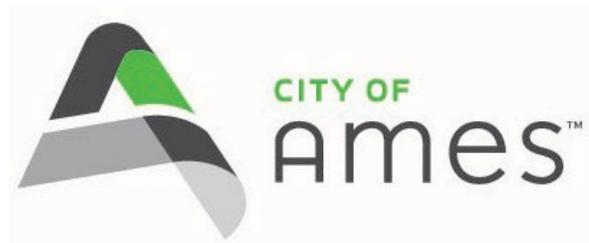


39th Annual Report

**Ames Residential
Satisfaction Survey**

2021



2021 Ames Resident Satisfaction Survey 39TH ANNUAL STATISTICAL REPORT

The City of Ames, Iowa, conducts an annual satisfaction survey of residents. In April 2021, the City mailed questionnaires to 1,350 city residents whose names were randomly selected from the City of Ames utility users list (population= \sim 20,000+). Additionally, 1,000 Iowa State University students were randomly selected from a mailing list generated by the ISU Office of the Registrar. Stratified random sampling was used to have representation from the students based on classification (sophomore to graduate levels). First-year students were intentionally excluded in the ISU sample due to their minimal exposure and use of City of Ames' services. Utility bill customers received a 12-page survey booklet via U.S. Mail. The booklet included the same standard benchmarking questions as were presented in the 2020 survey.

This survey was available online for those invited to participate. This ensures that only randomly selected respondents have access. The ISU students received the same survey via email developed using the Qualtrics Survey Software. The analysis was completed with assistance from Nora Ladjahasan and Amy Logan from Institute for Design Research & Outreach, College of Design, Iowa State University.

This statistical report summarizes results from 600 respondents who returned usable questionnaires, 300 came from Ames utility bill customers (referred as non-student residents in this report) (50%) and 300 from ISU students (50%). Thirty-five (12%) non-student residents did the online survey. Only 300 surveys from the students were included in the analysis to have an equal representation as the non-student residents. Incomplete surveys and those who had lived in Ames for a shorter period of time were excluded from student samples.

Response rate for Ames residents' group (non-student residents) was 22% and 54% for ISU students. Overall response rate for this year is 36%, which is 13% lower than last year (49%).

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 351 for both groups (95% confidence level and a confidence interval of 5). The 600 completed surveys indicate that we are 95% confident that the questions are within \pm 3.69% of the results if everybody participated in the study. In other words, the findings or the data significantly reflect the responses of the total population. For more details on calculating sample size, refer to: <https://www.checkmarket.com/sample-size-calculator/>.

Respondents' Personal and Social Characteristics

Table 1 illustrates the personal and social characteristics of respondents who completed the questionnaire. Column 1 lists characteristics of the respondents who participated in the survey. Column 2 shows personal and social characteristics of Ames residents collected from secondary data sources such as census, suburban stats, labor statistics, etc. Columns 3-7 show personal and social characteristics of individuals who completed surveys between the years of 2017 and 2021.

Of the respondents in this year's survey, there are more female respondents than male (57% and 41%, respectively). This is the opposite of previous years (2020 and 2017). One percent of the respondents opted not to respond to the gender question and another 1% indicated the third category (non-binary/3rd gender). Male respondents are lower than the census stats (53%).

A majority of respondents were White (84%), 9% were Asian, 2% stated "other," 1% Black or African American, and 3% preferred not to answer. There were some minor shifts in racial composition from 2020 survey, there was a slight decrease of 4% in White respondents and a 4% increase in Asian respondents.

Fifty-two percent (52%) of the respondents have some college credits and/or college degree, which is a little bit lower than the 2021 data (56%) <https://worldpopulationreview.com/us-cities/ames-ia-population>.

Seventy-two percent of respondents are employed (35% had fulltime employment, 37% parttime). Eighteen percent were retirees. Eight percent declared that they were unemployed (a lot higher than the July 2021 labor dep department estimate of 3%, <https://www.bls.gov/news.release/pdf/metro.pdf>.)

Forty percent of respondents reported their household income to be less than \$25,000, 19% reported their income to be between \$25,000 and \$49,999, 23% reported earnings of \$50,000 to \$99,999, and another 18% of respondents make more than \$100,000 annually. Compared to last year's survey, there were less respondents with a household income of \$100,000+ (18% for 2021, 22% for 2020) and less than 2019 rate of 21% (<https://www.city-data.com/income/income-Ames-Iowa.html>).

