary, have all the goals been reached for the area, and to set a sunset clause for the overall district. Option 2 would set an automatic repeal date of the URA for April 1, 2023, to accommodate improvements completed through 2022, and all approved tax abatement would continue despite the repeal of the URA.

Council Member Gartin wanted to know how the Council is supposed to know whether the program has achieved its goals. He stated that when the tax abatement was set up, it was before all the current Council Members took office and wondered if there were any benchmarks established or was it intended to go on in perpetuity. Director Diekmann stated that there were not any benchmarks that he was aware of and he has not seen this done for any URA. Mr. Diekmann explained that it would be a question of when the Council felt the neighborhood had stabilized. Mr. Gartin mentioned that he had thought about this in relation to the Facade Grant program as eventually you will see a decrease in applications. He liked the idea of putting in a sunset clause for future Councils to address. Mr. Diekmann stated for the last few that have been project-specific, they have tried to put in a sunset deadline, but believed it is something to consider moving forward. Council Member Betcher wanted to know if they are currently seeing a conflict between two policies, and if so, would it make sense to have a sunset. She asked if the Council should be trying to regulate the issue so there is not any future conflicts. Director Diekmann commented that is a question for the Council Members on how quickly they would want to move to alleviate the disparity in policy. Ms. Betcher stated that she thought the Council had the ability to approve just those that are already in the pipeline without approving any new requests. Mr. Diekmann explained that the way staff wrote Option 1, it would be very difficult for anyone else to get approved for construction as the deadline they wrote into the proposal was January 1, 2021. However, since Kappa Kappa Gamma House already had received approval for demolition, they will be able to proceed with construction of the new house in 2021 as anticipated. Ms. Betcher explained her concern that she believed they should not have incentivized the demolition of Greek houses in the first place because it seemed incompatible with other policies.

Mayor Haila opened public comment and closed it after no one came forward to speak.

Council Member Gartin stated he wanted the Council to keep in mind that the organizations have Capital Improvement Plans, and just because they don't know of a particular organization's Capital Improvement Plan doesn't mean they haven't laid out their budgets with the intention of relying on the tax abatement program. He noted that because they didn't communicate better with the Greek houses to notify them of the potential change, they would not have had the ability to make any changes on their end. Given the importance of the program, he would hope the Council would create a sunset opportunity to capture those organizations that have relied on having a tax abatement available. Mayor Haila asked Director Diekmann if staff had reached out to all the Greek houses and Chapters to let them know this discussion would be happening. Director Diekmann stated they did not reach out to every Greek House, but did reach out to representatives of the leadership in the Greek community.

Council Member Betcher stated she is not opposed to doing more outreach, but she doesn't want to be bound moving forward. She is concerned that more houses will be demolished. She wanted to know if it was possible to do more extensive outreach to the Greek houses in order to feel confident that the Council has received input from each of the Greek organizations in order to determine if there was a plan to use the tax abatement in the near future. Director Diekmann stated they can try to get the Greek Houses main contact information. He wanted to know if the outreach should be regarding new construction only or for additions as well. Ms. Betcher commented that from her perspective it would be Option 1: to eliminate the new construction option. She does not support the continuing subsidy of full-scale demolition.

Council Member Martin wanted to know, if the Council changed the URA in any way, would that trigger a public hearing requirement or what would be done. He wanted to know how much notice the citizens would get before the changes to the URA are finalized. Mr. Diekmann stated it depends on what action the Council decided to take.

Council Member Beatty-Hansen understood the gesture, but felt staff's recommendation to set a sunset of January 1, 2021, would give plenty of time, and she is fine with moving forward.

Council Member Martin stated he is fine with moving forward as well as they had reached out and got the information needed; if the Council sets the date of January 1, 2021, it is still enough notice.

Council Member Gartin stated he is in favor of setting a sunset, but if a Greek house is going to make improvements in three years to take advantage of the tax abatement they would have already set their budget to rely on the abatement. He noted that the tax abatement program has been very successful. Mr. Gartin explained that the facade grants are smaller-scale projects while these are multi-million-dollar projects and the Greek houses need more time to plan. He is not convinced that a few months will catch the scope of the projects.

Council Martin stated he would be interested in Option 2, which is eliminating the East University Impacted URA altogether, but with a modification to add a sunset of January 1, 2021. Mr. Diekmann mentioned that if they used a sunset of January 1, 2021, the four projects that were mentioned earlier would be the only ones that would be able to proceed. Mr. Martin explained that his intent with the

sunset was to make sure they don't pull the trigger on the URA until they have had enough time to hear back from the Greek houses. Mayor Haila pointed out, that in Option 2, any improvements would need to be completed prior to December 31, 2022, but some of the projects take a year to plan, a year or so for fund-raising, and it could be a four-year process. The Mayor was skeptical that anything else could be done in time. Director Diekmann explained that they may see some small changes and gave the example of a kitchen remodel. He noted that the majority of the projects are geared to be worked on in the summer. Mr. Martin stated that the point he is trying to suggest is to set a date when the Council can anticipate no one is going to contact the City stating they have a major project coming down the pipeline in the next 3-4 years; after that is determined, the program could be closed. He pointed out that the Council would not take any formal action to close down the URA until January, but in the meantime, the Greek Houses would be contacted and notified that the URA is going to be repealed as of January 1, 2021, unless the City hears about a major project coming up. Council Member Junck stated if the Council had different fraternities or sororities coming forward by January 1, 2021, that would maybe change the end date. Mr. Martin stated they would look at the facts and then decide what to do. Director Diekmann mentioned that when he reached out to the Greek leadership, he did ask if there were any projects coming up in the next 2-3 years not five years. Council Member Gartin reminded the Council that when the students leave after Thanksgiving, they are not coming back until January 25, 2021, and this may cause some challenges with communication with the leadership. Ms. Junck commented that the Greek houses could be owned by a local corporation or a national housing corporation. She stated that the organization that she is a part of is owned nationally and the turnaround time could be different. Ms. Betcher commented that it is only September and they have time before November to get notifications out.

Moved by Martin, seconded by Beatty-Hansen, to pursue Option 1, which states that "new construction" would be eliminated for the tax abatement eligibility, plus a shutdown of the URA in April 2024.

Vote on Motion: 6-0. Motion declared carried unanimously.

Director Diekmann explained that the next steps will be to send out notifications to all the Greek houses. He stated that the next time the Council will see this item, there will be three actions; 1) amend the boundary of the district; 2) limit new construction as stated in Option 1; and, 3) set a sunset date of April 1, 2024.

Mayor Haila recessed the meeting at 8:43 p.m. and reconvened it at 8:48 p.m.

**REMOTE PARKING AGREEMENT AT 700 DOUGLAS AVENUE:** Planning and Housing Director Kelly Diekmann stated that this is a unique request for the Council. The Zoning Board of Adjustment (ZBA) approved a Variance at its June 10, 2020, meeting to allow for parking needed for 700 Douglas Avenue to be located off-site (remote parking) on the 708 Douglas site. The reason the Variance was even considered was because, at the time, the property owner was asking to convert one of the four apartments to guest lodging. Since the time of the approval for a Variance, the State has now changed the rules as to what short-term rentals or guest lodging is. The City can no longer apply different standards to short-term rentals than to any other residential use that is allowed in a structure. He explained that everything that was discussed in June 2020 is moot, but the property

owner did want to move forward and pursue the parking on the 700 Douglas Avenue property which would serve 708 and 700 Douglas Avenue. Staff is recommending approval based on the fact that the Variance was granted, and the Site Plan was able to meet all the design standards of the Zoning Ordinance. He pointed out that the Agreement, as presented, would have the parking be beneficial only for the 700 Douglas Avenue property, in its current configuration; it doesn't allow for redevelopment of the property. The subject sites are zoned RM with a Single-Family Conservation Overlay District, which allows for apartment, one-family, and two-family dwellings on existing lots; which are subject to development standards.

Mayor Haila asked how the properties were currently meeting the parking standards. Mr. Diekmann stated the properties are not; 708 Douglas Avenue could meet the parking standards, but 700 Douglas has no parking.

Council Member Betcher stated that one of the questions she had received from constituents, who live in Old Town, was how the remote parking would be compatible with the Historic District and the intent behind the conservation overlay to provide a more stable neighborhood. Director Diekmann explained that part of that question, staff can no longer ask per the State, but ZBA did grant a Special Use Permit stating it was compatible. From a design perspective, there aren't any criteria as to how much paving you can have in the rear yard. Mr. Diekmann mentioned that whether the Council approves the remote parking or not, what is proposed at 708 Douglas is approved on its own; it is just whether the residents of 700 Douglas Avenue have legal parking spaces on the 708 Douglas property.

Council Member Gartin wanted to know what would happen if the Council turned down the request for a Remote Parking Agreement specifically asking what options the property owner would have at 708 Douglas. Mr. Diekmann stated that the owner could still proceed with construction at 708 Douglas, as it meets all zoning standards and since they already have a Letter of Compliance from the City, but he is not sure what it would mean to the rental license in the future. He didn't think it would harm the property owner at all if the Council didn't approve the request, but he wasn't sure if it would change the conditions or not. Council Member Betcher wanted to know, if the Council turned down the request, would it in any way impede the guest lodging. Mr. Diekmann stated it would not due to the State law.

Council Member Martin stated that the Staff Report said that the applicant of the 700 Douglas property was unable to construct the required parking on the site. He wanted to know if that was because of setbacks and frontage. Director Diekmann explained that was correct as there was nowhere to put a parking lot. He showed a map of the two properties and pointed out where there was a big space that prohibited any parking.

Council Member Gartin stated with that the Council needs to have some flexibility with older developments.

Council Member Martin stated his concern that if no one can identify a negative consequence of not approving the agreement, he doesn't see why they should do it. He noted that if they agreed to the

Remote Parking Agreement the Council would need to think of this neighborhood in the future if another property wanted to do the same. Mr. Diekmann stated that normally the property owners would not be able to ask for a Remote Parking Agreement, but can do so because they were approved for a Variance from ZBA. Council Member Betcher commented that the Council is not bound by what the ZBA approved. Director Diekmann stated that a Variance can't be used to circumvent the Council's authority on a permit; staff was very clear about that.

Council Member Gartin asked for feedback on what happened during the ZBA process. Mr. Diekmann stated that ZBA had a combined discussion for both the Special Use Permit and the Variance. Staff had recommended denial of the Variance as staff didn't believe all the findings were met, but ZBA adopted their own facts and conclusions and decided that all the standards of the Variance had been met. ZBA felt that by not providing any parking on the site it was enough of a reason to allow the request to be approved as remote parking. He noted that he is summarizing as ZBA must make specific findings that are in a Decision and Order.

Mayor Haila opened public input. No one requested to speak, so he closed public input.

Council Member Gartin stated if the request for remote parking is denied would the tenants of 700 Douglas Avenue have to continue parking in the street or the gravel area on 708 Douglas Avenue. Mayor Haila asked what would prohibit the tenants of 700 Douglas from parking at 708 Douglas Avenue since the properties are owned by the same company. Mr. Diekmann stated you would have to prove it is resident parking and not a guest of 708 Douglas to give a citation, but it would be hard to prove. Mr. Diekmann is not sure how parking enforcement would respond to that type of complaint since it is on private property.

Council Member Betcher stated that right now 708 Douglas is gravel, and if approved, it would be a paved lot. Director Diekmann mentioned that the parking lot is buildable whether the Council approves it or not; the question is if the tenants of 700 Douglas may park on 708 Douglas Avenue.

Moved by Betcher, seconded by Beatty-Hansen, to approve Alternative 2, which is to deny the "Remote Parking Agreement" to provide the required six parking stalls at 708 Douglas Avenue for the apartment complex and Guest Lodging use at 700 Douglas Avenue.

Vote on Motion: 3-3. Voting Aye: Beatty-Hansen, Betcher, Martin. Voting Nay: Corrieri, Gartin, Junck. Motion failed.

Moved by Gartin, seconded by Corrieri, to adopt RESOLUTION NO. 20-515 approving the "Remote Parking Agreement" to provide the required six parking stalls at 708 Douglas Avenue for the existing four-unit apartment complex at 700 Douglas Avenue.

Roll Call Vote: 5-1. Voting Aye: Beatty-Hansen, Corrieri, Gartin, Junck, Martin. Voting Nay: Betcher. Resolution declared carried.

**ENERGY MANAGEMENT SERVICES:** Mayor Haila mentioned that Electric Services Director Don Kom was available if there were any questions.



The Mayor opened public comment. It was closed when there was no one wishing to speak.

Moved by Gartin, seconded by Corrieri, to adopt RESOLUTION NO. 20-516 approving the Asset Management Agreement/Pipeline Services for the Power Plant with Interstate Power & Light, of Madison, Wisconsin, from October 1, 2020, through September 30, 2023, with two additional one-year renewals in an amount not to exceed \$18,000, manage a) pipeline capacity under contract with Northern Natural Gas Company; b) natural gas supply from Macquarie, and c) scheduling/balancing natural gas and authorizing purchase of additional natural gas, plus delivery, as needed, an amount not to exceed \$300,000.

Roll Call Vote: 6-0. Resolution declared adopted unanimously, signed by the Mayor, and hereby made a portion of these Minutes.

Moved by Betcher, seconded by Corrieri, to adopt RESOLUTION NO. 20-517 approving the North American Energy Standards Board Agreement with Interstate Power & Light (parent company).

Roll Call Vote: 6-0. Resolution declared adopted unanimously, signed by the Mayor, and hereby made a portion of these Minutes.

Moved by Betcher, seconded by Martin, to adopt RESOLUTION NO. 20-518 approving North American Energy Standards Board Special Provisions Agreement with Interstate Power & Light.

Roll Call Vote: 6-0. Resolution declared adopted unanimously, signed by the Mayor, and hereby made a portion of these Minutes.

**HEARING ON AMENDMENTS TO FISCAL YEAR (FY) 2020/21 ADOPTED BUDGET FOR CARRY-OVERS FROM FY 2019/20:** The Mayor opened public comment. There was no one wishing to speak.

Moved by Betcher, seconded by Corrieri, to adopt RESOLUTION NO. 20-519 amending FY 2020/21 Budget for carry-over amounts from FY 2019/20.

Roll Call Vote: 6-0. Resolution declared adopted unanimously, signed by the Mayor, and hereby made a portion of these Minutes.

**HEARING ON VACATION OF ALL EASEMENTS OVER OUTLOT P, SUNSET RIDGE SUBDIVISION, 5<sup>TH</sup> ADDITION (5521 ALLERTON DRIVE):** The public hearing was opened by the Mayor. He closed the hearing after no one asked to speak.

Moved by Corrieri, seconded by Betcher, to adopt RESOLUTION NO. 20-520 vacating all easements over Outlot P, Sunset Ridge Subdivision, 5<sup>th</sup> Addition (5521 Allerton Drive).

Roll Call Vote: 6-0. Resolution declared adopted unanimously, signed by the Mayor, and hereby made a portion of these Minutes.

Moved by Corrieri, seconded by Betcher, to adopt RESOLUTION NO. 20-521 approving the Final Plat for Sunset Ridge Subdivision, 10<sup>th</sup> Addition, with conditions.

Roll Call Vote: 6-0. Resolution declared adopted unanimously, signed by the Mayor, and hereby made a portion of these Minutes.

**HEARING ON 2018/19 SHARED USE PATH SYSTEM EXPANSION (TRAIL CONNECTION SOUTH OF LINCOLN WAY):** The Mayor opened the public hearing and closed it after there was no one wishing to speak.

Moved by Beatty-Hansen, seconded by Corrieri, to adopt RESOLUTION NO. 20-522 approving the final plans and specifications and awarding a contract to Howrey Construction Inc., of Rockwell City, Iowa, in the amount of \$264,834.60, contingent upon receipt of Iowa DOT concurrence. Roll Call Vote: 6-0. Resolution declared adopted unanimously, signed by the Mayor, and hereby made a portion of these Minutes.

**ORDINANCE REZONING 2200 OAKWOOD ROAD FROM AGRICULTURAL (A) TO PLANNED RESIDENCE DEVELOPMENT (F-PRD):** Moved by Corrieri, seconded by Junck, to pass on second reading an ordinance rezoning 2200 Oakwood Road from Agricultural (A) to Planned Residence Development (F-PRD). Roll Call Vote: 6-0. Motion declared carried unanimously.

**DISPOSITION OF COMMUNICATIONS TO COUNCIL:** Mayor Haila stated that the first item was a memo from Keith Abraham, Parks and Recreation Director, in response to the Council's request about the possibility of the property located at 400 S. 4<sup>th</sup> Street being considered for the development of a park.

Council Member Corrieri inquired if anything needed to be done regarding the memo. The Council agreed to take the memo under advisement.

The second item was a letter from Linda Murken, Chair of the Story County Board of Supervisors, regarding the Ames Urban Fringe Plan Amendment and areas of primary importance to Story County, including a request to invite the City of Kelley and Boone County to become members.

City Manager Steve Schainker stated that staff will get to the Ames Urban Fringe Plan once they have finalized the Comprehensive Plan. Planning and Housing Director Kelly Diekmann mentioned that the Council took action to extend the 28E by a year, and at that time, he was told it was not going to be a Council priority to look into the Ames Urban Fringe Plan until 2021. He explained that he has communicated that information to the County. He felt that the Council should take this letter into consideration as to the issues that Story County is going to have. Mr. Schainker explained that the Council just needs to file the letter for a later discussion.

Mayor Haila asked to have Mr. Schainker send a letter responding to Linda Murken letting the County know that the City will not officially look into the Ames Urban Fringe Plan until 2021.

**COUNCIL COMMENTS:** Council Member Betcher reminded everyone that it was "National Register to Vote" day and she hoped that people would remember to register to vote. The League of Women Voters and the NAACP are working together to get people registered to vote. If anyone is wanting to help to let Council Member Betcher know.

Mayor Haila stated he had had the privilege of touring the Miracle Park on Saturday, and was impressed with the facility. He noted that on Thursday, September 24, 2020, at 5 p.m. would be the park dedication for the Tahira and Labh Hira Park will occur. Public Relations Officer Susan Gwiasda mentioned that the Park dedication has been rescheduled to the Spring. The Mayor also recognized Senator Ernst's office, who had been working with Housing Coordinator Vanessa Baker-Latimer to help get approval to use the CARES fund for citizens with a past due utility account. City Manager Steve Schainker stated that staff did get word today that the City can use the CARES funds to help pay for past-due City utility bills.

**ADJOURNMENT:** Moved by Corrieri to adjourn the meeting at 9:27 p.m.

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Amy L. Colwell, Deputy City Clerk

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John A. Haila, Mayor

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Diane R. Voss, City Clerk



## REPORT OF CONTRACT CHANGE ORDERS

Period:	<input type="checkbox"/>	1 <sup>st</sup> – 15 <sup>th</sup>
	<input checked="" type="checkbox"/>	16 <sup>th</sup> – End of Month
Month & Year:	September 2020	
For City Council Date:	October 13, 2020	

Department	General Description of Contract	Contract Change No.	Original Contract Amount	Contractor/ Vendor	Total of Prior Change Orders	Amount this Change Order	Change Approved By	Purchasing Contact (Buyer)
Water & Pollution Control	East Highway 30 Force Main Project	1	\$234,655.00	Synergy Contracting LLC	\$0.00	\$960.00	J. Dunn	MA
Public Works	2017/18 Arterial Street Improvement (13 <sup>th</sup> Street)	2	\$1,453,187.05	Con-Struct, Inc.	\$24,554.37	\$10,568.51	B. Phillips	MA
Public Works	2019/20 Shared Use Path System Expansion - Vet Med Trail (S 16 <sup>th</sup> St to ISU Research Park)	1	\$282,715.05	Howrey Construction	\$0.00	\$9,475.00	J. Joiner	MA
Electric Services	15 kv Aluminum Cable	1	\$80,892.00	WESCO Distribution Inc	\$0.00	\$53.93	D. Kom	AM
Fleet Services	Dump Trucks with Snow Provisions	1	\$687,845.00	O'Halloran International	\$0.00	\$600.00	C. Mellies	MA
Public Works	Campustown Public Improvements (Welch Avenue from Lincoln Way to Knapp Street)	1	\$2,150,047.00	Con-Struct, Inc.	\$0.00	\$9,231.00	T. Peterson	MA

# Applicant License Application ( )

<b>Name of Applicant:</b> <u>DOLGENCORP, LLC</u>		
<b>Name of Business (DBA):</b> <u>Dollar General Store 22303</u>		
<b>Address of Premises:</b> <u>3407 Lincoln Way</u>		
<b>City</b> <u>Ames</u>	<b>County:</b> <u>Story</u>	<b>Zip:</b> <u>50014</u>
<b>Business</b> <u>(615) 855-4000</u>		
<b>Mailing</b> <u>100 Mission Ridge</u>		
<b>City</b> <u>Goodlettsville</u>	<b>State</b> <u>TN</u>	<b>Zip:</b> <u>37072</u>

## Contact Person

<b>Name</b> Christina Walden	
<b>Phone:</b> (615) 855-5635	<b>Email</b> cwalden@dollargeneral.com

**Classification** Class C Beer Permit (BC)

**Term:** 12 months

**Effective Date:** 09/20/2020

**Expiration Date:** 01/01/1900

## Privileges:

Class B Wine Permit

Class C Beer Permit (BC)

Sunday Sales

## Status of Business

<b>BusinessType:</b> <u>Limited Liability Company</u>	
<b>Corporate ID Number:</b> <u>XXXXXXXXXX</u>	<b>Federal Employer ID</b> <u>XXXXXXXXXX</u>

## Ownership

### Dollar General Corporation

<b>First Name:</b> <u>Dollar</u>	<b>Last Name:</b> <u>General Corporation</u>
<b>City:</b> <u>Goodlettsville</u>	<b>State:</b> <u>Tennessee</u> <b>Zip:</b> <u>37072</u>
<b>Position:</b> <u>N/A</u>	
<b>% of Ownership:</b> <u>100.00%</u>	<b>U.S. Citizen:</b> <u>Yes</u>

### Jason Reiser

<b>First Name:</b> <u>Jason</u>	<b>Last Name:</b> <u>Reiser</u>
<b>City:</b> <u>Nas</u>	<b>State:</b> <u>Tennessee</u> <b>Zip:</b> <u>37212</u>
<b>Position:</b> <u>Non Member Manager</u>	
<b>% of Ownership:</b> <u>0.00%</u>	<b>U.S. Citizen:</b> <u>Yes</u>

## Insurance Company Information

Insurance Company
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**Insurance Company:**

**Policy Effective Date:**

**Policy Expiration**

**Bond Effective**

**Dram Cancel Date:**

**Outdoor Service Effective**

**Outdoor Service Expiration**

**Temp Transfer Effective**

**Temp Transfer Expiration Date:**

# Applicant License Application ( )

<b>Name of Applicant:</b> <u>Christiani's Events LLC</u>		
<b>Name of Business (DBA):</b> <u>Christiani's Events</u>		
<b>Address of Premises:</b> <u>2601 E 13th St</u>		
<b>City</b> <u>Ames</u>	<b>County:</b> <u>Story</u>	<b>Zip:</b> <u>50010</u>
<b>Business</b>	<u>(515) 360-8069</u>	
<b>Mailing</b>	<u>1150 E Diehl</u>	
<b>City</b> <u>Des Moines</u>	<b>State</b> <u>IA</u>	<b>Zip:</b> <u>50315</u>

## Contact Person

<b>Name</b>	<u>Peter Worsham</u>		
<b>Phone:</b>	<u>(515) 360-8069</u>	<b>Email</b>	<u>peter@christianiscatering.com</u>

**Classification** Class C Liquor License (LC) (Commercial)

**Term:** 5 days

**Effective Date:** 10/27/2020

**Expiration Date:** 01/01/1900

**Privileges:**

Class C Liquor License (LC) (Commercial)

## Status of Business

<b>BusinessType:</b>	<u>Limited Liability Company</u>		
<b>Corporate ID Number:</b>	<u>XXXXXXXXXX</u>	<b>Federal Employer ID</b>	<u>XXXXXXXXXX</u>

## Ownership

**Carol Christiani**

<b>First Name:</b>	<u>Carol</u>	<b>Last Name:</b>	<u>Christiani</u>
<b>City:</b>	<u>DesMoines</u>	<b>State:</b>	<u>Iowa</u>
<b>Position:</b>	<u>member</u>	<b>Zip:</b>	<u>50321</u>
<b>% of Ownership:</b>	<u>100.00%</u>	<b>U.S. Citizen:</b>	<u>Yes</u>

## Insurance Company Information

<b>Insurance Company:</b> <u>Illinois Union Insurance Company</u>	
<b>Policy Effective Date:</b>	<b>Policy Expiration</b>
<b>Bond Effective</b>	<b>Dram Cancel Date:</b>
<b>Outdoor Service Effective</b>	<b>Outdoor Service Expiration</b>
<b>Temp Transfer Effective</b>	<b>Temp Transfer Expiration Date:</b>

**Name of Applicant:** Docs Stop Inc  
**Name of Business (DBA):** Docs Stop 5  
**Address of Premises:** 2720 E 13th St  
**City** Ames **County:** Story **Zip:** 5001000  
**Business** (515) 233-4910  
**Mailing** 2720 E 13th St  
**City** Ames **State** IA **Zip:** 500100000

**Contact Person**

**Name** Kendall J. Doolittle  
**Phone:** (515) 832-6652 **Email** docsstop@wmtel.net

**Classification** Class C Beer Permit (BC)**Term:**12 months**Effective Date:** 10/14/2018**Expiration Date:****Privileges:**Class C Beer Permit (BC)**Status of Business**

**BusinessType:** Privately Held Corporation  
**Corporate ID Number:** XXXXXXXXXX **Federal Employer ID** XXXXXXXXXX

**Ownership****Kendall Doolittle**

**First Name:** Kendall **Last Name:** Doolittle  
**City:** Webster City **State:** Iowa **Zip:** 50595  
**Position:** President  
**% of Ownership:** 100.00% **U.S. Citizen:** Yes

**Insurance Company Information**

**Insurance Company:** First Western Insurance  
**Policy Effective Date:** **Policy Expiration**  
**Bond Effective** **Dram Cancel Date:**  
**Outdoor Service Effective** **Outdoor Service Expiration**  
**Temp Transfer Effective** **Temp Transfer Expiration Date:**



**Applicant License Application ( LC0046427 )**

<b>Name of Applicant:</b> <u>Learfield Levy Foodservice LLC</u>		
<b>Name of Business (DBA):</b> <u>Levy @ Scheman Building</u>		
<b>Address of Premises:</b> <u>1805 Center Street</u>		
<b>City</b> <u>Ames</u>	<b>County:</b> <u>Story</u>	<b>Zip:</b> <u>50011</u>
<b>Business</b> <u>(732) 727-5030</u>		
<b>Mailing</b> <u>2614 Highway 516, 2nd Floor</u>		
<b>City</b> <u>Old Bridge</u>	<b>State</b> <u>NJ</u>	<b>Zip:</b> <u>08857</u>

**Contact Person**

<b>Name</b> <u>Lindsey Farina</u>	
<b>Phone:</b> <u>(732) 727-5030</u>	<b>Email</b> <u>Lfarina@skenelawfirm.com</u>

**Classification** Class C Liquor License (LC) (Commercial)
**Term:** 12 months
**Effective Date:** 10/15/2020
**Expiration Date:** 10/15/2020
**Privileges:**
Class C Liquor License (LC) (Commercial)
**Status of Business**

<b>BusinessType:</b> <u>Limited Liability Company</u>	
<b>Corporate ID Number:</b> <u>XXXXXXXXXX</u>	<b>Federal Employer ID</b> <u>XXXXXXXXXX</u>

**Ownership**
**Robert Ellis**

<b>First Name:</b> <u>Robert</u>	<b>Last Name:</b> <u>Ellis</u>	
<b>City:</b> <u>Deerfield</u>	<b>State:</b> <u>Illinois</u>	<b>Zip:</b> <u>60015</u>
<b>Position:</b> <u>officer</u>		
<b>% of Ownership:</b> <u>0.00%</u>	<b>U.S. Citizen:</b> <u>Yes</u>	

**Andrew Lansing**

<b>First Name:</b> <u>Andrew</u>	<b>Last Name:</b> <u>Lansing</u>	
<b>City:</b> <u>Chicago</u>	<b>State:</b> <u>Illinois</u>	<b>Zip:</b> <u>60014</u>
<b>Position:</b> <u>officer</u>		
<b>% of Ownership:</b> <u>0.00%</u>	<b>U.S. Citizen:</b> <u>Yes</u>	

**Insurance Company Information**

<b>Insurance Company:</b> <u>National Union Fire Insurance Company</u>	
<b>Policy Effective Date:</b> <u>07/01/2020</u>	<b>Policy Expiration</b> <u>07/01/2021</u>

**Bond Effective**

**Dram Cancel Date:**

**Outdoor Service Effective**

**Outdoor Service Expiration**

**Temp Transfer Effective**

**Temp Transfer Expiration Date:**



# MEMO

## Item No.8

**To:** Mayor John Haila and Ames City Council Members  
**From:** Lieutenant Tom Shelton, Ames Police Department  
**Date:** September 23, 2020  
**Subject:** Beer Permits & Liquor License Renewal Reference City Council Agenda

The Council agenda for October 13, 2020 includes beer permits and liquor license renewals for:

- Class C Liquor License with Sunday Sales – North Grand Cinema, 2801 Grand Avenue
- Class E Liquor License with Class B Wine Permit, Class C Beer Permit (Carryout Beer), and Sunday Sales – Target Store T-1170, 320 S. Duff Avenue
- Class C Liquor License with Sunday Sales – London Underground, 212 Main Street
- Class B Beer with Sunday Sales – Chicha Shack Ames, 131 Welch Avenue
- Class C Beer Permit with Sunday Sales – Docs Stop 5, 2720 E 13<sup>th</sup> Street

Thank you,

A review of police records for the past 12 months found no liquor law violations for any of the above locations. The Ames Police Department recommends renewal of licenses for all the above businesses.

**RESOLUTION NO. \_\_\_\_\_**

**RESOLUTION APPROVING AND ADOPTING  
SUPPLEMENT NO. 2020-4 TO THE AMES MUNICIPAL CODE**

BE IT RESOLVED, by the City Council for the City of Ames, Iowa, that in accordance with the provisions of Section 380.8 Code of Iowa, a compilation of ordinances and amendments enacted subsequent to the adoption of the Ames Municipal Code shall be and the same is hereby approved and adopted, under date of October 1, 2020, as Supplement No. 2020-4 to the Ames Municipal Code.

Adopted this \_\_\_\_\_ day of \_\_\_\_\_, 2020.

\_\_\_\_\_  
John A. Haila, Mayor

Attest:

\_\_\_\_\_  
Diane R. Voss, City Clerk

**COUNCIL ACTION FORM**

**SUBJECT:**           **REVISIONS TO PERSONNEL POLICIES**

**BACKGROUND:**

The City of Ames employs roughly 1,200 individuals in a typical year, including regular employees and those working on a temporary basis. The City's Personnel Policies and Procedures Manual outlines the expectations, rights, obligations, and benefits for all employees. For employees who are subject to a collective bargaining agreement (CBA), the terms of the CBA apply first; the Personnel Policies address any areas where that agreement is silent.

In 2018, City staff began a project to comprehensively review and update the Personnel Policies and Procedures. This document was last updated with minor changes related to Affordable Care Act compliance in 2015, but staff estimates the policies have not been comprehensively updated since the 1990s. This recent revision project was intended to 1) clarify and simplify the policies where possible, 2) ensure compliance with current federal and state employment law, and 3) revise out-of-date language and policies to best practices of other cities in the state.

Staff retained the Brick-Gentry law firm to assist in revising the policies. A team composed of the Assistant City Managers, Human Resources Director, and an Assistant City Attorney met on numerous occasions to draft new language and review proposals from Brick-Gentry.

The existing Personnel Policies are compiled into a single 88-page document. The proposed revised policies are organized into a 39-page "Employee Handbook," and approximately two dozen separate detailed policies. The Handbook describes the basics that employees should know, and references are made to the more detailed separate policies for employees to seek more detailed information should the need arise. To allow time for the proposed policies to be posted, City staff proposes an effective date for the policy changes of Monday, October 19.

Upon adoption, the existing Personnel Policies and Procedures will no longer apply. The only exception to this is regarding the schedule for longevity payments in 2020. Because the new policies adjust the dates of longevity payments for long-term employees, the revised Longevity Pay schedule will not take effect until 2021. The existing schedule in the Personnel Policies and Procedures will remain in effect through the end of 2020. If this clarification is not made, an extra longevity payment would be made in 2020 to qualifying employees.

Once approved, staff intends to house all these documents in an online Policy Library. This virtual Policy Library will be accessible to employees and the public, allowing greater self-service for those seeking information. It is staff's hope that this will reduce the amount of staff time required from Human Resources in retrieving policies.

A summary of changes to the policies, along with a complete version of the proposed Handbook and related policies, are attached to this report.

**ALTERNATIVES:**

1. Adopt the Employee Handbook and revised Personnel Policies, effective October 19, 2020. The existing Longevity Pay schedule will remain in effect through the end of 2020.
2. Direct staff to modify the proposed policies.
3. Do not adopt the proposed policies.

**CITY MANAGER'S RECOMMENDED ACTION:**

The draft policies outlined in the proposed Employee Handbook and related policies have been prepared in consultation with internal and external experts in the fields of personnel law and administration. The proposed policies comply with state and federal employment law and best employment practices. The policies also incorporate provisions necessary to ensure the City is a desirable place to work in comparison with peer municipalities.

Therefore, it is the recommendation of the City Manager that the City Council adopt Alternative No. 1 as described above.

<b>Employee Handbook</b>		
<b>PAGE</b>	<b>SECTION</b>	<b>KEY CHANGES</b>
6	Medical Examinations Prior to Appointment	A pre-employment medical exam was required of all positions. This has been changed to only require medical examinations for safety-sensitive positions.
9	Regular, Part Time <20, and Temporary Positions	This clarifies the categories of employee. Many existing employees will need to be reclassified into the correct categorization. These categories determine eligibility for benefits and overtime.
13	Longevity Pay	Currently, eligibility for longevity pay is measured based on years of service each July 1. Payments are made twice per year in November and March. These payment periods are not equal in length, so there is more calculating and checking that is required with the current system. The proposed process provides two payment periods per year, six months apart. Eligibility is measured the month before the payment, rather than on July 1 every year. The proposed changes align with modifications bargained into union contracts over the past several years.
15	Vacation Leave	The current policies allow for new employees to earn two weeks of vacation per year. This has become a negotiating point for employee recruitment; and often employees will receive a third week of vacation in recognition of the amount of experience they bring to the City. The handbook standardizes when new employees will receive three weeks of vacation upon hire, and whether those employees also receive credit towards the next step of vacation accrual.
17	Family Sick Leave	Increase the current three days per year of family sick leave to a maximum of 40 hours per year.
25	Breastfeeding/Expressing	This policy is not well explained in the existing policies and procedures. Language has been included to outline the basic federal requirements for spaces to express milk.
26	Communications and Open Records	This is a new section intended to explain that employee correspondence may be an open record. Particularly for employees coming from the private sector, this is an important educational component.
39	Statement of Receipt	The current policies do not have an acknowledgement of receipt, review, and agreement to abide by the policies. Including a statement and signature page is recommended by the attorneys. This page is intended to be signed, torn out, and turned in for keeping in the employee's personnel file.

<b>Acceptable Use Policy (IT Resources)</b>	
<b>KEY CHANGES</b>	
This is a new policy, based on advice from the IT Division of Finance. It outlines acceptable and unacceptable uses of the City's IT resources – computers, internet access, and other equipment.	

<b>Classification Plan (Job Classifications)</b>
<b>KEY CHANGES</b>
This is largely unchanged from the current policy. Currently, it is described in the Personnel Policies and Procedures. While it is important, this policy rarely needs to be consulted. Staff believes it is therefore better placed in a separate policy.

<b>Compensation Plan (Establishing Pay for Merit Positions)</b>
<b>KEY CHANGES</b>
Like the Classification Plan, the Compensation Plan is largely unchanged from the current policy. Currently, it is described in the Personnel Policies and Procedures. While it is important, this policy rarely needs to be consulted. Staff believes it is therefore better placed in a separate policy.

<b>Discipline Policy</b>
<b>KEY CHANGES</b>
This policy is currently in the Personnel Policies and Procedures. The proposed version is largely unchanged from the existing version. It is summarized and referenced in the proposed Employee Handbook, and users are pointed to this more detailed policy to understand all the steps in the process.

<b>Driving Policy</b>		
<b>PAGE</b>	<b>SECTION</b>	<b>KEY CHANGES</b>
n/a	n/a	This is a new policy. The current Personnel Policies and Procedures document does not outline how driving City vehicles (or personal vehicles on city business) is to be managed.
2	Documentation Required	<p>This policy requires employees to allow their driving record to be checked annually to verify validity of the license.</p> <p>The policy outlines how a driver's personal insurance interacts with the City's liability coverage in the event of a personal vehicle accident while on City business. This has been reviewed by Risk Management and aligns with the process used by Story County.</p>
4	Distracted Driving Policy	This policy outlines the expectation to drive without distraction, while recognizing that exhaustively listing all the prohibited activities while driving is impossible. Additionally, some drivers of City vehicles have legitimate needs to use certain devices while driving (phones, radios, other equipment). Banning all use of these devices would limit the ability of certain employees to function.



<b>Drug and Alcohol Testing Policy for Non-CDL Employees and Volunteers</b>
<b>KEY CHANGES</b>
Drug and alcohol testing policies for employees with Commercial Driver's Licenses are regulated by the Department of Transportation. This policy addresses employees who do not possess CDLs. Currently, there is not a comprehensive policy that addresses how such drug and alcohol testing will occur.

<b>Employee Development Policy</b>
<b>KEY CHANGES</b>
This is largely unchanged from the current policy. Currently, it is described in the Personnel Policies and Procedures. While it is important, this policy rarely needs to be consulted. Staff believes it is therefore better placed in a separate policy.

<b>Employee Recognition Programs</b>		
<b>PAGE</b>	<b>SECTION</b>	<b>KEY CHANGES</b>
n/a	n/a	This policy is currently described in the Personnel Policies and Procedures. Staff believes it is better placed in a separate policy. A number of specific procedures regarding how the awards are to be made have been removed from the revised version.
1-2	Employee Customer Service Award, Suggestion Award, Certificate of Commendation, Humanitarian Award, Sprenkel Achievement Award	The cash awards for these awards have been increased, since the original amounts were established decades ago.
3	Employee Service Awards	The City has several employees who have left City service and then returned. Although the break in service restarts their longevity pay count, this section has been modified to allow their plaque and recognition to consider cumulative years of City service.

<b>Equal Employment Opportunity and Affirmative Action</b>
<b>KEY CHANGES</b>
This is largely unchanged from the current policy. Currently, it is described in the Personnel Policies and Procedures. While it is important, this policy rarely needs to be consulted. Staff believes it is therefore better placed in a separate policy.

<b>Grievance Procedure</b>
<b>KEY CHANGES</b>
Currently, this policy is described in the Personnel Policies and Procedures. While it is important, this policy rarely needs to be consulted. Staff believes it is therefore better placed in a separate policy. The only key changes are to simplify the explanation to anyone wishing to file a grievance.
<b>Harassment Policy</b>
<b>KEY CHANGES</b>
This policy is currently described in the Personnel Policies and Procedures. Staff believes it is better placed in a separate policy. The most significant revision is to provide examples of behaviors that could constitute harassment.
<b>Maintenance of Credentials Policy</b>
<b>KEY CHANGES</b>
This policy is currently described in the Personnel Policies and Procedures as a “miscellaneous policy.” Staff believes it is better placed in a separate policy.
<b>Military Leave Policy</b>
<b>KEY CHANGES</b>
This policy is currently described in the Personnel Policies and Procedures. Staff believes it is better placed in a separate policy, since it is specific a handful of employees and requires detailed actions to take place.
<b>Performance Evaluations and Improvement Policy</b>
<b>KEY CHANGES</b>
This policy is currently described in the Personnel Policies and Procedures. Staff believes it is better placed in a separate policy. It includes a new section describing Performance Improvement Plans, which have been used successfully in some circumstances with City employees.
<b>Probationary Period Policy</b>
<b>KEY CHANGES</b>
This policy is currently described in the Personnel Policies and Procedures. Because there are detailed requirements in state law specific to police officers and firefighters regarding probationary periods, staff feels it is appropriate to provide a separate policy related to Probationary Periods.

<b>Recruitment and Selection Policy</b>		
<b>PAGE</b>	<b>SECTION</b>	<b>KEY CHANGES</b>
n/a	n/a	This is largely unchanged from the current policy. Currently, it is described in the Personnel Policies and Procedures.
2	Promotional and Open Job Classes (para. 3)	The policy now includes a requirement that employees notify their current supervisor when they compete for another City position
3	Appointment	The policy now includes a requirement that supervisors hiring a current City employee for a different role must contact the employee's current supervisor and review the employee's personnel file prior to hire.

<b>Reduction in Force Policy</b>		
<b>PAGE</b>	<b>SECTION</b>	<b>KEY CHANGES</b>
n/a	n/a	This policy is currently described in the Personnel Policies and Procedures. While it is important, this policy rarely needs to be consulted. Staff believes it is therefore better placed in a separate policy.
1	Positions not covered by a Collective Bargaining Agreement	Currently, a person laid off is not paid out for accrued sick leave like retirees. The policy is changed to treat layoffs like retirement for the purpose of paying out sick leave (i.e., pay out hours in excess of 720 at 25% hourly rate). The policy also allows for an employee who returns to City service within three years to be credited back the 720 hours that were not paid out.

<b>Relocation Policy</b>		
<b>PAGE</b>	<b>SECTION</b>	<b>KEY CHANGES</b>
n/a	n/a	This policy is not currently described in the Personnel Policies and Procedures, but relocation benefits have been provided to newly hired professional employees who agree to relocate within the City limits of Ames. Staff feels it is important to outline the current practice in a policy.
3	Repayment Requirements	From time to time, relocation benefits are paid to an employee who subsequently terminates employment or moves outside Ames. The policy outlines expectations to pay back some or all of the relocation benefit (through paycheck reduction) if either situation occurs within two years.

<b>Return to Work Policy</b>
<b>KEY CHANGES</b>
This is a new policy, which outlines how alternative work arrangements can be provided for employees in the event an employee is able to return to work from an injury or illness incurred either on or off the job. This policy dovetails with the City's obligations under the Americans with Disabilities Act and under worker's compensation regulations.
<b>Working Out of Class Policy</b>
<b>KEY CHANGES</b>
This policy is currently described in the Personnel Policies and Procedures. The only major change is to indicate that for assistant department or division heads, a part of the job responsibilities is to act as the department or division head when that person is absent. Therefore, those positions are eligible for out of class pay when they work out of class for four weeks or more, while others can receive out of class pay when working out of class for two weeks or more. In both instances, the out of class pay is retroactive to the first day worked out of class.
<b>Workplace Accommodations and Fitness for Duty Testing Policy</b>
<b>KEY CHANGES</b>
This policy is currently described in the Personnel Policies and Procedures. The new policy removes some of the specific requirements for particular medical providers in the existing policy. The policy also eliminates an ADA accommodation committee and places the responsibility for workplace accommodations more directly in the Human Resources Department. It also clearly states the responsibility of all supervisors to remove employees from unsafe situations immediately.
<b>Workplace Violence</b>
<b>KEY CHANGES</b>
This is largely unchanged from the current policy. Currently, it is described in the Personnel Policies and Procedures. While it is important, this policy rarely needs to be consulted. Staff believes it is therefore better placed in a separate policy.

# Employee Handbook

City of Ames

2020

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# Welcome to the City of Ames!

We are glad you're here! This handbook provides general information on what all employees need to know about the policies, practices, responsibilities and benefits that are part of working for the City of Ames. This handbook is not the full and complete statement of the City of Ames policy. There are also more detailed policies and procedures, as well as specific departmental rules and regulations with which you will be expected to comply.

This handbook and other City of Ames employment policies do not apply to elected officials, members of citizens' boards and commissions and, anyone providing services on a contract basis.

If at any time there should be conflict between a policy in this handbook and state or federal statute, the terms of the statute will govern. Some City employees are subject to a collective bargaining agreement. Policies in a collective bargaining agreement supersede the policies in this handbook and any other City policies. However, where the collective bargaining agreement is silent, this handbook and other City policies apply.

The policies within this handbook are at the discretion of the City of Ames and may be withdrawn, applied, or amended at any time by the City Council.

Standard operating procedures may vary somewhat between departments. This is necessary because of various duties and hours required of some departments, and various state and federal regulations that must be followed. Each department head may establish separate policies for the purpose of handling matters applicable to their specific department. Those policies may not however, conflict with the policies, procedures, or directives established by the City. Any policies that apply to a department or to all employees of the City must be approved by the City Manager or designee.

This handbook is not an employment contract. Any representations made by a City official that are contrary to this handbook have no force or effect. The City of Ames is an employment-at-will employer.



# Introduction to the City

## Excellence Through People

The City's organizational culture is called "Excellence Through People," or ETP. ETP is supported by 13 workplace values, five leadership practices, and the concept of a Total City Perspective.

By keeping ETP at the forefront of our actions, City employees help achieve our two highest goals: to provide exceptional service to our citizens and customers at the best price, and to create an enjoyable and stimulating work environment where personal and professional growth can occur.

<u>Bring Our Values to Life</u> <ul style="list-style-type: none"><li>• Continuous Improvement</li><li>• Creativity and Innovation</li><li>• Customer Driven</li><li>• Data-Driven</li><li>• Employee Involvement</li><li>• Excellence</li><li>• Fiscal Stewardship</li><li>• Honesty and Integrity</li><li>• Leadership</li><li>• Positive Attitude</li><li>• Respect One Another</li><li>• Safety and Wellness</li><li>• Teamwork</li><li>• Diversity, Equity, and Inclusion</li></ul>	<u>Create the Culture</u> <ul style="list-style-type: none"><li>• Model the Way</li><li>• Inspire a Shared Vision</li><li>• Challenge the Process</li><li>• Enable Others to Act</li><li>• Encourage the Heart</li></ul>
	<u>Total City Perspective</u> <p>We routinely use all resources throughout the organization to provide exceptional customer service</p>

## Your City Government as an Organization

Because of your appointment as a city government employee, it is beneficial to understand something about the City's organizational structure. The City of Ames is a municipality governed by a mayor and six council members, who are elected by the citizens of Ames to serve regular terms on a non-partisan basis. Elections are held every two years with Council members and the Mayor elected to hold staggered four-year terms. The City Council holds all legislative and policy-making authority. In Ames, the City Council appoints a City Manager to carry out the policies formulated by the Council and to administer the day-to-day operations of the City according to the municipal code and other regulations.

As a municipal employee, you are a representative of the City of Ames. You should uphold this obligation in a manner that will promote respect for city government. City employees are expected to represent their employer as responsible, courteous, and efficient members of public service. In addition, prompt and dependable work attendance is required. Because of the obligation to provide public service to the community, a consistent and positive commitment is necessary from each employee.

The City of Ames consists of many departments, divisions, and boards and commissions, which serve to provide a variety of municipal services. More information about department responsibilities and the City Budget is available on the City's website at [www.cityofames.org](http://www.cityofames.org)

# Getting Started and Employment Practices

## Employment Practices – Non-Discrimination

The City of Ames is an equal opportunity employer and is committed to fair and equal treatment of all employees without regard to race, color, age, religion, sex, sexual orientation, gender identity, ancestry, national origin, or disability that does not interfere with the performance of essential functions of the position, with or without accommodation. This commitment also extends to those participating in the recruitment and hiring process.

The City is committed to administering all personnel actions in compliance with federal and state regulations. The City will not discriminate in such matters as employment, promotion, demotion, transfer, compensation, benefits, training and education. The City's policies also prohibit sexual harassment and harassment of any kind. If any employee feels discriminated against or harassed, they should direct their concern either to their immediate supervisor or to Human Resources. See the [Complaint Procedure](#) for more information.

## Immigration Reform and Control Act of 1986

All employees must provide original documents that establish their identity and eligibility to work in the United States. The Human Resources Department shall collect this employment information for all new employees, including temporary and seasonal employees.

Supervisors will arrange for new employees to meet with representatives of the Human Resources Department on the first day of employment to provide the required documentation. **New employees who do not provide the required documentation on the first day of employment will not be allowed to work until the documentation is provided.** Documents will be retained for three years after the individual's employment ends. Seasonal and temporary employees must complete a new INS Form I-9 upon each rehiring.

### Unlawful Discrimination

Title VII of the Civil Rights Act of 1964 prohibits illegal discrimination against any individual on the basis of national origin in hiring, discharge, recruitment, assignment, compensation, and other terms and conditions of employment. The Immigration Reform and Control Act of 1986 prohibits illegal discrimination. The City will not discriminate against any individual in hiring, discharging, or recruiting because of that individual's national origin or citizenship status.

## Americans with Disabilities Act (ADA) Policy

The Americans with Disabilities Act (ADA) and the Americans with Disabilities Act Amendments Act (ADAAA)—as well as relevant state law—require employers to provide reasonable accommodations to allow qualified individuals with disabilities to perform the essential functions of their jobs. It is the policy

of the City to comply with all Federal and state laws concerning the employment of persons with disabilities.

## Medical Examinations Prior to Appointment

If you are hired into a safety-sensitive position, your offer of employment may be conditioned on a medical examination to determine whether you are able to perform the essential functions of the position, with or without accommodation. No person will be disqualified for appointment on the basis of such examination unless it is determined that no reasonable accommodation can be made in order for the applicant to perform the essential functions of that position. A list of the safety-sensitive positions can be obtained from the Human Resources Department.

Additionally, employment in certain positions is contingent upon successful completion of a pre-employment drug and alcohol screening.

## Probationary Period

The first several months of employment with the City are your probationary period. For most employees, this period will be six months in length. Certain public safety positions have longer probationary periods. This is a working trial period to ensure your workplace performance is in alignment with the City's expectations. It is also a time for you to get settled into your role and the City organization. During this time, you or the City may terminate the working relationship without cause and without notice. Before the end of your probationary period, your progress will be monitored, documented, and discussed in the form of a written performance appraisal. See the [Probationary Period Policy](#) for further details.

## Outside Employment

You may not hold outside employment unless it is approved by your department head. The intent of this rule is to ensure you give your full commitment, effort, and energy to the City; and that any outside employment not be incompatible with the City's interests.

## Civil Service

Many jobs in the City of Ames are considered to be "Civil Service" positions. Civil Service is a system of laws and regulations designed to ensure that City jobs are filled based on merit. Civil Service covers many regular full-time employees. The duties and powers of the Civil Service Commission are set forth in Chapter 400 of the Iowa Code and in the [Civil Service Commission Policies and Procedures](#).

Civil Service examinations are administered to determine basic qualifications of applicants for each Civil Service position, and examinations are developed in line with the knowledge, skills and abilities required for the particular position. Appointments to Civil Service position vacancies are contingent upon an applicant's successful qualification and certification by the Civil Service Commission. In addition, the Civil

Service code provisions set forth the procedures for employee appeals in cases of suspension, demotion, removal, and discharge.

Certain positions within Civil Service are considered “promotional,” where the Human Resources Director has determined that a logical progression from one position to a higher position exists. This progression is referred to as a “promotional track.” If a vacancy meets the conditions required to be filled through a promotional recruitment, the City will first attempt to fill the vacancy with a qualified internal candidate. More information about the promotional process can be found in the [Civil Service Policies](#) or by contacting the Human Resources Department.

## **Hours of Work, Salary, and Payroll**

The City offers a competitive total compensation package and a work environment where you can feel good about your contribution to improving the community where you live.

Generally, merit pay and union pay increases occur annually on July 1. Some positions may also provide for step increases that depend on the amount of time an employee has held the position. Pay rates and salary ranges can be found in the [City's Pay Plan](#).

Payday for all employees occurs twice a month—on the 15<sup>th</sup> and the last day of the month. If payday falls on a weekend or holiday, you will be paid on the prior business day.

In addition to deductions required by law (e.g., FICA, Social Security, etc.), automatic payroll deductions may occur for such items as health insurance, dental insurance, supplemental life insurance, and optional deferred compensation. All amounts taken from your checks through payroll deductions will be indicated on your paycheck stub.

## **Hours of Work and Schedule**

Employees are expected to be at their work place pursuant to their approved hours of work, holidays, and leaves. All non-exempt employees must record their working time in the appropriate time keeping system. Employees may not record hours for another employee. Employees are expected to be engaged in carrying out their duties during scheduled work time and should be ready to begin work at their scheduled starting time.

Except for part-time, seasonal, or shift employees, a regular work day consists of eight hours and the work period is from Sunday to Saturday. Five days of eight hours (or forty hours) or a shift schedule corresponding to a forty-hour week constitutes a work week. Any deviation from this pattern requires approval from the department head with agreement from the City Manager or designee.

To meet the needs of the community, schedules may need to be modified on short notice. Supervisors should strive to provide notice of schedule changes at least one week in advance whenever possible.

## **Breaks**

Employees generally may take a 15-minute rest break in the morning and in the afternoon, which shall be considered paid time. Lunch periods shall be unpaid. Lunch periods and breaks will be taken at times as the schedule allows as determined by the department head. Non-exempt employees must accurately record their lunch break times.

## Regular, Part Time <20, and Temporary Positions

Regardless of employment classification, all employees are considered at-will. However, the City of Ames adheres to the principle of just cause in taking employment actions.

### Regular Positions

The City Council authorizes the number of full-time equivalent (FTE) positions that exist for each department in the City. These **regular** positions include full time,  $\frac{3}{4}$  time, and  $\frac{1}{2}$  time roles. Each of these positions has a written job description. Pay for these positions is established either 1) by a collective bargaining agreement, or 2) for merit positions, through the **Compensation Policy**. In either case, the pay rate is recorded in the City's **Pay Plan**. Employees in regular positions are eligible for paid leaves and insurance benefits as described in this handbook. Except those positions specifically excluded by law, full-time regular employees are the only employees subject to Civil Service regulations.

### Part Time Less than 20 Hours (PT <20) Positions

Departments are permitted to hire employees to work **part time less than 20 hours per week** without authorization from the City Council, subject to available funding. These employees consistently work below 20 hours per week on average for the year (e.g., community safety officers), but unlike temporary employees, part time <20 employees do not have an established end date for their service. In some instances, these positions will mirror established regular positions. In those cases, pay should be commensurate with the regular position. Employees in part time <20 hours positions are not eligible for paid leaves or insurance benefits, except where required by law.

### Temporary Positions

Additionally, to provide flexibility in serving the public, departments are permitted to hire employees into **temporary** roles without authorization from the City Council, subject to available funding. Temporary positions have a clear start and end date to employment established at the time of hire, not to exceed one year. Pay is established at market rates within an authorized range. Employees in temporary positions are not eligible for paid leaves or insurance benefits, except where required by law. Because the needs of the City vary, the number of employees hired for temporary roles and the choice of whether to retain them may fluctuate more than for regular positions. Temporary employment may be full- or part-time (e.g., interns, lifeguards, summer help, etc.), and is subject to varying work schedules.

## Fair Labor Standards Act (FLSA) Status

All employees are designated as either non-exempt or exempt under state and federal wage and hour laws. The following is to help employees understand eligibility for overtime pay or compensatory time:

Non-exempt—employees whose work is covered by the Fair Labor Standards Act (FLSA). They are eligible to earn overtime pay or compensatory time.

Exempt—generally managers or professional, administrative or technical staff who ARE exempt from the minimum wage and overtime provisions of FLSA. They are not eligible to earn overtime pay or

compensatory time, but may be granted administrative time off with the approval of the department head.

## Overtime, Compensatory Time, and Holiday Pay

**This section only applies to personnel assigned to a 40-hour per week work schedule. Departmental policies for overtime for employees working a different schedule must be approved by the City Manager.**

Work periods for non-exempt employees are established by the department head and approved by the City Manager or designee. The work period is seven consecutive days.

Department heads or their designees may require employees to work outside of their regular work hours. Except for emergencies, such overtime will be scheduled in advance and approved by the supervisor. Employees will be subject to discipline for working overtime hours that are not authorized. Paid leaves such as vacation, holiday or sick leave are not considered hours worked under FLSA for the purpose of calculating overtime.

Employees will be compensated in accordance with the following:

1. Non-Exempt Employees - Accrual and Use of Compensatory Time

Where a non-exempt employee is eligible to receive overtime compensation, the employee may request to receive compensatory time in lieu of cash. The department head may grant the request for compensatory time or may choose to pay the overtime in cash. In cases of emergency with potential for state or federal reimbursement, any compensatory time accrued in addressing the needs of the emergency will be paid in cash. Management may elect at any time to pay accrued compensatory time in cash. The maximum allowable accumulation of compensatory time for full-time employees is 80 hours (this limit is prorated for part-time employees). With prior approval of the City Manager, compensatory time may be accumulated to a maximum of 240 hours.

2. Non-Exempt Employees – Overtime

### **Hours Over 40 in a Week**

In accordance with the FLSA, for any non-exempt employee who works more than 40 hours in a one week work period, each overtime hour worked in excess of 40 will either: 1) be paid in cash at one-and-one-half times the employee's regular hourly rate, or 2) will accrue as one-and-one-half hours of compensatory time.

### **Hours Over 8 in a Day**

If a non-exempt, regular full-time employee works more than 8 hours in a single day, but does not exceed 40 hours worked over the course of the work week, each overtime hour worked in

excess of 8 for that day will either: 1) be paid in cash at one-and-one-half times the employee's regular hourly rate, or 2) will accrue as one hour of compensatory time.

Overtime compensation for hours worked in excess of 8 in a day only applies to employees who are scheduled to work five eight-hour days. In unusual circumstances, such as major events or emergencies, the City Manager may authorize employees who are not regular full-time employees to receive overtime compensation after 8 hours worked in a day.

3. Non-Exempt Employees – Unscheduled Callback Pay

If an employee is released from duty and is thereafter called back to work, the employee will be paid at the overtime rate as provided herein. A minimum of one hour at the overtime rate will be paid for such time worked.

4. Regular, Non-Exempt Employees - Work on Scheduled Days Off

If a regular, non-exempt employee is required to work on a scheduled day off, the hours worked for that day will either: 1) be paid in cash at one-and-one-half times the employee's regular hourly rate, or 2) will accrue as one-and-one-half hours of compensatory time for all time worked. However, if a supervisor anticipates the need for an employee to work on a day that would otherwise be a scheduled day off, the supervisor may modify the schedule to provide an alternative day off. Supervisors should strive to provide notice of schedule changes at least one week in advance whenever possible.

5. Regular, Non-Exempt Employees - Work on City Holidays

If a regular, non-exempt employee is required to work on an observed City holiday, the hours worked for that holiday will either: 1) be paid in cash at one-and-one-half times the employee's regular hourly rate, or 2) will accrue as one-and-one-half hours of compensatory time for all time worked. In addition, the employee will receive straight time for the paid holiday.

6. Exempt Employees - Administrative Time Off

Exempt employees are not eligible for overtime compensation in cash or compensatory time. However, in recognition of the fact that their duties often require more time than the normal 40-hour work week, exempt employees may be allowed to take administrative time off consistent with effective performance of their duties and with the operating requirements and responsibilities of their department. Administrative time off is not an entitlement, but may be taken with approval of the department head or designee, or of the City Manager in the case of department heads.



## Serving in More than One Capacity

Simultaneous employment of an individual in more than one job classification is strongly discouraged. Any such appointments are subject to approval by the City Manager after review by the Human Resources Director. It is the responsibility of the director(s) of the employing department(s) to ensure that the requirements of the Fair Labor Standards Act and the Patient Protection and Affordable Care Act are complied with.

## Working Out of Class

On rare occasions, employees may be asked to perform work duties outside their typical scope of activities, such as to fill in for an absent employee in a higher pay grade for an extended period of time. In instances where an employee is assigned to assume duties normally held by another on a temporary or emergency basis, the **Working Out of Class Policy** applies. This policy outlines the circumstances in which an employee can be assigned to a different role and the implications for the employee's compensation.

## Closed or Curtailed Operations Due to Safety Hazards

In the event of severe weather conditions or other declared safety hazards that could create undue risk to be at or travel to work, employees may be excused from their scheduled shifts in one of two ways:

- The City Manager or designee may declare all or part of City operations to be closed or curtailed. If such a declaration occurs, the affected departments are responsible for informing employees of the work closings as early as possible. Employees who have not received notifications of closures are expected to check with their supervisors if they are uncertain whether to report to work.
- An employee may request an excused absence from their immediate supervisor prior to the start of the regular work day. The supervisor shall determine whether to grant the request. If the supervisor does not grant the request, the employee must report to work as scheduled.

In either instance, the employee will not be paid for hours not worked, but may elect to use accrued vacation or compensatory time.

## Performance Evaluations

The goal of the performance evaluation process is to develop and maintain productivity through joint planning, coaching, counseling, providing feedback and identifying employee development needs; and for non-union employees to receive appropriate reinforcement through the merit pay program.

It is the City's goal that all regular employees will have their job performance formally evaluated at the end of their probationary period and annually thereafter, prior to the beginning of the fiscal year or as may otherwise be established by the Human Resources Director. Pay increases for merit employees are based

upon job performance, although pay increases are not guaranteed. Merit increases will normally take effect on July 1 of each year pending a qualifying performance evaluation. Pay will not fall under the minimum nor exceed the maximum of the pay range for the position.

Annual performance evaluations are also conducted for non-merit employees. These evaluations do not affect pay, but will be used in making promotional and other employment decisions.

See the [Performance Evaluation and Improvement Policy](#) for details.

## Longevity Pay

In addition to their regular compensation, non-union full-time regular employees are paid longevity pay on a yearly basis for continuous service of five years or more. Longevity payments are \$20 annually for each year worked, beginning with five years of service. Except temporary employees, part-time employees are eligible for prorated ( $\frac{1}{4}$ ,  $\frac{1}{2}$ , or  $\frac{3}{4}$ ) longevity benefits. An employee is entitled to a pro-rata share of the biennial longevity payment upon termination, except in instances where the employee is terminated for cause or, for voluntary separations, where the employee fails to provide a minimum of two weeks' written notice of intent to resign or retire.

Longevity payments are made twice per year. Effective beginning in 2021, employees will receive one-half ( $\frac{1}{2}$ ) of their yearly longevity payment on March 31 for their years of service as of the last day of the preceding February, and will receive one-half ( $\frac{1}{2}$ ) of their yearly longevity payment on September 30 for their years of service as of the last day of the preceding August.

Longevity payments for employees covered by a collective bargaining agreement are structured similarly, and can be found in the respective agreement.

# Time Off/Leaves of Absence

## Part-Time Leave Accruals

Accrual of holiday, vacation, sick leave, maternity/parental leave, family sick leave, and emergency leave benefits are pro-rated for regular part-time employees. Regular part-time employees working 20 hours or more, but less than 30 hours, will receive these benefits at 1/2 the rate of full-time employees. Regular part-time employees working 30 hours or more, but less than 40 hours, will earn these benefits at 3/4 of the rate of full-time employees.

## Holidays

The City observes the following holidays:

- New Year's Day
- Presidents' Day
- Memorial Day
- Independence Day
- Labor Day
- Veterans' Day
- Thanksgiving Day
- The Friday following Thanksgiving Day
- Christmas Day
- The day preceding or following the observed Christmas Holiday

When a holiday falls on a Sunday, the following Monday will be observed. When a holiday falls on a Saturday, the preceding Friday will be observed. When Christmas falls on Tuesday, Wednesday, Friday or Saturday, in addition to the holiday observance, the preceding work day will also be observed as a holiday. When Christmas falls on Sunday, Monday, or Thursday, in addition to the legal holiday, the following work day will also be observed as a holiday.

Regular, non-exempt employees are entitled to compensatory time off if a holiday occurs during regularly scheduled time off. Regular, non-exempt employees who are required to work on holidays are entitled to compensation as outlined in the Overtime, Compensatory Time, and Holiday Pay section of this handbook.

## Vacation Leave

All regular full-time employees earn vacation leave at the following rates:

Years of Continuous Service	Annual Accrual	Monthly Accrual	Maximum Accrual (Days) (Hours)	
0-7 years (months 1-84)	10 days	6 hours & 40 minutes	15	120
8-14 years (months 85-168)	15 days	10 hours	23	184
15-23 years (months 169-276)	20 days	13 hours & 20 minutes	30	240
24 years or more (277+ months)	25 days	16 hours & 40 minutes	38	304

Vacation leave accrual rates and maximum accrual limits are pro-rated for regular part-time employees. Employees who start employment on or prior to the 15<sup>th</sup> of the month, or leave employment after the 15<sup>th</sup> of the month earn vacation leave for that month. With the approval of the City Manager, new employees may use a vacation bank of up to forty hours before that vacation leave has been accrued. If granted, vacation leave accrued will first be used to compensate for this advance, after which it will then accrue under the normal accrual schedule.

Employees are normally hired with 10 days of vacation accrual per year. Upon approval of the City Manager, employees may be granted 15 days of annual vacation accrual at the time of hire if one of the following applies:

1. The employee has at least seven years of directly related outside experience, in which case the employee may receive seven years of credit towards their years of continuous service for the purpose of vacation accrual.
2. The position is determined by the City Manager to be hard to fill, in which case no credit for continuous service will be provided for the purpose of vacation accrual.

Vacation leave is granted in units of at least 15 minutes. In the event one or more observed City holidays occur during an employee's scheduled vacation, the holiday will not be charged as vacation leave. Department heads schedule vacation leaves with regard to their departments' operating requirements and responsibilities, and, insofar as possible, with the requests of employees.

In the event a long-term emergency prevents a department from granting vacation leave, the City Manager may temporarily increase the maximum vacation accrual of an employee who reaches the vacation accrual limit during the emergency and establish a timeframe in which excess vacation leave may be used. Any excess vacation leave remaining after that timeframe will be forfeited.

Any regular employee leaving the employ of the City will be compensated for vacation leave credited and unused to the date of termination. Terminal vacation will be added to the employee's final payroll check which may reflect prior days worked. Employees will not receive a cash payment in lieu of vacation except upon termination as provided above.

## **Sick Leave**

Paid sick leave is intended to protect against loss of pay when needed for legitimate illness or injury, and is not guaranteed "time off." All regular full-time employees accrue sick leave with pay at the rate of eight hours for each calendar month of service. Employees who are on paid leave will continue to accrue sick leave during the absence. Sick leave accrual is pro-rated for regular part-time employees. Employees who begin employment with the City on or prior to the 15<sup>th</sup> of the month or leave employment after the 15<sup>th</sup> of the month earn sick leave for that month. Sick leave may be accumulated from year to year with no maximum limit. Sick leave is granted in minimum units of one-half hour.

Valid uses of sick leave include:

1. Actual personal illness, pregnancy, childbirth, or related medical conditions
2. Personal injury, either job or non-job-related. An employee receiving temporary disability payments under the workers' compensation laws may use accumulated sick leave in order to maintain a regular income
3. Examinations and consultations with physicians and other health care providers, including the [City's Employee Assistance Program](#)
4. Emergency Leave as provided for in this section

To be eligible for paid sick leave, employees must notify the department head or designee prior to the scheduled work time or in accordance with departmental policies. All sick leave must be approved in accordance with procedures established by the department head. Certain medical conditions may be covered by the Family and Medical Leave Act (FMLA), which provides leave rights to employees under qualifying circumstances. Refer to the City's [FMLA Policy](#) for information regarding these rights.

Because sick leave is conditional upon the qualifying circumstances listed above, employees may be required to present proof of eligibility in the form of a doctor's note or other documentation for absences longer than three days.

Certain patterns of sick leave use may be indicative of abuse. Such patterns include but are not limited to frequent absences of short duration, failure to maintain a sick leave accrual balance, and absences before or after a holiday or weekend. If management determines that an employee's sick leave usage fits such a pattern, the employee will be asked to explain the reasons for the absences, and may be required to present proof of eligibility in the form of a doctor's note and/or submit a written plan, including a time frame, to improve attendance. If attendance does not improve as agreed, or if the employee refuses to cooperate, discipline may be imposed.

### **Payment for Unused Sick Leave Upon Retirement**

Employees are entitled to payment for unused sick leave in the event of regular or disability retirement provided for under one of the City's established retirement plans, provided they give at least two weeks' notice of intent to retire. In the event of the death of an employee prior to regular retirement, the employee's beneficiary is entitled to payment for unused sick leave. In either situation, sick leave payout will be calculated as follows:

Status	25% of employee's last hourly rate of pay for all hours in excess of:
Full-Time	720
$\frac{3}{4}$ Time	540
$\frac{1}{2}$ Time	360

Employees whose status has changed during employment with the City will have sick leave hours computed on a percentage basis (e.g., 12 years of full-time employment and 8 years of half-time

employment: 720 hours x 60% = 432 and 360 hours x 40% = 144, for a total of 565 hours to be deducted from the total unused sick leave before paying the balance at 25% rate).

## Family Sick Leave

Regular full-time employees may use up to 40 hours of accrued sick leave per fiscal year for occasions which require the employee to care for a close family member (as that term is defined in the Glossary) who is incapacitated due to illness or injury, or who has examinations and consultations with physicians and other licensed health care providers. Family sick leave is pro-rated for regular part-time employees. Family sick leave is subject to the same eligibility qualifications, documentation, and other terms and conditions as employee sick leave.

## Family and Medical Leave (FMLA)

Eligible employees may access unpaid medical and family leave of up to twelve weeks per rolling twelve-month period, pursuant to the terms and conditions of the federal law. Employees are required to use all paid leave concurrently with FMLA leave. Please consult the City's full [FMLA Policy](#) or contact Human Resources for further information.

## Maternity/Parental Leave

Maternity and parental leave is available to qualifying employees. Please see the [Maternity/Parental Leave Policy](#) or contact Human Resources for details.

## Medical Leave Without Pay

If available paid leave has been exhausted, an employee may be eligible for medical leave without pay. Such leave may be subject to the Family and Medical Leave Act (FMLA) for employees with a qualifying medical condition under this law.

Except as required by the FMLA, medical leave without pay is not an employee's right, but may be granted subject to the department's operational and staffing needs. Extensions of such leave will be conditioned upon periodic reports from the employee's physician. In determining whether to grant an extension of an employee's medical leave without pay, consideration will be given to the prognosis for a timely recovery to the point that the employee is able to properly perform the essential functions of the job.

## Emergency Leave

Emergency leave of up to 24 hours with pay may be granted to full-time regular employees in the event of death or serious illness of a close family member or extended family member (as those terms are defined in the Glossary), or for inpatient treatment for a pregnant employee's unborn child. Sixteen hours of

additional emergency leave may be granted and charged to sick leave. Emergency leave must be approved by the department head.

Emergency Leave use for the purpose of serious illness of a close family member is limited to 24 hours per employee per fiscal year and must be taken in a minimum of one work day increments. Serious illness is generally considered to be an illness, injury, impairment, or physical or mental condition that involves inpatient care (i.e. overnight stay) in a hospital, hospice, or medical care facility; or continuing treatment by a health care provider of at least three consecutive calendar days.

Emergency leave is pro-rated for regular part-time employees.

## Injury Leave

Injury leave is granted to employees who are incapacitated as a result of injury or occupational disease incurred while in the actual performance of their assigned duties in accordance with Chapters 85 and 411 of the Code of Iowa and any other applicable state or federal regulations. Employees may be required to furnish a statement from a physician designated by the City certifying their disability.

During injury leave, the City will pay full base pay to the employee, either from salary funds or as workers' compensation benefits. FMLA leave will run concurrently with injury leave. Injury leave may extend for as long as six months provided the employee remains eligible under the workers' compensation statutes of Iowa Code. An employee, if still disabled beyond six months, will be entitled to leave with pay as follows:

- a. Three months with workers' compensation benefits plus two-thirds of the difference between the employee's full base pay and workers' compensation benefits.
- b. Another three months with workers' compensation benefits plus one-third the difference between the employee's full base pay and workers' compensation benefits.
- c. At the end of one year from the date of injury, the employee shall be entitled to workers' compensation benefits for the duration of the disability.
- d. The employee, if unable to return to work after one year from the date of the injury, shall be eligible to use vacation and sick leave as provided for in this Handbook.

## Military Leave

Employees who are a members of the reserve force of the United States or of the State of Iowa will be granted a leave of absence when ordered to attend a training program or to perform other duties under the supervision of the United States or the State. Employees who enter into active service in the Armed Forces of the United States while employed will be granted a leave of absence for the period of military service. See the City's complete [Military Leave Policy](#) for important additional information.

## Funerals of City Employees

Regular employees may be allowed up to four hours off with pay to attend the funeral of a City employee or a retired City employee. The need for continuing essential services and emergencies may limit the number of employees who may attend a funeral. The department head may decide on the amount of time actually required for funeral attendance and the number of employees who may attend the funeral. The department head may adjust schedules to accommodate absences due to funeral leave.

## Jury and Witness Leave

Employees who are required to serve as a trial juror or as a witness for the Federal Government or a political subdivision thereof are entitled to be absent from work duties during the period of such service or while necessarily being present in court as a result of such call, and shall receive pay for such absence. Since this occurs on paid City time, employees must turn in any compensation received for such duty. This does not, however, include compensation for travel, food, or lodging. Employees may retain any compensation received from the court for days or hours when they are not scheduled to work.

If the employee is released from court obligations prior to the end of their scheduled work day, they must report back to work unless otherwise excused by their supervisor. Department heads may adjust work schedules to accommodate absences due to jury or witness leave.

## Voting Leave

If an employee's work schedule is such that three consecutive non-working hours are not available during the period between the opening and closing of the polls, that employee will be given paid time off that will, together with their non-working time, provide up to three consecutive hours during the time the polls are open.

Such absences must be requested in writing to the employee's supervisor prior to the date of the election, and the supervisor will designate the period of time to be taken.

## Time Off for City-Sponsored Events

From time to time, the City will sponsor certain events during working hours such as health fairs, employee retirements and recognition events, ribbon-cutting ceremonies, and Employee Care Fund and Employee Council events.

The need for continuing essential services and emergencies may limit the number of employees who may attend a City-sponsored event. Employees who attend these events during their regular working hours are entitled to do so on work time, with prior approval from their immediate supervisor or the department



head. Employees who choose to attend such events during their non-working hours are not entitled to compensation. Employees who are assigned or asked to work at these events are entitled to compensation.

## **Leave of Absence Without Pay**

In the event that paid leave has been exhausted, a leave of absence without pay may be granted to a regular employee to address an extraordinary personal circumstance. Leave without pay is not a routine benefit. It is intended to be a safeguard for employees who have exhausted all other available options. To reduce the reliance on leave without pay, employees are encouraged to build and maintain adequate vacation leave balances.

A request for a leave of absence must be presented to the department head in writing, stating the duration and reason for the leave. Department heads may grant leave(s) of absence without pay not to exceed a total of two weeks per fiscal year, per employee. The City Manager may grant leaves of absence in excess of that limit based upon the recommendation of the department head. A department head may request an exception from the City Manager to authorize a leave if the employee has not exhausted all available paid leave.

Seniority status will be adjusted to reflect the period of leave in excess of 60 days, except for long term disability. Sick leave, vacation and holiday benefits do not accrue at any time during a leave without pay status. Extension of insurance coverage is available at the employee's expense for leaves of absence of two weeks or longer; however, the City will continue to pay its portion of the health insurance premium where required by the FMLA.

Upon expiration of the approved leave without pay, employees will be eligible to return to their position or to a similar position. If an employee does not return following the agreed-upon date of return, that employee will be considered to have resigned.

## **Unexcused Absences**

Employees must communicate with their supervisor if they are unable to report to work. An employee who will be absent should provide as much notice as possible prior to the start of the work day, but no less than one hour of notice in any case. Progressive discipline may be imposed for failure to communicate an absence in advance.

Failure to report to duty or to communicate with management following an absence without leave of three consecutive working days will be considered a voluntary resignation. An employee who is absent without available leave following a notice to return to duty, who fails to report to work as directed, may be subject to discipline, up to and including termination.

# Insurance and Retirement

## Health Insurance

The City's health insurance programs are self-funded, meaning that member-employees, their families, and the City all have a stake in managing health care costs responsibly. Regular employees who work at least 20 hours per week are eligible for health insurance benefits. Health insurance coverage includes medical, dental, prescription drug coverage, vision, and flex spending account benefits as outlined in each designated plan booklet.

The City shares the cost of the premium for single and family coverage with full-time regular employees and pays a pro-rated portion of the premium for single and family coverage of regular half-time and three-quarter-time employees. (For further information, please see the [City's Benefit Summary booklet](#).)

Health insurance coverage is effective on the first of the month following 30 days of employment.

## Life Insurance

The City provides life insurance coverage, including accidental death and dismemberment, for all regular full and part-time employees, except as may be provided in collective bargaining agreements. The City pays the full premium. Coverage is effective on the first of the month following 30 days of employment. Coverage amounts are indicated in the table below.

Employee Status	Coverage
Full time	\$50,000
$\frac{3}{4}$ time	\$37,500
$\frac{1}{2}$ time	\$25,000

The City also offers eligible employees supplemental life insurance for themselves, spouses, and children. Supplemental life insurance is a voluntary benefit and the cost is payroll deducted for each enrolled employee and any of their dependents.

For further information, please see the [City's Benefit Summary booklet](#) and the [Group Term Life Insurance Certificate](#).

## Disability Insurance

1. Employees under the Iowa Public Employees' Retirement System (IPERS)

The City provides and pays the premium for long term disability coverage for all regular merit employees and for all full-time employees covered by a collective bargaining agreement who are in the IPERS retirement system. Coverage is effective on the first day of the month following one year of eligible employment.

## 2. Employees under the City's Utility Retirement System

The City provides long term disability insurance coverage for members of the Utility Retirement System. Employees participating in this system pay the full premium cost through payroll deduction. Coverage is effective on the first day of the month following one year of eligible employment.

## 3. Employees under the State's Municipal Fire and Police Retirement System (MFPRSI)

The Municipal Fire and Police Retirement System provides disability benefits for its members when they become incapacitated for further performance of their duties. Coverage is effective upon membership with MFPRSI. Benefits vary according to the nature of the disability. Consult Chapter 411 of the Code of Iowa for specific details regarding eligibility and limitations.

# Insurance for Part-Time <20 and Temporary Employees

Part-time less than 20 hours and temporary employees are not eligible for insurance coverage except as may otherwise be required by law. Employees who work in more than one capacity for the City may not receive a higher level of benefits (i.e., insurance, sick leave, vacation leave and the like) than that to which the employee is entitled for any one of the positions, unless state or federal law requires the extension of any such benefits.

The City designates a 12-month measurement period under the Patient Protection and Affordable Care Act (PPACA) for purposes of determining health insurance eligibility. Part-time less than 20 hours employees and temporary employees with more than 1,560 hours of service over a 12-month measurement period are considered as full-time employees under the PPACA and will become eligible for health insurance benefits during a subsequent 12-month stability period.

# COBRA Health Insurance Benefits

As provided by the Consolidated Omnibus Budget Reconciliation Act of 1986, the City offers employees and covered dependents the opportunity to continue group health insurance benefits beyond the normal coverage termination dates. When an event occurs that might otherwise disqualify an employee or dependent for group health insurance coverage and health care flex spending accounts (such as separation from employment, divorce, etc.), that individual may continue the present level of benefits by contributing an amount equal to the total premium plus a 2% administrative fee. The period during which an individual may continue benefits varies depending on the reason for the loss of eligibility.

The Human Resources Department will notify employees of continuation rights at the time that an employment-related event occurs which may affect their eligibility for insurance coverage. However, employees who qualify for COBRA benefits due to divorce, legal separation, or ceasing to be a dependent child must notify the Human Resources Department. This notice should be given before the qualifying event, or as soon as possible thereafter, but no more than 30 days after the qualifying event.

For newly hired department heads, professional positions, and positions that are difficult to fill in the current employment market, the City Manager may authorize reimbursement of COBRA premium expenses for up to 90 days, when needed for the new employee to maintain continuous health insurance coverage with a previous insurer until the City health coverage takes effect. Reimbursement of COBRA premium expenses does not count towards any relocation reimbursement expenses which may be separately authorized.

## Health Promotion Programs

The City provides a variety of programs, activities, and incentives to encourage leading a healthy lifestyle. Employees, their families, and the City all benefit when employees take good care of their health.

Eligibility for health promotion programs varies depending on employee status and health insurance status. Some programs are also available to dependents on City insurance. Check with the Health Promotion Coordinator in Human Resources for details regarding specific programs.

### **Healthy4Life**

All employees covered by City health insurance are eligible for the Healthy4Life program. This program provides an annual financial reward linked to benefits upon successful completion of the program. Payment of the reward is made by the Health Promotion program and is equivalent to the 5% employee share of the health insurance premium payment for a single person on the Blue Advantage plan.

## Retirement Systems

City employees are eligible for at least one of three retirement systems. Eligibility differs depending on the position held with the City. The three systems are:

1. Iowa Public Employees' Retirement System (IPERS): A defined-benefit plan administered by the state of Iowa. [www.ipers.org](http://www.ipers.org)
2. Utility Retirement System: A defined-contribution plan offered to employees whose salaries are funded at least 10% by a City utility. Contact the Finance Department for more information.
3. Municipal Fire and Police Retirement System of Iowa (MFPRSI or "411"): A defined-benefit retirement and disability plan administered by a statewide board that is offered to sworn police officers and uniformed fire personnel. See [www.mfprsi.org](http://www.mfprsi.org)

## Changes in Beneficiaries/Dependents

Employees are required to have up-to-date records regarding their benefit plans. Any changes in beneficiaries, dependents, qualifying life events, or eligibility status must be reported within thirty days to the Human Resources Department. Contact the Human Resources Department with any questions regarding benefits changes or eligibility.

# **Employee Development and Support**

## **Personal Action Plans**

Since continuous improvement is one of our core values, employee development is an integral component of City work. As a part of their annual performance reviews, individual development goals and plans will be established jointly between employees and their supervisors. Those personal action plans are also considered in preparing departmental training budgets.

## **Continuing Education and Development**

Employees are encouraged to improve their job-related knowledge, skills, and abilities throughout their careers. The City provides support for employee development in a variety of ways:

- Employee Development Center programs sponsored by Human Resources
- Department-specific training and development
- Professional development (conferences, outside training opportunities)
- Educational assistance for college coursework (either reimbursement for tuition and fees or limited time off with pay during regular working hours)

Employees interested in pursuing continuing education opportunities should consult with their supervisors and/or Human Resources to discuss eligibility and other details. Additional details may be found in the [Employee Development Policy](#).

## **Employee Assistance Program**

Regular employees and their household members are encouraged to participate in the Employee Assistance Program. This program provides confidential assessment and referral services through providers in the Ames and Des Moines area. Employees and their household members can receive assistance with problems that affect their work or family. These include such issues as substance abuse, stress, marital, or family problems, mental health concerns, legal issues, and financial difficulties. Further information can be found at [www.cfr.org](http://www.cfr.org) or by calling 1-800-EAP-IOWA (327-4692).

## **Miscellaneous Employee Policies**

### **Job Posting**

In an effort to develop a competitive pool of potential candidates for vacant positions, the City will announce recruitments for job vacancies in a variety of ways. Employees are encouraged to review job announcements and apply for positions that interest them.

### **Veteran's Preference**

In accordance with Iowa Code Chapters 35C and 400, honorably discharged veterans are entitled to certain preference in their selection for positions. These may include preference in appointment, employment, and promotion over other applicants of no greater qualifications.

### **Fitness for Duty Testing**

For existing employees, when, in the judgment of the department head and Human Resources, an employee is not safely performing their job duties, the employee may be required to submit to fitness for duty testing. This testing will be conducted by a provider selected by the City and will be conducted at the City's expense. [See the Workplace Accommodations and Fitness For Duty Policy for more information.](#)

### **Breastfeeding/Expressing**

Employees who need to express breast milk will be provided break times as needed for up to one year after the birth of a child. Departments will designate a private location within each facility where employees regularly work for this purpose. The designated location will be a private room with a locking door and a chair. Restrooms may not be used as the designated room. The employee and the employee's supervisor will agree on the times for these breaks.

### **Reasonable Accommodation**

The City will reasonably accommodate qualified individuals with a disability so that they can perform the essential functions of their job, unless doing so creates an undue hardship to the City.

Employees who have a disability and are requesting an accommodation for that disability should contact their supervisor and the Human Resources Department, and provide a description of their work restrictions from their treating physician. The Human Resources Department will evaluate the request and may engage in further conversations with the employee to discuss ways to help them accomplish the essential functions of their job.

## Personnel Records

The City keeps a separate, confidential file for each employee that includes the employment application, experience records, and other pertinent information. These files are used to provide information for payroll deductions, to determine eligibility for benefit programs and pay increases, and for other personnel related matters.

Personnel records are kept through the duration of employment. Once employment ends, the records are kept for a period of time and are then destroyed in accordance with the City's Records Retention Policy.

Only authorized personnel have access to these files. However, Iowa law may require certain basic employment information to be made available to the public upon request (such as dates of employment, salary, and any documented reasons for an employee's resignation in lieu of termination, demotion, or termination). Please consult with Human Resources if there are questions about what information may be public. If an employee has filed a grievance under a collective bargaining agreement, with their approval, the employee's file may be accessed by a representative of the union for the purpose of investigating the grievance. An employee will be notified if a union representative requests access to their personnel file.

Employees may review their personnel file by submitting a request to the Human Resources Department. The City will attempt to schedule a time to view the contents within ten (10) days of the request. Employees may not remove any item from the file, and must view all the file in the presence of the Human Resources staff in order to preserve the security of the information.

It is important to keep your records up to date. Contact Human Resources promptly if you have any change in the following:

- Name
- Address / phone number / e-mail address
- Emergency contacts

## Maintenance of Credentials

Employees whose jobs require a license or certification to perform their work (e.g., a driver's license for a Transit Driver, a law license for an Attorney, a state certification, etc.) must maintain that credential. Employees who lose a required credential must notify their department head immediately, and may be subject to discipline, up to and including termination. More details can be found in the [Maintenance of Credentials Policy](#).

## Communications and Open Records

As a government organization, the City of Ames is subject to the Iowa Open Records law. Most City documents and records are public records that may be obtained by members of the public. Employees should be aware that phone records, videos, voicemails, written correspondence (including emails),

information about expenditures of City funds, and other information may be obtained by the public upon request. Employees should take care to ensure their correspondence and use of City resources is done in a professional and responsible manner. At no time may employees transmit any communications that are derogatory, defamatory, or obscene.

## Acceptable Use of Information Technology

Employees may be provided access to City computers, telephones, networks, websites, and electronic devices as needed to conduct their work. The use of these resources must be done in accordance with the “Use of City Resources” section within this Handbook. Additionally, employees should not expect that their activities using City information technology resources are private. Certain data may be monitored, recorded, and preserved to ensure compliance, create backups, and to protect City resources, in addition to the requirements of the Iowa Open Records law. Employees who use City information technology resources must review and adhere to the [Acceptable Use Policy](#).

## Use of City Resources

Personal use of City tools, facilities, or machinery is not permitted. Personal use of City vehicles is only permitted in very limited circumstances as stated in the [Driving Policy](#). Equipment must not be abused by employees. Equipment may not be removed from its authorized City location or altered without permission of the supervisor.

Personal use of City office equipment or supplies is not permitted without the approval of the department head, except for de minimis personal use of assigned equipment during the workday for tasks that are clearly incidental to normal workday activities. However, employees are only permitted to use City resources to the same extent members of the public are able to (for example, a member of the public might be able to use a City phone to make a brief personal call, but would not be permitted to use a City computer for personal online shopping).

## Communications/Media Policy

Efficient and effective communication with the public and the media is critical to the City’s ability to present information in a manner consistent with the City’s policies and philosophy of open government. Coordination, uniformity, accuracy and timeliness are cornerstones of strong and productive public relations. You must comply with the procedures and standards of the [City’s Communications Policies](#) as it applies to media relations, internal and external communications, and social media within the City of Ames.

## Employment of Relatives / Romantic Involvement

No individual will be hired or transferred into a position in which the employee would be supervised by a close family member or extended family member (as those terms are defined in the Glossary) or in which



the family member would have administrative discretion over the individual's terms and conditions of employment; or in which the individual would supervise a member of the close or immediate family or have administrative discretion over the family member's terms and conditions of employment.

Romantic relationships (including sexual, dating, engagement, or other intimate relationships) between supervisors and subordinate employees may raise issues of conflict of interest, abuse of authority, or favoritism. These relationships also have the potential to adversely impact other employees. People in romantic relationships are considered close family members for purposes of this Employment of Relatives section and are subject to the limitations described in the paragraph above.

## **Gifts and In-Kind Contributions**

The receipt of any gift is subject to the regulations of Iowa Code §68B.22. Additionally, employees are expressly prohibited from accepting directly or indirectly from any person, company or corporation any gift, money, discount, rebate, or anything of value if:

1. The giver is seeking to be a party to a contract with the City or provides services that may be sought by the City in the future; or
2. The giver is regulated by the City; or
3. The giver will be affected financially by the performance or non-performance of the donee's official duty.

Excluded are:

1. Informational materials pertaining to official functions
2. Things received from relatives
3. An inheritance
4. Things distributed to the general public, including special discounts or offers available to the general public unrelated to City employment.
5. Travel and accommodations for participating as a speaker or panelist at a meeting
6. Items of negligible resale value given as recognition for public service

Exception is also made in the case of a non-monetary gift or series of non-monetary gifts if the employee who receives it turns over the gift to the City or to a bona fide educational or charitable organization within thirty days of receipt.

## **Residence Requirement**

City employees whose positions are designated as critical in nature must reside within a reasonable distance of their work place with the City, such distance to be determined by the department head. Department heads who report to the City Manager are required to live within the city limits of Ames. Collective bargaining agreements also contain residency provisions.

## Mileage Reimbursement

The City rate for reimbursement to employees who use their personal auto for City business is the currently published IRS mileage rate. Employees in a professional or managerial capacity with the City do not receive mileage reimbursement for use of their personal auto for City business within the City limits. Contact the Finance Department to learn the current mileage reimbursement rate.

## City Vehicles

Employees may be authorized by their supervisor to drive a City vehicle to perform their job duties. Any employee who operates a City vehicle or a vehicle leased for City business must comply with the City's [Driving Policy](#).

## Cell Phone Policy

Respectful and responsible use of cell phones at work is permitted so long as employees give their full attention to their work. If use of a personal cell phone disrupts work or causes a loss in productivity, it may result in disciplinary action. The City may issue cell phones to employees whose jobs require them to make calls while away from work or require them to be accessible for work-related matters.

# Employee Conduct, Health, & Safety

## Employee Conduct

Our reputation as a City is based on employees' ability to conduct themselves professionally, responsibly, and ethically. As a representative of the City, you must act in a manner that preserves and enhances public trust.

At all times you must uphold the City's Excellence Through People values: Continuous Improvement, Creativity and Innovation, Customer Driven, Data-Driven, Employee Involvement, Excellence, Fiscal Stewardship, Honesty and Integrity, Leadership, Positive Attitude, Respect One Another, Safety and Wellness, and Teamwork.

Where there is a question about the proper approach to take in a situation, consult your supervisor about the proper action. You should also consider the "Front Page Test": How would you feel and how would the City look if your actions appeared on the front page of the paper or on social media?

## Workplace Harassment

The City is committed to providing all employees with a workplace free from harassment. The City maintains a strict policy prohibiting sexual harassment and harassment on the basis of sexual orientation, gender identity, race, color, national origin, religion, sex, physical or mental disability, age, marital status, veteran status or any other characteristic protected by law. This prohibition applies to all employees, volunteers, vendors, residents, or citizens of the City. No employee of the City is expected to tolerate any conduct prohibited by this policy from anyone while at work or engaged in City business.

The City does not consider conduct that violates this policy to be within the proper course and scope of employment and does not sanction such conduct on the part of any employee, including management employees. Employees violating this policy are subject to discipline up to and including termination.

If you believe you have been subjected to harassment prohibited by this policy, or are aware of harassing conduct involving another employee, you should immediately report that behavior to your supervisor, department head, or to Human Resources. Any employee utilizing this complaint procedure will be treated courteously and as privately as feasible. Any employee who files a good-faith complaint or who testifies, assists, or participates in any investigation will not be subject to retaliation. See the [Complaint Procedure](#) for more information.

See the complete [Harassment Policy](#) for further details.

## Hostile Work Environment

Positive working relationships are essential to the teamwork necessary to ensure effective delivery of City services and the well-being of all employees. Employees are expected to conduct themselves in a

professional, civil, and courteous manner whether interacting with the public or with fellow employees. Behaviors which tend to create a hostile work environment are prohibited. These include but are not limited to: malicious gossip, false allegations or providing false information about an employee, bullying, refusal to communicate (including deliberate failure to share necessary job-related information, avoidance or "shunning"), and any overtly hostile actions, such as yelling, threatening, or physical violence.

The primary focus of this policy is on patterns of behavior. Isolated or occasional incidents of conflict between employees will not ordinarily be subject to sanction unless the violation is considered severe. This policy will not be used to undermine supervisory authority. Good-faith exercise of supervisory authority, including directives, evaluation, counseling, or imposition of discipline, is expressly excluded from this policy.

If you believe you have been subjected to a hostile work environment, you should immediately report that behavior to your supervisor, to your department head or to Human Resources. More information can be found in the [Complaint Procedure](#). Violation of this policy, including refusal to cooperate in corrective efforts by management such as investigation, mediation or counseling, may result in disciplinary action.

## Workplace Violence

**Violence in any form, or threat of violence, will not be tolerated!** The prevention of violence, and the reporting and management of critical incidents are shared obligations of all employees and managers. In accordance with this goal, violence, or the threat of violence, by or against any employee of the City or any other person is strictly prohibited and will subject the perpetrator to serious disciplinary action up to and including termination of employment, as well as possible criminal prosecution.

For the purpose of this policy, violence is defined as:

- The use of physical force with the intent to cause harm.
- Acts or threats in any form or manner which are intended to intimidate or cause fear of harm, or which could be construed by a reasonable person as doing so.
- Sabotage, which is the intentional damage of City-owned or personal property, or acts intended to cause such property to fail to operate, or to operate improperly; or, the movement or concealment of such property with the intent of interfering with the ability of the owner or authorized user to locate it.

Legitimate use of force by authorized personnel in the performance of their duties (e.g., police officers) is excluded from this policy.

## Weapons Prohibited

Possession, use, or threat of use of dangerous weapons, including firearms, by any person, is not permitted at City work sites, including in a City vehicle, or in parking areas designated for employee parking.

Exception is made when the possession or use of a weapon is a necessary and approved requirement of the employee's City job.

Dangerous weapons are defined in Iowa Code Section 702.7. They include, but are not limited to, any offensive weapon, pistol, revolver, or other firearm, stun gun, dagger, razor, stiletto, switchblade knife, or knife having a blade exceeding five inches in length.

## **Employee Safety**

Employees are expected to comply with all safety and health requirements, whether established by management or by federal, state, or local law. As a condition of employment, employees are required to exercise due care in the course of their work to prevent injuries to themselves, to their fellow workers and to the public. Employees have a responsibility to report any unsafe working conditions or practices to a supervisor or to the City's Risk Manager in Human Resources.

Violations of recognized safety rules, procedures, or standards, or acting in such a manner as to endanger one's own or another's personal safety, may result in discipline, up to and including termination.

## **Accident/Injury Reports**

When an employee suffers an injury in the line of duty, the first priority should be to obtain emergency medical care, if such care is required. The employee must immediately report injuries to the Risk Manager and to the employee's supervisor. The report must include the nature and circumstances pertaining to the injury, specifics such as the date, time, and location the injury occurred, and contact information regarding any witnesses involved.

## **Drug and Alcohol-Free Workplace**

The use of, and/or being under the influence of controlled substances on the job is inconsistent with the behavior expected of City employees, subjects all employees and the public to unacceptable safety risks, and undermines the City's ability to operate effectively and efficiently. Therefore, it is the policy of the City to maintain a drug-free workplace, where alcohol or controlled substances are not allowed. An exception exists for Police Department employees whose duties require possession of drugs and/or possession or consumption of alcohol in the course and scope of job duties (i.e., undercover assignments). Alcohol may only be consumed in the course and scope of a Police Department employee's job duties with prior specific approval by the Chief of Police or designee.

Controlled substances are drugs in any unauthorized form as defined in Sections I through V of Section 202 of the Controlled Substances Act (21 U.S.C. 81 and as further defined in regulation 21 C.F.R. 1308.11-1308.15), as well as any applicable Iowa statutes regulating alcohol and controlled substances. The unlawful manufacture, distribution, dispensing, possession, sale, or use of a controlled substance in the workplace, or any premise where City business is carried out, is strictly prohibited.

The Drug-Free Workplace Act of 1988 requires employees to report any conviction under a criminal drug statute for violations occurring on the Employer's premises, or off the Employer's premises while conducting official City business. Employees must report a conviction to their department head within five (5) work days after conviction. Failure to do so may result in discipline, up to and including termination.

## Drug and Alcohol Testing Policy

The City's Drug and Alcohol Testing Policy was adopted in accordance with the Omnibus Transportation Employee Testing Act of 1991 and the regulations issued by the U.S. Department of Transportation, which requires drug and alcohol testing of employees who are required to perform safety-sensitive functions in connection with the operation of a commercial vehicle and who must possess a Commercial Driver's License in order to do so.

In addition, the City may test non-CDL employees in the event of reasonable suspicion or post-accident in accordance with the [Drug and Alcohol Testing Policy for non-CDL Employees and Volunteers](#).

## Incompatible Activities

Employees may not engage in any activity or enterprise which is incompatible with their job duties and responsibilities; with the responsibilities, functions and mission of their department; or with other interests of the City. Any employment, activity, or enterprise will be considered incompatible with City employment if it:

1. Involves the personal use, whether for financial gain or not, of the City's time, facilities, equipment, or supplies, or the badge, uniform, prestige, or influence of a City office or employment; or
2. Involves the receipt or acceptance by the employee of any money or other consideration from anyone other than the City for performance of an act which the employee would be required or expected to render in the regular course of City employment or as part of the duties as a City employee; or
3. Involves the performance of a non-work-related act by a City employee which may later be subject, directly or indirectly, to control, inspection, review, audit, or enforcement by such employee or the employing agency. If an employee has responsibility for inspection, enforcement, or other official City actions, and the employee has close or extended family members whose personal or business activities are subject to inspection, enforcement, or action by that employee, the employee must: 1) disclose such relationship to their supervisor, and 2) recuse themselves from participating in inspections, enforcement, or other actions related to that close or extended family member.

## **No Smoking, Smokeless Tobacco, or e-Cigarettes**

The use of smoking and smokeless tobacco and electronic cigarettes is prohibited in all buildings, facilities, vehicles, and equipment owned or operated by the City, as well as on all public grounds and parking lots. City employees who visit private property to conduct their work activities may not smoke or use smokeless tobacco or electronic cigarettes while working.

Smoking and the use of smokeless tobacco or electronic cigarettes may only take place while the employee is on a break and in areas where such use is permitted. Violations of smoking, smokeless tobacco, and e-cigarette regulations may result in discipline, up to and including termination.

# Discipline and Grievances

## Disciplinary Action

Discipline will be administered for infractions of City policies, regulations, management goals, and other guidelines as set forth by the City. Disciplinary action may be in the form of a verbal warning, written reprimand, demotion, suspension, or discharge.

Discipline is generally administered in a progressive manner and is cumulative in nature. The basic purpose of progressive discipline is to provide an employee the opportunity to modify behavior to conform to the City's standards of performance or conduct. However, the City is not required to follow all the steps of progressively serious discipline in every case. The seriousness of the offense and the record of the employee will be judged on their own merits, and discipline applied accordingly.

Disciplinary action, up to and including termination, may result from factual information gathered from either an internal investigation or a criminal investigation and conviction. In addition, employees may be dismissed for unsatisfactory work performance whenever work habits, attitude, production, or ability to handle the duties of the position fall below the desired standards for continued employment. [The Discipline Policy can be found here.](#)

## Grievance Procedure Overview

The purpose of grievance procedures is to fairly and efficiently resolve disputes regarding the interpretation or application of employee policies. Matters covered by a collective bargaining agreement are subject to the grievance procedures contained in that agreement. Employees are assured freedom from retaliation for using the grievance procedure.

Grievances may be initiated only by the affected employee. However, the employee may request the assistance of another person to prepare and/or present the employee's case. There are important time limits for pursuing a grievance throughout the process.

If you have a problem or complaint, first try to settle it through discussion with your immediate supervisor as soon as possible. If you do not believe the problem has been satisfactorily resolved after this discussion, you may discuss it with your supervisor's immediate supervisor or department head.

If you are not satisfied with the result of the departmental discussion, you may proceed with a written grievance, which has four potential steps:

- Step 1      Review by your immediate supervisor
- Step 2      Review by your supervisor's supervisor
- Step 3      Review by the department head
- Step 4      Review and final decision by the City Manager or designee.

Written grievances can be submitted by using the [Employee Complaint Procedure and Form.](#)



# Separation

## Voluntary Separation

For any voluntary separation, employees are expected to give as much notice as possible. A two-week written notice is the minimum, but employees in certain critical roles are asked to give at least one month notice.

Retiring employees may apply for retirement benefits through the appropriate retirement system. Employees retiring under the IPERS or MFPRSI systems must meet the retirement criteria through their respective system. An employee covered by the utility retirement plan must be at least 55 years of age and have 8 years of service with the City to be eligible to receive a retirement sick leave payout and continue under the City's health insurance plan as a retiree.

Exit Questionnaire. Employees leaving the City will have the opportunity to complete a voluntary exit questionnaire and/or meet with a representative of the Human Resources Department prior to separation. Information provided will help the City in creating an enjoyable and stimulating work environment and ensuring the City's competitiveness in the job market.

## Involuntary Separation

Discharge during the employee's probationary period is without right to appeal as provided in the [Grievance Policy](#) and, in the case of Civil Service employees, as provided by Iowa Code Chapter 400. Disciplinary discharges shall be in accordance with the [Discipline Policy](#). When employment separation is due to appropriate disciplinary action, no advanced notice is required. Temporary employees, including seasonal, may be discharged for any lawful reason without right to appeal. In instances where a reduction in force occurs, the [Reduction in Force Policy](#) applies.

## Glossary

The following terms are defined as follows for purposes of this Handbook as well as any separate City policies, except where a policy includes a different definition:

**Applicant**—a person who has completed an application and/or other processes required to be considered for employment.

**At-Will Employment**—a legal term meaning that either the employee or the employer may terminate the employment relationship at any time for any reason or for no reason.

**Callback**—when an employee is called back to work after having been released from the regular day's work, or called in for unscheduled work before their regular starting time of any day.

**Civil Service**—all regular full-time positions of employment in the service of the City except those exempted by Section 400.6 of the Code of Iowa.

**Class**—all positions sufficiently similar in duties, authority and responsibility to permit grouping under a common title and application of common standards of selection, transfer, promotion, and salary.

**Close Family Member**—a member of the employee's household, current or former dependents, or an individual who had a close role in raising the employee as a child. An employee who claims that an individual is a close family member for the purposes of accessing leave benefits may be required to support their claim with evidence.

**Compensation**—total salary, wages and benefits earned by or paid to any employee by reason of City employment.

**Compensatory Time-Off**—time off from work in lieu of monetary payment for overtime worked.

**Employee**—a person who is employed by the City and is compensated by salary or hourly wages. Not included are elected officials, appointed members of boards and commissions, volunteers, contractors, and employees of contractors.

**Extended Family Member**—a relative of an employee, whether by blood, marriage, or adoption, who is not considered a close family member.

**Leave**—an approved absence from work as provided for by this Handbook.

**Overtime**—authorized time worked by an employee in excess of regular work schedule as provided for in the Fair Labor Standards Act, in a collective bargaining agreement, or elsewhere in these Policies and Procedures.

**Reduction in Force**—the involuntary, non-disciplinary separation of an employee from a position because of a reduction in the number of positions. Layoff.

**Regular Employee**—an employee whose position has been authorized by the City Council, and whose normal work schedule is at least 20 hours per week. Regular employees are entitled to benefits such as leaves and insurance.

## Statement of Receipt

*Please read and sign the Statement of Receipt and return it to the Human Resources Department for your official personnel record.*

I have received my copy of the Employee Handbook which outlines employee policies and procedures for the City of Ames. I understand additional policies exist, many of which are referenced in this Handbook. I understand I am responsible to familiarize myself with this Handbook and with all other applicable policies and procedures that govern my employment.

These policies and procedures affect all City employees. If I work under a collective bargaining agreement, I understand that policies and procedures may be different and, where the collective bargaining agreement and this manual have different provisions, the collective bargaining agreement will apply.

I understand that nothing in the Employee Handbook is considered as either an explicit or implicit employment contract between the City and me. In the absence of law or legal contract, employment with the City of Ames is terminable at the will of the employer. In addition, I may terminate my employment with the City at any time.

I also understand that the City may change, rescind, or add to any policies and procedures described in the Employee Handbook or the Policy Library at its discretion. The most current version of this Employee Handbook and other applicable policies and procedures can be obtained from \_\_\_\_\_.

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

By signing underneath, I acknowledge that the City's policies and procedures may be changed at any time, and I agree to be bound by any such changes.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

By signing underneath, I specifically acknowledge receipt, review, and understanding of the City's Drug and Alcohol Policy.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

By signing underneath, I acknowledge receipt, review, and understanding of the City's Harassment Policy.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

# Acceptable Use Policy

**Date Established:** October 19, 2020

**Date Last Updated:** October 19, 2020

## Purpose

The Acceptable Use Policy is intended to outline the appropriate and prohibited uses of the City's information technology resources.

## Policy Statement

The City of Ames makes available to its employees and community members computing and network resources, including shared information technology resources that use text, voice, images, and video to deliver information. These resources are to be used in a manner consistent with City policy and the law, including this policy and related policies created by specific departments, programs, and offices of the City.

### Who Is Affected by this Policy

The Acceptable Use Policy for City of Ames Information Technology Resources applies to all active members of the City, including employees and affiliates, and to authorized visitors, guests, and others for whom City technology resources and network access are made available by the City. This policy also applies to visitors who avail themselves of the City's temporary guest wireless network access service.

### What Is Covered by this Policy

This policy applies to City-owned devices and systems and to City-contracted systems and services, as well as privately-owned or publicly-provided devices using the City's networks and resources. It applies to technology administered within the City Internet domain by the Information Technology Division or by authorized resident visitors on their own hardware connected to the city network; to authorized collaborative devices connected to the city network and using City Internet addresses; to personally-owned devices connected by wire or wireless service to the city network via city locations providing mobile wired access or wireless access; and to actions originating from computer systems or mobile devices maintained or used by members of the city community connecting remotely to the City's network services and under the aegis of the City of Ames' name. It applies to websites bearing the City credentials, even when hosted outside the City's Internet domain.

### Acceptable Use

- a. Organizational Use – Use of all City information technology and digital resources should be for purposes that are consistent with the public service vision and the policies and legal requirements (including license agreements and terms of service) of the City.

- b. Personal Use – Personal use of the City’s information technology and digital resources should be incidental and kept to a minimum.
- c. Prohibited Use – Use of the City’s information technology and digital resources should not violate applicable federal, state, and local law, including U. S. copyright law, or applicable City policies, and, if travel is involved, the laws of the relevant nation or state. From any location, City resources may not be used to transmit malicious, harassing, or defamatory content.

## **Access and Privacy**

The City has the legal right to access, preserve, and review all information stored on or transmitted through its electronic services, equipment and systems (collectively, “IT Systems”). The City endeavors to afford reasonable privacy for individual users, and does not access information created and/or stored by individual users on its IT Systems except when it determines that it has a legitimate operational need to do so.

## **Protection of City Resources**

Users of City information technology and digital resources are responsible for protecting City data, including its confidentiality, integrity, access, retention, and disposal in accordance with the City’s Information Security Policy, Record Retention Policy, and other applicable City policies. Individuals with City of Ames accounts or administrative responsibility over any City resources should take reasonable measures to protect these accounts and resources. Shared City technological resources should be used to carry out the legitimate business of the City, and should not be used in a way that disrupts or otherwise interferes with any City activities or systems or that is inconsistent with the City’s policies or goals.

## **Violations and Penalties**

Violations of the City of Ames Acceptable Use Policy of Information Technology Resources policy may be referred for disciplinary action as outlined in the applicable employment handbook or collective bargaining agreement.

## **Contact Information**

**Information Technology Division**  
515-239-5188

# **Classification Plan**

**Date Established:** October 19, 2020

**Date Last Updated:** October 19, 2020

## **Purpose**

The purpose of the Classification Plan is to organize positions within the City system such that all positions that are substantially similar with respect to duties, responsibilities and qualifications are included within the same class so that they can be treated equally with respect to recruitment, pay and benefits.

## **Policy Statement**

### **Preparation, Amendment and Approval**

Subject to the approval of the City Manager, the Human Resources Director shall be responsible for the development and maintenance of the Classification Plan including modifications, additions or deletions, and shall allocate every regular position to a class within the Classification Plan.

### **New Classifications - Appointment**

Except as otherwise provided by statute or ordinance, no person shall be appointed or employed to fill a regular position within the City service under any proposed new class until the addition of the class to the Classification Plan has been approved as provided for by this Policy.

### **Classification and Reclassification Reviews**

When it is desirable to evaluate the characteristics of a job classification to ensure it accurately and fairly represents the work conducted by the individual(s) currently performing it, or to prepare a job classification in advance of a position being filled, a department head may submit a preliminary request for a job evaluation to the City Manager. The preliminary request must include basic information regarding the proposed classification, an explanation as to why the changes are necessary, and estimates as to the budget impact of making the changes.

It is expected that changes in the duties and responsibilities of City positions will be planned and approved consistent with departmental program activities and budgets, whenever possible. Under no circumstances shall classification or reclassification be used to avoid statutory or procedural requirements involving transfers, promotions or demotions.

The City Manager must review the request and determine whether to proceed with an evaluation. If the City Manager decides to proceed with an evaluation, the department head shall prepare a detailed proposal with the language to be included in the job classification. That information shall be forwarded to the Human Resources Director for completion of a job evaluation.

Upon completion of the classification review, the Human Resources Director will submit the review findings, analysis and recommendation to the City Manager for final disposition.

### **Factors**

The factors that will be used to evaluate each classification are described below. In deciding which level is most appropriate, consideration is given to what the class requires most of the time or under normal circumstances.

- a. Knowledge. This factor measures the minimum formalized training or education which is required for entry into the position.
- b. Experience. Based on the minimum knowledge required for the job, this factor identifies the degree of job-related experience required for entry into the position.
- c. Organizational Control. This factor measures the supervisory requirements of the position.
- d. Human Relations Skills. This factor measures the job requirements of personal interaction with others outside the chain of command. The interactions may include: other departments within the City government, the general public, other governmental organizations or officials, or private business. Additional consideration is given where the majority of the interactions occur with external individuals or groups who receive the services provided by the City.
- e. Responsibility. This factor measures the accountability for results as well as the impact the job has on organizational, departmental, or unit objectives, the output of City services, or employee or citizen satisfaction.
- f. Guidance Received. This factor measures the degree of supervision, review and/or direction the position receives. It refers to the amount of independence inherent in the job. Limitations on independence may include: supervisory control, the nature of the work, established procedures or legal constraints.
- g. Complexity. This factor measures the job difficulty in terms of the application of the knowledge required by the job. It measures job requirements of creativity, ingenuity, judgement, initiative, analysis, reasoning and evaluating.
- h. Working Conditions, Mental and/or Visual Demands. This factor measures two areas. First, it measures the surroundings or physical conditions under which the work must be performed and the duration of time that each is present. This would involve physical effort, environmental or hazardous conditions. Where working conditions vary with specified work assignments, the degree selected must represent the average of all the conditions encountered. Second, it assesses the degree of coordination and dexterity of mind, eye and hand, as applied to job requirements which induce mental fatigue and/or visual strain. This also measures duration of time that mental and/or visual application is required, and the required intensity of



such application. It relates to the quantity and concentration of mental application, not to the degree of intelligence or mental development.

### **Weights**

The weights applied to each factor in the Job Evaluation System are:

<u>Factors</u>	<u>Weights (%)</u>
Education	14
Experience	14
Organizational Control	12
Human Relations (including Public Contact)	16
Responsibility	16
Guidance Received	10
Complexity	13
Working Conditions	<u>5</u>

Total: 100

### **Classification Specification**

1. Each class in the Classification Plan shall be described by a class specification which has been approved by the Human Resources Director. A class specification is a written document that describes the general purpose and the principal duties and responsibilities of employees in that class.

A class specification shall include a title, class code, general definition, essential and other job functions, equipment used, physical and environmental characteristics, the knowledge, skills and abilities required to successfully execute the duties of the class, the education and experience normally required to acquire the knowledge, skills and abilities, and any necessary special license or certificate required by the classification.

2. The class specification is a working document, to be reviewed periodically and changed as needed. It is not meant to be restrictive or all-inclusive, but rather to describe the major features of a class. The main purposes of the class specification are:
  - a. To serve as a means of communication between the supervisor and the employee to clarify the responsibilities and expectations of an employee in the class.
  - b. To serve as input to the evaluation of a class for purposes of establishing its internal value to the organization and, ultimately, its pay grade or pay range.
  - c. To serve as a benchmark in salary surveys.
  - d. To serve as a basis for the appraisal of the performance of the incumbent(s).

- e. To identify minimum qualifications; applied skill, knowledge, and ability; and physical working conditions.

## **Position Descriptions**

Each department is encouraged, but not required, to develop and maintain descriptions outlining the duties of each position within their respective departments. Department heads shall work with Human Resources to establish position descriptions. The position description supplements the class specification and must be consistent with it. Completed position descriptions shall be filed with the Human Resources Department.

## **Contact Information**

### **Human Resources Director**

[hr@cityofames.org](mailto:hr@cityofames.org)

515-239-5199

### **City Manager's Office**

515-239-5101

# Compensation Policy

**Date Established:** October 19, 2020

**Date Last Updated:** October 19, 2020

## Purpose

To establish an orderly procedure for compensating employees upon their initial employment and changing statuses; and to attract, retain and motivate employees through payment of salaries within a structure that is market competitive and which recognizes the relative worth of jobs within the City organization.

## Policy Statement

The City maintains two systems for compensating employees. One is based on merit, and the other is based on collectively bargained wage rates.

## Objectives

The objectives of the City of Ames' compensation systems are:

1. To establish a salary range for each job that is based on a systematic blending of the job's internal worth to the City and the competitive labor market.
2. To provide for individual salary advancement reflecting increased value to the City. For merit employees, salary advancement is also based on job performance.
3. To establish systems that are fiscally sound, equitable and cost effective.
4. To provide a method for identifying individual employee development needs.
5. To provide compensation systems that are understood by employees.
6. To provide fairness with respect to other jobs in the City and with comparable jobs in other organizations.
7. To provide pay systems that can be easily administered and maintained.
8. To comply with federal, state and local laws.

## Components of the Merit Employee Compensation Program

The compensation program for merit employees within the City of Ames is based on the following components:

1. Pay Grades

The salary structure which includes a series of pay grades corresponding to job evaluation points. Each grade is defined by a salary minimum, midpoint, and maximum. The pay for each employee will be within the salary range for the grade assigned to the employee's job class, unless otherwise approved by the City Manager.

In certain specialized job classifications, private sector employees doing the same work are compensated substantially higher than the City's pay scale allows (e.g., Electric Administration, Electric Engineering, and Power Plant Administration). In recognition of the highly competitive marketplace for competent professionals in these instances, the City Manager may apply a special series of pay grades, which result in higher pay for these classifications.

2. Job Evaluation

Job evaluation is the process of determining the relative worth of all jobs in the City of Ames. Each non-union regular position in the City is evaluated and placed in a grade level and accompanying salary range on the basis of that evaluation.

3. Performance Management and Merit Increases

The performance management system consists of a cycle incorporating planning, ongoing monitoring and feedback, performance appraisal, and employee development. Salary adjustments shall be based on individual performance appraisals in accordance with guidelines approved by the City Manager. See the [Performance Evaluation and Improvement Policy](#) for further details.

4. Administration

The administration of the pay program shall be under the direction of the Human Resources Director whose responsibilities will be to:

- a. Monitor trends in compensation theory and practice and make recommendations regarding the City's compensation policies and practices consistent with the City's mission and organizational culture.
- b. Evaluate existing and new job classes and submit the appropriate pay grade allocations for the City Manager's approval.
- c. Conduct periodic salary and benefit surveys.
- d. Recommend salary structure adjustments and salary increase budgets.
- e. Provide oversight of the performance management system, ensuring that performance appraisals are conducted as required, and providing training and guidance in the application of the performance management system.

The City Manager may authorize an adjustment to an individual's compensation in order to correct a mistake in administration of the approved compensation system.

## **Adoption and Amendment**

The Human Resources Director shall prepare annually a Pay Plan covering all classes in the City service to be submitted to the City Council for review. Thereafter, the City Manager may approve modifications to the Pay Plan upon the recommendation of the Human Resources Director. Modifications to the Pay Plan shall be in accordance with the stated policies, goals and objectives of the City's compensation policy.

#### **Administration and Maintenance**

The Human Resources Director shall periodically conduct a comprehensive survey of market rates for a representative sample of classifications in the City service whose salaries are not determined through the labor negotiations process. In adjusting the pay structure, consideration shall be given to salaries in relevant employment markets for comparable classes under similar working conditions, current costs of living, the City's compensation policy and other relevant factors.

#### **Establishing Pay Upon Initial Appointment**

These guidelines are intended to balance the internal consistency and equity of the merit pay system, while being responsive to the dynamics of the labor market.

1. The starting salary shall be at least the minimum of the salary range.
2. Candidates just meeting minimum qualifications are normally appointed at the range minimum.
3. Candidates whose qualifications exceed the minimum may receive a starting salary proportional to their qualifications, not to exceed the range mid-point. Starting salaries above the mid-point may be approved by the City Manager under exceptional circumstances.
4. The following factors may be considered in determining an appropriate starting salary:
  - a. Current salary rates for the specific classification in the relevant market.
  - b. The qualifications of the candidate relative to the needs of the position and the qualifications of other available candidates.
  - c. The relative success of the current recruitment, and relevant prior recruitment history for the classification.
  - d. Internal equity with current incumbents of the classification, with regard for qualifications and length of service.
  - e. For supervisory positions, the level of responsibility and salaries of subordinates. However, this will not be the sole determining factor, and it is not intended that the salary of a supervisor shall exceed that of all subordinates in every case.
  - f. The timing of the next scheduled merit pay increase.
5. The Human Resources Director will prepare a starting salary recommendation after reviewing the factors described above and consulting with the hiring department head.

The recommendation must be submitted to the City Manager for approval prior to presenting an offer of employment to a candidate.

6. Hiring incentives, such as one-time bonus payments, may be authorized by the City Manager in advance of a recruitment for a hard-to-fill position.

### **Establishing Pay Upon Promotion**

1. Upon promotion to a class in a pay grade with a higher maximum salary, an employee shall receive the minimum salary of the higher range or at least 5% over the employee's current salary, whichever is more. The higher salary shall become effective on the date of the promotion.
2. An employee who is promoted more than one pay grade or rank may receive a promotional increase greater than 5%.
3. The guidelines outlined in paragraph 4 of the Establishing Pay Upon Initial Appointment section of this policy may also be considered in determining an appropriate salary upon promotion.

### **Reduction in Salary**

Reductions in salary may be made to recognize the diminished value of a merit employee's service to the organization. An employee's salary may not be reduced below the minimum established for the class. Reductions in salary shall become effective immediately upon approval by the City Manager.

### **Demotion**

A voluntary or involuntary demotion may be made to a vacant position in a class with a lower maximum salary in accordance with these Policies and Procedures. An employee who is voluntarily or involuntarily demoted must possess the minimum qualifications for the lower position.

A demoted employee's salary shall be the employee's current rate of pay or the maximum of the salary range for the lower class, whichever is lower, except that an employee who receives an involuntary demotion may also be subject to a salary reduction in accordance with the Reduction in Salary section of this policy. The City Manager may also authorize an alternative salary reduction for a voluntary demotion as warranted by a review of the situation. A demoted employee's pay rate shall be effective with the first day that the employee assumes the duties of the lower class.

When a demotion is made for reasons other than disciplinary action, the City Manager may authorize continuation of a merit employee's present salary rate, even if it is above the maximum for the new class. In such cases the employee shall not be eligible for pay increases until the scale maximum exceeds the employee's salary.

### **Transfer**

Except where limited by statute, a voluntary or involuntary transfer may be made to a vacant position in the same classification in the same department or in another department.

A transferred employee's salary shall be the employee's current rate of pay, except that an employee who receives an involuntary transfer may also be subject to a salary reduction in accordance with the Reduction in Salary section of these Policies and Procedures.

## **Reclassification**

Reclassification may be made to a class with a higher, lower, or the same maximum rate of pay as the original class. An employee whose position has been reclassified to a classification with a higher maximum salary shall receive at least the minimum salary of the higher salary range or the salary received prior to reclassification, whichever is higher. In cases where the employee has performed the duties of the higher class for a period of time sufficient to demonstrate proficiency, a salary increase may be authorized. The salary guidelines for new hires and promotions shall be referred to in making such determinations. The effective date of such a pay increase will be as determined by the City Manager. In cases where an employee's position has been reclassified to a classification with a lower maximum salary, the Demotion section shall apply.

## **Lateral Appointment**

An employee who accepts a lateral appointment shall normally retain the rate of pay received in the previous position. In exceptional circumstances, the City Manager may authorize a salary increase using the guidelines outlined in section 4 of Establishing Pay Upon Initial Appointment. Eligibility for merit increases shall be as provided in the Merit Increases Policy.

## **Merit Increases**

### **Regular Employees**

Performance-based merit increases may be granted to regular full-time and part-time benefited employees. Merit increases shall become effective on July 1 of each year, except as otherwise provided in these Policies.

### **New Employees**

Employees whose start of employment is from July 1 through December 31 shall be eligible for a merit increase on July 1 of the following fiscal year. Employees whose start of employment is from January 1 through June 30 shall not receive a merit increase on July 1, but shall be eligible for a merit increase upon completion of six months of service.

Employees who have completed or will complete six months of service prior to April 30 will be evaluated during the regular evaluation schedule, normally in early April. Those employees who will complete the six-month probationary period after April 30 shall be evaluated two weeks prior to completion of six months service. Performance appraisals will be conducted in accordance with standard City procedures. Evaluation forms will be forwarded to the Human Resources Department. The merit increase will be determined by

the Director of Finance in accordance with the formula authorized for July 1 merit increases. The Human Resources Department will notify the department head, who will prepare the Payroll Change Form.

**Promotions and Lateral Appointments**

Employees who have received a promotion or lateral appointment shall be eligible for merit increases in the same manner as new hires.

## Contact Information

**Human Resources Director**

[hr@cityofames.org](mailto:hr@cityofames.org)

515-239-5199

**City Manager's Office**

515-239-5101



# Discipline Policy

**Date Established:** October 19, 2020

**Date Last Updated:** October 19, 2020

## Purpose

The purpose of this policy is to support the efficient delivery of services through an orderly and disciplined work force, and to protect the interests of the citizens of Ames, all City employees, and the good will and property of the City of Ames. The disciplinary procedures set forth herein are intended to be corrective where possible, and to provide for the orderly removal of employees who do not conform to standards of job performance or conduct.

## Policy Statement

An employee who fails to maintain proper standards of conduct as set forth in City policies or procedures, departmental rules and regulations, and any applicable local, state, or federal regulations shall be subject to disciplinary action up to and including discharge. Proper standards of conduct include exemplifying the City's organizational values. Examples of transgressions that may result in disciplinary action include but are not limited to neglect of duties, disobedience of orders, willful misconduct or failure to properly perform the duties of the employee's position. The suspension, demotion or discharge of an employee holding Civil Service rights may be appealed to the Civil Service Commission as provided in Iowa Code Chapter 400. Non-Civil Service employees may appeal disciplinary actions through the [Grievance Procedures](#).

## Just Cause

Discipline of regular employees must in all cases be based on just cause. Discipline shall be accompanied by written notice of the specific acts or omissions upon which the discipline is based. An oral reprimand must also be documented with a written summary provided to the employee.

## Temporary Employees

All temporary employment, including seasonal, shall be at-will. A department head may terminate the employment of a temporary employee for any lawful reason, without right to appeal.

## Progressive Discipline

The purpose of progressive discipline is to provide the opportunity for an employee to modify behavior to conform to standards of performance or conduct. **Progressive discipline is a principle, and nothing in this chapter shall be construed to mean that all steps of progressively serious discipline must be followed in every case.** The seriousness of each offense and the record of the employee shall be judged on their own merits, and discipline applied accordingly.

## **Consultation with Human Resources Department**

A supervisor or department head who intends to discipline an employee shall first consult with the Human Resources Department to ensure the proposed discipline follows the procedural requirements of this policy and the law, and to ensure consistency across the City organization. If discipline is issued without consultation with Human Resources, the discipline remains in effect.

## **Pre-disciplinary Hearing**

A department head who intends to suspend, demote or discharge a regular employee for cause must provide the employee with a written notice of intent to discipline. Such notice must set forth the act or omission upon which the disciplinary action is based. The notice must inform the employee of the date and time of the employee's pre-disciplinary hearing. The employee must be advised that, at the pre-disciplinary hearing, the employee will have the opportunity to present reasons why proposed discipline should not be imposed. At the conclusion of the hearing or within a reasonable time thereafter, the employee will be informed if the proposed discipline will occur. During a pre-disciplinary hearing the employee may have another person present for counsel or as a witness to the proceeding; however, such person may not serve as an advocate or speak for the employee.

The City Manager may authorize or direct that a staff member other than a department head conduct a pre-disciplinary hearing. The City Manager may grant such authority in specific cases, or may grant general authority to a department head to delegate the conduct of pre-disciplinary hearings to other managerial staff in the department.

## **Forms of Disciplinary Action**

### **1. Oral Reprimand**

The supervisor shall issue an oral reprimand to put the employee on notice that the employee's performance or conduct is substandard and to advise the employee of the expected improvement of conduct. Following an oral reprimand, continued substandard conduct or performance may warrant a higher degree of discipline.

### **2. Written Reprimand**

In the case of a more serious offense or in the case where an employee's performance or conduct has not improved as a result of one or more oral reprimands, the supervisor shall issue a written reprimand. This written record puts the employee on formal notice that the employee's performance or conduct is unacceptable. It also documents the specific acts or omissions upon which the discipline is based, as well as the expected corrective action. Following a written reprimand, continued substandard conduct or performance may warrant a higher degree of discipline.

### **3. Suspension**

In the case of serious and/or intentional transgression, or in the case where an employee's performance or conduct has not improved as a result of prior discipline, an employee may be suspended without pay. With the approval of the City Manager, the department head may suspend an employee without pay for up to 30 calendar days. The employee shall receive a written notice of the suspension which documents the specific acts or omissions upon which the discipline is based as well as the expected corrective action. Following suspension, continued substandard conduct or performance may warrant a higher degree of discipline.

## **Demotion**

The department head may, with the approval of the City Manager, demote an employee. An employee who is demoted must possess the minimum qualifications for the lower position. The employee shall be given timely written notice of the demotion and the reasons for the action.

The employee may be allowed to retain the same rate of pay in the lower position as was held in the higher position before the demotion, providing that the employee's rate of pay is not higher than the maximum rate of pay for the lower position. Upon the department head's recommendation and with the approval of the City Manager, further reduction in pay may also be ordered.

## **Discharge**

With just cause and with the approval of the City Manager, the department head may discharge an employee.

## **Contact Information**

### **Human Resources Director**

[hr@cityofames.org](mailto:hr@cityofames.org)

515-239-5199

### **City Manager's Office**

515-239-5101

## **Driving Policy – City and Personal Vehicles/Equipment**

**Date Established:** October 19, 2020

**Date Last Updated:** October 19, 2020

### **Purpose**

This policy is to be used for the consistent and uniform administration of record keeping, taxation, and public purpose requirements and on assignment and use of the City's fleet. The policy applies to all units in the fleet - owned, leased, loaned, or rented - and to all permanent, part time, and temporary employees of the City. This policy will override any inconsistencies that may exist in other departmental policies or job specifications.

### **Policy Statement**

#### **Public Purpose Served**

The City's fleet is public property, provided to help serve, maintain, protect, and improve the community and the citizens of Ames. Funds used to obtain and maintain the fleet come mainly from all the tax or fee-based funds and enterprises as authorized by the City Council.

City staff, City facilities, the fleet, and all City resources are solely dedicated to serving the public. Neither the fleet, nor any other City asset, shall be used for anything other than service to the public.

#### **Vehicle Assignments**

All units in the fleet are provided for specific duties and assignments and to provide specific public services in all areas of the City. Any unit in the fleet shall be made available by the assigned operating department/division to any other department/division during emergency and non-emergency times of need, and/or for the general good of the whole organization and community. Sharing of any unit shall not diminish the ability of any division to perform its duties and services.

The City Manager or other designee shall approve the assignment of specific vehicles/equipment to specific positions, usually not to specific employees. These assignments will be based on transportation needs agreed to between the City Manager or designee and the Department Head for each division.

At this time there is no minimum criteria established for these assignments. Department Heads are responsible for determining the need for all fleet vehicles and equipment and recommending specific assignments to positions.

#### **Documentation Required**

1. Employees Required to Drive City Vehicles or Operate City Equipment for Work:

Employees required to drive vehicles or operate equipment to conduct work activities must wear a seatbelt and adhere to Iowa Code Chapter 321 which pertains to safety, insurance, and licensure requirements including maintaining a valid Iowa operators permit/license required for the specific type/class of unit they operate. Employees must inform their supervisor

immediately if their driving/operating permits are revoked, suspended, or expired. Failure to immediately inform a supervisor of loss of driving/operating privileges may result in discipline. Employees without valid operating or driving permits cannot operate or drive a fleet unit until their privileges are restored, and proof is provided to the City.

Employees whose jobs require the ability to operate a vehicle, whose driving/operating permit has been revoked, suspended, or expired, may be subject to discipline under the **Maintenance of Credentials Policy**.

Since the City has liability for driving actions taken by employees, employees required to drive vehicles must submit to an annual check of their motor vehicle driving record to verify that the license is valid. This check will be managed by the Human Resources Department.

## 2. Employees Permitted, but not Required, to Drive City or Personal Vehicles for Work

Employees permitted to drive or operate vehicles and equipment to conduct work activities must maintain a valid Iowa operators permit/license required for the specific type/class of unit they operate. Employees without valid operating or driving permits cannot operate or drive a fleet unit until their privileges are restored, and proof is provided to the City. Since the City has liability for driving actions taken by employees, employees will not be permitted to drive a City vehicle unless they submit to an annual check of their motor vehicle driving record.

Employees who drive a City or personal vehicle on City business are required to wear a seat belt and adhere to Iowa Code Chapter 321 which encompasses safety, proper licensure, and required insurance coverage.

In the event of an insurance claim involving the employee's personal vehicle being used for City business, the employee's personal insurance coverage will apply first. Any valid liability claims above the limits of the employee's personal insurance coverage will be paid by the City, provided that the accident occurred while the employee was acting within the scope of their employment.

## 3. All Users of City Vehicles – Maintenance and Use Records

Employees shall accurately report to Fleet Services the type and amount of use of any/all unit(s) in the fleet that they operate; any/all service or repair they may have had done to any units without the knowledge of Fleet Services; fuel purchases, oil changes, washes, etc. Fleet Services will use all this information to monitor and report fleet use, capture fleet expenses, and project future costs for budget purposes.

Fleet Services will maintain a list of the City's fleet by department and division; and use all the operating and maintenance data and history to manage the City's fleet.

The City Manager or designee will authorize these assignments and Fleet Services will maintain the official master list of record.

## **Commuting**

City vehicles are not to be used by City employees for commuting to or from home “before or after hours,” for lunch, or for personal business. “De minimis” personal use is allowed as outlined in the “Incidental Personal Use” section of this policy.

Exceptions may be requested by Department Heads, and approved by the City Manager, when it is deemed to be in the best interest of the City for specific employees to take a unit home to provide quicker/better response times to after-hours service calls or emergency incidents.

These vehicles shall be limited to "qualified non-personal-use vehicles" as defined by the IRS. These vehicles include:

- a. Clearly marked police and fire vehicles.
  - i. Unmarked vehicles used by law enforcement officers if the use is officially authorized.
- b. Any vehicle designed to carry cargo with a loaded gross vehicle weight over 14,000 pounds.
- c. Vehicles such as the Electric bucket trucks, street sweepers, snowplows, etc.

Commuting does not include authorized out of town travel for City business.

The Fleet and Facilities Director shall provide to the City Manager a current list of the employees who are recommended for commuting, where they will commute to, the vehicle(s)/equipment involved, and the dates affected. The City Manager shall approve/deny each request in writing. Department Heads shall keep this authorized list current with the Fleet and Facilities Director.

These vehicles/equipment are to be parked and secured at the employee’s residence during off-duty hours and used only for official City business or service. Each unit shall be returned to its assigned location for the next scheduled work period.

## **Restricted Vehicle/Equipment Use**

The City’s fleet is provided exclusively for the sole purpose of serving and maintaining the community of Ames and shall be used only in performing the municipal services and programs authorized by the City Council. No unit in the fleet shall be used for personal use or gain, any use for profit, or for illegal purposes.

## **Incidental Personal Use**

Incidental or "de minimis" personal use is allowed in a very limited manner that conforms to IRS regulations. De minimis use when on City business is allowed in circumstances such as: restroom stops, refreshment breaks, or travel to meals and meetings when no other means of transportation is available, provided that such use qualifies as de minimus use under applicable IRS regulations.

Any other type of personal use is prohibited and subject to disciplinary action. In addition, any prohibited personal use of vehicles will be charged to the employee using the appropriate IRS valuation method and either reimbursed by the employee or added to their reported wages in accordance with IRS regulations.

## **Distracted Driving Policy**

Distracted driving can impair safe driving and contribute to vehicle accidents. This policy applies to all units in the fleet - owned, leased, loaned, or rented - and to all permanent, part time, or temporary employees of the City or those employees driving personal vehicles for business of the City.

Texting while driving, other activities that would unnecessarily distract employees from driving are prohibited. Any driver found to have violated this policy may be subject to discipline up to and including termination.

## **Contact Information**

**Fleet Services Director**  
515-239-5520

**Risk Manager**  
515-239-5199

**Human Resources Director**  
515-239-5199

# Drug and Alcohol Testing Policy for Non-CDL Employees and Volunteers

**Date Established:** October 19, 2020

**Date Last Updated:** October 19, 2020

## Policy Statement

The City of Ames has a strong commitment to employees and the public to provide a safe and drug free workplace. Being under the influence of a drug or alcohol poses serious safety and health risks not only to the user, but to all those who work and come in contact with the user. The purpose of this policy is to assist in providing a workplace that is safe and healthy by limiting the effects of drug and alcohol use. The City also declares the responsibility to the public to demonstrate the safe and controlled operation of City work environments by establishment of a Drug and Alcohol Testing Program.

The provisions of this policy shall apply to all employees and volunteers of the City, regardless of status, except those employees subject to the City's Commercial Driver's License (CDL)/ and Alcohol Testing Policy. In places where this policy refers to employees, volunteers are also subject to the same requirements.

## The Medical Review Officer

The City will designate a Medical Review Officer (MRO) for the City, who will be a licensed physician, either a medical doctor (MD) or osteopath (OD), fully licensed to practice in Iowa. The Medical Review Officer will have the responsibility of interpreting all tests taken under the provisions of the City's drug policy. The Medical Review Officer will determine if there is a violation of the use of restricted drugs and/or alcohol under this policy and report such specific violations directly to the City Clerk's office. That report will be used with other information gathered at the time to determine what, if any, action should be taken with an employee or volunteer found in violation of the City's Drug and Alcohol Testing Policy.

The MRO will ensure that the chain of custody is complete and sufficient on its face and that proper testing protocol has been followed. An employee, prospective employee, or volunteer shall be provided an opportunity to provide any information to the MRO which may be considered relevant to the test including identification of prescription or nonprescription drugs currently or recently used, or other relevant medical information.

The City's current Medical Review Officer is determined and assigned by Unity Point Clinic.

## Testing Procedures

**Testing** – All drug or alcohol testing will be conducted by a laboratory or testing facility that has been approved under the rules of the Department of Public Health of the State of Iowa or the U.S. Department of Health and Human Services. When testing for alcohol/drugs, testing will include a urine test.



If a test result indicates the presence of alcohol or an illegal drug, a second test shall be conducted using the same or an alternate method of analysis. If this test is also positive, a portion of the original sample will be made available (if feasible) for the employee to have their own test conducted at their expense.

An employee shall be accorded a reasonable opportunity to rebut or explain the results of a drug test.

An employee who refuses to be tested when so required will be subject to the full range of disciplinary action, up to and including termination. Attempts to alter or substitute the specimen provided will be deemed a refusal to take the drug test when required.

**Drugs for Which Individuals are Tested** – Section 503 of the Drug Free Workplace Act of 1988 requires the City of Ames to specify drugs for which individuals are tested. The City may test for the following drugs: marijuana, cocaine, amphetamines, opiates, alcohol, and phencyclidines (PCP) or any other drug as approved in advance by the Secretary of the Department of Health and Human Services, or as may be required under State and Federal regulations.

In conducting those tests designed to identify the presence of chemical substances in the body, the City shall ensure to the extent feasible that the tests only measure, and that the records of the tests only show or make use of information regarding chemical substance in the body which are likely to affect the ability of the employee to perform their duties safely while on the job.

**Confirmatory Challenge** – Collection of a urine sample for testing of employees shall be performed so that the specimen is split into two components at the time of collection in the presence of the individual from whom the sample is collected. The second portion of the specimen shall be of sufficient quantity to permit a second, independent confirmatory test. If a confirmed positive test result for drugs or alcohol for employee is reported to the employer by the MRO, the City shall notify the employee in writing and inform the employee of the right to request and obtain a confirmatory test of the second sample collected. This second test shall be conducted within seventy-two hours of being notified of a positive result at an approved laboratory of the employee's choice, with the cost being the employee's responsibility. If the results of the second confirmatory test do not confirm the results of the initial confirmatory test, the City shall reimburse the employee for the fee paid by the employee for the second test. The initial confirmatory test shall not be considered a confirmed positive drug test for purposes of taking disciplinary action pursuant to this policy.

**Cost of Tests** – The City shall pay for the costs associated with conducting the drug and/or alcohol test(s). In the case of confirmatory challenges, the employee shall be responsible for the costs associated with testing the second sample.

## **When Testing is Authorized**

**1. Reasonable Suspicion Drug and Alcohol Testing** – The City will require current employees and volunteers to submit to drug or alcohol tests based upon evidence that an employee or volunteer is using, or has used, alcohol or other drugs in violation of the City's written Drug Free Workplace Policy, drawn from specific objectives and articulable facts, and reasonable

inferences drawn from those facts in light of training and experience. For the purposes of this paragraph, facts and inferences may be based upon, but not limited to, any of the following:

- a. Observable phenomena while at work such as direct observation of alcohol or drug use, or abuse, or of physical symptoms or manifestations of being impaired due to alcohol or other drug use.
- b. Abnormal conduct or erratic behavior while at work or a significant deterioration in work performance.
- c. A report of alcohol use or the use of other drugs provided by a reliable and credible source.
- d. Evidence that an individual has tampered with any drug or alcohol test during the individual's employment time with the City.
- e. Information that an employee or volunteer has caused or contributed to an accident while at work or while performing City services or functions (if the accident does not fall under the procedures governing Post-Accident Testing).
- f. Evidence that an employee or volunteer has manufactured, sold, distributed/solicited, possessed, used or transferred drugs while on the City's premises, or while operating the City's vehicle, machinery, or equipment.

The above list is by no means totally inclusive.

In instances where reasonable suspicion occurs, the following procedures will be followed:

- 1) Employees or volunteers suspected of being under the influence of drugs or alcohol shall be transported by a supervisor, Human Resources, or emergency services personnel to a designated laboratory for the purpose of drug or alcohol testing.
- 2) Probable cause incidents shall be documented by a supervisor and one other person.
- 3) The City may perform drug or alcohol testing on employees or volunteers involved in vehicular accidents if probable cause is established and in all serious injury accidents.
- 4) In the event an employee is relieved of duties under this section, then a "return to duty test" may be required by the employer prior to the employee's return to work.

An employee who is required to take a reasonable suspicion test will be considered by the City as unqualified to work and relieved from duty pending the results of their test(s). An employee may request vacation and at the expiration of vacation request leave without pay, for the time the employee is relieved from duty. An employee whose test results are negative will be reimbursed for the time. An employee whose test results are positive will not be reimbursed for the time. The employee is not eligible to use sick leave while the employee is relieved from duty, awaiting test results.

A volunteer who is required to take a reasonable suspicion test will be removed from their duties pending the results of the volunteer's test(s).

**2. Post Accident** – The City may require drug testing to determine if an employee is ineligible to receive Workers Compensation in accordance with 85.16(2) of Iowa Workers Compensation Law. Post-accident testing may occur for employees when circumstances involve:

- 1) a death, or personal injury requiring hospitalization; or
- 2) an injury compensable under workers' compensation; or
- 3) damage to the City's or private property in excess of \$1,000; or

Testing for alcohol and controlled substances will be conducted as soon as practicable following an accident which meets the criteria of this section. Alcohol tests must be conducted within eight (8) hours following the accident; controlled substances tests must be conducted within 32 hours following the accident. The employee must remain readily available for testing until the tests are administered or for these time periods, whichever comes first.

## Use of Alcohol

The use of, or being under the influence of alcohol by any employee or volunteer while performing City business, while in a City facility, vehicle, or on equipment is prohibited. *An employee who uses alcohol while on the job is subject to disciplinary actions up to and including dismissal, for the first occurrence. Volunteers who use alcohol while performing City services or functions will be immediately removed of their duties.*

Employees are prohibited from having a blood alcohol concentration of .040 or greater while on duty. An alcohol test result below .020 is considered negative; a result of .020 or greater but less than .040 is considered "non-negative." *After a result of "non-negative," the employee may not perform or continue to perform safety-sensitive work for 24 hours following the test.* The employee may be sent home for the remainder of the day or placed in non-public contact job duties.

An exception exists for Police Department employees whose duties require possession or consumption of alcohol in the course and scope of job duties (i.e., undercover assignments). Alcohol may only be consumed in the course and scope of a Police Department employee's job duties with prior specific approval by the Chief of Police or designee.

### Pre-duty Use of Alcohol

**Regular Shifts and Scheduled Overtime** – Employees are prohibited from drinking alcohol within four (4) hours prior to the start time of a regular shift or a scheduled overtime assignment. Employees should still be mindful of the acceptable blood alcohol concentration levels in the previous section. *An employee who violates this prohibition is subject to disciplinary actions up to and including termination, for the first occurrence.*

**On Call** – Employees are prohibited from drinking alcohol while in on call status. An employee who violates this prohibition is subject to disciplinary actions up to and including termination, for the first occurrence.

***Unscheduled Overtime Assignments*** – If an employee is offered an unscheduled overtime assignment, the employee is responsible for declining the offer if the employee has used alcohol during the previous four hours. *An employee who begins work in violation of this prohibition is subject to disciplinary actions up to and including dismissal, for the first occurrence.*

***Use following a Vehicular Accident*** – If an employee is involved in an accident, the employee is prohibited from consuming alcohol for eight (8) hours following the accident or until tested for alcohol, whichever comes first. The employee must remain readily available for testing during this eight-hour period. *An employee who violates these prohibitions is subject to disciplinary actions up to and including dismissal, for the first occurrence.*

**Refusal to Submit to a Required Test** – Employees are prohibited from refusing to submit a required alcohol and/or drug test. An employee's refusal to submit to a required drug or alcohol test shall be treated as a positive test.

## Test Results

1. **Negative Results.** If the results of the alcohol and/or drug test(s) are negative, the employee will be returned to the employee's regular duties and be paid for any scheduled hours lost between the time the tests are conducted and the time the test results are reported. Volunteers who have a negative drug test may resume their volunteer duties.
2. **Non-Negative Results.** If the result of an alcohol test is "non-negative," the employee may not perform safety-sensitive work for 24 hours. Non-negative results may result in disciplinary action, up to and including termination.
3. **Positive Results for Current City Employee.** If the results of the alcohol and/or drug test(s) are positive for a current City employee, the City shall notify the employee in writing of the results of the test, the employee's right to request and obtain a confirmatory test of the second sample collected at an approved laboratory of the employee's choice, and the fee payable by the employee to the employer for reimbursement of expenses concerning the test. If the results of the test obtained by the employee from an outside laboratory do not conform to the results of the test(s) analyzed by the MRO, the City shall reimburse the employee for the fee paid by the employee for the outside laboratory analysis obtained by the employee, and the initial test shall not be considered a confirmed positive test result for purposes of taking disciplinary action.

If the results of the employee-obtained laboratory analysis are consistent with the initial test results, the employee will be removed from their position and/or subject to disciplinary action up to and including termination.

***Employee Assistance*** – The City provides employee assistance under the City of Ames Employees Assistant Program (E.A.P.) for drug and alcohol problems. Employees struggling with drug and/or alcohol dependency are encouraged to seek assistance from the EAP. Nothing in this section shall prohibit an employee from seeking assistance on the employee's own through the City of Ames Employee Assistance Program (E.A.P.) prior to any detected violation.

For the purpose of seeking treatment, the employee may use paid vacation, compensatory and/or sick leave until such leave is expended, with the following exception—sick leave may be used for outpatient rehabilitation only when it is not possible for the employee to undergo rehabilitation outside of work hours. If the employee chooses not to use paid leave, or if paid leave has been expended, the disqualification period will be without pay.

Regardless of participation in a treatment plan or resources provided through the EAP, the City may take disciplinary action as it sees fit.

***Discipline*** – Discipline under this program will be administered under the City of Ames Discipline Policy.

4. **Positive Results for Volunteers** – If the results of a volunteer’s drug test is positive, the City shall notify the individual in writing of the test results, of the name and address of the medical review officer who made the report, and of the volunteer’s right to request records of the report. Volunteers who are currently performing services or functions for the City shall be removed from their duties and remain ineligible for volunteer opportunities for a period of twelve (12) months.

## Legal Drugs

The use of, or being under the influence of any legal drug by any employee while performing City business, while in a City facility, vehicle, or on equipment, is prohibited if the drug impairs the employee’s ability to perform the employee’s job or assignment.

Employees who use prescription and over-the-counter medications are required to report all usage to their department head or Human Resources when it has been determined by their attending physician that their use of prescription medication may impair their ability to perform their job or when use of prescription medication, following label instructions as outlined by the manufacturer, would present an impairment to the individual in providing for safe and effective operation of machinery, driving ability, or impaired motor skills. It shall be required of the employee to report such drug usage to the department head or Human Resources. Failure to adhere to restrictions from either an attending physician for prescription medication or from the manufacturer’s recommendation for over-the-counter medication may also result in disciplinary action.

## Illegal Drugs

The use, sale, purchase, transfer, or possession of an illegal drug by any employee while in a City facility, vehicle, equipment, or while performing City business is prohibited.

An exception exists for Police Department employees whose duties require possession of drugs in the course and scope of job duties (i.e., undercover assignments).

## Education and Training

Policy and guidelines will be distributed by the City of Ames to each covered employee and provided to a representative of any employee labor organization. Employees will be provided with informative training regarding the effects of alcohol and drug use, City policy, and procedures for identifying alcohol or drug problems in others. Employees who have questions about the City's drug and alcohol testing program should contact Human Resources.

Supervisors designated to make reasonable suspicion determinations for drug or alcohol testing under this policy shall attend a minimum of two hours of initial training and attend, on an annual basis thereafter, a minimum of one hour of subsequent training. The training shall include, but not be limited to, information concerning the recognition of evidence of employee alcohol and other drug abuse, and the documentation and corroboration of employee alcohol and other drug abuse.

## Confidentiality of Test Results

The City shall protect the confidentiality of the results of any alcohol/drug test conducted on an employee. A file separate from the employee's personnel file will be used for medical records and reports of testing.

In order to comply with Section 503(e) of the Drug Free Workplace Act of 1988, the results of a drug test of a City of Ames employee or volunteer may not be disclosed without the prior written consent of such employee or volunteer, unless the disclosure would be:

- To the agency in which the employee is receiving counseling or treatment, or is otherwise participating, or;
- To the Medical Review Officer, or;
- To the Human Resources Department. The Human Resources Department may notify the department head/supervisor of the employee's absence from work or work responsibilities, or;
- Pursuant to the order of a court of competent jurisdiction or where required by the United States Government to defend against any challenge against any adverse personnel action.

## Employee Compliance

It is a condition of continued employment by the City of Ames that each employee complies with the laws on controlled substances. Any known violation of said laws occurring in the workplace must be reported to the employee's supervisor immediately, but in no case more than five days following the occurrence. Employees are responsible for notifying their supervisor of any use or suspected use of controlled substances or alcohol by any person or employee that may affect work performance.

## Contact Information

**Human Resources Director**

[hr@cityofames.org](mailto:hr@cityofames.org)

515-239-5199

# Employee Development Policy

**Date Established:** October 19, 2020

**Date Last Updated:** October 19, 2020

## Purpose

The purpose of the City's support of employee development is to enhance the employee's potential for productivity in a City position, as well as supporting self-development for career advancement within the City.

## Policy Statement

### Voluntary Educational Programs

#### 1. Assistance Options

An eligible employee may receive not more than one of the following forms of educational assistance for post-secondary education coursework (technical, college, or graduate courses).

##### a. Reimbursement for Educational Expense

An employee may elect to attend classes during non-working hours and receive full reimbursement for tuition.

##### b. Monthly Educational Incentive Payment

(Option “b” is not be available for enrollments commencing July 1, 2006 or after.)

An employee may elect to receive \$5 per month for every three-credit course, or equivalent, up to a maximum of \$50 per month. Participation must be during the employee's non-working hours.

##### c. Time Off With Pay

An employee may elect to attend classes during regular working hours and may receive time off to attend class. In no case shall time off exceed six hours during a one-week period.

#### 2. Documentation of Completion

A certificate or other documentation of completion of the course with a minimum passing grade of C (or its equivalent) must be submitted to the department head. The department head shall approve the reimbursement order, and the certificate of completion of the course shall be sent to the Human Resources Department and made a part of the employee's personnel file.

#### 3. Reimbursement Upon Termination Within One Year



- a. If an employee who has received reimbursement terminates City employment within one year of completion of the course, an amount equal to the reimbursement will be deducted from the employee's last paycheck.
- b. If an employee has used the option of time off with pay in order to attend class during working hours, and terminates City employment within one year of such attendance, an amount equal to the employee's hourly rate of pay will be deducted from the last pay check, for each hour of paid class attendance within the one-year period.
- c. This reimbursement requirement shall not apply if the employee suffers a career ending on-duty injury or dies in the line of duty.

Participation in and successful completion of relevant courses shall be considered in making advancement and promotion decisions.

### **Mandatory Educational Requirements**

In the event an employee is required to participate in educational training, such as an apprenticeship program, as a condition of employment, the employee shall not be eligible for any of the educational assistance provisions outlined above.

If the mandatory participation involves a college course, it shall be considered in-service training and the employee will receive the appropriate rate of pay for all hours in attendance. Tuition and fees will be paid by the City. The employee shall not be eligible for an incentive payment. This form of mandatory training is subject to the approval of the City Manager.

### **In-Service Training**

The City may require or approve training programs for employees. The City shall pay all training expenses for approved job-related training. The Fair Labor Standards Act (FLSA) includes detailed guidelines for compensating non-exempt employees for participation in job-related training. In general, such employees shall be paid at the regular rate of pay for all hours in attendance at the seminar, workshop, etc., and for travel time to and from the training site. In the case of out of town training events involving an overnight stay, the general rule is that a non-exempt employee shall be paid for travel and participation only during the employee's normal hours of work. Exempt employees are not eligible for compensatory time or cash overtime for participating in in-service training.

Because of the complexity of the FLSA rules, staff is encouraged to seek guidance from Human Resources in specific cases.

## **Contact Information**

**Human Resources Director**  
[hr@cityofames.org](mailto:hr@cityofames.org)  
515-239-5199

# Employee Recognition Programs

**Date Established:** October 19, 2020

**Date Last Updated:** October 19, 2020

## Purpose

The purpose of the City-wide awards program is to encourage and recognize employees who bring to life the Excellence Through People values.

## Policy Statement

In addition to recognition programs that may be provided by individual City departments, there are five categories of City-wide Employee Awards:

### Employee Customer Service Award

The Employee Customer Service Award is designed to honor City employees who provide exceptional direct customer service to the citizens of Ames. Nominations can be made by a co-worker, supervisor or Ames resident. Nominations should describe the service provided by the employee and indicate the significance of the service to the resident. The award will be given for a contribution associated with the employee's work for the City, but the act should reflect a contribution beyond the scope of normal responsibilities. The employee will receive a framed letter from the City Manager congratulating them for their contributions and a cash award of \$50. A copy of this letter will also be placed in their personnel files.

### Suggestion Award

The Suggestion Award recognizes City employees for achievements, accomplishments, contributions and/or suggestions that: are a cost savings in City operations, improve quality of City services, improve public relations, or improve employee morale. Employees who make suggestions which are implemented will be recognized as follows:

1. If the suggestion falls within the employee's assigned job responsibilities or established policy, or if the suggestion does not reduce costs, the employee(s) will receive a cash award of \$100, a Suggestion Award containing the Suggestion Program logo, as well as a letter from the City Manager congratulating them for their achievements, accomplishments or contributions. A copy of this letter will be placed in the employee's personnel file.
2. For suggestions which reduce costs, the employee(s) will receive up to 25 percent of the actual documented cost savings within a twelve-month period up to a maximum of a \$1,000 cash award. The employee(s) will also receive a Suggestion Award as well as a letter from the City Manager. A copy of this letter will be placed in the employee's personnel file.

The cash award will be made as soon as it has been documented that the savings have actually occurred. If the savings are of an on-going nature, the cash award will be based on the actual savings realized over the first twelve months of the suggestion's implementation. A cash award will not be made if the cost savings proposed results in a

City service level reduction. The cash award will be made from the departmental budget where the savings occurred.

### **Certificate of Commendation**

This award is designed to honor City employees who have clearly "gone above and beyond their expected duty in an emergency situation" in service to the citizens of Ames. Such contributions could be associated with an employee's work for the City, although service rendered outside of an employee's normal responsibilities will also be considered. This award category may also be considered for the Humanitarian Service Award. The recipients will receive a Certificate of Commendation commemorating the award and a cash award of \$50.

### **Humanitarian Service Award**

This award is designed to honor City employees who have clearly "gone the extra mile" in service to the citizens of Ames. Such contributions could be associated with an employee's work for the City; service rendered outside of an employee's normal responsibilities would receive a higher consideration. The recipients will receive their own decorative award commemorating their act of service. In addition, the recipients' names and contributions will be designated on a plaque permanently displayed in City Hall.

### **Sprenkel Achievement Award**

The Sprenkel Achievement Award is designed to honor a City employee(s) who has exhibited the initiative to make a significant contribution to the City organization through actions above and beyond the scope of the employee's job responsibilities.

The Sprenkel Achievement Award must be for a contribution which has already been achieved or implemented. Preference will be given to the impact and duration of accomplishment. No extra compensation other than a suggestion award payment can have been received. The recipients will receive their own plaque commemorating the award and a \$100 cash award. In addition, the recipients' names and contributions will be designated on a plaque to be permanently displayed in City Hall.

### **Presentation of Awards**

Cash awards will be distributed to recipients as soon as the award is approved. Recognition letters, plaques, etc. will be presented to the recipient at the annual Employee Awards Luncheon.

### **Eligibility and Procedures**

#### **1. Employee Eligibility**

All City of Ames employees are eligible with the following exceptions:

- a. For the Suggestion Award, Employee Customer Service Award, Sprenkel Achievement Award and Certificate of Commendation: Department heads, the City Manager and the Assistant City Managers are not eligible.
- b. For all awards, members of the Employee Council Awards Committee are eligible if they recuse themselves from deliberation and voting on that award.

2. Topics Not Eligible

- a. Pay
- b. Benefits
- c. Union bargaining

3. For an Idea to Be Eligible, It Must

- a. Be original to the City. If the idea is a duplicate of one already received, the idea received first will be the one considered.
  - b. If the suggestion has not yet been implemented, it must recommend a specific action.
  - c. If already implemented, it must have been within the period of eighteen months prior to the date that the application is received by the City Manager's Office.
4. Due to Federal regulations, cash awards will be treated as wages for tax purposes; and are, therefore, subject to State and Federal withholding.
5. If two or more employees are determined to be jointly responsible for a suggestion which is implemented, any cash award will be divided equally among them or as specified by the department head.

**Employee Service Awards**

The City recognizes employees who have contributed to the service of the City and to the citizens of Ames for a period of years. Each employee who has completed five total years of service (or an increment of five years of service), including any previous temporary service, by April 1 of that year is recognized at the annual Employee Service Award luncheon.

Beginning with awards issued after July 1, 2020, years of service are counted cumulatively for each employee, and do not restart when there is a break in service. Funds for these awards are paid by the department in which the honored individual is currently employed. Employees who leave employment in good standing after April 1 but before the Employee Awards Luncheon are eligible to attend the luncheon and receive the appropriate award as if they were continuing employees.

**Employee Retirement Gifts**

A gift of tangible personal property may be given to an employee who retires from City employment with at least five completed years of continuous service, excluding temporary service. Employees with a break in service are entitled to the appropriate gift at the time of each departure. A monetary gift is prohibited. The department shall determine the type of gift to be given. The gift shall be given for the express purpose of recognizing the employee's service to the City of Ames. The value of the gift shall be \$10 for each year worked, beginning with five completed years of continuous service.

**Employee Retirement and Farewell Receptions**

Department heads may authorize the use of City funds for refreshments and supplies for a reception or celebration honoring a departing employee. The expenses for such a reception should be commensurate with the length of service, but in most cases should not exceed \$300.

**Contact Information**

**City Manager's Office**  
515-239-5101

**Employee Council Awards Committee**  
515-239-5101

# Equal Employment Opportunity and Affirmative Action

**Date Established:** October 19, 2020

**Date Last Updated:** October 19, 2020

## Purpose

To ensure that the principles of equal employment opportunity and affirmative action are incorporated in all aspects of the City's human resources programs and activities.

## Policy Statement

The City of Ames affirms its commitment to providing Equal Employment Opportunity for all employees and applicants of the City. No personnel decision or action shall be unlawfully influenced in any manner by consideration of an individual's race, sex, color, creed, religion, national origin, ancestry, age, disability, sexual orientation, gender identity, or genetic information. The City of Ames will also identify areas of the workforce where members of a particular sex or race are under-represented and take affirmative action to eliminate those deficiencies. This will be done in accordance with the [Affirmative Action Plan](#).

## Discrimination Complaint and Investigation Procedure

1. Any employee or job applicant who wishes to file a complaint regarding this policy should use the [Complaint Procedure](#).
2. All City collective bargaining agreements contain a provision prohibiting illegal discrimination. Employees covered by these agreements have the option of pursuing a discrimination complaint through the grievance procedures provided by the respective contracts. Employees should be aware that the grievance procedures have specified time limits.
3. Under some circumstances, a discrimination complaint may involve Civil Service rights and may be appealed to the Civil Service Commission. Employees and applicants should be aware that these procedures have specified time limits.

## Contact Information

**Affirmative Action Officer**

[hr@cityofames.org](mailto:hr@cityofames.org)

515-239-5199

## Grievance Procedures

**Date Established:** October 19, 2020

**Date Last Updated:** October 19, 2020

### Purpose

The purpose of these grievance procedures is to fairly and efficiently resolve disputes regarding the interpretation or application of employee policies. Matters covered by a collective bargaining agreement are subject to the grievance procedures contained in that agreement.

### Policy Statement

#### Authority

The City Manager or designee has final authority to resolve grievances on behalf of the City in those situations where the City Manager has partial or complete jurisdiction and for which an appeal procedure is not specifically provided by law or otherwise provided in this policy.

#### Grievance Procedures

##### 1. General Provisions

- a. Grievances may be initiated only by the affected employee. The employee may request the assistance of another person at any level in the review process to prepare and/or present the employee's case.
- b. Whenever possible, grievances will be handled during the regularly scheduled work hours of the parties involved. The employee and the employee's representative may use a reasonable amount of work time, as determined by the employee's department head, to prepare and present the grievance.
- c. The parties to the grievance may extend the time limits specified in the grievance procedure by mutual agreement. Upon failure of the City to comply with the time limits set forth in the procedure, the employee may proceed to the next level of review. Failure of the employee to comply with the time limits set forth in the procedure shall constitute an abandonment of the grievance.
- d. The employee is assured freedom from retaliation from the City or its representatives for using the grievance procedure.
- e. Employees and supervisors who are involved in a grievance are encouraged to consult with the Human Resources Department to ensure they understand the grievance policy and procedures. The Human Resources Department may provide formal or informal resources to assist with resolving the complaint.
- f. Discharge during an employee's probationary period may not be appealed through the grievance process or any other appeals process. Discharge of a contingent employee may not be appealed through the grievance process.

## 2. Discussion with Supervisor

An employee who has a problem or complaint should first try to get it settled through discussion with the immediate supervisor without undue delay. If the employee does not believe the problem has been satisfactorily resolved after this discussion, the employee may discuss it with the supervisor's immediate supervisor, if any. Every effort should be made to find an acceptable solution by informal means at the lowest possible level of supervision. These discussions shall not be taken above the department head level.

## 3. Grievance Procedure

If the employee is not in agreement with the decision reached through discussions, a written appeal shall be filed within ten working days after the event giving rise to the grievance. In cases where the employee learns of the event after its occurrence, the ten days shall begin with the time the employee learned, or had reasonable opportunity to learn, of the occurrence.

### a. Step One.

The grievance shall be presented in writing to the employee's immediate supervisor, who shall render a decision and comments in writing to the employee within five working days of receiving the grievance.

If the employee does not agree with the supervisor's decision, or if no answer has been received within five working days, the employee may proceed to Step Two.

### b. Step Two.

If the employee pursues a Step Two appeal, it shall be presented in writing to the supervisor's immediate supervisor within five working days of receiving the written decision in Step One, or within ten working days of filing the Step One grievance if no decision is rendered.

The supervisor's immediate supervisor shall render a decision and comments in writing to the employee within five working days of receiving the appeal.

If the employee does not agree with the decision, or if no answer has been received within five working days, the employee may present the appeal in writing to the department head.

### c. Step Three.

If the employee pursues a Step Three appeal, it shall be presented in writing to the department head within five working days of receiving the written decision in Step Two, or within ten working days of filing the Step Two grievance if no decision is rendered.



The department head or a designated representative shall discuss the grievance with the employee, the employee's representative, if any, and with other appropriate persons. The department head shall render a decision and comments in writing to the employee within five working days of receiving the appeal.

If the employee does not agree with the decision reached, or if no answer has been received within five working days, the employee may present the appeal in writing to the City Manager.

d. Step Four.

If the employee pursues a Step Four appeal, it shall be presented in writing to the City Manager within five working days of receiving the written decision in Step Three, or within ten working days of filing the Step Three grievance if no decision is rendered.

The City Manager or designee shall discuss the grievance with the employee, the employee's representative, if any, and with other appropriate persons.

The City Manager or designee shall render a decision in writing to the employee within ten working days of receiving the appeal. The Step Four decision will be final.

## Contact Information

**Human Resources Director**

[hr@cityofames.org](mailto:hr@cityofames.org)

515-239-5199

**City Manager's Office**

515-239-5101

# Harassment Policy

**Date Established:** October 19, 2020

**Date Last Updated:** October 19, 2020

## Policy Statement

The City is committed to providing all of its employees with a workplace free from harassment. The City maintains a strict policy prohibiting sexual harassment and harassment on the basis of sexual orientation, gender identity, race, color, national origin, religion, sex, physical or mental disability, age, marital status, veteran status or any other characteristic protected by law. This prohibition applies to all employees, volunteers, vendors, residents, or citizens of the City. No employee of the City is expected to tolerate any conduct prohibited by this policy from anyone while at work or engaged in City business.

The City does not consider conduct that violates this policy to be within the proper course and scope of employment and does not sanction such conduct on the part of any employee, including management employees. Employees violating this policy are subject to discipline up to and including termination.

### Sexual Harassment

Sexual harassment is strictly prohibited. This specific form of harassment includes any unwanted sexual advances, requests for sexual favors, or visual, verbal or physical conduct of a sexual nature when:

- Submission to such conduct is made an implicit or explicit condition of an individual's employment;
- Submission to or rejection of such conduct affects employment opportunities; or
- Such conduct interferes with an employee's work or creates an intimidating, hostile, or offensive work environment.

The following is a partial list of conduct that would be considered sexual harassment:

- Unwanted sexual advances
- Offering employment benefits in exchange for sexual favors
- Making or threatening retaliation after a negative response to sexual advances
- Visual conduct such as leering, making sexual gestures, displaying sexually suggestive objects or pictures, cartoons, calendars, or posters
- Verbal conduct such as making or using derogatory comments, epithets, slurs, sexually explicit jokes, sexual banter or innuendoes, or comments about an employee's body or manner of dress
- Written communications of a sexual nature distributed in hard copy or via a computer network
- Verbal sexual advances or propositions
- Verbal abuse of a sexual nature, graphic verbal commentary about an individual's body, sexually degrading words to describe an individual, suggestive or obscene letters, notes or invitations

- Physical conduct such as touching, assault, and impeding or blocking movements

Sexual harassment can occur between employees of the opposite sex or of the same sex; between supervisors and subordinates; between employees and non-employees; and between co-workers—all of which behavior is strictly prohibited. Retaliation for making harassment reports, for threatening to report harassment, or for participating in a harassment investigation is prohibited.

#### Other Types of Harassment

In addition to sexual harassment, the City also prohibits any employee from harassing another employee based on ethnicity, race, gender, national origin, religion, age, disability, gender identity, sexual orientation or other characteristic protected by law. Such harassment may include threats, derogatory remarks, epithets, offensive jokes, the display of offensive printed or visual material, or offensive physical actions that unreasonably interfere with an individual's work performance or create an abusive work environment.

#### Harassment Complaints

If you believe you have been subjected to harassment prohibited by this policy, or are aware of harassing conduct involving another employee, you should immediately report that behavior to your supervisor, department head, or to Human Resources. The [Complaint Procedure](#) includes a form to be used. Any employee utilizing this complaint procedure will be treated courteously and as privately as feasible, and the filing of a good-faith complaint will in no way be used against you.

An employee who files a good faith complaint of harassment, or who testifies, assists, or participates in any manner in any investigation, proceeding or hearing conducted by the City or a governmental enforcement agency regarding such harassment, will not be retaliated against.

## Contact Information

### **Human Resources Department**

[hr@cityofames.org](mailto:hr@cityofames.org)

515-239-5199

## Maintenance of Credentials

**Date Established:** October 19, 2020

**Date Last Updated:** October 19, 2020

### Purpose

To establish an orderly procedure for the maintenance of credentials of City employees.

### Policy Statement

The maintenance of qualifications is the responsibility of every employee and is an essential function of all City jobs. As a condition of continuing employment, an employee must maintain any licenses or certification credentials specified in the current class specification for the employee's job, or required by federal, state, or City law. An employee shall notify the department head immediately in the event of loss of a required credential. Failure to maintain required credentials shall be considered grounds for discipline, up to and including termination of employment.

1. An employee who fails to maintain required credentials may be disciplined, up to and including termination, if:
  - The activity requiring the credential is the core defining function of the job, e.g., Attorney, Transit Driver, Water or WPC Plant Operator; and/or,
  - The department is unwilling to allow the employee to continue to work because of cost, lost productivity or other negative impact; and/or,
  - The employee will be without the credential for six (6) months or more; and/or,
  - It is the employee's second loss of credential during City employment; and/or,
  - The employee's past disciplinary record warrants termination; and/or,
  - The employee refuses to accept an unpaid leave of absence under the provisions below; and/or,
  - The employee is still on probation.
2. However, an employee may be granted an unpaid leave of absence upon request for the period without the credential if:
  - The activity requiring the credential is not the defining function of the job; and,
  - The employee will be without the credential for not more than six (6) months; and,
  - The department is able to continue to provide an acceptable level of service to the public in the absence of the employee; and,
  - The department is unwilling to allow the employee to continue to work because of cost, liability, lost productivity, or other negative impact; and,
  - The employee's disciplinary record does not warrant termination.

Leave without pay shall be granted only for that portion of the absence beyond the period of the suspension.

3. An employee may be allowed to continue working without performing the activity requiring the credential during the period without the credential for not more than six (6) months if:
  - The activity requiring the credential is not the defining function of the job; and,
  - The department is able to continue to provide an acceptable level of service; and,
  - The department is able to identify productive temporary work activities that would normally be conducted by that employee, which do not require the missing credential; and,
  - After considering the potential impact on other factors such as cost, liability, productivity, and morale, the department is willing to allow the employee to continue to work.
4. If an employee who loses a required credential is permitted to continue employment, and it has been determined that the required credential was lost due to the employee's negligence or the employee's act of misconduct, the employee may receive discipline, up to and including suspension without pay not to exceed the period without the credential, to a maximum of thirty (30) days, in addition to any unpaid leave. See the "Suspension" section of the [Discipline Policy](#).

Following the suspension, a condition of allowing the employee to continue working may include a reduction in pay for the remainder of the period without the credential due to the employee's diminished productivity.

5. In the case of newly hired or promoted employees, the individual must, as a condition of continuing employment, obtain any required licenses or credentials within the time period specified in the class specification or by the appointing authority. An employee who fails to obtain such required credentials within the specified time limits may be subject to discipline, up to and including termination.
6. In cases where the activity requiring the credential is not the core defining function of the job, the discipline provisions of (1) or (2) may be waived if the employee submits to the department head a plan by which the duties requiring the credential can be performed without the credential without increased cost to the City, loss of productivity, reduced service levels, or other negative impact. The plan must be in writing, submitted in a timely manner, and acceptable to the department head. If the employee fails to carry out the plan, or if the plan does not result in satisfactory performance of the activity, or results in other negative impact on the City, the employee shall be subject to discipline in accordance with (1) or (2). Notwithstanding the provisions of this subsection, the employee may be subject to discipline, up to and including suspension, as provided elsewhere in this policy.
7. The administration of the Maintenance of Credentials policy shall be the responsibility of the department head. Actions taken under this policy shall be reviewed by the Human Resources Director and approved by the City Manager. If, in the opinion of the City Manager, the strict application of this policy in a specific case would not serve the best interests of the City, the City Manager may waive or modify provisions of this policy. Examples of such circumstances include loss of a credential for a brief period, or other situations in which the loss of the credential would have such minimal impact on cost, productivity, etc., that the strict application of this policy would be inappropriate.

## Contact Information

**Human Resources Department**

[hr@cityofames.org](mailto:hr@cityofames.org)

515-239-5199

**City Manager's Office**

515-239-5101

## Military Leave

**Date Established:** October 19, 2020

**Date Last Updated:** October 19, 2020

### Purpose

The Uniformed Service Employment and Reemployment Rights Act of 1994 ("USERRA") prohibits employers from discriminating against employees who fulfill non-career military obligations in the Uniformed Services. It also requires employers to provide a leave of absence to allow employees to perform military obligations. This policy provides military leaves as required by these and other laws and complies with the other relevant provisions of USERRA, other related regulations or as approved by the City of Ames.

### Policy Statement

#### Accounting

Qualified employees will be granted up to 30 calendar days of military leave with pay each calendar year for the purpose of participating in active state or federal military service.

Military leave may not be carried over from one calendar year to the next; however, the annual 30 calendar days of military leave shall be available at the first of the year and may be used by an employee on a military duty assignment that is continuous from the end of one calendar year into the next.

Military leave shall be paid at the employee's regular rate of pay in effect at the time of the employee's military leave of absence.

For military leaves of absence less than 30 calendar days in duration, military leave shall cover only those days the employee is normally scheduled to work. For example, an employee who participates in annual training of two-weeks duration would be assessed military leave for the total number of the employee's regularly scheduled work days included within that two-week period of time.

For employees who work on a shift system that enables the employee to perform military duty and to report to work on the same day, military leave shall be granted only for those scheduled work hours not worked, and shall be charged against the employees' annual military leave entitlement on an hour-for-hour basis. This provision shall apply only to weekend drills or other brief assignments. Annual training, deployments, or other extended duty assignments shall be charged on a calendar-day basis if the assignment is for a period of 30 days or more.

Multiple, and/or consecutive short-term military duty assignments without calendar breaks or with calendar breaks which do not reasonably permit the employee in the interim to return to City duty or to be available for City duty if in a work assignment with an on-call status shall be considered as a single, uninterrupted period of Military Leave of Absence.

Military leave that exceeds the 30-day per calendar year allotment may be taken with pay if the employee utilizes accrued pre-approved personal vacation, personal holiday, and/or compensatory time.

Military leave that exceeds the 30-day per calendar year allotment may be taken without pay at the request of the employee. This option is guaranteed by the Uniformed Services Employment and Reemployment Rights Act of 1994 (Chapter 38, *US Code*).

A Payroll Change Form shall be prepared by the department to authorize each period of military leave of absence.

Records of military leave usage shall be maintained by the employee's department.

### **Documentation**

A schedule of the monthly "week-end drills" shall be presented to the supervisor by the employee as soon as it is released by the military organization. Schedules for drills and annual two-week training are normally set one year in advance; however, training dates are subject to change throughout a calendar year. The employee shall provide this information to the supervisor as soon as it is available.

The employee shall present orders from the military organization directing the employee to report for active duty service for any service other than the published weekend drills. Orders shall be presented as soon as possible prior to the requested leave.

It is the employee's responsibility to provide and submit all necessary information (such as unit's name, commander's name and phone number, or letter verifying leave to his/her supervisor) in order to facilitate the leave processes.

### **Work Schedule**

Where not in conflict with applicable collective bargaining agreements, the City reserves the right to set working days and hours such that participation in military leave activities can occur on the employee's non-scheduled work days in order to maintain the maximum efficiency of a department. If this occurs, employees will not be charged with military leave on their regularly scheduled day(s) off.

Employees shall report for work at the beginning of the next regularly scheduled working period after expiration of the last calendar day necessary to travel from the place of training to the place of employment following release from military training, except as otherwise provided by the Uniformed Services Employment and Reemployment Rights Act of 1994.

### **Employee Status While Absent**

Employees on active military duty will not forfeit any pay or benefits during the first 30 calendar days of military service in each calendar year. Seniority will continue to accrue during periods of military leave whether paid or unpaid.



## **Performance Evaluations**

When an employee's military leave is of such duration as to make a scheduled performance appraisal impractical, the evaluation may be postponed until the employee has returned to City employment for a period equivalent to the normal appraisal period.

## **Pay Adjustments**

Employees on military leave will be eligible for any scheduled pay adjustments that would have occurred if they had not been on leave. Merit employees shall have their salaries adjusted by the amount of any general merit scale adjustment effective July 1. Any additional merit increase based on performance evaluation shall be determined following the employee's first performance appraisal upon return to City service, and shall be retroactive to July 1.

## **Longevity Pay**

Longevity payments will be paid to employees during military leave of absence.

## **Benefits**

### Health Insurance

Employees whose military service exceeds the 30-calendar day period shall be eligible to receive group health care coverage under COBRA provisions.

### Long Term Disability Insurance

Long-term disability insurance is discontinued during periods of unpaid leave. Long-term disability insurance will be reinstated immediately upon an employee's return to City service following unpaid military leave.

### Life Insurance

Life insurance coverage will be continued for up to one month after the employee has been off work for unpaid military leave. Life insurance will be reinstated immediately upon an employee's return to City service following unpaid military leave.

### Vacation and Sick Leave

Vacation and sick leave will continue to accrue during periods of paid military leave of absence. During periods of unpaid leave, the employee's vacation and sick leave balances will be frozen, and will be available upon the employee's return to active City service. Should the employee elect not to return to active City service following a military leave of absence, accrued vacation will be paid at the rate of pay in effect at the time the employee was last in paid status. At the employee's request, and with the approval of the City Manager, an employee commencing a military leave of more than 90 days may be paid in a lump sum for any or all accrued vacation leave.

## **Applicability**

This policy applies to all City employees qualifying under the provisions of Chapter 29A.28 of the *Code of Iowa* other than those employed temporarily for six months or less. Included is any full-time employee who is a member of the National Guard, organized reserves, or any component of the military, naval, or air forces of the State of Iowa or the nation, or who may otherwise be inducted into the military service of the State of Iowa or of the United States, or who are members of the civil air patrol.

## Contact Information

**Human Resources Department**

[hr@cityofames.org](mailto:hr@cityofames.org)

515-239-5199

# Performance Evaluation and Improvement

**Date Established:** October 19, 2020

**Date Last Updated:** October 19, 2020

## Purpose

The purpose of the performance evaluation is to document job performance in conjunction with an integrated process of performance management including planning, managing, appraising, developing and rewarding performance. The goal of the performance management process is to develop and maintain organizational productivity through joint planning, coaching, counseling, providing feedback and identifying employee development needs. The performance management process provides support for promotions and for disciplinary actions as needed. For merit employees, the performance management process also provides appropriate reinforcement through the merit pay system.

## Policy Statement

### Procedure

#### 1. Performance Management Groups

For the purpose of standardization, job classes having similar characteristics are grouped into families called performance management groups. These include Management, Professional/Technical, Administrative Support, and Union.

#### 2. Factors

The performance evaluation form for each group includes several performance factors. The factors are to be weighted so that the total equals 100, provided that no factor may be assigned a weight less than 5. The "Comments" section is provided to document the employee's actual job performance.

#### 3. Performance Evaluation Schedule

A written performance evaluation shall be conducted annually for each regular employee, except as otherwise provided in these Policies and Procedures. Additional performance evaluations may be conducted as deemed necessary by the department head. See the "Establishing Pay Upon Promotion" section of the [Compensation Policy](#) for guidelines for new hires and promotional appointments.

#### 4. Evaluators

The responsibility for completing the performance evaluation form and conducting the performance evaluation interview rests with the employee's immediate supervisor. Multiple evaluators may be used as appropriate.