Table 1. Demographic Characteristics

Characteristic	2020/21	Survey Year				
	2 nd Data	2017	2018	2019	2020	2021
Length of Residence						
Less than 1 year	-	1	10	1	<1	0
1-3 years	-	36	31	30	33	35
4-6 years	-	13	17	20	23	27
7-10 years	-	9	4	8	5	5
More than 10 years	-	41	38	41	38	33
Gender*						
Female	47	45	56	57	44	57
Male	53	55	43	42	54	41
Non-binary/3 rd Gender						1
Prefer not to answer			1	1	1	1
Age (18 and over)**						
18-24	38	37	40	33	46	37
25-44	31	23	21	29	21	31
45-64	20	28	18	19	16	14
65-74	6	13	11	11	11	11
Over 75	5	9	10	9	6	7
Education ****						
Some HS	2		<1	<1	<1	<1
HS diploma	12	5	4	5	4	5
Some college	23	34	34	29	39	30
College degree	33	22	28	25	30	22
Some grad work		9	10	9	6	13
Graduate degree	29	30	25	30	20	30
Employment Status***						
Employed part-time		31	38	37	34	37
Employed full-time	97	29	27	31	35	35
Retired	-	23	19	20	16	18
Unemployed	3	10	11	1	15	8
Full-time homemaker	-	3	4	8	<1	1
Household Income*****						
Less than \$25,000	23	39	41	36	42	40
\$25,000-\$49,999	27	13	14	16	16	19
\$50,000-\$74,999	16	12	14	13	10	15
\$75,000-\$99,999	13	12	9	11	10	8
\$100,000 +	21	24	22	24	22	18

- * <https://www.census.gov/quickfacts/amescityiowa>
- ** <https://suburbanstats.org/population/iowa/how-many-people-live-in-ames> (2020, 2019)
- *** <https://www.bls.gov/news.release/pdf/metro.pdf>
- **** <https://worldpopulationreview.com/us-cities/ames-ia-population> (2021)
- ***** <https://www.city-data.com/income/income-Ames-Iowa.html>

Less than half (43%) of the survey respondents own their residence, the others rent. Majority of renters (77%) reported renting due to their short-term stay in Ames. Other reasons for renting were lack of adequate income (37%), followed by little or no upkeep (23%), and more security (6%) (Table 2).

Respondents who are homeowners differ from renters on several personal and social characteristics. Homeowners have lived in Ames longer than renters (23.9 years and 4.9 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 three-fourth (76%) own their home. Majority of the renters (83%) have lived in Ames for four years or less.

Not surprisingly, respondents who are homeowners (55.9 years old on average) tend to be older than renters (26.3 years old on average). Of those between 25 and 44 years old, more than half (62%) are homeowners. Of those between the ages of 45 to 64, almost nine in 10 (85%) are homeowners. In contrast, 97% of those under 25 years of age rent, and 92% of fulltime college students currently rent.

For those with a college degree and higher, 51% are homeowners and 49% are renters. Finally, homeowners typically have bigger household income than renters. Eighty-one percent of homeowners earn \$50,000 or more, whereas only 13% of the renters earn more than \$50,000. (Figures from this paragraph are not shown in any tables.)

Table 2. Housing characteristics

<u>Characteristics</u>	<u>2021*</u> 2 nd Data	<u>Survey Year</u>				
		<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
Percent						
Housing type						
Rent	59	50	51	49	55	57
Own	41	50	49	51	45	43
If rent, for what reason?						
Short term stay in Ames	-	77	77	75	77	77
Lack of adequate income	-	25	36	40	39	37
Little or no upkeep	-	5	25	32	24	23
More security	-	33	5	10	5	6
Location of home						
Northwest	-	49	47	42	42	46
Southwest	-	14	13	29	32	29
Northeast	-	25	29	16	11	14
Southeast	-	12	11	12	15	11

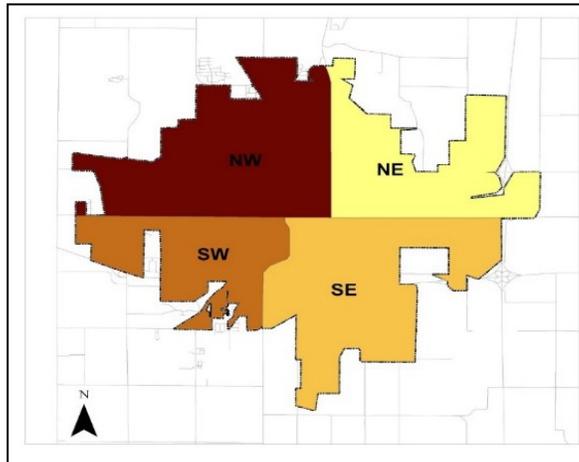
* <https://worldpopulationreview.com/us-cities/ames-ia-population>

Respondents also were asked about the location of their home in Ames. As seen on Figure 1, almost half (46%) of the respondents reside at the northwest part of the city (42% in 2020), 29% are from southwest (32% in 2020), 14% from northeast (11% in 2020), and 11% from southeast side (15% in 2020). (Figure 1)

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

Figure 1. Geographic Sections

46% = Northwest
29% = Southwest
14% = Northeast
11% = 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. Most 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, except CyRide which received a score of 1.8 with almost one-third of respondents indicating less spending on CyRide. The programs receiving a 2.0 included parks activities and recreational opportunities. Programs that received the highest ratings for spending reduction were CyRide (32.9%) and Ames Public Library (15%).