#### 5. Quality Assurance

Each department head is responsible for reviewing all performance evaluations conducted by subordinate supervisors. The department head's signature certifies compliance with performance evaluation policies and guidelines, and that the department head concurs with the ratings.

The Human Resources Director shall provide oversight for the performance evaluation process, and shall develop and implement a quality assurance program to ensure compliance with the purpose and goals of this chapter.

#### 6. Employee Receipt and Response

Following the evaluation interview the employee shall acknowledge receipt of a copy of the performance evaluation form by signing the document. Signing the performance evaluation form does not necessarily express or imply that the employee agrees with the evaluation results. In the event that the employee refuses to sign the document, the supervisor shall make a notation on the form indicating that the employee refused to sign it.

An employee is entitled to respond in writing to anything contained in the employee's performance evaluation either by using the "Comments" section, or by submitting a response on a separate sheet. The employee's written response shall be forwarded along with the employee's performance evaluation form to the Human Resources Department for inclusion in the employee's personnel file.

#### **Personal Action Plans**

Each year, employees and their supervisors jointly develop a plan for the next year, called a Personal Action Plan (PAP). These plans provide the framework for accomplishing personal development and performance goals while ensuring those goals are in alignment with ETP values and department and City-wide goals.

#### **Performance Improvement Plans**

In instances where an employee has demonstrated a pattern of sub-standard performance, and the department head wishes to correct that performance outside the normal performance appraisal system/schedule, the employee may be given a performance improvement plan. This plan will identify specific expectations and actions to be taken by the employee to demonstrate acceptable performance. The plan will outline the timeframe for compliance and steps to verify compliance. While the Performance Improvement Plan (PIP) itself is non disciplinary in nature, failure to comply with the plan may result in appropriate disciplinary action, up to and including termination.

#### **Performance Management Handbook**

Supervisors should consult the **Performance Management Handbook** prior to conducting performance appraisals. This handbook outlines the procedures for planning, reviewing, delivering, and following up with the annual performance appraisal. It also contains examples of each potential performance rating, and descriptions of each rated category.

## Contact Information

**Human Resources Director**

[hr@cityofames.org](mailto:hr@cityofames.org)

515-239-5199

**City Manager's Office**

515-239-5101

## **Probationary Period**

**Date Established:** October 19, 2020

**Date Last Updated:** October 19, 2020

### **Purpose**

The probationary period is designed to allow the City an opportunity to observe the new employee's ability to perform the assigned duties, and to focus the supervisor's attention on the need for specific development of the new employee.

### **Policy Statement**

#### **Regular Appointment or Rejection of Probationary Employee**

Upon original appointment, regular employees are subject to a six-month probationary period, except Firefighters, Public Safety Dispatchers, and Police Officers. Firefighters and Public Safety Dispatchers are subject to a twelve-month probationary period.

In the case of Police Officers, if the employee has successfully completed training at the Iowa law enforcement academy or another training facility certified by the director of the Iowa law enforcement academy before the initial appointment as a Police Officer, the probationary period shall be for a period of up to nine months and shall commence with the date of initial appointment as a police patrol officer. If the employee has not successfully completed training at the Iowa law enforcement academy before initial appointment as a Police Officer, the probationary period shall commence with the date of initial employment as a police patrol officer and shall continue for a period of up to nine months following the date of successful completion of training at the Iowa law enforcement academy or another training facility certified by the director of the Iowa law enforcement academy. A Police Officer transferring employment from one jurisdiction to another shall be employed subject to a probationary period of up to nine months.

Following a break in service of more than two weeks, a regular employee's probationary period shall be extended by a period of time equal to the break in service.

The employee's progress will be monitored, documented and discussed with the employee throughout the probationary period. Prior to the end of the probationary period the supervisor shall complete a written performance appraisal and review it with the employee.

A probationary employee may be discharged for any lawful reason without right to appeal. A person discharged during a probationary period shall, at the time of discharge, be given a notice in writing stating the reason or reasons for the dismissal. A copy of such notice shall be promptly filed with the Human Resources Director who shall, if the position is under Civil Service, forward a copy to the Clerk of the Civil Service Commission. Continuance in the position after expiration of the probationary period shall constitute a regular appointment.

## Contact Information

**Human Resources Department**

[hr@cityofames.org](mailto:hr@cityofames.org)

515-239-5199

## Recruitment and Selection

**Date Established:** October 19, 2020

**Date Last Updated:** October 19, 2020

### Purpose

To establish an orderly procedure for the recruitment and appointment of City employees. It is the intent of this policy to ensure that the appointment of competent individuals to City positions is based on the merit principle; that is, solely on the basis of job-related qualifications. The City's Equal Employment Opportunity and Affirmative Action Policy and Plan are an integral part of this chapter. Chapter 400 of the Iowa Code and the Policies and Procedures of the Ames Civil Service Commission shall govern examinations and appointments to Civil Service positions.

### Policy Statement

#### Vacancies

A vacancy refers to an unfilled regular position that is authorized in the City's budget. It shall be the responsibility of the department having the vacant position to notify the Human Resources Department that a vacancy exists and to begin the authorization process to fill the position. A Personnel Requisition Request shall be completed and sent to the Human Resources Department. Iowa Code Chapter 400 specifies the time within which Civil Service vacancies must be filled.

#### Anticipated Vacancies

Because of the importance of filling vacancies as quickly as possible, departments are encouraged to informally notify the Human Resources Department when a vacancy is anticipated. This will facilitate planning and expediting the recruitment. Under certain circumstances it is appropriate to submit a Personnel Requisition Request even when the exact date of the anticipated vacancy is not yet known. The reason for the vacancy should be noted on the requisition form.

#### Promotional and Open Job Classes

##### 1. Policy Statement

It is the general policy of the City of Ames to apply the principles of competitive merit employment in the selection of employees for City positions. The Human Resources Director may designate any position in the City service as promotional, i.e., limited to one or more categories of current City of Ames employees.

##### 2. Civil Service Positions

Iowa Code Chapter 400 states that vacancies in Civil Service promotional grades shall be filled by lateral transfer, voluntary demotion, or promotion of qualified City employees. In accordance with the intent of Iowa Code Chapter 400, the Human Resources Director shall determine which Civil Service job classifications are promotional or open in accordance with the City's Civil Service Commission Policies and Procedures. In making such a determination,



the Human Resources Director shall consider, among other relevant factors, whether service in a lower level of the promotional track can reasonably be expected to result in the acquisition of the knowledge, skill, and ability necessary to meet the minimum qualifications of the higher level promotional job class(es). A Civil Service promotional track is one which provides a logical avenue of progression from one or more Civil Service job classes to another.

The list of classes designated as Civil Service promotional shall be reviewed periodically by the Human Resources Director. The Human Resources Director shall also have the authority to make a permanent or temporary change in the status of a position prior to posting the notice of examination, based on the aforementioned criteria.

3. City employees are encouraged to compete for open positions for which they may qualify. Civil Service employees, regardless of their current salary level, who have completed their probationary period are eligible to apply for Civil Service promotional recruitments. Current City employees shall notify their current supervisor when they submit an application for another City position. Current City employees shall be released from duty with pay to participate in selection examinations for City positions. Off-duty employees will not be compensated.

### **Non-Civil Service Positions**

Regular positions exempt from Civil Service will be filled on the basis of merit. When a non-Civil Service vacancy occurs, the Human Resources Director will determine whether the needs of the City will best be served by open recruitment or promotion. Department heads will consult the Human Resources Department regarding recruitment and selection procedures, and affirmative action compliance. City employees are encouraged to compete for non-Civil Service positions for which they may qualify. Current City employees shall notify their current supervisor when they submit an application for another City position.

### **Reasonable Accommodations**

The Human Resources Department will establish procedures through which candidates for vacancies may inform examiners of a disability or make requests for accommodations in the testing process. These procedures shall apply for both internal and external candidates for City jobs. A separate policy applies to any accommodation requested for current employees to conduct their work activities once employed.

### **Minimum Qualifications**

The minimum qualifications are established by the Human Resources Director, usually after consultation with other management personnel or others having expertise in the field covered by the job. Minimum qualifications may be revised at any time, but will not be changed during an announced recruitment period (from posting until deadline).

The minimum qualifications will be stated on the recruitment announcement. Based on the nature of the position, the required qualifications, the anticipated size of the applicant pool, the City's immediate hiring needs, the City's experiences with prior recruitment efforts for the same or similar positions, and any other factors that the Human Resources Director considers relevant, the announcement may include a statement such as, "the Human Resources Director may require additional or preliminary review steps to narrow the pool of qualified applicants. In addition, preference may be given to applicants possessing qualifications above the

minimum.” In such cases, the Human Resources Director may implement such additional or preliminary review steps to narrow the pool of qualified applicants, and the number of persons advancing through the various stages may be limited based on qualifications above the minimum, or possession of special qualifications. For purposes of this section, the Human Resources Director shall have the discretion to determine what constitutes a large number of expected applicants relative to a particular position.

An applicant must meet the minimum required qualifications in order to be considered. The Human Resources Director shall have the discretion to extend or phase application due dates for a particular position and to extend the time limit for an applicant to meet the qualification requirements. However, all qualifications must be met prior to the Commission's certifying the eligibility list. Each application will be reviewed by a professional staff member of the Human Resources Department. In the case of technical qualifications, the operating department may be consulted. However, the Human Resources Department will make the final determination as to whether an applicant meets minimum qualifications. Notification of eligibility to take the examination will be sent to the applicant by the Human Resources Department.

### **Appointment**

The appointing authority or designee shall consider the qualifications of those on the eligibility list, as well as applicants for demotion or transfer.

Consideration in appointments shall be given to promoting diversity and veteran employment. During the recruitment planning process, the Human Resources Department representative assigned to the recruitment will consult with the Affirmative Action Officer to review whether underutilization has been identified for that particular job class. The recruiter and hiring manager will plan the recruitment to improve utilization (e.g., recruitment strategy).

The department head shall obtain the approval of the City Manager prior to making an offer of appointment to a position deemed by the City Manager to be critical in terms of visibility and/or policy responsibility. All appointments shall be conditioned upon ability to perform essential functions of the position, subject to the City's ADA policy.

Prior to making an offer of appointment to a current City employee for promotion, transfer, or demotion, the department head shall conduct a reference check with the employee's current supervisor, and shall review the employee's personnel file and recent performance appraisals.

A person accepting appointment shall report as directed on or before the appointment date. If the applicant indicates acceptance of the appointment and reports for duty on the appointment date, the applicant shall be deemed to be appointed. Should the applicant fail to report, it shall be assumed that the appointment is declined, unless the applicant presents acceptable reasons for the action to the department head within 24 hours.

### **Conditional Appointment**

When the needs of the City are such that it is necessary to appoint an individual to a position prior to a scheduled meeting of the Civil Service Commission, the appointing authority may make a conditional appointment. In such cases the candidates considered shall be those who have successfully completed the examination and have been recommended for certification.

### **Temporary Appointment**

Whenever there is a need for a short-term or seasonal employee, or in the absence of a preferred list or certified eligible list, or when necessary to prevent the stoppage of public business, the appointing power may make a temporary appointment of an applicant until the services of the casual short-term employee are no longer required or until a list of eligible candidates can be certified. All temporary employment shall be considered at-will. **Except where provided by statute, temporary employees shall not be given, nor shall they be led to believe they will be given, preference for any regular employment.**

In the case of Civil Service positions, a temporary appointment made in the absence of a preferred or certified eligible list shall be limited to 90 days for any one person in the same vacancy, but such limitation shall not apply to any person temporarily acting in a position regularly held by another.

### **Contact Information**

Human Resources Department  
hr@cityofames.org  
515-239-5199

## Reduction in Force Policy

**Date Established:** October 19, 2020

**Date Last Updated:** October 19, 2020

### Purpose

This policy is intended to outline the process used for reductions in force and the rights to be maintained by employees in the event of a reduction in force.

### Policy Statement

Reductions in force in the City of Ames are rare. For all positions subject to Civil Service, the reduction in force will take place in accordance with any provisions of Iowa Code Chapter 400 and the City's Civil Service Policies and Procedures. If the position is not subject to civil service, the reduction in force procedures will follow the principles of Chapter 400 and the City's Civil Service Policies and Procedures, except that no preferred re-hire list will be created. Additionally, employees subject to reduction in force will be provided protections and benefits as described below:

#### Positions Subject to Reduction in Force Procedures in a Collective Bargaining Agreement:

Where reduction in force procedures are described in a collective bargaining agreement, the procedures in that agreement will apply.

#### Positions Not Subject to Reduction in Force Procedures in a Collective Bargaining Agreement:

For reductions in force where a collective bargaining agreement does not apply, the following provisions will apply:

1. If the employee is appointed to City employment in a different position prior to the separation date, the employee may retain accrued vacation leave. However, if the maximum accrual possible in the new position is less than the previous position (e.g., the previous position was a full-time position and the new position is a half-time position), any vacation in excess of the new maximum will be paid in cash.

If the employee is not appointed to a different City position, accrued vacation leave will be paid upon reduction in force.

2. If the employee is appointed to City employment in a different position that is eligible for sick leave benefits prior to the separation date, the employee may retain accrued sick leave. If the employee is not appointed to a different sick leave-eligible position prior to separation, accrued sick leave will be paid out as if the employee has retired under the "Payment for Unused Sick Leave Upon Retirement" section of the Employee Handbook.

Regardless of whether the employee is paid out for sick leave, if the employee returns to regular City employment within three years, the employee will be credited the hours of sick leave for which they were not paid (e.g., up to 720 hours for a full-time employee).

3. If the employee is re-hired into any regular City position within three years, the employee's years of service will be reinstated for the purposes of vacation accrual, longevity pay, employee recognition, and eligibility for retirement gifts.

## Contact Information

### **Human Resources Department**

[hr@cityofames.org](mailto:hr@cityofames.org)

515-239-5199

# Relocation Expense Policy

**Date Established:** October 19, 2020

**Date Last Updated:** October 19, 2020

## Purpose

The purpose of this policy is to establish guidelines for the reimbursement of relocation expenses for specified new employees. Eligible employees include department heads, professional positions, and positions that are difficult to fill in the current employment market. Unless otherwise approved by the City Manager, these reimbursements shall only be for relocation into the corporate limits of the City of Ames.

## Policy Statement

1. Relocation expenses may be provided up to a maximum amount of 10% of initial annual salary. Human Resources may offer relocation benefits when it is appropriate. The employing department and the following policy guidelines (subject to Internal Revenue Service regulations) will determine the total amount reimbursed.

Authorization to pay and the maximum amount of relocation expenses must be included as part of the offer of employment that has been accepted by the new employee. All eligible expenses must be incurred within one year of the first day of employment unless an extension is authorized by the City Manager. Claims for expenses must be submitted in a timely fashion after they are incurred.

2. Taxing Reimbursement

Reimbursement of expenses will be made in accordance with current IRS regulations. Reimbursement of expenses is subject to withholding of applicable income and employment taxes. Reimbursements are reported on the annual Form W-2 in Box 14 - Other.

3. Guidelines for Reimbursement

The Human Resources Department will provide the Finance Department copies of offer letters that include authorization for relocation expense reimbursement. The City Manager's Office will provide written confirmation of any modifications to a particular relocation offer on a case by case basis.

Requests for reimbursement must be stamped for payment and signed by a supervisor with authority to approve payment of those expenses. The Human Resources Department will consult with the hiring department and the relocating employee to confirm which expenses are reimbursable under this policy. The Finance Department will maintain records of reimbursed expenses and the balance of unpaid reimbursement funds remaining for a relocating employee. **All requests for reimbursement must be accompanied by documentation of expenses incurred.**

Payment for shipping of household goods, as provided in these guidelines, may be processed as individual reimbursements or direct payment to the carrier via a purchase order.

#### 4. Reimbursable Expenses

Qualified reimbursable expenses are listed below. Any exceptions require approval by the City Manager.

- Expenses to purchase a home in Ames (e.g., loan closing costs, down payment, etc.)
- Expenses for temporary housing
- House hunting expenses (employee, household members, and/or persons considered dependents for tax purposes) may include: 1) actual gas cost for personal or rental vehicles; 2) lodging; 3) airfare (coach only); 4) rental car; 5) tolls, taxi, limousine, or parking; and 6) temporary housing
- Travel and lodging costs for trips to move household goods (employee, household members, and/or persons considered dependents for tax purposes) from the old residence to the new residence, which may include: 1) actual gas cost based upon receipts – or – the current IRS rate for personal or rental vehicles as indicated on the Relocation Request Form; 2) lodging in transit; 3) airfare (coach only); 4) rental car; 5) tolls, local transportation or parking; and 6) pet shipping charges
- Commercial moving company
- Rental truck
- In-transit storage for up to 30 consecutive days
- Charges for packing, crating, mailing and/or shipping household goods; and other miscellaneous packing supplies
- Optional insurance on items such as furniture, clothing, and utensils
- Shipment of car(s) if not used in the move
- Cost of meals (excluding alcohol) at any point in the relocation process. Reimbursement will be for actual costs. Itemized receipts for meals are required.
- Losses incurred in breaking a lease at the previous residence (e.g., loss of security deposit)
- Non-refundable security deposits or fees for rental housing (e.g., pet fees) and/or utilities. Refundable deposits are not reimbursable.

#### 5. Non-Reimbursable Expenses

Expenses not paid by the City include:

- Alcoholic beverages
- Movies or other entertainment while in route
- Extraordinary items requiring special handling (e.g., collector or non-operating automobiles)
- Bank fees for cashier's checks, use of credit/debit cards

#### 6. Repayment Requirements

- Voluntary Termination within Two Years – If an employee who receives relocation reimbursement under this policy voluntarily resigns or retires from City employment within two years of the start of employment, the employee shall be required to repay the relocation assistance. The amount to be repaid shall be pro-rated based on the number of months of City employment.
- Moving Outside Ames within Two Years – If an employee who receives relocation reimbursement to move into Ames under this policy subsequently establishes permanent residence outside Ames prior to the completion of two years of City employment, the employee shall be required to repay the relocation assistance. The amount to be repaid shall be pro-rated based on the number of months of City employment.

This policy is not intended to provide comprehensive documentation of IRS reimbursement or deductibility of moving expenses, but provides basic information that applies to most situations. Please consult a tax professional if any questions exist concerning the reporting of moving reimbursement when filing income tax returns.

## Contact Information

### **Human Resources Department**

[hr@cityofames.org](mailto:hr@cityofames.org)

515-239-5199

### **Finance - Treasurer**

515-239-5113



## Return to Work Policy

**Date Established:** October 19, 2020

**Date Last Updated:** October 19, 2020

### Purpose

It is the purpose of this program to provide direction for injured employees who are unable to return to their regular job classification who also receive clearance from their treating physician to return to work with restrictions. This policy is not intended to modify or supersede the procedures applicable to employees eligible for leave benefits under the Family and Medical Leave Act.

The policy applies to employees who are on leave as a result of injury or illness incurred either on- or off-the-job. For the purpose of this program, 'treating physician' is defined as:

- In the case of an employee injured on the job, the treating physician will be determined by the City's third-party administrator.
- In the case of an employee injured away from work, the treating physician will be the physician treating the injury or illness that prevents the employee from performing their normal duties.

### Policy Statement

It is the policy of the City of Ames to offer modified or alternate work for an injured employee, who is temporarily unable to return to their regular job classification. Temporary modified or alternate work will be provided as available in compliance with the Americans with Disabilities Act Amendments Act (ADAAA) and Iowa Workers' Compensation Act. Alternate work may be either within the assigned department, if available, or within another City department, as coordinated by the department and Human Resources.

The City of Ames will make reasonable accommodations to a disability, unless the accommodations would impose an undue financial and administrative burden on the City.

The feasibility of reasonable accommodations shall be determined on a case-by-case basis taking into consideration the employee's specific physical or mental impairment, the essential functions of the job, the work environment, and the City's ability to provide reasonable accommodations. The City cannot guarantee a temporary alternate duty position and is under no obligation to offer, create or encumber any specific position for purposes of offering placement to such a position.

In the event an employee refuses a temporary alternate duty position (outside the employee's FMLA benefit period), and the employee is able to perform that temporary alternate duty according to the work restrictions provided to the employer, the City is not obligated to provide another temporary alternate duty position.

A. Objectives:

1. To return the employee who is injured to work as soon as possible when there is not a significant risk of substantial harm to themselves and others.
2. To minimize financial hardship and emotional stress to the employee who has sustained an injury.
3. To assist the employee in returning to work at a level as close as practicable to their pre-injury earnings and productivity.
4. To retain qualified and experienced employees.

B. Temporary Alternate Duty (TAD):

1. TAD is defined as modified duties or hours assigned to an injured worker, when the treating physician indicates the employee can return to work, but is not yet authorized to perform the duties normally assigned their position, and their injury has not reached maximum medical improvement.
2. The purpose of TAD is to provide temporary work, within medical restrictions, for an injured employee. TAD may be available with medical prognosis indicating that the employee is expected to return to full duty following a course of medical treatment.
3. If alternate work is available, the employee should be provided with TAD as soon as medically feasible. TAD must be consistent with the employee's physical/mental abilities, knowledge and skills.
4. An employee in TAD capacity will continue to receive the salary and benefits of their job classification. A TAD assignment should be reviewed after each medical appointment, normally every 7 to 14 days. TAD will not exceed three months (90 calendar days) without review by the Department Head, Human Resources Director and Risk Manager.
5. TAD may be requested by an employee if they have incurred an off-the-job injury and have restrictions that would prevent the employee from meeting the regular job duties of their classification. The request should be submitted to the employee's department director or the Risk Manager. The request will be reviewed by the Human Resources Director, Risk Manager and the Department Head.
6. TAD assignments are not a matter of right. The number, availability and duration of such assignments are limited by the City and departmental needs as determined by the City or department head. However, the City will work with employees to find reasonable accommodations for disabilities under the ADAAA. The purpose of an accommodation is to allow the employee to perform the essential functions of their current classification.
7. TAD Procedures:
  - a. Risk Manager or Workers' Compensation Third Party Administrator:

- 1) Informs physician about the TAD program. In the case of a non-work related injury the notification will not be made until requested by the injured employee.
  - 2) Informs employee about the TAD program.
  - 3) Obtains information regarding medical condition of employee from the City's designated healthcare provider or other authorized treating healthcare provider(s). If the injury is not work related, the employee is responsible for providing their supervisor with information regarding their work status. The employee cannot return to work in the modified capacity without the release of the treating physician.
- b. Department Head and/or Employee's Supervisor, along with Risk Manager:
- 1) Develops work assignments on a case-by-case basis, if available, depending on medical restrictions. Determines appropriate work hours, shifts, duration and locations of all work assignments.
  - 2) Develops appropriate TAD assignments, and monitors on-going medical and work adjustment.
  - 3) Meets with the injured employee to review TAD status.
  - 4) Ensures that the TAD offer, including physical requirements, is reviewed and approved by the treating physician.
- c. Employee:
- 1) Reviews and signs a Temporary Alternate Duty Offer and either:
    - i. On the Job Injury Return to Work Program Statement of Acknowledgment; or
    - ii. Off the Job Injury Return to Work Program Statement of Acknowledgement.

*NOTE: These forms are prepared by Human Resources*

- 2) When the treating physician has determined that Maximum Medical Improvement has been reached and the employee is able to perform the essential job duties of their job with or without reasonable accommodations, the employee shall return to the job classification and duties held prior to the work injury. Should the employee require reasonable accommodations to perform the essential functions of their position, the employee will notify their supervisor and the supervisor will contact the Risk Manager. The Risk Manager will initiate the interactive process.

- 3) When the physician has determined that Maximum Medical Improvement has been reached, and the employee is unable to perform the essential job duties of their job with or without reasonable accommodations, as determined during the interactive process, the employee may be assigned to a TAD of up to 90 days. The assignment of modified duty will be dependent upon the availability of work within the employee's restrictions and their abilities.
  - i. An employee assigned to a TAD will either report to their regular department or the assigned City department coordinated by the Risk Manager. The employee shall be assigned to do work they are able to do, under the restrictions that the treating physician has placed on the employee.
  - ii. An employee placed on a TAD shall continue to receive the salary and benefits of their regular job classification.
  - iii. During the TAD, the employee will be encouraged and afforded opportunities to apply for available alternative jobs for which they are able to perform the essential functions of the job and for which they meet the minimum qualifications and/or hold civil service rights.
  - iv. At the conclusion of their TAD period, employees who have been unsuccessful in obtaining other jobs for which they are qualified, hold civil service rights and for which they are able to perform the essential functions with or without reasonable accommodations or if no jobs were available within the City, may have their employment terminated, unless an applicable collective bargaining contract extends the time of the TAD period. Terminated employees shall be afforded all rights and benefits included in applicable collective bargaining contracts and/or City policies in effect at the time of the termination.
  - v. City of Ames will provide, to the employees referenced in paragraph 4 above, information on how to apply for long term disability insurance, disability assistance from Social Security and IPERS when it is appropriate.

**C. Responsibilities of the Employee:**

- 1) Employees are responsible for notifying the Human Resources Department of any changes to their current mailing address.
- 2) To determine the appropriateness of job assignments, the employee who is unable to return to work without restriction is responsible for keeping Human Resources informed of the status of the employee's availability to work and the restrictions provided by their treating physician.
- 3) Unless otherwise provided in a collective bargaining agreement, if the employee injured on duty rejects any assignment which is compatible with given medical restrictions, the employee shall not be compensated by the City of Ames or the

City of Ames' workers' compensation carrier with temporary, partial, temporary total or healing period benefits during the period of refusal (Iowa Code section 85.53 – Suitable Work).

- 4) The employee assumes responsibility for reviewing open positions within the City and contacting Human Resources to apply for available positions that are within their medical restrictions. In order to apply for an open position, the employee must meet the minimum qualifications as posted and be able to perform the essential functions of the position with or without reasonable accommodations. If applying for a civil service position, the employee must meet the minimum qualifications or hold civil service rights to the position.

The employee must work within the restrictions provided by their treating physician when assigned with TAD. If any medical restrictions change, the employee must immediately notify the City and provide the City with a copy of the new medical release. Employees failing to work within their restrictions face disciplinary action in accordance with City policy and/or their collective bargaining agreement.

## Contact Information

**Risk Manager**  
515-239-5199

# Working Out of Class

**Date Established:** October 19, 2020

**Date Last Updated:** October 19, 2020

## Purpose

To establish a policy regarding employees working out of class.

## Policy Statement

Job descriptions are not meant to be exhaustive lists of the potential responsibilities employees are expected to undertake. From time to time, employees may be asked to perform work that is not specifically outlined in their job description. However, no employee shall be required to perform duties which are not closely related both in kind of work and in level of responsibility to duties normally assigned to positions in the class, except on a short-term temporary or emergency basis.

Assistant division heads and assistant department heads are expected to act as division and department heads in the absence of their supervisors. Assistant division heads and assistant department heads who replace their supervisors for more than four consecutive work weeks shall be compensated at the out-of-class rate, beginning with the first day assigned to work out of class.

All other employees who replace others for more than two consecutive work weeks shall be compensated at the out-of-class rate, beginning with the first day assigned to work out of class.

Employees entitled to out of class pay shall receive at least the minimum of the higher range or 5% over the employee's current salary, whichever is more.

Under certain circumstances, working out-of-class assignments in positions covered by civil service may be limited to 90 days. See the [Civil Service Commission Policies and Procedures](#) for more information.

## Authorization

An employee may receive out-of-class pay only when the department head designates in writing that the employee is working out-of-class.

## Contact Information

**Human Resources Department**

hr@cityofames.org

515-239-5199

# Workplace Accommodations and Fitness for Duty Testing

**Date Established:** October 19, 2020

**Date Last Updated:** October 19, 2020

## Purpose

To ensure compliance with the Americans with Disabilities Act (ADA) and the Americans with Disabilities Amendments Act (ADAAA), and to establish an orderly procedure to ensure City employees are able to perform the essential functions of their job.

## Policy Statement

### Examination Forms

Forms to be used by the examining physician shall be prescribed or approved by the Human Resources Director. Information contained in medical reports shall be confidential and shall be available only to authorized persons (see the Personnel Records section of the Employee Handbook).

### Reasonable Accommodation in Current Employment

When an employee brings forward a claim of disability, the employee, the employee's supervisor, and the Human Resources Department shall engage in a conversation with the goal of understanding how the employee might perform the essential functions of their job with or without an accommodation. When a supervisor knows or reasonably should know that an employee may need workplace accommodations, the supervisor should contact Human Resources immediately to initiate an interactive process with the affected employee.

### Unsafe Situations

A supervisor who observes an employee performing in an unsafe manner must immediately remove that employee from the unsafe situation and report the situation to their Department Head and Human Resources.

### Fitness for Duty Testing

When, in the judgment of the department head and Human Resources, an employee is not safely performing their job duties, the employee may be required to submit to fitness for duty testing. This testing will be conducted by a provider selected by the City and will be conducted at the City's expense.

1. The employee shall be examined by a physician or health care provider as the City Manager may direct. The employee shall have the right to submit to the examining physician or other provider reports, opinions or other information provided by the employee's own physician or health care provider.
2. The report of the examining physician or provider shall be submitted to the Human Resources Director who shall confer with appropriate management staff and make a report to the City Manager concerning the employee's fitness for duty and any recommended action.

3. The results of the examination shall be confidential, with access to medical information limited to management staff who need the information to make employment-related decisions.

#### **Examination Following Absence**

Any employee who has taken prolonged or frequent leave due to illness or injury may be required to provide appropriate documentation from a medical provider indicating the employee is released to work before returning to work.

## **Contact Information**

#### **Human Resources Director**

[hr@cityofames.org](mailto:hr@cityofames.org)

515-239-5199

#### **City Manager's Office**

515-239-5101



# Workplace Violence

**Date Established:** October 19, 2020

**Date Last Updated:** October 19, 2020

## Purpose

Violence in any form, or the threat of violence, has no place in the City organization. It is the policy of the City of Ames that all employees and those who have contact with City staff have the right to be free from violence. It is the goal of the City to rid all work sites of violent behavior or the threat of such behavior. The prevention of violence and the reporting and management of critical incidents are shared obligations of all employees and managers.

## Policy Statement

Violence, or the threat of violence, by or against any employee of the City of Ames or any other person is strictly prohibited and will subject the perpetrator to serious disciplinary action up to and including termination of employment, and to possible criminal prosecution.

Possession, use, or threat of use of dangerous weapons, including all firearms, by any person, is not permitted at City work sites, including in a City vehicle, or in parking areas designated for employee parking, unless such possession or use of a weapon is a necessary and approved requirement of the employee's City job. It is recognized that lawful possession of dangerous weapons by non-City employees at City work sites located on private property or the traveled portion of public streets cannot be prevented.

Dangerous weapons are as defined in Section 702.7 of the Code of Iowa and include, but are not limited to, any offensive weapon, pistol, revolver, or other firearm, dagger, razor, stiletto, switchblade knife, or knife having a blade exceeding five inches in length.

## Definition

For the purpose of this policy, violence is defined as:

1. The use of physical force with the intent to cause harm.
2. Acts or threats in any form or manner which are intended to intimidate or cause fear of harm, or could be construed by a reasonable person as doing so.
3. Sabotage - The intentional damage of City-owned or personal property, or acts intended to cause such property to fail to operate, or to operate improperly; or, the movement or concealment of such property with the intent of interfering with the ability of the owner or authorized user to locate it.

Not included are any actions taken in the legitimate exercise of responsibility or authority by a City employee (e.g., police officers).

## Guidelines for Violent Incident Response

In an emergency situation involving actual or potential violence, the first priority is to protect the safety and well-being of persons involved. Because each situation involves unique factors, the following guidelines are intended to provide general guidance. The key elements are safety, reporting, coordination, and control.

a. Immediate Emergency Situations - Call 911

The first step in any emergency is to immediately call 911 and report as many details as possible so that appropriate emergency response units can be dispatched. This will ensure that trained personnel are available to assist. Although not every situation may require such assistance, it is always best to call 911 if there is any question or doubt.

- b. An employee who is involved in or who witnesses a critical incident shall immediately contact the supervisor, division or department head, or Human Resources Director. It is more important to notify a management representative immediately than to follow a specific chain of command.
- c. The department director or other department management representative shall immediately contact the Human Resources Director, who shall provide guidance in matters such as investigation, discipline, benefits and the Employee Assistance Program.

**Employee Assistance Program**

The Employee Assistance Program has the capability of providing post-incident counseling for employees and their families. Critical incidents in the workplace may affect not only those directly involved, but produce psychological trauma to others in the organization as well.

**Guidelines for Managing Workplace Altercations**

These guidelines are intended to aid supervisors in dealing with violent or potentially violent situations at work where the supervisor is in a position to intervene and control the situation.

In circumstances deemed by the supervisor to be an emergency, call 911, then contact the departmental director and Human Resources Director. It is understood that the actions of a supervisor or other employee will depend on the seriousness and nature of the incident. However, consistent with personal safety, supervisors have a responsibility to make a good faith effort to defuse violent or potentially violent situations as quickly as possible in order to prevent their escalation and creating a threat to others. The term "altercation" as used in these guidelines includes actual or threatened violence including verbal or physical confrontation or assault, or attempts at such assault.

In general:

1. Separate the parties involved. Do not allow a minor altercation to escalate into something more serious. If the individuals cannot be separated, call 911 and follow the steps previously described.
2. Contact the department director and Human Resources Director.

3. Once the situation is controlled, separately interview all persons involved, including any witnesses, in order to obtain an accurate account of the incident. Document in written form the statements of witnesses and others who were interviewed. Because of possible disciplinary actions, those employees involved in an altercation, if they are covered by a bargaining unit, have the right to the presence of a union representative. If an employee requests that a union representative be present, the interview should be postponed until a union representative can be available. In general, the City's obligation to permit union representation does not require that an interview be delayed until a professional union staff member can be available; an employee designated as a union steward will suffice. In the investigatory process the union representative may advise the employee and witness the proceeding, but may not speak in the employee's behalf.

### **Discipline**

Most workplace altercations, including minor ones involving only verbal exchanges, justify disciplinary action, up to and including termination. The Human Resources Director should be contacted for guidance. Incidents can be reported to Human Resources using the [Complaint Procedure](#).

## **Contact Information**

### **Human Resources Department**

[hr@cityofames.org](mailto:hr@cityofames.org)

515-239-5199

### **City Manager's Office**

515-239-5101

**COUNCIL ACTION FORM**

**SUBJECT: TEMPORARY INCREASE IN AUTHORIZED FTE COUNT FOR PUBLIC SAFETY DISPATCHERS**

**BACKGROUND:**

The Emergency Communications Center (Dispatch) is staffed by 11 full-time Public Safety Dispatchers and one Lead Public Safety Dispatcher. These 12 individuals provide 911 call-taking and emergency services dispatch services 24 hours a day, every day of the year. In addition, they annually take thousands of calls for information about the City from citizens. There are always at least two dispatchers on duty.

Two Dispatcher vacancies will arise in the next several weeks. One dispatcher has resigned effective October 28 and another will retire January 1. Anticipating the retirement, a recruitment was conducted and is now in its final stages. Staff is requesting to hire two Dispatchers around November 1 to provide an overlap that will reduce, but not eliminate, the challenges and some costs associated with transition to new dispatchers. **To accomplish this, the department is requesting to increase the authorized staffing level for Public Safety Dispatchers from 11 to 12 for the period from November 1, 2020, to January 1, 2021.**

Replacing and training a dispatcher is a time intensive process. Dispatchers are required to take a 40-hour training course at the Iowa Law Enforcement Academy. **They cannot enroll in that course until they have been hired by a qualified agency.** In addition, each dispatcher completes an approximately 16-week in-service training program with the department.

In-service training is a mix of classroom and practical application experiences. Training is provided by senior dispatchers who have been certified as trainers. In the final phase of training a new dispatcher will take calls and dispatch services under the direct supervision of a trainer - both the new dispatcher and the trainer are on each call to insure appropriate responses.

During the 16 weeks of in-service training, an average of 24 hours of overtime per week is required to both provide the training and fill dispatching shifts that would normally be filled by a trained Dispatcher. If both new Dispatchers are hired on November 1, the training can proceed more quickly, reducing the length of time that overtime is required. The net increased cost to hire both Dispatchers on November 1 is expected to be between \$200 and \$2,700 compared to hiring one Dispatcher on November 1 and one Dispatcher on January 2. This range of increased costs is due to the different health insurance options the new Dispatcher may choose. Funding is available from salary savings in vacant Police Officer positions.

If the temporary increase in FTEs is not provided, the amount of overtime required of existing Dispatchers will be greater, and the likelihood of mandatory overtime assignments is increased. **Additionally, because there is a limited number of qualified Dispatchers, staff is concerned that a loss of additional Dispatchers to COVID-19 or other illness will have a detrimental impact on this critical function.**

**ALTERNATIVES:**

1. Increase the authorized FTE count for Public Safety Dispatchers from 11 to 12 for the period between November 1, 2020 and January 1, 2021.
2. Do not authorize a temporary increase in the Dispatcher staffing level.

**CITY MANAGER'S RECOMMENDED ACTION:**

A fully trained and staffed Emergency Communications Center is a critical service to our citizens. It is difficult to maintain the necessary staffing levels while training new Dispatchers. Therefore, with two Dispatcher vacancies approaching, the Police Department needs to take additional steps to timely train two new dispatchers.

Therefore, it is the recommendation of the City Manager that the City Council adopt Alternative No. 1, as described above.



*Caring People ♦ Quality Programs ♦ Exceptional Service*

# MEMO

## Item No. 12

**TO:** Members of the City Council

**FROM:** John A. Haila, Mayor

**DATE:** October 13, 2020

**SUBJECT:** Appointment to New Term on ASSET

On June 23, 2020, City Council met and adopted Resolution No. 20-325 approving revisions to the ASSET Policies and Procedures. One of those revisions was to increase their volunteer appointments from five to six in order to adequately perform the volunteer duties associated with the process.

Therefore, I request that the City Council approve the appointment of Neil Upadhyay to fill the new three-year term on ASSET.

JAH/alc



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# MEMO

## Item No. 13

**TO:** Members of the City Council

**FROM:** John A. Haila, Mayor

**DATE:** October 13, 2020

**SUBJECT:** Appointment to Fill Vacancy on Ames Human Relations Commission (AHRC)

Liming Pals, member of the Ames Human Relations Commission (AHRC), has submitted her resignation from the Ames Human Relations Commission. Since Liming's term of office does not expire until April 1, 2021, an appointment needs to be made to fill this vacancy.

Therefore, I request that the City Council approve the appointment of Leslie Ginder to fill an unexpired term of office on the Ames Human Relations Commission.

JAH/alc



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# MEMO

## Item No. 14

**TO:** Members of the City Council

**FROM:** John A. Haila, Mayor

**DATE:** October 13, 2020

**SUBJECT:** Appointment to Fill Vacancy on Property Maintenance Appeals Board

Gary Denner, previous member of the Property Maintenance Appeals Board, term of office had expired on April 1, 2020. An appointment needs to be made to fill this vacancy.

Therefore, I request that the City Council approve the appointment of Patti Engelman to fill the opening on the Property Maintenance Appeals Board.

JAH/alc



**COUNCIL ACTION FORM**

**SUBJECT: REQUEST FROM OCTAGON CENTER FOR THE ARTS TO EXTEND  
2020 COTA FALL SPECIAL PROJECT GRANT CONTRACT**

**BACKGROUND:**

The Commission on the Arts (COTA) provides funding for arts organizations to conduct special projects through two grant processes each year. For the period between July 1 and December 31, 2020, the Octagon Center for the Arts was awarded a COTA special project grants in the amount of \$738 to facilitate a Chalk the Block community event in conjunction with the Octagon Arts Festival.

On October 1, Octagon staff requested to postpone the event to fall 2021, due to the cancellation of this year's Octagon Arts Festival. **This would place the activity after the expiration date listed in the grant contract, and therefore the Octagon would forfeit the funding awarded to this project without action from the City Council.**

On October 5, COTA reviewed the Octagon's request and recommended that the City Council authorize an extension of the contract to allow the funding to be accessed by the organization. An amendment to the contract has been prepared and signed by the organization. **In addition, because the event will be postponed to fall 2021, the City Council would need to carry funds over into the next fiscal year.**

**ALTERNATIVES:**

1. A. Approve an amendment to Octagon Center for the Arts' Fall 2020 Special Project Grant for the Chalk the Block community event to extend the contract term to December 31, 2021.
- B. Direct staff to prepare a carryover of \$738 in funding from FY 2020/21 into FY 2021/22 for the Chalk the Block community event.
2. Do not approve the request and allow the contract to expire on December 31, 2020 without funds being drawn down.

**CITY MANAGER'S RECOMMENDED ACTION:**

The Octagon Center for the Arts has committed to conduct the chalking activity next calendar year. Approving the contract extension and carryover allows the organization to access the approved funding. COTA has discussed this situation and supports the approval of the request.

Therefore, it is the recommendation of the City Manager that the City Council adopt Alternative No. 1 as described above.

**AMENDMENT TO**

**CONTRACT FOR ARTS FUNDING**

THIS AMENDMENT, made and entered into \_\_\_\_\_, 2020, to an Agreement by and between the **CITY OF AMES, IOWA**, a municipal corporation organized and existing pursuant to the laws of the State of Iowa (hereinafter sometimes called "City") and **Octagon Center for the Arts** (hereinafter called "Provider"); for funding of said Provider up to and including **\$738.00**;

WITNESSETHS THAT:

WHEREAS, the City of Ames has, by its City Council acting in open and regular session, and through the Commission on the Arts, entered into an Agreement with the Provider for the purpose of facilitating a Chalk the Block community event; and

WHEREAS, the duration of the Agreement for these services is from July 1, 2020 through December 31, 2020; and

WHEREAS, Provider has requested an extension of the term of the Agreement due to the COVID-19 pandemic;

NOW, THEREFORE, the parties hereto have agreed and do agree as follows:

**I: AMENDMENT TO DURATION**

Article VI (Duration), of the Agreement is hereby superseded by the following paragraph:

This Agreement shall be in full force and effect from and after July 1, 2020 through December 31, 2021, or, until terminated by resolution of the City Council of the City of Ames, Iowa. The City Council may terminate this Agreement prior to December 31, 2021, by giving written notice to the Provider at least sixty (60) days before the effective date of such termination. From and after the effective date of termination, no further disbursement under this Agreement shall be made by the City. Any money disbursed to the Provider and unencumbered or unspent as of the effective date of termination, shall be repaid to the City.

**II: REMAINING TERMS OF AGREEMENT**

The remaining terms of the Agreement shall remain in full force and effect.

IN WITNESS WHEREOF the parties hereto have, by their authorized representatives, set their hand and seal as of the date first above written.

**CITY OF AMES, IOWA**

ATTEST:

BY \_\_\_\_\_  
John Haila, Mayor

\_\_\_\_\_  
Diane Voss, City Clerk

**Octagon Center for the Arts**

BY \_\_\_\_\_  
Authorized Representative

Print Name:

\_\_\_\_\_

**COUNCIL ACTION FORM**

**SUBJECT:** REQUEST FROM AMES TOWN AND GOWN CHAMBER MUSIC ASSOCIATION TO EXTEND 2020 COTA FALL SPECIAL PROJECT GRANT CONTRACT

**BACKGROUND:**

The Commission on the Arts (COTA) provides funding for arts organizations to conduct special projects through two grant processes each year. For the period between July 1 and December 31, 2020, Ames Town and Gown Chamber Music Association was awarded a contract in the amount of \$788 to support an elementary/middle school education outreach event by the Merz Trio.

On September 28, Ames Town and Gown notified City staff that due to the uncertainties related to COVID-19, it was highly possible its outreach event will be postponed into spring 2021. **This revised performance date is after the expiration date listed in each contract, and therefore Ames Town and Gown would forfeit the funding awarded to this project without action from the City Council.**

On October 5, COTA reviewed Ames Town and Gown's request and recommended that the City Council authorize an extension of the contract to allow the funding to be accessed by the organization. An amendment to the contract has been prepared and signed by the organization.

**ALTERNATIVES:**

1. Approve an amendment to Ames Town and Gown Chamber Music Association's Fall 2020 Special Project Grant for the outreach event by the Merz Trio to extend the contract term to June 30, 2021.
2. Do not approve the request and allow the contract to expire on December 31, 2020 without funds being drawn down.

**CITY MANAGER'S RECOMMENDED ACTION:**

Ames Town and Gown has committed to complete this performance prior to June 30. Approving the contract extension allows the organization to access the approved funding. COTA has discussed this situation and recommends the approval of the request.

Therefore, it is the recommendation of the City Manager that the City Council adopt Alternative No. 1 as described above.

**AMENDMENT TO**

**CONTRACT FOR ARTS FUNDING**

THIS AMENDMENT, made and entered into \_\_\_\_\_, 2020, to an Agreement by and between the **CITY OF AMES, IOWA**, a municipal corporation organized and existing pursuant to the laws of the State of Iowa (hereinafter sometimes called "City") and **Ames Town and Gown Chamber Music Association** (hereinafter called "Provider"); for funding of said Provider up to and including **\$788.00**;

WITNESSETHS THAT:

WHEREAS, the City of Ames has, by its City Council acting in open and regular session, and through the Commission on the Arts, entered into an Agreement with the Provider for the purpose of supporting an elementary/middle school education outreach event by the Merz Trio; and

WHEREAS, the duration of the Agreement for these services is from July 1, 2020 through December 31, 2020; and

WHEREAS, Provider has requested an extension of the term of the Agreement due to the COVID-19 pandemic;

NOW, THEREFORE, the parties hereto have agreed and do agree as follows:

**I: AMENDMENT TO DURATION**

Article VI (Duration), of the Agreement is hereby superseded by the following paragraph:

This Agreement shall be in full force and effect from and after July 1, 2020 through June 30, 2021, or, until terminated by resolution of the City Council of the City of Ames, Iowa. The City Council may terminate this Agreement prior to June 30, 2021, by giving written notice to the Provider at least sixty (60) days before the effective date of such termination. From and after the effective date of termination, no further disbursement under this Agreement shall be made by the City. Any money disbursed to the Provider and unencumbered or unspent as of the effective date of termination, shall be repaid to the City.

**II: REMAINING TERMS OF AGREEMENT**

The remaining terms of the Agreement shall remain in full force and effect.

IN WITNESS WHEREOF the parties hereto have, by their authorized representatives, set their hand and seal as of the date first above written.

**CITY OF AMES, IOWA**

ATTEST:

BY \_\_\_\_\_  
John Haila, Mayor

\_\_\_\_\_  
Diane Voss, City Clerk

**Ames Town and Gown Chamber Music Association**

BY \_\_\_\_\_  
Authorized Representative

Print Name:

\_\_\_\_\_

**COUNCIL ACTION FORM**

**SUBJECT: REQUESTS FROM STORY THEATER COMPANY TO EXTEND 2020 COTA FALL SPECIAL PROJECT GRANT CONTRACTS**

**BACKGROUND:**

The Commission on the Arts (COTA) provides funding for arts organizations to conduct special projects through two grant processes each year. For the period between July 1 and December 31, 2020, Story Theater Company was awarded two COTA special project grants:

- \$725 for the production of "Frozen, Jr."
- \$700 for the production of "You're a Good Man, Charlie Brown"

On August 3, Story Theater Company notified City staff that its board of directors had decided to postpone both performances. *Frozen, Jr.* was postponed to spring 2021 and *You're a Good Man, Charlie Brown* was postponed to fall 2021. **Both of these revised performance schedules are after the expiration dates listed in each contract, and therefore Story Theater Company would forfeit the funding awarded to these projects without action from the City Council.**

On September 14, COTA reviewed Story Theater Company's postponements and recommended that the City Council authorize an extension of the contracts to allow the funding to be accessed by the organization. Amendments to the contracts have been prepared and signed by the organization. **In addition, because *You're a Good Man, Charlie Brown* will be postponed to fall 2021, the City Council would need to carry funds over into the next fiscal year.**

**ALTERNATIVES:**

1. A. Approve an amendment to Story Theater Company's Fall 2020 Special Project Grant for the production of *Frozen, Jr.* to extend the contract term to June 30, 2021.  
  
B. Approve an amendment to Story Theater Company's Fall 2020 Special Project Grant for the production of *You're a Good Man, Charlie Brown* to extend the contract term to December 31, 2021.  
  
C. Direct staff to prepare a carryover of \$700 in funding from FY 2020/21 into FY 2021/22 for the production of *You're a Good Man, Charlie Brown*.
2. Do not approve the request and allow the contracts to expire on December 31, 2020 without funds being drawn down.

**CITY MANAGER'S RECOMMENDED ACTION:**

Story Theater Company has committed to produce these shows next calendar year. Approving the contract extensions and carryover allows the organization to access the approved funding. COTA has discussed this situation and supports the approval of the request.

Therefore, it is the recommendation of the City Manager that the City Council adopt Alternative No. 1 as described above.



**AMENDMENT TO**

**CONTRACT FOR ARTS FUNDING**

THIS AGREEMENT, made and entered into \_\_\_\_\_, 2020, by and between the **CITY OF AMES, IOWA**, a municipal corporation organized and existing pursuant to the laws of the State of Iowa (hereinafter sometimes called "City") and **Story Theater Company** (hereinafter called "Provider"); for funding of said Provider up to and including **\$725.00**;

WITNESSETHS THAT:

WHEREAS, the City of Ames has, by its City Council acting in open and regular session, and through the Commission on the Arts, entered into an Agreement with the Provider for the purpose of hosting performances of "Frozen, Jr." at the Ames City Auditorium; and

WHEREAS, the duration of the Agreement for these services is from July 1, 2020 through December 31, 2020; and

WHEREAS, Provider has requested an extension of the term of the Agreement due to the COVID-19 pandemic;

NOW, THEREFORE, the parties hereto have agreed and do agree as follows:

**I: AMENDMENT TO DURATION**

Article VI (Duration), of the Agreement is hereby superseded by the following paragraph:

This Agreement shall be in full force and effect from and after July 1, 2020 through July 31, 2021, or, until terminated by resolution of the City Council of the City of Ames, Iowa. The City Council may terminate this Agreement prior to July 31, 2021, by giving written notice to the Provider at least sixty (60) days before the effective date of such termination. From and after the effective date of termination, no further disbursement under this Agreement shall be made by the City. Any money disbursed to the Provider and unencumbered or unspent as of the effective date of termination, shall be repaid to the City.

**II: REMAINING TERMS OF AGREEMENT**

The remaining terms of the Agreement shall remain in full force and effect.

IN WITNESS WHEREOF the parties hereto have, by their authorized representatives, set their hand and seal as of the date first above written.

**CITY OF AMES, IOWA**

ATTEST:

BY \_\_\_\_\_  
John Haila, Mayor

\_\_\_\_\_  
Diane Voss, City Clerk

**Story Theater Company**

BY \_\_\_\_\_  
Authorized Representative

Print Name:

\_\_\_\_\_

**AMENDMENT TO**

**CONTRACT FOR ARTS FUNDING**

THIS AMENDMENT, made and entered into \_\_\_\_\_, 2020, to an Agreement by and between the **CITY OF AMES, IOWA**, a municipal corporation organized and existing pursuant to the laws of the State of Iowa (hereinafter sometimes called "City") and **Story Theater Company** (hereinafter called "Provider"); for funding of said Provider up to and including **\$700.00**;

WITNESSETHS THAT:

WHEREAS, the City of Ames has, by its City Council acting in open and regular session, and through the Commission on the Arts, entered into an Agreement with the Provider for the purpose of hiring a Music Director and a Choreographer for the fall black box production, "You're a Good Man Charlie Brown;" and

WHEREAS, the duration of the Agreement for these services is from July 1, 2020 through December 31, 2020; and

WHEREAS, Provider has requested an extension of the term of the Agreement due to the COVID-19 pandemic;

NOW, THEREFORE, the parties hereto have agreed and do agree as follows:

**I: AMENDMENT TO DURATION**

Article VI (Duration), of the Agreement is hereby superseded by the following paragraph:

This Agreement shall be in full force and effect from and after July 1, 2020 through December 31, 2021, or, until terminated by resolution of the City Council of the City of Ames, Iowa. The City Council may terminate this Agreement prior to December 31, 2021, by giving written notice to the Provider at least sixty (60) days before the effective date of such termination. From and after the effective date of termination, no further disbursement under this Agreement shall be made by the City. Any money disbursed to the Provider and unencumbered or unspent as of the effective date of termination, shall be repaid to the City.

**II: REMAINING TERMS OF AGREEMENT**

The remaining terms of the Agreement shall remain in full force and effect.

IN WITNESS WHEREOF the parties hereto have, by their authorized representatives, set their hand and seal as of the date first above written.

**CITY OF AMES, IOWA**

ATTEST:

BY \_\_\_\_\_  
John Haila, Mayor

\_\_\_\_\_  
Diane Voss, City Clerk

**Story Theater Company**

BY \_\_\_\_\_  
Authorized Representative

Print Name:

\_\_\_\_\_

# MEMO

## Legal Department

### Item No. 16

**To:** Mayor Haila, Ames City Council

**From:** Mark O. Lambert, City Attorney

**Date:** October 8, 2020

**Subject:** Conflict waiver for Ahlers & Cooney Law Firm

The Ames Community School District (ACSD) initiated discussions with the City of Ames Parks & Recreation Department regarding a cost-sharing agreement to light the shared-use path from the Furman Aquatic Center to the high school.

The ACSD uses the Ahlers & Cooney law firm in Des Moines as the district's legal counsel. Ahlers also does some legal work for the City of Ames on unrelated matters (labor law issues). Likewise, Ahlers & Cooney serves as bond counsel to Iowa State University, and the property at issue is leased by the City from ISU, requiring ISU's involvement.

In order for the Ahlers attorneys to have discussions with the Ames City Attorney's Office on this matter, lawyer ethics rules require that a conflict-of-interest waiver be signed, acknowledging that Ahlers represents all three parties on very separate issues, and that the City sees no conflict with Ahlers representing the ACSD on this matter with the City of Ames on the other side.

To be clear, the Ames City Attorney's office will represent the City; Board of Regents counsel will represent ISU, and Ahlers will represent ACSD as we discuss this matter.

I recommend the Council approve the conflict-of-interest waiver.

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**Ahlers & Cooney, P.C.**  
*Attorneys at Law*

100 Court Avenue, Suite 600  
Des Moines, Iowa 50309-2231

**Phone:** 515-243-7611

**Fax:** 515-243-2149

**[www.ahlerslaw.com](http://www.ahlerslaw.com)**

James R. Wainwright  
515.246.0319

[jwainwright@ahlerslaw.com](mailto:jwainwright@ahlerslaw.com)

October 6, 2020

***Via Email To:***

Christine Stensland, CPA  
Chief Financial Officer  
Ames Community School District  
[chris.stensland@ames.k12.ia.us](mailto:chris.stensland@ames.k12.ia.us)

Aimee Claeys, Board Counsel  
Board of Regents  
[aimee.claeys@iowaregents.edu](mailto:aimee.claeys@iowaregents.edu)

Mr. Mark Lambert  
City Attorney  
City of Ames  
Mark Lambert  
[mark.lambert@cityofames.org](mailto:mark.lambert@cityofames.org)

**RE: Request for Conflict Waiver**

Dear Ms. Stensland, Ms. Claeys, and Mr. Lambert:

Ahlers & Cooney, P.C. (“Ahlers”) represents the Ames Community School District (the “District”) as general counsel and bond counsel. Ahlers represents the City of Ames (the “City”) on specific labor and employment matters. Ahlers represents the Board of Regents as bond counsel and as special litigation counsel on certain matters.

We understand that the District and the City are contemplating sharing the costs associated with the installation of lighting on a pedestrian path between the Furman Aquatic Center and Ames High School (the “Project”). The District has asked our Firm to represent it in negotiating an agreement with the City regarding the Project. We understand the City will be represented by the City Attorney’s office and will not rely on our Firm for any legal advice or representation regarding the Project.

We further understand that the City and the Board of Regents are parties to a September 1, 2007 Lease Agreement regarding the use of certain property as a public park/open space, recreation sport fields, cross country course, and outdoor aquatic center.<sup>1</sup> The Project involves the installation of lighting along a pedestrian path through the leased property connecting the existing path south of the Ames High School to the north side of 13<sup>th</sup> Street.

Since the District, the City, and the Board of Regents are each current clients of our Firm, any work that we perform for the District on this project will create a concurrent conflict of interest. A concurrent conflict of interest exists if (1) the representation of one client will be directly adverse to another client; or (2) there is a significant risk that the representation of one or more clients will be materially limited by the lawyer’s responsibilities to another client, a former

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<sup>1</sup> A copy of the Lease Agreement is attached.

client, or a third person or by a personal interest of the lawyer. Here, our Firm's representation of the District regarding the Project will be directly adverse to the City and (potentially) the Board of Regents.

Notwithstanding the existence of a concurrent conflict of interest, a lawyer may represent a client if (1) the lawyer reasonably believes that the lawyer will be able to provide competent and diligent representation to each affected client; (2) the representation is not prohibited by law; (3) the representation does not involve the assertion of a claim by one client against another represented by the lawyer in the same litigation or other proceeding before a tribunal; and (4) each affected client gives informed consent, confirmed in writing.

Here, we believe that our Firm will provide competent and diligent representation to each client. Ron Peeler and I will be primarily responsible for representing the District with respect to the Project. Our partner, Aaron Hilligas, represents the City on specific labor and employment matters. Our partner, John Bunz, represents the Board of Regents as bond counsel and our partner, Andrew Tice, represents the Board of Regents in certain litigated matters. Mr. Hilligas, Mr. Bunz, and Mr. Tice will not have any involvement with the Project. Mr. Peeler and I will not have any involvement with their representation of either the City or the Board of Regents regarding the Project.

These concurrent representations are neither prohibited by law nor do they involve the assertion of a claim by one client against another represented by the lawyer in the same litigation or other proceeding before a tribunal. Accordingly, if all parties give informed consent, confirmed in writing, then our Firm may represent each client in the above referenced capacities. If, however, any party declines to provide their informed consent, confirmed in writing, then we may not represent the District regarding the Project. Accordingly, our Firm requests consent from the District, the City, and the Board of Regents to represent the District regarding the Project.

In the event any dispute should arise between the District, the City, and the Board of Regents concerning the Project, we will decline to advise any party with respect to such dispute(s). Should an issue arise for which the District, the City, and the Board of Regents cannot reach agreement on their own, we would need to withdraw from further representation of the District with respect to the Project.

Please be aware that the Rules of Professional Conduct require that we represent all our clients with diligence and that we protect and maintain their confidences. Accordingly, we will not disclose or use any confidential information that we may have acquired about the City in our prior or ongoing representation of the City to the District or the Board of Regents. Similarly, we will not disclose or use any confidential information that we have acquired about the District as a result of our representation of the District to the City or the Board of Regents. Finally, we will not disclose or use any confidential information that we have acquired about the Board of Regents as a result of our representation of the Board of Regents to the City or the District. This conflict waiver merely allows us to represent the District regarding the Project. Although the District, the City, and the Board of Regents are not required to do so, we recommend that they

October 6, 2020

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each seek the advice of a lawyer outside of our Firm if they have any questions or concerns about whether they should sign this conflict waiver.

We do not believe that our obligations of loyalty and confidentiality to the District, the City, and the Board of Regents will impair our ability to represent the District regarding the Project or to represent the City in other unrelated matters including, but not limited to, labor and employment matters, or to represent the Board of Regents as bond counsel or in other, unrelated litigated matters. We believe our Firm will continue to provide competent and diligent representation to each client. Although we are asking the District, the City, and the Board of Regents to waive this conflict of interest so that we can represent the District regarding the Project, none of the parties are obligated to do so.

We are pleased to answer any further questions that you may have about this matter. Please present this request to your respective governing bodies for their consideration and respond to this request by either signing and returning this waiver letter or informing us that the District, or the City, or the Board of Regents declines to waive this conflict of interest.

Sincerely,

AHLERS & COONEY, P.C.

By *Jim Wainwright*

James R. Wainwright

cc: Paula DeAngelo  
Iowa State University  
[deangelo@iastate.edu](mailto:deangelo@iastate.edu)

Aaron J. Hilligas  
John Bunz  
Andrew Tice  
Ron Peeler



October 6, 2020

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**The Board of Directors of the Ames Community School District hereby waives and consents to any actual, potential, or perceived conflict of interest associated with Ahlers & Cooney, P.C.'s representation of the City of Ames in its capacity as labor and employment counsel for the City and in its capacity as bond counsel for the Board of Regents.**

**Dated this \_\_\_\_\_ day of \_\_\_\_\_, 2020.**

**Ames Community School District:**

**By: \_\_\_\_\_  
Superintendent**

October 6, 2020

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**The City Council of the City of Ames hereby waives and consents to any actual, potential, or perceived conflict of interest associated with Ahlers & Cooney, P.C.'s representation of the Ames Community School District in the above referenced matter.**

**Dated this \_\_\_\_\_ day of \_\_\_\_\_, 2020.**

**City Council of the City of Ames:**

**By: \_\_\_\_\_**  
**Mayor**

October 6, 2020

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**The Board of Regents/Iowa State University hereby waives and consents to any actual, potential, or perceived conflict of interest associated with Ahlers & Cooney, P.C.'s representation of representation of the Ames Community School District in the above referenced matter.**

**Dated this \_\_\_\_ day of \_\_\_\_\_, 2020.**

**Board of Regents/Iowa State University:**

**By: \_\_\_\_\_**

01777098-1\10164-000

**COUNCIL ACTION FORM**

**SUBJECT:** ENCROACHMENT PERMIT FOR A SIGN AT 316 MAIN STREET

**BACKGROUND:**

The tenant in the building at 316 Main Street, Whiskey River on Main, is seeking approval for an encroachment permit that would allow a sign and six lights to hang into the public way. The proposed sign is a projecting sign mounted to the north façade of the building along with six light fixtures. They will extend approximately 32 inches over the sidewalk, but not affect use of the sidewalk.

The sign permit application for the proposed sign has been reviewed by the Inspections Division and complies with all regulations regarding signage. The sign permit application is pending approval contingent on the approval of the encroachment permit.

Chapter 22.3(3) of the Ames Municipal Code requires approval of the Encroachment Permit Application by the Ames City Council before the permit can be issued. By signing the agreement, the owner and tenant agree to hold harmless the City of Ames against any loss or liability as a result of the encroachment, to submit a certificate of liability insurance which protects the City in case of an accident, and to pay the fee for the encroachment permit. The owner and tenant also understand that this approval may be revoked at any time by the City Council. The fee for this permit was calculated at \$32.00, and the full amount has been received by the City Clerk's Office along with the certificate of liability insurance.

**ALTERNATIVES:**

1. Approve the Encroachment Permit at 316 Main Street
2. Deny the request

**CITY MANAGER'S RECOMMENDED ACTION:**

The requested encroachment permit has been reviewed by staff and is in compliance with the City's regulations regarding signs and encroachments.

Therefore, it is the recommendation of the City Manager that the City Council adopt Alternative No. 1, thereby granting the encroachment permit for this sign.



## ENCROACHMENT PERMIT APPLICATION

An Encroachment Permit approved by the Ames City Council is required for anything of a "fixed character" which is "upon, over or under" the surface of any "street, alley, or sidewalk."

Applicant is: ☒ Property Owner ☐ Tenant ☐ Contractor

Applicant Name Joe Romare

Address of Encroachment 316 Main Street

City Ames State Iowa Zip Code 50010

Type of Encroachment: Sign & Lights (6)

(If the encroachment is a sign, please apply for a sign permit through the Inspections Division.)

Total Square Feet of the Area to Encroach: 32 SF

(See attached submittal guidelines.)

Property Owner Name For The Kids V

Mailing Address 2115 SW White Birch Drive

City Ankeny State Iowa Zip Code 50023

Daytime Phone \_\_\_\_\_ Cell Phone 515-250-6928

E-mail: joe@whiskeyriveronmain.com

These items must be submitted with your application prior to approval of the permit:

☐ An Encroachment Permit Agreement approved as to form by the City Attorney and signed by the owner of the building where the encroachment will occur (obtained from the City Clerk's Office).

☒ A sketch of the encroaching item (i.e., sign, canopy, awning, etc.) drawn to scale.

☒ A sketch showing the placement of the encroaching item on the property.

☒ An insurance certificate with comprehensive general liability coverage in an amount of not less than \$500,000 combined single limit naming the City of Ames as an additional insured on the policy. Said certificate must be accompanied with a copy of Endorsement CG 2013.

☐ A fee to be determined by the City's Building Official. The fee is \$1.00 per square foot of the encroachment or a minimum of \$25.00.

Applicant's Signature \_\_\_\_\_

Date 9-17-20

Property Owner's Signature \_\_\_\_\_

Date 9-17-20

Submit your completed permit application to: [efane.voss@cityofames.org](mailto:efane.voss@cityofames.org)  
City of Ames  
City Clerk's Office  
PO Box 811  
Ames, IA 50010

### For Office Use Only

#### Documents Received

Date: 9-28-20  
☒ Completed Application  
☒ Certificate of Inspections  
sent to PW, P&H, Building  
Official on 9-29-20  
☐ Review by DRC needed?

#### Fees

Fee Amount \_\_\_\_\_  
Date Fee Paid \_\_\_\_\_

#### Insurance

☒ Received 9-29-20  
☒ Approved 9-29-20

#### Agreement

☒ Two originals prepared 9-29-20  
☐ Signed agreements returned

#### CC Meeting Date

☐ Added to agenda  
☐ CAF prepared on T Drive

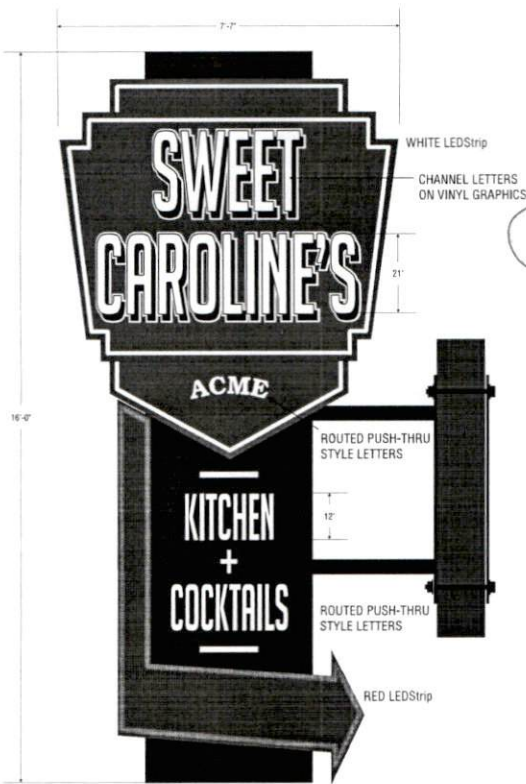
#### Follow Up

☐ Application approved  
☐ Agreement signed by Mayor  
☐ Letter prepared and sent to applicant  
☐ Clerk's copy of Agreement sent to Recorder  
☐ Add to FMS with insurance expiration date

#### Notes

Fee = \$ 32.00

SCALE - 1/4" = 1'-0"



DESIGN TYPE	
<input type="checkbox"/> INTERIOR	<input type="checkbox"/> EXTERIOR
<input type="checkbox"/> NEON DISPLAYS	<input type="checkbox"/> CHANNEL LETTERS
<input type="checkbox"/> NONILLUM SIGNAGE	<input type="checkbox"/> REV CHANNEL LETTERS
<input type="checkbox"/> DUAL POLE SIGN	<input type="checkbox"/> SINGLE POLE SIGN
<input type="checkbox"/> MONUMENT SIGN	<input type="checkbox"/> DIRECTIONAL
<input type="checkbox"/> CHANGEABLE READER BOARD E.L.E. DISPLAYS	

PROJECT TYPE	
<input type="checkbox"/> NEW CONSTRUCTION	
<input type="checkbox"/> REMODELING	
<input type="checkbox"/> TENANT CHANGES	
<input type="checkbox"/> LANDLORD IMPROVEMENTS	
<input type="checkbox"/> CORPORATE CHANGES	
<input type="checkbox"/> AMENDMENTS TO EXISTING SIGNAGE	

This sign is intended to be installed in accordance with the requirements of Article 600 of the National Electric Code and/or other applicable local codes. This includes proper grounding and bonding of the sign.

#### NOTICE:

ALL GRAPHIC REPRODUCTIONS ARE SUBJECT TO APPROVAL OF AUTHORIZED CLIENT. ALL OF APPROVAL BY THE UNDERSIGNED IS DATED PRIOR TO ANY FABRICATION OF PRODUCT. THE CITY SIGN COMPANY HOLDS ALL AGREEMENTS FINAL AND TO CLIENT APPROVAL.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
 Sales Rep: \_\_\_\_\_ Date: \_\_\_\_\_



DRAWING NO.	10661
SALESPERSON:	Jeff Benson
DRAWN BY:	George Cox
Scale: As Noted.	INSPECTED BY:
Date: 07.15.20	
Revised:	



# MILLENNIUM LIGHTING

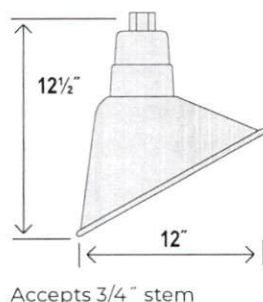
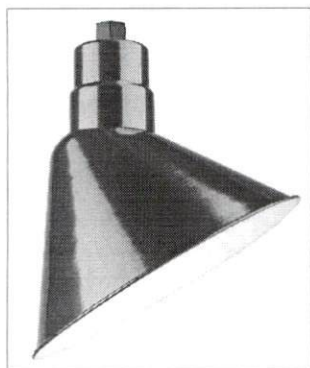
L15  
QTY: 6 EA  
#: RAS12

Millennium Lighting  
www.millenniumlighting.com

## RAS12 - R SERIES 12" ANGLE SHADE

This item can be converted to a pendant or wall scone with purchase of separate compatible downrod or goose neck. Please see compatible downrods and arms below:

- Compatible downrods: RS1, RS2, and RS3
- Compatible with arms: RGN10, RGN12, RGN13, RGN15, RGN22, RGN23, RGN24, RGN30, and RGN41
- Compatible with wire guard: RWG12



### Dimensions

Width	12"
Height	12 1/2"
Wire	100"

### Finish & Material

Finishes	ABR - Architectural Bronze BP - Black Porcelain GA - Galvanized GY - Gray NB - Navy Blue NC - Natural Copper SB - Satin Black SFP - Sea Foam Porcelain SG - Satin Green SR - Satin Red WH - White WP - White Porcelain
Material	Metal

### Wattage

Bulbs	1-Medium A21
Watts per Bulb	200W
Voltage	120V
Bulbs Included	No

### Certification

UL Listed	Wet Location
-----------	--------------

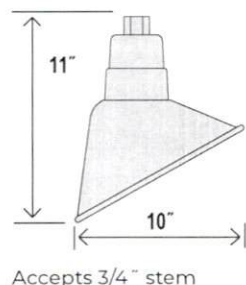
### Item Number

SKU	RAS12
-----	-------

## RAS10 - R SERIES 10" ANGLE SHADE

This item can be converted to a pendant or wall scone with purchase of separate compatible downrod or goose neck. Please see compatible downrods and goose neck below:

- Compatible downrods: RS1, RS2, and RS3
- Compatible with arms: RGN10, RGN12, RGN13, RGN15, RGN22, RGN23, RGN24, RGN30, and RGN41
- Compatible with wire guard: RWG10



### Dimensions

Width	10"
Height	11"
Wire	100"

### Finish & Material

Finishes	ABR - Architectural Bronze BP - Black Porcelain GA - Galvanized GY - Gray NB - Navy Blue NC - Natural Copper SB - Satin Black SFP - Sea Foam Porcelain SG - Satin Green SR - Satin Red WH - White WP - White Porcelain
Material	Metal

### Wattage

Bulbs	1-Medium A21
Watts per Bulb	200W
Voltage	120V
Bulbs Included	No

### Certification

UL Listed	Wet Location
-----------	--------------

### Item Number

SKU	RAS10
-----	-------

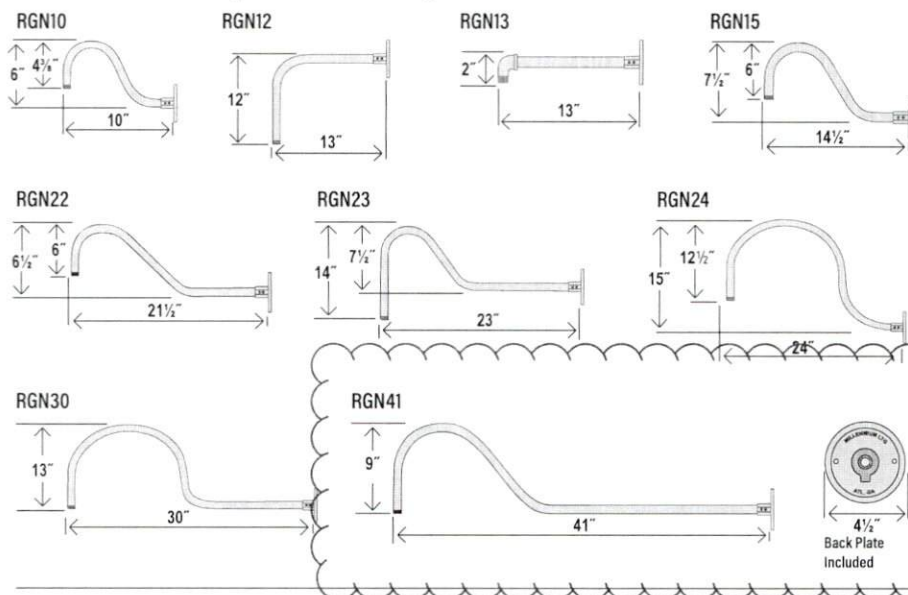
**Note:** All finishes on outdoor lighting must be properly maintained and treated. Therefore, we suggest cleaning with a regular application of finish preserving & renewing products such as Rejuvenate.

## R SERIES

*"Making the Desirable Affordable"*

## R SERIES OPTIONS

### GOOSE NECKS - (WALL MOUNT)

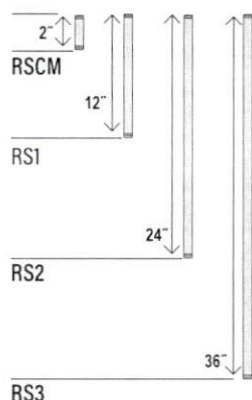


ID: 3/4"

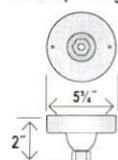
#### FINISHES

ABR - Architectural Bronze  
AL - Aluminum  
ASB - Aluminum Painted Satin Black  
BP - Black Porcelain  
GA - Galvanized  
GY - Gray  
NB - Navy Blue  
NC - Natural Copper  
SB - Satin Black  
SFP - Sea Foam Porcelain  
SG - Satin Green  
SR - Satin Red  
WH - White  
WP - White Porcelain

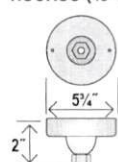
### STEMS AND CANOPY KITS - (CEILING MOUNT)



RSCK (25° Angle)



RSCKSS (45° Angle)



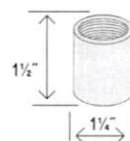
ID: 3/4"

#### FINISHES

ABR - Architectural Bronze  
CP - Copper  
GA - Galvanized  
GY - Gray  
NB - Navy Blue  
SB - Satin Black  
SG - Satin Green  
SR - Satin Red  
WH - White

### STEM CONNECTORS

RC



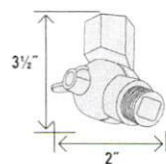
Accepts 3/4" stem

#### FINISHES

ABR - Architectural Bronze  
AL - Aluminum  
CP - Copper  
GA - Galvanized  
GY - Gray  
NB - Navy Blue  
SB - Satin Black  
SG - Satin Green  
SR - Satin Red  
WH - White

### WALL MOUNT SWIVELS

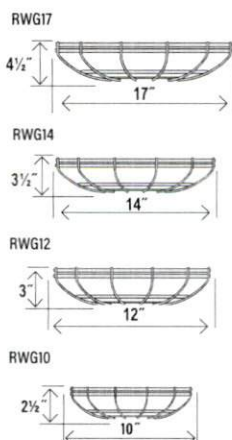
RSW



#### FINISHES

ABR - Architectural Bronze  
CP - Copper  
GA - Galvanized  
SB - Satin Black  
SG - Satin Green  
SR - Satin Red  
WH - White

### WIRE GUARDS



#### FINISHES

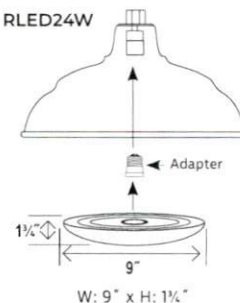
ABR - Architectural Bronze  
GA - Galvanized  
GY - Gray  
NB - Navy Blue  
SB - Satin Black  
SG - Satin Green  
SR - Satin Red  
WH - White

### LED MODULE

#### RLED24W

This accessory is only compatible for the Warehouse Shade (i.e. RWHS14 & RWHS17).

#### RLED24W



1920 Lumens  
3000K  
CRI 90  
Dimmable

# R SERIES

"Making the Desirable Affordable"



**COUNCIL ACTION FORM**

**SUBJECT:** RESOLUTION SETTING NOVEMBER 24, 2020 AS DATE OF PUBLIC HEARING FOR PROPOSED CHANGES TO EAST UNIVERSITY IMPACTED URBAN REVITALIZATION AREA AND PLAN

**BACKGROUND:**

On August 21, 2020, the City Council received an overview of Ames' Urban Revitalization Program and directed a change to the boundary of the East University Impacted Urban Revitalization Area in order to rectify an error that was recently discovered. The property at 313 Lynn Avenue was approved for tax abatement in 2018 but is not located within the boundaries of the East University Impacted Urban Revitalization Area. City Council directed staff to modify the boundaries to include the single lot at 313 Lynn Avenue.

In addition to the discussion of the boundaries of the URA, on September 22, 2020, the City Council received additional detail regarding potential projects that could be impacted by changes to eligibility criteria within the East University Impacted Urban Revitalization Area. City Council directed staff to prepare changes to eligibility criteria for both new construction of Greek houses and to create a sunset date for the URA for all Greek houses. Amendments to the Plan will include setting an expiration date of April 1, 2024 for the entire URA and to limit the eligibility of new construction to those projects approved for demolition prior to January 1, 2021.

Setting a public hearing date is the first step in moving these items forward for formal consideration and noticing.

**ALTERNATIVES:**

1. Set November 24, 2020 as the date of public hearing to consider proposed changes to the East University Impacted Area Urban Revitalization Area and Plan.
2. Do not set a date of public hearing for changes to the Area and Plan.
3. Refer this item back to City staff for additional information.

**CITY MANAGER'S RECOMMENDED ACTION:**

Prior direction of the City Council included proposed changes for the East University Impacted Urban Revitalization Area and Plan. Setting the public hearing date is the first step in moving these changes forward for formal consideration. Once the public hearing date is established, staff will proceed with the required (and directed) noticing.

Therefore, it is the recommendation of the City Manager that the City Council accept Alternative #1, setting a date for the public hearing.

**COUNCIL ACTION FORM**

**SUBJECT:**        **AMENDMENTS TO THE 28E AGREEMENT FOR ASSET  
ADMINISTRATIVE SERVICES**

**BACKGROUND:**

A 28E agreement outlines the funding arrangement for administrative services between the four ASSET Funders (City of Ames, Iowa State University Student Government, Story County, and United Way of Story County). This Agreement was most recently revised in June 2016. The withdrawal of Central Iowa Community Services Mental Health Region from the ASSET process in June 2020 prompted a review of the Agreement. The following revisions are proposed to take place:

- Remove Central Iowa Community Services (CICS) as a Joint Funder
- Update termination language
- Update effective date and duration sections
- Add new sections addressing:
  - Governing laws
  - Amendments
  - Previous agreements

The revised agreement was drafted by the City Attorney's Office and reviewed by the Story County Attorney's Office. The agreement will become effective once it is approved by all four funders and filed with the Iowa Secretary of State.

**ALTERNATIVES:**

1. Approve the revised ASSET 28E agreement as described above.
2. Do not approve the revised 28E Agreement for ASSET Administrative Services.

**CITY MANAGER'S RECOMMENDED ACTION:**

The administrative services provide support to the ASSET Board, Administrative Team, and any sub-committees to conduct the business of ASSET. The 28E Agreement for these services sets forth the contractual terms of the four ASSET Joint Funders. This agreement must be updated to reflect the withdrawal of CICS as a Joint Funder and to address other minor revisions.

Therefore, it is the recommendation of the City Manager that the City Council adopt Alternative No. 1, thereby approving the amended ASSET 28E agreement for Administrative Services.

AMENDED INTERGOVERNMENTAL / AGENCY AGREEMENT  
TO FUND ADMINISTRATIVE SERVICES  
FOR THE ASSET PROCESS

THIS AGREEMENT is made and entered into the \_\_\_\_ day of \_\_\_\_\_, 2020, pursuant to Iowa Code Chapter 28E, by and between Story County, Iowa (hereinafter referred to as County); the City of Ames, Iowa (hereinafter referred to as Ames); United Way of Story County (hereinafter referred to as United Way); and the Iowa State University Student Government (hereinafter referred to as ISU Student Government), as indicated by the list and signatures appearing at the end of this agreement. All signing are parties to this agreement (hereinafter referred to as the ASSET Board and/or Joint Funders).

I. AUTHORITY

The parties enter into this Agreement under and by virtue of the powers granted by Chapter 28E, Code of Iowa, 2020.

II. PURPOSE

The purpose of this agreement is to fund a contract for administrative services to support the ASSET Board and its sub-committees to conduct the business of the ASSET Board.

III. ENTITY ESTABLISHED

No separate entity is established.

IV. ADMINISTRATION

This agreement shall be administered by the contracting party and the signing members of the ASSET Board. The administrative services provided for by this agreement shall be administered by and provided by United Way of Story County on a contract basis.

V. FINANCING

Each ASSET Board signing member shall contribute equally to the contract to fund the yearly expense for administrative services.

VI. INDEMNIFICATION

Each ASSET Board signing member shall be responsible to the others only for the

amount of their agreed to share of the yearly contract for administrative services undertaken pursuant to the provision of this agreement.

VII. EFFECTIVE DATE AND DURATION OF THE AGREEMENT

As required by Iowa law, this Agreement will be filed with the Secretary of the State of Iowa and shall be recorded in the office of the Story County Recorder. This Agreement shall be effective from and after the date on which recording is complete. This Agreement will continue in effect until terminated by the ASSET Board.

VIII. TERMINATION

An ASSET Board signing member may withdraw its participation in the Intergovernmental/Agency Agreement to Fund Administrative Services for the ASSET Process on written notice to the other ASSET Board signing members. Written notice shall be given no later than July 1 of any given year and termination will be effective June 30 of the following year. A shorter notice period may be granted upon agreement of the other ASSET Board signing members though the date of termination shall remain June 30 of the given fiscal year; the other ASSET Board signing members will not unreasonably withhold their agreement to a shorter notice period. Each ASSET Board signing member shall remain liable for its pro rata share of expenses until withdrawal takes effect.

Upon withdrawal of an ASSET Board signing member, the remaining ASSET Board signing members shall be responsible for equally contributing to the contract to fund the yearly expense for administrative services. A new or amended intergovernmental/agency funding agreement shall be filed with the Iowa Secretary of State as soon as is practicable upon the withdrawal of any ASSET Board signing member.

IX. GOVERNING LAW

This Agreement shall be governed by and interpreted under the laws of the State of Iowa.

X. AMENDMENTS

This Agreement may be amended at any time by an affirmative vote of the ASSET Board. Any ASSET Board signing member desiring an amendment to this Agreement shall notify the other ASSET Board signing members of its desire, and the reasons for the request.

Such a request shall be in writing to the other ASSET Board signing members and shall be considered by the other ASSET Board signing members without unreasonable delay and within no more than ninety (90) days of receipt.

XI. SUPERSEDES PREVIOUS AGREEMENTS

This Agreement supersedes any and all prior Intergovernmental/Agency Agreements to Fund Administrative Services for the Asset Process.

*Remainder of page intentionally left blank.*

IN WITNESS WHEREOF, the parties have caused this Agreement to be executed as of the days and dates set forth below.

**STORY COUNTY, IOWA**

\_\_\_\_\_  
Linda Murken, Chairperson, Story  
County Board of Supervisors

Date \_\_\_\_\_

Attest:

\_\_\_\_\_  
Story County Auditor

**CITY OF AMES, IOWA**

\_\_\_\_\_  
John A. Haila, Mayor

Date \_\_\_\_\_

Attest:

\_\_\_\_\_  
City Clerk

**UNITED WAY OF STORY COUNTY**

\_\_\_\_\_  
Director

Date \_\_\_\_\_

Attest:

\_\_\_\_\_  
Executive Secretary

**IOWA STATE UNIVERSITY  
STUDENT GOVERNMENT**

\_\_\_\_\_  
President

Date \_\_\_\_\_

Attest:

\_\_\_\_\_  
Secretary

**COUNCIL ACTION FORM**

**SUBJECT: INTERGOVERNMENTAL AGREEMENT FOR POLICE ENFORCEMENT OF TOBACCO, ALTERNATIVE NICOTINE AND VAPOR PRODUCTS REGULATIONS**

**BACKGROUND:**

The Police Department is requesting permission to renew a 28E intergovernmental agreement with the Iowa Alcoholic Beverages Division for enforcement of tobacco, alternative nicotine, and vapor product laws. This agreement provides that the Alcoholic Beverages Division will pay the City of Ames \$75 for each compliance check conducted by the Police Department.

The Police Department will use this funding to continue compliance checks with local retailers related to underage tobacco and alternative nicotine and vapor products enforcement activities.

**No matching funds are required with this grant.**

**ALTERNATIVES:**

1. Approve the renewal of the 28E Agreement for Tobacco, Alternative Nicotine and Vapor Product Enforcement between the Police Department and the Iowa Alcoholic Beverages Division.
2. Do not approve the renewal of the 28E Agreement for Tobacco, Alternative Nicotine and Vapor Products Enforcement between the Police Department and the Iowa Alcoholic Beverages Division.

**CITY MANAGER'S RECOMMENDED ACTION:**

This state grant provides an outside source of funding to facilitate tobacco, alternative nicotine, and vapor products regulations compliance within the community.

It is the recommendation of the City Manager that the City Council approve Alternative #1 authorizing the 28E intergovernmental agreement between the Police Department and the Alcoholic Beverages Division.

**COUNCIL ACTION FORM**

**SUBJECT: REQUEST TO SPONSOR SYMPOSIUM ON BUILDING INCLUSIVE ORGANIZATIONS**

**BACKGROUND:**

As cities across the country continue to see and be impacted by incidents of racism, vandalism, and violence against humanity, in particular to persons from various ethnic groups and religious sects, we know that Ames/Story County has not been immune from these types of issues or situations. Our community has been fortunate to have peaceful demonstrations occur rather than violent riots. Therefore, the City of Ames, the Ames Human Relations Commission (AHRC), the Ames Chamber of Commerce, and the Iowa State University Office of Diversity, Equity and Inclusion desire to continue partnering to host the **third** "Symposium on Building Inclusive Organizations" event to educate, raise awareness, and provide tools and resources for the leaders and organizations in our community. The first two events were deemed a major success with over approximately 250 participants from the community.

This year's event will be held virtually via Zoom over two half days on November 12<sup>th</sup> from 1:00-5:00pm and November 13<sup>th</sup> 8:00am-Noon. The preliminary budget for the event is approximately \$16,500.

Each primary partner is being asked to contribute \$2,500 towards the cost of hosting the event which will help cover Speaker Fees, Virtual Events Coordination, Event Sponsor Recognition, and Marketing & Promotion. A general attendance registration fee in the amount of \$45 will be required along with the opportunity for other sponsorship levels at \$1,000 and \$500. The \$2,500 contribution will include 15 tickets for each contributing organization.

**ALTERNATIVES:**

1. The City Council can authorize the expenditure of \$2,500 (\$1,500 Council Contingency and \$1,000 AHRC budget allocation) in support of the 2020 Symposium on Building Inclusive Organizations event in partnership with the Ames Chamber of Commerce, and the Iowa State University Office of Diversity, Equity and Inclusion.
2. The City Council can choose to not provide for a \$2,500 sponsorship (\$1,500 Council Contingency and \$1,000 AHRC budget allocation) in support of the 2020



Symposium on Building Inclusive Organizations event in partnership with the Ames Chamber of Commerce, and the Iowa State University Office of Diversity, Equity and Inclusion.

**CITY MANAGER'S RECOMMENDED ACTION:**

Continued financial support for this event gives the City an opportunity to educate, dialogue, and partner with other groups and organizations around these important topics for our community.

Therefore, it is the recommendation of the City Manager that the City Council adopt Alternative No. 1, thereby authorizing the expenditure of \$2,500 in support of the Symposium on Building Inclusive Organizations event from the sources identified above.

**COUNCIL ACTION FORM**

**SUBJECT: 2020/21 ARTERIAL STREET PAVEMENT IMPROVEMENTS (E 13TH STREET) PROFESSIONAL SERVICES AGREEMENT**

**BACKGROUND:**

In September 2020, staff initiated a Request for Proposals process for the 2020/21 Arterial Street Pavement Improvement program. The professional services will provide the City with the design and development of plans and specifications for the reconstruction of East 13<sup>th</sup> Street from Duff Avenue to Meadowlane Avenue. This project will also include improvements to water, storm, and sanitary utilities.

The evaluation scores of that qualification-based selection process are as follows:

Firm	Qualifications Based Score	Qualifications Based Rank	Fee	Final Rank
WHKS	83	1	\$143,800	1
CDA	78	3	\$138,000	2
HRGreen	79.8	2	\$177,000	3
Stanley	77	4	\$197,000	4
CGA	72.5	5	\$200,000	5

Proposals for this work were received from five engineering firms on September 14, 2020. The proposals were evaluated on their qualifications according to the following criteria: Project Understanding, Design Team/Key Personnel, Previous Experience, Project Approach, Responsiveness, Ability to perform work, Proposed project design/letting schedule, and Estimated Contract Cost for engineering services

**After weighing the qualifications and estimated fees for these five firms, staff has negotiated a contract with WHKS of Ames, Iowa.** WHKS scored highest based on qualifications and had the second lowest fee at \$143,800. Staff is confident that WHKS will provide the best value for professional services. WHKS has existing knowledge of the project area and has provided excellent service on several City of Ames projects.

A summary of revenues and projected expenses is shown below.

Funding Source	Revenue	Expenses
2020/21 Water System Improvements	\$ 500,000	
GO Bonds	\$ 900,000	
Federal/State Grants	\$1,600,000	
Engineering and Admin		\$ 425,000
Construction		\$2,575,000
<b>TOTAL</b>	<b>\$3,000,000</b>	<b>\$3,000,000</b>

**ALTERNATIVES:**

1. Approve the professional services agreement for the 2020/21 Arterial Street Pavement Improvement project with WHKS & Co. of Ames, Iowa, in the amount not to exceed \$143,800.
2. Direct staff to negotiate an engineering agreement with another consulting firm.

**CITY MANAGER'S RECOMMENDED ACTION:**

Based on staff's evaluation using the above criteria, WHKS & Co. will provide the best value to the City for professional services for the 2020/21 Arterial Street Pavement Improvement project.

Therefore, it is the recommendation of the City Manager that the City Council adopt Alternative No. 1, as noted above.

**COUNCIL ACTION FORM**

**SUBJECT: MEMORANDUM OF UNDERSTANDING WITH AMES COMMUNITY SCHOOL DISTRICT REGARDING USE OF THE FURMAN AQUATIC CENTER PARKING LOT**

**BACKGROUND:**

The Ames Community School District (ACSD) is building a new high school adjacent the current high school. To accommodate construction, much of the existing parking is no longer available for use. A new parking lot was installed this past summer, but it does not have the capacity to accommodate all the vehicles for students and staff. Additionally, construction staff need a place to park. Athletic events, once spectators are allowed in full, may also create a parking shortage at the high school. **Thus, the Ames school administration has requested to use the Furman Aquatic Center (FAC) parking lot for students and staff through May 31, 2023.**

ACSD and City of Ames staff have discussed the details of use and developed a Memorandum of Understanding which is shown in Attachment A. A summary of the MOU is shown below:

- **Section 1** – Provides background information.
- **Section 2** – ACSD would be granted permission to utilize the FAC entire parking lot, September 15 through May 15, although overnight parking would be prohibited.

**Parking will be limited to a smaller area on weekdays only (ACSD would not be granted any parking on weekends or holidays) during the periods from the first day of the first semester through September 15 and May 15 through the last day of the second semester. This will allow FAC customers to have more parking available when the Aquatic Center is open.**

- **Sections 3 & 4** – ACSD will be responsible for snow removal from the parking lot, sidewalks, and paths to the high school.
- **Section 5** – ACSD and City representatives will assess the condition of the parking lot, sidewalks, and paths prior to and after each school year and ACSD will repair any damage at ACSD's cost.
- **Section 6** – ACSD is responsible for keeping the parking lot, sidewalks, and path clean of trash.
- **Section 7** – There will be no fees to ACSD for use of the parking lot, sidewalks, and paths.
- **Section 8** – ACSD shall have in place insurance coverages outlined in this section.

- **Section 9** – Statement regarding liability, hold harmless, and indemnification.
- **Section 10** – This agreement shall take effect immediately and will stay in force through May 31, 2023 unless terminated by either party.

The ACSD School Board will be taking action on the MOU at its Monday, October 12, 2020 meeting. Please note that since the City leases this land from ISU, language has been added in Sections 8 & 9 regarding Iowa State University. ISU legal staff has also reviewed and approved this MOU.

**ALTERNATIVES:**

1. Approve the attached Memorandum of Understanding with the Ames Community School District for use of the Furman Aquatic Center parking lot, sidewalks, and paths.
2. Do not approve the Memorandum of Understanding with the Ames Community School District.
3. Refer this issue back to staff to develop different language for the MOU.

**CITY MANAGER'S RECOMMENDED ACTION:**

The City has a long relationship of collaboration with the Ames Community School District and this arrangement is another example. This will help ACSD with a lack of parking during the high school construction during a time when the FAC parking lot mostly remains vacant.

Therefore, it is the recommendation of the City Manager that City Council adopt Alternative No. 1, thereby approving the attached Memorandum of Understanding with the Ames Community School District.

## ATTACHMENT A

# Memorandum of Understanding Between the Ames Community School District And the City of Ames, Iowa

1. **Background:** The Ames Community School District (ACSD) is building a new high school and parking is limited due to the construction. In order to accommodate parking for students, staff, and construction workers, additional parking is needed. In addition to utilizing parking at the District's Administrative Offices, a nearby church, remaining parking at the high school, and on-street, ACSD still needs more parking. The Furman Aquatic Center (FAC) would provide the additional parking needed for students and staff.
2. **Parking:** The City of Ames (City) grants ACSD permission to utilize the designated parking spots only (Attachment 1) in the FAC parking lot for student and staff parking while school is in session (first day of the first semester through the last day of the second semester). Overnight parking is not allowed, violators will be subject to towing. **Exception:** Parking will be limited (Attachment 2) to weekdays only (no weekend or holiday parking) beginning the first day of the first semester through September 15 and May 15 through the last day of the second semester.
3. **Snow Plowing (Parking Lot):** The ACSD is responsible for clearing snow from the FAC parking lot following a snowfall of greater than 2" and the snow clearing must be completed prior to use.
4. **Snow Plowing (Walking Paths and Sidewalks):** The ACSD is responsible for clearing snow from the walking path and sidewalks (Attachment 3) following a snowfall of greater than 2" and must be completed prior to use. ACSD is also responsible for ice control on the identified walking paths and sidewalks.
5. **Parking Lot Condition:** Representatives from ACSD and the City of Ames Parks and Recreation Department will do a walk-through of the parking lot no later than one week prior to the start of school each year. Both parties will identify, record, and agree to the condition of the parking lot, walking paths, and sidewalks. A second walk through will be done no later than one week after the end of school each year to identify, record, and agree to the condition of the parking lot. Any damage to the FAC parking lot, walking paths, and sidewalks that occurs between the two walk throughs will be the responsibility of the ACSD to repair at ACSD's cost. Any repairs must be completed by June 30 of each year.
6. **Trash Control:** ACSD is responsible for keeping the parking lot (including medians, bioswales, etc.), walking paths, and sidewalks clean of trash. This includes a ten (10)

foot perimeter around the parking lot and eight (8) feet on both sides of the walking paths and sidewalks.

7. **Fees:** There will be no fee to utilize the spaces identified in this agreement.
8. **Insurance:** ACSD shall have in place the following insurance coverages: Coverage as broad as Insurance Services Office form number CG 00 01 governing Commercial General Liability, and form number CA 00 01 covering automobile liability, comprehensive form. Minimum limits of insurance shall be: General Liability (including contractual liability) written on a per occurrence basis: \$2,000,000 General aggregate; \$1,000,000 single limit per occurrence for bodily injury, personal injury and property damage. \$1,000,000 single limit per occurrence for Prod/Comp. Op. Agg.; \$1,000,000 single limit per occurrence for Personal & Adv. and Automobile Liability, including any auto, hired auto and non-owned autos: \$1,000,000 combined single limit per accident for bodily injury and property damage. The City of Ames, Iowa State University, the Board of Regents – State of Iowa and the State of Iowa shall be listed on insurance policies as additional insureds.
9. **Liability, Hold Harmless, Indemnification:** The City, Iowa State University, the Board of Regents – State of Iowa, and the State of Iowa assume no liability for any damage or loss sustained to vehicles, including but not limited to automobiles, trucks, motorcycles, mopeds, etc., using the parking lot, or damage or loss to property in the vehicles while using the parking lot. The City, Iowa State University, the Board of Regents – State of Iowa, and the State of Iowa assume no liability for damages or loss to persons using the parking lot. ACSD agrees to hold harmless and indemnify the City of Ames, Iowa State University, the Board of Regents – State of Iowa, and the State of Iowa for any claims arising from the ACSD's use of the parking lot.
10. **Duration of the Agreement:** This agreement shall take effect immediately and will stay in force through May 31, 2023. This agreement may be terminated by either party by providing a 30-day notice to the other party.

Approved by resolution of the Ames City Council on \_\_\_\_ day of \_\_\_\_\_, 2020.

\_\_\_\_\_  
John A. Haila, Mayor

\_\_\_\_\_  
Date

Attest:

\_\_\_\_\_  
Diane Voss, City Clerk

\_\_\_\_\_  
Date

Approved by the Ames Community School District School Board on the \_\_\_\_\_ day of \_\_\_\_\_, 2020.

\_\_\_\_\_  
Alisa Frandsen  
President of the Board of Directors

\_\_\_\_\_  
Date

Iowa State University, as owner of the property, consents to the Ames Community School District's use of the property in accordance with this MOU.

\_\_\_\_\_  
Pam Cain  
Senior Vice President for Operations & Finance  
Iowa State University

\_\_\_\_\_  
Date





Attachment 1

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Attachment 3

Summit Ave

Ridgewood Ave

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Crescent St

Crescent St



**COUNCIL ACTION FORM**

**SUBJECT: 2020 EDWARD BYRNE MEMORIAL JUSTICE ASSISTANCE GRANT**

**BACKGROUND:**

On May 12, 2020, the Council authorized the Police Department to apply for the 2020 Department of Justice, Office of Justice Programs, Bureau of Justice Assistance Edward Byrne Memorial Justice Assistance Grant (JAG) Program. The grant conditions required that the application be filed jointly with Story County and the Council approved entering into a Memorandum of Understanding with Story County. The application and the Memorandum of Understanding were completed and submitted. On September 19, 2020, the Department of Justice notified the Police Department that the grant had been awarded in full. **The City Council is being requested to accept the grant.**

Grant funds can be used for state and local initiatives, technical assistance, training, personnel, equipment, supplies, contractual support, and information systems for criminal justice, as well as research and evaluation activities that will improve or enhance law enforcement programs related to criminal justice.

The grant award is \$12,528.00. This year the funds will be used in a project primarily designed to support the bicycle officer program:

- Several new bicycles will be purchased.
- Supporting equipment, including lights and bags, will be purchased for the new bikes and updated on several existing bikes.
- Protective clothing for bicycle officers will be included.
- Specialized radio equipment like blue tooth enabled microphones will be acquired.
- Soft stretchers and other emergency medical response equipment will be added to police medical trauma kits.

There is no match requirement with this grant.

**ALTERNATIVES:**

1. Accept the 2020 Department of Justice, Office of Justice Programs, and Bureau of Justice Assistance Edward Byrne Memorial Justice Assistance Grant Program and authorize the Police Department to participate in the program.
2. Do not authorize participation in this grant program.

**CITY MANAGER'S RECOMMENDED ACTION:**

The Police Department has participated in the JAG grant program in the past and the program has proven to be a valuable source of funds for special purchases and programs. This grant will provide the same benefit.

Therefore, it is the recommendation of the City Manager that the City Council adopt Alternative No. 1 as stated above.

ITEM#: 25  
DATE: 10-13-20

### **COUNCIL ACTION FORM**

**SUBJECT: RENEWAL OF AGREEMENT FOR AUTOMATED MATERIALS HANDLING SYSTEM FOR PUBLIC LIBRARY**

#### **BACKGROUND:**

In 2011 the Library identified a need for an automated materials handling system (AMHS). An AMHS is a system in which library materials returned to the book drop are automatically checked in from patron circulation and sorted into bins in preparation for shelving by staff. This process allows staff to spend more time on the floor assisting customers and less time checking in materials. In the current COVID environment, the Library continues to benefit from this efficiency as well as from the reduced physical handling of materials being returned.

A service agreement was entered into in 2013 with RFID Library Solutions to maintain the AMHS. This agreement expires in 2020. Staff continues to be pleased with the AMHS and the service provided by RFID Library Solutions. The City Council is being asked to approve a renewal of the Service Agreement for **an additional five years beginning October 1, 2020 – September 30, 2025. The cost remains \$15,000 per year for the first two years and increases to \$17,500 per year, thereafter, for a total of \$82,500 for the entire five-year period.**

The Ames Public Library Board of Trustees has recommended approval of the extension of the Service Agreement with RFID Library Solutions for the automated materials handling system at its August 20, 2020 meeting.

#### **ALTERNATIVES:**

1. Approve the extension of the Service Agreement with RFID Library Solutions for the automated materials handling system in the total amount of \$82,500 for a five-year period.
2. Do not approve the Service Agreement with RFID Library Solutions for the automated materials handling system.

#### **CITY MANAGER'S RECOMMENDED ACTION:**

The AMHS system is essential for the continued success of the Library's operations and provides efficiencies to staff to create the best possible customer service experience.

Therefore, it is the recommendation of the City Manager that the City Council adopt Alternative No. 1, as described above.

**COUNCIL ACTION FORM**

**SUBJECT:**      **EMERGENCY PURCHASE FOR LINE CLEARANCE STORM  
DAMAGE**

**BACKGROUND:**

On August 10, 2020, the City experienced widespread, destructive straight-line winds which blew across central Iowa. This derecho event caused many downed trees on and around electrical lines. To restore electrical service to the City's electric customers, crews were immediately needed to remove trees.

City staff directed Weiss Tree Service, Inc., Ames, Iowa, to perform tree clearing work from the City's power lines under emergency procedures. Per the *Purchasing Policies & Procedures* an "emergency situation" occurs suddenly and unexpectedly and demands immediate action to prevent delays which may vitally affect the life, safety, or health of the public or City employees, or the continuation of services to the citizens, or serious loss or injury to the City".

Weiss Tree Service, Inc was selected to perform this service due to the availability of its crews and the complexity of the clean-up needed (equipment capable of reaching the debris without causing further damage). Weiss provided emergency response storm damage removal to 21 different locations, each ranging in price from \$1,500 to \$13,500.

The City's *Purchasing Policies & Procedures* state that "if the cost of purchases related to [an] emergency or rapid need is \$50,000 or more, the using department shall maintain records" of the expenditure. It further states that the using department "shall report the situation and related expenses to the City Manager for presentation to the City Council. The report shall be in a format as directed by the City Manager. No payment shall be made prior to approval of the emergency purchase by the City Council". Typically the report is in written format. Due to the extreme destruction and expedited need for the help, the report was made verbally from Department Head to City Manager.

With the emergency, staff authorized the tree removal work so the electric crews could establish power. Following the authorization of this emergency purchase by the City Manager's office, Staff is seeking Council approval for \$142,898.50, inclusive of sales tax, for the expenses incurred by Weiss Tree Service Inc., Ames, Iowa. As this cost was incurred due to the derecho, staff is planning to submit this expense to FEMA for reimbursement.

**ALTERNATIVES:**

1. Approve the issuance of Purchase Order for the tree removal from the storm damage to Weiss Tree Service, Inc, Ames, Iowa in the amount of \$142,898.50 inclusive of sales tax.
2. Refer this item to staff for further information.

**CITY MANAGER'S RECOMMENDED ACTION:**

To restore reliable electric service to the City's customers in the quickest manner possible following the August 10 windstorm, the use of an emergency purchase was required. Repairs have been completed to critical electric infrastructure through this process. This Council Action Form serves as a report to the City Council which is required before the invoice can be paid.

Therefore, it is the recommendation of the City Manager that the City Council adopt Alternative No. 1 as stated above.



**COUNCIL ACTION FORM**

**SUBJECT: BAKER SUBDIVISION GEOTHERMAL HEAT PUMP SYSTEM – DELAY OF BID DUE DATE**

**BACKGROUND:**

On September 22, 2020 Council approved the preliminary plans and specifications for the District Geothermal Vertical Closed Loop Project at Baker Subdivision and set October 14, 2020 as the bid due date and October 27, 2020 as the date of hearing and award of contract.

The geothermal system would provide space heating and cooling and boost water heating efficiency for all the homes in the subdivision. This project proposal was motivated by an effort to advance environmental sustainability of the subdivision developed by the City, while maintaining affordable utility costs for the mixed-income neighborhood. The system would help to balance the seasonal load and utilization of existing electric infrastructure and reduce community greenhouse gas emissions.

**A pre-bid meeting was held on September 29<sup>th</sup> with low attendance. Prospective contractors were contacted to determine ways in which the bid could attract more bidders and more competitive bids. Contractors' concerns included insufficient time to prepare bids and to complete the project in the proposed timeline. It is in the City's best interest to extend the bid due date and project completion date to allow interested bidders the necessary time to gather information for quality, comprehensive bids and complete the project.**

**ALTERNATIVES:**

1. Approve due date and project completion date changes for the Baker Subdivision Geothermal Heat Pump System and set October 21, 2020 as the new bid due date, and June 1, 2021 as the project completion date. October 27<sup>th</sup> will remain at the date of award.
2. Do not modify the dates and leave them as currently established with the bid due date of Oct 14, 2020 and project completion date of March 15, 2020.

**CITY MANAGER'S RECOMMENDED ACTION:**

Extending the two due dates will allow the potential bidders the time needed to prepare a complete bid package and likely improve the quality and pricing of the bids the City receives.

Therefore, it is the recommendation of the City Manager that the Council approve Alternative #1 as stated above.

**COUNCIL ACTION FORM**

**SUBJECT: POWER PLANT UNIT 8 TURBINE GENERATOR OVERHAUL  
PROJECT – AWARD OF CONTRACT**

**BACKGROUND:**

On June 23, 2020, the City Council approved plans and specifications for the Unit 8 Turbine Generator Overhaul Project. The Unit 8 Turbine Generator is scheduled to be disassembled, inspected, and repaired at the same time as the Unit 8 Boiler Repair Project. This work is required to replace worn parts and inspect the turbine and generator for repairs that may be needed to prevent unplanned turbine/generator outages, prevent costly turbine/generator damage, and increase turbine/generator reliability.

Repairs and replacement of worn parts will be completed as the inspection progresses. Experience has shown that certain parts require replacement every major overhaul and some parts become unusable during the disassembly process. This overhaul and parts replacement are required and recommended by boiler and machinery insurance carriers and follows accepted industry standards. **This bid is for labor and materials for the inspection and repairs on Unit 8 Turbine Generator. The spare parts that are made available to the contractor for this repair are bid under a separate contract.**

Bid documents were issued to sixty-seven firms and five plan rooms. The bid was advertised on the Current Bid Opportunities section of the Purchasing webpage and a Legal Notice was published on the websites of a contractor plan room service with statewide circulation and the Iowa League of Cities.

**On August 12, 2020, seven bids were received as shown on the attached report. These bids were reported to City Council on August 25, 2020. Award of contract was delayed in order to allow sufficient time for evaluation in order to recommend an award that best meets the City's needs.**

**Staff reviewed the bids received and determined that lowest responsive, responsible bidder, Blade Runner Turbomachinery Services, LLC of Navasota, TX, is qualified to perform the necessary work and has the capacity to complete the project within the timeframe required. Blade Runner's base bid is in the amount of \$630,000.** This vendor is not licensed to collect taxes for the State of Iowa. Therefore, the City of Ames will pay applicable sales tax directly to the State of Iowa.

Blade Runner has included optional pricing for a Turbine Lube Oil System High Speed Flush for the Unit 8 turbine lube oil system in the amount of \$69,800, Alternate #10. Due to the plant's recent history with foreign material intrusion and oil particulates causing unforeseen plant outages, staff supports including this option in the contract.

The Engineer's estimate for the cost of the total project is \$2,488,000.

The approved Capital Improvements Plan includes the following funding for the Unit 8 Turbine Generator Overhaul.

2019/20 Materials/Parts	\$1,000,000
2019/20 Construction	\$1,650,000
2019/20 GE Tech Support	\$ 350,000
<b>TOTAL</b>	<b>\$3,000,000</b>

**Contracts awarded to date on this project are:**

Argo (parts -City to pay sales tax)	\$1,077,109.00
Sales tax	\$ 74,711.63
MD&A (parts- sales tax included)	\$ 148,606.16
Power Plant Services (parts- sales tax included)	\$ 139,388.20
Burns & McDonnell (engineering) -	\$ 41,000.00
<b>Blade Runner (this Council Action Form) -</b>	<b>\$ 699,800.00</b>
<b>TOTAL</b>	<b>\$2,180,614.99</b>

**ALTERNATIVES:**

1. Award a contract to Blade Runner Turbomachinery Services, LLC, of Navasota, TX for the Unit 8 Turbine Generator Overhaul Project for base bid plus Alternate #10 in the amount of \$699,800.
2. Award a contract to one of the other bidders.
3. Reject all bids and direct staff to rebid.

**CITY MANAGER'S RECOMMENDED ACTION:**

This contract is necessary to complete an overhaul of Unit 8 Turbine-Generator. It is crucial to obtain parts and perform this work in a timely fashion in order to maintain the reliability of Unit #8.

Therefore, it is the recommendation of the City Manager that the City Council adopt Alternative #1 as stated above.

BIDDER:	ITB 2020-114 UNIT 8 TURBINE GENERATOR OVERHAUL BID SUMMARY						
	HPI, LLC Houston, TX	ST Cotter Turbine Services, Inc Clearwater MN	GE, Windsor, CT	Blade Runner Turbomachinery Services, LLC Navasota, TX	MD&A Latham, NY	Power Plant Services Melrose Park, IL	Elliott Company Jeannette, PA
<b>BASE BID:</b>							
Supply all materials, labor, and equipment to perform steam turbine generator major overhaul including the replacement of parts, inspection and repairs necessary for Unit 8 Turbine Generator as specified in the Invitation to Bid 2020-114 documents for the following lump sum amounts of:	\$1,253,108.00	\$1,231,525.00	\$999,983.00	\$630,000.00	\$922,737.00	\$1,698,475.00	\$656,964.00
Sales and/or Use taxes included in the amount above	\$74,812.00	\$92,364.38	\$0.00	\$0.00	\$43,679.00	\$0.00	\$0.00
<b>ALTERNATE No. 1:</b>							
Major Repair of First Stage Nozzle Parts:	\$11,208.00	\$21,555.00	\$32,265.00	\$9,800.00	\$12,626.00	\$19,360.00	\$30,274.00
<b>ALTERNATE No. 2:</b>							
Major Repair of First Stage Deflector:	\$18,761.00	\$23,400.00	\$15,305.00	\$13,500.00	\$28,910.00	\$22,000.00	\$18,600.00
<b>ALTERNATE No. 3:</b>							
Pull Turbine nozzle and perform major repair. Nozzle surface shall be machined to ensure proper fit:	\$62,302.00	\$69,300.00	\$10,189.00	\$32,000.00	\$52,596.00	\$95,985.00	\$22,450.00
<b>ALTERNATE No. 4:</b>							
Major Repair of Second thru Fifth Stage Diaphragms (Stationary Blades):	\$59,238.00	\$108,095.00	\$45,975.00	\$59,800.00	\$18,429/diaphragm	\$92,125.00	\$156,416.00
<b>ALTERNATE No. 6:</b>							
Provide Two (2) On-Site Turbine Specialist during Outage	Included in base bid	\$181,470.00	\$378,180.00	\$91,400.00	\$149,800 each	\$294,652.00	\$287,838.00
<b>ALTERNATE No. 7</b>							
Provide One (1) On-Site Generator Specialist during Outage	Included in Gen Testing Scope	\$52,550.00	See note 4	\$104,000.00	\$3,210/shift	\$198,462.00	\$91,000.00
<b>ALTERNATE No. 8:</b>							
Repowering and Boring (re-pour Babbitt) of Four Main Shaft Journal Bearings:	\$16,125.00	\$40,454.00	\$45,000.00	\$24,000.00	\$37,900.00	\$67,645.00	\$49,950.00
<b>ALTERNATE No. 9:</b>							
Turbine Rotor Low Speed Spin Balance	\$8,193.00	\$6,800.00	\$9,826.00	\$7,900.00	\$18,500.00	\$28,750.00	\$25,040.00
<b>ALTERNATE No. 10:</b>							
High Speed Turbine Lube Oil Flush	\$61,019.20	\$9,950.00	\$180,149.00	\$69,800.00	\$53,206.00	\$148,758.00	\$79,992.00
<b>ALTERNATE No. 11:</b>							
High Speed Turbine Balance Test	\$45,334.00	\$68,600.00	\$44,937.00	\$58,000.00	\$68,500.00	\$32,000.00	\$54,000.00
<b>GRAND TOTAL</b>	\$1,535,288.20	\$1,813,699.00	\$1,761,809.00	\$1,100,200.00	\$1,194,975.00	\$2,698,212.00	\$1,472,524.00
<b>Alternate Pricing Offered:</b>							
HPI - Base bid without ISO Phase Bus Duct Cleaning	\$1,133,145.00						
Option 1 Shop Blast and Inspect per Addenda 3 Question 50	\$32,639.00						
Option 2 Section 485961 D Line 5 Diaphragm Inserts	\$23,873.00						
GE Alternate No. 6A - Provide one on-site Turbine Specialist during outage			\$170,370.00				
GE Alternate No. 12 - Install new inserts for Diaphragm sealing			\$22,151.00				
GE Alternate No. 13 - Control valves seat replacement			\$68,935.00				
GE Alternate No. 14 - Replace main stop valve upper and lower PSH Bushings			\$23,209.00				
GE Alternate No. 15 - Dynamic Frequency Response Test			\$22,018.00				
GE Alternate No. 16 - Rotor Transportation			est. \$35,000				
GE Alternate No. 17 - Diaphragms/Nozzle shipping to shop for repair			cost+15%				
GE Alt #1-Base bid working 6x10 hr schedule			\$936,033.00				
GE Alt #2-Generator Test & Inspect			\$25,343.00				
GE Alt #2 - Startup Specialist (2daysx10 hr days)			\$20,448.00				
GE Alt #3-Exciter Specialist (4daysx10hr days)			\$30,672.00				
GE Alt #4 - Performance Bond			\$5,961.00				

BIDDER:	ITB 2020-114 UNIT 8 TURBINE GENERATOR OVERHAUL BID SUMMARY						
	HPI, LLC Houston, TX	ST Cotter Turbine Services, Inc Clearwater MN	GE, Windsor, CT	Blade Runner Turbomachinery Services, LLC Navasota, TX	MD&A Latham, NY	Power Plant Services Melrose Park, IL	Elliott Company Jeannette, PA
Elliott Company Option for 1 Tech Rep							\$139,950.00
Alternate or Additional Pricing Proposed							

**COUNCIL ACTION FORM**

**SUBJECT:**    **HAULED WASTE AGREEMENT WITH BURKE CORPORATION**

**BACKGROUND:**

The Ames Water Pollution Control Facility (WPCF) is capable of accepting hauled non-hazardous liquid wastes. Depending on the nature of the waste, it can be either discharged into the headworks of the facility, or it can be discharged directly into the digesters. Appendix Q of the Ames Municipal Code contains fees for the disposal of such hauled wastes. Fees have been established for domestic/septic tank waste and for restaurant grease trap waste. For unique non-domestic waste, the fees are calculated on a case-by-case basis. There is an additional 15% surcharge that applies for wastes that originate outside the Ames City limits.

Burke Corporation, located in the City of Nevada, processes fully cooked meat products for the food service and prepared foods industries. Burke is in the final stages of an expansion to its production facility. The Nevada Wastewater Treatment Plant currently accepts waste from Burke, but does not have sufficient capacity to accept the planned increase in loading from Burke. The City of Nevada is undertaking a capacity expansion which is scheduled for completion in early 2024. Nevada will only be able to accept the additional loading from Burke after this capacity expansion is complete.

In July 2018, Ames staff was approached by the Ames Economic Development Commission on behalf of Burke, inquiring whether the Ames WPCF would have the capability to accept a portion of the wastewater generated by Burke's proposed expansion. City staff evaluated the inquiry and determined that the WPCF has available capacity for the excess wastewater that cannot be discharged to the City of Nevada.

The following table compares the anticipated loading due to hauled waste from Burke to the design capacity of the Ames WPCF and its current loading.

	<b>WPC Design Capacity</b>	<b>Current Loading</b>	<b>Available Capacity</b>	<b>Year 5 Load from Burke</b>
<b>Flow (MGD)</b>	12.1	9.3	2.8	0.019
<b>BOD (lb/day)</b>	16,150	12,600	3,550	210
<b>TSS (lb/day)</b>	16,190	17,400	-1,210	52.5
<b>TKN (lb/day)</b>	2,750	1,750	1,000	23.6
<b>TP (lb/day)</b>	--	320	--	10.5

BOD – Biochemical Oxygen Demand

TSS – Total Suspended Solids

TKN – Total Kjeldahl Nitrogen

TP – Total Phosphorus

Note that the data set above suggests that the Ames WPCF is already overloaded for Total Suspended Solids (TSS). Over time, it has become clear that the theoretical design capacity for TSS was very conservative, as the facility continues to comfortably meet its permit limits despite exceeding the design loading (In calendar year 2019, the facility had an average effluent TSS of 8 mg/L, compared to the permit limit of 30 mg/L).

Based on the proposed volume and loading, an estimate of the fees that would be generated from the hauled waste is shown below

	<b>CBOD @ \$0.46/lb (+15%)</b>		<b>TSS @ \$0.65/lb (+15%)</b>		<b>TKN @ \$1.01/lb (+15%)</b>		<b>Total P, no surcharge</b>		<b>Volume @ \$0.00396/gal (+15%)</b>		<b>Hauled Fee @ \$8.65 per truck (+15%)</b>	<b>Annual \$</b>
	lbs/ day	\$/ day	lbs/ day	\$/ day	lbs/ day	\$/ day	lbs/ day	\$/ day	1,000 gal./day	\$/ day	\$/ day	@ 252 days/year
2020	75	\$39	17	\$14	8	\$9	4	\$0	4.8	\$22	\$8	<b>\$23,184</b>
2021	100	\$53	26	\$21	12	\$13	5	\$0	7.5	\$23	\$12	<b>\$30,744</b>
2022	130	\$69	35	\$27	16	\$17	7	\$0	10.7	\$48	\$18	<b>\$45,108</b>
2023	210	\$111	53	\$41	24	\$25	11	\$0	19.8	\$90	\$33	<b>\$75,600</b>
												<b>\$174,636</b>

**On September 11, 2018, City Council authorized staff to develop a written agreement between Burke Corporation and the City of Ames that would detail the obligations of each party for the hauling and disposal of liquid waste. Attached is the Hauled Waste Agreement developed by City staff in collaboration with Burke staff.**

Accepting hauled waste will use a portion of the available capacity of the Ames WPCF, and that capacity will not be available for other growth in Ames until the proposed agreement expires in five years or at completion of the City of Nevada's capacity expansion, whichever shall occur first. However, the incremental loading from the proposed Burke waste is not a significant percentage of the currently available capacity, and staff believes that accepting the Burke waste would not be a determining factor in deciding whether there is sufficient capacity to accommodate a future industry in Ames of the type that has been historically recruited. Ames ratepayers can be assured that they are not subsidizing an entity outside the City limits due to the 15% surcharge being applied.

#### **ALTERNATIVES:**

1. Approve the Hauled Waste Agreement with Burke Corporation.

2. Do not approve the Hauled Waste Agreement.

**CITY MANAGER'S RECOMMENDED ACTION:**

The Ames WPCF currently has additional capacity that is available to support growth in the community. Until that capacity is needed, however, it is not generating any revenue for the Sewer Fund. Approving an agreement to accept hauled waste for a fixed period of time would allow the facility to generate revenue in the short term, while knowing that the capacity will be “released” and available for future growth once Burke is able to discharge directly to the Nevada Wastewater Treatment Plant.

**Because of 1) the indirect economic benefits that will be realized by the City with the expansion of the Burke facility in Story County, 2) the additional revenue that can be generated from the unused capacity at the WPC Plant, 3) the opportunity to assist one of our neighboring cities in securing an economic development project, and 4) the fact that the amount of capacity that will be lost at the WPC Plant over a short period of time due to accepting the Burke waste will be minimal; it is the recommendation of the City Manager that the City Council adopt Alternative No. 1, as described above.**



## HAULED WASTE AGREEMENT

**THIS IS AN AGREEMENT** made by and between the City of Ames, Iowa, and Burke Marketing Corporation, upon the following terms and conditions:

- 1 **Definitions.** When used in this Agreement, unless otherwise required by the context:
  - 1.1 “City” means the City of Ames, Iowa, a municipal corporation, whose address is 515 Clark Avenue, Ames, Iowa.
  - 1.2 “Burke” means Burke Marketing Corporation, whose address is 1516 South D Avenue, Nevada IA 50201.
  - 1.3 “Agreement” means this instrument in its entirety as signed by the parties thereto.
- 2 **Circumstances.** The Ames Water Pollution Control Facility (hereinafter “WPCF”) is capable of accepting hauled liquid wastes and has excess capacity currently. Burke, located in the City of Nevada, proposes to expand production of meat products for food service and the resulting increase in liquid waste generated by the expansion is in excess of the capacity that may be accepted by the City of Nevada. The City of Nevada is undertaking a capacity expansion, but it will be approximately five years until the capacity will be sufficient to manage and accept the Burke excess capacity of liquid waste. The Ames City Council has agreed to make use of the WPCF to accept a portion of the liquid waste generated by Burke that cannot be accepted by the City of Nevada. Burke agrees to pay to the City of Ames fees for the disposal of liquid waste, as set forth in the City Code (currently within Appendix Q) with the addition of a 15% surcharge for the reason that the waste was originated outside the City of Ames.
- 3 **Purpose.** The governing body of the City of Ames finds it to be in the best interest of the citizens of Ames to enter into an agreement whereby it may make efficient use of the WPCF and utilize excess capacity. Burke enters into this Agreement so that the waste generated by its expansion may be disposed of properly until the City of Nevada is able to expand its facility to handle Burke’s liquid waste. The parties anticipate that this Agreement shall not exceed five years in duration.
- 4 **Effective Date.** This Agreement shall become effective upon the signed approval of both the City and Burke.
- 5 **Administrative Entity.** No separate administrative or legal entity is established by this Agreement.
- 6 **Term.** This Agreement shall expire and terminate at noon five years from the Effective Date as previously defined or at such time as the expansion of the City of Nevada’s facility expansion is complete, whichever event shall first occur.
- 7 **Burke’s Obligations.** In consideration of the City’s opening the WPCF for Burke’s temporary and limited use:
  - 7.1 Burke shall be limited to using the WPCF for excess wastewater that Burke is not able to discharge to the City of Nevada’s facility.
  - 7.2 At such time that the City of Nevada’s facility expansion is complete Burke shall use the City of Nevada’s facility to discharge its liquid waste.
  - 7.3 Burke shall obey all limitations on the discharge of liquid waste as set forth in the Ames Municipal Code, Chapter 28.306. Notwithstanding the limitations set forth in §28.306(3), the City may disallow, and Burke shall not deliver any wastewater which has a pH less than 5.0 or higher than 10.0.
  - 7.4 Burke shall deliver liquid waste loads to the WPCF between the hours of 6:30 a.m. and 3:30 p.m., Monday thru Friday, excluding City holidays, or as otherwise directed by the City’s Department of Water and Pollution Control.

- 7.5 Burke shall enter and exit the WPCF from the South entrance/exit along 280<sup>th</sup> Street when delivering the liquid waste that is the subject of this Agreement. Exhibit 'A' attached to this Agreement shows an illustration of the permitted path for the delivery of liquid waste.
- 7.6 Burke shall deliver liquid waste to the WPCF as directed by, and within the sole determination of City staff. Control Box A at the WPCF shall serve as the primary discharge point; however, for loads with a PH outside of 6.5 – 9.5 Standard Units, the waste shall be discharged to the Equalization Basin.
- 7.7 Burke shall pay to the City fees, charges and surcharges (including, but not limited to, the High Strength Surcharge and Non-Ames location surcharge for waste originating outside the City) as set forth in the Ames Municipal Code, which is subject to change by the Ames City Council.
- 8 Required Testing.** The City shall sample and analyze samples of the first five liquid waste deliveries from Burke. Analysis for these samples shall include Chemical Oxygen Demand (COD), Total Kjeldahl Nitrogen (TKN), and Total Suspended Solids (TSS). After the initial sampling/analysis has been completed, the City shall sample and analyze samples of liquid waste deliveries from Burke at a rate not to exceed once per week. Analysis for these samples shall include COD and TKN. The City reserves the right to collect samples more frequently if operational concerns at the WPCF may be attributable to liquid waste deliveries from Burke, in the sole judgment of the City. The City's cost to test samples of liquid waste shall be billed to Burke, and Burke shall pay to the City the billed amounts timely, at the rates set forth under the Ames Municipal Code (Appendix Q), as may be adjusted by the City Council from time to time. The City shall not be required to accept additional deliveries of waste from Burke if any invoice for sample testing is unpaid and more than 60 days past due.
- 9 Terms of Payment.** The City shall invoice Burke on a monthly basis, which shall be due upon receipt. The City shall not be required to accept additional deliveries of waste from Burke if any invoice is unpaid and more than 60 days past due. This Agreement shall be subject to immediate termination in its entirety upon Burke's failure to pay amounts invoiced by the City within 75 days.
- 10 Termination.** Either the City or Burke may terminate this Agreement as of a specified date by giving written notice of such election to the other not less than 60 days prior to the effective date of termination specified therein. Burke shall pay for all costs, charges and surcharges owed up to the date of termination. Final payment to the City shall be made within 60 days of the final invoice date.
- 11 Administration.** The Superintendent of the WPCF (or acting Superintendent of the WPCF) and the President of Burke Marketing Corporation jointly administer the obligations under this Agreement and shall be the primary points of contact for any matters arising under this Agreement. There shall be no separate entity created by this Agreement to which any power or authority of either party shall be delegated. There shall be no joint acquisition or ownership of any real or personal property.
- 12 Notice.** Unless otherwise required by law, any notice or demand required or permitted by the terms of this Agreement shall be sufficient and deemed complete when expressed in writing and either (a) personally delivered to the person entitled thereto, or (b) deposited at any office of the United States Postal Service in the form of certified mail addressed to the last known mailing address of the person entitled thereto, or (c) served on the person entitled thereto in the manner of an original notice under the Iowa Rules of Civil Procedure.
- 13 Timely Performance.** Time is of the essence in this Agreement. However, no delay by a party to this Agreement in exercising any right or remedy provided herein or otherwise afforded by

law or equity shall be deemed a waiver of or preclude the exercise of such right or remedy or constitute a waiver of any existing or subsequent default by any other party to this Agreement.

- 14 **Rights Cumulative.** All rights and remedies provided for in this Agreement or which the City may have otherwise, at law or in equity, shall be distinct, separate and cumulative and may be exercised concurrently, independently or successively in any order whatsoever, and as often as the occasion therefor arises.
- 15 **Severability.** If any part of this Agreement shall be adjudged invalid or unenforceable such adjudication shall not affect the validity or enforceability of this Agreement as a whole or any part thereof not adjudged invalid or unenforceable.
- 16 **Applicable Law; Jurisdiction.** This Agreement shall be governed exclusively by and construed in accordance with the laws of the State of Iowa. The parties hereby submit to jurisdiction in the state courts located in Story County, Iowa and the federal courts of the United States of America located in said state for the enforcement of the obligations hereunder.
- 17 **Entire Agreement.** This instrument constitutes the entire agreement between the parties with respect to the subject matter thereof and supersedes all prior statements, representations, promises and agreements, oral or written. No addition to or change in the terms of this Agreement shall be binding upon the parties unless it is expressed in a writing signed by the parties.
- 18 **Interpretation.** Words and phrases used in this Agreement shall be construed as in the single or plural number, and as masculine, feminine, or neuter gender, according to the context. The paragraph headings in this Agreement are for convenience only and in no way define or limit the scope or intent of any provisions of this Agreement. This Agreement may be executed in any number of counterparts, each of which shall be regarded as an original and all of which shall constitute but one and the same instrument. Any counterpart of this Agreement may be executed by facsimile signatures on the part of one or more of the parties hereto provided that each signature page containing a facsimile signature on behalf of any one party also contains an original signature on behalf of at least one other party.

IN WITNESS OF THIS AGREEMENT the City and Burke have executed this instrument under date of \_\_\_\_\_, 2020.

**BURKE MARKETING CORPORATION**

Approved dated \_\_\_\_\_, 2020.

By: \_\_\_\_\_

**Chad Randick, President**

Approved dated \_\_\_\_\_, 2020.

**CITY OF AMES, IOWA**

Attest

By: \_\_\_\_\_

**Diane Voss, City Clerk**

By: \_\_\_\_\_

**John A. Haila, Mayor**



# MEMO

**To:** Mayor and Members of the City Council

**From:** City Clerk's Office

**Date:** October 13, 2020

**Subject:** Contract and Bond Approval

There is/are no Council Action Form(s) for Item No(s). 30. Council approval of the contract and bond for this/these project(s) is simply fulfilling a *State Code* requirement.

/alc

**COUNCIL ACTION FORM**

**SUBJECT:**     **SCAFFOLDING AND RELATED SERVICES AND SUPPLY  
CONTRACT FOR POWER PLANT – CHANGE ORDER #1**

**BACKGROUND:**

On June 23, 2020, the Ames City Council approved a contract renewal with HTH Companies, Inc. in the amount of \$53,000 (plus \$3,710 sales tax) to provide and install scaffolding, bracing and fall protection when needed at the City's Power Plant. It is important to note that the contract amount is not for a specific project, but rather the staff's best estimate of amount of work that might be performed in a given year. Rather than entering into a lump sum contract, work is charged to the City based on the actual time and materials used for a specific task.

The number of projects in and around the plant have grown since the scaffolding budget was approved. **Therefore, the action being requested is to approve Change Order No. 1 to the Scaffolding and Related Services and Supply Contract.** This change order will add an additional \$20,000 (plus \$1,400 sales tax) to the current contract for FY 2020/21 allowing for additional work to be performed before the end of the fiscal year. This will bring the total contract amount to \$78,110. Without this Change Order, the scaffolding contract funds will be exhausted before the end of the fiscal year.

Actual payments are calculated on unit prices and work. **Additional funds authorized in this change order will only be spent on actual time and material used to perform the work.** The additional funds for this change order will come from the Power Plant Building Maintenance account.

**ALTERNATIVES:**

1. Approve Change Order No. 1 to HTH Companies, Inc. in the amount of \$20,000 (plus \$1,400 sales tax) for additional scaffolding, bracing and fall protection, increasing the total contract amount to \$78,110.00. All labor and materials will be performed and invoiced on a time and material basis according to rates, terms, stipulations, and conditions specified in the original contract.
2. Do not approve the requested change order.

**CITY MANAGER'S RECOMMENDED ACTION:**

Having a scaffolding contract in place allows Power Plant maintenance projects to be completed more quickly, more safely, and more cost effective. This Change Order will provide the opportunity to accomplish necessary projects. All labor and materials will be

performed and invoiced on a time and material basis according to rates, terms, stipulations, and conditions specified in the original contract.

Therefore, it is the recommendation of the City Manager that the City Council adopt Alternative No.1 as stated above.

**COUNCIL ACTION FORM**

**SUBJECT: POWER PLANT SPECIALIZED WET/DRY VACUUM, HYDRO BLAST, AND RELATED CLEANING SERVICES CONTRACT – CHANGE ORDER NO. 1**

**BACKGROUND:**

The Power Plant's two gas-fired, high-pressure steam generation units are referred to as Units No. 7 and 8. These units require regular professional maintenance and repair. This consists of emergency service, as well as regularly scheduled planned repairs and services during scheduled outages. The cleaning and special preparation of the boiler surfaces on these generation units requires professional tradecrafts and maintenance experts. Both units operate under environmental conditions with high heat and high pressure, resulting in slag and other industrial debris coating the boiler and other plant equipment surfaces. Prior to repair and maintenance work, it is necessary to have the surfaces professionally cleaned using high-pressure water jets and vacuums.

In order to clean the surfaces, outside contractors are used who can provide mobile high pressure generator trucks with hoses and lances to cut through and wash away the industrial debris coatings. These same firms have the industrial vacuum trucks that can accumulate and contain this industrial debris for proper disposal. The goal of this contract is to meet these requirements in the most economical manner.

On May 12, 2020, City Council approved the contract renewal for FY 2020/21 for specialized wet/dry vacuum, hydroblast and related cleaning services with HTH Companies, Inc., Union, MO, to provide these services in an amount not to exceed \$145,000 (Plus \$10,150 in sales tax).

**The action being requested is to approve Change Order No. 1 to the specialized wet/dry vacuum, hydroblast and related cleaning services contract. This change order will add an additional \$100,000 (plus \$7,000 in sales tax) to the current contract for FY 2020/21. This will bring the total contract amount to \$262,150 which will allow for both scheduled and emergency needs for these specialized cleaning services.**

Unit 7 boiler design requires high pressure cleaning in the air heater and generating bank tubes every three months of operating at full load. This cleaning assures the gas path between the tubes and through the air heater baskets are open and not plugged from fly ash build up. **Due to the delay of Unit 8 Boiler Repair project, Unit 7 is now planned to operate as the primary unit about 8 months longer than what was budgeted. This change order will allow for the high pressure cleaning to continue during the 8 months. Additional funds authorized in this change order will not be spent unless needed.**



The approved FY2020/21 Power Plant operating budget includes \$145,000 for services to be performed under this contract. Invoices will be based on contract rates for time and materials for services actually received. The additional \$100,000 to fund this change order will come from the Unit 7 Boiler Maintenance account.

**ALTERNATIVES:**

1. Approve contract Change Order No. 1 to HTH Companies, Inc., Union, MO, in the amount of \$100,000 (\$7,000 sales tax). This will bring the total FY2020/21 contract value to a not-to-exceed amount of \$262,150.
2. Do not approve the change order.

**CITY MANAGER'S RECOMMENDED ACTION:**

This change order is necessary to ensure a qualified professional firm will respond to both scheduled and emergency repairs needs for these specialized cleaning services and will also control the costs by having established billing rates. Funds will be expended only as work is required and in accordance with approved invoices.

Therefore, it is the recommendation of the City Manager that the City Council adopt Alternative #1 as stated above.

ITEM #: 33  
DATE: 10-13-20

**COUNCIL ACTION FORM**

**SUBJECT: CYRIDE 2020 PAVEMENT IMPROVEMENTS MIDDLE SCHOOL  
TURNAROUND PROJECT CLOSEOUT**

**BACKGROUND:**

The CyRide 2020 Pavement Improvements Middle School Turnaround Project involves the replacement of deteriorated pavement and sidewalks and improvements to an existing retaining wall. Detectable warnings strips in the crosswalks along Mortensen Road were also improved.

Bids were due on April 2, 2020. Jensen Builders, LTD of Des Moines, IA submitted the low bid of \$139,700, and was awarded the contract.

Construction started in July 2020 and the project was substantially completed by August 5, 2020. There was a single contract change order resulting in a net contract charge of \$2,640. As of September 4, 2020, the project punch list is complete, all conditions of the contract have been met by Jensen Builders, LTD, and required documentation is on file. The Transit Board of Trustees approved acceptance of final completion and release of retainage at its September 23, 2020 meeting.

The table below provides additional project budget details.

Description	Amount
Original Contract Base Bid	\$139,700.00
Change Order 1 – Replace an additional ADA ramp on the south-east corner leading into Mortensen Road	\$2,640.00
Total Contract Sum	\$142,340.00
Payment Made to Date	\$135,223.00
Unpaid Balance – 5% Retainage	\$7,117.00

All but the remaining \$7,117 in retainage has been paid to date.

**ALTERNATIVES:**

1. Accept final completion and approve the release of retainage in the amount of \$7,117.00 to Jensen Builders, LTD of Des Moines, IA for the CyRide 2020 Pavement Improvements Middle School Turnaround Project.
2. Reject Alternative #1 and direct staff to modify the project to reflect City Council priorities.

**CITY MANAGER'S RECOMMENDED ACTION:**

With all documentation and punch list items complete, all the conditions of the project contract have been completed to the satisfaction of CyRide staff as well as the A&E firm.

Therefore, it is the recommendation of the City Manager that the City Council adopt Alternative No. 1, thereby accepting the 2020 CyRide Pavement Improvements Middle School Turnaround Project as complete and releasing retainage in the amount of \$7,117 to Jensen Builders, LTD of Des Moines, Iowa.

**COUNCIL ACTION FORM**

**SUBJECT:** PLAT OF SURVEY (BOUNDARY LINE ADJUSTMENT) FOR 2740 FORD STREET AND 505 BELL AVENUE

**BACKGROUND:**

The City's subdivision regulations found in Chapter 23 of the Ames *Municipal Code* include the process for creating or modifying property boundaries and for determining if any improvements are required in conjunction with the platting of property. The regulations also describe the process for combining existing platted lots or conveyance parcels in order to create a parcel for development purposes. A plat of survey is allowed by Section 23.309 for the consolidation of conveyance parcels and for boundary line adjustments.

**This proposed plat of survey (see *Attachment C*) is for a boundary line adjustment to consolidate two existing parcels (Parcels 'C' and 'D') to create one 1.47-acre parcel, labeled as Parcel 'E.'** These lots are located at 2740 Ford Street and 505 Bell Avenue and are occupied by existing buildings (see *Attachments A & B*). The property is zoned GI (General Industrial). The two existing parcels were established in February 1993. Originally, the parcels were platted as Lot 3, in the Final Plat of Crane's First Addition, approved in June 1978.

**Consolidation of the existing lots is necessary to create a legal parcel (Parcel 'E') for the purpose of constructing a link that joins two existing buildings into a single building.**

Approval of this plat of survey (Attachment C) will allow the applicant to prepare the official plat of survey and submit it to the Planning and Housing Director for review. The Director will sign the plat of survey confirming that it fully conforms to all conditions of approval. The prepared plat of survey may then be signed by the surveyor, who will submit it for recording in the office of the Story County Recorder.

**ALTERNATIVES:**

1. Approve the proposed plat of survey.
2. Deny the proposed plat of survey on the basis that the City Council finds that the requirements for plats of survey as described in Section 23.309 have not been satisfied.
3. Refer this request back to staff and/or the owner for additional information.

**CITY MANAGER'S RECOMMENDED ACTION:**

Staff has determined that the proposed plat of survey satisfies all Subdivision Code requirements for a boundary line adjustment of existing lots and has made a preliminary decision of approval. No conflict exists with the existing GI zoning standards as a result of the boundary line adjustment. The boundary line adjustment does not trigger any additional infrastructure improvements.

Therefore, it is the recommendation of the City Manager that the City Council accept Alternative #1, thereby adopting the resolution approving the proposed plat of survey.

## **ADDENDUM**

### **Plat of Survey for 2740 Ford Street & 505 Bell Avenue**

Application for a proposed plat of survey has been submitted for:

- ☐ Conveyance parcel (per Section 23.307)
- ☒ Boundary line adjustment (per Section 23.309)
- ☐ Re-plat to correct error (per Section 23.310)
- ☐ Auditor's plat (per Code of Iowa Section 354.15)

#### **Site Information:**

Owner: BAW Properties LLC

Existing Street Addresses: 2740 Ford Street  
505 Bell Avenue

Assessor's Parcel #: 1006350055 (2740 Ford Street)  
1006350065 (505 Bell Avenue)

#### **Legal Description:**

Survey Description of Parcel E: "Parcel 'C' and Parcel 'D' all in Crane's First Addition to the City of Ames, Story County, Iowa."

#### **Public Improvements:**

The preliminary decision of the Planning Director finds that approval requires all public improvements associated with and required for the proposed plat of survey be:

- ☐ Installed prior to creation and recordation of the official plat of survey and prior to issuance of zoning or building permits.
- ☐ Delayed, subject to an improvement guarantee as described in Section 23.409.
- ☒ Not Applicable. (No additional improvements are required.)

Note: The official plat of survey is not recognized as a binding plat of survey for permitting purposes until a copy of the signed and recorded plat of survey is filed with the Ames City Clerk's office and a digital image in Adobe PDF format has been submitted to the Planning & Housing Department.

Attachment A- Location Map

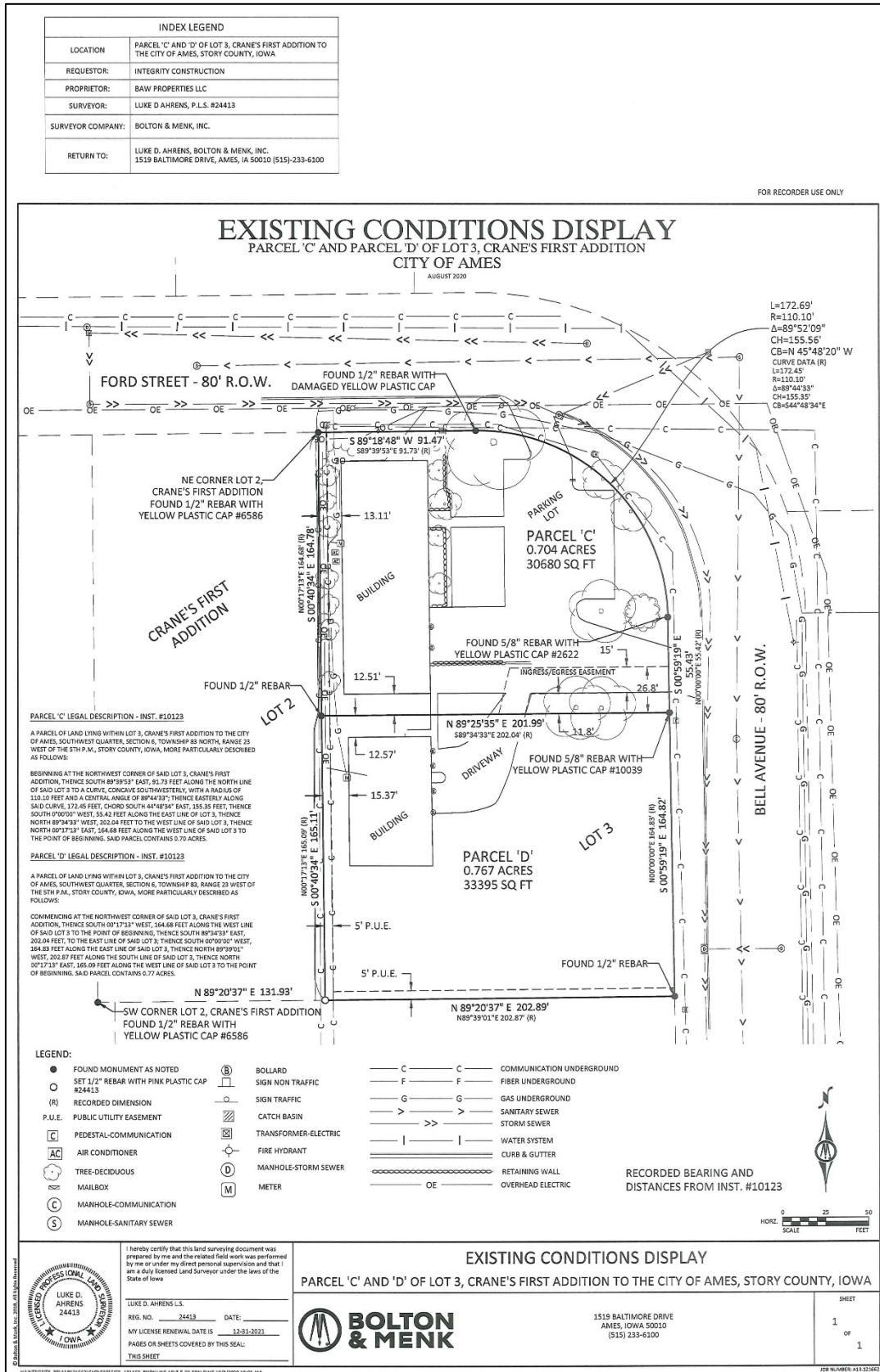


Location Map  
2740 Ford Street and 505 Bell Avenue

0 125 250 500 Feet

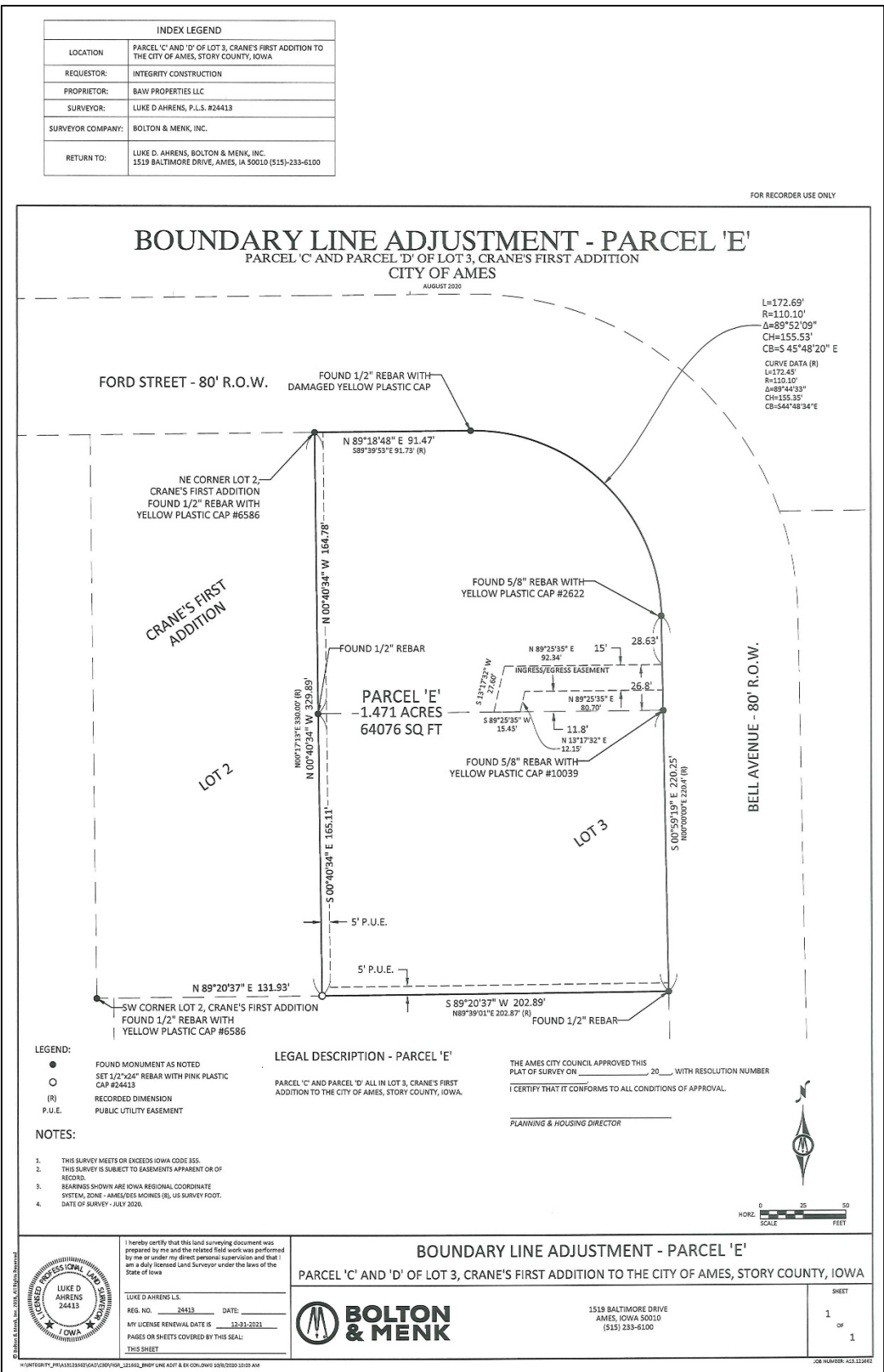


# Attachment B - Existing Conditions





# Attachment C- Plat of Survey





*Smart Choice*

**Public Works Department**

515 Clark Avenue, Ames, Iowa 50010  
Phone 515-239-5160 ♦ Fax 515-239-5404

October 6, 2020

Honorable Mayor and Council Members  
City of Ames  
Ames, Iowa 50010

RE: Birch Meadows Subdivision 1<sup>st</sup> Addition Financial Security Reduction #2

Mayor and Council Members:

I hereby certify that the asphalt surfacing and a portion of the public sidewalk items required as a condition for approval of the final plat of **Birch Meadows Subdivision 1<sup>st</sup> Addition** have been completed in an acceptable manner by **various contractors**. The above-mentioned improvements have been inspected by the Engineering Division of the Public Works Department of the City of Ames, Iowa, and found to meet City specifications and standards.

As a result of this certification, it is recommended that the financial security for public improvements on file with the City for this subdivision be set at **\$38,752.50**. The remaining work covered by this financial security is public sidewalk and seeding.

Sincerely,

John C. Joiner, P.E.  
Director

JJ/nw

cc: Finance, Planning & Housing, Subdivision file

**D & R Furman LLC - Birch Meadows 1st Addition**

Item	Quantity	Unit	Unit Price	Totals
Sidewalk, PCC, 4"	737	SY	\$40.00	\$29,480.00
Sidewalk, PCC, 6"	80	SY	\$78.25	\$6,260.00
Seeding, Native Prairie Mix	0.9	AC	\$2,250.00	\$1,012.50
Seeding, Low Growth Mix	1.6	AC	\$2,500.00	\$2,000.00
TOTAL REMAINING:				<b>\$38,752.50</b>

## Staff Report

**GUEST LODGING**

October 13, 2020

**BACKGROUND:**

On November 12, 2019, the City Council adopted ordinances establishing definitions, standards, and enforcement procedures for the licensing of Guest Lodging in specified zoning districts of the City. As a result, Chapter 35 was added to the Ames Municipal Code and Chapters 29 and 13 were amended to include this use. Guest Lodging is defined as:

*the advertising, offering, or otherwise making available use of a dwelling unit for overnight lodging for a period of thirty-one (31) consecutive days or less in exchange for money, goods, labor or service. Guest Lodging does not include any hotel or motel facility.*

Because Guest Lodging is offered for thirty-one consecutive days or less, it is also referred to as “short-term rental.” The City licensed 28 properties as Guest Lodging (see attached map) during the first six months 2020.

On June 29, 2020, Governor Kim Reynolds signed House File 2641 into law which impacted the local regulation of short-term rentals. An excerpt of House File 2641 including the portion discussing short-term rentals has been included as ‘Attachment A’. **Under this new law, local governments are no longer able to regulate short-term rentals as a distinct activity differently from other residential uses. As a result, licensing regulations, additional parking, special use permits, and separation distances are no longer allowed under the new law.** The new law renders Chapter 35 of the Ames Municipal Code and related components of Chapter 29 (Zoning) as un-enforceable. It has no effect on Chapter 13 (Rental), except for that there is no longer an exception for licensed Guest Lodging establishments needing to comply with the Rental Code.

**The new law does however allow local government to “regulate, prohibit, or limit if enforcement is performed in the same manner as enforcement applicable to similar properties that are not short-term rentals” for such things as the “protection of public health and safety related to fire and building safety, sanitation, or traffic control” and “residential use and zoning purposes related to noise, property maintenance, or nuisance issues”.** This means that short-term rentals are still subject to zoning as a residential use and importantly are included under the purview of Chapter 13, Rental Housing.

With this staff report staff seeks direction from City Council on how to proceed with updating the Ames Municipal Code. Staff recommends basic housekeeping amendments Chapter 29 Zoning and Chapter 35 Guest Lodging due to limited discretion for options under the new state law. **However, options still exist for how or if to apply the Rental Code to short-term rental properties that are owner occupied homes, non-owner occupied short-term rental are already subject to the Rental Code and will continue to be subject to it even if there are no changes.**

Owner-occupied rental properties enjoyed two types of exceptions that regular rental properties did not benefit from under the Guest Lodging standards. The primary benefit is that if an owner-occupied home was licensed under the Chapter 35 Guest Lodging standard it was exempt from the full rental code. If Chapter 35 is repealed, then all rentals regardless of duration of the stay are subject to full compliance with all aspects of the Rental Code, with only the narrow exception of a single roomer allowance within an owner-occupied home. A roomer is an individual, it does not include a couple or family within its definition.

Excerpt Ames Municipal Code Section 13.201. TERMS DEFINED

*Owner-Occupied Dwelling Unit: Any townhouse, condominium, or detached dwelling that is occupied as a dwelling by the owner or owner's relative ... may include a live-in nanny; live-in nurse; one live-in exchange student; or one roomer. If there is more than one roomer, nanny, live-in nurse or live-in exchange student in the unit, the unit will be considered a rental unit, and not an owner-occupied dwelling unit.*

*Roomer. A person who occupies a rooming house or rooming unit.*

### **OPTIONS:**

Staff believes there are three options for how to proceed with updating our ordinance to align with the state law.

#### **Option 1- Maintain the Current Rental Housing Code as Is. (All rentals must register, except for the properties with a Roomer)**

Any short-term rental would be required to comply with Chapter 13, Rental Code, and obtain a Letter of Compliance, unless exempted under the one-roomer clause. The only distinction between an owner occupied rental and a non-owner-occupied home for code compliance is the roomer exception. Under this option, whether owner occupied or not, once the property is a registered rental property it is subject to all aspects and improvement requirements of the Rental Code. Under this standard a short-term rental could operate with no license of any type if they housed only a single guest at a time as a roomer. Housing of more than one guest at a time would not qualify for the roomer exception.

This option includes repeal of Chapter 35 and revisions to Chapter 29.

**Option 2- Exempt Owner-Occupied Homes used as a Short-Term Rentals with defined standards. (Expands exemptions for owner-occupied homes)**

This option is an expansion on the one-roomer exemption for owner-occupied units. The City could redefine and broaden owner-occupied exceptions within the Rental Code. **With this approach, if a property owner meets the defined standards, they would not register the property as a rental property with the City.** This type of approach would need to be narrowly crafted to avoid creating loopholes for regular rental properties that are truly household living with longer leases. **Two ideas for this are changing a roomer to be up to two adults within one room or to set a threshold of days for use as a short-term rental before requiring registration.**

For comparison, under the City's previous Guest Lodging Hosted Homeshare, the City Council exempted use of the property from the Rental Code for up to two adults if the primary resident was present. For owner-occupied Homeshares we exempted properties from full Rental Code compliance when operated within occupancy limits, parking, and for no more than 90 days a year. However, with no license requirement, it would be harder to monitor compliance with these types of standards than under the prior licensing system of Chapter 35.

This option includes repeal of Chapter 35 and revisions to Chapter 13 and Chapter 29.

**Option 3- Optional Licensing of Owner-Occupied Home as Exempt from the Rental Code (Maintains current standards for owner-occupied homeshares)**

Although we can no longer require all short-term rentals obtain a license from the City, the City's Guest Lodging license could be modified into an optional process that allows for exemption from the full Rental Code. This process would only apply to owner-occupied homes. **The intent is that if you choose to operate under constraints of essentially the current less stringent Guest Lodging standards under Chapter 35, you would be exempt from Rental Code. However, if you were not interested in voluntarily operating under the Guest Lodging standard in order to have greater occupancy or more days of guest stays, you could choose to register the property as a rental property and operate it with greater latitude as fully a compliant rental property.** Under this system we would apply as many of the current standards as possible to Homeshares and Hosted Homeshares. However, it appears we cannot charge an annual licensing fee for this process. We likely could still charge an inspection fee when required.

This option includes revisions to Chapter 35 and Chapter 29.

**STAFF COMMENTS:**

Each of the above options have a distinct approach to regulating short-term rentals within the new standards created by the state. Option 1 treats essentially all rental properties the same with equal Code compliance for health and safety standards found within the Rental Code. Option 2 provides the most relief from Rental Code and would essentially treat short-term rentals as an accessory use to an owner-occupied home similar to the current roomer

exception. Option 3 creates an optional licensing process, similar to the current mandatory process, to allow for an owner-occupied home to take advantage of exemptions from full Rental Code compliance.

With City Council's direction on the issue of how to address short-term rentals for owner-occupied homes, staff can prepare the appropriate amendments to Chapters 13, 29, and 35. Staff is not anticipating substantial outreach to complete the update, because essentially the standards have previously existed or are current standards that were thoroughly reviewed in 2019. If Council anticipates specific plans for public outreach, staff would need this direction as well.

## ATTACHMENT 'A'

### Excerpts from House File 2641, pps. 73-75

#### DIVISION XXV SHORT-TERM RENTAL PROPERTIES

Sec. 148. Section 414.1, subsection 1, Code 2020, is amended by adding the following new paragraph: NEW PARAGRAPH, e.

(1) For purposes of this paragraph, "*short-term rental property*" means any individually or collectively owned single-family house or dwelling unit; any unit or group of units in a condominium, cooperative, or timeshare; or an owner-occupied residential home that is offered for a fee for thirty days or less. "*Short-term rental property*" does not include a unit that is used for any retail, restaurant, banquet space, event center, or other similar use.

(2) A city shall not adopt or enforce any regulation, restriction, or other ordinance, including a conditional use permit requirement, relating to short-term rental properties within the city. A short-term rental property shall be classified as a residential land use for zoning purposes.

(3) Notwithstanding subparagraph (2), a city may enact or enforce an ordinance that regulates, prohibits, or otherwise limits short-term rental properties for the following primary purposes if enforcement is performed in the same manner as enforcement applicable to similar properties that are not short-term rental properties:

(a) Protection of public health and safety related to fire and building safety, sanitation, or traffic control.

(b) Residential use and zoning purposes related to noise, property maintenance, or nuisance issues.

(c) Limitation or prohibition of use of property to house sex offenders; to manufacture, exhibit, distribute, or sell illegal drugs, liquor, pornography, or obscenity; or to operate an adult-oriented entertainment establishment as described in section 239B.5, subsection 4, paragraph "a".

(d) To provide the city with an emergency contact for a short-term rental property.

(4) A city shall not require a license or permit fee for a short-term rental property in the city.



## ATTACHMENT 'B'

### Approved Guest Lodging Types 2019 - Summation Tables




#### *Guest Lodging Types as an Accessory Use*

*(This summary is provided as a comparison of the basic differences but does not reflect the entire code.)*

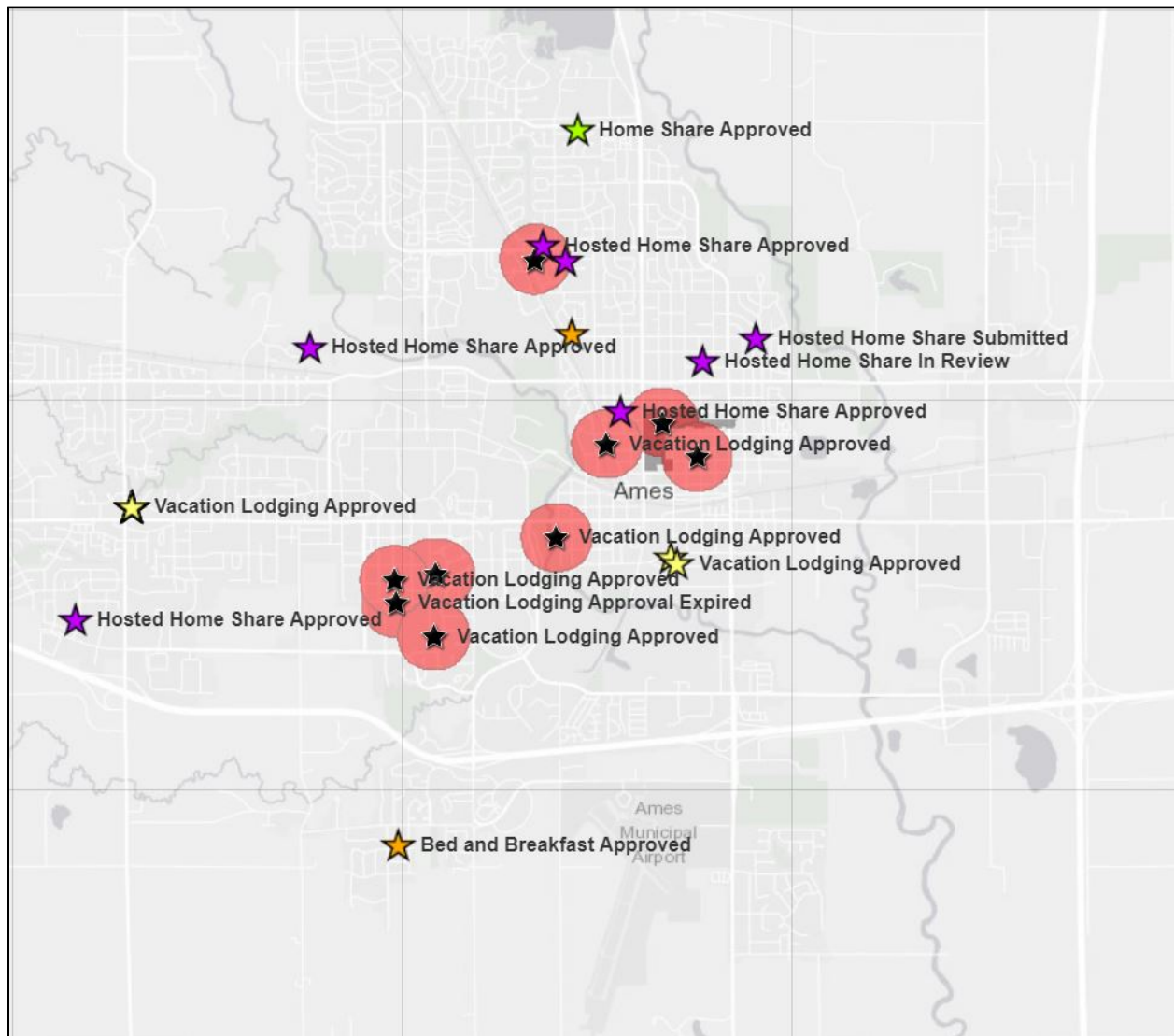
Type	Hosted Home Share	Home Share	Apartment Share
			
	Owner Required to be Present	Owner <u>Not</u> Required to be Present	Tenant <u>Not</u> Required to be Present
Description	Primary Residence	Primary Residence	Primary Residence
	Partial Dwelling	Entire Dwelling	Partial or Entire Apartment Dwelling
License	Required, Annual Renewal	Required, Annual Renewal	Required, Annual Renewal
Approval Process	Administrative Approval as an Accessory Use	Administrative Approval as an Accessory Use	Administrative Approval as an Accessory Use
Fire Safety Requirements	Fire Safety Checklist & Inspection	Fire Safety Checklist & Inspection	Fire Safety Checklist (LOC exempts from additional inspection)
Maximum # of Bedrooms	2 Guest Lodging Bedrooms	N/A	N/A
Maximum # of Guests	2 Adults	2 Adults per Bedroom; Not to Exceed 5 Adults	1 More Adult than # of Bedrooms; Not to Exceed 5 Adults
Number of Guest Contracts Concurrently	1 Guest Contract	1 Guest Contract	1 Guest Contract
Maximum # of Days / Year	No Maximum	90 Days per Annual Renewal Period	No Maximum
Maximum Stay	31 Consecutive Days	31 Consecutive Days	31 Consecutive Days
Parking	No Additional Parking Required	1 Space per Guest Bedroom; Maximum of 5 Spaces Required	No Additional Parking Required
Allowed in These Zoning Districts	A, RL, RM, UCRM, RH, RLP, NC, CCR, DSC, CSC, S-SMD, DGC, O-SFC, O-LMU, F-VR, FS-RL, FS-RM & F-PRD	A, RL, RM, UCRM, RH, RLP, NC, CCR, DSC, CSC, S-SMD, DGC, O-SFC, O-LMU, F-VR, FS-RL, FS-RM & F-PRD	RL, RM, UCRM, RH, NC, CCR, DSC, CSC, S-SMD, DGC, O-SFC, O-LMU, F-VR, FS-RL, FS-RM & F-PRD

## Guest Lodging Types as a Principal Use

*(This summary is provided as a comparison of the basic differences but does not reflect the entire code.)*

Type	Bed & Breakfast Establishment	Vacation Lodging - Single & Two-family	Vacation Lodging - Apartment Dwellings
			
	Owner Required to be Present	Owner <u>Not</u> Required to be Present	Owner <u>Not</u> Required to be Present
Description	Primary Residence	Investment Property	Investment Property
	Partial Dwelling	Entire Dwelling	Entire Dwelling
License	Required, Annual Renewal	Required, Annual Renewal	Required, Annual Renewal
Approval Process	Special Use Permit followed by Administrative Approval	Letter of Compliance Required & Special Use Permit followed by Admin. Approval. 1000-foot separation distance applies	Letter of Compliance Required & Special Use Permit followed by Admin. Approval. May be exempt from the SUP process based on Zoning
Fire Safety Requirements	Fire Safety Checklist & Inspection	Fire Safety Checklist (LOC exempts from additional inspection)	Fire Safety Checklist (LOC exempts from additional inspection)
Maximum # of Bedrooms	5 Guest Lodging Bedrooms	N/A	N/A
Maximum # of Guests	2 Adults per Bedroom	5 Adults (Rental Code Occupancy Standards)	5 Adults (Rental Code Occupancy Standards)
# of Concurrent Guest Contracts & Lodging Units per Parcel	1 Guest Contract per Approved Guest Lodging Bedroom	1 Guest Contract per Dwelling Unit. 1 Guest Lodging Unit per Parcel	1 Guest Contract per Dwelling Unit. 1 or No More than 10% of Dwelling Units per Parcel
Maximum # of Days / Year	No Maximum	No Maximum	No Maximum
Maximum Stay	31 Consecutive Days	31 Consecutive Days	31 Consecutive Days
Parking	1 Reserved Space per Guest Bedroom, Plus 1 Space for Owner	1 Space per Guest Bedroom; Maximum of 5 Parking Spaces Required	1 Space per Guest Bedroom; Maximum of 5 Required ( <i>zones with less parking required per apartment unit are exempt</i> )
Allowed in These Zoning Districts	A, RL, RM, UCRM, RH, NC, S-SMD, O-SFC, FS-RL, & FS-RM	A, RL, RM, UCRM, RH, NC, S-SMD, O-SFC, F-VR, FS-RL, FS-RM, & F-PRD	RM, UCRM, RH, NC, CCR, DSC, CSC, S-SMD, DGC, O-SFC, O-LMU, F-VR, FS-RM, & F-PRD

**ATTACHMENT C**  
**Map of Guest Lodging Licenses Issued Dec 2019 – Jun. 2020**



Red circles represent the 1000-foot separation required for single and 2-family Vacation Lodging units.

**38<sup>th</sup> Annual Report**

**Ames Residential  
Satisfaction Survey  
2020**



## 2020 Ames Resident Satisfaction Survey 38<sup>TH</sup> ANNUAL STATISTICAL REPORT

The City of Ames, Iowa, conducts an annual satisfaction survey of residents. In April 2020, the City mailed questionnaires to 1,350 city residents whose names were randomly selected from the City of Ames utility users list (population= $\sim$ 20,000+). Additionally, 1,000 Iowa State University students were randomly selected from a mailing list generated by the ISU Office of the Registrar. Stratified random sampling was used to have representation from the students based on classification (sophomore to graduate levels). First-year students were intentionally excluded in the ISU sample due to their minimal exposure and use of City of Ames' services. Utility bill customers received a 12-page survey booklet via U.S. Mail. The booklet included standard benchmarking questions, as well as issue-related questions written specifically for this survey. This survey was available online. The survey link was stated in the invitation letter to non-students to make sure that only randomly selected respondents will have access to the online survey. The ISU students received the same survey via email developed using the Qualtrics Survey Software. The analysis was completed with assistance from Nora Ladjahasan from Institute for Design Research & Outreach, College of Design, Iowa State University.

This statistical report summarizes results from 844 respondents who returned usable questionnaires, 422 from the Ames residents (referred as non-student residents in this report) (50%) and 422 from ISU students (50%). Fifty-five (13%) non-student residents did the online survey. Only 422 surveys from the students were included to have an equal representation as the non-student residents. Incomplete surveys and those who had lived in Ames for a shorter period of time were excluded from student samples.

Response rate for Ames residents group (non-student residents) was 31% and 72% for ISU students. Overall response rate for this year is 49%, which is 23% higher than last year (26%).

The number of questionnaires mailed or emailed included an oversampling of students in order to come up with the desired sample size that reflects target populations. The sample size needed to confidently generalize the findings was 331 for both groups (95% confidence level and a confidence interval of 5). The 844 completed surveys indicate that we are 95% confident that the questions are within  $\pm 3.35\%$  of the results if everybody participated in the study. In other words, the findings or the data significantly reflect the responses of the total population. For more details on calculating sample size, refer to: <https://www.checkmarket.com/sample-size-calculator/>



## Respondents' Personal and Social Characteristics

Table 1 illustrates the personal and social characteristics of respondents who completed the questionnaire. Column 1 lists describes characteristics of the respondents who participated in the survey. Column 2 shows personal and social characteristics of Ames residents collected from secondary data sources like 2018 ACS 5-Year Estimate Data Profile (<https://www.census.gov/quickfacts/amescityiowa>), suburban stats, and labor statistics. Columns 3-7 show personal and social characteristics of individuals who completed surveys between the years of 2016 and 2020.

Of the respondents in this year's survey, there are more male respondents than female (54% and 44%, respectively). This is the opposite of previous years (2016, 2018 and 2019). One percent of the respondents opted not to respond to the gender question and another 1% indicated the third category (non-binary/3<sup>rd</sup> gender). Male respondents are slightly higher than the suburban stats (53%) <https://suburbanstats.org/population/iowa/how-many-people-live-in-ames>.

Majority of respondents were Whites (88%), 5% were Asian, 3% stated "others" and 1% Blacks or African American. These data is consistent with the 2019 racial composition of 83% Whites, Black or African American and two or more races of 3%, respectively, and other races of .5% but less Asian 10% (<http://worldpopulationreview.com/us-cities/ames-population/>).

Fifty-six percent (56%) of the respondents have at least college degree, which is the same as 2018 City data (56%) <https://www.census.gov/quickfacts/amescityiowa>. Sixty-nine percent of the respondents are employed (35% had full-time employment, 34% part-time). Sixteen percent were retirees. Fifteen percent declared that they were unemployed (a lot higher than the July 2020 department of numbers of 5.0%) ([https://www.bls.gov/regions/midwest/ia\\_ames\\_msa.htm#eag\\_ia\\_ames\\_msa.f.p](https://www.bls.gov/regions/midwest/ia_ames_msa.htm#eag_ia_ames_msa.f.p)).

Forty-two percent of respondents reported their household income to be less than \$25,000, 16% reported their income to be between \$25,000 and \$49,999, 20% reported earnings of \$50,000 to \$99,999, and another 22% of respondents make more than \$100,000 annually. Compared to last year survey, there are less respondents with a household income of \$100,000+ (22% for 2020, 24% for 2019) and less than 2018 rate (based on 2018 ACS 5-Year Estimate Data Profile data of 24%).

**Table 1. Demographic Characteristics**

Characteristic	2018	Survey Year				
	2 <sup>nd</sup> Data	2016	2017	2018	2019	2020
Length of Residence						
Less than 1 year	-	<1	1	10	1	<1
1-3 years	-	30	36	31	30	33
4-6 years	-	28	13	17	20	23
7-10 years	-	8	9	4	8	5
More than 10 years	-	34	41	38	41	38
Gender						
Female	47	59	45	56	57	44
Male	53	41	55	43	42	54
Non-binary/3 <sup>rd</sup> Gender						1
Prefer not to answer				1	1	1
Age						
18-24	NA	41	37	40	33	46
25-44	24	24	23	21	29	21
45-64	25	20	28	18	19	16
65-74	9	8	13	11	11	11
Over 75	16	6	9	10	9	6
Education						
Some HS	5	<1		<1	<1	<1
HS diploma	31	5	5	4	5	4
Some college	21	33	34	34	29	39
College degree	19	28	22	28	25	30
Some grad work	37	10	9	10	9	6
Graduate degree		24	30	25	30	20
Employment Status						
Employed part-time	96	32	31	38	37	34
Employed full-time		38	29	27	31	35
Retired	-	14	23	19	20	16
Unemployed	4	9	10	11	1	15
Full-time homemaker	-	3	3	4	8	<1
Household Income						
Less than \$25,000	19	44	39	41	36	42
\$25,000-\$49,999	23	14	13	14	16	16
\$50,000-\$74,999	19	14	12	14	13	10
\$75,000-\$99,999	14	11	12	9	11	10
\$100,000 +	24	17	24	22	24	22

Less than half (45%) of the survey respondents own their residence, the others rent. The majority of renters (77%) reported renting due to their short-term stay in Ames. Other reasons for renting were lack of adequate income (39%), followed by little or no upkeep (24%) and more security (5%) (Table 2).

Respondents who are homeowners differ from renters on several personal and social characteristics. Homeowners have lived in Ames longer than renters (25.7 years and 5.3 years, respectively). Of those who have lived in Ames more than 10 years, 88% are homeowners. Of those who have lived in Ames for four to 10 years, more than half (55%) own their home. A quarter (25%) of renters have lived in Ames for four years or less. Not surprisingly, respondents who are homeowners (54.8 years old on average) tend to be older than renters (24.9 years old on average).

Of those between 25 and 44 years old, more than half (51%) are homeowners. Of those between the ages of 45 to 64, almost nine in 10 (87%) are homeowners. In contrast, 93% of those under 25 years of age rent, and 91% of fulltime college students currently rent.

For those with a college degree, 44% are homeowners and 56% are renters. Finally, homeowners typically have bigger household income than renters. Fifty percent of homeowners earn \$50,000 or more, whereas only 12% 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>2020 Iowa HomeTown Locator*</u>	<u>Survey Year</u>				
		<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
		Percent				
Housing type						
Rent	52	55	50	51	49	55
Own	44	45	50	49	51	45
If rent, for what reason?						
Short term stay in Ames	-	75	77	77	75	77
Lack of adequate income	-	37	25	36	40	39
Little or no upkeep	-	26	5	25	32	24
More security	-	5	33	5	10	5
Location of home						
Northwest	-	47	49	47	42	42
Southwest	-	26	14	13	29	32
Northeast	-	13	25	29	16	11
Southeast	-	14	12	11	12	15

\*<https://iowa.hometownlocator.com/ia/story/ames.cfm>

Respondents also were asked about the location of their home in Ames. As seen on Figure 1, almost half (42%) of the respondents reside at the northwest part of the city (same as 2019), 32%



from southwest (29% in 2019), 11% from northeast (16% in 2019), and 11% from southeast side (12% in 2019). (Figure 1)

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

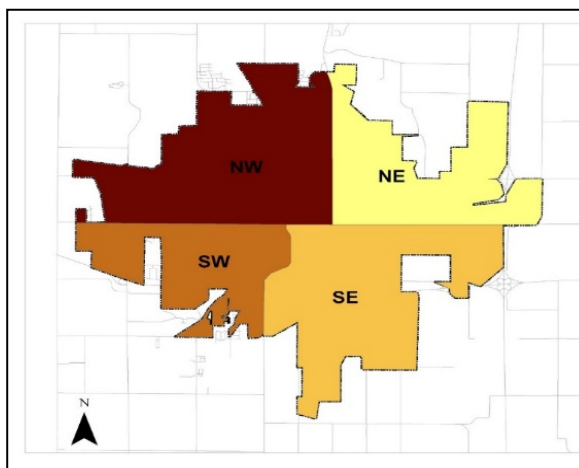
**Figure 1. Geographic Sections**

42% = Northwest

32% = Southwest

11% = Northeast

15% = Southeast



### Priorities for On-Going Services

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

On a scale of 1 to 3 (1 – less spending, 2 – same spending, and 3 – more spending), all the programs received a score of 2.0 or higher. The programs receiving a 2.0 included Ames Public Library, city arts programs (public art and COTA), law enforcement, and land use planning (both current and long-term). Programs that received the highest ratings for spending reduction were arts programs (21.5%) and Ames Public Library (15.8%).

Of those selecting “spend more,” 27.7% of respondents would like to see more money spent on Ames Animal Shelter & Animal Control, 24.6% wanted more spent on human service agency funding (ASSET), followed by arts programs (22.7%), parks activities (22.5%), and recreational opportunities (20.7%). These findings are in Table 3.

Arts program funding shows the most mixed support with over half of respondents (56%) proposing that fund should remain the same, roughly one-fifth (21%) reporting there should be less funding with another fifth (23%) suggesting that the program should receive additional funding. Interestingly, this program has the smallest budget (\$229,898) of those included.