Of those selecting “spend more,” 28.5% of respondents would like to see more money spent on arts programs, 27.8% wanted more spent on the Ames Public Library, followed by human service agency funding (ASSET) and law enforcement both at 27.3%, and fire protection (27.2%). These findings are in Table 3.

Table 3. On-going service priorities

On-going service (budgeted amount)	Should the city spend?			
	Less (1)	Same (2)	More (3)	Average
Arts programs (Public Art & COTA) (\$269,733) (n=561)	6.3	65.2	28.5	2.2
Fire protection. (\$8,037,128) (n=560)	6.6	66.2	27.2	2.2
Human service agency funding (ASSET). (\$1,601,093) (n=553)	7.6	65.1	27.3	2.2
Law enforcement (\$ 10,877,377) (n=563)	8.1	64.6	27.3	2.2
Ames Animal Shelter & animal control (\$551,432) (n=562)	6.7	72.9	20.4	2.1
Ames Public Library (\$4,844,091) (n=561)	15.0	57.2	27.8	2.1
Land use planning (both current and long-term) (\$913,342) (n=559)	12.7	68.8	18.5	2.1
Parks activities (\$1,531,461) (n=558)	11.4	72.5	16.1	2.0
Recreational opportunities (\$2,280,020) (n=553)	4.3	87.0	8.8	2.0
CyRide (public transit) (\$2,037,720) (n=554)	32.9	54.0	13.1	1.8
Other(n=94)	3.2	77.7	19.1	2.2

Table 4 shows the trends of the “spend more” responses. The categories that received the most support for increased spending were Art programs and the Ames Public Library. Both categories saw increases in “spend more” responses from last year (Art program – 2021: 28% compared 2020: 23% and Ames Public Library – 2021: 28% compared to 2020: 16%.) Comparing 2020 to 2021, eight of the ten categories saw noteworthy changes from the previous 4 years (between 5% to 12% change). In previous years, most categories had smaller year-to-year changes of 1% to 4% for most categories.

The largest decrease in the “spend more” category from the previous year was for recreational opportunities funding (-12%). From 2017 to 2020, there has been varied levels of support for recreational opportunities but in 2021 support for additional spending dropped sharply. However, 87% of respondents felt that the city should continue with the current level of support at \$2, 280, 020. It is important to remember that many 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>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
	Percent				
Ames Public Library	20	23	15	16	28
Art programs	23	20	20	23	28
Fire protection	17	14	11	11	27
Human Service Agency funding (ASSET)	33	21	22	25	27
Law enforcement	25	17	17	15	27
Ames Animal Shelter and Animal Control	26	23	29	28	20
Land use planning (Both current and long-term)	17	16	18	15	18
Park activities	22	21	19	23	16
CyRide (public transit)	25	20	18	19	13
Recreational opportunities	27	20	18	21	9

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
- Younger respondent (34 years of age)

Fire protection

- Homemaker

Human service agency

- Non-student residents
- Female

Law enforcement

- Non-student residents
- Owner
- Long-term residents (more than 16 years in Ames)
- Older respondent (older than 46 years of age)
- High school diploma and below
- Homemaker
- Income of \$200,000 or more

Ames Animal Shelter and Animal Control

- Non-student residents
- Female
- White
- Younger respondent (33 years of age)
- Short-term residents (less than 10 years in Ames)
- Renter

Ames Public Library

- Female
- Younger respondent (35 years of age)
- Short-term residents (less than 9 years in Ames)
- Renter

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

- ISU Student
- Short-term residents (less than 9 years in Ames)
- Younger respondent (younger than 32 years of age)
- Renter
- Unemployed
- Income of \$150,000 - \$199,999

Park activities

- ISU Student
- Younger respondent (younger than 32 years of age)
- Short-term residents (less than 8 years in Ames)
- Unemployed
- Hispanic/ Latino origin
- Renter