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

On-going service (budgeted amount)	Should the city spend ....?			
	<u>Less</u> <u>(1)</u>	<u>Same</u> <u>(2)</u>	<u>More</u> <u>(3)</u>	<u>Average</u>
Ames Animal Shelter & animal control (\$ 498,045) (n=759)	7.8	64.6	27.7	2.2
Human service agency funding (ASSET). (\$ 1,524,850) (n=756)	8.1	67.3	24.6	2.2
Parks activities (\$ 1,539,329) (n=761)	6.6	71.0	22.5	2.2
CyRide (public transit) (\$ 2,037,720) (n=764)	8.8	72.5	18.7	2.1
Recreational opportunities (\$ 2,507,828) (n=764)	11.4	67.9	20.7	2.1
Fire protection. (\$ 7,814,863) (n=764)	4.6	85.6	9.8	2.1
Arts programs (Public Art & COTA) (\$ 229,898) (n=763)	21.5	55.8	22.7	2.0
Land use planning (both current and long-term) (\$ 887,461) (n=760)	13.8	71.3	14.9	2.0
Law enforcement (\$ 10,541,148) (n=762)	14.6	70.2	15.2	2.0
Ames Public Library (\$ 4,789,239) (n=760)	15.8	68.2	16.1	2.0
Other (n=125)	9.6	63.2	27.2	2.2

Table 4 shows the trends of the “spend more” responses. The category that received the most support for increased spending was the Ames Animal Shelter and Animal Control, which decreased by one percent from last year. Comparing 2019 to 2020, all of the ten categories had a slight change (from just a percentage to four change). The largest decrease from the previous year was for land use planning funding (-3%). From 2016 to 2019, there is quite a consistent change in more spending for the land use planning, but in 2020 this dropped sharply. When considering this data, it’s important to remember that the majority of respondents consistently say the City of Ames should spend “the same” amount on service priorities, while “spend less” and “spend more” numbers represent a much smaller number of respondents.

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

Services	Survey Year				
	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
	Percent				
Ames Animal Shelter and Animal Control	25	26	23	29	28
Human Service Agency funding (ASSET)	25	33	21	22	25
Art programs	17	23	20	20	23
Park activities	19	22	21	19	23
CyRide (public transit)	29	25	20	18	19
Recreational opportunities	29	27	20	18	21
Land use planning (Both current and long-term)	17	17	16	18	15
Law enforcement	25	25	17	17	15
Ames Public Library	15	20	23	15	16
Fire protection	17	14	11	11	10

There were statistically significant differences noted between social characteristics and responses to some services. The data were examined for differences by years lived in Ames, age, gender, currently a full-time student at Iowa State University versus non-student, home ownership, education, employment status, household income, and geographic residence in town. No significant difference in budget increase/decrease by geographic residences of respondents was found.

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

Arts Programs (Public Art &COTA)

- Female
- Renter
- Non-white

Fire protection

- Non-student resident
- Female
- Owner
- White
- Long-term residents (more than 14 years in Ames)
- Older respondent (older than 38 years of age)
- Less than high school
- Retired

Human service agency

- Non-student residents
- Female
- Long-term residents (more than 14 years in Ames)
- Older respondent (older than 38 years of age)

Law enforcement

- Non-student residents
- Female
- Owner
- Long-term residents (more than 14 years in Ames)
- Older respondent (older than 38 years of age)
- Retired
- Income of \$150,000 - \$199,999

Ames Animal Shelter and Animal Control

- Female
- Renter
- White

Ames Public Library

- The same for all the respondents

Land use planning (both current planning and long term)

- ISU Student
- Renter
- Short-term residents (less than 14 years in Ames)
- Younger respondent (younger than 38 years of age)
- Unemployed

Park activities

- The same for all the respondents

Recreational opportunities

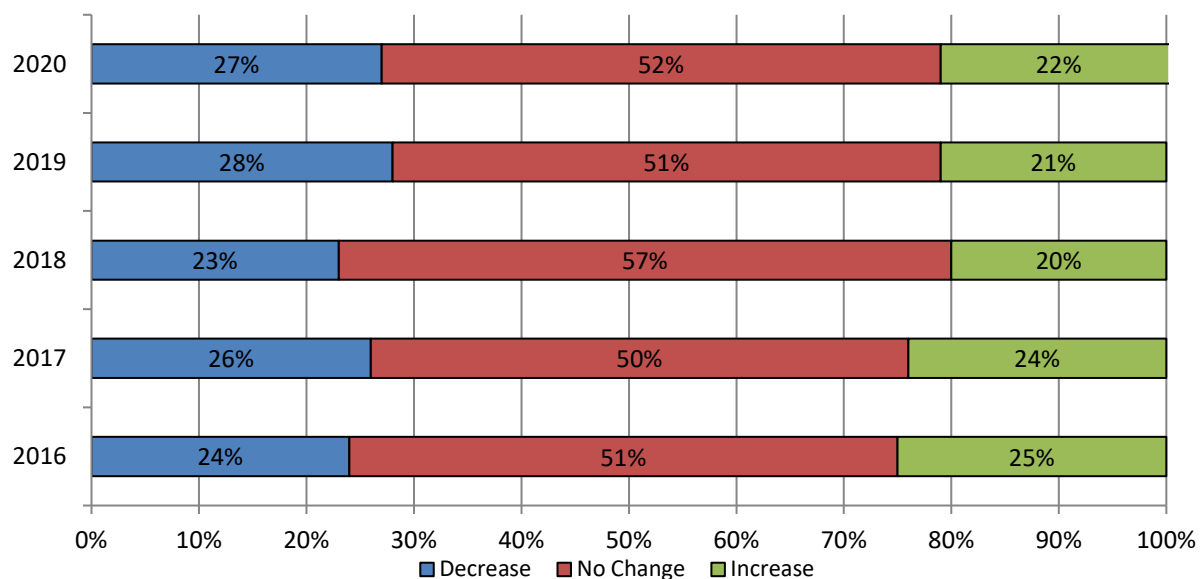
- The same for all the respondents

CyRide (public transit)

- ISU student
- Renter
- Short-term residents (less than 14 years in Ames)
- Younger respondent (younger than 38 years of age)
- Unemployed

The City levy for the next year is \$10.15 per \$1,000 of taxable valuation. This means that the City portion of the property tax on a \$100,000 home in Ames is about \$558.82 after rollback. When respondents were asked what about adjusting property taxes next year, 52% indicated no change, 27% suggested decrease and 22% suggested an increase in property taxes. Figure 2 chronicles preferred property tax adjustments over the past five years. This year, slightly fewer respondents indicated they would prefer a decrease in property tax (27% in 2020 compared to 28% in the previous year). Another 22% prefer an increase in property tax (compared to 21% in 2019). The percentage of “no change” preference increased by 1% (51% in 2019, 52% in 2020).

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



## Capital Improvement Priorities

Respondents were asked to prioritize from seven suggested capital improvement project areas. Table 5 shows respondents' 2020 capital improvement priorities. This year the three highest priorities were reconstruction of existing streets (83% rated this as somewhat or very important), traffic flow improvement (81%) and storm water drainage (80%). Reconstructing existing streets received a mean value of 3.15 based on a 4-point scale (1- not very important, 2 - not important, 3 - important and 4 - very important). Twenty-four survey respondents answered with "other" specified priorities, see below.

**Table 5. Capital improvement priorities, 2020**

	<u>Somewhat or Very Unimportant</u>	<u>Somewhat or Very Important</u>	<u>Average*</u>
	%	%	
Reconstructing existing streets	17	83	3.15
Traffic flow improvements	19	81	3.13
Storm water drainage improvements	20	80	2.96
Greenway trails (recreational) improvements	38	62	2.87
Improvements to existing parks	37	63	2.75
Off-street bike facilities (commuter) improvements	43	57	2.71
On-street bike facilities (commuter) improvements	45	55	2.63
Other, specify	40	60	2.84

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

### Other responses: (n=24)

- Snow Removal
  - Better Snow Removal Trucks
  - Roads are terrible in the Winter
  - Snow Maintenance
  - Snow Removal
- Sustainability
  - Renewable Energy
  - Plant Trees
  - Recycling
  - Reduce environmental impact (Commercial and Residential)
  - Sustainability
- City Services
  - Indoor Pool
  - New Parks

## Traffic/Congestion

- Mortensen Pkwy should be 4 lanes
- No Lane Diet
- Speed Calming Measures
- Grand and 13<sup>th</sup> Turning Signals
- Bike/Pedestrian Infrastructure
  - Less bike lanes
  - Public Bicycle Storage Shelters or Cages
  - Sidewalks
  - Leave trails Gravel
- Road Quality
  - Potholes
  - Roads
- Parking
  - Parking Options
- Taxes
  - Taxes are too high, stop spending on pointless things.
- Water Drainage
  - Water Drainage especially by sidewalks and on streets

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

In 2020, there was not much change in the trends for capital improvement priorities from the previous year. Six of the seven services remained the same. The only service that decreased (3% decrease) was reconstructing existing street (86% in 2019 compared to 83% for 2020).

In 2016, the category, "on-street bike facilities (commuter) improvements," was added to the survey and in the inaugural year, 61% of the respondents indicated that it was very or somewhat important compared to 55% this year. "Greenway trails (recreational) improvements" was also added to the survey in 2016. In the introductory year, 69% of respondents indicated this was very or somewhat important compared to 62% in 2020.

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

<u>Service</u>	<u>Survey Year</u>				
	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
	Percent very or somewhat important				
Reconstructing existing streets	80	82	82	86	83
Traffic flow improvements	79	78	81	81	81
Storm water drainage improvements	69	78	76	80	80
Improvements to existing parks	66	68	65	63	63
Greenway trails (recreational) improvements	69	67	65	62	62
Off-street bike facilities (commuter) improvements	62	57	58	57	57

On-street bike facilities (commuter) improvements	61	59	60	55	55
Other	–	53	79	60	60

Survey respondents ranked their three highest capital improvement priorities. Table 7 shows the results of those rankings. Traffic flow improvements ranked as the first priority in 2020, followed by reconstructing existing streets.

**Table 7. Ranking of Capital Improvement Priorities**

Capital Improvements	1st Priority (n=779)	2nd Priority (n=770)	3rd Priority (n=759)
Traffic flow improvements	30	19	18
Reconstructing existing streets	28	25	14
Storm water drainage improvements	13	15	16
On-street bike facilities (commuter) improvements	9	7	9
Improvements to existing parks	6	9	17
Off-street bike facilities (commuter) improvements	5	11	10
Greenway trails (recreational) Improvements	7	13	14
Other	2	1	2

## Resident Satisfaction with City Services

Respondents were asked to rate their level of satisfaction with nine services provided by the City of Ames. Responses were based on a scale of 1 to 4 (1 = “very dissatisfied”, 2 = “somewhat dissatisfied”, 3 = “somewhat satisfied”, and 4 = “very satisfied”) as well as a fifth option, “don’t know.” Figure 3 shows the level of satisfaction with City services continues to be high. From 2016 to 2020, all of the nine services were rated high (satisfied to very satisfied) by the respondents.

In 2020, the levels of satisfaction of increased slightly for CyRide (2% increase) and 1% increase for Electric, Sanitary Sewer, and Ames Parks and Recreation. The level of satisfaction remained the same as last year for the following services: Fire and Rescue, Water, Law Enforcement, and Public Nuisance Enforcement (e.g. noise, over-occupancy, yard upkeep).

Satisfaction with water services has remained steady over the past five years. The rest has very slight change over the last five years but still in the somewhat/very satisfied levels.

**Figure 3. Perceived Satisfaction Levels on Services, 2016-2020**

(1=very dissatisfied; 4=very satisfied)

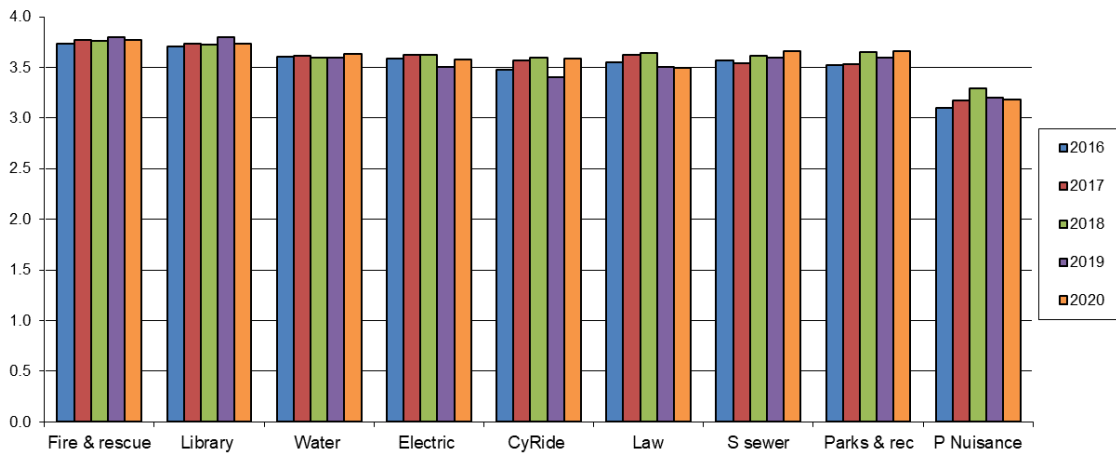


Table 8 summarizes respondents' satisfaction with City departments. Overall, respondents are quite pleased with city services, as seven of nine service areas receiving 91% or more "somewhat or very satisfied" responses. Respondents were 83% somewhat or very satisfied with Public Nuisance Enforcement services.

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

	<u>Very/Somewhat Dissatisfied</u>	<u>Very/Somewhat Satisfied</u>
Fire rescue services (n=594)	1.7	98.3
Parks & recreation services (n=741)	2.8	97.2
Sanitary sewer service (n=693)	2.9	97.1
Library services (n=602)	3.2	96.8
Water service (n=764)	4.7	95.3
Electric services (n=731)	5.3	94.7
CyRide bus services (n=594)	6.1	93.9
Law enforcement services (n=738)	8.7	91.3
Public Nuisance Enforcement (n=633)	17.4	82.6

## Police Department

Next survey respondents indicated their priorities for law enforcement. Respondents were asked to report whether they thought the Ames Police Department should give less, the same, or more emphasis to 16 law enforcement activities. More than half of respondents indicated emphasis should be the same for every category, except sex-related offenses investigation. Table 9 shows respondents' priority preferences for Ames Police Department activities from the 2020 survey.



While most people indicated that law enforcement activities should remain constant, one category, sex- related offenses investigation received rankings that should be considered for additional priority. Fifty- five percent of respondents indicated that sex-related offenses investigation should receive more emphasis, with only 1% suggesting less emphasis. Other policing activities that people specified should have additional emphasis included: domestic violence & family dispute resolution (41% which is an increase of 12% from 2019 data), violent crimes investigation (38% which is an increase of 4% from 2019 data), and crime prevention and education activities (34%); and illegal drug use prevention and enforcement (35%) which are decrease of 4% and 2%, respectively compared to 2019 data.

There was one area that stood out when respondents were asked which area should use less enforcement. Forty-three percent of survey respondents indicated that parking laws enforcement should receive less emphasis from law enforcement. Although parking laws enforcement also ranked highest for less emphasis in the previous year's survey, there was a 2% decrease in the number of people feeling this way (41% for 2019, 43% for 2020). Other categories that respondents felt should receive less emphasis included speed limit enforcement (24%), alcohol-related crime enforcement (15%), noise laws and nuisance party enforcement (15%), and illegal drug use prevention and enforcement (11%). Less than 1% of the respondents believed that violent crime investigation should receive less emphasis.

**Table 9. Future emphasis for Police Department activities**

<b><u>Police Department activity</u></b>	<b><u>Less</u></b>	<b><u>Same</u></b>	<b><u>More</u></b>
Sex-related offenses investigation (n=805)	1.1	43.5	55.4
Domestic violence & family dispute resolution (n=804)	1.1	57.7	41.2
Violent crimes investigation (n=806)	0.7	61.7	37.6
Crime prevention and education activities (n=808)	1.7	63.9	34.4
Illegal drug use prevention and enforcement (n=806)	10.9	56.9	32.1
Bad checks, fraud, & identity theft investigation (n=806)	2.5	74.6	23.0
School resource officer services (n=802)	4.2	73.3	22.4
Noise law and nuisance party enforcement (n=812)	14.8	65.0	20.2
Animal control and sheltering (n=808)	5.8	75.0	19.2
Residential patrolling (n=813)	7.9	73.2	18.9
Alcohol-related crime enforcement (n=809)	15.1	69.2	15.7
Juvenile crimes investigation (n=801)	6.0	80.1	13.9
Speed limit enforcement (n=816)	23.8	63.6	12.6

Traffic control and enforcement (n=807)	8.3	81.5	10.2
Business district patrolling (n=806)	7.7	83.7	8.6
Parking laws enforcement (n=812)	42.9	51.2	5.9

Table 10 shows five-year trends for police department activities that should receive “more emphasis.” For the past several years, survey respondents have continually indicated that sex-related offenses investigation needs “more emphasis.” Almost two-thirds (10 out of 15 police activities) of the 2020 survey numbers remained quite similar to those of 2019. There were several areas of increases that respondents indicated could use additional emphasis including domestic violence/family dispute resolution (an increase of 11% from 2019), violent crimes investigation and sex-related offenses investigation (an increase of 4% respectively).

Several policing activities have seen slight declines in the number of respondents indicating a need for “more emphasis” compared to 2019 data: alcohol-related crimes enforcement (-7%), crime prevention and education activities (-4%), and illegal drug use prevention and enforcement (-3%). Perhaps the declines in these areas is due to more emphasis being given to these areas over time.

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

<u>Police Department activity</u>	<u>Survey Year</u>				
	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
-	Percent				
Sex-related offenses investigation	51	52	51	51	55
Domestic violence/family dispute resolution	36	37	32	30	41
Violent crimes investigation	38	39	33	34	38
Crime prevention and education activities	36	36	35	38	34
Illegal drug use prevention and enforcement	35	42	36	35	32
Bad checks, fraud & identity theft investigation	28	30	22	25	23
School resource officer services	22	18	26	23	22
Noise laws and nuisance party enforcement	20	20	18	18	20
Animal control and sheltering	18	15	15	18	19
Residential patrolling	19	19	18	19	19
Alcohol-related crimes enforcement	31	30	21	23	16
Juvenile crimes investigation	17	13	14	13	14
Speed limit enforcement	17	12	14	15	13
Traffic control and enforcement	18	14	12	11	10
Business district patrolling	9	9	8	7	9
Parking laws enforcement	5	4	6	5	6

### **Additional Comments (n=123)**

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

- “They do a good job and the officers are really nice.”
- “I feel like their outreach and interaction with the public is top-notch, especially programs like the Donut Disrespect campaign they did (with ISU Police) that truly went viral and inspired other communities across the nation to do similar programs.”
- “You’re doing amazing, thank you guys for your hard work keeping our community safe.”
- “X-mas shopping [Shop with a Cop program] is great success and connection to city poor!”

There were also a few positive responses regarding the use of social media including these two examples.

“I appreciate the Facebook posts during quarantine.”

“We are pleased with the Ames Police presence in the community and their innovative approaches to communicating to the public through social media and other external communication channels.”

Many people indicated having a lack of knowledge about the current policing priorities or lack of police contact.

One comment asked officers to enforce traffic violations for those on bicycles, “I see bicyclists running red lights, stop signs, and other infractions almost every day and it’s just a matter of time before one gets run over or smashes into a pedestrian.” A number of comments indicated that people were pleased with police patrols in their neighborhood and added to their feelings of safety. However, additional police patrol was also a common suggestion for an area of improvement as well.

Several survey respondents provided suggestions for improvement. One respondent suggested providing officers training for children in crisis. Another person recommended the police department hire more police officers of color to create an environment of anti-racism. Another comment suggested, “Additional training on implicit bias training and building relationships is important and I think the Ames PD has already made great improvement in this area.” Other suggestions included additional education efforts and continued advertising of the Citizen Police Academy.

A couple comments were targeted toward better noise enforcement including this one, “When we’ve had noise complaints, they are either extremely slow to respond (hours later) or don’t respond at all. This is frustrating because the times we resort to calling them, the noise is extreme.”

There were people commenting on both sides of the drug and alcohol enforcement. Many of the comments felt that the police should be more lenient on the enforcement of alcohol and cannabis. Others felt the police need to respond to issues related to drug and alcohol enforcement.

Parking was another topic that receive many comments. Most comments focused on the lack of available parking and over ticketing. Some people made similar remarks to this sentiment, “It feels that if sometimes the parking department/city of Ames uses us just to get money.” Several people

are dissatisfied with parking in business districts like Main Street and Campustown.

There were also many comments related to speeding in neighborhood and need for better control. One respondent suggested, "I'd like to see some solutions that don't require officers (as I know they are probably stretched thin particularly during sport events, etc.) speed bumps, cameras, etc."

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

**Figure 4. Comments on Police Department**



## Fire Department

Survey respondents reported their satisfaction with various Ames Fire Department activities. Table 11 shows respondents' satisfaction ratings. For each activity, at least 55% of survey respondents responded with "Don't know." These individuals were excluded from the data in Table 11. Nearly all the respondents were somewhat/very satisfied with efforts at putting out fires (100%) and ambulance assistance (99%). This is followed by 98% for fire prevention education and outreach, and home and business safety inspection and 96%.

**Table 11. Satisfaction with Fire Department activities ("Don't Know" removed)**

Fire Department Activity	Very/Somewhat Dissatisfied	Somewhat/Very Satisfied
Putting out fires (n=269)	0.0	100.0
Ambulance assistance (n=294)	1.0	99.0
Fire Prevention education & outreach (n=369)	2.0	98.0
Home & business safety inspections (n=369)	4.0	96.0

### Additional Comments (n=103)

Residents of Ames provided many positive comments regarding the Ames Fire Department. This included people who wrote comments of gratitude for times they needed fire or ambulance services. Another respondent commented about being grateful for the lift and assist service for someone who had a fall, "Helping people get up from falls has been outstanding! Kept my late husband home for 2 years. God bless you for this FREE service."

There were comments about the Welch Avenue fire station and the good outreach to students. Several people affiliated with the Greek community acknowledged the benefits of the fire department's fire safety outreach for their houses. One Greek commented, "Overall, they are very knowledgeable and willing to help to maintain the safety of everyone within the community and outside."

Other students gave examples of the positive interactions with the fire department in their dorms and buildings. One student recalled, "During an SUV event they came to teach us how to use fire extinguishers. It was very informative. The staff were very patient and nice about it. They definitely knew what they were doing." Another student commented, "I live in the dorms, and they always have an incredible response time - even if the fire alarm goes off at 3am."

Survey respondents provided positive examples of fire safety training, education, and outreach activities including tours and family activities at the fire station and attending community block party events. In this year's survey there were several comments related to carbon monoxide detector outreach.

Many respondents commented that they have never had any instances where they needed the services from Fire Department and/or little experience dealing with the fire department. Many who haven't used these services are still grateful, for example, "I've never used any of these services, so I feel like I can't comment. But, these are very valuable services in our community and

we should invest in them.”

Others acknowledged that they didn’t know about all the Fire Department services and that they would like to receive more information about the various services provided by the Fire Department such as home fire prevention and fire extinguisher demonstrations. This might be an opportunity for additional outreach.

Numerous comments were focused on rental inspections and business inspections. Several respondents would like to see improved rental inspections. Some commented on the lack of mobile home inspections.

Actual responses can be seen at the appendix.

**Figure 5. Comments on Fire Department**



## Ames Electric Service

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

Ames Electric Service provides electricity to 90% of the respondents’ homes. The number of respondents who have experienced a power outage fluctuates every year. This is often due to weather conditions. Table 12 demonstrates this fluctuation, in 2016, 42% of those surveyed

experienced a power outage followed by 34% in 2017 and up again to 36% in 2018. In 2019, 34% of respondents reported experiencing a power outage and 48% of customers reported experiencing a power outage in 2020. Eighteen percent of respondents experienced power surge, which affected their computer operations in 2020.

**Table 12. Respondents' experience with electric service interruption**

<u>Service outage</u>	Survey Year				
	<u>2016</u>	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>
	Percent who responded "yes"				
Experienced power outage	42	34	36	34	48
Experienced power surge which affected computer operations	15	10	10	12	18

Table 13 shows satisfaction rates with electrical department services. "Does Not Apply" responses were excluded in this analysis. Ninety-six percent of Ames customers were somewhat or very satisfied with the quality of power and 94% with time to restore service. Likewise, 94% were satisfied with response of City employees and ease of reporting an outage (90%).

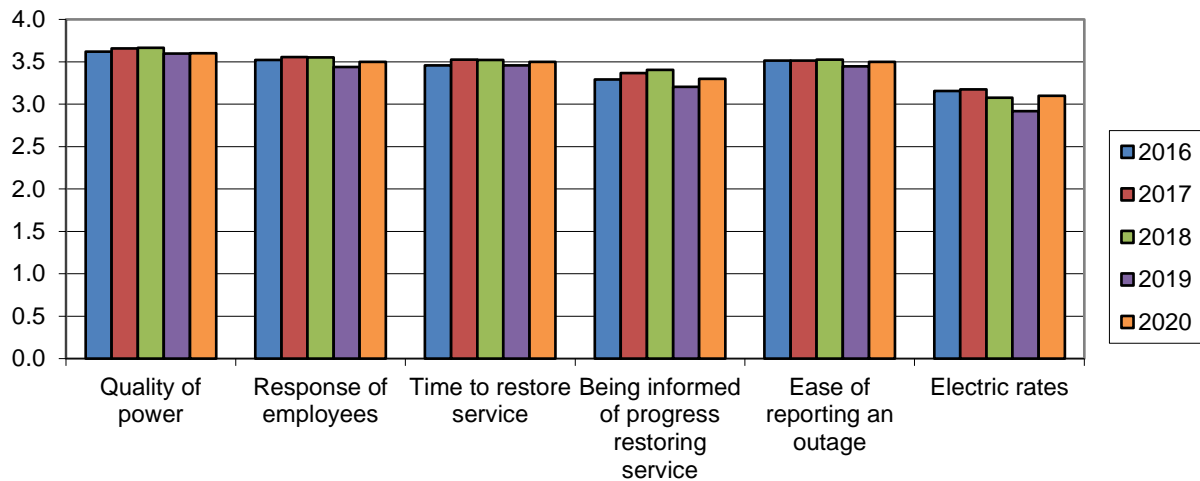
Twenty-one percent of respondents reported being very/somewhat dissatisfied with electric rates, and 14% of respondents also reported dissatisfaction with the electric services communication of progress in restoring services.

**Table 13. Satisfaction with Electric Department services**

	Very/somewhat dissatisfied	Somewhat/very satisfied	<u>Average</u>
	Percent		
The quality of power (n=669)	3.6	96.4	3.6
Response of employees (n=479)	6.1	93.9	3.5
Time to restore service (n=516)	6.0	94.0	3.5
Ease of reporting an outage (n=487)	9.9	90.1	3.5
Being informed of progress restoring services (n=531)	14.5	85.5	3.3
Electric rates (n=661)	20.9	79.1	3.1

Figure 6 shows the five-year trends in the level of satisfaction with the Electric Services department. In general, the satisfaction levels have remained quite constant over the five-year period. For 2020, each category is slightly higher than the previous year (from 1% to 2%), with the same levels of satisfaction being time to restore service and quality of power.

**Figure 6. Satisfaction with City Electric Department activities, 2016-2020**



Respondents were asked to gauge their interest in participating in the SunSmart Ames community solar farm. To participate, Ames Electric Services customers may purchase shares of the project at \$300 per “Power Pack” and receive a small monthly credit on their bills for 20 years.

To better market this program, the survey asked for feedback on why customers would not want to participate. Just over 26% of respondents were interested in participating in the program. Of those who were not interested, a majority (65%) stated that they are not planning to stay in Ames long term, 27% stated that it’s too expensive, while 8% stated that they were not interested.

Other reasons for not wanting to participate in the program include the cost, they don’t own the house they’re living on (renters), long-term commitment required, pay off (due to age), short-term stay in Ames, low benefits or return on investment, and needed more information about the program.

#### **Other comments**

- Age
  - Too old (13x)
- Cost
  - Expensive (10x)
- Renter
  - Renting (35x)
- Short-term
  - Likely to move soon (12x)
- Lack of interest
  - Don't choose to invest
- Lack of Knowledge
  - Haven't heard enough about the project
  - Don't know enough
- Long commitment



- Long time to pay off investment.
- Probably won't be around for 20 years (3x)
- Probably won't live that long
- Low Benefit/Return on Investment
  - It wastes land, and is not as effective source of power that we use
  - More incentives
  - Not convinced its practical
  - Not convinced of renewable energy efficiency vs. cost
  - Not feasible
  - Not in Ames
  - Not interested in paying for solar power
  - Not my interest for investment
  - Renewable energy, wind and solar, have not produced the promises and claims made by their lobbyists. Not reliable.
  - Solar energy looks cool on paper but it's a relatively pointless investment for most homeowners. This is not to discourage others, but I have done the research and determined it is not a good investment in regards to energy for a homeowner
  - Solar farms are not the future of renewable energy
  - Solar is not an effective solution for Iowans.
  - Solar is not efficient in central Iowa, according to scientific studies.
  - The return investment seems unusually long, even for the betterment of the community. I don't know the details of the program.
  - Unsure how dependable and effective this will be
  - Won't get money worth
  - Don't think solar energy is that cost-effective. Takes many years to receive cost benefit.
  - Dumb project. Waste of money for the citizens and city.
  - From what I understand the return on investment is not worth participating
  - How many power packs does one household need. What percent (approx.) can one expect in savings?
  - I have talked with many electrical specialists who say that solar farms are not worth their return right now because they pay off does not pay for the initial cost, I would if this happens later down the road if the initial costs go down. I am also only a short term resident (student)
  - Inadequate return on investment
  - Not sure it would be cost effective
- More information
  - I would need to research this more but the idea sounds great
  - It depends on more information about the program and what the credit would be
  - Maybe - do not have enough information to make a decision
  - Need more info (2x)
  - Need research it more - is there payback economically or is just a "green movement" political ploy
  - No information on program
  - Not familiar with details - will have to read up on it
  - So far I don't understand the project, maybe in the future I will share

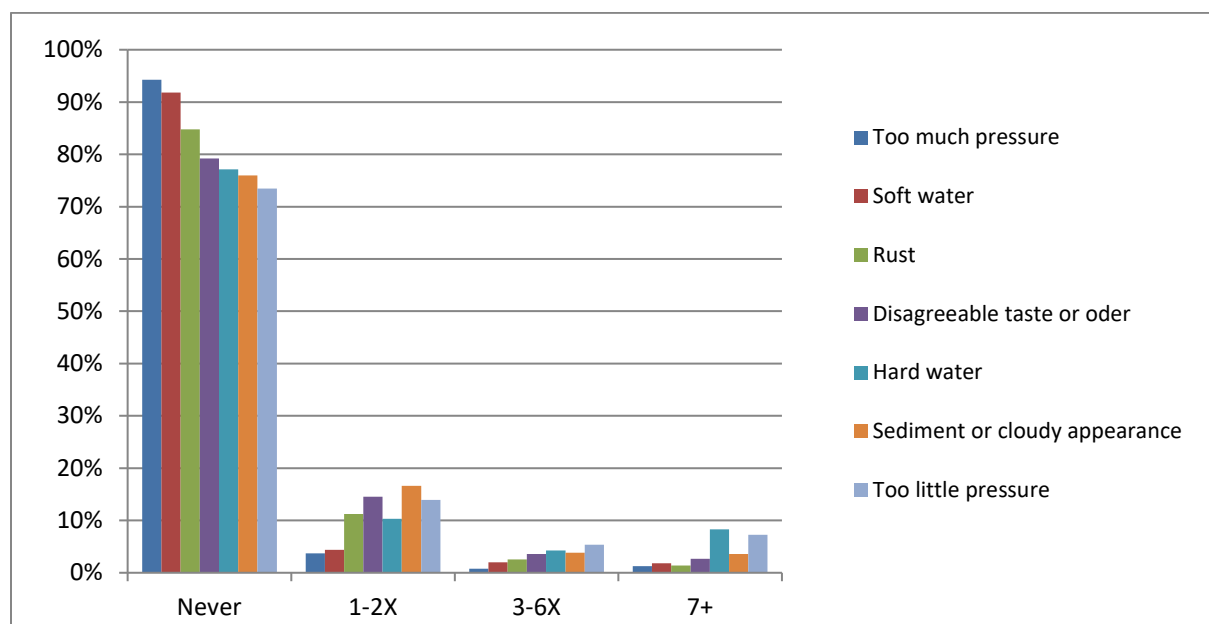
- Unsure... will read up on this for more information...
- Was unaware of this
- Not interested
  - Don't want
- Others
  - Ames would be better for a wind farm
  - Awesome initiative, glad this is happening!
  - I would love to do so if I was planning to stay in Ames, however I need to get out of Iowa soon.
  - Interested in other causes
  - Not at this time
  - Reports I have heard regarding wind farms are that wind farms cause interference in cable, satellite, phone, and other above/below ground interference issues.
  - Seems to me it is more politically correct than economically correct
  - The program is a joke, I hope it fails.
  - We are happy with current service
  - You should look into Tesla's free energy
- Undecided
  - Haven't given it much thought (2x)
  - Maybe
  - Still thinking about it
  - To be honest not sure need more info
  - too many uncertainties

## Water and Sanitary Sewer Utilities

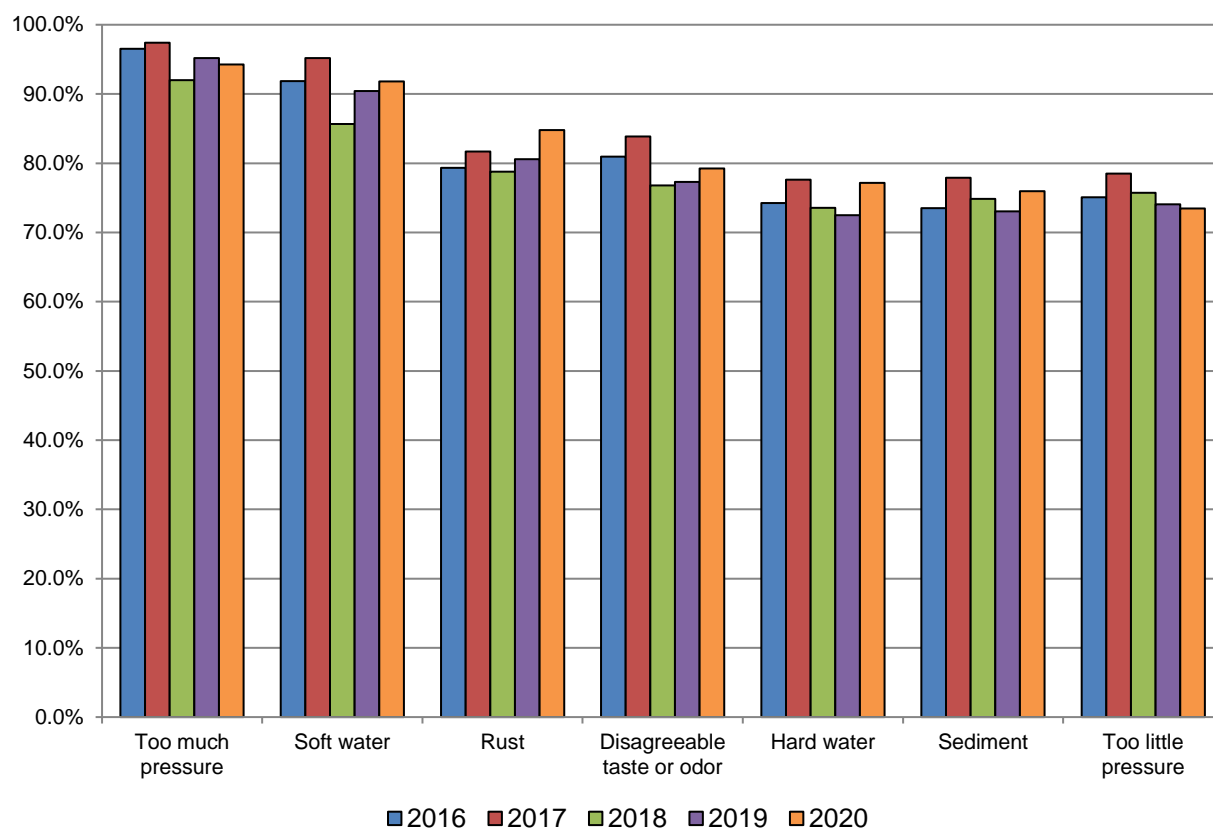
Of the respondents who use City of Ames water and sanitary sewer services, the majority reported never having problems such as too much pressure (94%), soft water (92%), rust (85%), disagreeable taste or odor (79%), hard water (77%), sediment (76%), too little pressure (74%), or sediment (76%). Generally, these numbers are higher from the previous year, which mean greater satisfaction from customers.

Figure 7a shows the frequencies of water service problems as reported in 2020. Most respondents experiencing water problems indicated they had problems once or twice in the past year ranging from too much pressure (4%) to sediment or cloudy appearance (17%). Eight percent of survey respondents reported experiencing hard water on seven or more occasions in the last year. Figure 7b shows data on the number of respondents reporting no water problems for the past five years (2016 to 2020). Historically, a majority of Ames residents are pleased with their water.

**Figure 7a. Frequencies of water service problems, 2020**



**Figure 7b. Respondents Reporting No Water Service Problems, 2016-2020**



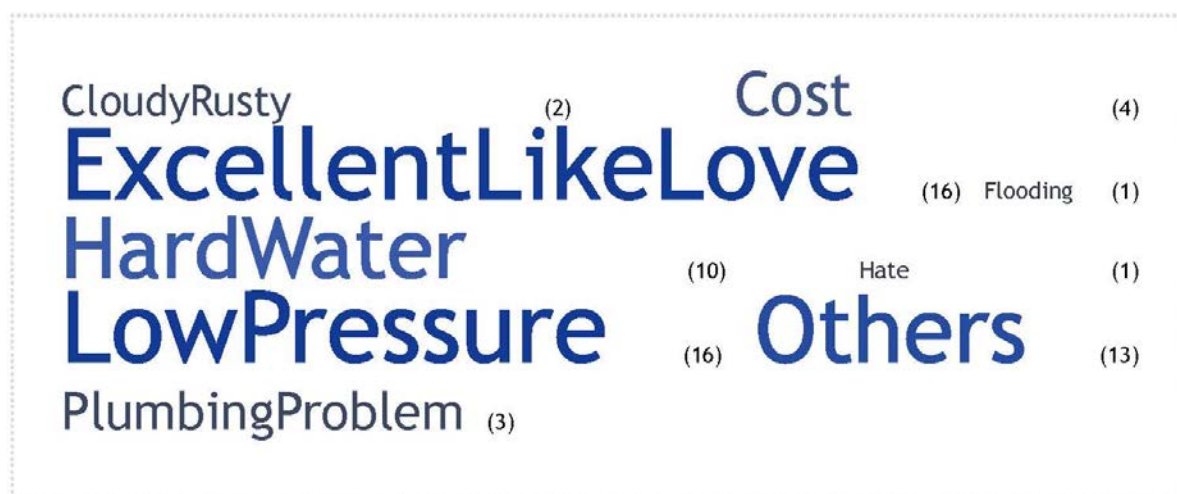
## Additional Comments

Many respondents commented about drinking water – most comments indicated that they were pleased with the quality and taste of Ames water using the words “excellent, like/love the taste.” Somebody mentioned that we are lucky to have an award-winning water supply.

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

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

### Figure 8. Comments on Water Service



## Water and Pollution Control Department

Satisfaction with services of City Water & Pollution Control Department is reported in Table 14. More than 92% of those surveyed were satisfied with water quality. Approximately 82% were satisfied with water rates and 83% sewer rates.

Comparing 2020 data to previous data, areas showing slight gains (1% increase) in customer satisfaction in the areas of water quality (3.6 for 2020), and sewer rate (3.14 for 2020). Water rates dropped by 5% in customer satisfaction for 2020 (3.13). Still, these three items were still on the satisfactory level as perceived by the respondents.

**Table 14. Satisfaction with Water & Pollution Control Department services**

	Very/somewhat dissatisfied	Somewhat/very satisfied	Average
Water quality (n=769)	7.5	92.5	3.6
Sewer rates (n=650)	17.1	82.9	3.1
Water rates (n=667)	17.5	82.5	3.1

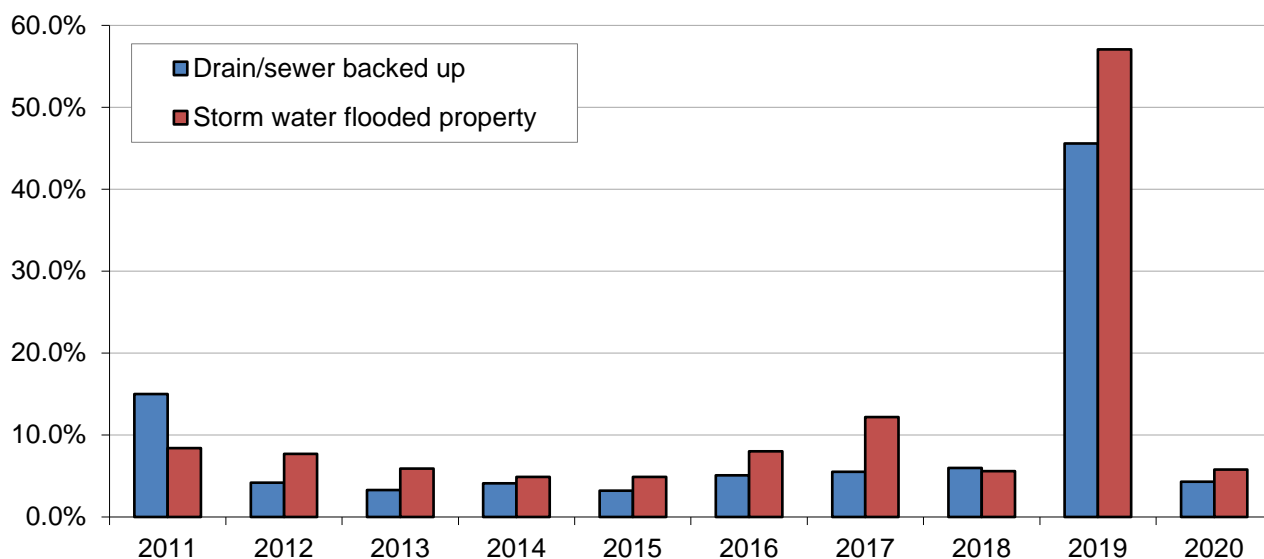
\* “Does not apply” excluded when calculating percentages for “very dissatisfied” to “very satisfied.”

Figure 9 shows trends in number of people experiencing problems related to the city's storm water system. Over the past decade, there have been some years with increased activity. For example, 2011 and 2017, but the numbers from 2019 far exceed any of the preceding years. For 2020, very few experienced flooding their properties. This is a big improvement compared to last year.

Survey respondents were asked if the City sewer system caused a drain back-up in their basement/home. Only 4% percent of those surveyed or 36 individuals indicated that they had a back-up in their home (compared to 45% or 239 individuals in 2019). Of those who had a drain back-up problem, 46% (n=16) reported the problem to the City, of which 69% were somewhat/very satisfied with the response and assistance they got from the city.

Respondents also reported whether the storm water flooded onto their properties from the street. In 2020, storm flooding was reported by only 48 respondents or 6% of respondents. Of the 48 respondents who experienced flooding, only 29% (n=14 people) reported the problem to the City. When asked how satisfied they were with the city's response to the flooding problem, more than half (n=8) were dissatisfied/or very dissatisfied with the response.

**Figure 9. Respondent's experience with city sewer system problems, 2011-2020**



### Additional Comments

Many of the comments in this section were detailing specific incidents of sewer drain backup or flooding of property. Some respondents mentioned flooding from their alley, yard, and poor sidewalk drainage. Several people commented about high water rates. As one respondent asked: "Why does this utility cost so much when so little is done?" There were several comments hard water in the city. They had to buy water softener.

There were also positive comments (i.e. great, the best, wonderful taste) about the water in Ames.

Please see the appendix for complete comments.

## Neighborhood Nuisance Enforcement

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

More than 45% of the respondents surveyed indicated they did not have an opinion on each of these activities (ranged from 47% to 80%). These individuals were excluded from the denominator when percentages for "satisfied" and "dissatisfied" were calculated. Among those who expressed opinions, more than two-thirds reported being "somewhat" to "very satisfied" with each enforcement effort: noise limits (74%), over occupancy in rental property (73%), front yard parking on residential property (72%), and property upkeep (66%). More than half rated outdoor storage on property such as old cars, tires, furniture, garbage (64%), and yard upkeep (61%) as satisfactory (somewhat to very satisfied). The average satisfaction is moderate (level ranges from 2.8 to 3.0).

When satisfaction level was compared against geographic characteristics of the respondents, those living in the northwest side of town (north side of Lincoln Way and streets to the north; west side of Grand Avenue and streets to the west) were more satisfied with front yard parking on residential property and noise limits ordinance compared to those living in the southwest area (south side of Lincoln Way and streets to the south; west side of University Boulevard and streets to the west).

For the other three nuisance issues such as yard upkeep, property upkeep (paint, gutter, broken windows) and outdoor storage on property (old cars, tires, furniture, garbage), southeast residents (south side of Lincoln Way and streets to the south; east side of University Boulevard and streets to the east) were more satisfied compared to Northeast residents (north side of Lincoln Way and streets to the north, east side of Grand Avenue and streets to the east).

The level of satisfaction on over-occupancy in rental property was almost the same regardless of their geographic residence.

**Table 15. Satisfaction in neighborhood nuisance enforcement**

	<u>Very/Somewhat</u> <u>Dissatisfied</u>	<u>Somewhat/Very</u> <u>Satisfied</u>	<u>Average</u>
	Percent		
Noise limits (n=435)	25.7	74.3	3.0
Over-occupancy in rental property (n=249)	26.9	73.1	3.0
Front yard parking on residential property (n=346)	28.3	71.7	3.0
Yard upkeep (overgrown vegetation) (n=426)	34.3	65.7	2.9
Property upkeep (paint, gutters, broken windows) (n=420)	35.5	64.5	2.8
Outdoor storage on property (old cars, tires, furniture, garbage (n=413)	38.7	61.3	2.8

## Additional Comments

Many people had no experience with any of the nuisance enforcement issues. A respondent stated that he rents at an apartment complex, so he is not sure what nuisance enforcement entails. For

those who are aware of nuisance enforcement, they expressed concern about property maintenance and often sighted specific examples of houses where owners do not maintain exteriors for long periods of time. There were complaints of neighbors not mowing their yards and very loud leaf blowers. There were also concerns about removing snow from sidewalks in residential areas, and cars that haven't been moved in a very long time.

Also, there were concerns about too much noise coming from loud parties that lasted the whole day and could be heard blocks away. Comments suggested that over-occupancy is an issue that is under-reported. Over-occupancy created issues with noise limits, parking, and overall building safety. However, a one respondent believed that the city of Ames needs to accept that this is a college town and be more accommodating to these types of concerns.

There were several respondents who felt that the City should not be involved with nuisance enforcement. A respondent wrote, “If someone owns a property on campus, it is their right to allow people to park on their land. It is not right for the city to order them to stop doing that. We all know you're trying to make your money on game day parking tickets.” Another respondent said that these laws/rules are largely pointless because an HOA should oversee this kind of thing, not the city. The city should stop spending so much time enforcing these rules.

For additional and specific comments, see the appendix.

**Figure 10. Comments on Nuisance Enforcement**



**Street Maintenance**

Residents were given the opportunity to rate street and bike path maintenance using a four-point scale from “very poor” (1) to “very good” (4). The average values ranged from 2.7 to 3.3, meaning the road services were rated fair to good. When “very good” and “good” responses were combined, responses ranged from 62% for snow plowing your neighborhood to 94.6% for appearance of medians and parkways as seen in Table 16.

**Table 16. Road service ratings**

	Very Poor/ Poor	Good/ Very Good	Average
	Percent		
Appearance of medians and parkways (n=803)	5.4	94.6	3.3
Street sweeping in business areas (n=606)	5.8	94.2	3.3
Maintenance of bike path system (on street lanes & paths) (n=688)	7.8	92.2	3.3
Street sweeping in your neighborhood (n=676)	14.6	85.4	3.1
Surface condition of major streets (n=812)	15.5	84.5	3.1
Condition of streets in your neighborhood (n=815)	17.4	82.6	3.1
Snow plowing on major streets (n=815)	19.6	80.4	3.1
Ice control at intersections (n=803)	34.4	65.6	2.8
Snow plowing in your neighborhood (n=810)	37.7	62.3	2.7

Figures 11a&b compare this year's road service ratings with ratings from four previous years. All of the categories saw an increase in satisfaction from 2019. Seven out of nine street maintenance features were ranked "good" with an average score higher than 3.0. Two street maintenance categories received slightly lower average ratings: ice control at intersections and snow plowing in your neighborhood.

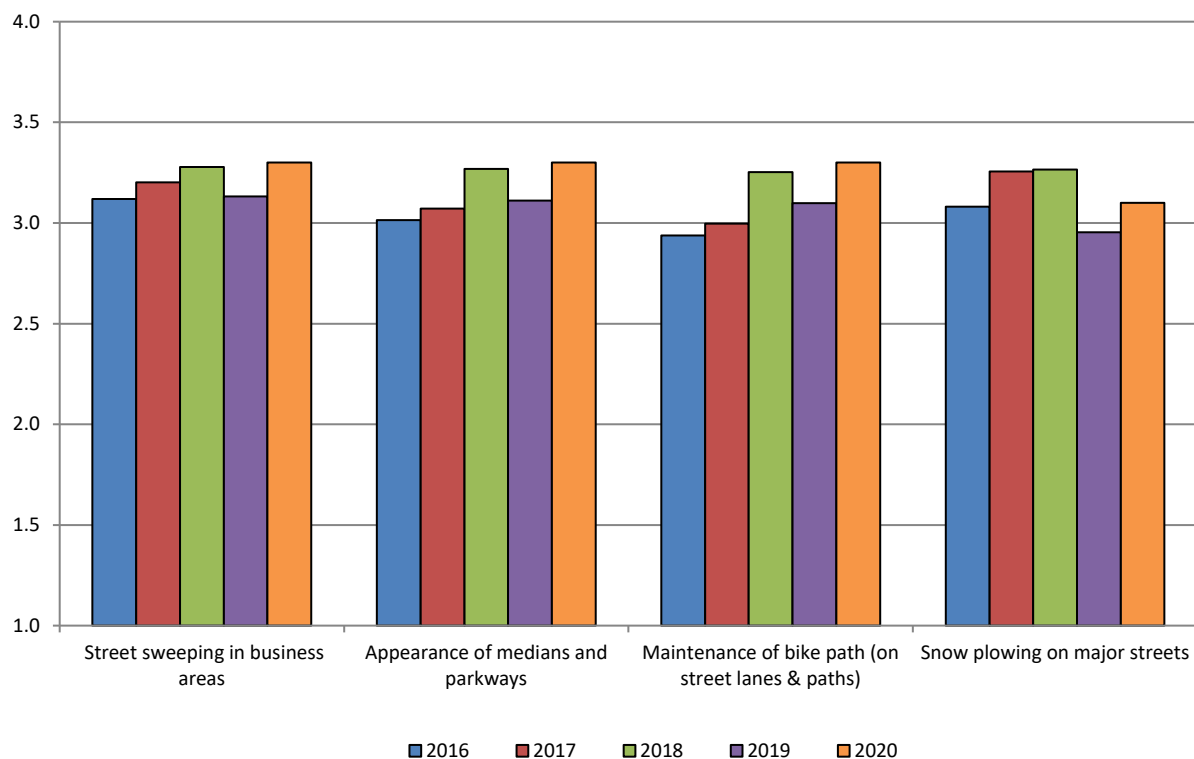
Long-term respondents gave a higher rating to the seven road services with the exception of appearance of median and parkways, and surface condition of major streets. The older the respondent, the higher rating given to eight of the street maintenance features, except for surface condition of major streets.

In 2020, those living in northeast Ames had higher rating for ice control in intersection (average score of 3.0) compared with those from southwest and southeast (average score of 2.7). The trend is the same for snow plowing in the neighborhood. Respondents from northeast part of the city rated snow plowing as the highest (average score of 3.0 with southwest average of 2.6, and southeast average of 2.6). Snow plowing on major streets was rated the highest by northeast residents (average score of 3.3), followed by 3.0 average score for both southwest and southeast residents. This trend was the same for street sweeping in business areas northwest residents having the highest rating followed by both southeast and southwest residents.

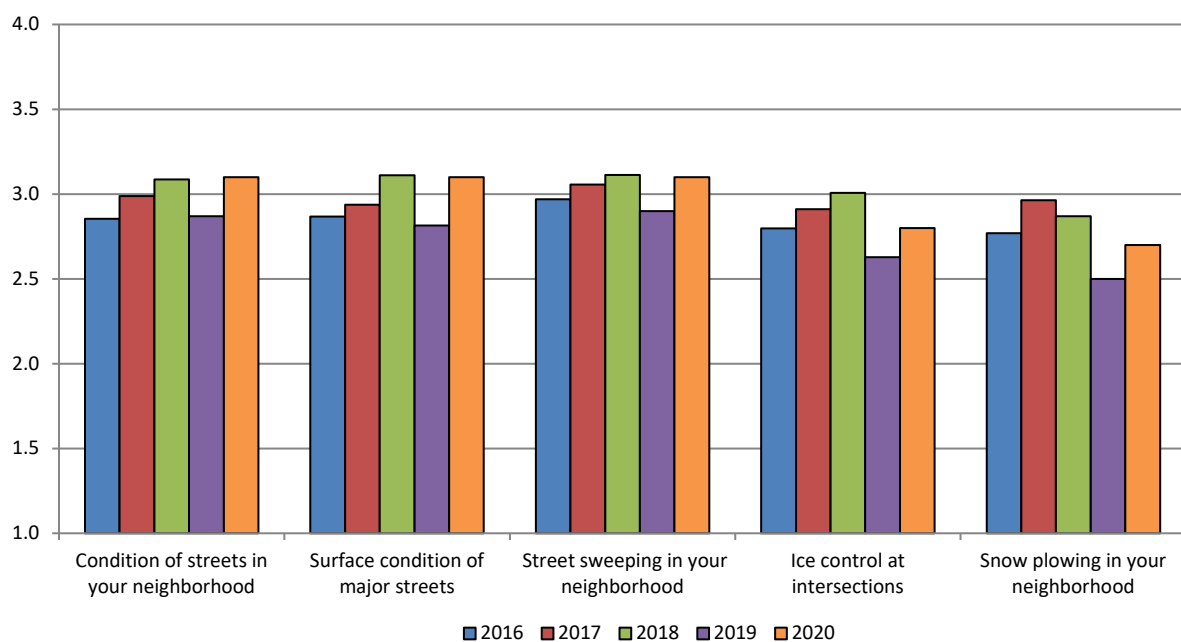
The other four street maintenance features were viewed the same regardless of geographic residence.



**Figure 11a. Quality of street maintenance features (2016-2020)**



**Figure 11b. Quality of street maintenance features continued (2016-2020)**



The survey also asked survey respondents to rate the effectiveness of coordination between traffic signals. Table 17 shows that while 57% of respondents said coordination was “often and/or always” effective, another 37% said the coordination was “rarely to sometimes” effective.

**Table 17. Signal Coordination Effectiveness (n = 821), 2020**

	Percent
Almost always effective	24
Often effective	33
Sometimes effective	29
Rarely effective	8
Don't know	6

### Additional Comments

Several people responded with positive comments including effective signal sensitivity to bicycles and responsive City staff. This year, the most common complaints were about snow/ice removal from roads and sidewalks, and lack of coordination in traffic lights. A number of people identified specific problem intersections, which are listed below. Other top concerns included pedestrian/bicycle infrastructure and street maintenance.

#### Positive Comments

- Triggers for bikes seem effective. Thanks!
- I think lights are great
- Streets from a physical standpoint are well maintained. Not many of the roads traveled by myself are what I would consider run down and dangerous.
- There is a guy that works for the City who is very responsive when I call about various issues in the neighborhood, i.e. a mattress left by side of the road one time, and a dead raccoon another time.

#### Specific areas that need attention are:

- Bicycle and Pedestrian
  - Bike lanes need to be wider.
  - Better than it used to be. Also like the new systems that are responsive to peds, bicycles, and other small and non-motorized
  - Bike lanes: we cannot imagine how there is ANY reason to the design of the bike lanes on S. 3rd from Grand to Duff! DUH! especially HyVee and Panera areas.
  - I am concerned about the plan to change L Way from Grand to Duff by adding bike lanes. As it is now, I've encountered less than 10 bikers at Clark and Lincoln Way.
  - Would like to have bikes use paths when they are available but bikers say too many people are on this and in their way - same for bikes on the street
  - Bike path near Carr Park has been nicely improved with only a small section needing attention due to mudslides. (i.e. path along Skunk River)
  - The downtown portion of Ames needs better sidewalk and street maintenance especially the area by the Flowerama on Lincoln way and all around there.

- Pave Gravel Roads within City
  - "Gravel" road E. Adams St. needs regular attention. City should have paved when they redid Top o Hollow; it's used a lot!!
- Parking
  - Extra-long pickups that are parked on Main Street downtown make it difficult to stay in the driving lane when driving on Main Street. One needs to turn into oncoming lane to get around.
  - With the growing number of individuals in Ames, the parking is becoming incredibly more complicated. This is an area that could be improved and vastly benefited upon in the community.
- Repair/Redesign Roads
  - Dude - something needs to change at the intersection of Duff and Lincoln. That whole corner needs to be redone to include turn lanes. I understand that Ames's streets weren't initially designed for the population present, but that doesn't mean that it can't be improved upon. Nearly all intersections along Duff between S16th Street and Lincoln Way need to be redone to either add a separate left turn lane, or to change the lanes to be a left turn only and a right/straight lane.
  - Especially Hyland at Ontario extremely slow as is Lynn Ave/Lincoln Way. North Dakota/Ontario intersection, 24th St West off Grand Ave.- both roads need to be replaced.
  - Huge problem all over
  - I love Ames but its major streets are in serious need of repair, especially Duff Ave. It is a shame this great city has a reputation of terrible streets. Probably the worst I have seen of the major cities in Iowa.
  - Main roads are well maintained however, a lot of sub roads that are still heavily used are in dire need of maintenance
  - A lot of streets good - very good. But there seem to be a growing number that is bad.
  - Some roads in residential areas are in rather poor condition, but major thoroughfares are always in at least decent condition. I've never seen any issues with traffic signal coordination failure.
  - South 4th street, going towards the apartment complex "the Phoenix," needs to be resurfaced. So rough and during the winter it never got snow plowed and was usually covered in ice.
  - Streetlights are at poor points and some roads look terrible such as Duff Ave. The roads are in poor shape, but in the city's defense, I believe the state and the nation should do more to help roadway maintenance.
  - The condition of the road at the curve/intersection of S 16th Street and S Bell Avenue (near the DMACC Hunziker campus) has and continues to be an issue. Numerous potholes and standing water that we've seen no improvement since 2016.
  - The more "high value" neighborhoods seem to get more prompt, more thorough maintenance, repair, and snowplowing!
  - The street surface of west Lincoln Way needs improvement.
  - The streets in Ames are the worse I have seen in a city of this size. Why is money spent so poorly in this city?
  - There are so many potholes and small/uneven roads in Ames, it drives me crazy! I know that fixing them all is probably not possible, but I would appreciate just a bit more attention to this!
- Roadkill Removal
  - There are lots of dead animal bodies on the street for several days and no one cares!

- Room for Improvement
  - I have lived in many major University communities. Ames is the poorest in controlling exterior, parking, etc. of student rental (SLUM) properties! We pay high taxes! I'm somewhat ashamed to drive visitors around.
  - Lots of room for improvement!
- Sensor Sensitivity
  - Motorcycles don't seem to trigger lights so I end up running them after waiting 5 minutes
  - Northwood and Grand should be weight censored or respond to crosswalk indicator, and it takes forever to change the light.
  - Several intersections would benefit greatly from pressure sensing instead of timers on the stoplights
  - Several red lights don't change even if I'm only one there. Walk light takes forever to come on at 13th & Stange Rd.
  - The sensors at intersections interrupt traffic for one vehicle. Side street and retail intersections need to do better at queuing vehicles before interrupting traffic. More needs to be done to coordinate the timing of lights for better traffic.
- Snow removal
  - Our neighborhood street is plowed by a third party
  - Polaris Drive is one of the least plowed streets for snow removal.
  - Re: sweeping: I'd mainly like to see them sweep sooner and more often in the late winter/early spring to get the salt off the streets asap. In general, I wish they'd use something less corrosive -- the salt and brine is HORRIBLE for cars!
  - Delaware off of N. Dakota - poor ice control
  - The street maintenance provided by the City of Ames is deplorable. There is nothing done after it has snowed all day and all night. I live on campus and won't see a single snow plow drive by in a snow storm. Not only that, but they refuse to plow the back lots where my car is parked and when I called and requested it be plowed so I can get to work I was yelled at and treated disrespectfully. The workers for the City of Ames are complete idiots. They had promised my building that they would allow driveway access while they did construction but when I left for work that day there was NO access and they damaged my car. I am VERY disappointed after moving to Ames to find the street maintenance and city workers are so careless. I can't wait to move out of Ames upon my graduation.
  - Ames has the worst snow and/or ice removal that I have ever seen. It's pathetic how slowly it takes the city to clear the roads and how poor of a job they do. It shouldn't take 2 full days to remove snow from a major street.
  - Have they heard of salt? Like I walked to class all semester on pure ice
  - I have noticed that plowing snow/ putting sand down before ice storms is something the city of Ames isn't the best at. I live in West Ames and it seems like this area always gets plowed less than near campus or south duff.
  - I no longer can scoop my own driveway - so it is really aggravating to have snow dumped at the end of the driveway by the city - Please don't do this
  - I think the snow plowing could be better in neighborhoods going back onto the main roads
  - It is disappointing to clean snow off my sidewalk and have the snow plow come by going so fast that my sidewalk is covered in more snow.
  - Lights are often poorly timed on major roads. Also Polaris Drive is one of the least plowed streets for snow removal.
  - Please, please improving snow plowing. Much worse than neighboring towns and cities.

- Plowing in the winter needs to happen as it's snowing and not after. Otherwise, snow gets packed down and driving conditions get very unsafe. The stoplights on Duff Avenue near all of the restaurants, Target, Walmart etc., should be timed better so that more cars can turn left when needed. Traffic gets backed up a lot on that street.
- Snow and ice not removed from cul-de-sacs very often at all.
- Snow plow drivers love to throw snow from the street to already cleaned sidewalks.
- The City does a very good job with snow removal. I like the use of roundabouts on the south side of town.
- The City expects residents to clean sidewalks, they can't even clean roads. Traffic signal programming is embarrassingly bad.
- The City of Ames waits too long to plow roads, it has become common knowledge that the longer you wait, the more likely it is to melt and glaze over or get packed down. This creates incredibly dangerous conditions for all parties involved. My street specifically rarely gets plowed because it is a dead end and often gets overlooked. I am very dissatisfied with Ames in regards to how they maintain roads when it snows/ices over
- The comparison to other towns I have lived in (3 others), the snow service could use some attention here in Ames. I am thankful for what we do have!!!
- The snow and ice removal services need a lot of work.
- The snow removal is terrible in our town. It seems that the crews wait till cars have compacted the snow down or there aren't enough plows and crews out. It needs work. For the size of our town and amount of taxes we pay. It is unacceptable.
- The snowplows on Main Streets completely (not legible) the snow and eliminated access to the side street. Plows only came by a few times.
- The streets in Ames need better snow removal. The streets are too icy and the side streets where I live need better removal.
- We live right off Duff and during winter our streets don't get plowed until after 4 PM at the earliest. Often by then, snow is packed down and turns to sheets of ice.
- When plowing snow from intersections it could be done more efficiently.
- Traffic Control Signage
  - Many 4-way residential intersections have NO signage; e.g., Curtiss and 12th St. I've seen several CLOSE car accidents as a result. Many children play nearby. Install either a stop signs or, minimum, yield signs... It's a matter of time before a kid gets seriously injured or killed which could easily and inexpensively be avoided.
- Traffic lights/Coordination
  - As traffic has increased in town. I find myself spending more time waiting at stop lights, especially to make left turns.
  - At some intersections that lights don't change even when no one is coming/waiting.
  - Coordination? - Couldn't tell
  - Could have more work on timing for busy intersections in AM / PM - particularly on Stange Rd./University Blvd. for ISU traffic.
  - Didn't know there was any coordination between traffic signals. Sometimes get stopped at every light.
  - Does not work
  - Doesn't seem like there is any coordination on Grand, Duff, Lincoln Way or 13th
  - Frustrating that they aren't coordinated. If they are, it doesn't show. Also frustrating to sit for a LONG red light when there is zero traffic at or approaching the cross-street.
  - I drive University Blvd most days. There is ABSOLUTELY no coordination among ANY of the streetlights. I can be stopped on 13th street and stopped on Duff in less than a minute. It's bad for cars, bad for commutes, and encourages further environmental

- contamination. I absolutely do not understand why one light turns green and the other light less than a quarter mile away is starting to turn red
- I'm honestly surprised there is a system to coordinate the traffic signals.
  - Impossible to efficiently get through town without stopping at what seems like almost all lights.
  - It seems like during the day when I drive down Lincoln way, if I have a green light the next light turns red.
  - Lights are often poorly timed on major roads.
  - Lincoln Way - west side of town is a pain. Sometimes the light at the Aquatic Center turns red for 13th St. and there's no one around
  - Lincoln way lights are not in sync in any way. In most cities, lights are set up so you they turn green in a pattern (i.e. you should be able to hit every green light if you're going the speed limit on an empty road. In Ames the next light turns red as yours turns green).
  - Love it when they are synchronized on Grand going from light to light
  - More lights need to detect if car on red turned
  - Not necessarily traffic signals but I have experienced waiting for a cross walk light for 3 or 4 full cycles multiple times. Especially in front of city hall. Not sure why.
  - Often have unnecessarily long red lights, hit everyone on a clear Lincoln Way
  - As far as lights go there is no clear pattern. I've been to some that stay red for a long time even when there is no oncoming traffic (i.e. Ash and Lincoln Way or any of those North South roads that go through Lincoln Way). Also I've been hit by every red light on Lincoln Way when it was summer and there is next to no traffic on the roads. Again they will turn red when there is no intersecting traffic.
  - Traffic signals: Sorry, but this is one area where I think Ames is SORELY lacking. It was even worse up until a few years ago -- there have been minor improvements -- but it's still pretty bad. There are several intersections where they'll still be on a cycle during minimal-traffic times and will change and make the main road stop for absolutely no reason (especially at night). (Examples: S Duff and Crystal, S Duff at the south end of Walmart) And there are many intersections where it will change to let the significantly smaller (less traffic) road go when a single car gets there and hasn't even completed a stop yet, even if they're turning right, and makes several cars stop on the primary road. (Examples: S Duff and Airport Rd (especially at night), pretty much all signaled intersections on N Duff, pretty much all signaled intersections on Lincolnway between University and Grand) I really wish you had someone citizens could contact about specific traffic signal problems.
  - Seems random rather than coordinated.
  - Seriously, one direction of traffic at a time? You are creating so much traffic doing that. Has your traffic controller ever been to a real city like New York or Los Angeles? That would never happen there. You can't hold people back and slow down the world to allow bad drivers to be safe.
  - Some areas only let one car turn before turning red, leaving 4 cars staying for another green light
  - Some traffic lights are way too long
  - Sometimes getting on to Lincoln during light traffic is problem.
  - Take signals off of "time" and put them back on demand
  - The city expects residents to clean sidewalks, they can't even clean roads. Traffic signal programming is embarrassingly bad.
  - The coordination between traffic signals assumes a fact not in evidence, that there is any. That's how awful it is.
  - The lights at Lincoln Way and Hyland and Lincoln Way and Sheldon are always

- opposites and creates traffic back up for blocks.
- The traffic lights seemed to be programmed to decrease flow of traffic, as opposed to let people turn
- The traffic signals in front of the mall-North Grand is silly. North-south traffic always waiting on nobody. Bloomington – North-south signals change if someone is turning right on to Grand! CRAZY!
- There has to be a way to make all the lights one way go green and let traffic through after a football game. The cars leaving Ames should not take hours to get out.
- There needs to be a major revision in how the traffic lights operate.
- There's plenty of places where you'll end up stopped at every light, so checking those out and making sure they're timed properly would be nice.
- They need to be better synced along major streets.
- Too many intersections in all directions are left waiting. Lights should cycle more quickly with shorter pauses so that somebody is waiting on the intersection most of the time.
- Traffic lights, on Duff anyway, seem to be if you hit one green light, you hit them all but if you come up on a red light, most will be red along the way.
- There are some intersections on major roads that do not have dedicated left turn signals that probably should have them for safety reasons.
- Very poor. Grand Ave., no coordination whatsoever. Major roadways in Des Moines have great coordination between traffic signals.

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

- 6<sup>th</sup> and Grand
  - 6th and Grand Ave. needs help!
  - 6th St. and Grand Ave. in particular
- 10<sup>th</sup> Street
  - 10th Street downtown has some rough spots
- 13<sup>th</sup> Street
  - 13th St. could use some work
  - 13th street is awful
- 13<sup>th</sup> and Dayton
  - Intersection of 13th & Dayton is often icy and roads have potholes.
- 13<sup>th</sup> Street and Grand
  - 13th and Grand need help! (2)
  - However, the East/West traffic signal @ 13th and Grand desperately needs to be coordinated like the N/S is. Left turn nightmares and delays especially during busy hours.
  - Not the best - 13th and Grand is horrible
  - Please add a turning signal on 13th when at Grand Ave.!!! (2)
  - The intersection at Grand and 13th is gonna really piss me off one of these days. For now, I'll remain patient.
  - They need to be better synced along major streets. It is obnoxious to hit every stoplight along Lincoln Way and Duff Ave., 13th St., and Grand needs arrows in all directions.
  - Fix 13th and Grand signals.
  - 13th and Grand Ave. needs turning lane when going east on 13th to turn left onto Grand

- 13<sup>th</sup> and Stange
  - Intersection at 13th and Stange is of concern. Arrow displayed sometimes and sometimes not. Reported this to city with lame excuse returned. How often does City go to that intersection and observe?
  - Stange Rd. / 13th St. signal is terrible - just based on the amount of time no vehicle is moving
- 16<sup>th</sup> and Duff
  - Light at 16th and Duff is short. Only a few cars get through the intersection if someone is turning to go across Duff since right lane is turn only headed east
- Clark and Lincoln Way
  - The north light at the intersection of Walnut/Clark and Lincoln sometimes takes minutes to change from red to a green light to allow left turns if I'm the only car at the intersection. I don't know how the lights work, but I feel that it should be quicker (at night when I'm the only one on the road)
  - Please! Please, put in a green arrow left turn signal for both directions of Lincoln Way at Clark/Walnut intersection! BEFORE a major accident!! Please!!
- Duff Ave
  - Except for Duff Ave., which is a mess
  - The stoplights on Duff Avenue near all of the restaurants, target, Walmart etc., should be timed better so that more cars can turn left when needed. Traffic gets backed up a lot on that street.
  - South Duff continues to be horrible, IMO
  - What coordination between traffic signals??? I wasn't aware that there was any! If there were frontage roads or connections between the businesses on S. Duff there could be a lot fewer signals.
  - I wish there was a stoplight on the exit of highway 35 (30?) and Duff, there have been a lot of accidents there!
- Hilltop Road
  - Please plow near Hilltop Rd more often.
- Campustown/Lincoln Way
  - Ya'll have \*got\* to do something about Lincoln Way where it runs by campus. The waits between walk signals are absurdly long, the signal itself lasts for no time at all, and since all the lights are out of sync, there's long stretches where all the cars are stopped at the next light over while the one you're at is green. Put together, it encourages jaywalking to the degree that I'm pretty sure I'm the only one that doesn't, and that's because \*I got hit by a car there\*.
  - Specifically Lincoln Way though Campustown (2)
- Lincoln Way and Duff Avenue
  - Traffic flow on busy streets like Lincoln Way and Duff can be awful during rush hour.
  - Specifically Lincoln Way... Duff Ave.
  - They need to be better synced along major streets. It is obnoxious to hit every stoplight along Lincoln Way and Duff Ave., and 13th St. and Grand needs arrows in all directions.
- Lincoln Way and Grand Avenue
  - Lincoln Way to Grand needs a left turn lane
  - Traffic lights behind the east HyVee rarely sync up and often leave me waiting at 2 and sometimes 3 of the 3 lights.
- Lincoln Way and North Dakota Ave
  - Light at intersection of ND / SD, Lincoln Way is often set at too long a pause
- Lincoln Way
  - All of the perpendicular side streets off of Lincoln Way should only ever turn green if



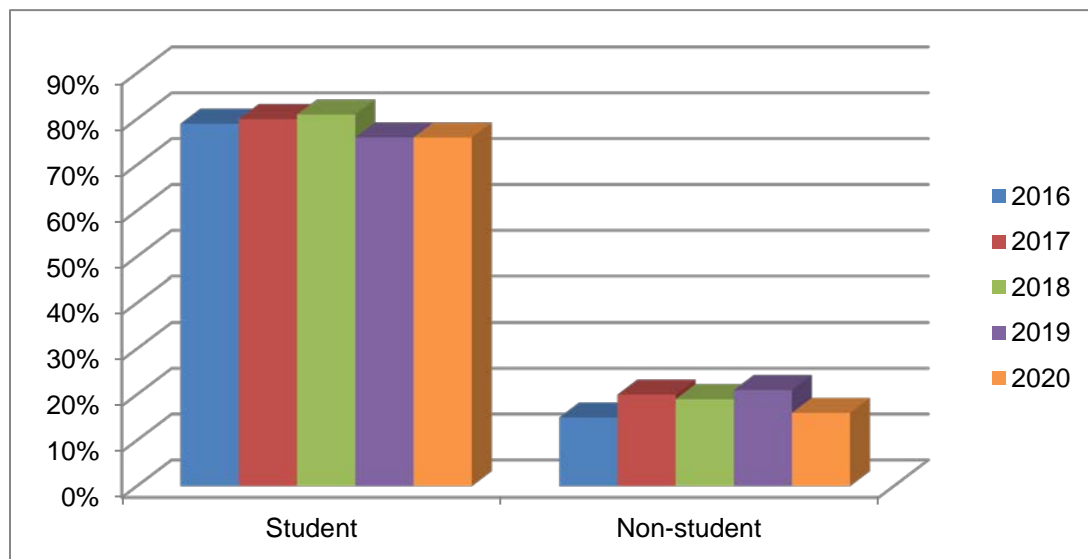
someone is on the sensor or pushes the walk button. I have stopped numerous times on Lincoln Way with no one waiting at the light that turned green.

- Lincoln Way and State Avenue
  - Intersection of State Ave and Lincoln Way has a light that lasts way too long
- Lincoln Way and Sheldon Avenue
  - The streetlight at Lincoln Way and Sheldon does not allow enough time for pedestrian traffic
  - Intersection of Sheldon and Lincoln Way stoplight causes huge traffic jams before and after business hours of people trying to drive around campus. Sheldon needs to be emptied faster, longer light for Lincoln during these times. During very low traffic this light also almost never changes to stop Lincoln way. Find myself sitting at empty intersection red light practically every day for 5 minutes.
  - The corner of Lincoln Way and Sheldon always has a backup from cars on Sheldon.
  - The light near Dunkin and Union heading towards state gym is super quick and takes forever to go green
- North Dakota Avenue
  - The road by the railroad tracks on North Dakota is awful.
- State and Mortensen
  - Mortensen road near State Ave could use resurfacing.
  - State and Mortensen needs a stoplight
- South Dakota Avenue and Mortensen Avenue
  - The traffic lights at the intersection of Mortenson and South Dakota is extremely ineffective for traffic flow.
  - There are several traffic lights (For example, South Dakota and Mortensen) where in the mornings, the left turn only signals seem to horribly match true traffic patterns.
- South 16<sup>th</sup> and University
  - The traffic light on the intersection of University Blvd and S. 16th street could possibly set on motion detection or something early morning and late at night. If you try to make a left turn out of 16th street you may be waiting a long time (2-3 minutes) even when there is NO traffic at all going up and down university.
- South Grand
  - As a whole, it's good. I do wish there was a light on S Grand Ave by Copper Beach and The Grove. It feels dangerous to cross on the crosswalk coming from the bus stop because vehicles often speed and traffic is fairly constant so there often isn't a break to cross
  - Potholes are always an issue. South 16th from Vet Med to Duff Ave. is in poor condition. THANK YOU for finally moving forward on Grand Ave. extension. Looking forward to using the new section!
- Stange Road
  - Install pedestrian LED flashing lights on Stange & Aspen and Stange and the other road near Great Iowa CU. Very difficult to see pedestrians there (due to) street design.
  - Trying to get out of S.U.V. housing area is an absolute nightmare because of the traffic light timings.

## CyRide

Ames' mass transportation system – CyRide – was evaluated in the survey. Note in Figure 12, the difference in ridership between those identifying as students and non-students. Among respondents who used CyRide at least once a week, 84% were students and 16% were non-students.

**Figure 12. Use CyRide at least once a week, 2016-2020**



In 2020, 45% of survey respondents reported to be CyRide users to various degrees. In the past five years, the use of CyRide has averaged around 46% (between 44% and 49%). In 2020, 55% of respondents reported they never rode the bus.

There was a decrease of 1% for those using CyRide once a week, and in those riding for 2 to 6 times per week. The number of respondents who took CyRide for more than 10 times per week remained the same as last year (13%) (Table 18).

There is correlation between resident demographics and CyRide usage. CyRide users are mostly younger (25 years of age) and have stayed in Ames for a shorter period of time (average 5.5 years). The non-CyRide users were older (average age 48) and have lived in Ames longer (average 21 years). The majority of those who used CyRide were students (82%) and mostly renters (85%).

**Table 18. Respondents' weekly CyRide usage**

Weekly use	Survey Year				
	2016	2017	2018	2019	2020
	Percent				
Never	53	53	51	56	55
2 to 6 times	19	6	17	16	17
More than 10 times	15	10	11	13	13
7 to 10 times	9	19	16	12	12
Once a week	4	12	5	4	3

When respondents were asked what would make them consider using CyRide if they are not currently using it, more than half (58%) said “nothing.” Seventeen percent mentioned service to more areas of Ames and service more frequently near their residence (16%). Other additional features mentioned were longer service (earlier/later) for some routes and lower cost. (Table 19)

**Table 19. Services that would make you consider using CyRide if not currently using this service (n=411)**

<u>Reason</u>	<u>No.</u>	<u>%</u>
Nothing	238	58
Service were provided to more areas of Ames	70	17
Service was more frequent on routes near me	66	16
The fare when boarding the bus was at no cost	46	11
Service was offered on my route longer during the day (earlier or later times)	34	8
The fare when boarding the bus was lower	16	4
Other (specify)	60	15

#### **Other responses to consider using CyRide**

- Seniors
  - Better senior discount
  - Free to seniors over 65
- Prefer Car Transport
  - Have own car
  - If alternate transportation was needed.
  - Use CyRide on various occasions when my car is in the shop.
  - Less convenient parking at destination.
  - When I can't drive
  - I work out of town.
  - I used to when in college. I will use it if car is unavailable.
- Prefer Walking/Biking
  - I bike everywhere
  - I just like walking/biking for the exercise
  - I live close to my basic needs, so I just walk. Otherwise, I drive.
- Route Times
  - They don't run at my time to go to work
  - Earlier stop in a.m. on my route
  - Work time varies
  - They are rarely on schedule, continually late, and in turn, makes people late for classes or work
- Stop Location
  - Need direct service to vet school than taking a whole bunch of buses. Would take too long.
  - No service nearby
  - Minimum travel to CyRide area
  - More efficient routes
  - There is no CyRide service North of Lincoln Way within our neighborhood of 400 planned houses. Sunset Ridge in West Ames.
  - There would been too many transfers to be efficient

- Service doesn't stop close enough to home to consider using
- Stop closest to my house was closed for a long time.
- Special game day transport
- Sustainability
  - Electric or Hydrogen powered Bus Fleet
  - Get rid of fossil fuel in the city
- Accessibility
  - CyRide was cohesive and consistent
  - Hard to access and understand schedules
  - I would use CyRide if the app was easier to use. I wish you could just put in where you are and where you want to go. Then it will give you stop options. That is how my hometown does it and a lot of people use it!
  - Reading the maps is too challenging
  - Weather friendly waiting areas
- Covid-19
  - End of pandemic
  - We don't ride because school's closed and we work from home
- Other
  - I lack basic info and need to respond to this subject
  - I don't need the service (x2)
  - Used to be free for university employees
  - Not having kids (x2)
  - Bus felt safer if ISU PD hadn't shredded my student ID.
  - CyRide sucks
  - I have no free time to use service
  - Most likely a permanent change in present life circumstances.
  - I use service a couple times per year
  - Would not use

### **Additional Comments (For actual responses, see Appendix)**

- Stop Locations
  - The lack of routes on weekends can make travel much more difficult
  - CyRide doesn't come very near to my house
  - I think I'd have to walk a mile to even get on CyRide
  - I'm at the edge of Ames in a lower density residential area, so I realize it's not practical for them to stop in my neighborhood more frequently.
  - It is a 1/2-mile walk to the nearest bus stop.
  - Need service on Meadowlane Ave - many people use Skunk River Valley Park as well as trails in Carr Woods
  - Put a stop in the Stone Brooke Association
  - There is no CyRide service North of Lincoln Way within our neighborhood of 400 planned houses. Sunset Ridge in West Ames.
  - There needs to be a stop available to get to central campus for those who live near Sheldon Ave.
  - We would LOVE to see a CyRide route that goes out to Dayton area!
  - We would need CyRide route for Oakwood Rd.
- Schedule / Timing

- Happy to pay for a bus pass and would love to ride CyRide more often, but the lack of early options especially are lacking, also the regularly of stops on weekends. It would nice if the bus ran late.
- CyRide stops working at night and on weekends.
- Buses of the same direction often come out the same time, such as No 1 and No 11. That's a waste of resources, schedules must be designed more scientifically.
- Appreciate that the buses are consistently on schedule.
- Routes
  - CyRide 2.0 is so bad! I miss the old routes and the old schedules.
  - A route to Des Moines, possibly in cooperation with DART, would be extremely popular and useful.
  - Bring back the 1A RED. CyRide 2.0 is not as effective as you hoped.
  - The route closest to me doesn't really go where I'd want to go.
  - Love it, wish more buses from route red
  - I think for the size of Ames, the Routes are good. I inquired about using it once to a football game, not convenient.
  - I use CyRide during football game days - very useful and convenient. The Brown route in N. Ames is just tricky to navigate. I love and used to ride Red and Green a lot. Very easy.
- Accessibility
  - CyRide bus announcements have made the bus more accessible a great change.
  - CyRide needs a better online system to let riders know when the next bus is. The MyState app and NextBus on the CyRide website are both very inaccurate at times.
  - Have a better bus route map - "easier to see"
  - Very nice, although sometimes the CyRide app is incorrect or just deletes busses which can be confusing.
  - Unpredictable/unreliable, rough acceleration/deceleration, random schedule changes/gaps, too many transfers, hire bad drivers, consistently late/early, caters mostly to students not locals. CyRide needs major work before I'd recommend it to anyone even as last resort transportation.
- Positive
  - CyRide does a great job providing quality service.
  - CyRide is a great, excellent service and is a highlight of Ames.
  - Great job! Thank you.
  - Great service and great bus drivers
  - I am SO thankful for the CyRide and its workers. Everything always looks so nice, they are on time, and the employees are so friendly and do a great job.
  - I cannot drive, CyRide is an awesome program
  - I love CyRide! It took me about a year+ to get used to it and understand many of the routes, so maybe having a part of orientation or "Destination Iowa State" for new ISU students where you talk about some of the most important routes (i.e. orange, brown, red, blue, green, cardinal) would be a good idea!
  - I love having CyRide as a transportation option in Ames. When I need it, it's there. When I had my knee surgeries, I rode every day for months. Easy, clean, reliable
  - Very good at keeping to the time schedule
  - Wonderful!!!
  - I think CyRide is a very important mode of transportation in Ames. Please don't take it away.
- Covid-19
  - I used it 3-5 times a week BEFORE the stay at home order
  - Before COVID, I was a regular - very friendly and helpful drivers.
  - ISU student used to take CyRide to school, due to Coronavirus we do not currently use CyRide as we only needed it as transportation to the university

- Used them more before the pandemic.
- Sustainability
  - Electric Busses
  - Need newer buses that can run on a more sustainable fuel source/on less fuel
- Other Transport
  - An aside, as a working professional, within walking distance of my job at ISU - walking is good exercise so I do that instead of bus.
  - Drivers this year are too crazy, I'd rather walk
  - Driving my car is more convenient at this time.
  - For health resources, I bicycle or walk to work.
  - Now walk or use a car.
  - FYI, other than driving to stores for large purchases, to entertainment destinations, or appointments, generally walk or ride a bike to most places.
  - I am able to walk to work.
  - I have car
  - I live in West Ames, drop for childcare in North Ames, and work in South Ames. The average route that would be 2 hours one way. It's not practical when I have access to a vehicle.
  - I use Hirta but would switch to CyRide if it went near my work during good times for my schedule
  - We bike / walk to class.
  - We have a 3 and 5-year-old so it is much easier to use the family car
  - We have been walking or riding bikes for regular in-town destinations.
- Don't Use
  - I don't utilize it as a Vet student
  - At this point in our lives, we use CyRide very occasionally. We used to ride frequently and bought a pass.
  - Haven't used the bus so don't know
  - I don't have college kids and don't travel to/onto campus.
  - I should try someday
  - I use HIRTA
  - I've never used a public bus service. I don't know how to go about it.
  - We are older
  - We are retired and have no need for the service
  - We live out in the country
- Other Comments
  - CyRide is how I commute to ISU campus nearly every day of the week.
  - Husband works at CyRide
  - Would like to see a "trolley" looking bus
  - Would like to see free fare to the public
  - Used very frequently when my daughter was going to ISU and when my son was using it for transportation to the high school.
  - Smells sometimes
  - Sometimes the bus doesn't stop to pick me up at my stop.
  - CyRide is good for getting to campus, then I hate having to get the right cash amount. There should be one "city" debit card for all facilities (rink, pool, CyRide, parking, etc.)
  - I've almost been in serious accidents from CyRide on the road. Some of the drivers appear quite dangerous and I question how they maintain a CDL

## Community Parks and Recreation

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

Satisfaction with parks and recreational features continues to be high with 78% (restrooms) to 99% (overall appearance of the parks) of users providing a combined “very good” and “good” rating. The average rating ranges from 2.9 (restrooms) to 3.6 (overall appearance of the parks) on the 4-point scale.

This year, all features ranked higher than the other years. In 2020, overall appearance got the highest rating within the 5-year period. Still, restrooms have the lowest rating (which is consistent in all those 5-year periods). (Figure 13a & 13b)

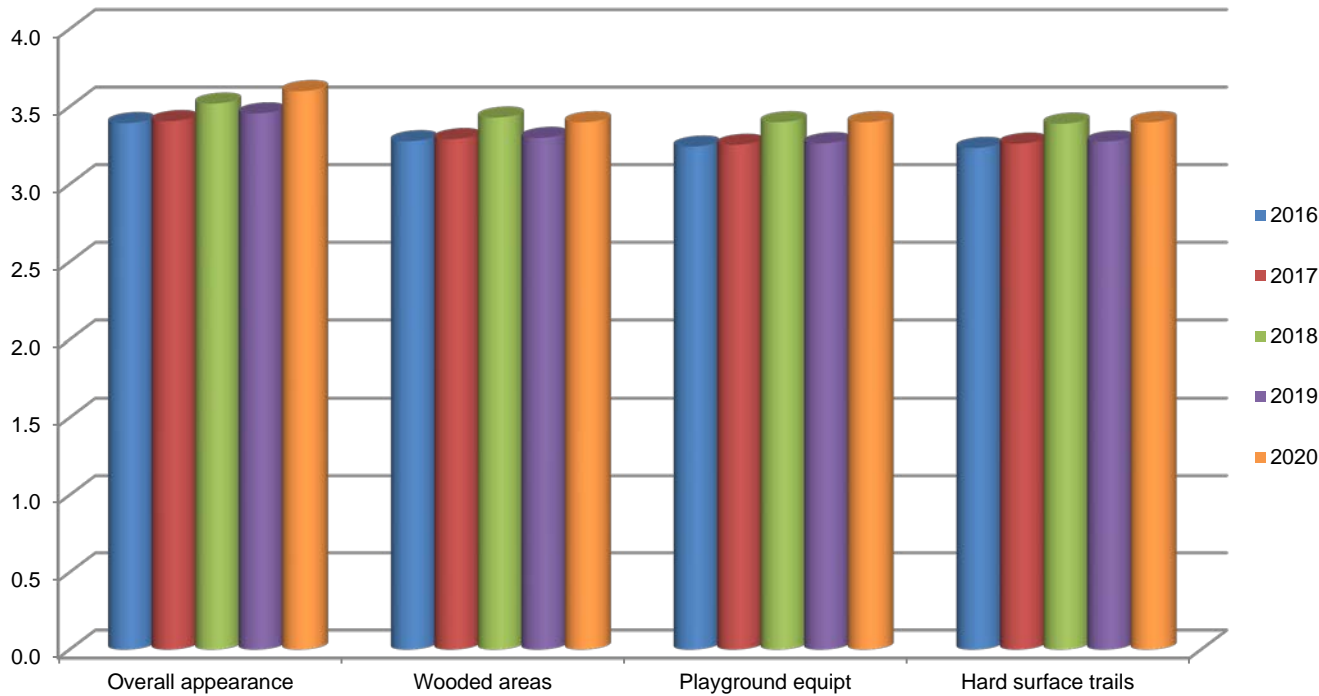
**Table 20. Users’ satisfaction with parks and recreation facilities, 2020**

	<u>Very Poor</u>	<u>Poor</u>	<u>Good</u>	<u>Very Good</u>	<u>Average**</u>
Overall appearance of parks(n=767)	<1	1	42	57	3.6
Wooded areas(n=656)	<1	3	49	47	3.4
Hard surface trails/crushed rock trails(n=685)	<1	3	53	44	3.4
Playground equipment(n=378)	1	3	54	43	3.4
Tennis courts(n=275)	1	4	60	35	3.3
Picnic areas (tables/grills)(n=564)	<1	6	62	32	3.3
Shelter houses(n=505)	<1	4	65	31	3.3
Restrooms(n=429)	3	20	62	16	2.9

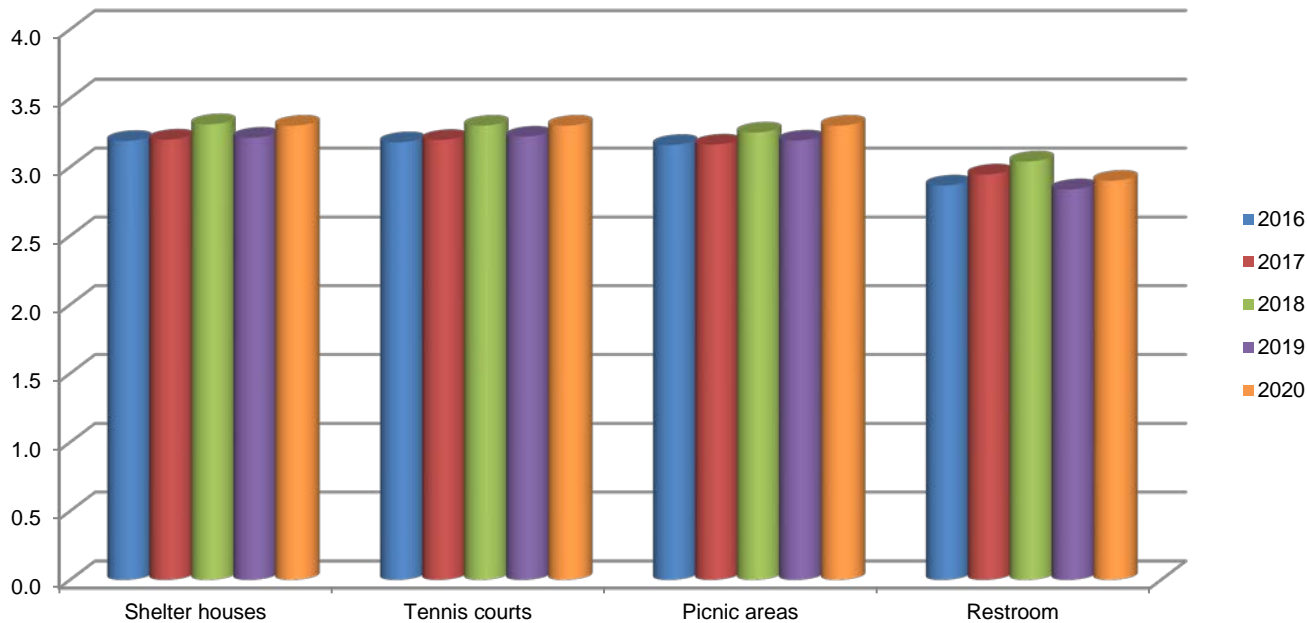
\*“Don't Use” excluded when calculating percentages & average for “very good” to “very poor.”

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

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



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





## Additional Comments

- Positive Experiences
  - Fine job.
  - Great job.
  - I like the parks and trails in Ames!
  - I love Parks & Rec. I feel like the city does well, but I'm always wanting more!
  - I really enjoy the city of Ames' park and forested areas.
  - Love Ames Parks! Love the woods and wild parts especially. Great for birding!
  - LOVE Ames parks! There are always fun, beautiful places to visit.
  - They are doing a good job I reckon.
  - For the most part they are always very clean and safe
  - Ames has plenty of parks and recreational areas that are all in very good condition. Parks for both children, families, adults, exercising and everything in between.
  - Exercise programs I've used have been excellent.
  - I have not been often, but it has been good when I have gone to parks.
  - I think everything looks very nice, and I have thoroughly enjoyed being able to use the areas to get outside and enjoy the weather.
  - I used to use shelters and picnic areas often and remember them as being "very good." However, I haven't used them in the past two years, at least.
  - I love the park services. Mostly enjoy Ada Hayden.
  - I love to visit, would like to see more native plants!
  - Sports fields are in good shape and are always well maintained.
  - Ames parks and trails are awesome!
  - Wish I had more time to use the parks for leisure time. But otherwise they seem to look great when I ride the bus going by.
  - We love Moore Park and decided to buy home closer to that park.
  - We really love Ames and many of these reasons are included in the features listed above!
  - We're most excited about the Miracle Park opening!
  - The Ames community has multiple well-maintained parks throughout the city. I've never noticed any serious issues in the upkeep of the parks.
  - The few experiences I have had with Ames recreation have been positive. Facilities are kept clean and operational.
  - The City of Ames parks are one of our best features and assets. They attract visitors from outside Ames and contribute to a healthier population.
- Don't Use Parks
  - Closed due to pandemic.
  - Don't Use.
  - Don't really use at all.
  - I am unsure where the parks are, what they can be used for, and when. More information and advertising on the city's part would be beneficial.
  - I don't use them that much.
  - I haven't used the parks recently, but when I did the facilities were well cared for
  - New to the area (last 6 months) so haven't had much time to use parks very many times.
- Trails
  - I think we need more of these! (crushed rock) and directional signage but there is a lot of thick, invasive undergrowth
  - Some bike trails for sidewalks are very bumpy and hard on bikes. I ride a recumbent trike and cannot avoid bumps.

- Ames could use additional trails. The trails that exist in Ames are typically in decent shape but there is not a good system of connected trails to get residents and visitors around town.
- I bike all over Ames and appreciate the nice trails.
- Need better maintenance of trails. Need more doggy bag dispensers. Finish projects before starting others. River Valley Park project Skunk River Dam started 3 years ago unfinished!
- I really enjoy the trail system through the town and actively use them to commute daily to school and work. I would greatly appreciate more expansion of the trail to the west part of Ames. Unfortunately, a section of the Vet Med trail was recently claimed by private construction forcing me to take a much longer commute. Considering that they used public trails to enter the zones of tree removal and construction they should allocate space for continued public travel.
- I really enjoy walking around parks in Ames and have never had an issue with the trails
- I walk on the trails in Ames and a lot of the wood chips/gravel has been washed or worn away so it's very muddy in some areas.
- I wish there were more wooded trails available.
- Improve paved trails.
- Lots of fallen trees that get in the way of trails.
- If some updated trails could be made through more wooded and natural habit areas that'd be great, but overall they are great. 9/10 rating in my book.
- More bike trails with smoother surfaces.
- Need more hard surface trails that connects to teach other more on the east side of town.
- Some trails don't connect in Sunset Ridge. For 4' wide transition to 8' wide or just ends.
- The bike paths in some areas are extremely dangerous because of lack of maintenance.
- Ames should continue to invest in multi-use trails to provide an open and free opportunity for recreation and exercise to all residents, including low income residents. Please consider the development of more natural primitive wooded trails, such as the trails behind Carr Park.
- The only thing I may suggest for the hard surface trails on Ada Hayden is to find a way to divert water off the trails.
- The trails are well groomed always!
- Please connect Lincoln Way to S. 16th bike trail!
- Trails are very nice. I often utilize these for running routes when I feel like taking a run around Ames. Very little experience with the Parks. Just utilize the trails and paths a lot around Ames. Overall, very satisfied with the performance of them.
- We are upset that the trail by 16th Ave will be closed for a long time and that a lot of the wooded portion seems to be being cut down
- In addition, I would like more trail running trail options that are lit and patrolled.
- Would love more bike trails! Would be nice to have full trail run along beauty of Skunk River.
- We hike quite a bit and the hiking trails could use some TLC in regard to making earlier to navigate, there are lots of big branches and trees that need to be cleaned up. We were very pleased by the clearing at Ada Hayden it's much nicer now, easier to view the lake.
- Park Amenities
  - Could use more closed shelters, restrooms, picnic tables, and grills.
  - Restrooms are not clean sometimes.
  - Additional picnic areas and tennis courts would be good.

- Bathrooms could really use some TLC. Very dirty and creepy to use, especially at Ada Hayden and Inis Grove.
- I think everything is in general okay but I would love to see better pavilions, tables etc. and maybe making a better restroom like a truck stop one where it has a vending machine and maybe AC/Heating. I know that's a lot, I just thought it might help make it a more decent, less gross bathroom. At the least, clean it more often.
- I would love to see more water fountains at the parks for runners or bikers
- Improve parking
- Overall appearance is really good, but the only issue is about it's not well equipped.
- Park shelters have bird droppings from roosting birds. Even while driving.
- Plant more trees and types of floors if possible.
- Please replant trees!
- Rates are responsible to use the shelter houses.
- Some grills have a lot of rust.
- The city should consider getting new picnic table, update the bathrooms or at least clean them because the sanitary conditions of some are poor. The pavilions aren't terrible, just need upkeep.
- Wish there were more picnic tables.
- Would be nice to have a few more shelters and grills.
- Would be nice to have one with Wi-Fi for ISU students to do homework.
- I use SW entrance to Ada Hayden. You need more restrooms on the long walk around including that area has many walkers to me as I sit at entrance area.
- Some of the shelter houses need to be sprayed for spiders. Playground equipment for ages 8 and up not just little children. Build permanent bathrooms - no kybos [porta-potties].
- Neighborhood Parks/Smaller Parks
  - My responses are based on appearances as I travel by the bigger parks. I tend to just visit the smaller green space parks.
  - Some of the small parks appear to be neglected.
  - There should be more playgrounds in neighborhoods with different equipment.
- Additional Recreation Amenities
  - Another disk golf area would be nice
  - Appreciate more pickleball areas
  - Build an 18-hole disc golf course in Munn Woods. Tourism, low upkeep rec.
  - It's becoming a foreign concept but having green space/grass to run around on is just as, if not more important, than any fancy jungle gym. The same goes for trees in parks!
  - My son says the basketball hoops would be much better without double rims.
  - No playground in Sunset Ridge.
  - Would like to have an outdoor gym in one of the parks. Outdoor equipment like some parks in KC, or similar to outdoor equipment at ISU (But more options).
  - Would also love pickle ball net options at park!
- Park Maintenance
  - A lot of wooded areas are in states of despair
  - Disc golf course needs rock or mulch in muddy areas and new signs
  - Everything is dirty and dangerous
  - Too much honeysuckle & garlic mustard taking over the wooded areas
  - Trash in wooded areas and along the brush right on the river
  - The maintenance building and tree debris on east 13th St. is a major eye sore on one of the main entrances of the city.
  - The trash is sometimes pretty messy around the shelters.
  - There is a lot of graffiti on some of the shelters.
  - Stop mowing Parkview Heights when it is raining or there is standing water.
  - Some of these areas are showing lots of wear and tear.

- Things seem to be in fairly good condition, with constant improvements being made. It is easy to notice that some things are worn and old but does not mean they are gross or bad in any way.
- Last time I went to Ledges, I couldn't find a trash bin, and there was a bunch of dog poop bags littered everywhere because of it.
- Brookside Park
  - Brookside Park has horrible landscape with down trees everywhere. It looks intentional but unfinished. And the entire entry is under construction so it's difficult to put an opinion to it.
  - Brookside woods are a mess following all the cutting, but Carr and Ada Hayden are perfect!
  - As a frequent visitor of Brookside Park, the lack of true restroom facilities in the last two years has been disappointing.
  - Bathrooms at Brookside are always closed it seems like.
  - Glad to see Brookside bathroom is being restored.
  - Brookside tennis courts could really use the lines for pickleball to be redone. They are hard to see when playing.
  - I have not been in all parks - Brookside is my favorite
  - I think the picnic table areas in much worse shape than the parks themselves. Brookside is a lovely park; the tables are an embarrassment to our community.
  - I typically use the trail through Stuart Smith Park and Brookside Park. It needs some work but i understand it is designated as limited maintenance. I really enjoy the North River valley park and the unpaved trails there.
  - Love Ames' park and rec; my family and I consider them our highest used city perk. Ada Hayden, Bandshell (needs some love) Roosevelt, and especially Brookside. More investment here is greatly appreciated and builds a platform for community (Workiva, my employer, hosts its company picnic at Brookside park for this exact reason)
  - Some restrooms are great - like Ada Hayden - but others need work - like Brookside.
  - The biggest improvements needed are the paved trails in Brookside - very rough for bikers + rollerbladers. Otherwise, the parks are great!
  - The homeless at Brookside need to be dealt with. They take over the shelters.
  - Would love to see Brookside trails repaved.
  - The pickleball lines at Brookside course really need to be darkened. They are hard to see when playing.
  - I take advantage of the Ames parks I go there a lot with family and friends especially to the tennis court at Brookside Park
- Emma McCarthy Lee Bridge
  - Bridge out and maintenance at Emma McCarthy Lee Park
  - Emma McCarthy Park needs work on their trails - hills are bad when muddy.
  - It makes me sad when there are roads being put in like through Emma McCarthy Lee. I wish that the bridge in that park would be replaced as well, as it has been well over a year. I also wish that some of the woods would be more forested actively. I use the woods and parks quite frequently.
  - There are some parks around Ames that have bridges and whatnot that are down. One I can think of specifically is Emma McCarthy Lee Park, which is a neighborhood park, but a favorite, all the same. Please fix the bridge!
  - Why has the bridge over the creek in Emma McCarthy Lee Park not been rebuilt it has been two years. Obviously, there is enough money to finance a gravel road needed for sewage line access on the west end of the park and Munn Woods. Stairs into Munn woods also need repair.
  - Looking forward to the completion of the McCarthy Lee Park bridge repair!

- Other Bridges
  - I frisbee golf a lot and the course is nice, but it needs a new bridge where the old one fell due to erosion.
  - I would like the attention given to initiating a program to fix/replace the bridge in Munn Woods. This to me should not be an overly difficult task.
  - Lastly, that park that is off Ross St., NW of campus, the bridge has been out for a while, I hope there are plans on rebuilding, or maybe it's in the works but that is a nice trail cut off.
  - I would like to see the bridge in Inis Grove come back.
- Dog Park
  - We personally use the dog park and the trails the most, but I appreciate the new insistence on equipment being available to those with disabilities.
  - I love how many parks are here and how well maintained they are. We called the other day because we had a concern for a rebar sticking out of the ground near a playground, and they were very happy to go fix the problem right away to make sure it is safe for everyone. I do wish there were more places for dogs to be off leash or a dog park that doesn't cost money. It's the first state I've been in where there isn't a free dog park for them to go run around.
- Other
  - Quarantine (against mosquito, bags) is the most important issue for me
  - There is nothing that draws me to the parks - whenever I go everything is in good condition but otherwise it's a bit lackluster.
  - We enjoy Ada Hayden Heritage Park. Plenty of space for people. Might help to paint a solid line half-way between edges. This would keep people moving to the right.
  - My park experiences are limited to Ames on the Half Shell and Summer Sundays at Roosevelt.
  - All are good, some feel a little out of date
  - Extremely disappointed in the gateway hills area for ripping down hundred-year-old trees, eliminating beauty and privacy at my apartment building

## Ames Public Library

Generally, survey respondents rate Ames Public Library features highly. The survey asked respondents to provide opinions on 13 features provided by the Ames Public Library. Table 21 shows the results. Ten features were rated good/very good by 98% to 99% of the respondents. On the 4-point scale, average scores ranged from 3.5 to 3.8 (good to very good).

The most highly rated features was the meeting/study rooms, followed by good customer service, ability of the staff to serve the residents by phone, wide range of available materials such as books, videos, magazines and software, and the bookmobile service. The feature receiving the lowest rating was wait time for requests/holds.

**Table 21. Users' ratings of Ames Public Library features, 2020**

<u>Feature</u>	<u>Very Poor</u>	<u>Poor</u>	<u>Good</u>	<u>Very Good</u>	<u>Don't Use*</u>	<u>Average*</u>
Welcoming atmosphere (n=561)	<1	1	20	78	n=276	3.8
Meeting/study rooms (n=386)	<1	<1	23	77	n=453	3.8
Customer service (n=500)	<1	<1	24	76	n=336	3.7
Asking questions of library staff by phone (n=322)		1	25	74	n=516	3.7
Range of materials available (books, videos, magazines, software) (n=519)	<1	1	25	74	n=316	3.7
Bookmobile service (n=247)	<1	1	26	72	n=593	3.7
Programs (story hour, book discussions, concerts) (n=277)	1.1	1	26	71	n=558	3.7
Use of library resources from	<1	1	33	65	n=503	3.6
Availability of seating (n=468)	<1	2	34	64	n=368	3.6
Internet/computer services (n=353)	<1	1	35	63	n=483	3.6
Handicapped accessibility (n=214)	<1	2	35	62	n=617	3.6
Page One – the library newsletter (n=173)		2	42	57	n=660	3.5
Wait time for requests/holds (n=386)	<1	4	42	54	n=451	3.5

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

Only 45% of the respondents use the Ames Public library as often as they would like to use it. Of those respondents who use the public library, 43% were ISU students.

For non-library users, both students and non-students reported the same major reasons: not having time and acquiring materials from other sources. While 33% of non-ISU students listed parking as a barrier for not using the Ames Public library more often, only 19% of Iowa State students listed that as a reason. (Table 22)

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

Respondent Status	I don't have time	I get materials from other sources	Parking is a problem	Library is not open during hours that are convenient to my schedule	Other
Percent					
Iowa State University student (n=174)	52	53	19	13	18
Non-ISU student (n=262)	47	35	33	10	24

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

- By non-student (n=41);
  - Have access and use ISU (6x)
  - Currently closed/limited services due to COVID-19 (3x)
  - I don't make time (2x)
  - I don't think about it (2x)
  - Far/ Out of my way (2x)
  - Some of the programming the library supports is problematic, and would like a more neutral direction with respect to such programming (2x)
  - Bed bug outbreak
  - Distance from my residence
  - Don't need to use it
  - I keep busy online with other journals
  - It's cold - no cozy nooks
  - Library was a meet up place for activities and no longer available.
  - Long wait time for books
  - Musty smell
  - No interest
  - No need to use it
  - No time
  - Not really a reader
  - Often does not carry the books I want, so I buy them.
  - Patrons who appear to just be camped out and not actually using the library facilities make me uncomfortable. Especially for children and teens using the space.
  - They are political
  - Use a Kindle for most of my reading
- By ISU students (n=48)
  - I use Parks Library (27x)
  - Transportation is an issue (3x)
  - Coronavirus prevents me from going there to study and read
  - Don't live on the same side of town
  - Getting to the library is a big task as it requires a lot of time to get there
  - I don't make it there as often as I could

- I haven't had the chance to make it to the public library yet, but my friend absolutely loves it, so I am eager to get there soon!
- I just don't get a chance as often as I would like with all of my schoolwork
- I'm a college student. I have access to everything I need on campus (when we aren't in quarantine)
- Inconvenient hours
- Quarantine
- Sometimes I just forget about it
- The library needs more tables for school and project work in a space isolated from general traffic. The far south room on the second floor is good, but the chairs are not practically conducive to focus. An easy fix would be to open up the meeting rooms on the northern section when there is not a scheduled meeting.
- The pandemic

### **Additional Comments**

The respondents are generally very pleased with the Ames Public Library. They used the words: APL Rocks, excellent, great, lovely, amazing, wonderful, beautiful building, and sufficient facility. They also mentioned the friendly staff. Some of the features mentioned were the Bookmobile, great selection of resources, accessing materials online, lighting, and staff. An ISU student stated that the updated library is awesome, and he actually prefers studying here compared to the Parks library.

The library is not free of negative comments. These are some of the comments:

- The staff is rude.
- Why is the library closed during the coronavirus outbreak?
- Sometimes the internet is a bit slow.
- APL is too busy!
- There are no cozy nooks to read in. It seems very cold!
- Seating is less available during finals week
- Wait times for books is too long.
- Bed bug outbreak
- Some titles not available on over drive/lobby.
- For the library has a politically progressive agenda. I tend to avoid the library because of that.
- Do not wish to have our kids around inappropriate programs now being run at the library
- So much is digitized, and I do not know how to use them.

Parking and handicapped accessibility raise concerns. Another respondent asked for more handicapped parking, free parking areas (parking ramp in the north). Also, hours of operation was mentioned as a deterrent to respondents for more frequent use. Respondents want more convenient Sunday hours.



**Figure 14. Comments on Ames Public Library**



### Information Dissemination

The next section of the questionnaire focused on residential preferences for City communications. Respondents were asked to rate the usefulness of city communications sources on a three-point scale: 1- not useful, 2 – somewhat useful, 3 – very useful or don't use. Table 23 shows the results. The most frequently used sources for local government information included Facebook/Twitter/YouTube (70%), the City of Ames website (68%), ISU Daily newspaper (57%), Cityside (utility bill insert) (54%), and Ames Tribune newspaper (51%).

When asked about the degree of usefulness of those sources, the most useful source was reported to be City of Ames website (average of 2.47 on a 1-3 scale) even if it was only the second most used source. On the other hand, social media like the Facebook/Twitter/Youtube was the most highly used source, but it was second in terms of usefulness (2.43).

**Table 23. Usefulness of media sources for government information, 2020**

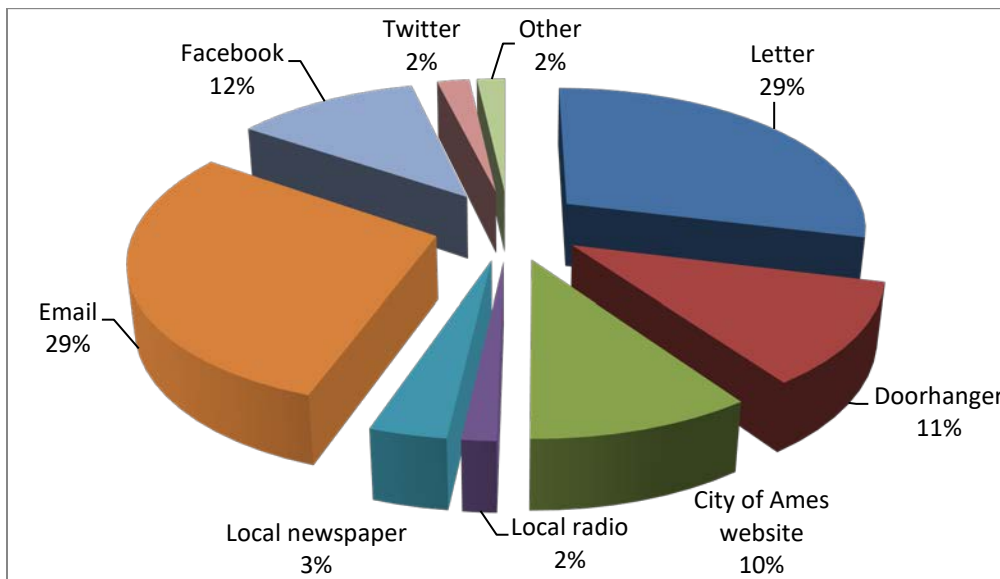
Media	Don't Use Percent	Use	
		Percent	Average*
City of Ames Web page (n=536)	32	68	2.47
Facebook / Twitter / Youtube (n=542)	30	70	2.43
CitySide (utility bill insert) (n=423)	46	54	2.31
Ames Tribune newspaper (n=401)	49	51	2.21
KASI/KCCQ radio (n=252)	68	32	2.14
KHOI (n=196)	75	25	2.07
Des Moines Register newspaper (n=389)	50	50	2.06
ISU Daily newspaper (n=442)	43	57	2.06
Cable TV 12/Government Access Television (n=242)	69	31	2.00
The Sun (n=283)	64	36	1.81

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

Next, those surveyed were asked to choose one preferred method for communications about construction projects, programs, meetings, and other news in their area. Figure 15 shows that letter and email are the most favored methods of communication (29% respectively), followed by Facebook (12%), door hanger (11%), City website (10%), local newspaper (3%), Twitter and local radio (2%).

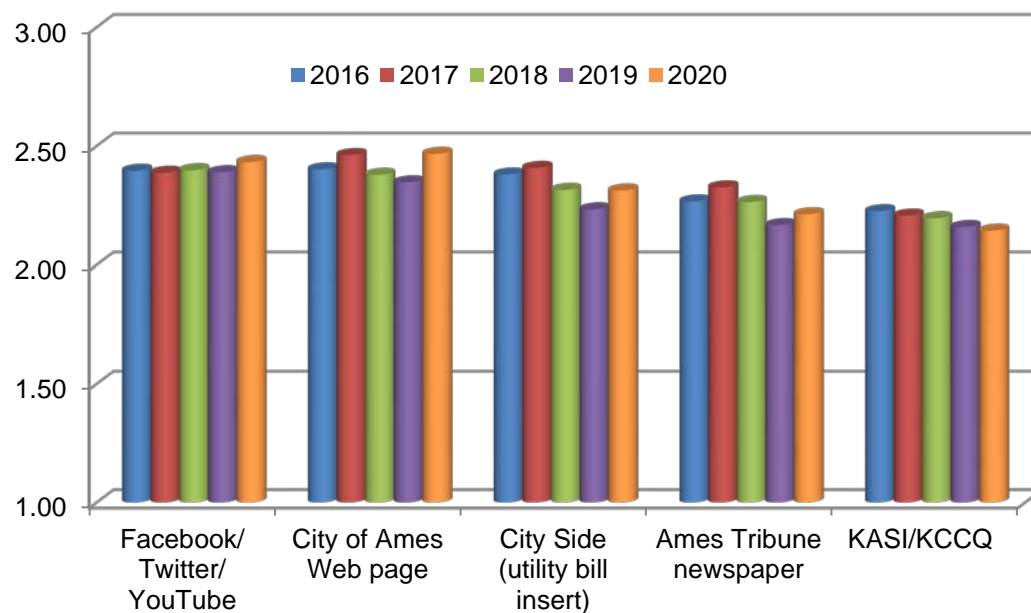
The responses varied slightly for ISU students. Email is the best way to communicate (38%), followed by letter (16%), City of Ames website (14%), Facebook (12%), door hanger (11%), Twitter (4%), local radio (2%), and local newspaper (2%).

**Figure 15. Preferred method to learn about City services, programs or projects, 2020**



Figures 16a&b illustrate trends in the perceived usefulness of City communication sources over a five-year period. Those rankings have stayed generally consistent over the years with slightly higher average scores this year compared to previous year except for KASI/KCCQ with .02% lower. The City of Ames website, social media, and the City Side newsletter remain the most useful sources of City information. There was an increase in the perceived usefulness of the City Channel 12.

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



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

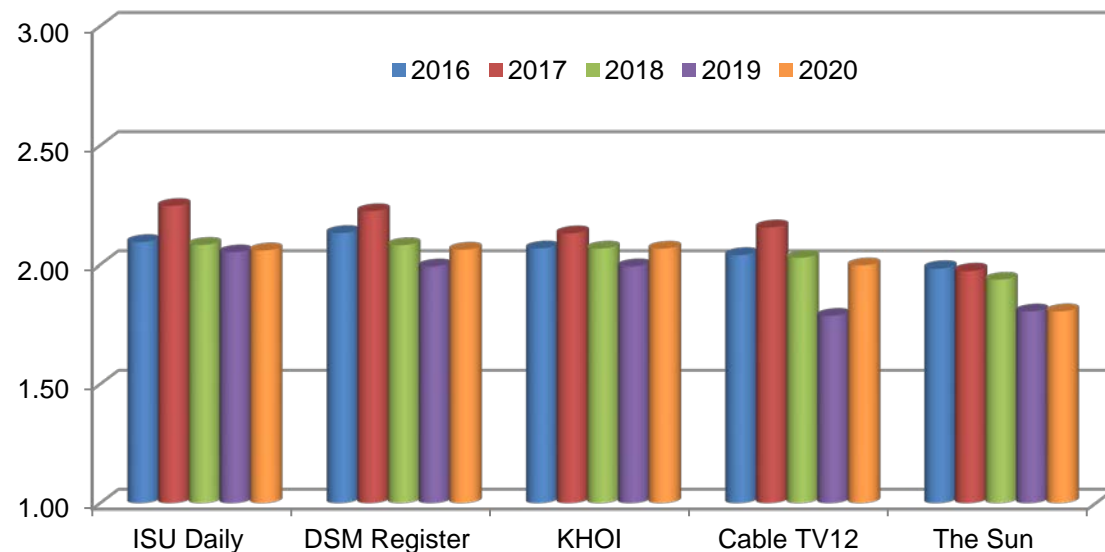


Table 24 indicates the usefulness of various communication tools based on the respondent's student status. There were some statistically significant differences between student and non-student responses. CitySide (newsletter) was more useful to Ames residents (non-ISU students) than to ISU students. However, social media such as Facebook/Twitter/YouTube, Des Moines Register newspaper, and the ISU Daily newspaper were more useful to ISU students than to non-student residents.

Both groups found the City website, Ames Tribune newspaper similarly useful. Local radio and television stations (KASI/KCCQ radio, KHOI and Cable TV12/Government Access Television) were also equally useful to both ISU students and non-students.

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

Information Source	Non-student	Student
	Average	
City of Ames website	2.49	2.43
CitySide (utility bill insert)*	2.39	2.13
Facebook/ Twitter/ YouTube*	2.37	2.49
Ames Tribune newspaper	2.21	2.22
KASI/KCCQ radio	2.17	2.10
KHOI	2.08	2.05
Des Moines Register Newspaper*	1.97	2.17
Cable TV 12/Government Access Television	1.86	2.15
ISU Daily newspaper*	1.81	2.19
The Sun	1.80	1.81

\*statistically significant at .05 level

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

## City Channel 12

Another city media outlet is City Channel 12. This communication tool is available to Mediacom TV subscribers and is streamed from the City's website.

Only one-third (33%) of survey respondents were Mediacom cable TV subscribers. Among the Mediacom subscribers reporting, 69% never watch City Channel 12.

Table 25 shows that Channel 12 has peak viewership between 6 p.m. and 9 p.m. (20%). Of the survey respondents who indicated their frequency of watching Channel12 (n=59), fifty-eight percent watched for one hour or less per week and 15% watched two to three hours per week. Twenty-seven of Channel 12 viewers responded they are watching four or more hours per week (Table 26).

**Table 25. Time to watch Cable TV Channel 12 (n =253)**

	Percent
Never watch TV 12	69
12:01 a.m. to 6:00 a.m.	0
6:01 a.m. to noon	3
12:01 p.m. to 6:00 p.m.	5
6:01 p.m. to 9:00 p.m.	20
9:01 p.m. to midnight	3

**Table 26. Hours per week for those watch TV Channel 12 (n = 59)**

	Percent
0-1 hour	58
2-3 hours	15
4-5 hours	8
>5 hours	19

**City of Ames Website ([www.cityofames.org](http://www.cityofames.org))**

More than half (57%) of the respondents use the City of Ames' website ([www.CityofAmes.org](http://www.CityofAmes.org)). Of those who reported using the City's website, the main purposes include checking for community updates (65%), using Ames Public Library account (42%), signing up for Parks and Recreation classes (27%), gathering information for City Council meeting or other City meeting (19%), and watching a City Council meeting or Channel 12 programming on video streaming (11%).

**Other uses of City of Ames' website were:**

- City utilities (i.e. pay bill, sign-up) (n=46)
- Staff/ department contact (n=9)
- City calendar and events (i.e. yard waste days, seasonal events) (n=6)
- Miscellaneous info/news (n=5)
- Employment opportunities (n=3)
- Pay fines (n=3)
- Ames Animal shelter page (n=1)
- Check police log (n=1)
- City parks (n=1)

- Collect GIS information for class and research (n=1)
- Information about city programs (n=1)
- Permit information (n=1)

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

- Update the website
  - You need a better website that is easier to navigate - very poor today
  - Make updates, it old and not extremely user friendly
  - Parks and Recs sign is bulky unmodern/difficult to use. Searching for specific class is so hard. Trying to search for park info is frustrating
- Utilities
  - The information that AutoPay for Electric bill can be set up without visiting the customer care at City of Ames. It can be done by email itself
  - Paying utility bill online shouldn't cost more
- Housing
  - Average apartment rents in Ames
  - Renter Rights
- Local events
  - Local events
  - Weekly event schedule
  - More events occurring during the month for community activities
- Weather Announcement
  - Weather related closings if those are not already included
  - When the snow ordinance has gone to effect
- Direct access to building, codes
- Resources for aging citizens
- Healthy life center. Very needed
- None
  - I honestly though the website was great
  - I think website is good

## **Your Health**

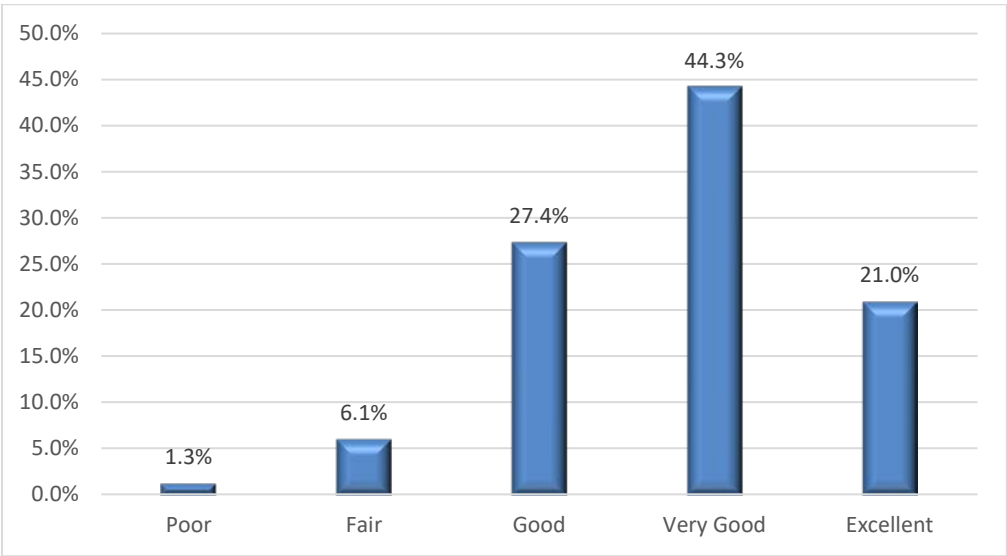
For the third year, respondents were asked how healthy they feel. On a scale of 1 to 5 (5 being excellent and 1 as poor), the average rating is 3.78 (slightly higher than last year). Figure 17 shows the overall health rating of respondents. Of the respondents, 65% rate their health as very good (44%) or excellent (21%.) Only 7% of the respondents rated themselves to have poor (1%) and fair health (6%).

When demographic information of the respondents is correlated to the health rating, several variables had significant relationship. Those who give a higher overall health ratings were:

- Younger,
- Short-term residents,
- Female,
- Higher education level (some college up to graduate degree), and
- With higher incomes (from \$150,000 above). The lowest health rating was given by those who had an income level of \$100,000 to \$124,999.

Race, place of residence (by the four quadrant of the city), student versus non-student residents had no impact on overall health rating.

**Figure 17. Overall health rating**



Respondents were asked about their physical activity in the past week. Seven percent (n=52) of the respondents did not engage in physical activity of 20 minutes or more in any single day. Fewer than two-thirds (57%) exercise for at least 2-3 days (30%) or 4-5 days (27%) in a week. More than one-quarter of respondents (29%) exercise 6 or more days a week.

Comparing the non-ISU students with ISU students, there were more non-students who spent more days (4 days+) exercising compared to students (60% and 52%, respectively). Most students reported spending 2-3 days engaging in physical activity. (Table 27)

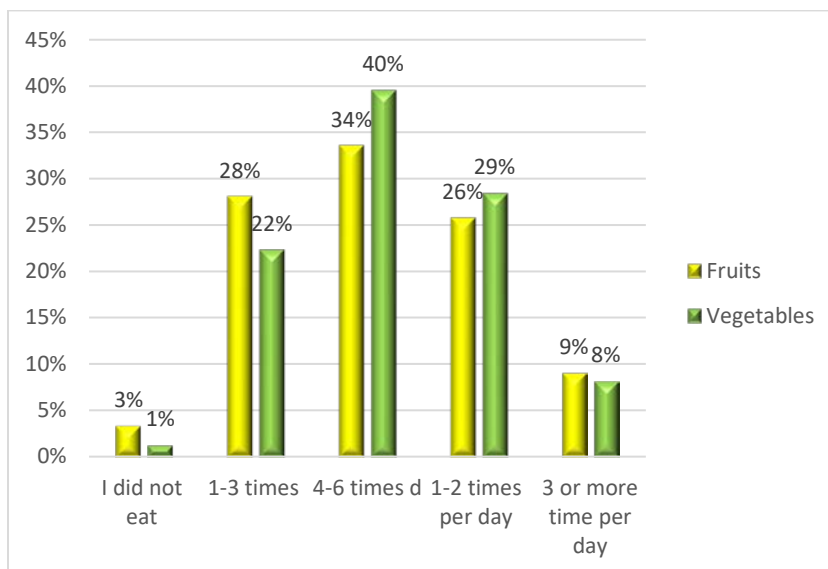
**Table 27. Number of days engaged in physical activity of 20 minutes or more**

Frequency of Exercise	Non-Student (n=414)	Student (n=366)	Total
0 day	6.0%	7.4%	6.7%
1 day	6.0%	8.2%	7.1%
2-3 days	28.0%	32.5%	30.1%
4-5 days	28.3%	26.5%	27.4%
6 or more days	31.6%	25.4%	28.7%
Total	100%	100%	100%

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

As part of the survey respondents were asked to estimate the number of fruit and vegetable servings they consumed in the past 7 days. A majority of the respondents ate fruits and vegetable in the last seven days. Only 3% (fruits) and 1% (vegetables) respondents reported not eating any fruits and vegetables in the past seven days. Most respondents reportedly had fruits and vegetables 4-6 times per week (34% for fruits and 40% for vegetables). The rate is higher for those who eat vegetables more frequently or daily (37% for vegetables daily) but lower for fruits consumption (35% daily) as shown in Figure 18. Unfortunately, respondents were not asked the quantity of their intake daily so it can't be compared with the federal guidelines.

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



The survey also asks respondents to gauge their interest in community gardens. On a scale of scale of 1 to 5 (1 - being not interested at all, 2 – somewhat not interested, 3 – uncertain, 4 somewhat interested, 5 very interested), the average value is 2.73 (indicating an uncertain level of interest). Almost half (44%) were not interested (not interested at all and somewhat not interested combined) in getting involved in community garden, 20% uncertain, and 36% were interested when somewhat and very interested were combined.

Younger and short-term residents are more interested in community gardens compared with older and long-term residents. Their views on community gardens were not affected by geographic residence (i.e. NE, SE, NW and SW). However, those with income under \$25,000, less education (less than high school or diploma), retired, students, females, non-whites and renters were more interested in getting involved in community gardens in their neighborhood.

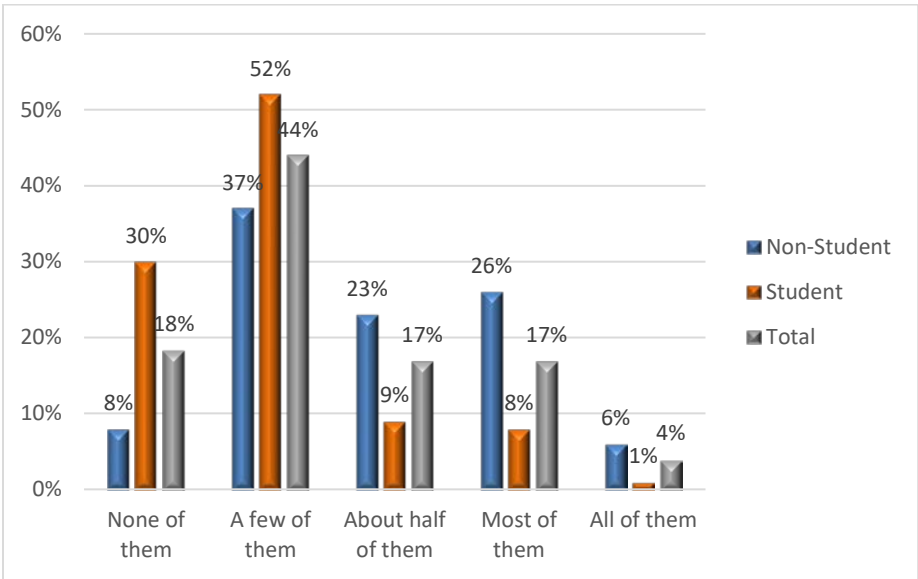


# Sense of Community

For the third time, the survey included an additional question asking about the respondent’s perception of affiliation with the community. *Sense of community* is a *feeling* that members have of belonging, a *feeling* that members matter to one another and to the group, and a shared faith that members' needs will be met through their commitment to be together (McMillan, 1976). <https://pdfs.semanticscholar.org/e5fb/8ece108aec36714ee413876e61b0510e7c80.pdf>. A clear and empirically validated understanding of sense of community can provide the foundation for lawmakers and planners to develop programs that meet their stated goals by strengthening and preserving community.

Figure 19 shows greater than one-third (38%) of the respondents know about half or more of their neighbors. This is down from 57% in 2019. When the numbers are examined by student and non-student populations, 18% of the students reported knowing about half or more of their neighbors compared to 55% of non-students. This year, 8% of non-students reported that they didn’t know any of their neighbors compared to 30% of the student population. In 2019, eight percent of non-students didn’t know any of their neighbors compared to 33% for ISU students.

Figure 19. Neighbors you know



On a scale of 1 to 5 (1 - not at all strong to 5 - extremely strong), respondents were asked to rate their perceived level of sense of community in their neighborhood. Combining the extremely strong and very strong responses, only 16% of the all respondents felt that the sense of community in their neighborhood is strong, but when divided by students and non-students there was a noticeable difference (23% non-students felt a strong sense of community compared to 8% of students). See Figure 20.

Looking at the average score, the sense of the community by all respondents was 2.6 (2.8 for non-students and 2.3 for students).

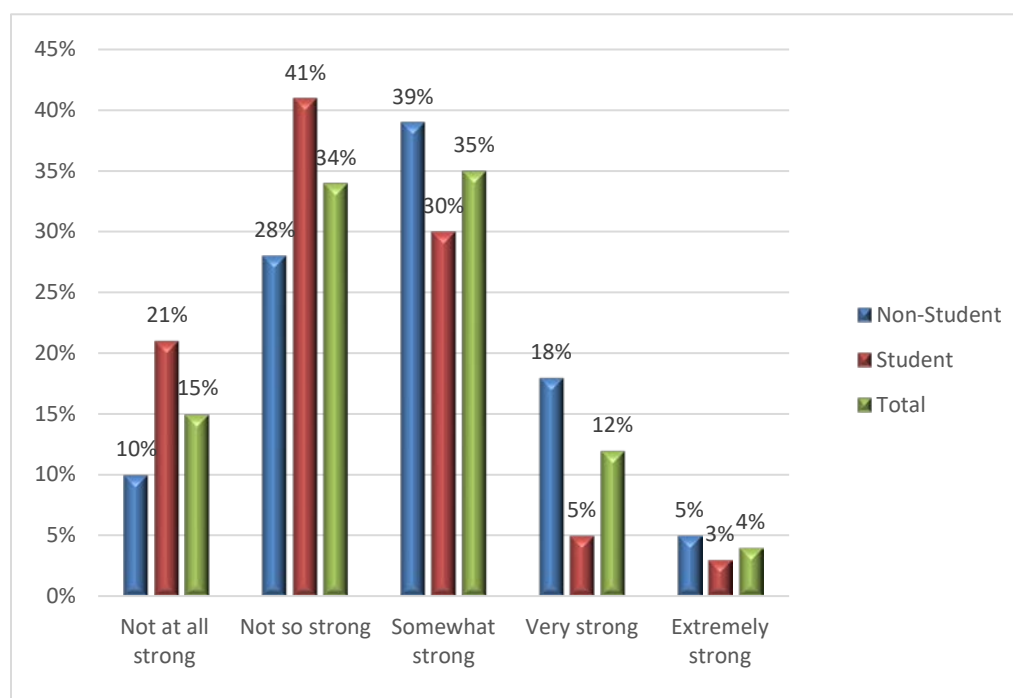
On a scale of 1 to 5 (1 being not at all strong to 5 extremely strong), strength on sense of community were viewed differently by demographic characteristic:

Grouping of respondents:

- ISU student (2.3); non-student residents (2.8)

- Home ownership: Renter (2.2); owner (3.0)
- Gender: no difference
- Household income: the higher the household income, the lower is the sense of community
- Education: stronger sense of community for those with high school diploma (3.0)
- Length of residence: Long-term residents had stronger sense of community than short-term residents
- Age: Older respondents had a stronger sense of community compared to younger respondents
- Residence geography: SW residents had weakest sense of community (2.37), followed by SE (2.55), NW (2.75) and lastly NE (2.78)

**Figure 20. Sense of community in the neighborhood**



Respondents were asked if they agree to six statements regarding community involvement. Table 28 summarizes the responses. When asked if “issues facing my community are important to me,” 90% agreed (somewhat agree/strongly agree). This is higher compared to the 2019 results when almost 6 out of 10 (59%) of the respondents somewhat/strongly agreed that issues facing the community matter to them. Sixty-six percent of respondents indicated that they were knowledgeable about issues facing their community. In the 2019 survey, only 42% of respondents were knowledgeable about the issues facing their community. Fewer than half (40%) of respondents reported that they were not engaged in addressing the issues in the community.

Less than one-third (32%) of respondents volunteered at nonprofit organizations serving the city and another 56% contributed financially as a sign of support. When asked if they serve on the Board of Directors for a non-profit, only 32% indicated that they were board members.

**Table 28. Community Involvement**

Community Involvement Issues	Strongly disagree/ Somewhat Disagree	Somewhat Agree/ Strongly Agree	Average
Issues facing my community are important to me (n=690)	10.4	89.6	4.15
I am knowledgeable about the issues facing my community (n=634)	33.6	66.4	3.37
I currently support nonprofit organization(s) with financial contributions. (n=663)	44.0	56.0	3.13
I am engaged in addressing the issues of my community (n=595)	60.3	39.7	2.70
I currently volunteer for a nonprofit organization serving Ames (n=638)	68.3	31.7	2.24
I currently serve on a Board of Directors for a nonprofit organization serving Ames (n=627)	88.0	12.0	1.52

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

**Table 29. Community involvement by demography**

	Age	Length of Residence	Gender	HH Income	Homeownership	Geographic Residence	Race
Issues facing my community are important to me (n=690)	Older	Long-term		\$150,000–\$199,999	Owner		
I am knowledgeable about the issues facing my community (n=634)	Older	Long-term		\$100,000–124,999	Owner	NE	
I am engaged in addressing the issues of my community (n=595)	Older	Long-term		\$50,000–74,999	Owner		
I currently support nonprofit organization with financial contributions. (n=663)	Older	Long-term	Male	\$150,000–\$199,999	Owner	NE	

I currently serve on a Board of Directors for a nonprofit organization serving the City of Ames (n=627)	Older	Long-term	Male	\$200,000 or more	Owner		
I currently volunteer for a nonprofit organization serving the City of Ames (n=638)	Older	Long-term		\$150,000–\$199,999	Owner		

### Sense of Belonging

This year, a question regarding integration and sense of belonging to the community was asked. This question was asked to determine how integrated Ames residents feel to the community. The six measures of were asked on a 5-point scale, 1 (strongly disagree) to 5 (strongly agree).

Table 30 shows that the city has the attributes for community integration such as:

- the city has a strong commitment to diversity, equity and inclusion (85%),
- there were one or more organizations in this town where they feel they belong (79%), and
- the city is a place where they could perform their full potential.

A majority of respondents also felt secure living in the city. Ninety-one percent of the respondents felt that they were treated with respect at this town, followed by feeling that they belong in this town (84%), and lastly the feeling of being valued as an individual in the Ames community (80%). The average value shown in Table 30 ranges from 3.81 to 4.27 indicating that the respondents agree that those integration/sense of belonging measures are present and/or being observed in the city.

**Table 30. Community Integration and Sense of Belonging**

Issues	Strongly disagree/ Somewhat Disagree	Somewhat Agree/ Strongly Agree	Average
I am treated with respect in this town (n=713)	9.4	90.6	4.27
The city has a strong commitment to diversity, equity, and inclusion (n=662)	15.1	84.9	4.03
I feel I belong in this town (n=710)	16.1	83.9	4.02
I have found one or more organizations in this town where I feel I belong (n=640)	21.1	78.9	3.89
I feel this city is a place where I could perform up to my full potential (n=689)	21.8	78.2	3.87
I feel valued as an individual in the Ames community (n=646)	20.1	79.9	3.81

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

Older, long-term residents, homeowners, Whites and those with higher income felt more integrated to the city. See table for specific details. However, perception was the same regardless of geographic residences of the respondents.

**Table 31. Community integration and sense of belonging demography**

	Age	Length of Residence	Gender	HH Income	Home ownership	Race	Geographic Residence
I feel valued as an individual in the Ames community (n=646)	Older	Long-term		\$150,000–\$199,999	Owner	Whites	
I feel I belong at this town (n=710)	Older	Long-term		\$75,000–99,999		Whites	
The city has a strong commitment to diversity, equity, and inclusion (n=662)			Male	\$150,000–\$199,999		Whites	
I am treated with respect at this town (n=713)				\$150,000–\$199,999		Whites	
I feel this city is a place where I could perform up to my full potential (n=689)	Older	Long-term		\$75,000–99,999	Owner	Whites	
I have found one or more organizations in this town where I feel I belong (n=640)	Older				Owner		

Respondents were asked what would make they feel welcome and give them a sense of belonging in Ames. This is an open-ended question. Figure 21 shows that the 231 respondents who answered this question gave 87 different suggestions. One-fifth (20%) of the respondents said that they already felt welcomed and have sense of belonging living in Ames.

A frequently mentioned suggestion was community events such as apartments doing a yearly or monthly get together (cookouts, BBQ, or games), more neighborhood get-togethers, and more events like the farmer's markets, art fair, etc. Events should be in the downtown area and should cater to different age groups. Similarly, a counterpart of this event in winter is needed. Housing is another concern. Better housing market, affordable rents would likely help, being a homeowner rather than a renter, and equal treatment for those who live in a mobile home court. Welcome wagon, street parties, and welcome events were mentioned several times for the newcomers.

These are some of comments/suggestions in relation to the city’s operation. Students feel that they are underrepresented in council meetings and city decisions. Other suggestions were more outdoor recreation, less toxicity and racism outside the university. This is a quote from one of the respondents “I feel like ISU students/young working professionals are treated as more transient people. I've been here for 6 years now (ISU student and now staff) and I still kind of feel the same as I did when I was a student first coming here.” For more detailed responses, please see the appendix.

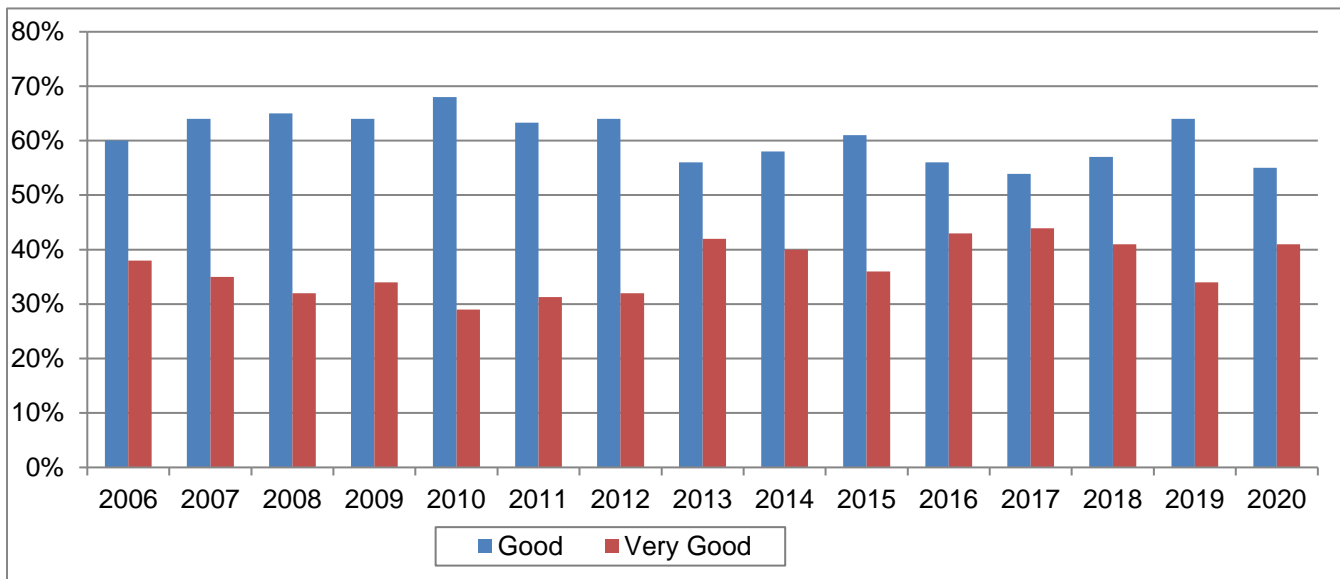
**Figure 21. Suggestion to make you feel welcomed and sense of belonging in Ames**



### City of Ames Overall Service Quality

Each year survey respondents are asked to give an overall evaluation of the quality of services they receive from the City of Ames as well as provide any additional comments. This year forty-one percent of respondents provided a “very good” rating, which is a 7% increase from 2019. The number of respondents rating the City of Ames as “good” was 64% in 2019 (55% in 2020). When the positive (“good” and “very good”) ratings are combined, 96% of Ames residents ranked their overall satisfaction with city services as good or very good. This is the slightly lower than 2019 (98%). (Figure 22)

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



### Other Issues the City Should Focus On

The survey asked respondents if there were other issues that the City should focus on its attention towards. Three hundred fifty-nine responses were provided by 299 respondents. Figure 23 shows the visual presentation of the responses using <https://tagcrowd.com/>.

Street maintenance, housing (affordability and rental housing policy), and traffic flow were the three major discussion topics in this section. These were mentioned 32 times, 27 times and 20 times, respectively. Other important issues that were mentioned for ten times or more include bike paths, sustainability or recycling, parking, equity and inclusion, homelessness and taxes.

The most common issue mentioned related street maintenance were improvement of roads such as pothole repairs, repaving rough roads and fixing both primary and neighborhood streets. There was a suggestion of street improvements on Mortensen, Lincoln Way, Duff Avenue, and to get from west Ames to north part of the city (i.e. a loop highway from US 30 to I35 going around west and north Ames.) Snow removal was also mentioned. A considerable number of respondents suggested prompt snow removal on both main and neighborhood roads. Sanding the sidewalks in winter was also mentioned.

Affordable housing was a major issue discussed by survey respondents. Both students and non-students expressed a desire for affordable housing, especially senior citizens. Improving the overall quality of housing stock for moderate-income residents was mentioned. Suggested strategies included increasing zoning options for higher density housing, and a moratorium on removing affordable housing for new construction.

Traffic flow was another concern of the respondents. North to south traffic circulation especially after major events in ISU campus.

More bike lanes and safer bike lanes were mentioned by respondents. Parking is another issue. Some suggested more parking especially in downtown and ISU campus, reducing parking meters, and eliminating the parking enforcement division. Some suggested parking should be free especially in public places like the library, downtown area, etc.



Homelessness and equity/inclusion are the two new issues that were mentioned this year. People noticed the presence of homeless people asking for money at intersections and suggested the City should not allow this. Another suggested the City should clean up homeless camps. Others suggested there is a need for the City to address homelessness, human services support, and funding for vulnerable populations.

Equity and racial equity/justice was addressed this year. Respondents were concerned about equity in representation, employment, services, and outcomes for all racial groups. Suggestions included letting new residents know what resources and information are available and where. Others said poverty has always been an issue in Ames, and there is a need to support vulnerable populations (low income, abused, immigrants, and refugees).

Other comments revolve around sustainable and recycling needs. Green initiatives for climate change adaptation should be one issues that city should focus on. People should be aware of the importance of recycling and how to do it (i.e. renewable energy, such as solar energy, curbside recycling and other sustainable waste programs and renewable energy). There were several comments on reducing taxes, especially on the elderly and low income. With Covid19, some suggested mental health will be big for both health providers and the public. A better treatment of mental health issues as relates to youth is warranted. For exact wording of the responses, please refer to the appendix.

**Figure 23. Other issues the city should focus**





## **Best thing about living in Ames**

There was a total of 438 responses to the question of the “Best thing about living in Ames.” Responses discussed a variety of topics, including the amenities, community, safety, and diversity of Ames. For full comments, please refer to the appendix. Seven major themes were city features (133 mentions), adjectives given to the city (91 mentions), the people (90 mentions), infrastructure (80 mentions), economy (19 mentions), city activities or events (17 mentions) , and nature (8 mentions).

More than half of the responses focused description of the city including features and adjectives. Comments included discussion of experiencing a sense of community and having a “small-town feel,” right size, best tap water, diverse population and neighborhood, being a college town, well managed city, and relationship between ISU and the city. Adjectives given to the city were safe, accessible, clean, quiet, nice, peaceful, beautiful, homey, and calm. Several people agreed that Ames is a good place to raise a family. Safety in school and school systems are the best thing. The presence of law enforcement is great for a college town (feeling secured when you are out and about). Respondents discussed the low crime rate and safety.

The people and community are overall the best part about living in Ames, according to a respondent. Many respondents admired the quality of the residents being friendly, have sense of community, family oriented, inclusive, diverse, and have sense of volunteerism. “It is a highly educated city and have lots of caring people who work to help each other.”

Others described Ames as a smaller city with big city amenities, resources, and activities. Both Parks Library and Ames Public Library, local transportation (CyRide), local businesses, medical facilities (clinics and hospital), downtown and the Ames Dog Park were the most mentioned features of the city. There were also many comments regarding the shopping, restaurants, and activities in Ames. Respondents appreciated the quantity and diversity of options in restaurants and activities that are offered in Ames. Farmers Market was also mentioned. These are quotes from participants: “There is always something going on in Ames,” and “Being retired, I like wide variety of (activities) offered; i.e. athletic events (ISU), churches, concerts, etc.”

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

### Figure 24. Best things about living in Ames



## What would make Ames fun, vibrant community?

This year, an open-ended question was asked on would make Ames a fun, vibrant community. More than half (54% or 390 respondents) responded to this question.

The responses varied from a variety of topics including recreational facilities and activities (45%), community infrastructure (19%), economic development (14%), and culture (7%). Another seven percent of the respondents mentioned other suggestions. For summary, see Figure 25 and specific comments on the appendix.

Eleven percent (51 respondents) indicated that Ames is already a fun, vibrant community. Nothing needs to be changed or added, as they were happy living in Ames. Special mention was made with Octagon Arts Festival, Farmers Market, and Midnight Madness.

Almost half of the respondents (45%) indicated recreational facilities and activities would make Ames fun and vibrant. Both indoor and outdoor recreational activities were cited. Some of the outdoor activities cited were:

- Parks
  - Adult calisthenics park
  - Ada Hayden Park was/is the best thing Ames has done
  - We really value Ada Hayden, Moore Park, and those trails. Make more spaces like these to help keep people in Ames.
  - An addition to the skate park, it gets crowded A community garden, one that any can work on/in and use/improve
  - Larger outdoor park, community gardens
  - Better parks
  - More parks
  - Build park in Sunset Ridge
  - Something like skate parks, fields to play on, etc. Improving parks to attract more people
  - More small neighborhood parks
  - Keep up with promoting parks and exercise.
- Kayak and canoe rentals during week
- A splash pad for kids Have more outdoor recreational activities that can be seen from popular roads. It makes a city look fun and lived in.
- More tennis courts and sand volleyball courts
- Maybe a new mountain to hike would be good
- Maybe an addition to the pool. It gets really, really busy when its hot out
- More hiking trails or outdoor recreation
- Outdoor recreation groups (hiking, kayaking, etc.) (x2)
- More attention to health and outdoor recreation
- More things to do an outdoor activities summer and winter (all year round)
- Revamped community spaces - parks, outdoor trails
- It's the one thing Ames is truly lacking in terms of Parks + Rec facilities. - Ames Parks + Rec should look into providing fun and unique short-term equipment rentals at Ada Hayden, such as tandem bikes, recumbent bikes, kayaks, stand-up paddleboards, etc. to encourage fun and healthy activities outdoors!
- The City of Ames should explore investing in a roller-skating rink, similar to how we have an ice rink, pool, etc. It would provide a safe, fun place for residents of all ages to enjoy a healthy activity. It would also give an opportunity for school skate night/fundraisers, birthday parties, Parks + Rec classes, and a "home" for the local Ames roller derby team

Indoor recreations and wellness mentioned were:

- Indoor Pool
  - A new Healthy Life Center with pool and fitness facilities. The community center is good but is outdated. Need our own place for just fitness and no other activities going on!
  - A warm water indoor pool that everyone can afford, it doesn't need to be a big lifestyle center.
  - The city still needs to figure out how to build an indoor pool and indoor playground
  - All weather indoor pool
  - An indoor pool would be nice. Ames High School is not the best. So crowded
  - Indoor swimming pool, accessible to all better senior citizens center - with goal of more seniors using social activities
- A center that includes a new pool, or pools, that include a cold-water lap lane and a warm pool for therapeutic use
- A recreational facility or YMCA type center
- Continue to improve recreation options in the city (e.g. convert old Ames High School to a museum and recreational gymnasium)
- More indoor recreational options for winter months.
- More dance classes at rec center
- More indoor recreation services for families during colder months.
- A recreation facility like the one defeated recently
- Wellness courses/facilities.
- The health center that was voted on one time. It needs to move forward to keep up with other cities like Ankeny
- The failed recreation center

Community festivals, concerts suggested:

- More cultural festivals and activities or events that are unique to Ames
- Music
  - More and good concerts
  - Live music - more entertainment (e.g., live music) for non-college age population
  - All ages music venue like Ames Progressive used to be
- Arts
  - Alternate art sale - open to whoever wants to put up a table
  - Arts festival or summer park gathering
  - More attention to arts and festivals. Ames needs some kind of yearly festival. I would also like to see more activities for young people through non-Iowa State affiliated events.
  - Ames could be more fun by attracting more big-name artists and musicians to perform. Also, holding more street festivals (much like how Davenport, IA, has the Bix Festival and various St. Patrick's Day events) in Ames.
- Bigger farmers market
- More things to do as a community like Summerfest, concerts with different vendors, flea markets, food fairs, karaoke in the park, international food tasting events, talent shows, drive-in movie theater
- Bring back VEISHA

Other suggested measures were:

- Economic development
  - More shopping, more non-chain restaurants
  - More restaurants, stores, and entertainment
  - More restaurants with outdoor seating. Year-round farmers market facility

- More diverse restaurants.
- More coffee shops
- More bars
- More mom and pop restaurants
- I think we should encourage small business owners to invest in the old downtown area, bring back block parties and stop allowing major chains to control Duff Ave.
- Redo downtown, expand outdoor eating, less of a smaller-town feel (Ames needs to decide if it is a small rural city or if it should expand towards more suburban-style with more choices available to consumers
- A winery
- Great shopping, dining options
- More retail and movie theater
- Community Events
  - A more effectively run school district that got the community involved more in its activities.
  - Activities/events that bring the entire community together
  - City Events
  - Bring back bike night
  - Dance club
  - Events in the summer
  - Community engaging events, city-wide opportunities for kids/youth
  - Continue providing community events, such as the Art Walk
  - Community spaces central to people for skating, concerts, parties, etc.
  - Convention center
  - Events in campus town
  - If there were more city-wide events or fun things, that would make it more vibrant!
  - More outdoor activities
- A sports team - professional, semi-professional. Roller skating rink, bowling. Possibly showing sports from high school level on local TV.
- A children's museum.
- Bringing more unique stores, restaurants, and attractions to the city
- Continue to improve the Main St. and Welch Ave. areas
- Easier access to downtown, more breweries/restaurants downtown
- Expanding/revitalizing "downtown"
- Casino
- Free/affordable daycare and an amusement
- I would love a multicultural district where they had something like the NewBo district in Cedar Rapids.
- Allow fireworks and marijuana
- Less alcohol and drug enforcement
- Zoning laws and tax incentives
- A community that is fun and vibrant is a community where everyone can equitably participate, be involved, and feel included.
- A fun and vibrant community is primarily based on the individual choices of the community. Covid 19 has a significant impact on this question
- Again, more culture, focused on local events. A city is defined by its culture
- All age activities, more public activities
- Continuing to incorporate initiatives to make EVERYONE in our community feel welcome and supported.

Figure 25. What would make Ames a fun, vibrant community?



## Residential Satisfaction Actual Open-Ended Responses

### Comments on Overall City of Ames Services

- Positive Comments on the City
  - Ames is a great place to live. However, it is the most expensive of all the places I have lived. This makes financial problems for many students.
  - Ames is a very well-run city in my opinion
  - Ames is a wonderful city to live in, it would be fantastic to create more engaging areas and opportunities to work with young people
  - Ames is a wonderful town and the people who design it, I believe, put in a lot of effort and it shows. I didn't see any questions regarding sidewalk maintenance so I just wanted to mention that the sidewalks in the Old Town Neighborhood are in poor condition and it would be nice to have those updated particularly because they surround the hospital and it would be nice for people with certain disabilities to be able to enjoy the area with ease.
  - Ames seems like a well-run city (2x)
  - Ames seems to run itself well for a city of its size.
  - City seems great, minor issues regarding noise issues but overall a really relaxed and nice town to live in.
  - Good
  - Good city to live in overall as a college student. Not sure as a working adult. But as a student, I would highly recommend Iowa State University because the city of Ames pairs very well with the University and student life.
  - Great work.
  - Great!
  - Happy with the city
  - I have lived in Ames for close to 8 years. First moved here for my degree and then became employed by the university. Love living here.
  - I like Ames
  - I like living in Ames. The residents are very different and the city is very split politically, but I still feel comfortable going anywhere in public.
  - I love Ames!
  - I love Ames. It's an excellent city.
  - I love Ames. Thanks!
  - Love it here. No city is perfect and if we could address some drug use that isn't marijuana (which is legal in almost half the United States) we could reduce some of the more victim-related crime such as petty theft.
  - Never had a problem or didn't use
  - Nice city
  - Overall, I am very satisfied with the services that Ames provides
  - Overall, the services I have used are excellent.
  - Overall, I think the City of Ames does a good job. The only comment otherwise is with traffic flow and traffic control. Duff is my main issue, but I know there is only so much you can do at any given time.
  - Overall, services are great. As a City, stop building apartments and cutting down trees. Soon, Ames will look like another Iowa corn field with abandoned buildings.
  - Pretty good overall
  - Thank you.
  - The City of Ames does a nice job with the upkeep of their city and their services. There are no major problems that I have ever come across.

- The city offers enough to students to live there.
- CyRide
  - CyRide 2.0 was not soundly thought over
  - CyRide doesn't serve a low-income demographic in Ames. Its service priority to the city is outreach from the University for the student population into the community, and with community sprawl it doesn't do that very well either. Ames would be a safer and more effective place for all stages of life if public transportation was considered for more than the University population.
  - CyRide is amazing. Favorite part of Ames!
  - CyRide night ride is a wonderful program.
  - Direct routes may increase riders.
  - I have used CyRide service but it has been about 10 years since then. I thought it was very nice. I have heard others that have used it and they are very satisfied with the service.
  - I'd like to use CyRide more - maybe when kids are older
  - Same as comment before on CyRide

#### Electricity

- Electric rates seems high for the efforts we put forth to create our own energy.
- Electric services too expensive
- Need to get rental houses enrolled.

#### Internet

- Internet speeds (and reliability, for Mediacom) are sorely lacking -- we're literally TWENTY YEARS behind towns like Huxley and Cedar Falls -- but I understand the reasons (smaller than Cedar Falls, but too big for federal funding like Huxley), and I'm really looking forward to MetroNet's fiber. (I'm already signed up, and they just put advanced-notice signs at the ends of our driveways in my neighborhood.) I think Ames should've done municipal fiber much earlier, but MetroNet is certainly getting it installed faster now that they're here. I'm hopeful and optimistic!
- ISU
  - GO CYCLONES!
- Housing
  - Need to get rental houses enrolled.
  - I am concerned on the massive rental build up, and its impact on affordable housing. Seems to be a shortage of affordable houses for first time or lower income buyers.
- Library
  - I am appalled that the library sponsors cross-dressing and drag queen events, especially for children. In my opinion, this constitutes sexual abuse of children and should be punishable by law. It is not the role of our library to promote "agendas." It should be stopped immediately. In the past, I have always supported bond issues for the benefit of the library - no more.
  - Was very unhappy with library hosting and promoting the "Drag" entertainment.
  - Library needs to concentrate on providing services to entire community, not be a homeless shelter by default or political action group.
- Nuisance Ordinance
  - We live well away from typical student housing so noise is not an issue
  - Public nuisance is over-serviced
- Parking
  - Parking is horrible in Ames. Everyone who comes to Ames says this.
- Parks & Recreation
  - Ames is an amazing city! Keep up with adding parks & bike trails!
  - Dog park needs reopened now! A second dog park in north Ames would be nice. They're doing an okay job. If you can make improvements do them. Some parks especially need some support right now.
  - Trails should get some money from the city's transportation budget. The bridge in



Emma McCarthy Lee Park is needed for transportation of walkers, bikers to cut the distance from NW Ames to Campustown businesses.

- Police
  - Police APD and CyRide make life in Ames harder rather than easier.
  - Contacted police recently and did not have a good experience
  - I learn more from the police social media account that I do from most city website pages - the website is difficult to find things, even with search. Too much reliance on presuming you know people are there trying to guide people by their concern on internet
  - More focus on serious crime issues and less on college parties/gatherings. As long as no one is getting hurt and it isn't out of control, there are more important things to patrol.
  - Need more police officers for increased response times
  - We could be the only city in Iowa that isn't perpetually 10 years in the past, it's starting to feel like Alabama here. Ames should reform their marijuana laws, this WILL and is proven to lower opioid use. You will save lives and stand out as a front runner on individual rights in Iowa.
  - Why isn't anyone investigating crimes?
- Recycling
  - Ames needs a recycling center.
  - Good but needs more recycling options
- Street Maintenance
  - Ames could use better snow removal services.
  - Anything to do with roads, the city of Ames does a poor job. Other than that everything seems decent
  - Snow plowing and ice removal is terrible in Ames. This should be well taken care of, especially in a city that has many drivers who don't have experience driving in winter weather.
  - Stop spending money so poorly in the city and focus on fixing what needs to be fixed. There was no need to put up some fancy lights along the highway. The proposal to change Lincoln Way to two lanes is also idiotic.
  - Water. Basically utilities are reliable. Water/sewer expensive
  - Bikes should not have lanes in the middle of the road. Get them off the busy roads
- Others
  - Could officers become members of Lions, Kiwanis, etc.?
  - More control of fireworks
  - The cost of services is increasing at a rate far in excess of work salaries. We must all find ways to reduce costs. It is easy to mandate price increases on essentials for life (water) rather than work hard to contain costs. We need to concentrate on water experts who can find ways to lower costs, without lowering quality, rather than take the path of least resistance and pass on new costs to residents.
  - The fact that only one person can be listed on utilities is extremely annoying

### **Comments on Police Department activities**

- More patrol is needed in some areas like south of the west HyVee.
- Additional training on implicit bias training and building relationships is important and I think the Ames PD has already made great improvement in this area.
- After living in Ames 30 years, I ran into my first rude Ames officer. Not in any kind of enforcement, but just to ask him a question when he was on patrol. I am looking at this as a POSITIVE as once in 30 years is pretty good. Given how humans are.
- All comments I have heard are positive!
- All of the responses I have given are based on me living in a safe and provided circumstance right now.
- Ames PD is awesome! Please continue advertising the Citizen Police Academy
- Ames PD is doing a good job. Some things could always use more patrolling in my opinion.
- Ames Police Department has done a fine job keeping the city a safe place to attend school and to work. I have no problems, nor does anybody I know have any problems with the Ames Police Department.
- APD consistently disappoints and endangers citizens.
- As someone who lives on Tripp Street, I really appreciate the additional patrolling of the area, especially at night. I would have liked to have seen more patrolling in the winter months as well though not just as the weather warmed up.
- The attitudes in high school about drugs is flippant.
- They are an awesome P.D.
- I would like them to do everything within its power and charge for all items. I know only what I need, hear, and see. I'm sure that's a tiny fraction of what is done.
- The crime prevention initiatives are very appreciated.
- These issues are dependent on what part of Ames you're in.
- Do not know since we haven't encountered any of these activities/issues (x4)
- Dogs need to stop attacking me.
- Don't have enough to say. Have no complaints.
- During periods low demand for parking (ISU spring break, Christmas break, parking time permitted can be extended in Campustown)
- Except for parking enforcement, I have no contact with our police department.
- Far less time and money should be devoted to parking tickets in areas such as Main Street. Policing those areas constantly does nothing but discourage shopping at small businesses that are staples of Ames.
- God blessed our cops.
- Great job! (x4)
- Had a friend who had his tags expired on his car which he couldn't afford at the time. He wasn't using it and it was parked in the street since our driveway was full. Ames PD had it towed without a written warning for him and it cost him almost twice the amount of money than to just write a note or warning. They have to care more about the people and less about the money. Other than that, officers have pulled me over for minor reasons. I feel it's because my car is blacked out (windows and paint). I feel targeted sometimes from them, but officers are nice, and no tickets or issues stemmed from me getting pulled over.
- Handing out maps and public intoxication is just a way for the city to steal money from students. It doesn't contribute to public safety at all. We should focus on teaching people to drive in Ames through mandatory traffic school because everyone seems to be bad at driving, including myself.
- I am not aware of any weaknesses or overzealous enforcement of our PD!
- I appreciate the Facebook posts during quarantine.

- I appreciate when I saw some police officers talking to a young man who had "run away" from home on my street. I don't appreciate when there is a car patrolling every hour on a residential street. Spend more time investigating actual violent crime and sexual assault and less time trying to get people in trouble who aren't hurting anyone.
- I consider marijuana possession to be a low priority crime.
- I do Adoration at 2:00 AM at Saint Cecilia in Ames. The patrol cars are checking the entrance where we go in. Thank you very much.
- I don't really have a lot of experience with the APD (which is probably a good thing), so I don't think I have a very good measure of which areas need more or less emphasis.
- I'm going to assume this means Ames is doing a pretty good. The cars speeding through neighborhoods are just dangerous for everyone.
- I feel very safe in the city of Ames.
- I have never had any problems with how the police do their thing. Just keep doing what they're doing.
- I live in an apartment complex of all college students except for three tenants. They use, distribute, and make meth and the cops are constantly over at the complex but NOTHING PROACTIVE OR BENEFICIAL IS EVER DONE. One officer told me "I have no doubt they're selling drugs, but they aren't hurting anyone right now." Last Monday, that same meth head set their apartment on fire. Very frustrated with their lack of effort. I guarantee if you ask an officer about 2824 West Street apartments, they'll know exactly who I'm talking about. It was pathetic. It caused me and three other tenants to move out.
- I love the job they are currently doing and really appreciate them for all they do.
- I really think the Ames Police do a great job. I like that they have a presence and don't let serious crimes go unchecked, but they don't go looking for trouble for petty things like minor traffic errors or reasonable, safe alcohol use. I feel like their outreach and interaction with the public is top-notch, especially programs like the Donut Disrespect campaign they did (with ISU Police) that truly went viral and inspired other communities across the nation to do similar programs. It might be important to increase investigation and protection for sex offenses (including trafficking) and domestic abuse, but I don't know much about how prevalent that is in Ames; they may already be doing enough since I haven't heard of major problems.
- I see Ames PD patrol the main roads frequently and rarely in the neighborhoods and back roads. I would like those areas patrolled more than roads like Lincoln Way and Duff Ave.
- I see the Ames police patrolling outside of my apartment regularly, at least once a week. This makes me feel safe in my environment and I'm thankful for the work they do.
- I think Ames PD is great. I just marked more because I think they are important.
- I think the Ames Police Department does a great job and I have always felt safe in Ames. (x2)
- I trust if Ames has a spike in area, Ames PD will adjust accordingly.
- I would like to see more education.
- I'm not familiar with the city's crime stats. Overall, I'm pleased with the PD, and it seems resources are allocated well.
- I've reported speeding 3x now on my block.
- In winter, people who get stuck in road can hardly get any help from the police department.
- It feels like sometimes the parking department/City of Ames uses us just to get money. We are the last house on a dead-end street and we often get targeted when it comes to parking tickets and snow being shoveled exactly to their standards
- Keep up the good work! (x2)
- Legalize recreational marijuana! (x2)
- More black and brown police officers are needed to create an environment of anti-racism.
- More residential patrolling is needed. I see very little of this.
- My last experience with calling the police was horrible and the officer I dealt with on the phone was very rude and condescending.

- Ames PD needs more engagement with kids - my daughter is afraid to talk with police officers because of their outfit and belt.
- There seems to be a lot of speeding in residential areas. Perhaps speed bumps would help.
- None
- Not close to police activities, so don't really know what needs more or less attention. (x7)
- Overall, I think the Ames Police Department is excellent. I would, however, like to see them signal when turning like the rest of us are supposed to do (many don't). Also, I often wonder how distracted they are while driving and using their computers.
- Parking in Ames needs to be improved. The city of Ames should not be capitalizing on the fact that there is very limited parking by issuing multiple tickets daily.
- Parking laws are very strictly enforced, and I think that this effort could be better used in other areas like domestic violence, crime prevention and education, and sex-related offenses investigations.
- Particularly in areas near the University, students regularly violate traffic rules. I'd like to see some solutions that don't require officers (as I know they are probably stretched thin particularly during sport events, etc.): speed bumps, cameras, etc.
- Patrolling right outside the bars and targeting only males is something I've seen them do. Also, they only ever stop males for drinking related offenses and will at most give females a fine.
- People who visit my house should be able to park in my driveway even if it crosses the sidewalk without getting a ticket. Parking is only on 1 side of my street.
- Please be more pro-active with noise from motorcycles and trucks.
- Please concentrate the speed enforcement in residential neighborhoods and where it is a safety issue.
- Please investigate crimes, patrol the neighbors at night. Check the roofs on the houses. They get on the roofs and wait until you go to bed.
- Please keep increasing training for officers in how to respond to children in crisis.
- Please try to educate people when they do something wrong. Explain to us why it is wrong and what we can do to improve so we don't do it wrong in the future. Don't be a dictator, don't pretend like you have authority over everyone, and don't be rude. Please have the same respect you would like to have if you were in the shoes of the citizen. The public, including myself, likes law enforcement a lot more when they are not dicks. All I ask for is that you are respectful and maybe make light of the situation at hand, even if it is a tough situation. This goes so much further than anyone thinks. Again, just be mindful of the citizen. Your actions could be the difference between life and death. Thank you!
- The police have been good when I have called them.
- There is a problem with people running red lights in town + ISU campus.
- I can't talk bad about the ones who do what others are not willing to. They provide good lectures for those who are not used to chaos.
- I am satisfied with the police.
- Seems like a good department, never had any issues when they've busted our parties in the past. They make fair decisions.
- Seriously, the amount of tickets that are given out in the Ames area should be enough to pay for every road in this state!
- Speeding is a problem in Ames. I've had police cars speed past me on Lincoln Way.
- Start enforcing traffic laws for bicycles. As a CyRide driver, I see bicyclists running red lights, stop signs, and other infractions almost every day and it's just a matter of time before one gets run over or smashes into a pedestrian.
- Stop targeting people of color for alcohol-related events.
- Stop vagrant campgrounds. Check on people there to see if any are wanted somewhere else. Make Ames safer for a female student who is just out early morning to play a few holes of golf.
- Thank you for doing what you do!!

- Thank you for working closely with the DOR. As a community adviser I feel comfortable contacting you.
- The Ames PD has been beneficial for my time in Ames. I have had several encounters with them, most of them all being within various programs offered through the University. Otherwise they have always been very polite when encountering. Overall, very solid job, and appreciate the effort they supply to their line of work.
- The Ames Police Department has a worse community reputation than the ISU Police Department because they are not as intentional about accommodating people with marginalized identities and they are more aware of the historical violence linked to law enforcement.
- The automated sign on Jewel does not slow people down.
- The City of Ames takes advantage of college students with their parking ticket policies. I'm extraordinarily dissatisfied with the overabundance of issuance of parking tickets.
- The only interaction I've had with the police department is my sister following them on twitter.
- The parking division only cares about money. There is no reason they need to give out tickets as much as they do. Something needs to be done about parking near the campus area and make it more accessible for everyone. We shouldn't have to pay to park a block away. We already pay thousands of dollars to attend the school.
- The police department does an excellent job. I always feel safe in Ames.
- The police department is VERY receptive to the needs of our neighborhood association and always come to our annual meeting with excellent information.
- The police force in Ames is way overstaffed. Stop spending money in such poor ways.
- The quota that must be hit in terms of alcohol related offenses is very apparent. On game days when tailgating, I, as a 21-year-old law-abiding citizen, do not understand the inconsistency. Some days I am not stopped with alcohol once, some I am stopped up to 10 times in a day.
- They do a good job, and the officers are really nice.
- I need more awareness of what is going on
- I don't really know how much emphasis is placed on each activity. I would guess that priorities change daily or with season/school year.
- There are too many speed traps on commuter routes.
- Ames PD has very professional personnel!
- We are pleased with the Ames Police presence in the community and their innovative approaches to communicating to the public through social media and other external communication channels.
- We do not know what the laws are regarding rentals.
- We need a greater presence of police in Ames!!
- When we've had noise complaints, they are either extremely slow to respond (hours later) or don't respond at all. This is frustrating because the times we resort to calling them the noise is extreme.
- It would be good to feel like the police are on your side and not that you are guilty till proven innocent. Ames is a college town, deal with the reality of living in one.
- Christmas shopping is a great success. PD's connection to the city is poor.
- You're doing amazing, thank you guys for your hard work keeping our community safe.

## Comments on Fire Department activities

- Good for schools; not so much for the community.
- As a former president of a fraternity on campus, I have gotten the chance to interact with the fire department during our annual fire checks. We also got the opportunity to see them in action when our fire alarms were malfunctioning a few years ago. They were very helpful and professional.
- The block party facilitation was very much appreciated.
- I cannot talk bad about the fellows who volunteered to do what many would not. I've never required their services, but they are fun guys to interact with, especially the medics.
- They checked my carbon monoxide detector for free! This was very helpful!
- I didn't know safety inspections were available for homeowners.
- During an SUV event they came to teach us how to use fire extinguishers. It was very informative. The staff were very patient and nice about it. They definitely knew what they were doing.
- I feel like they don't check the apartments as much as they should and just trust landlords to keep things up to code. A lot of landlords in Ames do the bare minimum if anything.
- Fortunately, I haven't needed them but outreach, especially to children and schools, is great!
- Fortunately, we've never had a fire.
- Good job! (x2)
- The FD offers great kids' programs.
- I have not had to use personally but would believe they do a great job!
- I haven't heard anything in either direction about the fire department and haven't needed their services personally.
- I haven't needed their services. (x4)
- Helping people get up from falls has been outstanding! Kept my late husband home for 2 years. God bless you for this FREE service.
- I am thankful and grateful for their services!
- I appreciate all that the fire department near Campustown has done for the students.
- I assume that I'm very satisfied but haven't total knowledge of their use of time.
- I did not realize there was an opportunity for fire prevention education & outreach; this might be a valuable tool for the community.
- I don't have much experience with the F.D. (x3)
- I don't really actively use it or have ever used it, but they seem like they are doing their jobs very well because I don't know of any fires recently.
- I enjoy the family activities they put on at the fire station.
- I have helped a friend get an ambulance a few times. The EMTs are ALWAYS professional, respectful, and kind. They do a great job of working with little kids who visit the station with the library groups. They ALWAYS attend our block party on July 4; a highlight for kids and adults!
- I have never interacted with the fire department. (x8)
- I have never seen anything in relation to fire prevention education and outreach.
- I have no issues with the Fire Dept. However, we do need another one in the city.
- I haven't had to use the fire department services but the community seems to be safe in terms of fires.
- I haven't been in a situation in Ames where the fire department needed to be contacted.
- I don't hear about fire protection very often.
- I like their outreach activities.
- I live in the dorms and they always have an incredible response time, even if the fire alarm goes off at 3 a.m.
- I needed the ambulance last fall when my infant had a large seizure. I'm incredibly grateful for them.
- I see lots of fire hazards on properties that are close to Campustown. It appears renters and leasers don't keep much of an eye on many of them. EX: open fire pits, some spotty wiring on the outside of homes, chimney's exhaust vents close to overhanging vegetation.

- I think Ames apartments should all be required to come with a fire extinguisher for each apartment, not just one extinguisher for an entire building.
- I would like to see more involvement in schools to educate kids.
- I've heard great things about the fire department, but I've never used it personally.
- I've never had any contact or interaction with the Ames Fire Department.
- I've never used any of these services, so I feel like I can't comment. But these are very valuable services in our community, and we should invest in them.
- If they could host more "learn how to use a fire extinguisher" training where we actually get to use a fire extinguisher, that would be nice.
- It seems that they are doing a good job, but I have never had personal situations involving them/contact with them.
- It would be wonderful if the City of Ames subsidized ambulance rides.
- The FD should just move already. We want a bar there. With the amount of people that walk there I am surprised no one has ever gotten hit by a fire truck.
- I live in a Greek House where I oftentimes have communicated with the fire department about various items. Overall, they are very knowledgeable and willing to help to maintain the safety of everyone within the community and outside.
- I've only lived in Ames for 5 months so I'm not really sure.
- Mobile home parks don't get home inspections.
- My house hasn't burned down yet and the firemen I know are very amiable.
- N/A (x2)
- I needed 911 for medical situations for my husband - excellent
- I've never had experience with the Ames Fire Department.
- I've never needed to have the fire department for anything.
- I've never needed to use the fire department.
- I've never used or witnessed any of these services.
- None (x2)
- I'm not familiar with much of the department.
- I'm not personally aware but believe they do a great job.
- Once the fire alarms for Howe Hall went off and the firefighters were so friendly explaining what the reason was, and I felt so safe getting back to the class.
- The rental homes on our street need better inspection.
- They seem to inspect my business enough and not too much.
- Thank you for working closely with the DOR; as a community adviser I feel comfortable contacting you for help or info.
- Thank you to the Ames Fire Department and paramedics for helping my father-in-law when he had a heart attack at the gym! You rock!
- I'm thankful to have not needed ambulances or fire department services to date.
- Thankfully, I have never had to call the fire department! (x3)
- Thanks for all that you do! (x2)
- The ambulance crew were prompt and so kind when my mom broke her hip.
- The effort on carbon monoxide detectors was quite commendable!!
- The firefighters are the most amazing and professional group of people. They have excellent customer service. I would like to see the FD take a bigger role in EMS.
- The only fire I had seen near me, took them a very long time for them to get here.
- The only time I have ever been near Ames Fire Department is on campus. Their reaction times were quick, and they were very professional in their jobs.
- There is a fire hydrant across the street from my house. Although it has been reported repeatedly, it is still usually not kept clear to specified standards.
- They are great!

- They probably don't get paid enough to do what they have to do or deal with the stuff they have to deal with.
- They respond very quickly to our apartment false alarms.
- They seem to be very professional.
- They were more condescending in the last inspection than helpful.
- They were quick to respond to my fire and very helpful and respectful during the entire interaction.
- This department is fine.
- We have a good fire department.