Recreational opportunities

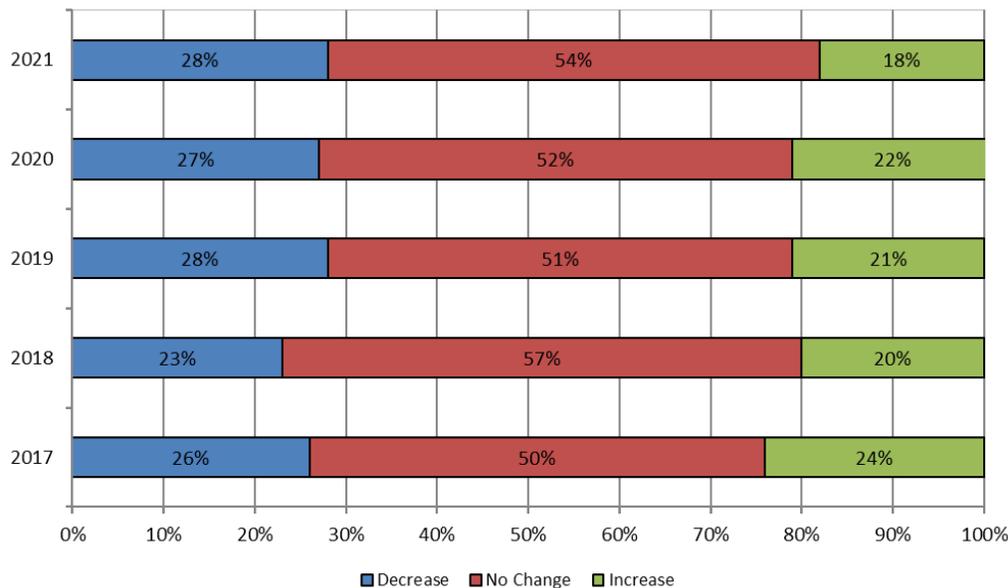
- ISU Student
- Homemaker
- Younger respondent (younger than 32 years of age)
- Short-term residents (less than 9 years in Ames)
- Renter

CyRide (public transit)

- ISU student
- Short-term residents (less than 9 years in Ames)
- Younger respondent (younger than 32 years of age)
- Homemaker
- Income of under \$25,000
- Non-whites
- Hispanic/ Latino origin
- Renter

The City levy for the next year is \$9.87 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 \$556.97 after rollback. When respondents were asked what about adjusting property taxes next year, 54% indicated no change, 28% suggested decrease and 18% suggested an increase in property taxes. Figure 2 shows preferred property tax adjustments over the past five years. This year, slightly more respondents indicated they would prefer a decrease in property tax (28% in 2021 compared to 27% in the previous year). Another 18% would accept an increase in property tax (compared to 22% in 2019). The percentage of “no change” preference increased by 2% (52% in 2020, 54% in 2021).

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



Capital Improvement Priorities

Respondents were asked to prioritize seven suggested capital improvement project (CIP) areas. Table 5 shows respondents’ 2021 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 (78%) and improvement to existing parks (78%). Reconstructing existing streets received a mean value of 3.2 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, 2021

	<u>Somewhat or Very Unimportant</u>	<u>Somewhat or Very Important</u>	<u>Average*</u>
	%	%	
Reconstructing existing streets	17	83	3.2
Traffic flow improvements	22	78	3.2
Greenway trails (recreational) improvements	23	77	3.1
Improvements to existing parks	22	78	3.0
Storm water drainage improvements	27	73	3.0
Off-street bike facilities (commuter) improvements	31	69	2.9
On-street bike facilities (commuter) improvements	34	66	2.7
Other, specify	4	96	3.3

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

Other responses: (n=24)

- Cemetery upkeep
- Traffic Congestion
 - Duff Avenue from Lincoln Way south is way too congested
 - Improve North-South Traffic Flow, Duff and Grand are bottlenecks
 - Mark no parking on busy streets, mark no passing lanes on streets with poor use i.e., hills and curve etc.
 - Truck routes, commercial away from city
 - Traffic
- Recreational Improvements
 - More accessibility to lap swimming- probably more appreciable in another area than capital improvements
 - More community spaces or community activities
 - More equipment and bathrooms needed at Edwards site. Also, more green roofs on public buildings
 - Replacement of paved areas with greenspace
 - More gathering spaces
- Sustainability Efforts
 - Recycling program
 - Recycling services
 - Renewable energy infrastructure, local composting, and recycling program (that is not shipped to another city)
- Road Improvements
 - Renovate Mortensen Rd!
 - Road maintenance
- Replace removed trees with new trees.
- Residential vendor mitigation
- Rose Prairie

- Sidewalks
- Snow Removal
- Utility Upgrades
 - Burying above-ground power lines
 - Eliminate gravel

Table 6 illustrates trends in respondents' views about the importance of each of the Capital Improvement Projects in the last five years. Two of the top three project priorities have remained quite consistent over the past five years: (1) reconstructing existing streets and (2) traffic flow. This year, improvements to existing parks edged out storm water drainage improvements for the third priority spot.