## Comments on City Electric Department

- Very Satisfied with City Electric Department
- City Electric Service Needs to Improve Communication
  - Ames electric employees are often rude and not helpful on the phone; email communication is great.
- No Interactions with City Electric Department
- Electric Rates Expensive
  - I hardly use any electricity and my bill is crazy expensive for just me due to the rates.
- Low Benefit/Return on Investment on SunSmart Ames
  - It wastes land, and is not as effective source of power that we use
  - More incentives
  - Not convinced it's practical
  - Not convinced of renewable energy efficiency vs. cost
  - Not feasible
  - Not in Ames
  - Not interested in paying for solar power
  - Not my interest for investment
  - Renewable energy, wind and solar, have not produced the promises and claims made by their lobbyists. Not reliable.
  - Solar energy looks cool on paper but it's a relatively pointless investment for most homeowners. This is not to discourage others, but I have done the research and determined it is not a good investment in regard to energy for a homeowner
  - Solar farms are not the future of renewable energy
  - Solar is not an effective solution for Iowans.
  - Solar is not efficient in central Iowa, according to scientific studies.
  - The return investment seems unusually long, even for the betterment of the community. I don't know the details of the program.
  - Unsure how dependable and effective this will be
  - Won't get money's worth
  - Don't think solar energy is that cost-effective. Takes many years to receive cost benefit.
  - Dumb project. Waste of money for the citizens and city.
  - From what I understand the return on investment is not worth participating
  - How many power packs does one household need? What percent (approx.) can one expect in savings?
  - I have talked with many electrical specialists who say that solar farms are not worth their return right now because the pay off does not pay for the initial cost. I would if this happens later down the road if the initial costs go down. I am also only a short-term resident (student)
  - Inadequate return on investment
  - Not sure it would be cost effective

## Comments on Water Service

- Cloudy Water/Rusty Water
  - Water line breaks and flushing out lines caused a cloudy appearance.
  - Water's always cloudy from my hot water tank. I don't know why.
- Like Ames Water
  - I always miss Ames tap water when I'm away.
  - Ames H2O is the best. I miss it when I travel.
  - Ames water is amazing!
  - I don't have problems ... good tasting water!
  - Excellent water quality in Ames!
  - Great water!
  - I love Ames water! Tastes great, I like the hardness of the water (and I don't use a softener), and my last tank water heater was 24 years old before I had to replace it! When I did, I got a tankless, and I clean it twice per year, so I suspect this one will be here longer than I'm in this house
  - I love Ames water!
  - I love our water!
  - Thank you for the wonderful taste and care given to the Ames drinking water.
  - The water is perfect. It has gone home in washed-out milk jugs with family members living in other cities
  - They do a great job. No problem is a good problem to have in this industry (I'm a civil engineer master's student with focus on sanitary sewer systems and treatment)
  - I'm very happy with water quality.
  - We are lucky to have award-winning water supply.
  - We love Ames water (taste).
  - No issues.
- Hate Ames Water
  - Ames water is nasty. I buy my drinking water. It also pretty well ruins white clothes.
  - Don't drink!
- Hard Water
  - How would we know how hard or soft our water is unless we test it every day? I have always been under the thought that Ames has water that is considered hard. Perhaps this is info that could be noted on a bill.
  - I do not know if hard or soft water has caused problems.
  - We have our own water softener.
  - I need softer water!!!!
  - I have installed a water softener in my home.
  - No major complaints; seems Ames water has been hard for years and lime deposits occur on pipe joints and dishwashers.
  - Not sure about hard/soft water since I have a softener in my house. It uses very little salt so I would assume water coming in is soft.
  - Seems to be a lot of calcium in the water. Not sure if that's hard or soft
  - Water is hard all the time, but we choose not to install a water softener
  - Water is too hard and has caused us expensive plumbing issues. Ames water tastes great but is so hard! It has caused us plumbing issues and we really don't have a way to put in a softener.
- Low Water Pressure
  - Someone stole my copper water pipes and replaced them with plastic. The pressure is gone. Water tastes bad. Can't use the water anymore.
  - There were a few times our faucets lost pressure for a few days at a time.
- Poor Storm Sewer System/Flooding

- Castlewood Place gets water into the house from the street about once a year; the water fills the circle and creeps up the yard until finally reaching the house and pouring in. Ongoing problem for over 10 years.
- FYI - when I lived at 1912 Clark Ave for 42 years, we had this 5-6 times with last 2016 yard moved 2017
- I live in South Ames and the Brick Town development is a concern with water runoff. I know the City has been working on this, but it is still a concern.
- It did back up pretty high in my backyard from a drainage ditch. Highest I have seen it.
- It has happened in the past if we get lots of rain
- Northridge Parkway - backs up one or two times per year
- Our basement is old. It's minimal and drains quickly. We just clean it up.
- Our drinking water has filters. My lawn was flooded once. Just from a very hard rain.
- Overdevelopment of areas such as Duff has created flooding problems. This is not good when driving a low car through town.
- Storm surge backups
- The sidewalks are freaking awful. Huge, deep puddles everywhere. Terrible sidewalk drainage. Almost all sidewalks or walking paths are cracked and flooded after even slight rain.
- Water still backs up in the street and into property in large rain events or over several days of rain. Work has been done to attempt to correct but still is a problem
- We have drainage in our backyard
- Cost
  - I know rates are going up, but so do costs!
  - Why does this utility cost so much when so little is done?
  - The rates are too high.
  - Water and sewer rates are increasing, but they are still reasonable if we compare to other communities.
- Plumbing Problems
  - Any water issues in my apartment would be due to plumbing issues within my apartment and not the city of Ames water
  - I have to run a lot of cold water before it turns warm. Have been told it has to do with the pipes and can't be fixed
  - It's probably my plumbing
- Need to Protect Floodplains and Watersheds
  - I am concerned about additional development in flood plain. The impact on flood levels on Squaw Creek is of great concern.
- Uncategorized
  - Ames water
  - I live in a dorm, so I have no idea what's up with utilities.
  - I should get a discount on my sewer bill since my sewer line isn't attached to the main line and the city won't do anything about it.
  - I would love to see more commitments to renewable energy for both the campus and the City of Ames
  - They should burn more garbage
  - The water tastes a lot hotter than what they have in WDM
  - N/A
  - No one came to look at it.
  - None
  - Our sewer line was blocked, and we called Drain Tech to clear it. Didn't know city would have handled block drainage in sewer line.
  - Resident of Green Hills - some points do not apply
  - Several years ago, I had a water pipe break in my basement on a Saturday. I called the Ames Water Department emergency phone number, but no one answered. I ended up

- calling the Ames Fire Department and they helped me find someone to locate the street shut off and turn off the water. Was not happy with the Ames Water Department.
- Thank you to Ames Water & Pollution Control employees and plant operators for all that you do. I was able to visit and create an educational project on the plant thanks to Ames High School in 2016, and I greatly appreciate all the work that is taken care of there!

### **Comments on Water & Pollution Control Department**

- Ames water
- We have our own water softener.
- Always miss Ames tap water when I'm away
- Am concerned about additional development in flood plain. The impact on flood levels on Squaw Creek is of great concern.
- Ames H2O is the best. I miss it when I travel.
- Ames water is amazing!
- Ames water is nasty. I buy my drinking water. It also pretty well ruins white clothes.
- Any water issues in my apartment would be due to plumbing issues within my apartment and not the city of Ames water
- Castlewood Place gets water into the house from the street about once a year. The water fills the circle and creeps up the yard until finally reaching the house and pouring in. It's on-going problem for over 10 years.
- Don't have problems ... good tasting water!
- Excellent water quality in Ames!
- FYI - when I lived at Clark Ave for 42 years, we had this 5-6 times with last 2016 yard moved 2017
- GO CYCLONES!
- Great water!
- I do not know if hard or soft water has caused problems.
- I have installed a water softener in my home
- I have to run a lot of cold water before it turns warm. Have been told it has to do with the pipes and can't be fixed.
- I know rates are going up, but so do costs!
- I live in South Ames and the Brick Town development is a concern with water run-off. I know the City has been working on this but it is still a concern.
- I love Ames water! Tastes great, I like the hardness of the water (and I don't use a softener), and my last tank water heater was 24 years old before I had to replace it! (When I did, I got a tankless, and I clean it twice per year, so I suspect this one will be here longer than I'm in this house.)
- I should get a discount on my sewer bill since my sewer line isn't attached to the main line and the city won't do anything about it.
- I would love to see more commitments to renewable energy for both the campus and the City of Ames
- It did back up pretty high in my backyard from a drainage ditch. Highest I have seen it.
- It has happened in the past if we get lots of rain
- It's probably my plumbing
- Love Ames water!
- Love our water!
- How would we know how hard or soft our water is unless we test it every day? Dumb question. Have always been under the thought that Ames has water that is considered hard. Perhaps this is info that could be noted on a bill.
- Need softer water!!!!
- No issues.

- No major complaints - seems Ames water has been hard for years and lime deposits occur on pipe joints and dishwashers.
- No one came to look at it.
- None
- Northridge Parkway - backs up one or two times per year
- Not sure about hard/soft water since I have a softener in my house. It uses very little salt so I would assume water coming in is soft. Water and sewer rates are increasing, but they are still reasonable if we compare to other communities.
- Our basement is old. It's minimal and drains quickly. We just clean it up.
- Our drinking water has filters. My lawn was flooded once. Just from a very hard rain.
- Our sewer line was blocked and we called Drain Tech to clear it. Didn't know city would have handled block drainage in sewer line.
- Overdevelopment of areas such as Duff has created flooding problems. This is not good when driving a low car through town.
- Seems to be a lot of calcium in the water. Not sure if that's hard or soft.
- Several years ago I had a water pipe break in my basement on a Saturday. I called the Ames Water Department emergency phone number but no one answered. I ended up calling the Ames Fire Department and they helped me find someone to locate the street shut off and turn off the water. Was not happy with the Ames Water Department.
- Someone stole my copper water pipes and replaced them with plastic. The pressure is gone. Water tastes bad. Can't use the water anymore. The rates are too high.
- Storm surge backups
- Thank you for the wonderful taste and care given to the Ames drinking water.
- Thank you to Ames Water & Pollution Control employees and plant operators for all that you do. I was able to visit and create an educational project on the plant thanks to Ames High School in 2016, and I greatly appreciate all the work that is taken care of there!
- The sidewalks are freaking awful. Huge, deep puddles everywhere. Terrible sidewalk drainage. Almost all sidewalks or walking paths are cracked and flooded after even slight rain.
- The water is perfect. It has gone home in washed-out milk jugs with family members living in other cities
- The water tastes a lot hotter than what they have in WDM
- There were a few times our faucets lost pressure for a few days at a time.
- They do a great job. No problem is a good problem to have in this industry (I'm a civil engineer master's student with focus on sanitary sewer systems and treatment,)
- They should burn more garbage
- Very happy with water quality
- Water is hard all the time but we choose not to install a water softener
- Water is too hard and has caused us expensive plumbing issues. Ames water tastes great but is so hard! It has caused us plumbing issues and we really don't have to put in a softener.
- Water line breaks and flushing out lines caused cloudy appearance
- Water still backs up in the street and into property in large rain events or over several days of rain. Work has been done to attempt to correct but still is a problem
- Water's always cloudy from my hot water tank. Don't know why.
- We are lucky to have award-winning water supply.
- We have drainage in our backyard
- We love Ames water (taste).
- Why does this utility cost so much when so little is done?

## Comments on Neighborhood Nuisance enforcement

- Noise
  - APD is extremely slow to respond to noise complaints if they respond at all
  - I live on Country Club Blvd and am not sure that anything would happen if I reported a noise nuisance. Noise from the student community is a bit of a fixture around here.
  - I've only ever reported noise violations once, and it was dealt with in a reasonable timespan.
  - In some cases, I have witnessed police be very rude when addressing a noise complaint. Usually people are happy to quiet down if asked politely! No need to be rude.
  - Noise complaints do nothing.
  - Noise laws are not clear.
  - What's the point of a nuisance order if you allow garbage trucks, the loudest machinery that comes near my apartment, to operate at 5 a.m.
  - Businesses near Campustown schedule power washings at 3 in the morning, A certain bar blasts music until 2 a.m.
  - They seem like they're not enough if you live in certain apartment blocks ... like you're not going to hear 50 or 60 decibels from the street if it's a blocked-in area so noise ordinances seem useless in that sense
  - Some of my neighbors have loud parties that last the whole day and can be heard blocks away
- Rentals
  - More removal of cars without plates on rental properties. I have dealt with a creepy van with no tags in our lot having not moved and property management won't do anything.
  - Rental properties can be better monitored for garbage not being removed in a timely manner. When renters move on, landlords must be held accountable for this.
  - There are some bad rentals houses around town.
  - It seems that a lot of the "college" living off campus can become places where various nuisance ordinances can appear. Several properties seem very run down, whether that be untamed vegetation in the front yard to a physical facility looking rather run down and beat up.
- Eyesore Houses
- Lawn Mowing and Snow Removal
  - My biggest criticism as far as this goes is not the neighbors, but the city. In the winter, the city does a poor job of clearing the roads. Honestly, some roads have a snow ordinance, but a lot don't. When they do "clear" it really some roads look more like they just had the snow moved around. Another criticism I have is the parking available, especially during football season. Ames needs to stop taking advantage of game day to make their ticket quota and realize there is not enough parking in the area for fans. I get it the roads are narrow, but Ames needs to make the adjustment.
  - Need stronger ordinances regarding mowing lawns and removing snow from sidewalks in residential areas
  - Rental houses on my street. Makes the neighborhood look really bad! I get tired of picking up their garbage out of my yard and cleaning up leaves they never rake. I hate being woke up in the middle of the night. Yard always needs mowing.
  - Yard upkeep ordinances are classist, ableist, and bad for the environment. Mowed grass is hideous and doesn't allow for any wildlife nor native plants to survive, such as prairie grass.
  - You need to be more encouraging to native grass and flowers efforts

- Sitting Cars
  - Front yard parking should be acceptable on ISU home game days. Ongoing "permanent" front yard parking becomes an issue.
  - Let me park cars in my front yard on game days. I never see police around Russell Avenue except for on game days when they are giving out tickets. There are bigger problems here.
  - Many cars are outside and haven't moved in a very long time on Ontario Street. One is partially disassembled.
  - There was an old car parked by house in my neighborhood for over 10 years, finally gone now but about 15 bikes are still there, south of Green Hills.
  - I do not like to see inoperable vehicles in yards.
  - I have not seen anyone enforce lawn parking in my area.
  - When you ask about "front yard parking" do you mean on non-paved areas?
- No issues/unaware
  - All of these are good
  - Doesn't apply to me - no issues
  - Have not had any interactions with the nuisance ordinances
  - Haven't reported any of these
  - I did not know about these ordinances.
  - I currently live on campus, so I have not experienced any of these nuisance ordinances
  - I generally don't care about nuisances. Let people live their lives on their own property, and don't fine them for victimless "crimes."
  - I have not experienced any of these situations.
  - I have not had issues/reported issues for any of the options above.
  - I rent at an apartment complex so I'm not sure what all the nuisance ordinances are.
  - I haven't lived in a neighborhood where this has been a problem, so I feel like I can't really say
  - I haven't reported any of these, so no response possible by city.
  - I live in an apartment and am unaware of this response
  - Luckily, I haven't had many nuisances.
  - Never dealt with any of this
  - We have an HOA for this
  - When I was a single-family owner these weren't a problem for me. Now that I live in a condo unit, still not a problem.
  - Never have had to deal with any of these issues.
  - New to the city
  - No experience in these issues
  - No experience with any of these
  - We live in a part of Ames that does not have any of the above issues. We are very lucky.
  - I rent and have not had such issues experienced.
  - I rent but the owners let me know if there is a problem.
- Poorly Maintained Homes
  - Campustown properties look disgusting inside and out
  - House down the road from me has several violations with respect to the above criteria. I have not reported them because I'm a college kid but I'm sure neighbors who are permanent residents don't appreciate the house. I genuinely believe a drug dealer lives there as I see him visit cars in his driveway frequently.
  - We have had to put up with the owners at Amherst Dr. For years, they have allowed a swimming pool to cave in, not fixing property. No fence to protect kids to wander in. A bath house full of bats. They have lied to me for 5 years that they would fix things.
  - The homes around Brookside Park need a lot of attention to lawn care and hoarding.
  - There's a terrible property near 13th and Northwestern that should be dealt with.
  - Lot of poor views of properties

- I go by a junk yard (yard with junk) on Northwestern every time I go to church. Wish that could be improved.
- I have seen some houses with what seems to be unwanted items outside, but they are few and far between so definitely not a huge issue.
- I live in an on-campus apartment I don't have a yard or anything. There are a few houses in Ames I wish they would help the residents take better care of their homes.
- I think most of the city is fine, but there are some areas and some houses where the owners do not upkeep the exterior (or even the interior - I've been inside a few that my friends rented). It makes me sad, especially when they're next to houses that are beautifully painted, old, and restored!
- Note only a few properties have upkeep issues, which seem to persist over a lengthy time period.
- Various private properties across Ames could use some work/resources allocated to them.
- City Needs to Be Better Enforced
  - "Hoarders" need to be acted upon when outside bins start collecting. I've seen several as I drive streets (one on S. Northwestern on east side by stop light). Another one was on Burnett (16-17th St.) where professor lived. I've moved; I don't drive that way often now.
  - A few years ago, a neighbor repeatedly burned his garbage and green yard waste - apparently illegal but when called, the fire department did not stop him! No fines, nothing; repeat offender, every week.
  - I don't have much knowledge of the outcome of any specific situations for these in Ames. I know there have been some issues, but I don't know the outcomes. My feeling is that the city doesn't go looking to cause trouble in these areas and only acts when people complain. Then, my impression is that the city errs on the side of not forcing people to fix problems unless it's really a big problem, i.e., they don't enforce the minimal limits of the law very strictly. I actually like that method; most people get along fine, but there are a few who like to get in other people's business and complain when nothing's really hurting them or anyone else. Ames might be a little too lax when there are people really not keeping their property up to even minimum standards for months or even years, but I don't feel like that happens often. (And personally, I've never had any complaints, nor had anyone complain about me, so I don't have any real direct experience.)
- Sidewalk Maintenance
  - Property upkeep is a major issue. Sidewalks are a mess all over town
  - Reported sidewalk trip issue that was flagged by the city; never followed up and never fixed. Still a trip hazard 5 years later
- Disapprove of Over-Residency Law
  - The imposition of a rental capacity was stupid and clearly targeting students though the city claimed otherwise.
  - The city of Ames needs to accept that this is a college town and be more accommodating to that. The rental property limits are extremely unnecessary and unheard of in other college towns.
  - Over-occupancy is a HUGE issue that is under-reported. It causes issues with noise limits, parking, and overall building safety.
  - If 8 people want to live in a 4-bedroom apartment it should be up to them and the landlord. The city should hire sidewalk deicing and the state of someone's home should be up to them.
- Disapprove of Other Nuisance Laws
  - Being strict about these petty issues disproportionately and negatively affect low-income housing and families.
  - Became aware that the city is willing to allow guest/vacation rental of single-family resident properties. This should NOT be allowed in any such designated neighborhoods.



- Don't tell the residents they can't have furniture of their choice on their own property. That isn't constitutional.
- I do not like that a full driveway cannot be utilized.
- If someone owns a property on campus it is their right to allow people to park on THEIR land. It is not right for the city to order them to stop doing that. We all know you're trying to make your money on game day parking tickets.
- Let people's yards be
- If someone wants to waste their investment by not taking care of it that's on them. I just bought my home and have it!
- Parking in the back is illegal. Let me ask why? Just because it doesn't "look good" is a pathetic excuse for the city ordinance.
- These could be taken less seriously; warnings are sufficient, not fines.
- These laws/rules are largely pointless. HOA should be in charge of this kind of thing.
- Stop spending so much time enforcing these rules. Stop spending money so poorly.
- Other Nuisance Complaints
  - Environmental hazards should be with specifically tough mandatory education classes for violators.
  - The haunted forest area is an eyesore.
  - If you report a problem, they are immediately responsive, which can be both good and bad; a lot of Ames residents don't know about certain ordinances.
  - Please don't put the responsibility on neighbors to complain. Time to get rid of yard signs, noxious weed yards, and junkyards.
- Uncategorized
  - Another bad question - I have no idea who reports or when or where. So how would I know anything about the city's response? Why not ask about how other residents think about how our community does residential enforcement good, excellent, poor, etc.
  - Depends what part of Ames you're in
  - N/A
  - None (x4)
  - Too many cars are parked on streets that are too narrow for cars to park on.
  - Thank you all.
  - The "free days" at the waste disposal areas are a big help in property upkeep ... thank you.
  - Police need more speed limit enforcement. Ticket bikers who cut in and out of traffic! City is very relaxed on property maintenance.

## Comments on Transportation / Street Maintenance

### Positive Comments

- Triggers for bikes seem effective. Thanks!
- I think lights are great.
- Streets from a physical standpoint are well maintained. Not many of the roads traveled by myself are what I would consider run down and dangerous.
- There is a guy that works for the city who is very responsive when I call about various issues in the neighborhood, i.e. a mattress left by side of the road one time, and a dead raccoon another time.

### Specific areas that need attention are:

- Bicycle and Pedestrian
  - Bike lanes need to be wider.
  - Better than it used to be. Also like the new systems that are responsive to peds, bicycles, and other small and non-motorized
  - Bike lanes: we cannot imagine how there is ANY reason to the design of the bike lanes on S. 3rd from Grand to Duff! DUH! Especially HyVee and Panera areas.
  - I am concerned about the plan to change Lincoln Way from Grand to Duff by adding bike lanes. As it is now, I've only encountered less than 10 bikers at Clark and Lincoln Way.
  - Would like to have bikes use paths when they are available, but bikers say too many people are on this and in their way - same for bikes on the street.
  - Bike path near Carr Park has been nicely improved with only a small section needing attention due to mudslides (i.e. path along Skunk River)
  - The downtown portion of Ames needs better sidewalk and street maintenance especially the area by the Flowerama on Lincoln Way and all around there.
- Pave Gravel Roads within City
  - "Gravel" road E. Adams St. needs regular attention. City should have paved when they redid Top O Hollow; it's used a lot!!
- Parking
  - Extra-long pickups that are parked on Main Street downtown make it difficult to stay in the driving lane when driving on Main Street. One needs to turn into oncoming lane to get around.
  - With the growing number of individuals in Ames, the parking is becoming incredibly more complicated. This is an area that could be improved and vastly benefited upon in the community.
- Repair/Redesign Roads
  - Dude - something needs to change at the intersection of Duff and Lincoln. That whole corner needs to be redone to include turn lanes. I understand that Ames' streets weren't initially designed for the present population, but that doesn't mean that it can't be improved upon. Nearly all intersections along Duff between S. 16th Street and Lincoln Way need to be redone to either add a separate left turn lane, or to change the lanes to be a left turn only and a right/straight lane.
  - Especially Hyland at Ontario extremely slow as is Lynn Ave./Lincoln Way. North Dakota/Ontario intersection, 24th St. west off Grand Ave. - both roads need to be replaced.
  - Huge problem all over
  - I love Ames but its major streets are in serious need of repair, especially Duff Ave. It is a shame this great city has a reputation of terrible streets. Probably the worst I have seen of the major cities in Iowa.
  - Main roads are well maintained; however, a lot of sub roads that are still heavily used are in dire need of maintenance.

- A lot of streets good/very good. But there seem to be a growing number that are bad.
- Some roads in residential areas are in rather poor condition, but major thoroughfares are always in at least decent condition. I've never seen any issues with traffic signal coordination failure.
- South 4th Street, going towards the apartment complex "the Phoenix", needs to be resurfaced. So rough and during the winter it never got snow plowed and was usually covered in ice.
- Streetlights are at poor points and some roads look terrible such as Duff Ave. The roads are in poor shape, but in the city's defense, I believe the state and the nation should do more to help roadway maintenance.
- The condition of the road at the curve/intersection of S. 16th Street and S. Bell Avenue (near the DMACC Hunziker campus) has and continues to be an issue. Numerous potholes and standing water that we've seen no improvement since 2016.
- The more "high value" neighborhoods seem to get more prompt, more thorough maintenance, repair, and snowplowing!
- The street surface of west Lincoln Way needs improvement.
- The streets in Ames are the worse I have seen in a city of this size. Why is money spent so poorly in this city?
- There are so many potholes and small/uneven roads in Ames, it drives me crazy! I know that fixing them all is probably not possible, but I would appreciate just a bit more attention to this!
- Roadkill Removal
  - There are lots of dead animal bodies on the street for several days and no one cares!
- Room for Improvement
  - I have lived in many major university communities. Ames is the poorest in controlling exterior, parking, etc. of student rental (SLUM) properties! We pay high taxes! I'm somewhat ashamed to drive visitors around.
  - Lots of room for improvement!
- Sensor Sensitivity
  - Motorcycles don't seem to trigger lights, so I end up running them after waiting 5 minutes
  - Northwood and Grand should be weight-censored or respond to crosswalk indicator – it takes forever to change the light.
  - Several intersections would benefit greatly from pressure sensing instead of timers on the stoplights.
  - Several red lights don't change even if I'm the only one there. Walk light takes forever to come on at 13th & Stange Rd.
  - The sensors at intersections interrupt traffic for one vehicle. Side street and retail intersections need to do better at queuing vehicles before interrupting traffic. More needs to be done to coordinate the timing of lights for better traffic.
- Snow removal
  - Our neighborhood street is plowed by a third party.
  - Polaris Drive is one of the least plowed streets for snow removal.
  - Sweeping: I'd mainly like to see them sweep sooner and more often in the late winter/early spring to get the salt off the streets ASAP. In general, I wish they'd use something less corrosive – the salt and brine is HORRIBLE for cars!
  - Delaware off of N. Dakota - poor ice control.
  - The street maintenance provided by the city of Ames is deplorable. There is nothing done after it has snowed all day and all night. I live on campus and won't see a single snowplow drive by in a snowstorm. Not only that, but they refuse to plow the back lots where my car is parked and when I called and requested it be plowed so I can get to work I was yelled at and treated disrespectfully. The workers for the city of Ames are complete idiots. They had promised my building that they would allow driveway access while they did

construction but when I left for work that day there was NO access and they damaged my car. I am VERY disappointed after moving to Ames to find the street maintenance and city workers are so careless. I can't wait to move out of Ames upon my graduation.

- Ames has the worst snow and/or ice removal that I have ever seen. It's pathetic how slowly it takes the city to clear the roads and how poor of a job they do. It shouldn't take two full days to remove snow from a major street.
- Have they heard of salt? Like I walked to class all semester on pure ice.
- I have noticed that plowing snow/putting sand down before ice storms is something the city of Ames isn't the best at. I live in West Ames and it seems like this area always gets plowed less than near campus or South Duff.
- I no longer can scoop my own driveway, so it is really aggravating to have snow dumped at the end of the driveway by the city. Please don't do this.
- I think the snow plowing could be better in neighborhoods going back onto the main roads.
- It is disappointing to clean snow off my sidewalk and have the snowplow come by going so fast that my sidewalk is covered in more snow.
- Lights are often poorly timed on major roads. Also, Polaris Drive is one of the least plowed streets for snow removal.
- Please, please improve snow plowing. Much worse than neighboring towns and cities.
- Plowing in the winter needs to happen as it is snowing and not after. Otherwise, snow gets packed down and driving conditions get very unsafe. The stoplights on Duff Avenue near all of the restaurants, Target, Walmart, etc., should be timed better so that more cars can turn left when needed. Traffic gets backed up a lot on that street.
- Snow and ice not removed from cul-de-sacs very often at all.
- Snowplow drivers love to throw snow from the street to already cleaned sidewalks.
- The city does a very good job with snow removal. I like the use of roundabouts on the southside of town.
- The city expects residents to clean sidewalks, they can't even clean roads. Traffic signal programming is embarrassingly bad.
- The city of Ames waits too long to plow roads. It has become common knowledge that the longer you wait, the more likely it is to melt and glaze over or get packed down. This creates incredibly dangerous conditions for all parties involved. My street specifically rarely gets plowed because it is a dead end and often gets overlooked. I am very dissatisfied with Ames in regards to how they maintain roads when it snows/ices over.
- The comparison to other towns I have lived in (3 others), the snow service could use some attention here in Ames. I am thankful for what we do have!!!
- The snow and ice removal services need a lot of work.
- The snow removal is terrible in our town. It seems that the crews wait till cars have compacted the snow down or there aren't enough plows and crews out. It needs work. For the size of our town and amount of taxes we pay, it is unacceptable.
- The snowplows on main streets completely piled the snow and eliminated access to the side street. Plows only came by a few times.
- The streets in Ames need better snow removal. The streets are too icy and the side streets where I live need better removal.
- We live right off Duff and during winter our streets don't get plowed until after 4 p.m. at the earliest. Often by then, snow is packed down and turns to sheets of ice.
- When plowing snow from intersections it could be done more efficiently.
- Traffic Control Signage
  - Many 4-way residential intersections have NO signage, e.g., Curtiss and 12th St. I've seen several CLOSE car accidents as a result. Many children play nearby. Install either stop signs or, minimum, yield signs. It's a matter of time before a kid gets seriously injured or

killed which could easily and inexpensively be avoided.

- Traffic lights/coordination
  - As traffic has increased in town, I find myself spending more time waiting at stop lights, especially to make left turns.
  - At some intersections the lights don't change even when no one is coming/waiting.
  - Coordination? Couldn't tell.
  - Could have more work on timing for busy intersections in AM/PM, particularly on Stange Rd./University Blvd. for ISU traffic.
  - Didn't know there was any coordination between traffic signals. Sometimes get stopped at every light.
  - Does not work.
  - Doesn't seem like there is any coordination on Grand, Duff, Lincoln Way or 13<sup>th</sup>.
  - Frustrating that they aren't coordinated. If they are, it doesn't show. Also frustrating to sit for a LONG red light when there is zero traffic at or approaching the cross-street.
  - I drive University Blvd most days. There is ABSOLUTELY no coordination among ANY of the streetlights. I can be stopped on 13th street and stopped on Duff in less than a minute. It's bad for cars, bad for commutes, and encourages further environmental contamination. I absolutely do not understand why one light turns green and the other light less than a quarter mile away is starting to turn red
  - I'm honestly surprised there is a system to coordinate the traffic signals.
  - Impossible to efficiently get through town without stopping at what seems like almost all lights.
  - It seems like during the day when I drive down Lincoln Way, if I have a green light the next light turns red.
  - Lights are often poorly timed on major roads.
  - Lincoln Way - west side of town is a pain. Sometimes the light at the aquatic center turns red for 13th St. and there's no one around.
  - Lincoln Way lights are not in sync in any way. In most cities, lights are set up so you they turn green in a pattern (i.e., you should be able to hit every green light if you're going the speed limit on an empty road. In Ames the next light turns red as yours turns green).
  - Love it when they are synchronized on Grand going from light to light.
  - More lights need to detect if car on red turned.
  - Not necessarily traffic signals but I have experienced waiting for a crosswalk light for 3 or 4 full cycles multiple times, especially in front of City Hall. Not sure why.
  - Often have unnecessarily long red lights, hit everyone on a clear Lincoln Way.
  - As far as lights go there is no clear pattern. I've been to some that stay red for a long time even when there is no oncoming traffic (i.e., Ash and Lincoln Way or any of those North/South roads that go through Lincoln Way). Also, I've been hit by every red light on Lincoln Way when it was summer and there is next to no traffic on the roads. Again, they will turn red when there is no intersecting traffic.
  - Traffic signals: Sorry, but this is one area where I think Ames is SORELY lacking. It was even worse up until a few years ago (there have been minor improvements) but it's still pretty bad. There are several intersections where they'll still be on a cycle during minimal-traffic times and will change and make the main road stop for absolutely no reason (especially at night). (Examples: S. Duff and Crystal, S. Duff at the south end of Walmart). And there are MANY intersections where it will change to let the significantly smaller (less traffic) road go when a single car gets there and hasn't even completed a stop yet, even if they're turning right, and makes several cars stop on the primary road. (Examples: S. Duff and Airport Rd (especially at night), pretty much all signaled intersections on N. Duff, pretty much all signaled intersections on Lincoln Way between University and Grand). I really wish you had someone citizens could contact about

specific traffic signal problems.

- Seems random rather than coordinated.
- Seriously, one direction of traffic at a time? You are creating so much traffic doing that. Has your traffic controller ever been to a real city like New York or Los Angeles? That would never happen there. You can't hold people back and slow down the world to allow bad drivers to be safe.
- Some areas only let one car turn before turning red, leaving 4 cars staying for another green light.
- Some traffic lights are way too long.
- Sometimes getting on to Lincoln Way during light traffic is problem.
- Take signals off of "time" and put them back on demand.
- The city expects residents to clean sidewalks, they can't even clean roads. Traffic signal programming is embarrassingly bad.
- The coordination between traffic signals assumes a fact not in evidence, that there is any. That's how awful it is.
- The lights at Lincoln Way and Hyland and Lincoln Way and Sheldon are always opposites and creates traffic back up for blocks.
- The traffic lights seemed to be programmed to decrease flow of traffic, as opposed to let people turn.
- The traffic signals in front of the mall/North Grand is silly. North/South traffic is always waiting on nobody. Bloomington – North/South signals change if someone is turning right on to Grand! CRAZY!
- There has to be a way to make all the lights one way go green and let traffic through after a football game. The cars leaving Ames should not take hours to get out.
- There needs to be a major revision in how the traffic lights operate.
- There's plenty of places where you'll end up stopped at every light, so checking those out and making sure they're timed properly would be nice.
- They need to be better synced along major streets.
- Too many intersections in all directions are left waiting. Lights should cycle more quickly with shorter pauses so that somebody is waiting on the intersection most of the time.
- Traffic lights, on Duff anyway, seem to be if you hit one green light, you hit them all but if you come up on a red light, most will be red along the way.
- There are some intersections on major roads that do not have dedicated left turn signals that probably should have them for safety reasons.
- Very poor. Grand Ave., no coordination whatsoever. Major roadways in Des Moines have great coordination between traffic signals.

Specific intersection that need attention are:

- 6<sup>th</sup> and Grand
  - 6th and Grand needs help!
  - 6th St. and Grand Ave. in particular
- 10<sup>th</sup> Street
  - 10th Street downtown has some rush spots
- 13<sup>th</sup> Street
  - 13th St. could use some work
  - 13th Street is awful
- 13<sup>th</sup> and Dayton
  - Intersection of 13 and Dayton is often icy and roads have potholes.
- 13<sup>th</sup> and Grand
  - 13th and Grand need help! (2)

- However, the East/West traffic signal at 13th and Grand desperately needs to be coordinated like the N/S is. Left turn nightmares and delays especially during busy hours.
  - Not the best - 13th and Grand is horrible.
  - Please add a turning signal on 13th when at Grand Ave.!!! (2)
  - The intersection at Grand and 13th is gonna really piss me off one of these days. For now, I'll remain patient.
  - They need to be better synced along major streets. It is obnoxious to hit every stoplight along Lincoln Way and Duff Ave.; 13th St. and Grand needs arrows in all directions.
  - Fix 13th and Grand signals.
  - 13th and Grand Ave. needs turning lane when going east on 13th to turn left onto Grand
- 13<sup>th</sup> and Stange
  - Intersection at 13th and Stange is of concern. Arrow displayed sometimes and sometimes not. Reported this to city with lame excuse returned. How often does city go to that intersection and observe?
  - Stange Rd./13th St. signal is terrible just based on the amount of time no vehicle is moving.
- 16<sup>th</sup> and Duff
  - Light at 16th and Duff is short. Only a few cars get through the intersection if someone is turning to go across Duff since right lane is turn-only headed east.
- Clark and Lincoln Way
  - The north light at the intersection of Walnut/Clark and Lincoln Way sometimes takes minutes to change from red to a green light to allow left turns if I'm the only car at the intersection. I don't know how the lights work, but I feel that it should be quicker (at night when I'm the only one on the road).
  - Please, please put in a green arrow left turn signal for both directions of Lincoln Way at Clark/Walnut intersection! BEFORE a major accident!! Please!!
- Duff Ave
  - Except for Duff Ave., which is a mess.
  - The stoplights on Duff Avenue near all of the restaurants, Target, Walmart, etc., should be timed better so that more cars can turn left when needed. Traffic gets backed up a lot on that street.
  - South Duff continues to be horrible, IMO.
  - What coordination between traffic signals??? I wasn't aware that there was any! If there were frontage roads or connections between the businesses on S. Duff, there could be a lot fewer signals.
  - I wish there was a spotlight on the exit of Highway 30 and Duff; there have been a lot of accidents there!
- Hilltop Road
  - Please plow near Hilltop Rd more often.
- Campustown/Lincoln Way
  - Ya'll have **got** to do something about Lincoln Way where it runs by campus. The waits between walk signals are absurdly long, the signal itself lasts for no time at all, and since all the lights are out of sync, there's long stretches where all the cars are stopped at the next light over while the one you're at is green. Put together, it encourages jaywalking to the degree that I'm pretty sure I'm the only one that doesn't, and that's because **I got hit by a car there.**
  - Specifically Lincoln Way though Campustown (2)
- Lincoln Way and Duff Avenue
  - Traffic flow on busy streets like Lincoln Way and Duff can be awful during rush hour.
  - Specifically Lincoln Way and Duff Ave.
  - They need to be better synced along major streets. It is obnoxious to hit every stoplight along Lincoln Way and Duff Ave.; 13th St. and Grand needs arrows in all directions.

- Lincoln Way and Grand Avenue
  - Lincoln Way to Grand needs a left turn lane.
  - Traffic lights behind the east HyVee rarely sync up and often leave me waiting at two and sometimes three of the three lights.
- Lincoln Way and North Dakota Ave
  - Light at intersection of ND/SD and Lincoln Way is often set at too long a pause.
- Lincoln Way
  - All of the perpendicular side streets off of Lincoln Way should only ever turn green if someone is on the sensor or pushes the walk button. I have stopped numerous times on Lincoln Way with no one waiting at the light that turned green.
- Lincoln Way and State Avenue
  - Intersection of State Ave and Lincoln Way has a light that lasts way too long
- Lincoln Way and Sheldon Avenue
  - The streetlight at Lincoln Way and Sheldon does not allow enough time for pedestrian traffic.
  - Intersection of Sheldon and Lincoln Way stoplight causes huge traffic jams before and after business hours of people trying to drive around campus. Sheldon needs to be emptied faster, longer light for Lincoln Way during these times. During very low traffic this light also almost never changes to stop Lincoln Way. I find myself sitting at empty intersection red light practically every day for 5 minutes.
  - The corner of Lincoln Way and Sheldon always has a backup from cars on Sheldon.
  - The light near Dunkin and Union heading towards State Gym is super quick and takes forever to go green.
- North Dakota Avenue
  - The road by the railroad tracks on North Dakota is awful.
- Northwestern Avenue
- State and Mortensen
  - Mortensen Road near State Ave could use resurfacing.
  - State and Mortensen needs a stoplight.
- South Dakota Avenue and Mortensen Avenue
  - The traffic lights at the intersection of Mortenson and South Dakota is extremely ineffective for traffic flow.
  - There are several traffic lights (for example, South Dakota and Mortensen) where in the mornings, the left-turn-only signals seem to horribly match true traffic patterns.
- South 16<sup>th</sup> and University
  - The streetlight on the intersection of University Blvd and S. 16th Street could possibly set on motion detection or something in early morning and late at night. If you try to make a left turn out of 16th street you may be waiting a long time (2-3 minutes) even when there is NO traffic at all going up and down University.
- South Grand
  - As a whole, it's good. I do wish there was a light on S. Grand Ave. by Copper Beach and The Grove. It feels dangerous to cross on the crosswalk coming from the bus stop because vehicles often speed and traffic is fairly constant so there often isn't a break to cross.
  - Potholes are always an issue. South 16th from Vet Med to Duff Ave. is in poor condition. THANK YOU for finally moving forward on Grand Ave. extension. Looking forward to using the new section!
- Stange Road
  - Install pedestrian LED flashing lights on Stange and Aspen and Stange and the other road near Greater Iowa Credit Union. Very difficult to see pedestrians there because of street design.
  - Trying to get out of S.U.V. housing area is an absolute nightmare because of the traffic light timings.



## Comments on CyRide

**If you do not currently use CyRide, what would make you consider using these services?**

- Seniors
  - Better senior discount
  - Free to seniors over 65
- Prefer Car Transport
  - I have a car.
  - If alternate transportation was needed.
  - If I become unable to drive.
  - If I didn't have a car.
  - I own 4 cars in my house. No need.
  - I use CyRide on various occasions when my car is in the shop.
  - I work out of town - would have to work in town to use CyRide.
  - If there was no parking available where I was headed.
  - Less convenient parking at destination.
  - When I can't drive.
  - When I get older and can't drive, CyRide will be great. I rode it in the past when my car was being repaired, and it is wonderful!
  - When or if I can't drive, I would use CyRide.
  - I work out of town.
  - I used to when in college. I will use it if car is unavailable.
  - I commute out of town.
- Prefer Walking/Biking
  - I bike everywhere.
  - I just like walking/biking for the exercise.
  - I live close to my basic needs, so I just walk. Otherwise, I drive.
  - The day my legs stop working or my car doesn't run.
  - We walk, bike to school or I drop off kids. We live very close to our activities.
- Route Times
  - They don't run at my time to go to work.
  - Earlier stop in a.m. on my route.
  - Work time varies.
  - They are rarely on schedule, continually late and it makes people late for classes or work.
- Stop Location
  - I do not live in town so an out of town stop with parking to ride into town would be nice.
  - Need direct service to vet school rather than taking a whole bunch of buses. Would take too long.
  - No service nearby.
  - Not applicable unless I walk a couple of blocks to bus stop.
  - Minimum travel to CyRide area.
  - More efficient routes.
  - There is no CyRide service north of Lincoln Way within our neighborhood of 400 planned houses (Sunset Ridge in West Ames).
  - There would be too many transfers to be efficient.
  - We have used the bus to go to football games.
  - Service by my house more frequently for special events, like football games or basketball games.

- Service doesn't stop close enough to home to consider using.
- Stop closest to my house was closed for a long time.
- Special game day transport.
- Sustainability
  - Electric or hydrogen powered bus fleet.
  - Get rid of fossil fuel in the city.
- Accessibility
  - CyRide was cohesive and consistent.
  - Hard to access and understand schedules.
  - I would use CyRide if the app was easier to use. I wish you could just put in where you are and where you want to go. Then it will give you stop options. That is how my hometown does it and a lot of people use it!
  - Reading the maps is too challenging.
  - Weather-friendly waiting areas.
- Covid-19
  - End of pandemic.
  - We don't ride because school's closed and we work from home.
- Other
  - I lack basic info and need to respond to this subject.
  - I don't need the service (x2)
  - Used to be free for university employees.
  - Not having kids (x2)
  - Bus felt safer if ISU PD hadn't shredded my student ID.
  - CyRide sucks.
  - I have no free time to use service.
  - Most likely a permanent change in present life circumstances.
  - I use service a couple times per year.
  - Would not use.

### **Additional Comments on CyRide**

- Stop Locations
  - The lack of routes on weekends can make travel much more difficult.
  - CyRide doesn't come very near to my house.
  - I think I'd have to walk a mile to even get on CyRide.
  - I'm at the edge of Ames in a lower density residential area, so I realize it's not practical for them to stop in my neighborhood more frequently.
  - It is a half-mile walk to the nearest bus stop.
  - Need service on Meadowlane Ave; many people use Skunk River Valley Park as well as trails in Carr Woods.
  - Put a stop in the Stone Brooke Association.
  - There is no CyRide service north of Lincoln Way within our neighborhood of 400 planned houses (Sunset Ridge in West Ames).
  - There needs to be a stop available to get to central campus for those who live near Sheldon Ave.
  - We would LOVE to see a CyRide route that goes out to Dayton Ave. area!
  - We would need CyRide route for Oakwood Rd.

- Schedule/Timing
  - Happy to pay for a bus pass and would love to ride CyRide more often, but the lack of early options especially is lacking, also the regularity of stops on weekends. It would be nice if the bus ran late.
  - CyRide stops working at night and on weekends.
  - Buses of the same direction often come at the same time, such as No 1 and No 11. That's a waste of resources; schedules must be designed more scientifically.
  - Appreciate that the buses are consistently on schedule.
  - I do not use the system, but it would be nice if it didn't end at 9 p.m.
  - Haven't ridden since routes and times (2.0) were changed. It would get me to campus later than previously using same route (only one by us and pickup times/sites).
  - I'm an ISU student, so offering more agreeable stop times/closer to where I live would be user-friendly.
  - But I can't really use it for work because my schedule varies too much, and I stay on campus for activities usually until 8 or 9 p.m. CyRide doesn't come here late enough or frequently enough. Last I checked the schedule, even coming home at a normal time, I'd have something like a 40-minute layover at City Hall when switching buses, and it would take me at least 1.5 hours to get home. It's 15 minutes or less to drive, and I can run errands when I need to.
- Routes
  - CyRide 2.0 is so bad! I miss the old routes and the old schedules.
  - A route to Des Moines, possibly in cooperation with DART, would be extremely popular and useful.
  - BRING BACK THE 1A RED. CyRide 2.0 is not as effective as you hoped.
  - The route closest to me doesn't really go where I'd want to go.
  - Love it, wish more buses from Red Route.
  - I think for the size of Ames, the routes are good. I inquired about using it once to a football game. Not convenient.
  - I use CyRide during football game days - very useful and convenient. The Brown route in N. Ames is just tricky to navigate. I love and used to ride Red and Green a lot. Very easy.
- Accessibility
  - Cyride bus announcements have made the bus more accessible –a great change.
  - CyRide needs a better online system to let riders know when the next bus is. The MyState app and NextBus on the CyRide website are both very inaccurate at times.
  - Have a better bus route map - "easier to see."
  - I have a demanding job - come and go at short notice and any hours of day or night.
  - Very nice, although sometimes the CyRide app is incorrect or just deletes buses which can be confusing.
  - Unpredictable/unreliable, rough acceleration/deceleration, random schedule changes/gaps, too many transfers, hire bad drivers, consistently late/early, caters mostly to students not locals. CyRide needs major work before I'd recommend it to anyone even as last resort transportation.
- Positive
  - As a college student CyRide has been my primary source of transportation around campus.
  - CyRide is great. (x2)
  - CyRide does a great job providing quality service.
  - CyRide is an excellent service and is a highlight of Ames.
  - CyRide is great, we just don't use it.
  - CyRide is a good service – we just don't need it personally. Keep up the good work!
  - CyRide is one of the best bus systems I've seen in a city the same size as Ames.
  - CyRide services are generally excellent.
  - Excellent CyRide service!
  - Former frequent user of CyRide and it is a great service.

- Good service.
- Great job! Thank you.
- Great service and great bus drivers.
- Great work and services.
- I am SO thankful for CyRide and its workers. Everything always looks so nice, they are on time, and the employees are so friendly and do a great job.
- I cannot drive, CyRide is an awesome program.
- I don't ride CyRide as frequently as I did in my first-third years, but I appreciate the frequency of the buses, the variety in routes, and the safety of the buses.
- I love CyRide :)
- I love CyRide. I wish it ran more in the Frederickson Court area though.
- I love CyRide! It took me about a year-plus to get used to it and understand many of the routes, so maybe having a part of orientation or "Destination Iowa State" for new ISU students where you talk about some of the most important routes (i.e. orange, brown, red, blue, green, cardinal) would be a good idea!
- I love having CyRide as a transportation option in Ames. When I need it, it's there. When I had my knee surgeries, I rode every day for months. Easy, clean, reliable.
- It's a very good service just one that I rarely utilize.
- LOVE CyRide.
- Love CyRide, super convenient!
- Love CyRide. Use it a lot to get to and from campus.
- Love it! (x2)
- Love it! Great routes that get you pretty much anywhere in Ames.
- The service works great.
- Very good at keeping to the time schedule.
- Very well-run system with excellent mobile app.
- Wonderful!!!
- Love this service!! The drivers are super helpful.
- When we were students, we used it daily. Routes/run times are excellent, drivers were helpful and friendly.
- We do think it a valuable service and our kids used it from grade school to college.
- Very good service.
- There is one bus driver who is very kind - he has red hair. He deserves recognition for being such a friendly face.
- I rode the bus when I worked at ISU until I could not physically board the bus. It was cheaper to ride than drive and saved parking expenses on campus.
- I think CyRide is a very important mode of transportation in Ames. Please don't take it away.
- I'm a student. They do a great job for high student population density and accommodating for it (I live in west Ames).
- Covid-19
  - I used it 3-5 times a week BEFORE the stay-at-home order.
  - Before COVID, I was a regular - very friendly and helpful drivers.
  - ISU student used to take CyRide to school. Due to Coronavirus we do not currently use CyRide as we only needed it as transportation to the university.
  - Used it more obviously when class was in-person. I think the routes are timed poorly. I live in West Ames, and there were 10 minutes at LEAST between each bus, and when a bus came, two more were right behind it. Seems inefficient and is frustrating to everyone.
  - Used them more before the pandemic.
- Sustainability
  - Electric buses
  - Need newer buses that can run on a more sustainable fuel source/on less fuel.
- Other Transport

- An aside, as a working professional, within walking distance of my job at ISU - walking is good exercise so I do that instead of bus.
- Drivers this year are too crazy, I'd rather walk.
- Driving my car is more convenient at this time.
- For health resources, I bicycle or walk to work.
- Now walk or use a car.
- FYI, other than driving to stores for large purchases, to entertainment destinations, or appointments, generally walk or ride a bike to most places.
- I am able to walk to work.
- I have car.
- I have a car, so I don't need it but now that I'm no longer a student. I wouldn't use it anyway because of the cost.
- I live in West Ames, drop for childcare in North Ames, and work in South Ames. The average route that would be 2 hours one way. It's not practical when I have access to a vehicle.
- I mostly get around via bicycle.
- I ride the bus occasionally with my grandsons when my car is in the shop (this week). It's relaxing.
- I use CyRide when I have to have my car at my mechanic's shop and sometimes when I go to campus. It is a great service!
- I use Hirta but would switch to CyRide if it went near my work during good times for my schedule.
- I used CyRide when I was in undergrad (currently a vet student) and loved it! But I'm within walking distance from school now and my husband works from home, so we have no reason to use it.
- I would use it, but I am able to walk to most of the places that I need to on campus and I have a car that I can use to get to the rest of Ames.
- It's difficult for me to walk to and from the bus stops, and it's a chore to carry things on the bus. So, I usually drive. But I support the bus system.
- Most convenient option is driving. When CyRide picks me up at my house whenever I want to leave or return home, then it would be more convenient than driving or driving becomes considerably more difficult or less convenient.
- My car is too convenient, it's hard to compete with it. My work is outside Ames.
- We bike/walk to class.
- We have a 3- and 5-year-old so it is much easier to use the family car.
- We have been walking or riding bikes for regular in-town destinations.
- Don't Use
  - I don't utilize it as a vet student.
  - At this point in our lives, we use CyRide very occasionally. We used to ride frequently and bought a pass.
  - Haven't used the bus so don't know.
  - I don't have college kids and don't travel to/onto campus.
  - I don't need it right now, but I'm glad our city has it.
  - I should try someday.
  - I use HIRTA.
  - I've never used a public bus service. I don't know how to go about it.
  - My schedule is often sporadic and many times I have to run errands during the day or after work.
  - Not needing usually but have taken in snowstorm or due to car repairs.
  - Only time I looked into CyRide was for my children to get to/from, but it was going to take an unreasonable amount of time to get from our residence to where they needed to go.
  - There's no reason for us to use this service.
  - We are older.

- We are retired and have no need for the service.
- We live out in the country.
- We use 2-3 times a year - price is too high just to go 1 mile. It's also hard to know when the bus is coming - sometimes it's early or late.
- When I worked at the DOT, I considered taking CyRide, but it wasn't convenient for me.
- I personally do not ride CyRide but know individuals who do. They often say the service is good but can occasionally become congested on the bus making things rather uncomfortable.
- Other Comments
  - CyRide is how I commute to ISU campus nearly every day of the week.
  - Husband works at CyRide
  - We are students
  - Would like to see a "trolley" looking bus
  - Would like to see free fare to the public
  - Used very frequently when my daughter was going to ISU and when my son was using it for transportation to the high school.
  - None
  - Small shuttles for professors to and from home and campus, so they don't need to park.
  - Smells sometimes
  - Sometimes the bus doesn't stop to pick me up at my stop.
  - CyRide is good for getting to campus, then I hate having to get the right cash amount. There should be one "city" debit card for all facilities (rink, pool, CyRide, parking, etc.)
  - N/A
  - While in college
  - I only use the orange circulator on campus.
  - I use CyRide, specifically 23 Orange, when I travel from the commuter lot to campus. I do not use CyRide for any other purposes.
  - I've almost been in serious accidents from CyRide on the road. Some of the drivers appear quite dangerous and I question how they maintain a CDL.
  - I ride 3-4 times a year on CyRide

## **Comments on Parks and Recreation services**

- Positive Experiences
  - Fine job
  - Great job
  - I like the parks and trails in Ames!
  - I love Parks & Rec. I feel like the city does well, but I'm always wanting more! In particular, I love the bike paths and wooded areas. Keep it up!
  - I love the trails and parks around Ames. They always seem to be well kept!
  - I really enjoy the city of Ames' park and forested areas
  - Love Ames Parks! Love the woods and wild parts especially. Great for birding!
  - LOVE Ames parks! There are always fun, beautiful places to visit.
  - They are doing a good job I reckon.
  - For the most part they are always very clean and safe
  - Ames has plenty of parks and recreational areas that are all in very good condition. Parks for both children, families, adults, exercising and everything in between.
  - Exercise programs I've used have been excellent.
  - I have not been often, but it has been good when I have gone to parks
  - I mainly use Ada Hayden or Moore Park
  - I think everything looks very nice and I have thoroughly enjoyed being able to use the areas to get outside and enjoy the weather.

- I used to use shelters and picnic areas often and remember them as being "very good." However, I haven't used them in the past two years, at least.
- I love the park services
- I love to visit, would like to see more native plants!
- Mostly enjoy Ada Hayden
- Sports fields are in good shape and are always well maintained.
- Ames parks and trails are awesome!
- Wish I had more time to use the parks for leisure time. But otherwise they seem to look great when I ride the bus going by.
- We love Moore Park and decided to buy home closer to that park.
- We really love Ames and many of these reasons are included in the features listed above!
- We're most excited about the Miracle Park opening!
- Very nice and upkeep
- They are nice to go to!
- The parks are fantastic. Thank you.
- The Ames community has multiple well-maintained parks throughout the city. I've never noticed any serious issues in the upkeep of the parks.
- The few experiences I have had with Ames recreation have been positive. Facilities are kept clean and operational.
- The City of Ames parks are one of our best features and assets. They attract visitors from outside Ames and contribute to a healthier population.
- Don't Use Parks
  - Closed due to pandemic
  - Don't use
  - Don't really use at all
  - I am not qualified to answer this question, as I have never used any of the parks here in Ames.
  - I am unsure where the parks are, what they can be used for, and when. More information and advertising on the city's part would be beneficial.
  - I don't use them that much.
  - I haven't used the parks recently, but when I did the facilities were well cared for
  - I really don't use one of the parks and recreation.
  - New to the area (last 6 months) so haven't had much time to use parks very many times.
- Trails
  - I think we need more of these (crushed rock) and directional signage but there is a lot of thick, invasive undergrowth
  - Some bike trails for sidewalks are very bumpy and hard on bikes. I ride a recumbent trike and cannot avoid bumps.
  - Ames could use additional trails. The trails that exist in Ames are typically in decent shape but there is not a good system of connected trails to get residents and visitors around town.
  - I bike all over Ames and appreciate the nice trails.
  - Need better maintenance of trails. Need more doggy bag dispensers. Finish projects before starting others. River Valley Park project Skunk River dam started 3 years ago unfinished!
  - I really enjoy the trail system through the town and actively use them to commute daily to school and work. I would greatly appreciate more expansion of the trail to the west part of Ames. Unfortunately, a section of the Vet Med trail was recently claimed by private construction forcing me to take a much longer commute. Considering that they used public trails to enter the zones of tree removal and construction they should allocate space for continued public travel.
  - I really enjoy walking around parks in Ames and have never had an issue with the trails
  - I walk on the trails in Ames and a lot of the wood chips/gravel has been washed or worn away so it's very muddy in some areas.
  - I wish there were more wooded trails available.

- Improve paved trails.
- Lots of fallen trees that get in the way of trails.
- If some updated trails could be made through more wooded and natural habit areas that'd be great but overall they are great. 9/10 rating in my book.
- More bike trails with smoother surfaces.
- Need more hard surface trails that connect to teach other more on the east side of town.
- Really enjoy all of the trails.
- Some trails don't connect in Sunset Ridge. For 4' wide transition to 8' wide or just ends.
- The bike paths in some areas are extremely dangerous because of lack of maintenance.
- Ames should continue to invest in multi-use trails to provide an open and free opportunity for recreation and exercise to all residents, including low income residents. Please consider the development of more natural primitive wooded trails, such as the trails behind Carr Park.
- The only thing I may suggest for the hard surface trails on Ada Hayden is to find a way to divert water off the trails.
- The trails are well groomed always!
- Please connect Lincoln Way to S. 16th bike trail!
- Trails are very nice, I often utilize these for running routes when I feel like taking a run around Ames. Very little experience with the parks. Just utilize the trails and paths a lot around Ames. Overall, very satisfied with the performance of them.
- We are upset that the trail by 16th Ave will be closed for a long time and that a lot of the wooded portion seems to be being cut down
- In addition, I would like more running trail options that are lit and patrolled.
- Would love more bike trails! Would be nice to have full trail run along beauty of Skunk River.
- We hike quite a bit and the hiking trails could use some TLC in regard to making easier to navigate; there are lots of big branches and trees that need to be cleaned up. We were very pleased by the clearing at Ada Hayden. It's much nicer now, easier to view the lake.
- Park Amenities
  - Could use more closed shelters, restrooms, picnic tables and grills.
  - Restrooms are not clean sometimes.
  - Additional picnic areas and tennis courts would be good.
  - Bathrooms could really use some TLC. Very dirty and creepy to use, especially at Ada Hayden and Inis Grove.
  - I think everything is in general okay and in working condition, but I would love to see better pavilions, tables etc. and maybe making a better restroom like a truck stop one where it has a vending machine and maybe AC/heating. I know that's a lot; I just thought it might help make it a more decent/less gross bathroom. At the least, clean it more often.
  - I would love to see more water fountains at the parks for runners or bikers
  - Improve parking
  - Overall appearance is really good, but the only issue is about it's not well equipped.
  - Park shelters have bird droppings from roosting birds.
  - Plant more trees and types of flowers if possible.
  - Please replant trees!
  - Rates are responsible to use the shelter houses.
  - Some grills have a lot of rust.
  - The city should consider getting new picnic tables, update the bathrooms or at least clean them because the sanitary conditions of some are poor. The pavilions aren't terrible; just need upkeep.
  - Wish there were more picnic tables.
  - Would be nice to have a few more shelters and grills.
  - Would be nice to have one with Wi-Fi for ISU students to do homework.



- I use SW entrance to Ada Hayden. You need more restrooms on the long walk around, including that area. It has many walkers and I sit at entrance area.
- Some of the shelter houses need to be sprayed for spiders. Playground equipment for ages 8 and up not just little children. Build permanent bathrooms - no kybos (porta-potties).
- Neighborhood Parks/Smaller Parks
  - My responses are based on appearances as I travel by the bigger parks. I tend to just visit the smaller green space parks.
  - Some of the small parks appear to be neglected.
  - There should be more playgrounds in neighborhoods with different equipment.
- Additional Recreation Amenities
  - Another disk golf area would be nice.
  - Appreciate more pickleball areas
  - Build an 18-hole disc golf course in Munn Woods. Tourism, low upkeep rec.
  - It's becoming a foreign concept but having green space/grass to run around on is just as, if not more important, than any fancy jungle gym. The same goes for trees in parks!
  - My son says the basketball hoops would be much better without double rims.
  - No playground in Sunset Ridge.
  - Would like to have an outdoor gym in one of the parks. Outdoor equipment like some parks in KC, or similar to outdoor equipment at ISU (but more options).
  - Would also love pickleball net options at park!
- Park Maintenance
  - A lot of wooded areas are in states of despair.
  - Disc golf course needs rock or mulch in muddy areas and new signs.
  - Everything is dirty and dangerous.
  - Too much honeysuckle & garlic mustard taking over the wooded areas.
  - Trash in wooded areas and along the brush right on the river.
  - The maintenance and tree debris on east 16th St. are a major eyesore on one of the main entrances of the city.
  - The trash is sometimes pretty messy around the shelters.
  - There is a lot of graffiti on some of the shelters.
  - Stop mowing Parkview Heights when it is raining or there is standing water.
  - Some of these areas are showing lots of wear and tear.
  - Things seem to be in fairly good condition, with constant improvements being made. It is easy to notice that some things are worn and old but does not mean they are gross or bad in any way.
  - Last time I went to Ledges, I couldn't find a trash bin, and there was a bunch of dog poop bags littered everywhere because of it.
- Brookside Park
  - Brookside Park has horrible landscape with downed trees everywhere. It looks intentional but unfinished. And the entire entry is under construction so it's difficult to put an opinion to it.
  - Brookside woods are a mess following all the cutting, but Carr and Ada Hayden are perfect!
  - As a frequent visitor of Brookside Park, the lack of true restroom facilities in the last two years has been disappointing.
  - Bathrooms at Brookside are always closed it seems like.
  - Glad to see Brookside bathroom is being restored.
  - Brookside tennis courts could really use the lines for pickleball to be redone. They are hard to see when playing.
  - I have not been in all parks - Brookside is my favorite
  - I think the picnic table areas in much worse shape than the parks themselves. Brookside is a lovely park; the tables are an embarrassment to our community.
  - I really love Brookside Park and McFarland Park!

- I typically use the trail through Stuart Smith Park and Brookside Park. It needs some work but I understand it is designated as limited maintenance. I really enjoy the North River Valley Park and the unpaved trails there.
- Love Ames' Parks and Rec; my family and I consider them our highest used city perk. Ada Hayden, Bandshell (needs some love), Roosevelt, and especially Brookside. More investment here is greatly appreciated and builds a platform for community (Workiva, my employer, hosts its company picnic at Brookside Park for this exact reason).
- Some restrooms are great - like Ada Hayden - but others need work - like Brookside.
- The biggest improvements needed are the paved trails in Brookside - very rough for bikers and rollerbladers. Otherwise, the parks are great!
- The homeless at Brookside need to be dealt with. They take over the shelters.
- Would love to see Brookside trails repaved.
- The pickleball lines at Brookside course really need to be darkened. They are hard to see when playing.
- I take advantage of the Ames parks. I go there a lot with family and friends especially to the tennis court at Brookside.
- Emma McCarthy Lee Bridge
  - Bridge out and maintenance at Emma McCarthy Lee Park
  - Emma McCarthy Park needs work on its trails - hills are bad when muddy.
  - It makes me sad when there are roads being put in like through Emma McCarthy Lee. I wish that the bridge in that park would be replaced as well, as it has been well over a year. I also wish that some of the woods would be more forested actively. I use the woods and parks quite frequently.
  - There are some parks around Ames that have bridges and whatnot that are down. One I can think of specifically is Emma McCarthy Lee Park, which is a neighborhood park, but a favorite, all the same. Please fix the bridge!
  - Why has the bridge over the creek in Emma McCarthy Lee Park not been rebuilt; it has been two years. Obviously, there is enough money to finance a gravel road needed for sewage line access on the west end of the park and Munn Woods. Stairs into Munn Woods also need repair.
  - Looking forward to the completion of the McCarthy Lee Park bridge repair!
- Other Bridges
  - I frisbee golf a lot and the course is nice but it needs a new bridge where the old one fell due to erosion.
  - I would like the attention given to initiating a program to fix/replace the bridge in Munn Woods. This to me should not be an overly difficult task.
  - Lastly, that park that is off Ross Road, NW of campus, the bridge has been out for a while, I hope there are plans on rebuilding, or maybe it's in the works but that is a nice trail cut off.
  - I would like to see the bridge in Inis Grove come back.
- Dog Park
  - We personally use the dog park and the trails the most, but I appreciate the new insistence on equipment being available to those with disabilities.
  - I love how many parks are here and how well maintained they are. We called the other day because we had a concern for a rebar sticking out of the ground near a playground and they were very happy to go fix the problem right away to make sure it is safe for everyone. I do wish there were more places for dogs to be off leash or a dog park that doesn't cost money. It's the first state I've been in where there isn't a free dog park for them to go run around.
- Other
  - N/A

- None
- Quarantine (against mosquito, bugs) is the most important issue for me
- Stop spending so much money on things that don't matter. Fix the roads. The streets in Ames have been patched so much that there are patches of patches.
- There is nothing that draws me to the parks - whenever I go everything is in good condition but otherwise it's a bit lackluster.
- We enjoy Ada Hayden Heritage Park. Plenty of space for people. Might help to paint a solid line half-way between edges. This would keep people moving to the right.
- My park experiences are limited to Ames on the Half Shell and Summer Sundays at Roosevelt.
- All are good, some feel a little out of date
- Extremely disappointed in the Gateway Hills area for ripping down hundred-year-old trees, eliminating beauty and privacy at my apartment building
- A lot of abandoned homeless camps. Especially along Squaw Creek north of 13th Ave.

## Comments on Public Library

- Positive Experiences
  - APL ROCKS!!!
  - APL is awesome for the community, but irrelevant for college students.
  - Beautiful building, welcoming environment, safe, and wonderful staff!
  - Beautiful vibe inside. Diverse groups of people which make it an interesting place to be.
  - Excellent library!
  - Excellent online services.
  - Friendly, helpful staff and a nice environment (x2)
  - This is a great library! (x3)
  - I am an elementary education major and they always have the book I'm looking for! Checking books in and out is very nice and easy.
  - I have nothing but praise for the library!
  - I like to go get books and read the newspaper.
  - I love Ames Public Library (x7)
  - I love APL! The staff is friendly and helpful, the technology in the library is fantastic, and I always find what I'm looking for. I wish I had known more about the library earlier in my ISU career. Thank you!
  - I LOVE APL!! They've done a lot with their children's area and it's very good. I also love that they provide STEM kits and other learning sources.
  - I love the library, its atmosphere and the friendliness of workers! I also love the movie rental box. I will live closer next year and will definitely be visiting more!
  - I love the library. I really appreciate what they have been doing during the pandemic. I also love the access to ebooks and audiobooks it gives. I've had several really good interactions with the employees.
  - I think the library is wonderful, we simply don't use it very often
  - I use online book service from the library
  - I use the library regularly
  - Love the book sales and the buying books area. Thank you!
  - Love the library (x2)
  - Lovely for all ages.
  - The library is amazing. It is what makes living in Ames a joy!
  - The library is an excellent resource for our family.
  - The library is one of my favorite parts of Ames!

- The natural lighting is great on a sunny day.
- The people at the library are all super nice and always willing to help. I love that I can pick up materials on the Iowa State campus and the variety of both adult and children's activities offered at the library is excellent!
- The queer inclusiveness is a major draw to making it a comfortable space.
- The services I see it provide seem sufficient. It is a beautiful building.
- I've been there only once but it seemed very clean and organized
- I've only attended one meeting in the library, and it was very nice.
- It's always very quiet and a very nice environment to study in!
- Keep up the good work.
- We love the library! It is such a great resource and Ames is lucky to have such a beautiful spot with so many available materials and services.
- We love the library. It's wonderful, helpful staff. Can't wait till it opens again.
- When I had the time, I really enjoyed going to the library and browsing the selection of books. Also, I have been satisfied with the online reservation system.
- Wonderful library, it's another place I like to study for school.
- Online eBooks, audiobooks, and movies are by far the best resource the library offers us. I always check if the library has a book before I buy elsewhere; sometimes, I even ask if the library will purchase the book for me to check out, which they've done for me before. Incredible service, so thankful.
- It is a library that I am incredibly happy to have locally.
- My son loves the play area for kids and reading books! I wish I'd had something similar growing up.
- APL is very clean and neat
- APL is very nice for music/movies. I generally use Parks Library for most other sources.
- APL is a very nice place and resource! (x3)
- We have a wonderful library and staff. They adapt well to new trends and technology.
- We have the BEST library & staff!
- We love books and reserving them online couldn't be easier! The email reminders and communications are just right! And I know it saves our household a ton of money!
- The Ames Library is one of the best in Iowa! We love the Ames Library.
- The Ames Public Library is literally a godsend. The staff is wonderful and so helpful from helping me find things, confirming things over the phone, general research help, and even giving me guidance on my ISU Honors program capstone project.
- The Ames Public Library is wonderful! (x2)
- APL provides a nice environment to study when I feel the need to get off campus
- Services are great and staff are friendly and helpful!
- The staff people are wonderful help with computer issues.
- The staff are wonderful. I like that the 2 libraries in town share a community outreach person.
- Study Rooms
  - Not enough study rooms.
  - I wish there were more study rooms available.
  - A lot of kids like to hang out in them, and I don't like how the door locks you out to retrieve your own child, if they are in there and shouldn't be.
- Bookmobile
  - I love the bookmobile stop on campus.
  - We LOVE our library, especially the bookmobile.
  - I wish I had known more about the bookmobile that comes directly to campus earlier.
  - I love the Bookmobile so much, please continue to bring it to the ISU campus.
  - The on-campus bookmobile is fantastic, and I love it.
- Extended Hours
  - Would like earlier Sunday hours

- Amenity Addition Requests
  - If possible, I would love to see the language programs grow (French especially)
  - It would be wonderful to have more empowering social justice related literature and a larger variety of seating options for patrons to use.
  - My one wish would be a second facility on the west side of town to have easier access.
  - There should be books in English and other languages meaning one book having the English version and the translation of other languages.
  - Build a parking ramp to the north.
- Coffee Shop
  - A fully functional cafe would also make it more accessible, even if this were just one of the local cafes that operated a booth.
- ISU Parks Library
  - As a student with access to the ISU library, I don't need to use the Ames Public Library, but I've heard it's nice.
  - Being student at Iowa State makes the ISU library more applicable.
  - I am currently an engineering student on campus. As a result, I never really find myself in need of locating the Ames Library for its resources available.
  - I am an ISU student and Parks Library is better.
  - I got most if not all of my library access at ISU.
  - I usually only go to Parks Library since it is on campus.
  - I live in west Ames so it's a bit of a trek to get there. Plus, I have Parks Library as I'm an ISU student. Most of the materials I need are provided or reserved through Parks.
  - I'm an ISU student, and it has never been pushed for us to study at the Ames library instead of the one on campus.
  - I prefer to use the library at the university as it is much closer to where I live.
  - I use ISU's Parks Library. (x3)
  - I live on campus, so I use the resources on campus libraries. (x3)
- Parking Problems
  - Build a parking ramp to the north.
  - Having to find a space and pay for parking for a 20-minute library stop is also different.
  - I do not stay as long as I used to because of the increased parking fees.
  - I don't want to pay for parking.
  - The library should have available parking instead of requiring us to use a parking meter.
  - It's a great resource, but as a college student who has a vehicle I'd like to go and park without having to worry about getting a ticket or paying when I already pay for everything else in my life. I study for hours at a time and that costs money to park for extended periods of time. Ames parking is not ideal. They care only about money.
  - Paid parking is a problem. The first hour should be free. Limited electronic materials.
  - Parking is a problem. (x3)
  - Non-paid parking is needed!
  - Sometimes parking is a problem - especially handicapped parking.
  - Library parking should be free.
- ISU Student Inclusion
  - College students sometimes don't have any proof of living in Ames at the time, possibly recognize the ISU ID as proof of being in Ames.
  - I love the public library. As a college student who is studying elementary education, I have used the library more than the average student at Iowa State. It was so easy to get a library card and it has helped me be successful in the classrooms on campus because of all the resources that it provides.
  - I think the library could do more to cater to ISU students.
  - I would like more information about the library and why I should use it as a college student.

- The updated library is awesome in my opinion! I actually prefer studying here compared to the Parks Library.
- It's a super nice place. I wish ISU did more stuff with it.
- Handicap Inclusion/Access
  - APL needs more access overall. There is only one way in and out. It would be more convenient if we had more than one entrance.
  - It's physically difficult to get in and out of doors. Better automatic doors are needed.
  - There is limited handicap parking
  - The slant in the entryway is steep for wheelchairs.
- APL Poor Experiences
  - Do not wish to have our kids around inappropriate programs now being run at the library.
  - The library has a politically progressive agenda. I tend to avoid the library because of that.
  - For the online library services that offer digital check-outs of books or movies, it is a little difficult to use when each different service requires its own log-in information and different apps with which to view rented material. If there was a way to centralize all the digital services, that might be helpful.
  - Frequently when I have reserved an item from the library, I will get a notification telling me it is ready for pickup, but when I go to the library to get it, it isn't actually waiting in the pickup area.
  - I haven't used it since the bed bug outbreak
  - I do not care for the layout of the new library. There are no cozy nooks to read in. It seems very cold!
  - I do not think drag shows belong in a public library for children to see.
  - You have no fishing book? Very poor!
  - I would like to use the library more, but the wait times for books is too long.
  - Why is the library closed during the coronavirus outbreak? Parks Library implemented a "carry out" format. The need for books is generally greater when the vast majority of the population is stuck inside and the incremental risk from picking up books outside the library from an isolated staff is no greater than picking up food from the carryout services offered by most restaurants. Plus, it would keep the library staff employed during an economically stressful time. I cannot understand why a government funded operation designed to serve the people would close when they are most needed.
  - One qualm is we dislike the promotions of things like cross-dressing/drag shows. We don't think the library is a place for that.
  - Seating is less available during finals week.
  - So much is digitized, and I do not know how to use them.
  - Some titles not available on Overdrive/Libby.
  - Sometimes the internet is a bit slow.
  - Sometimes you have to wait months for a book because there's so many holds.
  - The staff is rude.
  - There are an inordinate number of transient people in and around building, not necessarily there for books or resources.
  - APL is too busy!
- Other
  - I have not had the opportunity with a busy schedule and already having a bundle of books to read to use APL. I've heard good things and plan to utilize in the future.
  - I have only used once and then it closed due to COVID-19.
  - I don't use the library (x5)
  - I donated \$100 on lyme disease CDs; it disappeared. Bought expensive lyme disease book, one accepted then sold, keeping it there. Other was \$50; you wouldn't accept.
  - Now that my children are grown, we don't need children's materials. We made heavy use of the library's materials when our children were younger.

- I have never been to, nor plan on going to the Ames Public Library. Not that it's bad, I just haven't had any reason to and I graduate this May so I don't see myself visiting anytime soon.
- I never use the library. I once brought my friend from out of town to the library and she spent \$20 on the books from the book sale corner and I don't know if I've ever seen her happier.
- I'm very busy at work - otherwise I would!
- I've never been there but would like to start.
- It's a fine resource for many people. Currently, I don't need its resources.
- It's my fault more than anything that I don't use the library.
- None (x3)
- N/A
- I will use the APL this summer if open. It's my goal to get my kids to the library!
- I look forward to the day that I can visit APL in retirement.

### **Comments on what would make you Feel Welcome and Sense of Belonging**

- Accepting
  - More acceptance to diversity
- Access
  - Involvement in the community, access to culture, safety, education
- Affordability
  - A property tax cap for pensioners and lower to moderate income homeowners
  - Likewise utility rate increase caps. Any programs to reduce the impact cost of living increases and curtail senior displacement.
- Already Is
  - Already do
  - Ames is already doing a fine job
  - Everybody is welcomed here no matter where you are coming from.
  - Everyone is friendly and there is a diverse amount of things to get involved in for the size of Ames
  - Everyone is friendly and welcoming
  - Everyone is so nice
  - Everyone is very nice, and it's a safe city for the most part
  - Everything about Ames makes me feel like I belong - however, I am white, cis, female, able-bodied and have nothing working against me
  - I already do. I think people just getting really involved in groups they connect with (usually due to shared interests or beliefs) makes them feel welcomed
  - I already feel as if I belong. It has helped that I attend ISU and have found a great sense of community by making connections with others on campus.
  - I already feel welcome in Ames
  - I do feel welcome and have a sense of belonging in Ames
  - I don't have any issues with feeling welcomed
  - I feel I belong here but not because of City. Would like more employment opportunities to come to Ames, rather than drive to DSM
  - I feel pretty welcomed already
  - I feel very welcomed in this city already
  - I feel welcome
  - I feel welcome here and have a sense of belonging. It's a good feeling.
  - I feel welcomed places, personal qualities make me feel like I don't exactly belong any one place

- I typically feel very welcome here in Ames. The last time I went grocery shopping my roommate's sister is immune-compromised so we've been wearing masks when we go out and some people haven't been very kind to me wearing a mask since I look Asian. Maybe some more education to residents about how words affect people or something addressing racism.
- I'm 82 years old so I feel welcome in Ames and I have a number of friends in Ames so I feel I belong
- I'm good
- It's good as it is
- My place of work and the businesses connected to it (Morning Bell, Lockwood, Little Woods, other coffee shops and small businesses)
- Not much, the university does a very good job of this already
- Nothing more
- Nothing really, Ames already does a good job at being inclusive and not discriminating
- Nothing. It is great
- Satisfied as is
- Seems fine currently
- The citizens of the community do a tremendous job reaching out and offering their support
- The city to embrace and welcome the university
- The community of welcoming, hospitable people
- Arts
  - Bigger art scene to express my creativity
  - I would like to see more street art and know more of my neighbors
- Assistance
  - Having my input, support or participation accepted and wanted. Being asked for advice or assistance. Being offered advice or assistance
- Attitudes
  - If the older generation did not attack the younger generation for the same mistakes that they made as kids. But that is not something you can fix. It just seems that a lot of the older people in this town are NOT friendly.
- Awareness
  - For people to understand that there is a huge university in Ames and that a lot of students live in Ames year long
  - More awareness of religious diversity in the schools, particularly awareness of non-Christian major holidays when setting the school calendars
- Bike Lane
  - Bike lanes
- Business
  - More businesses and opportunities
- Celebration Notification
  - A better notification of celebrations and events that is going on in the city that could be available on the website too
- Church
  - Church outreach
  - Lutheran Church of Hope has an actual building for services
  - Serving as a Rotarian and member of Bethesda Lutheran Church provides a sense of belonging
- City Communication
  - Opening up to the city, personally
- City Representation



- I'm a college student. I feel we are underrepresented in council meetings and city decisions. I think this stems from lack of information distribution to students at the university
- City Spending
  - If the city would spend less money
- Clubs
  - More communities/clubs centered around interests that I have
- Collaboration
  - Greater collaboration between Ames and ISU
  - Greater intellectual opportunities and interaction within the city outside of the ISU paywall
- Communication
  - Better communication of events where one can socialize without children. Even the farmers market would count. Also, public transit from neighborhoods such as Sunset Ridge.
  - More awareness around minority populations during heritage months or holidays on City of Ames Facebook pages
  - More communication and events
- Community Activities
  - Awareness of community activities
- Community Events
  - Community events
  - Having moved here 3 years ago we have slowly begun getting to know more people in the community and have become more involved. Better advertising of events would be helpful. The locals know, but is hard to come by.
  - Increase in neighbor communication - get to know them more. Increase in community wide events.
  - Knowing events or other community things
  - Make apartments do a yearly or monthly get together (cookouts, BBQ, or games)
  - More community activities to get involved and meet people
  - More community events
  - More events like the farmers markets, art fair. Fun things for different age groups that help downtown businesses and vendors are great! Need a winter version? In the gym?
  - More neighborhood events
  - More neighborhood events to get to know neighbors. We have a lot of turnover and it's hard to get to know each other
  - More neighborhood get-togethers
  - Participating in community activities with friends
- Community Garden
  - A community garden
  - A community garden
- Covid19
  - I recently moved to a condo and just when I was settled in and spring was coming, COVID-19 hit. I'm staying at home to protect myself and my aging parents from exposure. I'm social distancing and physically distancing from my neighbors. It bothers me but I have to do it.
  - If people would wear face masks and stay 6 feet away from me. If people would follow the laws - leash their dogs, don't litter, don't speed in residential areas, don't text and drive
- Creativity Expression
  - A place to fully express my creativity, and be seen as a citizen of Ames, and not just a

- student.
  - Diversity
  - If there was less emphasis on making sure there is more diversity and just enjoying the diversity everyone who is already here has instead of forcing it.
  - More diversity
  - More job opportunities, diversity projects or things to do
- Dog Friendly
  - More dog-friendly establishments
- Don't Know
  - That's a great question, I just don't have an answer
  - I am not sure
  - I don't know
  - I don't know, less racism in Iowa State's community.
  - I don't know
  - If I didn't have to face racism and discrimination
  - I'm not sure
  - Not sure
  - Unsure.
- Engagement with City Council, etc.
  - More open engagement with city council, boards, and commissions. It's a club and so few ever get invited. It's the old Ames club.
- Equity
  - I would like the city leaders to stop their political/social agenda. Take a pause and realize that poverty/income is the social divider. Ames is not a racial or hate-filled town. Focus on spending our money wisely - "do" good (stop talking).
  - We need to move beyond this concept of "welcoming" and move to include and belongingness. In order for this to happen, we need to remove barriers and create equity in our community.
- Facebook
  - The "Ames People" Facebook page is horrible when it comes to bashing others, harassing, and ignorance
- Family
  - Family
  - I wish I had some family in Ames or Iowa
  - A recognition of my presence in the city, or in simpler terms, an apparent and obvious celebration of my lifelong citizenship here with my family and those who resemble me.
- Festival
  - City festivals (similar to Gingko festival)
  - Festivals in the summer
- Food Fest
  - More local services and businesses being introduced during campus events! It feels like ISU can be a bubble sometimes, and unless you have a car, a friend with a car, or are brave enough to manage the buses, you don't get around much besides to-and-from/around campus! It would be cool to have a "food fest" where different restaurants, cafes, etc., come onto central campus and have a day of trying different food. It could be taken out of people's tuition or something, so there is financial incentive for the business to come and share their products (food, drinks, menus, coupons, etc). Just a thought! For the longest time I had no idea what sort of food options were in Ames except Hickory Park, just because it's famous. I still don't, really! Food festivals in Ames, in general, could be super fun!
- Friendship

- Find work I enjoy and have good friendships and get the snow guy to fix or pay for my storm door that he damaged
  - Finding a group of peers that are not college kids
- Gifts
  - More financial gifts.
- High Paying Job
  - Being able to work in Ames and make enough money to live here would be amazing. Low unemployment rate looks good in the news but doesn't work for those of us trying to get high paying jobs in Ames. Every opening has hundreds of applicants.
- Housing
  - Better housing market and vet places to work at
  - I feel like many of the housing options are predatory versus college students.
  - I would like to see more young adults outside of the immediate areas around the university. Affordable rents would likely help with that
  - If I owned my home
  - If the city supported and treated renters/students as valued members of the community and didn't try to take advantage of students/renters. A lot of business and rental properties rely on students but do not want to treat them well (break contracts, never give back a deposit, etc.) while this does not happen at the same rate in non-college towns. I know if my mom, for example, lived in the places I rented in Ames, they would not have spoken to her/treated her the same way. Businesses and rental properties take advantage of college kids and the community accepts it. I also feel there should be more support for people with mental illness and homelessness. Ames has a high number of people struggling but separates these people from the college.
  - Less homes
  - Not being considered less than because I live in a mobile home court
- Hug
  - A hug
- Information
  - I am sure there are organizations but I don't know how to get involved. Also, more neighborhood events would help give a sense of community.
  - Keep informed about what city is doing for homeless, those in need & food and special circumstances regarding COVID-19 - ways we can help
- Involvement
  - Being more involved in things
- ISU
  - ISU campus
  - More ISU enthusiasm and pride.
  - Even though I am a young professional, I get pegged as a student a lot of times. This has impacted how I'm treated in establishments, churches in town, etc. It's almost like once people know you aren't a student, they don't quite know how to engage you in Ames. Ames feels like a pretty conservative, traditional family place to live. If Ames could break this mold even a bit, it would be able to attract more young professionals, single or family.
  - Not being a student at ISU? There is a bit of a separation
  - The students at Iowa State and the rest of Ames citizens have a disconnect and if there's a way to bridge that gap, I would feel more welcome here
- Job Opportunity
  - Probably more job opportunities in my field
- Kids Activities
  - I don't see how the city is responsible for the attitude of its citizens. As an unmarried

single mom with two children very spread apart in age it's difficult to find activities we can participate. Many times we have been denied access to events for the younger child because I needed to bring the older child with me. I think that's ridiculous.

- Less Police
  - Less police force, more inclusive workspaces
  - LGBT Outreach into LGBT programs past Pride Week, pushing ISU to become more involved in Ames as a whole
  - The accepting LGBTQIA+ community, I love the crosswalks uptown.
- Local Business
  - Keep small businesses open on Main St.
  - More. Small. Business. Support small businesses! The best thing for community is having things run by members of the community.
- Local Culture
  - I feel pretty welcome here. I'd like to see an upgrade in local culture, but those contributing to it are working hard and doing a good job
- Marijuana
  - Marijuana legalization
- Multicultural
  - More recognition and engagement with multicultural people
- Neighborhood Events
  - Better knowledge of my neighbors - need to do a block party
  - Mostly just the opportunity to meet more neighbors, at least within my apartment
  - Neighborhood events. Opportunities for young families and couples to meet.
  - Neighborhood night during school year
- Neighbors
  - Better relationship with neighbors - more community feel
- New Councilmen
  - Ames has rotated many councilmen through its city government with the sole purpose (each elected individual) of passing a personal law to screw his neighbor. Once that was accomplished, the councilman lost interest in making Ames a forward-looking community!
- Openness
  - More openness from the community.
- Opportunities
  - More opportunities
  - More opportunities that I could engage in that seek my interest.
- Others
  - A more Iowan culture. The culture in Ames is much different than in most of Iowa. It pretends it is inclusive and diverse, but it does not allow people to be diverse in thought, or politically.
  - Ames is friendly to families with children but for singles or couples without children, it can be quite boring. More non-local resident socialize for their kids.
  - As an ISU student, I had an affiliation with classmates for common reasons being there which was welcoming. If people coming into the area find and make friends with those who have commonality, that's a very welcoming introduction to expand on in Ames.
  - Honestly nothing, I come from a small town and lived in the country. I don't enjoy "city" life. I plan to live in the country again, while still having the ability to be close to a town.
  - I have lived in Ames long enough that if I haven't found what's important to me - that's my fault!
  - I think the biggest thing for me is that I am a student. I don't plan on staying in Ames after I graduate.

- I worked on a presidential campaign in Ames during this past caucus season. I wish more people were democrats or more open to conversation but that is a hard task to manage.
- I would appreciate inclusion of NOT being a supporter of the liberal left. I feel that agenda is strongly pushed upon citizens here.
- If the city would stay out of my business. I didn't move here for diverse or inclusive BS.
- It is not up to Ames to make me "feel" welcome. You just have to get out and get involved. If you go to a fitness club at Parks and Rec you will meet people and make friends.
- Less of a college focus. I was never looking for the college experience to begin with, so more outside of that would be nice
- Lower alcohol prices
- My family "deviates" from the norm and we are keenly aware of it. For this reason, we don't anticipate staying in the region. I think eventually the Midwest might shift to words greater inclusivity but I think the town, in its entirety, would benefit to greater exposure to the outside (single-parent families, unconventional families, mixed race families, etc.)
- Not much, once our kids are older maybe we will have more time
- Things how they are now.
- Outreach
  - Community outreach for the poor, sick, and needy
  - Do not feel it is easy to meet people outside my neighborhood
- Parks and Streets
  - Clean parks and streets
- Peaceful Life
  - Peaceful life
- Pedestrian Friendly
  - Pedestrian friendly areas. Examples: biking areas, walking areas, running, dog walking. It feels like the town, outside of campus, is designed for vehicles and not the people in it.
- People
  - Friendlier people
  - Knowing more people
  - Less people from Chicago who think they are God's gift to Iowa
  - More extroverts
  - More like-minded neighbors
  - Most people under 35 don't speak to you when I'm walking or running. Not like the small town I grew up in
  - Nicer people
  - Support - friendly - people call me by name
  - The people I meet
- Personal
  - I have not been involved much because I've been focused on graduation and starting my career
- Places
  - Places where I can interact with people my age
- Political Discussion
  - I am neither a democrat nor a republican, and the lack of safe political discussion I see in this town makes me sad. Everyone here is drastically republican or drastically democrat (more so democrat) and it is a toxic environment for anyone who wants to genuinely discuss the political news.
- Promotion
  - While we message on diversity, I don't actually see much promotion or even really acknowledging it
- Publicity

- Publicity to more groups that you can join to get involved
- Racism
  - I have felt very welcomed in Ames personally, but this is often not the way my friends of color have felt. Addressing racism in our community would make a more welcoming place for all.
  - I would like to see more diversity and inclusion efforts, especially after racism incidents at Iowa State
  - Less racism please
  - Less toxicity and racism in the community
- Recreation
  - More fun events in this city
  - More fun things to do, less Subway restaurants
  - More outdoor recreation
  - The city of Ames over regulation is biased against students. It's better than a lot of places but worse than it could be.
- School Education
  - Sure we have Iowa niceness but people are still saying racist things at home. We need education in schools starting young about systemic racism and how it effects people disproportionately in our society.
- For Elderly
  - Groups for the elderly. We don't need a new building!
- Sense of Community
  - The city of Ames does not have a sense of community. Neighbors are not encouraged to do anything together. Neighborhoods do not have gathering places.
- Status
  - I feel I would become more involved if I were a permanent resident instead of a student
- Student
  - I transferred here and was promised that upon orientation at ISU. I received nothing but being left out and ostracized because I hadn't joined a sorority.
  - I'm a student and when I am close to campus I get that feeling. Also, amazing CyRide workers make me happy.
  - More student to community contact
  - This town is literally divided in two. I'm too poor of a college student to afford a sense of belonging, the food pantry isn't a good place to make friends.
  - While it's made clear Iowa State welcomes its student population openly, I feel there is hesitation or citizens are relatively ambivalent about engaging students outside churches or volunteer capacities.
- Student
  - I feel like ISU students/young working professionals are treated as more transient people, since we're likely to move elsewhere within a few years. I've been here for 6 years now (ISU student and now staff) and I still kind of feel the same as I did when I was a student first coming here.
  - If students weren't viewed as a nuisance by the local population
- Traffic
  - Safety and less traffic
- Treatment
  - Being treated nicer by city of Ames employees
  - Being treated with respect
- Volunteerism
  - Ability to serve - volunteer or community activities
  - If I could find a place to volunteer that'd be great. But I don't even know where to start.