In 2021, there were a number of changes in the trends for capital improvement priorities from the previous year. Only reconstructing existing streets remained the same as the previous year. Two CIP categories, traffic flow improvements (-3%) and storm water drainage improvements (-7%) decreased as priorities. Four categories saw large increases: improvement to existing parks (+15%), greenway trails (recreational) improvements (+15%), off-street bike facilities (commuter) improvements (+12%), and on-street bike facilities (commuter) improvements (+11%).

Table 6. Trends in capital improvement priorities

Service	Survey Year				
	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
	Percent very or somewhat important				
Reconstructing existing streets	82	82	86	83	83
Improvements to existing parks	68	65	63	63	78
Traffic flow improvements	78	81	81	81	78
Greenway trails (recreational) improvements	67	65	62	62	77
Storm water drainage improvements	78	76	80	80	73
Off-street bike facilities (commuter) improvements	57	58	57	57	69
On-street bike facilities (commuter) improvements	59	60	55	55	66
Other	53	79	60	60	96

Survey respondents ranked their three highest capital improvement priorities. Table 7 shows the results of those rankings. Reconstructing existing streets and traffic flow improvements tied for the first and second priorities in 2021, followed by greenway trails (recreational) improvements ranked as the third priority.

Table 7. Ranking of Capital Improvement Priorities

Capital Improvements	1st Priority (n=567)	2nd Priority (n=562)	3rd Priority (n=557)
Reconstructing existing streets	28	21	14
Traffic flow improvements	28	21	15
Greenway trails (recreational)Improvements	11	11	18
On-street bike facilities (commuter) improvements	10	10	11
Improvements to existing parks	8	14	14
Storm water drainage improvements	8	13	18
Off-street bike facilities (commuter) improvements	7	10	10
Other	2	1	1

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 2017 to 2021, all nine services were rated high (satisfied to very satisfied) by the respondents.

In 2021, the levels of satisfaction were exactly the same as last year in eight out of nine services provided by the City. Law enforcement services, however, slightly decreased this year by .1. The average satisfaction rating in 2020 for law enforcement services was 3.5 but went down to 3.4 for 2021. Figure 3 shows that in the past five years, the level of satisfaction was steady at satisfactory levels. Public nuisance enforcement (e.g., noise, over-occupancy, yard upkeep) was consistently rated the lowest.

Figure 3. Perceived Satisfaction Levels on Services, 2017-2021
(1=very dissatisfied; 4=very satisfied)

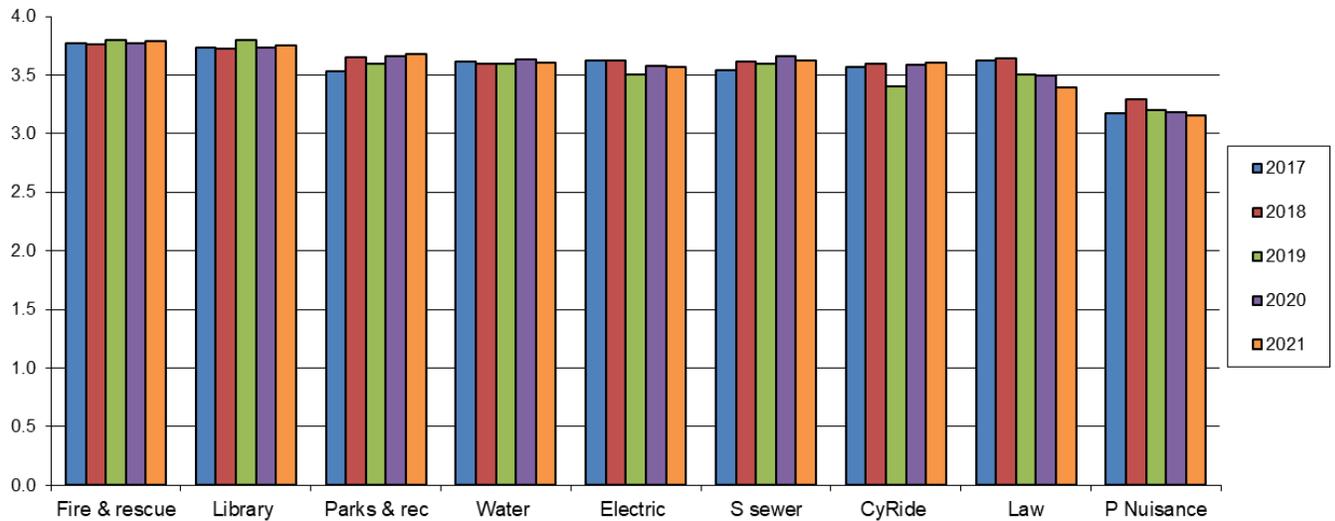


Table 8 summarizes respondents’ satisfaction with City departments. Overall, respondents are quite pleased with city services, as seven of nine service areas receiving more than 94% “somewhat or very satisfied” responses. Respondents were least satisfied with Public Nuisance Enforcement services with only 80.4% of respondents “somewhat or very satisfied”.

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=430)	1.4	98.6
Library Services (n=430)	1.4	98.6
Parks & Recreation Services (n=556)	3.6	96.4
Sanitary Sewer System (n=500)	4.2	95.8
Water Services (n=556)	5.0	95.0
Electric Services (n=537)	5.2	94.8
CyRide Bus service (n=432)	5.6	94.4
Law Enforcement Services (n=517)	12.2	87.8
Public Nuisance Enforcement (n=443)	19.6	80.4

Police Department

Survey respondents were asked about their priority areas for law enforcement by indicating if the Ames Police Department should give less, the same, or more emphasis to 16 law enforcement activities. More than half of respondents indicated emphasis should be the same for every category, except sex-related offenses investigation. Table 9 shows respondents' priority preferences for Ames Police Department activities from the 2021 survey.

While most people indicated that law enforcement activities should remain constant, 54% of respondents indicated sex-related offenses investigation should be considered for additional priority. Only 2.6% suggesting less emphasis. Other policing activities that people specified should have additional emphasis included violent crimes investigation (37%), crime prevention and education activities (34%), domestic violence & family dispute resolution (33%), and illegal drug use prevention and enforcement (28.6%.)

Parking laws enforcement was one area that 43% of respondents agreed should receive less emphasis from law enforcement. Less emphasis on parking has been consistent for the past five years. Other categories that respondents felt should receive less emphasis included speed limit enforcement (22%), illegal drug use prevention and enforcement (17%), school resource officer (15%), alcohol- related crime enforcement (15%), and noise laws and nuisance party enforcement (14%.)

Table 9. Future emphasis for Police Department activities

Police Department activity	Less	Same	More
Sex-related offenses investigation (n=569)	2.6	43.4	54.0
Violent crimes investigation (n=564)	2.1	60.6	37.2
Crime prevention and education activities (n=574)	3.3	62.7	34.0
Domestic violence & family dispute resolution (n=570)	4.7	62.3	33.0
Illegal drug use prevention and enforcement (n=570)	16.8	54.6	28.6
Bad checks, fraud, & identity theft investigation (n=573)	4.4	69.6	26.0
Noise law and nuisance party enforcement (n=574)	13.9	64.1	22.0
Alcohol-related crime enforcement (n=574)	14.8	65.9	19.3
Residential patrolling (n=577)	12.0	69.5	18.5
School resource officer services (n=569)	15.1	66.8	18.1
Animal control and sheltering (n=579)	8.5	76.0	15.5
Speed limit enforcement (n=576)	22.2	65.8	12.0
Traffic control and enforcement (n=572)	13.8	75.3	10.8

Juvenile crimes investigation (n=567)	11.1	78.3	10.6
Business district patrolling (n=570)	10.7	81.1	8.2
Parking laws enforcement (n=575)	43.1	52.0	4.9

Table 10 shows five-year trends for police department activities that should receive “more emphasis.” Most survey respondents (54%) indicated that sex-related offenses investigation needs “more emphasis.” The trends for areas that need more emphasis have generally remained consistent, 2 out of 16 police activities reported similar numbers between the 2021 and 2020 survey (crime prevention and education activities; and residential patrolling).

Several policing activities have seen slight declines in the number of respondents indicating a need for “more emphasis” compared to 2020 data: domestic violence/family dispute resolution (-8%); school resource officer services, and animal control and sheltering (-4%, respectively); illegal drug use prevention and enforcement, and juvenile crimes investigation (-3%, respectively); and sex-related offenses investigation, violent crimes investigation, speed limit enforcement, business district patrolling, and parking laws enforcement (-1%, respectively).

However, the following police department activities should receive more emphasis for 2021 compared to last year: traffic control and enforcement (1% increase compared to last year); noise laws and nuisance party enforcement (2% increase); and bad checks, fraud & identity theft investigation, and alcohol-related crimes enforcement (3% increase, respectively).

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

<u>Police Department activity</u>	<u>Survey Year</u>				
	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
-	Percent				
Sex-related offenses investigation	52	51	51	55	54
Violent crimes investigation	39	33	34	38	37
Crime prevention and education activities	36	35	38	34	34
Domestic violence/family dispute resolution	37	32	30	41	33
Illegal drug use prevention and enforcement	42	36	35	32	29
Bad checks, fraud & identity theft investigation	30	22	25	23	26
Noise laws and nuisance party enforcement	20	18	18	20	22
Alcohol-related crimes enforcement	30	21	23	16	19
Residential patrolling	19	18	19	19	19
School resource officer services	18	26	23	22	18
Animal control and sheltering	15	15	18	19	15
Speed limit enforcement	12	14	15	13	12
Juvenile crimes investigation	13	14	13	14	11
Traffic control and enforcement	14	12	11	10	11
Business district patrolling	9	8	7	9	8
Parking laws enforcement	4	6	5	6	5

Additional Comments (n=103)

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

- “They are timely and professional. I think highly of the Ames Police Dept.”
- “I'm very proud of our police department and feel they are professional and serve the community very well. Not an easy job in these times!”
- “Don't have a lot of experience with the police department. We definitely appreciate all the outreach efforts, and general approachability of the officers.”