- Volunteer opportunities
- Warmth
  - Warmth, anywhere. Political politeness is present but warmth isn't in my opinion.
- Welcome Wagon
  - A welcoming neighborhood
  - Do you have a Welcome Wagon? I think there was when I moved here. Welcome Wagon is a good start.
  - I work in Ames, go to church in Ames, sometimes go to social events but I'm not too involved. I guess you can be as welcome as you want if you are to get involved in things. Maybe a Welcome Wagon for new residents?
  - Street parties, welcome events for new residents
  - To see others welcomed and have a sense of belonging in Ames.
  - We loved the welcome bag upon moving into our home!

### **Comments on Other Issues City should focus on**

- Housing
  - Less or moratorium on removing affordable housing for new construction.
  - Affordable housing (apartment living isn't affordable housing, rent is often more than a lot of peoples' mortgages.) Property taxes, mine were raised about 30% last year.
  - Affordable housing for moderate-income people
  - Affordable housing projects
  - Emphasis in improving the lives of people living in low-income, non-student housing
  - Ames is stuck. In fact, it's declining. We need a greater range of housing choices. Right now, it's single family or crappy apartments. The Roosevelt is the out of the box housing option I have seen in 24 years. Pathetic!
  - Developing more clear information on the ordinances that apply to alternative housing such as "tiny houses" or eco-housing. Are they permitted, and if so, where and under what circumstances, etc.?
  - Finding ways to increase affordable housing in the city
  - Focus on populating north Ames with more businesses and student housing. It's a relatively new area that seems very underutilized.
  - Housing
  - Improve affordable housing by increasing zoning options for higher density housing.
  - Improving the overall quality of housing stock.
  - Low income housing - not Section 8
  - Affordable housing
  - Low income housing policies and addressing community challenges with the rollback of Section 8 and implementation of Section 42
  - Removal or repair of rundown housing on Lincoln Way anywhere within city limits.
  - Student housing vs. families
  - Affordable housing
- Mental Health
  - Better treatment of mental health issues as relates to youth
  - Mental health
  - Mental health providers
  - Mental health will be big with COVID-19
  - Mental health services
- Animal/Pets
  - Spay and neuter pets

- Animal control needs more support. I was mauled by a dog and no one did anything besides one poor lady at Animal Control and I had to spend SIX WEEKS looking for the irresponsible owner myself.
- Better Planning
  - Better planning for high volume traffic lanes. Make bus lanes for better traffic flow - good would be on South Duff.
  - Create a time machine and go back to some long-term planning issues that were mishandled, i.e. North Ames to Gilbert school district. Plan for where people want to (and thus will) move, not where you wish they would.
  - Future planning
  - I think they should take a serious look at major changes to the way roads work. (Again, I'm NOT talking about the "lane diet"! That idea should be dropped entirely.) Ames has a history of very poor planning for future traffic. Our "major arteries" (L-Way, Duff, Grand) are too small, too slow, and get stopped by lights far too often. The train is still a problem at Duff, also. I think Ames needs to (a) design fewer disruptions to traffic flow on the major arteries, (b) plan much better for higher traffic and major arteries (WITH ROOM TO EXPAND) in the future, and (c) bite the bullet and redesign/retrofit the worst sections of those arteries. A major artery should have fewer direct entrance and exit points, dedicated left turn lanes at every remaining intersection, and the roads that do intersect should have to wait longer. But once you're ON the artery, traffic should rarely stop; you should be able to cruise through. This makes people stick to smaller streets for short distances and generally improves the time to get to other parts of town. For most businesses on South Duff, you could either build a frontage road along Duff; or to avoid needing a frontage road, construct new streets at the backs of the business lots -- parallel to Duff, i.e., a new block. Either way, close ALL the driveways and even a couple intersections that connect to Duff.
  - I'd also like to see more of an emphasis on controlling urban sprawl in planning.
  - CONSTRUCTION PLANNING
  - Traffic planning in growth areas
- Bikes
  - Not on narrowing major traffic streets to accommodate bicycles (i.e. south 3rd St.) Grand Ave extension. Collaborate with ISU to make South 16th four lanes from Duff to University.
  - Bike paths definitely!
  - I would like to see more investment in bike and pedestrian friendly areas and more green spaces and trails for walking and running.
  - I'd just like more off-street bike paths
  - Improve bike trails to the point that riding bikes around Ames is feasible for everyone.
  - Improving our very limited outdoor recreational opportunities and bike trails
  - More bike lanes, safer bike lanes
  - A little bit more safety for bikes.
  - Bike safety
  - Sustainability, walkability, other forms of commuting (such as bike safety, trails etc.)
  - Bike/running trails
  - More biking options need to be made safe and available - it isn't very helpful for commuters when the only part of town with bike lanes is main streets. What am I going to do, get a new job?
  - More bike paths through wooded areas.
  - Bike trail map
  - Bikers off the main roads
  - The congestion on S. Duff, the amount of time it takes to cross S. Duff. Adding the driving lanes back to S. 4th and Clark Ave. and get rid of bike lanes and green squares
  - Accessibility for bikes and other forms of transport and shaping public spaces to allow for more forms of engagement such as murals, and other social engagements
  - Plan for and build continuous bike paths. Many now end with no transitions.



- City Notifications
  - Improve notification of children-focused activities in the community, events, parades, etc.
- Grand Extension
  - Grand Avenue extension all the way to Airport Road
  - Maybe improving the traffic flow on Duff Ave. But there's not a lot that can be done. Hopefully, the Grand extension takes some pressure off it.
  - South Duff traffic which the Grand Ave. extension should help when completed.
- Connect Campus to City
  - Education/schools - partnership between city and ISU like we had with VEISHEA
  - I wish the city and the university did more together.
- Campustown on Lincoln Way
  - Get the problems solved in Campustown that allows partially torn down buildings to exist, it looks very bad.
  - Figure out the block of Lincoln Way across from Friley that is a series of torn down buildings.
  - I think Ames should focus on creating more professional jobs you can make a career from.
  - The Campustown construction needs to be addressed
  - Lincoln Way looks like an eyesore near downtown and Campustown; someone should look into that.
- Dog Park
  - Constructing 1-2 more dog parks in different areas of Ames.
  - The animal park needs stairs, tunnels, activities for pets to engage with
- Downtown
  - Our downtown area is such a huge turn off. Really should be updated
- Seniors
  - Exercise and activities for Golden Aged
  - More offering of activities for senior citizens?
- Trails
  - Maintaining and improving outdoor recreation parks/trails, and interconnected trail system/wellness facilities
  - Reopen the trails that are closed
  - Greenbelt trails
- Homelessness
  - Cleaning up homeless camps and garbage from the rivers.
  - Help of the poor and needy in our community, support, and outreach for the homeless, sick, dying, etc.
  - Helping homeless and poor
  - Helping more with the homeless and elderly
  - Helping those in need with food and/or shelter
  - Homeless and poor in Ames
  - Homeless getting money at intersections
  - Homelessness
  - Homelessness - support ERP to help vulnerable people transition to stable housing
  - We continue to be concerned about human services support and funding for our city's vulnerable populations, particularly as it relates to emergency housing, food insecurity and our homeless population. We would like to see more emphasis placed on funding for services.
  - Not allowing panhandlers on corners
- Sex Crimes/Human Trafficking
  - Human trafficking
  - Domestic violence and sexual assault prevention
  - Sex trafficking and rape

- CyRide
  - CyRide, accessibility, justice reform
  - I think in general the city is doing a good job. I think that there should be a crosswalk by all CyRide stops near a major road with high speed limits, but I understand how that would be hard to put in place.
- Wellness Center/Indoor Pool
  - An indoor pool that is affordable for all Ames residents.
  - Convention center, indoor water rec.
  - Plan for municipal pool
  - Wellness center downtown with swimming pool only
  - Different version of Healthy Life Center that will pass
  - Healthy life center
  - Need to revisit the Healthy Life Center issue. We will still need at some point or a version of what was proposed.
  - Winter swimming availability
- Traffic Flow
  - Traffic flow/more roundabouts
  - Better traffic flow north and south
  - Better traffic flow after events on campus (i.e. football, basketball)
  - Improved traffic flow
  - Making sure game day traffic flows easier without stopping traffic throughout the whole town. Also, traffic flow on Duff Ave.
  - Duff Avenue is a completely impossible road to use during busy hours.
  - Traffic flow
  - The roundabouts are very, very dangerous! College kids on phones unaware of busy traffic.
  - Traffic flow - more sustainable resources or extras for the community
  - Traffic flow after major events
  - Traffic flow and alternate transportation options
  - Traffic flow during fall
  - Traffic flow still needs work in Ames - left turn light on S. 16th and Dayton to get to Hwy 30, and right turn lane on 13th St. going east at Dayton (turning south)
  - Traffic flow!
  - Traffic improvement - the streets are too small for the amount of traffic in Ames
- Intersections
  - Control more residential intersections with stop signs instead of yield signs
  - Improve traffic control and safety by installing stoplights at busy intersections.
  - Fix the traffic lights on Lincoln Way before someone else gets hit by a car.
  - A better solution for 13th and Grand
  - I would love to see stoplights at some dangerous intersections like the exit of Highway 30 and Duff
  - Many intersections are difficult to yield left on green because you can't see if another car across from you is also waiting to turn left.
  - Stop light times
  - Traffic lights! The light at Franklin Ave. and Lincoln Way NEVER changes for someone going straight down Franklin Ave.
- Infrastructure
  - Be very resistant to changing existing infrastructure or environment to please special interest development!
  - Expanding gravel to S. 16th
  - Finding ways to prevent future flooding of roadways, especially S. Duff, look into creating more retention ponds
  - Fixing older streets
  - I think the roads and traffic need some serious help.

- Improvement of roads
- Infrastructure
- Maintaining and improve infrastructure
- Maintenance and improvements of key infrastructure
- Neighborhood streets
- Pothole repair
- Public infrastructure, roadways
- Repaving rough roads
- Road construction.
- Road reconstruction should be a main priority (e.g. Mortensen, Lincoln Way, Duff Ave).  
Need a better way to get from West Ames to North Ames (maybe a loop highway from 30 to 35 going around west and north Ames).
- Road surface improvements. Roads are very bumpy ex. State Ave.
- Roads everywhere in Ames
- Stop building apartments, new roads and clear-cutting green areas for “progress.” Nobody likes the industrial look (i.e. entirely paved city). Enrollment at ISU is going to drop like a rock and there will be empty apartments everywhere. Focus on updating the current infrastructure in downtown/Campustown while maintaining historical integrity. Diversity in building structure is an attraction while driving, not a deterrent.
- Street repairs
- Streets and sidewalks all look like and work like crap. Rain drainage throughout Ames is awful. There are large, deep puddles everywhere after even the smallest amount of rainfall. This is unacceptable for as much as I am paying in sewage and drainage.
- Infrastructure
- Too much traffic on South Duff
- Traffic calming on streets, i.e. Duff, 9th - 13th St.
- Traffic infrastructure - turn lanes and more north/south and east/west through streets.  
Smart growth that benefits the population and for the base of Ames
- Under or overpass on Duff. Traffic enforcement on South Duff
- Traffic is awful
- Traffic issues
- Creating a safer exit to Cornerstone Church of Ames. There have been multiple accidents due to long turning lines that are created on Sunday morning and Thursday evenings.
- S. 16th St. is bad, and needs replaced, not repaired or patched. Patching is not working.
- Internet
  - Fiber optic internet: it'll boom more tech business not tied directly to ISU Research Park, though it is a great resource.
  - Internet as a utility!
  - Internet infrastructure
  - Internet quality and diversity of companies available in the city
  - Municipal internet service
  - Offering other internet providers besides only Mediacom
  - Focus on helping MetroNet get up and running
- Events
  - Bring back the VEISHEA parade
  - Bring back VEISHEA
  - Relocate farmers market to parking lot east of City Hall 2.
  - More cultural events - concerts, festivals, food fairs, etc.
  - More social events - Main St. usage
- Sustainability/Recycling
  - Curbside recycling
  - ACTUAL RECYCLING

- Better recycling programs on campus and throughout the city. Allow recycling bins vs. making workers sort through trash.
- I wish there was more support for recycling.
- More recycling options
- Recycling, helping the environment
- RECYCLING
- Climate change adaptations
- Continue to focus on clean energy, water, and waste
- I really like the solar farm thing. Maybe increasing awareness about the local farmers market if there is one and trying to put one together if there isn't.
- Make city of Ames as eco-friendly as possible
- More uses of renewable energy and other eco-friendly city practices.
- Renewable energy, such as solar energy.
- Sustainability and green initiatives,
- Sustainability, reaction to climate change.
- Sustainability
- Sustainable waste programs and renewable energy
- Parking
  - Parking
  - More parking
  - Parking downtown, on campus or residential areas is inconvenient at best and usually not possible. This should be the City of Ames top priority.
  - Parking is horrible. This is a major issue and needs to have more conversation on how to improve this. Especially Iowa State parking. But really, all street parking in Ames is extremely frustrating.
  - Public parking in and around campus
  - Reduced parking meters
  - Restructuring its plan for residential, long term public parking and the parking of non-residential, often less than a day parking.
  - The city needs to eliminate predator towing through Elmquist/Campustown. A college student should not have to pay \$500 to get their vehicle back after parking in a parking lot.
  - The North Grand Mall honestly could use some attention. Its parking lot is terrible, and the inside isn't much better. Free parking should be available at the public library. Or it should be available to people who are parking there and actually going to the library.
  - Eliminate the parking enforcement division. Ease up on parking meters.
  - Getting rid of the parking meters!
  - Keep the downtown parking meter rate LOW (or free). Help bring people downtown to shop.
  - Larger parking lots and businesses need to be better spaced.
- Railroad Crossing
  - They also really need to deal with the train crossing at Duff. I realize these are very costly, but every time they reconsider it, it's more expensive than the last time. It's just going to keep getting worse. Sooner or later, we're going to have to bite the bullet and do it right.
- Taxes
  - Figure out ways to make Ames more financially livable. Property taxes are through the roof. Employees of Ames businesses and ISU can't/don't want to afford to live here. Need to make some serious decisions about what to support.
  - Decreasing utility bills and property taxes
  - Lowering taxes
  - Reason why I recommend cheaper taxes is because I don't trust government. They continue to raise tax, but I don't see improvement. I've seen cities spend money on things that are useless instead of addressing current issues. We need to focus on those before starting new

projects. When I actually see improvements, I will feel the government actually has our best interests in mind and would be more willing to give more money.

- Lower property taxes so people can afford to live here.
- Decreasing expenses
- Not spending so much money. Being more of a lean operating city.
- Scaling back where appropriate. Focus on basic needs from a municipality like streets, police, fire, electric, water, etc. Less focus on regulating everything and having unusual amounts of control, it just becomes too expensive. Sometimes the City of Ames treats citizens as if they were children and it's an expensive proposition to continue to control so many aspects within the city so deeply.
- Value for money - property tax is pretty high
- Stop spending our tax money on unnecessary things like colorful streets.
- Rental Housing/Landlords
  - Abusive landlords.
  - Actually caring about concerned tenants (after landlord office hours obviously) in regard to noise, drug use, etc.
  - I'm kind of tired of the apartment developments
  - Rental housing - addressing slum level issues, inequitable access to housing justice for lower income renters who face contract violations by owner (not repairing property, etc.)
  - Lowering rent prices.
  - Monitor the transition of neighborhoods to rental properties and limit rentals to zone regions. Evaluate the occupancy rates to access the need for apartment developments.
  - Stopping overbuilding of apartment complexes
  - The city should regulate the amount of money that property management companies are allowed to charge university students.
  - Ugly apartment buildings - overpriced.
- Restaurants
  - Attracting businesses like restaurants
  - Encourage an all-day sit-down restaurant that serves breakfast, to come to Ames.
- Police
  - Make sure the police department is sized accordingly for the population of Ames now and in the future.
  - Many neighborhoods can feel unsafe due to little police presence/patrolling. It seems some of the "nicer" neighborhoods get plenty of police patrolling, whereas other areas may see a parking truck from time to time, nothing else.
  - Police not always taking bogus complaints from hostile neighbors seriously
  - Stated several times about the utilization of the police team. It'd be nice if the city could address some of the shady practices that are done from housing firms such as PPM among many others.
  - Better implicit bias training with police
  - Connecting police and the young
- Safety/Crime
  - Crime - stop home burglaries and thieves - freeloaders in our homes at night. Do something about it!
  - Crime preventing
  - Recreational opportunities, Ames schools, infrastructure,
  - Public safety
  - Safety – police, fire protection
  - Safety - security
  - Safety concerns
  - Crime prevention and community building
- Small Business
  - Affordable commercial space for small businesses.

- Bring in more business
- Encouraging more new businesses to come to Ames, especially to our mall and new strip malls
- Growing local businesses not directly related to success only while college students are on campus
- Locally owned small businesses, fixing the abandoned buildings/lots in Campustown. If nothing going there, then make in a green space/park.
- Support small businesses and local economy especially at this time.
- Support small businesses whenever possible.
- Snow Removal
  - Bad snow removal
  - SNOW REMOVAL
  - Snow plowing roads better
  - Snow removal
  - Focus on cleaning the roads in the winter! Pre-salt the roads if necessary!
  - Sanding the sidewalks during winter
  - WINTER ROAD CREWS!!!
- Speeding
  - Speed control during school, residential
  - More police presence in neighborhoods for speeding
- Nuisances
  - Pride in property. Years ago, the city gave awards to homeowners; maybe it would give the idea to clean up to others.
  - Property upkeep.
  - Quality of woods and rivers. A lot of it seems dirty and broken.
  - Random dead animals in the middle of the road,
  - The city should focus on NOT allowing guest/vacation lodging to be allowed in private, single-family resident neighborhoods.
  - Ticketing cars that are parked in the same spot on the street for days, or even WEEKS!
  - Windsor Oaks Senior Living at 1100 Adams Street owns adjacent property to SE up to creek. Several homes back up to this. It's totally overrun with weeds, thistles, trees, etc. that is unkept. It's very unsightly and also is a breeding ground for ticks. Enforcement of homeowners' property that looks more like junkyards. For example, a home on Northwestern Ave. on east side of the street a couple of blocks south of 13th. It (the yard and driveway) is full of piled-up trash! Why are they allowed to have their property in this condition?? Homes close to it take good care of their property. Why should they have to look at it every day? It degrades the value of their home!!
  - City clean up and keeping houses renovated and yards clean
- Public Transit
  - Public transportation
  - Public transportation and bus stop locations
  - Should focus more on improving public transportation
- Garbage Service
  - Consider strongly adding garbage service. My street is 3 blocks long. At least 5 different companies are used by people in these 3 blocks, sometimes twice weekly. At a minimum that is 5 trucks once or twice a week traveling all 3 blocks. More jobs, much less wear and tear on city streets, more control of materials picked up, more accurate expectations of materials coming in to the RRP.
  - Our garbage hauler has too many trucks in our neighborhoods
  - Would like to be better informed about what can be placed in garbage container.
  - Burn more garbage
- Youth Activities

- Youth support groups - child care
- More activities for kids and teenagers. Ames lacks good activities for teenagers like roller skating, teen hangouts (affordable)
- Increase camps and education programs for kids when not in school
- Sidewalks
  - Complete sidewalk on north side of intersection of Union Pacific RR and 24th St.
  - Crosswalks
  - Develop a sidewalk maintenance program. Many small cities, such as Nevada, have one. Why don't we?
  - Have you ever tried taking a walk - many sidewalks are in very bad shape.
  - I want you to focus on the safety for pedestrians. It is necessary to set the cross signal at Todd Dr. and S. Dakota
  - Keeping it compact - widen sidewalks from downtown to 13th - cost-share sidewalk improvements
  - More crosswalks in developing neighborhoods
  - Pedestrian safety (and enforcement) - I see so many students not respect oncoming traffic
  - We would like a sidewalk placed starting after Harrison on Hyde up to 190th Street going to park. A park added at the empty lot at Harrison and Welbeck.
- Equity/Inclusion
  - Equity and racial equity/justice
  - Equity in representation, employment, services and outcomes for all racial groups
  - Inclusion and acceptance training in all fields
  - Inclusion of non-traditional people and experiences
  - Inclusivity
  - More services for lower income persons
  - New residents need to know what resources and information are available and where
  - Poverty has always been an issue in Ames for more than people seem to realize. It doesn't discriminate.
  - Racial reconciliation
  - Social justice/race issues
  - Give support to Food at First and other targeted support to at-risk population
  - Supporting vulnerable populations - low income, abuse, immigrant, refugees.
- None/I Don't Know
  - I am satisfied with the present concerns
  - I don't know, I think there's a pretty good balance
  - N/A
  - Not sure at this time.
  - None
  - Satisfied as is
- Other Comments
  - Adhere to the manual on uniform traffic control device!
  - All issues that concern me have been covered thus far in the survey
  - Business health code inspections, etc.
  - Don't ruin natural parks with ball diamonds
  - Existence of gangs
  - Expanding West Ames and improving highly populated areas of Ames such as Duff Ave., etc.
  - Also, good paying jobs are difficult to find.
  - Flood control
  - For the DMV
  - Funding to help college age-independent people, especially those with children, to cover and get reduced expenses.
  - General population growth

- Get advertising signs off the street/road right of way. They are a distraction to vehicle drivers!
- Getting the economy back up and running
- Give City Council Member Tim Gartin a raise. He is respectful, trustworthy, and an excellent face for the city of Ames government. His activity on the Ames People Facebook page is especially respectful and worth giving a shout-out. He is a great guy all around and deserved recognition for his many years serving the Ames community.
- Good areas to drop in and pick up kayaks or tubes from the river! Insect control and clean rivers/streams.
- Hours for recreational services, swim lessons, etc., should take into account the schedules of working parents. There are rarely enough classes scheduled on weekends or after 5 p.m.
- Improvements in Campustown. A lot of new apartment complexes were built at the site of businesses (restaurant, coffee shop). These businesses didn't come back and now we only find many empty retail spaces for lease! Is it because the rent is too high that nobody is renting them?
- Improving school system
- LEGALIZE IT!
- Greater opportunities for fun for young professionals (not only families)
- Makerspace: work with the school district to make the high school shop labs dual-purpose and offer night classes for things like welding, metal shop, woodshop, etc.
- Making Ames a model city for social and environmental policies and practices.
- More physicians
- More emphasis on monitoring distracted driving. I ride a motorcycle to campus, and I often see so many people texting or not paying attention, which could seriously injure myself or others.
- More shopping
- Mostly, flood plain development is the concern I would like to see focused on.
- Partnership with ISU athletics on the parking lot expansion
- Planting more trees; focus on the natural enhancements
- Plant more trees it's very depressing with so little nature
- Technology
- The prices of gasoline. The difference we pay compared to neighboring communities has always been higher, but more recently it has taken a much larger jump! 40 or 50 cents per gallon!
- The public art choices are terrible!
- Trying to bring a wider variety of businesses into the city and growing the town to be more modern.
- Social programs, health and wellness programs, volunteer programs
- The growing population from students, and how that effects the current layout of the city as well as infrastructure moving forward.
- Proper management vs. political or self-serving decisions. I would like to see all government levels spend money as if it were their own.
- ZONING!! Worst zoning I have experienced! Building houses too close together. Real estate/builders own this place.
- You need to do more to improve poorer neighborhoods like those off of S. and N. Franklin
- Everything - try getting out and visiting somewhere else. You'll soon find there's not much going for Ames.



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

- Accepting
  - The community is very accepting!
- Accessibility
  - Accessibility
  - Accessibility to parks/green space, great schools/library/amenities. Good water and general upkeep of city.
  - Convenient access to stores, restaurants, etc.
  - I am close to work and have easy access to many shopping outlets.
  - It's close to my wife's work.
  - Living close to new 30 access.
  - The access to city, county, and state parks and trails.
  - The best thing about living in Ames is the amount of access to wants and needs for a college town. There are lots of options for food and shopping.
  - Ease in getting from home to places. I often go to CY Stephens, Hilton, McFarland Clinic, Ames Public Library, Downtown, swimming pool, Fareway, 1st National Bank
  - Ease of commute to work, lots of different people to meet
  - Ease of getting around town, our parks
  - Ease of mobility
  - Easy access to goods and services (golf, exercise at community center, ISU activities), friendly people
  - Everything that is available (food, businesses, etc.). How pretty Ames is and Iowa State campus
  - Fairly easy to get around, living costs are low.
  - Everything is close by and easy to get to
- Activities
  - Activities
  - Always something going on!
  - Being retired, I like wide variety of (activities) offered; i.e. athletic events (ISU), churches, concerts, etc.
  - Plenty of things to go do.
- Aesthetics
  - The abundance of nature enveloping the City and its surroundings.
- Affordability
  - Affordable
  - It's cheap to live
  - It's very cheap, easy to get around, and is home to Iowa State University.
  - Lower cost of living
  - Relatively low cost of living given the fun things to do around here when not in quarantine
  - Cost
  - Efficient and inexpensive public services
  - Cheap!
- Amenities
  - A smaller, distinct community in proximity to all of the amenities of a big city
  - Intimate feel with amenities of larger communities
  - Lots of amenities with a smaller town feel in place
  - So many amenities - small town feel, but has everything a metropolitan area offers
- Area
  - The area
- Arts
  - Arts community

- Atmosphere
  - The atmosphere
  - The atmosphere. I feel like everyone in Ames enjoys their experience and contributes to the community.
- Availability
  - Availability of everything. We will not move out of Ames because of all the resources you provide.
- Beautiful
  - How easy it is to go around. Also, the city is beautiful.
  - I love the environment. The city is beautiful. Going on walks makes me happiest.
  - It's a beautiful small city
- Big Town Feel
  - Big town in a little town vibe.
- Born Here
  - I was born here and my family is nearby so I've never thought of living anywhere else.
- Business
  - Businesses and the people
  - Great business and affordable living
  - The beauty and business. A beautiful community with everything you need.
- Calm
  - It's calm but you also get city vibe with the college students
- Centralized
  - Centralized and simple layout of the city, you can get almost anywhere using two or three roads.
- City Employees
  - City employees are very friendly and helpful
- City/ISU Relationship
  - Multiple activities, relationship of city with ISU
  - The Town and Gown culture the university gives us access to many arts and athletic events that sets us apart from other communities.
  - Clean
  - Ames is clean, has great public transportation, lots of great parks & trails and is a great community for families.
  - Clean air, very good water, low crime, ISU's Cy Stephens Auditorium events, and low noise (quiet neighborhood)
  - Community is clean and welcoming.
  - It is a clean and well-maintained city.
  - It's clean and a friendly place.
  - The clean community
  - The community is well taken care of. All city departments do a great job at taking care of their part.
  - Off street paths, cleanliness
  - No pollution
- College Town
  - Being in a college town
  - It is a great college town and has a great and safe atmosphere to be a student.
  - The college town vibe with a small town feel. Ames is a safe, happy place that educates the next generation of people. Love it!
  - The nice balance between small city living and the dynamic that comes from having the college here.
- Community Events
  - More community events and projects.

- Community Spirit
  - The best thing about Ames is the community.
  - Community spirit
  - Community atmosphere. Everyone is so nice, including all law enforcement and positions from the city. Ames is beautiful.
  - Community feeling with plenty to do outdoors
  - The community and atmosphere
  - The community here is incredible.
- Convenience
  - Convenience of things
- Culture
  - The culture
  - We love the variety of cultural, recreational, athletic and dining options in an eclectic, safe college town!
  - Wide variety of educational and cultural activities
- CyRide
  - CyRide
  - Having a bus service
  - The access that I have via CyRide
  - Free bus system for students. Can't afford to own a car so this means I can still commute to school and to work.
- Diversity
  - All our diversity!
  - Being a college town, I feel it has better diversity and is more open to new ideas.
  - For being a large community, we are incredibly interconnected and provide entertainment for a variety of individual and family interests. We thrive on diversity and make it apparently clear in community messaging.
  - I love the diversity and the size. It's not a huge city but big enough for activities.
  - So many people from different backgrounds
  - The community - the support of diversity. The potential it has and the people who work behind the scenes who believe in that potential.
  - The diversity, its safe, educational system is great
  - Security, tolerance, diversity
  - Diversity and family friendly
- Dog park
  - Dog park
  - The ability to attend the vet school and the dog park.
- Downtown
  - Downtown
  - Downtown Ames is adorable
- Education
  - The quality of education from the college and variety of businesses offered.
  - The emphasis on STEM education, the public library, the people and community.
  - Ames school system
  - Good schools within walking distance from home
- Environment
  - I like that Ames is very environmentally friendly
  - Terrific environment with a minimum of negative elements
- Events
  - The community and events hosted in the area.
  - The community events

- The variety of events and leisure opportunities. Adopt-a-Flowerbed is a wonderful eye-pleasing enhancement.
  - Everything
  - Big enough to have everything you need
  - Good city government, active chamber of commerce, great water, outstanding police department, and good services
  - It has everything you'd want, but isn't too huge. Obviously the atmosphere with tons of young people helps a lot, too. People are nice, and friendly.
  - Overall great location to invest in a home and raise a family
  - Ames just has a little bit of everything and the student factor makes it interesting.
- Family Atmosphere
  - Great place to raise a family
  - Family
- Farmers Market
  - The farmers market
- Friendly
  - Big city options in a moderate and friendly city
  - Comfortable, people friendly
  - Friendliness
  - Friendliness, good law enforcement!
  - Friendly neighborhoods, safety, pro-ecofriendly
  - Friendly people and best tasting drinking water!
  - Friendships, a beautiful campus, Main Street businesses
  - How friendly everyone is!
  - It is friendly
  - The energy level is always positive. Friendliness of the City employees and law enforcement.
  - The friendly environment
  - The people are friendly and helpful
  - The PEOPLE! Everyone is so friendly, helpful, and kind here!!
  - Very friendly and caring community
  - Very friendly people, and the city is very involving of the community
- Game Days
  - Football
  - Game days
- Great For Kids
  - There is plenty to do for people our age. It's a good place to raise the grandkids.
  - It's a great place to raise kids
- Green Space
  - All of the diverse trees and plants keeps the city feeling healthy and looking good.
  - All the green space and the parks
  - Green spaces, bike trails
  - It's really green here and everything is cleaned up
  - Local forests, variety of businesses and community of churches
  - The best thing about living in Ames is our "green space." Our parks and trails keep our town beautiful, eco-friendly, and keep our residents healthy and active.
  - The wooded areas around town
  - Homey. I love the homey atmosphere yet how close we are to major stores and resources! I also like the college town feel, but also feel safe.
  - The community is great and the way it is upkept makes it feel homey
- Housing
  - Comparatively cheap housing for a college town

- Inclusive
  - Inclusiveness
- ISU
  - Easy to get around, ISU
  - Cyclone football
  - Academically challenging schools that do not use standards reference grading. Interaction between ISU and Ames Public Schools
  - Being associated with university. Good schools, medical care
  - Being by ISU.
  - Being close to the university. We enjoy the sports and the entertainment. Our daughter is a student and our son plans to attend in 2022.
  - Going to Iowa State.
  - I love the community and ISU. Clean, well kept. Plenty of amenities.
  - I really enjoy the university and there is a good amount of bars and restaurants in the city.
  - Iowa State University
  - Iowa State University, recreational parks
  - Iowa State University, Cyclone sports
  - ISU, Ames Public Library, healthcare
  - ISU sports
  - ISU, somewhat small town living with many large city amenities, friendly people, for the most part
  - Opportunities that go along living next to ISU
  - Partnership with Iowa State University
  - That it's Cyclone country and not Hawkeye country. Being from Iowa City area, here isn't as crowded as Iowa City/Coralville
  - The university
  - The university and friendly people
  - The university and how nice the people are.
  - The university brings diversity not found anywhere else in Iowa.
  - The university, clean, friendly town, parks, varied services
  - University atmosphere with students and a well-educated population.
  - University-related events and activities. Low crime.
- Job
  - Good community of young professionals!
  - Plenty of commercial services and job opportunities
- Library
  - The public library
- Local Businesses
  - Good local businesses.
  - Having access to a quality education while having great food and locally owned businesses to choose from.
  - Local businesses
- Location
  - Location, people, parks, bike paths
  - It is located in Iowa
- Medical Facility
  - A very clean safe environment to live in with excellent culture and education opportunities, plus centrally located in USA with quick access to major highways. Also, Mary Greeley Medical Center and McFarland Clinic.
  - McFarland Clinic, Mary Greeley Hospital and Iowa State University, response to emergencies
  - Medical care and university events

- Medium Sized Town
  - A variety of activities in a medium-sized town: sports, music, celebrations, parks, volunteer opportunities, etc.
- Nature
  - There are a lot of trees and squirrels
- Negative
  - I honestly can't think of a single good thing
  - Moving to Ames/coming to Iowa State University was the biggest mistake of my entire life for all of the reasons I was most afraid of. I hate it here.
  - You need to be a rich white man to live in Ames. Otherwise, one is not treated well.
  - When I can move away and see the Welcome to Ames sign in my rear-view mirror knowing I never had to come back to this awful city again.
- Neighborhood
  - Good neighborhood, good people, good swimming pool
  - Neighborhoods, esp. the older ones that are within walking distance to health care, food, library, etc.
  - Our neighbors and the Iowa State, center events-cultural and athletics
- Nice
  - I think it's very nice, but I have been here for so long I don't have anything to compare it to.
  - Nice, friendly town
  - Nice college town with good schools, parks, trails and activities
  - Nice communities
  - Nice town
- Other
  - I am only here for in-state tuition. As of now, I cannot wait to leave this 1920s church-controlled state and town. You want more people to come here? Give them their individual rights that Kim Reynolds does not want, tax churches, and legalize marijuana.

#### Parks

- Abundance of parks and restaurants
- I like the parks and trails
- I love all of the parks and trails and I use them often.
- I love the parks, the businesses, beautiful campus of ISU
- Parks to walk my dogs
- Parks, library, bike trails
- Suburban feel with city amenities; vibrant energy and friendly community - parks and library second to none!
- The amount of parks and downtown.
- The beautiful parks scattered around
- The outstanding parks and trails
- There are many parks and trails to enjoy.
- Peaceful
  - It is peaceful
  - Peace and quiet
  - Peaceful and feels safe
  - Peaceful, good community events focused around community interests
- People
  - Educated population
  - Good people
  - Feeling of community. Ames is just large enough to be full of opportunity and just small enough to know many community members.
  - It is a highly educated
  - Close knit community

- Caring people who work to help each other
- Coming from a small town I was worried being in a bigger city would feel less homey but Ames does a great job of upkeep and maintenance that still makes me feel like I'm in a place where people care and I feel right at home.
- Great people, which I believe is partially due to how well run the city is. The many bike lanes along with CyRide make it easier than most places to move around without a car
- I appreciate the atmosphere of Ames. People are kind and I like the college town experience.
- I love being able to interact with all of my fellow college students
- I love the people here. The police are typically super kind; there was this one guy who was a little strange, but they've been amazing.
- Kind people, job opportunity, access to events performing arts, sports, choices in restaurants, etc.
- Nice people for the most part
- Nice people, relatively safe. Pretty good for being a college town.
- People are nice and care about the community and each other.
- People care and participate
- People in Ames tend to be kind, it is a great environment with a lot of potential for growth. I enjoy the college students and being one (though I'm an Ames native)
- People that I can see and just have conversations with everyone.
- People, safety, my husband's job at CyRide, my job at Walmart
- Such great people! Also, a beautiful city.
- That most people can find a way to get along and get things done; the attitude and creativity
- The broad range of people in the community
- The community of people.
- The people and community are overall the best part about living in Ames. Yes, there may be a few bad bananas in the bunch, but the people on and off campus are what have made my time at Iowa State so worth it.
- The people are nice and there are great services.
- The people are wonderful, the services the city provides through parks are fantastic. The community here is very strong and it stems from surveys like this and community outreach.
- The people here are so wonderful and welcoming. Walking around the farmers market or working at Food At First or just spending time out and about, people are the greatest part of this community and the city works hard to help us spend time together.
- The people; most everyone is so nice and I do love all the parks around.
- The people, and the environment is set up to make individuals successful. Very good culture of citizens to the city.
- The people, one of the happiest places to live
- The people, recreational & cultural opportunities, low crime, quality education
- The people, the atmosphere, and the welcoming feel
- The people, the services, the protection. I made a hard decision to move for my job, but knew that Ames was a safe, family friendly city that would be beneficial for my family.
- The people! They are generally friendly, honest, caring, and involved in the community making Ames a safe, prosperous, and desirable place to live in with lots of different things to do.
- The residents
- This is a great city! Good people, great places to eat.
- Warmth of the community
- Youth people, vibrant
- Police
  - Police presence is strong

- Proximity
  - No traffic and everything is close
  - Being close to everything
  - Close proximity to all things needed, clean city and fairly safe.
  - Proximity to many things such as the university and the resources included, places to eat, groceries, bike trails, schools, etc.
  - Proximity to school.
  - Short drive to everywhere, a lot to do for a smaller town.
  - You can get almost anywhere in 15-20 minutes and there's only a moderate amount of traffic around
- Public Events
  - Public events
- Public Places
  - Public places, the arts, and downtown area
- Quality of Life
  - Quality of life
- Quiet
  - Beautiful and quiet neighborhood. Not very crowded. Cheap housing in comparison to big cities, close to Des Moines.
  - Calm and quiet
  - Great, quiet place
  - I enjoy the option to live away from campus in a quiet neighborhood. I also think the people are super friendly and I love the dog park.
  - Quiet
  - Quiet and pleasant community
  - Quiet when the students leave (and reduced congestion)
  - The pace of life. (I come from the Chicago suburbs.)
- Recreation
  - Parties
  - All of the concerts - Pink Floyd, Stones, etc.
  - The recreational areas.
  - The recreational space
  - There is a huge variety of commercial and recreational options in a city that is very easy to move around in.
- Resources
  - The availability of resources and events that are brought here because of the connection with Iowa State University. Without ISU, Ames is Boone.
  - The community and resources
- Restaurants
  - The amount of restaurants
  - Restaurant selection
  - Ease of living, prices of apartments, amount of grocery stores and restaurants
  - Good restaurants, good atmosphere
  - Lots of restaurants and retail
  - The amount of food options that are open after 10 p.m.
  - The restaurants
- Retail
  - Lots of stores and restaurants available. Everything is very accessible
- Safe
  - Exciting, comfy, easy, safe
  - Low crime
  - Low crime rates, safe community, and good citizens



- Low crime, good schools, good parks
- Low crime, lots to do
- I feel safe.
- Ames feels safe
- Being mostly safe, easy access to shopping
- Feeling safe! Secure when you are out and about
- Generally safe
- It's a safe, clean community with diversity. It has a variety of activities and good job potential.
- It's safe and has a strong community feel.
- Safe community, ISU, educational opportunities
- Safe feeling
- Safe, attractive community with some nice amenities like ISU
- Safety and school systems are the best thing. Unfortunately, the elementary and high school systems are degrading rapidly due to student behavior issues and lack of teacher support. Our teachers should not be tasked with tracking down absent students or lowering standards to ensure more students appear to have passed classes. Ames will lose its reputation for quality education.
- Safety, cultural opportunity, people here, schools
- Safety, informed people, friendly people, plenty activities available
- Safety, law enforcement, great for a college town
- Safety, security, simple and calm atmosphere
- The college community means that more people are out and about, so I feel safer and gives a higher sense of community.
- The community and safety of the town.
- The general safety of the city
- WEATHER AND SAFETY
- Public safety, mobility
- Sense of Community
  - Sense of community
  - Sense of community, established neighborhoods
  - The sense of community and belonging
  - The sense of community and inclusiveness
  - The sense of community and obvious support to care for the community.
  - The sense of community and the beautiful landscaping
  - There are still activities and a sense of community. Some of the small-town feel and hospitality exists
  - Slower speed of life, wholesome feel.
- Services
  - City environment and services (including social support services) (2) recreation
  - We have all we need and good service
- Shopping
  - Access to restaurants, sporting events, quality shopping
  - Access to shopping and recreation
  - Ease of living, no real issues with finding products in stores, there's a nice balance between everything
  - Have lived near Ames or in Ames most of my life. Shopping is good so are the restaurants, utilities are reasonable, can go to ball games, see plays. Nice and clean. People are friendly.
  - The city does have a mall to go shopping.
- Size
  - Big enough to draw in cultural events, ISU sports, and activities.
  - Good size and feels very safe
  - Good size for a town and great access to services

- It isn't too big of a city but has all the amenities of a city.
- It's not as bad as Des Moines
- Most activities with variety of interests. Good solid city services and people that care about citizens. Not too large!!
- Overall city size/population. Access to ISU.
- Perfect size, quiet residential area
- Right size, safe, always looking to improve + expand services
- Size
- The balance of size and things to do.
- The community is not too big but not too small.
- The size and safe feeling.
- Town small enough that there is no crazy stuff happening but big enough that there are lots of people to meet
- Small Town Feel
  - Small town atmosphere with combo of some big city events - ISU Football, CY Stephens events, art festival and farmers markets
  - Small town but enough cultural activities with ISU and Des Moines nearby
  - Small town community
  - Small town experience with large community conveniences.
  - Enjoy the smallish town feeling
  - For a big town it feels small and there is a lot to do here.
  - For the size of the town there are still good options of things to do and places to go.
  - Housing and apartments for students are fairly affordable compared to other areas. I love the Ames community and the small-town feel where the majority of people are friendly. I also really enjoy all of the walking trails and nature areas in Ames. Last but not least, Ames is home to Iowa State University and the Cyclones!
  - How small it feels
  - I like that it is a smaller town
  - I like the small town feeling and limited crime rate.
  - I love the community and the small town feeling while living on campus
  - I love the small-town community feel even though for 7 months out of the year, there are nearly 80,000 people in the city.
  - I love the way that, thanks to the nature of having a major university, we have a safer, small-town feel that you normally don't get in a city this big, and we also get businesses and facilities that you normally don't get in a city this small. It's really a surprising, unique mix!
  - I love this city. It's the same vibe as a small town with all the amenities of a big city.
  - It has a small-town feel, but with the resources and attractions of a bigger town.
  - It is a larger mid-size city that feels a lot like a small-town atmosphere.
  - It is a nice place that has a smaller town feel, but still provides more opportunities to do things than a small town does.
  - It keeps its small-town charm, even while growing
  - It's large but feels small, easy to get around, and the tap water tastes great.
  - It used to be the small-town feel with quaint neighborhoods for families. There was no mega cookie cutter house/apartment expansion when I moved here 10 years ago. Now I can't wait to get out.
  - It's a smaller town feel with big town amenities. Ames is a beautiful town with a very rich history. The farmer's market is awesome!
  - It's got cute small-town vibes and most people are really nice.
  - It's got a nice small-town atmosphere
  - Living in a "large" modern city but still feels like a smaller community
  - Perhaps the best possible hybrid of a small town and big city, taking most of the best parts of both
  - Size as a smaller town

- Small-city feel with lots of options
  - Small-town feel
  - The small feel to it even though it has a huge university.
  - The small-town feel in a fairly large city, a beautiful city, too.
  - The small-town feel in a larger town
  - The small-town feel of a relatively large town in Iowa.
  - The small-town vibe paired with a community wide commitment to investing in itself.
- Suburban Community
  - The suburban community
- Traffic
  - Many things to do, not too much traffic
  - Strong schools; great cultural options; great health care; ease of day to day life due to very good traffic; ease of access to food, pharmacy, parks/trails
  - Traffic isn't too bad most of the time
- Trails
  - Lots of trails
- Trails
  - Trails and parks
- Transportation
  - Transportation services, community values, smaller and safer families with children
- Variety v
  - Variety
  - Variety of activities easily accessible
  - Variety of places to go relative to the size of the town.
- Volunteerism
  - Community involvement in ISU activities
- Walkability
  - The walkability of the entire area. Easy to get to every corner of the community
- Water
  - Ames tap water
  - Best tap water
  - Clean water
  - Great tap water
  - It's water and myriad of events, both university and city alike
  - Love utilities water, good stores
  - The water
  - Water quality
- Well Managed City
  - How well-managed the city is.
  - It is a well-managed and fun city to live in. Small town nice with bigger city / college town amenities. There is a lot to do. I can bike my family to parks and outdoor recreation spaces. Having ISU in our community.
  - It's managed well!

**“What would make Ames a fun, vibrant community?” comments:**

- Bike Infrastructure
  - Bike trail north along Skunk River and connect to Ada Hayden so we can avoid dangerous, busy intersections
  - Improved bike paths through the city
  - More nature trails
  - Better and more bike lanes, possibly B-Cycle
  - Better bike trails and green spaces
  - Better paths
  - Better trails. I always want to go on walks and such and the scenery is not very appealing
  - Rechargeable bike stations
  - The interconnected trail system
  - Trails, trails, and more trails
  - Improve biking trails and commuter paths. Encouraging Ames to become a biking community will decrease roadway traffic and reduce emissions all while creating a healthier community.
  - Keep up with trails. I'm an avid runner and Ames trails are great. Connect Lincoln Way with 16th St. on the river. Big thank you for cleaning trails in winter and putting up some lights!
  - More accessible biking around town
  - More bike lanes and safer bike lanes to get college students out of their cars
  - More pedestrian and bike accessibility, a trail separate from the roads through which you can reach Des Moines
  - More people out walking and biking
  - More bike trails around our beautiful cities. Tie in trails with other trails.
  - On a good path so far. I really like all of the bike trails.
  - Comment about bikes: I am a person who rides on trails, and I appreciate the bikers who ride to work to lessen the effect on the environment. However, I have many times observed bikers who make it difficult for drivers. Maybe I don't understand some rules: can a biker go through a stop sign? Can he stop at a red light but cross when he doesn't see a car? Can he ride next to the curb instead of in the main traffic lane or bike trail? Maybe we need more education or heightened police attention. Thank you!
- Outdoor Recreation and Parks
  - Kayak and canoe rentals during week. JAX offers them on Saturday and Sunday but need opportunities during the week
  - A splash pad for kids would be fun and well used
  - A stronger dedication to outdoor activities such as adult calisthenics park
  - Ada Hayden Park was/is the best thing Ames has done!!
  - An addition to the skate park, it gets crowded A community garden, one that any can work on/in and use/improve
  - Larger outdoor park, community gardens
  - Better parks
  - Build park in Sunset Ridge.
  - Lots of recreational parks and outdoor areas, which it already does very well on.
  - Have more outdoor recreational activities that can be seen from popular roads. It makes a city look fun and lived in.
  - Something like skate parks, fields to play on, etc. Improving parks to attract more people
  - We really value Ada Hayden, Moore Park, and those trails. Make more spaces like these to help keep people in Ames.
  - I think it already is, but maybe more parks
  - Maybe a new mountain to hike would be good
  - Maybe an addition to the pool. It gets really, really busy when its hot out.

- More hiking trails or outdoor recreation
- More attention to health and outdoor recreation
- More attention to the parks that exist but people don't know they do.
- More tennis courts and sand volleyball courts
- More things to do and outdoor activities summer and winter
- More small neighborhood parks
- More things to do outdoor in all weather.
- Keep up with promoting parks and exercise.
- Outdoor recreation groups (hiking, kayaking, etc.) (x2)
- Parks
- Revamped community spaces - parks, outdoor trails
- It's the one thing Ames is truly lacking in terms of Parks and Rec facilities. Ames Parks and Rec should look into providing fun and unique short-term equipment rentals at Ada Hayden, such as tandem bikes, recumbent bikes, kayaks, stand-up paddleboards, etc., to encourage fun and healthy activities outdoors!
- Indoor Recreation and Wellness
  - A center that includes a new pool, or pools, that include a cold-water lap lane and a warm pool for therapeutic use
  - A rec or YMCA type center.
  - Continue to improve recreation options in the city (e.g. convert old Ames High School to a museum and recreational gymnasium)
  - A new Healthy Life Center with pool and fitness facilities. The community center is good but is outdated. Need our own place for just fitness and no other activities going on!
  - A warm water indoor pool that everyone can afford, it doesn't need to be a big lifestyle center.
  - The city still needs to figure out how to build an indoor pool and indoor playground.
  - All weather indoor pool
  - Great outdoor recreational options, more indoor recreational options for winter months.
  - Indoor swimming pool, accessible to all. Better senior citizens center - with goal of more seniors using social activities
  - More dance classes at rec center
  - More indoor recreation services for families during colder months.
  - A recreation facility like the one defeated recently
  - Wellness courses/facilities.
  - The health center that was voted on one time. It needs to move forward to keep up with other cities like Ankeny.
  - The failed rec center
  - The City of Ames should explore investing in a roller-skating rink, similar to how we have an ice rink, pool, etc. It would provide a safe, fun place for residents of all ages to enjoy a healthy activity. It would also give an opportunity for school skate night/fundraisers, birthday parties, Parks and Rec classes, and a "home" for the local Ames roller derby team, as well as other
  - An indoor pool would be nice. Ames High School is not the best; so crowded.
- Dog Park
  - Multiple dog parks
  - Having more dog parks.
  - Outdoor dog park! (with obstacles) (x2)
- Other Recreation
  - A mini golf course or some type of cool theme place.
  - Community garden (x2)
  - Go-carts
  - Park such as Adventureland
  - Having more recreational activities

- Hold more recreational events for the local populace.
- Maintaining the current amount of recreational opportunities around the city
- Opportunities for recreational activities
- More public spaces for families, teens, both indoor and outdoor activities
- More rec services
- More recreational activities for young adults
- More recreational activities in town
- Recreational spaces
- Iowa State/Students
  - Continue to form partnerships with the City of Ames and Iowa State University. Involve students in the planning of city events and holiday celebrations
  - The university
  - The college campus.
  - College town
  - Continue cooperation with the university and a high level. Both benefit drastically off each other, so continue to innovate and try new things as a partnership.
  - Continue collaboration with school district, county, and university.
  - Embracing the fact that they are a college town. Iowa City did a great job of this when we lived there.
  - Greater connection between Ames (downtown) and ISU community. It can be difficult for small businesses and community groups to reach ISU students and fully engage them in all that Ames has to offer. There is more to Ames life than what happens on campus!
  - Having activities that involve different age groups (college students, families, seniors) because no college student is going to go to a family event
  - Having the university and the Parks/Recs programs. Also, good restaurants.
  - Improve and increase the coordination/cooperation between the city, ISU, the school district, Main Street, Campustown, Mary Greeley, faith organizations, the business community, etc.
  - I wish the City had more ways of fostering neighborhood connection with college students living in rental spaces. Perhaps if there was more social connection, there would be less division between homeowners and renters.
  - If there was more of a connection with the residents who live here long-term and the students. There is a clear difference between the two groups.
  - Integrate ISU and Ames more with Campustown
  - Involvement of more residents.
  - Iowa State University
  - ISU activities
  - Let college kids party a bit more but work on educating them about doing it responsibly. I feel it's very stringent here for ISU students which has led to underground parties and have a lot more drugs/dangerous activity that are involved because of it.
  - More activities in the community that pull college students to participate.
  - More college-based activities in Ames instead of on campus
  - MORE connection to the university.
  - More outreach programs towards differing communities, making Ames and ISU more integrated
  - More outdoor areas for college students
  - Promoting the college and having more community activities.
  - Not having so many restrictions on affordable rental options against undergraduate students
  - Not sure; I think it's already pretty fun and vibrant. It might help to find ways to get college students more involved in city activities. The university already has a lot, but if the city can offer more unique options and/or market them better, it could help. I think the city might be able to do a better job advertising the events and facilities to college students, maybe

giving them some sort of student discount, and help solve transportation problems for specific events and facilities (maybe special trips by CyRide to ferry people from a couple campus locations to specific events and back).

- Farmers Markets/Festivals/Concerts
  - Farmers market at Main Street on Saturdays
  - Farmers market near campus
  - I love all the art fests and markets. So much fun to visit downtown on a Saturday and see so many smiling people. I wonder if there are more places that could host such festivals or markets?
  - Arts festival or summer park gathering
  - More things to participate in on weekends - Concerts, out in the park
  - Music festivals, farmers markets - continued support
  - More mid-range concerts at Scheman Auditorium.
  - Ames could be more fun by attracting more big-name artists and musicians to perform. Also, holding more street festivals (much like how Davenport, IA, has the Bix Festival and various St. Patrick's Day events) in Ames.
  - All ages music venue like Ames Progressive used to be. Bring back VEISHEA - especially the parade. Rock concerts. Alternate art sale - open to whoever wants to put up a table.
  - Bigger farmer's market, an outdoor concert venue, "Shakespeare in the Park," various celebrations and open activities that the community can come together and participate in!
  - Big name yearly concert for community.
  - Farmers market daily,
  - Farmers market and other community events, Ames on a Half Shell, etc. Concerts and sporting events at ISU. Go Cyclones!
  - Bring back VEISHEA (x2)
  - Bring Midnight Madness back to downtown. If not, start another downtown 5k!
  - Festivals on Main Street again. And VEISHEA
  - Friday night concerts, art festivals, fun activities to engage college students.
  - Community events and farmers' market
  - Concerts
  - Concerts, public events
  - Destination site/facility for event programs that end up in Des Moines or Omaha instead of Ames
  - I like to go to outdoor concerts in Des Moines. Ames music scene has dwindled over the years
  - Town celebration days
  - Have more gathering, i.e. farmers markets. But more than that, have woodworking show, blacksmithing shows, gun shows, car shows.
  - Having more events in Ames versus going to Des Moines for awesome events like outdoor concerts, nightlife that isn't focused on college students, etc.
  - A good concert venue to draw bands. Not a large arena but a smaller bar-type concert place. Some fun places to give alternate options to drinking. i.e. ax throwing, escape rooms, etc.
  - More fun activities and festivals.
  - If VEISHEA was still a thing. That sounded like it was fun.
  - It already is but there is room to make it better still. Here is an idea, Amana has, and other places have, an annual Oktoberfest that draws people from around the state and other states. Except for this year, Ames has had a city ECO Fair every spring. How about trying to expand it to a state or national scale annual event with an exhibition and academic conference?
  - Keep up community activities! Farmers markets, art in the park, party in the park, the music, changes for people to gather and meet after corona

- Live music events, more farmers markets, multicultural experiences/fairs, performance arts
- More events that involve the community and the students together
- More festivals
- More cultural festivals and activities
- An event unique to our town.
- More entertainment (e.g., live music) for non-college age population.
- Have concerts in Jack Trice or Hilton - larger/well-known performers.
- More outside concerts and family activities
- More concerts (x4)
- More city concerts
- Bigger farmers market
- More controlled VEISHEA. Don't let a few losers ruin it for everybody else
- More cultural events. Maybe a music festival.
- More downtown festivals with music. More restaurants on the west side of Ames.
- More events like Oktoberfest
- More things to do as a community like Summerfest, concerts with different vendors, flea markets, food fairs, karaoke in the park, international food tasting events, talent shows, drive-in movie theater
- More social activities like festivals and celebrations.
- Unique cultural events (parades, festivals, carnivals, etc.)
- VEISHEA
- Year-round farmers market
- More unique festivals
- Promote concerts, art, music
- The farmers market
- More live music
- More fun activities, lively parks, or concert events.
- More local festivals and performances.
- More parades/celebrations.
- Attract interesting events and performances.
- Community celebrations fairs, markets
- Outdoor live music without a sound system or at least not an overpowering sound system. Some warmer climates pipe encouraging music outside in their parking and sidewalk areas
- More attention to arts and festivals. Ames needs some kind of yearly festival. I would also like to see more activities for young people through non-Iowa State affiliated events.
- Other Community Events
  - Building community connections - block parties, events downtown, etc.
  - City/park volunteer days (like stash-the-trash),
  - An area like "KC live" kinda
  - More coordination/cross-promotion with ISU & Story County; an amphitheater.
  - Being aware of and supporting Ames High activities. Ames seems to cater to ISU events and VEISHEA was a great event for the whole community and surrounding area. I would like to see us replace VEISHEA with something like a central Iowa band festival or a Bugle Corp event. Ankeny used to have such an event.
  - Better communication about public activities
  - Better communication of events and entertainment options for all age groups through optional email, text messages and a scrolling high quality/low ambient light, LED video billboard timed to display at traffic stop lights in the business districts areas of Lincoln Way and Duff.
  - More things to do (community activities)
  - Ames already is a fun and vibrant community. Octagon Arts Festival, Farmers Market, Midnight Madness



- A more effectively run school district that got the community involved more in its activities.
- Activities/events that bring the entire community together.
- City events
- Bring back bike night
- Dance club
- Events in the summer! (x2)
- Community engaging events, citywide opportunities for kids/youth
- Continue providing community events, such as the Art Walk
- Community spaces central to people for skating, concerts, parties, etc.
- Convention center
- Events in Campustown
- If there were more citywide events or fun things, that would make it more vibrant!
- More outdoor activities
- More opportunities and events that attract young professionals. Artists, performers, Main Street that is robust!
- More outdoor activities and downtown life
- More knowledge of what events and resources are available
- More activities/environments for young adults
- More adult type evening events that DO NOT have alcohol involvement (i.e. not bars)
- More art and family activities. An activity center for teens would be nice.
- More variety of activities to do at night
- Not a lot of activities for citizens of Ames. College students, yes, but not much for the people of Ames.
- Hosting an international food festival - builds culture and connections - more recurring free events such as Summer Sundays at Roosevelt or the Bandshell park, yoga mornings. These are fantastic and fun ways to build community.
- Community events
- More activities for community
- More activities for families and students
- More activities for kids and family entertainment
- More activities on Main St.
- More activities that are not related to Iowa State
- More 5K runs, more businesses that offer activities (example: Roller Rink)
- More activities for all ages. Plus, all free.
- Maybe some more events in historic Downtown Ames. It's a great area and they've done a wonderful job keeping it looking so beautiful, but I have a lot of friends who know nothing about it. Just having a few events near there might draw more people to support local businesses.
- More activities. Not much to do other than parks and Perfect Games.
- More community activities (x4)
- More community entertainment
- More community events (x9)
- More entertainment and activities
- More entertainment spaces (indoor and outdoor)
- More events (x2)
- More events downtown or in Campustown.
- More events during off season (winter)
- More events or group gatherings for not just Ames locals, but students alike. Being able to all come together for special occasions.
- More events like yoga in the park, car shows, outdoor events at Bandshell like movies in the park
- More outreach to activities in the community on every given day.
- More public events

- More music/events on Main Street
- More music and activities for kids.
- More music variety (x2)
- More outdoor music events in summer (x2)
- More outdoor venues for music
- Revamping some kind of outdoor social place
- More local involvement
- More Main Street activities, art festivals, children's activity
- More movie nights at the band shell in the summer!
- More large events and gatherings
- Possibly, more community events. There are usually a few on Main Street in Downtown, but I never get notified that they are happening.
- Public events in the summer
- Public gathering spaces downtown, Campustown, West Ames, North - not park shelters, Bandshell effect
- Social events, more events like Ames on the Half Shell. Utilize Main St.
- More social events for the community.
- More social, outdoor events
- There are a lot of events and amenities plus ISU is a big part of Ames culture
- There is a lot to do from sporting events, exhibits, to art and music. It has a small-town feel.
- More frequent activities/gatherings on Main Street
- Outdoor amphitheater
- More town events for people to attend
- More family-friendly activities and programs
- More indoor activities for kids in the winter other than the library
- More local events open to college students
- Park stage for live music
- Community Development and Inclusion
  - A community that is fun and vibrant is a community where everyone can equitably participate, be involved, and feel included.
  - A fun and vibrant community is primarily based on the individual choices of the community. COVID-19 has a significant impact on this question.
  - Again, more culture, focused on local events. A city is defined by its culture
  - All age activities, more public activities
  - Continuing to incorporate initiatives to make EVERYONE in our community feel welcome and supported.
  - Culture of diversity and inclusion. Being from Minneapolis, I saw the value of treating all equal no matter the race, whether you drive a car or bike to work, young or old, rich or poor. Each had the resources to live their life and feel supported and included through efforts by the city (e.g., PRIDE parades, incredible bike-friendly commuting system where bikers feel safe to commute, focus on solar and renewable energy, etc.) The more the city invests in a platform to build diversity and inclusion to build a stronger community, everything else we strive for will inevitably happen as a result.
  - Diversity, inclusivity
  - Different activities for all ages
  - Diversity and accessibility for services of all kinds
  - It already is, but for the sake of answering the question, I believe a return to the focus of Ames celebrating the community as a whole rather than the split between Ames and the ISU community (which became increasingly more apparent after the VEISHEA cancellation).
  - More accessibility
  - Overall diversity - students and a cross-section of all age groups - seems a welcoming community although there are racial issues that raise their ugly head

- Make these different communities share with events and every community can bring its own culture
- More activities that support and promote our diversity
- More community connectivity
- Our differences (cultural, religious, etc.) being celebrated together.
- Mall
  - A better mall. We need more fun stores like the board game store and record/CD store. We need the mall to be a place we can go for all sorts of different entertainment that is AFFORDABLE. There are so many students here that would love to spend time there if that was offered.
  - More shops in the North Grand Mall.
  - A highly improved shopping mall.
  - The mall
  - Better mall
  - Better shopping - the mall is useless
  - get better stores in the mall that the city demographic will use.
  - Also, more affordable (seriously, Main Street in Ames is dying) and an actual mall would be nice
- Restaurants/Bars
  - A few more restaurants
  - More steak dinner restaurants. Northwestern was such a good one. More restaurants like Olive Garden. We have enough wing places and Mexican restaurants. The north part of Ames could use a good drive-thru like McDonald's or comparable. I do not care for B-Bops.
  - More shopping, more non-chain restaurants
  - More restaurants, stores, and entertainment
  - More restaurants and shopping on Main Street - too many lawyers and chiropractic practices.
  - More restaurants and fun activities like escape rooms
  - More restaurants and shopping. I often go to Ankeny or Des Moines because we have so few options in town.
  - More restaurants and upscale pubs.
  - More restaurants with outdoor seating. Year-round farmers market facility
  - More restaurants with patios.
  - More independently owned restaurants
  - Better bars. Welch sucks.
  - Put a restaurant bar with a deck over Ada Hayden or some waterfront pub.
  - Better restaurants
  - Even more resources in growing places such as more dining options in West Ames.
  - More diverse restaurants.
  - More coffee shops
  - More bars
  - Good coffee places with open outdoors terrace.
  - More outdoor dining
  - Local restaurants (x2)
  - More mom and pop restaurants
  - Continued variety and addition of restaurants, stores, etc.
  - Oh, and fewer pizza places and some more variety in restaurants
  - Restaurant scene.
- Small Businesses/Main Street Businesses
  - Having more mom and pop shops
  - I think we should encourage small business owners to invest in the old downtown area. We should also bring back block parties and stop allowing MAJOR CHAINS to control Duff Ave.
  - More small business support

- More small businesses, less corporations filling up slots on Main Street and Welch. I would much rather give my money to a real person than Smoking Oak.
- A strong and eclectic small business community. I love the local business options!
- Small business support
- Better wide support of small businesses,
- Continuing to support local/new businesses
- Continue support of arts and downtown
- More cute little shops and places to eat. Also, keep places open longer
- More small business opportunities.
- Main Street businesses
- Redo downtown, expand outdoor eating, less of a smaller-town feel (Ames needs to decide if it is a small rural city or if it should expand towards more suburban-style with more choices available to consumers.)
- Other Economic Development
  - A winery
  - A sports team - professional, semi-professional. Roller skating rink, bowling. Possibly showing sports from high school level on local TV.
  - A children's museum.
  - Bringing more unique stores, restaurants, and attractions to the city
  - Continue to improve the Main St. and Welch Ave. areas
  - Easier access to downtown, more breweries/restaurants downtown
  - Expanding/revitalizing "downtown"
  - Casino
  - Free/affordable daycare and an amusement
  - Great shopping, dining options
  - More retail and movie theater,
  - I think it's good as is. I just wish we were a little more progressive when it comes to developing areas of the city. I hate to say this, but I often shop in other communities because there's more to select from. I would stay in Ames to do my shopping if it were better
  - I would love a multicultural district where they had a something like the NewBo district in Cedar Rapids. I would also appreciate getting more activities here like a Top Golf or other things like that where is recreational and different. We need more things to do.
  - More for teenagers, skating rink, go carts
  - Shopping, restaurant chains, youth evening activities
  - Non-duplicative businesses and restaurants. We have so many oil change shops on Duff and what seems like a poor variety of restaurants.
  - We would love to see a greater variety of shopping options for non-college aged adults.
  - Trader Joe's
  - Support the downtown area. Support the campus business area.
  - More unique restaurants and businesses
  - More variety of restaurants. A downtown with more venues and places to eat.
  - More attractions
  - More business to shop
- Art
  - An art center
  - Art installation
  - Art projects
  - Arts
  - Bigger art scene!!!!
  - More art/music festivals
  - More arts (visual/music)
  - I would love to see more variations of art around town (sculptures, murals, etc)

- If the city would stop wasting money on cosmetic/art projects.
- More investment in arts, sustainability, and infrastructure.
- More focus on arts and entertainment
- More local arts
- Having a central gathering place for both students and locals (Campustown is too college-oriented and Main Street is too far from campus) to share events with both sides of the community.
- More of the ARTS.
- More public art like Reliable Street, escape chambers, axe throwing, theme park, more concerts
- More public art, more advertising of community activities
- More painted sidewalks or murals
- Some painted murals on the shops in places such as downtown, or Welch Avenue would liven things up
- Mural paintings on buildings around Lincoln Way
- Positive
  - Already is.
  - Ames is a fun, vibrant community!
  - Ames is a vibrant community. Ames keeps improving.
  - Ames normally has plenty to do - festivals, concerts, plays, parks, etc.
  - The people I live by are all friendly. I appreciate the assistance they offer during the winter with snow removal.
  - Continue current improvement plans
  - I think Ames is fun and vibrant enough
  - I think it already is and that is why we live here and will retire here.
  - I think Ames is already a pretty fun community with it being a college town. There are always things going on, you just have to seek them out!
  - I think Ames is already a very fun and vibrant community, especially in the downtown area.
  - I think it already is such a fun and vibrant place. But now with the virus, we could all be more caring. Maybe a phone number you can call anytime to hear a recording of what's happening in Ames each week.
  - I think it already is!
  - I think it already was until this pandemic arrived.
  - I think it already is! Farmers markets, live music and art shows are all fun and vibrant.
  - I think it is! Many events like 5K and farmers markets. Events for people of all ages to interact.
  - I think that it is already pretty good but anything that can be done to bring in more activities would be great.
  - I think we are a fun community. I think it is better than other cities this size.
  - I think there are already lots of great events and activities in place.
  - It already is a fun, vibrant community!
  - It already is fun and vibrant. ISU brings the city to life.
  - It already is a fun, vibrant community.
  - It is a vibrant community because of the opportunities ISU athletics provides.
  - It is already fun and vibrant
  - I feel that Ames has already accomplished this!
  - For me, Ames is a fun, quiet city
  - For us, it already is!
  - It is as is. It's what we each make it!
  - Not sure since I am satisfied with what is available now.
  - It is!
  - It's good now
  - I feel Ames is a great place to live. It has the arts, sports, parks.

- My family believes Ames already achieves this goal - anything additional just makes it better!
- That's not possible, city too petty!
- Keep up with the work you are doing. Make it a place people want to work and live in.
- Aesthetics
  - Changing the name of Squaw Creek
  - Better snow removal
  - Modernizing and improving the aesthetics of the city.
  - More culture, planning, better food, more updates and renovations. The town looks like nothing has been updated since 1970s and not in a good way. The restaurants are bland and the same thing. There's nothing to do in the town besides drink and go bowling. The layout and traffic are terrible. It's not even a cute small town. All stores and food are heavily located in one side of town.
  - More attention to curb trash piles that sit for weeks.
  - Less poop smell
  - More trees!
  - The air not smelling like hog manure on the weekends in south Ames. Stop home invasions. Stop all the blinking white lights that are south of town. The towers are too low for aircraft. Some say they cause seizures. They are annoying when they are in your backyard spaces. Aircraft lights are supposed to be red not white.
  - Trash clean up. I know it's been windy lately but there's trash everywhere
- Mental Illness
  - Also, more support groups for those dealing with mental illness like NAMI
  - The only thing Ames and the state lack are mental health facilities.
- Elderly/Retirees
  - Having more things to do in 50-plus range
  - Free classes for the elderly and retirees to learn how to access the city website
  - Better senior center/community center, very sad situation for a city this size.
  - Something with PT and elderly day care, too.
- Transportation/Parking
  - More than 2 lanes on Lincoln Way and Duff and maybe just more roads and less people in general
  - More parking because sometimes I don't go out because I don't want to have to deal with finding a parking spot.
  - More places to park- encourage more people to go to events if they know there's parking
  - Free parking
  - Less car usage and more biking, bus riding, and walking to get around.
  - A common, vibrant, and central pedestrian area. Downtown and Campustown split; we should unify and create space that benefits the city and the university in attracting talented workers and students. Should focus on the campus area and the needed improvements and attractions/restaurants.
  - A more versatile bus route
  - Fix ALL sidewalks, IMPROVE DRAINAGE, for God's sake, this is a school of engineering, you would think that we would have a fantastic rainfall drainage system. Make CyRide stations bigger. Have more weather protection through LARGER overhangs at stop so more people can fit under it. Maybe heated??
  - Less parking tickets
  - Less traffic
  - I thought the CyRide drivers dressing up on Halloween was fun, so events like that
  - I would visit the main farmers market more if parking was better. Have you thought about holding it at the ISU Center parking lot? More centrally located. Just a thought.
  - If my street didn't have 3 inches of ice in it from December thru February
  - Nice streets!

- Starting now and in the future better planning and engineering of arterial streets, especially North/South routes so one can get to events and entertainment easily.
- I like it as is, except get rid of advertising signs on the street/road public rights-of-way
- Pedestrian plaza of library downtown
- Drugs/Alcohol
  - Allow fireworks and marijuana :) I get not allowing marijuana, but fireworks? Come on!! I can buy them and the city benefits from the sale, but I can't use them? Hogwash! At least match what the state allows on special days. Ames would make more money on higher sales.
  - Stronger enforcement against illegal drug use/possession
  - Beside legal weed? No annual homeless stabbings would be a good start.
  - Legalize it!
  - Legalize weed and psychedelics.
  - Legalized marijuana.
  - Less alcohol and drug enforcement
  - Less alcohol enforcement
  - Less emphasis on alcohol arrests unless the person is in danger.
  - Less meth heads
  - Deregulation
  - More things to do for people who don't consume alcohol.
- Other
  - A place for the young people to be.
  - Add more stuff for people to do. Outside or inside, people are always looking for fun stuff to do
  - Being a single female raising 2 daughters by myself was very difficult. I worked 2 jobs and paid all my bills on time. But was told "NO" over and over again when I needed to buy a car, needed a bank loan, wanted to buy a house, etc. I was always told I needed a man to sign for me. Yes, I fought back as that was against the law, but it made my life in Ames upsetting. Also, I was the first person to hire a black person at my job. Also, I got in trouble for that. But he kept his job!
  - Zoning laws and tax incentives
  - The people
  - Stupid question (x2)
  - Better business placement
  - Better sustainability practices
  - Better use of some of the existing land between busier parts of the community
  - Campustown and Welch Ave need major visual enhancements but still allow for traffic/parking. Downtown light pole banners need some serious attention.
  - Don't know (x7)
  - Celebrate our history and the fact that we created the computer, Rice Krispie Treats and sliced bread
  - Expand the North and West sections of Ames to include more than just housing. There is so much wasted potential as it feels like 80% of Ames utility is either located on ISU or the intersection of Duff and Main street.
  - Focus on making Ames a safe, clean city where there are job opportunities and affordable housing exists. The city government should be more cost-aware, going forward, and take a break from more major projects and expenditures that result in debt. Let's finish what has been started first!
  - General economic prosperity and socialism
  - I think it would be fun to get some invisible paint and have designs on the ground that only show up when it rains. If you Google invisible paint that shows up with water, you can find it. I think that designs around places in Ames when it rains would make it more fun. I also

think that if the city of Ames painted rocks and hid them around the city that would be a lot of fun. Then when people find the rocks, they can hide them again.

- Less restrictions on growth especially for businesses.
- Lessen the police department because there is too many employed for the amount of crime that goes on in Ames.
- I think there are lots of things for younger and college aged kids but doesn't seem to be as much for middle and older age adults.
- If the taxes went down and the city didn't spend so much money on pointless things. The city should also allow free parking downtown to help businesses out. If the businesses do better the city gets more money.
- If they had more places for kids to go and things to do
- More things to do (x2)
- More young people. Besides the university, there is not as many young residents of Ames
- No more COVID-19
- Nothing. I moved to Ames in 1959. I was a junior in high school. In that time, I have made three friends. If you weren't part of a clan you didn't exist and that hasn't changed in 60 years.
- Opening back up as soon as possible!
- Quietness
- Sure, if there's enough left in the budget after covering more essential pieces of running the city well are covered
- Perhaps affordable municipal high-speed internet. Having a city run high speed net, with affordable rate structure, would attract startups and small business. Thinking an incubator style setup of high-speed internet in the downtown area would be a start. I don't see the private business being very effective in this area. The city could look into a Makerspace as they have in many cities.
- PRIDE every day
- Same as before.
- Service groups, streets, university
- Campustown, including making the Campustown partition Welch pedestrian entry
- That new power and light district would be lit
- Take advantage of Ames being an international city. Develop some sites like an international food court, multi-culture movie festivals or events, and so on.
- Bring back the "Dinkie RR," quit talking about it and sensibly reform
- More housing choices, more housing choices ... looking forward, not backward. Research parks are so 1980!
- More culture. Build up, not out.
- More murals and engaging activities for communities of marginalized identities. In the Midwest we need to do more than other places do to keep the diversity that comes to Ames. There is a large immigrant community that comes to Des Moines but many leave. What do we need to change?



## General/Additional Comments

- 5G causes Corona
- Ada Hayden needs a painted line down the middle of the path so people would be reminded to stay on the right side of the path.
- Again, anything that you can do to increase young professional numbers in Ames will help this city grow in the long term. Thank you!
- Ames can be developed into an international cultural and technology-themed tourism city in Iowa. Buildings on Main Street can be more colorful and fun. We stand with Ames Police!
- Ames has always been my home, born here, and have raised my family here. Great family environment.
- Ames is a beautiful town and I am more than happy to stay here even when college is not in session.
- Ames is a great city
- Ames is a great community with things to do for every age. Great parks, great schools, great university, great city overall. I would definitely live in Ames if I found a job here.
- Ames is a great place to live while at ISU. Campustown should have more public art projects (murals, sculptures, etc.) created by students in the College of Design. Campustown should have things that would bring in people from Ames that aren't students at ISU too, like stores or a park with a little stage area for performances on the corner of Welch and Chamberlain. Also, when new buildings are built around ISU, there should be some greenery required. The new Union building and Kingsland building are terrible and they ripped up nice trees to put in plain concrete. There are too many large, expensive apartment buildings popping up, too.
- Ames is great to live in!
- Ames is overall awesome!
- Ames serves all our needs.
- Apartments in Ames seem to be "student living" which are not optimal for attracting professionals. Also, the fact that all leases start and end on same date is inconvenient. Finally, apartment complexes have demanded people renew before Thanksgiving, only a few months into the lease. This is ridiculous.
- Big challenges for city budgets and services in years ahead. Please keep citizens informed about choices and ways we can volunteer safely.
- Buy NG Mall and put the Healthy Lifestyle Center in it
- Can you please fix the torn-up concrete/walking path on the corner of Cedar Lane and Suncrest?
- Consider online survey - saves data analysis time.
- Don't turn this town into "Little Chicago." We don't need that garbage.
- Durant is not always plowed to the end of the street. Durant is cracking badly east of Hartford Dr - called, emailed and no results or resolution
- Get rid of processing fees on utility bills, lower taxes on private property. Give me a government job and I'll help figure it all out.
- GO CYCLONES!
- Good survey!
- Hopefully we get better streets this summer!
- I am happy to be a part of Ames and I think it is a lovely place.
- I am in community and regional planning at Iowa State and I do understand that Ames does currently have some bike lanes in the community and they have a complete streets plan located on their website but I think it needs to be safer to bike on Lincoln Way and have bike lanes in more areas around campus and where students live. Bigger sidewalks in the areas around campus would also be beneficial to students.
- I enjoy the city.

- I enjoyed this survey.
- I have enjoyed living in Ames. It's a wonderful community. ISU plays and concerts I love.
- I have loved being an older student at ISU and have felt accepted in my program. We love living in Ames and enjoy many things that are offered in this city.
- I implore you to consider adding parking option to the City of Ames! Stiff regulations and limited options are killing small businesses and limit the city's reward when Ames hosts large events.
- I love staying here and will look back at the time I spent here with enjoyment and joy.
- I recently designed a survey asking Ames residents about sidewalks for a design studio I am enrolled in, so I truly mean this when I say I appreciate and recognize how detailed and in depth this survey is. I really believe every question was well written and I feel that I am honestly and authentically being cared about when asked to respond to the prompts. Thank you to all those who took the time, energy, and effort to compose and concoct such an intricate survey with beautiful questions. I deeply appreciate you! Wishing peace and great health for everyone involved and their loved ones. Be well.
- I see that college students are mentioned as a category. Do you think residents of senior living homes merit a category? There are a lot of us! My husband (now deceased) and I moved here from the Chicago suburbs and are still glad we did.
- I thought Mary Greeley was owned by city - why wasn't it included in this?
- I was raised here and moved back :)
- I wish there was more recycling
- I work and come home. I don't know what's on in the community.
- I would like information on the Gateway Hills rehabilitation project.
- I would like to see a stop sign put in at the exit of the parking lot by Cafe Milo and Poe on Mortensen. College kids pull around the apartment buildings so fast and don't stop while I'm already pulling onto Mortensen from Poe. Almost been hit multiple times.
- In my short time, I've enjoyed Ames and plan to get to know the community. I've been focused on starting my life, but Ames could be a long term stay for me.
- Keep up the good work!
- Keep up the good work. We love living in Ames.
- Legalize it!
- Love Ames
- Love the local farmers market!!
- My house has been vandalized MANY times, deck was burned. My clothes are stolen on a weekly basis. Does anyone have morals in Ames? They steal my things and replace it with broken junk, old expired drugs, beauty supplies. They steal my food and replace it with molded food. With HyVee labels.
- My personal information is not needed for anonymous survey.
- Overall Ames is a good place to live.
- Parking meters are expensive, everywhere essentially forcing you to park and pay, unclear time limits, and time, and inadequate
- Please fix the Franklin Ave. light so it senses a car in the right lane going straight!
- Please get the footbridge installed in E.M. Lee Park trail.
- Please place more lights around town! The Washington Ave. road has a couple of dark spots that make me feel uncomfortable at night.
- Please remove the light poles banners in downtown or change 'em for the seasons. They are in poor shape. Thank you for allowing my family to participate.
- Quit letting college students take over residential neighborhoods by renting them single family dwellings.
- Raising property taxes again is not the solution as citizens of Ames can afford
- Recap: 1.) SIDEWALKS. 2.) RAINFALL DRAINAGE. These are my biggest reasons for hating this campus. They are basically unnoticeable.

- Sense of Community C2 comment: The font used sending out city council meetings and paragraphs too long - need to be shortened using bullets. New person sending WON'T do this. I unsubscribed due to his not cooperating. Not user friendly for who can't read or comprehend LONG paragraphs going on forever! Flooding - you need more phone lines on reporting this. 4 years ago - bad flooding - couldn't get in. Make it where we could leave "message" telling location of interaction OK!! I've been satisfied with my interaction with city personnel for 51 years. We used fire, 1st responders, EMTs a lot for husband Parkinson's falls.
- Seriously, stop cutting down trees. Planting a few saplings doesn't replace the 50-year-old tree that got cut down, and certainly will not add to the landscape in my lifetime. Nobody here wants to live in a cookie cutter house, concrete jungle. Figure it out. It'll cost a little more to build a road around a grove of trees. Be bold and do it! Lead the way in this money hungry world to be better.
- Set traffic lights to allow more than one direction of traffic to go at a time. Legalize marijuana. Don't let garbage trucks operate at any hour they want.
- Snow clearance is awful!! City should take care of trash removal from taxes. Private haulers are ridiculous.
- So thankful to have been able to live here for these past 26.5 years. Thank you for your time and contributions!
- Stop spending so much money.
- Strive to be a good steward of our city's finances and assets. Provide basic needs. Look after the people who need help. Try not to spend/expand more agendas. Thank you for including me and please continue to do your best.
- Thank you for caring and wanting to know areas of improvement. We really do like Ames.
- Thank you for asking me for my input!!! This is the first time in the 52 years that I have lived here. All the 52 years have been in the house my wife and I designed.
- Thank you for consulting the people. Dear Sirs: Thank you for asking some of the community members to provide their opinions. The following are some simple suggestions: A. Parks and Recreation: 1. Playgrounds should be in a wide sites and they should have more equipment, etc. 2. Sometimes the restrooms are not clean. B. Ames Public Library: It's one of the best organizations, however, according to my own experience, I assume hundreds help the library, some of them through some organization, but, if one of these volunteers becomes subject to any mal decision, the policies and the procedures do not contain any article regarding the volunteers. C. Ames Police Department: One of the tools which will help the officer not make a quick judgment is using the pictures of the site immediately, before talking to any partners who are involved in an accident. More Suggestions: 1. The city should allocate some moderate parcels of land for some community members to grow vegetables and give it to the people directly or through the relevant organizations. 2. To strengthen the relations between the community members, the city can work with the Story County and the State to create projects of affordable housing. People can create their own organization and volunteer to build houses for others. The city can help in allowing lands for such projects. These projects will help people to stay in the city. 3. Farming: The city should widen the philosophy and eligibility of gardening lands and the community members to produce vegetables as groups. 4. The city can have wide public forums. People can come and share their ideas and talk about their concerns. Housing - ISU and the other builders are getting wide parcels of land, if they get these lands for some low cost or free. These entities should share in the affordable housing projects. ISU now doesn't allow its students who have the Section 8 to live in the ISU homes.
- Thank you for keeping Ames a clean and a quite safe place to live.
- Thank you for making Ames an incredible place to live!
- Thank you for requesting my opinions/input/listening/ opportunity to participate in this survey. (13x)
- Thanks for the opportunity to add my input. I don't know if this survey helps or if it would have been done anyway but last time I mentioned an incomplete sidewalk and it got finished.
- Thanks for the opportunity!

- Thanks for all your work, city employees!
- Thanks for this survey, please read and consider some of the comments I made. I hope to one day be on a city council and help make the people I'd represent have the happiest, healthiest, educated, and most fulfilling lives they can have. I tried my best to provide thorough insight from where I stand currently.
- Thanks!
- The cemetery people have been very helpful.
- The city has a lot of family events and college age events. It lacks single, older adult activities.
- The dog park, city offices and library should be reopened with reasonable adjustments NOW not in July. That is ridiculous.
- The general use of a 4-point scale for most survey items renders a "neutral" response impossible which produces somewhat of a binary - good/bad - response.
- The Northwest side of Ames is growing but being ignored by businesses. The Ames Economic Development Commission must do more to promote new businesses within the business areas already established. Something similar to the Somerset business district could easily be duplicated near the Hy-Vee. There are many apartments within walking distance and many residences just beyond the apartments.
- There should be sidewalks on both sides of the street, e.g. Mortensen Rd.
- This is the first time I've received this survey. Now I know it's real!! Assuming the city follows up on areas of need (improvement). It's a good idea! Thanks!
- This survey and its invitation of input is a strong reason that Ames is a great place to live!
- Traffic flow: create "courtesy lanes" for traffic turning right at 13th and Stange Rd. (W bound to N bound), 13th and Duff (W bound and N bound), or right turn only lanes. S bound Stange to E bound 13th. Difficult to see around buses and inconsistent left turn signal. Dangerous!! 13th and Stange is the worst. Especially during "rush hour." There are a very high percentage of cars turning north on Stange Rd. from W bound 13th and there is always 1 car that wants to go straight. Wastes time, gas, and increasing carbon footprint.
- Trash pickup in Campustown. Bins are frequently overflowing without the students during the COVID-19 and online classes.
- We love Ames! Thank you!
- We still need an indoor pool (heated) that is affordable for all residents (not a fancy, expensive lifestyle center) so that a working family of 5 can afford it.
- We would like to discuss options to improve the big drainage in our backyard.
- When shopping, have kids under control.
- Why do city streets get torn up so much every summer and for the entire summer? I lived in other cities. None of them had so many streets torn up all summer.
- Why no question about neighborhood associations?
- Would love programs to help first-time homeowners be able to buy their first home
- xoxo
- You need to decide whether you want individual or joint responses. Address the envelope accordingly.

**COUNCIL ACTION FORM**

**SUBJECT: REQUEST FROM PRIMARY HEALTH CARE FOR ASSET FUNDING FOR DENTAL CLINIC TRANSITION**

**BACKGROUND:**

Primary Health Care (PHC) is a community health center that serves medically insured, uninsured, and underinsured with their health care needs. With clinic locations in Des Moines, Marshalltown, and Ames, PHC offers an array of services including general medical and preventative care, OB, behavioral health, and HIV/STI support services.

PHC also operates dental clinics in its Des Moines and Marshalltown locations. In late spring 2020, Mid Iowa Community Action Agency (MICA) approached PHC about taking over dental clinic services. MICA's dental clinic is financially supported through the ASSET process. **Council has budgeted funding for MICA's dental clinic in the amount of \$95,000 for FY 2020/21. However, due to the pending transition of the dental clinic from MICA to PHC, the FY 2020/21 MICA contract approved by Council on August 25, 2020 did not include the \$95,000 for dental clinic services. At the time the contract was approved, Council was also alerted that a funding request from PHC for these funds may be forthcoming.**

PHC is requesting the funds that were originally intended for MICA's dental clinic services. In its request (Attachment A), PHC indicates utilizing these funds for items such as dental clinic equipment, supplies, and lab services. PHC plans to operate six dental operatories, which doubles the number of operatories previously available. Therefore, more clients can receive services. PHC anticipates beginning to serve clients in February 2021.

PHC has initiated similar requests to Story County and United Way of Story for the funds they had initially allocated to MICA's dental clinic.

Going forward, PHC has been approved as an ASSET agency and has submitted a budget request for the FY 2021/22 funding cycle. Therefore, future funding will be considered through the ASSET process.

**ALTERNATIVES:**

1. Approve PHC's request for funding for the opening of a dental clinic at its Ames clinic location, in the amount of \$95,000 and direct staff to draft a contract to be approved by Council at a future date.
2. Approve funding for PHC in some other amount and direct staff to draft a contract to be approved by Council at a future date.

3. Do not approve the request.

**CITY MANAGER’S RECOMMENDED ACTION:**

Dental services are a high human service priority of the Council’s under the service category “Meet basic needs with emphasis on low to moderate income.” The co-location of the dental clinic at PHC’s Ames medical clinic creates better access to a broad array of services, promotes a holistic approach to care, and improves health outcomes.

Therefore, it is the recommendation of the City Manager that the City Council adopt Alternative No. 1, thereby approving funding for dental clinic services in the amount of \$95,000 for FY 2020/21.



September 29, 2020

Dear Ames City Council Members,

PHC is preparing to open a safety net dental clinic in February of 2021. The clinic will be located at 3510 Lincoln Way in Ames and will be co-located with our medical clinic. Medical and dental care at one location provides patients easier access to a broad range of services as well as improved health outcomes.

MICA had previously operated the Story County Dental Clinic, serving uninsured, under-insured and Medicaid patients. A combination of staffing challenges and Covid-19 led them to close their doors in March of this year. The transition from MICA has been cordial and collaborative; and they have gifted PHC a number of pieces of equipment.

PHC is seeking FY20/21 funding that the City of Ames had previously allocated to MICA through the ASSET process. As the Story County Dental Clinic is no longer in operation and PHC is filling that gap in care, we request the funds shift to help support the clinic PHC is building out and for ongoing operations. Expenses include (although not an exhaustive list):

- Equipment for six dental operatories
- Sterilization & infection control safety equipment and measures, compliant with new infection control guidelines instituted due to pandemic
- Supplies
- Lab Services

A snapshot of the number of uninsured, Medicaid, or insured patients we expect to serve:

- 1,200 patients from February to June 2021
- 3,600 patients in FY22 (July 1, 2021 - June 30, 2022)
- 5,280 patients in FY23
- 6,000 patients in FY24 and going forward

PHC has applied for and was accepted into the ASSET process. A budget request for FY2021/22 has been submitted for consideration.

If you would like more specific details about the project or have any questions, I would be happy to provide that information. Thank you for your consideration and the opportunity to apply for this funding.

Sincerely,

A handwritten signature in black ink, reading "Kelly Huntsman". The signature is written in a cursive, flowing style. The first name "Kelly" is written with a large, prominent "K" and a long, sweeping underline that extends under the second name. The second name "Huntsman" is written in a similar cursive style, with the "H" being particularly large and the "n" having a long, sweeping tail that loops back under the "s". The signature is set against a light gray background.

Kelly Huntsman, CEO