Many people indicated having a lack of knowledge about the current policing priorities or lack of police contact. There were 12 respondents who suggested police reforms as well as reassigning some of the roles served by police to alternative service providers such as DHS, nurses, or mental health providers. Here is an example comment, “Ames needs to establish resources for those struggling with immediate mental health concerns that are not the police/hospitalization.” Another comment suggested, “Sometimes police intervention is used when the other services are more appreciable. Fund social services outside of the PD to actually support the community and let the PD focus on law enforcement. Also, support opportunities to reform PDs (officer stress support, de-escalation techniques, cultural sensitivity, etc.)”

Several survey respondents provided suggestions for improvement in regard to diversity, equity and inclusion. Several respondents suggested providing officers with additional training (anti-racism, racial bias, conflict resolution.) Another person recommended more diversity in the police force. Another comment suggested, “ I think it is... important that Ames responds to the concerns from community members in Ames, especially BIPOC community members, about the role of police officers in community safety and how the law enforcement system needs to be restructured to ensure that community members who need help are receiving help from those with the most expertise for that particular situation and that crime prevention is prioritized, in addition to mental and physical health ... voices and recommendations of those who have been most harmed by our systems. It seems like Ames Police Department can be a leader in reimagining this system and valuing equity and justice above all else.”

There were a couple comments requesting that police provide greater protection and law enforcement measures for the rights of bicyclists. Four people asked for more patrolling in their neighborhoods. Conversely, there was one comment that patrolling should be cut and is a waste of time and money. Parking was another topic that received comments. Comments focused on street parking policies and ticketing.

A couple comments were targeted toward better noise enforcement including this one, “Noise violations should also be served more frequently, especially in areas with high densities of college students.” Another comment, “Campus house parties - patrol more, loud amplifiers, past curfew.”

There were several people commenting against drug enforcement mainly around the use of marijuana. However, one respondent shared the following comment, “Ames needs to make sure that meth and cocaine do not get a foothold here. That is the root cause of lots of crime. Tackle the root cause!”

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

Fire Department Activity	Very/Somewhat Dissatisfied	Somewhat/Very Satisfied
Putting out fires (n=198)	2	98
Ambulance assistance (n=194)	5	95
Fire prevention education & outreach (n=244)	6	94
Home & business safety inspections (n=193)	7	93

Additional Comments (n=56)

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 ambulance services, “They were very professional and very kind.”

Survey respondents provided positive examples of fire safety training, education, and outreach activities including outreach at schools and airport fly-in event. One person commented how they missed attending last year’s fire house open house because of the pandemic. There were several comments requesting additional fire prevention education and inspections. “I have seen no outreach whatsoever from the fire department, but I have seen a lot from the police. I think this is something they could take large advantage of with teaching about dorm/apartment safety and hazards.”

There are also several survey respondents made negative comments regarding inspections. One person complained about inconsistency of inspections. Another landlord felt the fire inspection measures were burdensome. An apartment tenant was concerned about the lack of fire safety measure including non-functioning fire extinguishers and smoke detectors.

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. One person suggested that the city of Ames should consider building a fire station on the west side of town.

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.

The number of respondents who have experienced a power outage fluctuates every year and is nearly always connected to weather conditions. Table 12 demonstrates this fluctuation. Between 2017-2019 around one-third of respondents reported experiencing a power outage, by 2020 that number climbed to 48% and in 2021, over 80% of those surveyed reported experiencing an outage. In August of 2020, a massive windstorm swept across Iowa This derecho caused a community-wide power outage which required several days to resolve for all Ames Electric Services customers.

Twenty-four percent of respondents experienced a power surge, which affected their computer operations in 2021 compared to 18% in 2020.

Table 12. Respondents’ experience with electric service interruption

<u>Service outage</u>	Survey Year				
	<u>2017</u>	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
	Percent who responded “yes”				
Experienced power outage	34	36	34	48	80
Experienced power surge which affected computer operations	10	10	12	18	24

Table 13 shows satisfaction rates with Electric 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, 94% were satisfied with the response of employees. There was a high rate of satisfaction with the ease of reporting an outage (91%).

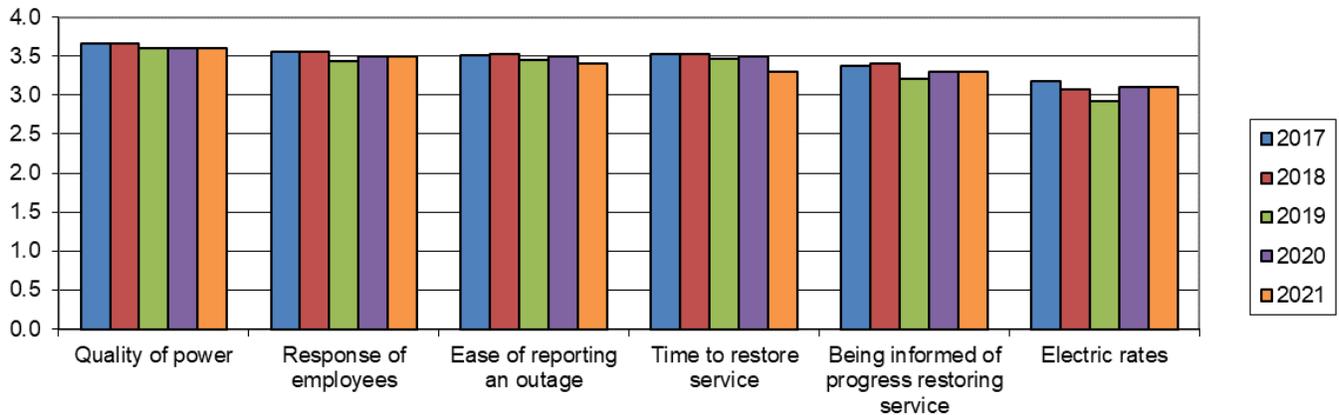
Respondents indicated relatively favorable rates of satisfaction for the communication of progress in restoring services (87%) and time to restore services (85%). Eighteen percent of respondents reported being very/somewhat dissatisfied with electric rates.

Table 13. Satisfaction with Electric Department services

	Very/somewhat dissatisfied	Somewhat/very satisfied	<u>Average</u>
	Percent		
The quality of power (n=489)	4	96	3.6
Response of employees (n=398)	6	94	3.5
Ease of reporting an outage (n=412)	9	91	3.4
Being informed of progress restoring services (n=468)	13	87	3.3
Time to restore service (n=466)	15	85	3.3
Electric rates (n=485)	18	82	3.1

Figure 6 shows the five-year trends in the level of satisfaction with the Electric Department. In general, the satisfaction levels have remained quite constant over the five-year period. For 2021, the two categories that saw the most noticeable changes were in the ease of reporting an outage and time to restore power.

Figure 6. Satisfaction with City Electric Department activities, 2017-2021



Respondents were asked to gauge their interest in participating in the SunSmart Ames community solar farm. To participate, Ames Electric Services customers can purchase a share of the project 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. Eighteen percent of respondents expressed a favorable opinion. Of those who were not interested, a majority (59%) stated that they are not planning to stay in Ames long term, 26% stated that it’s too expensive, and 5% 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 in (renters), long-term commitment required, concerns about return on investment, short-term stay in Ames, need more information about the program, and already have solar. Others aren’t interested and are don’t believe solar is sustainable.

Other comments

- Age
 - Too old (6x)
- Already have solar (3x)
- Considering (3x)
- Concerned about reliability of power sources
- Expensive
- Just started using
- Lack of interest (x7)
 - Really don’t care either way
 - Don’t want to
 - Not interested
 - Never really thought about it

- Lack of Knowledge (x26)
 - Don't know enough
 - Never heard of it but now interested
 - Uninformed by choice
 - Didn't know about it
- Low Benefit/Return on Investment (7x)
- Need more information (9x)
- Need to sign up (7x)
- No Need (3x)
 - No reason
 - Our electric bills are very low and we use very little electricity
 - We have cheap electricity
- Renter (11x)
- Short-term/Likely to move soon (12x)
- Unsustainable (5x)
 - Doesn't work w/o subsidy
 - In addition to the cost, solar energy is far less effective than natural gas.
 - Its life cycle cost far outweighs
 - Solar energy is not sustainable
 - I don't understand how this helps Ames be more sustainable

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 (91%), soft water (80%), rust (77%), disagreeable taste or odor (77%), too little pressure (71%), or sediment (71%), and hard water (68%).

Figure 7a shows the frequencies of water service problems as reported in 2021. Most respondents experiencing water problems indicated they had problems once or twice in the past year ranging from too much pressure (3%) to sediment or cloudy appearance (19%). Ten 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 (2017 to 2021). Historically, a majority of Ames residents are pleased with their water.

Figure 7a. Frequencies of water service problems, 2021

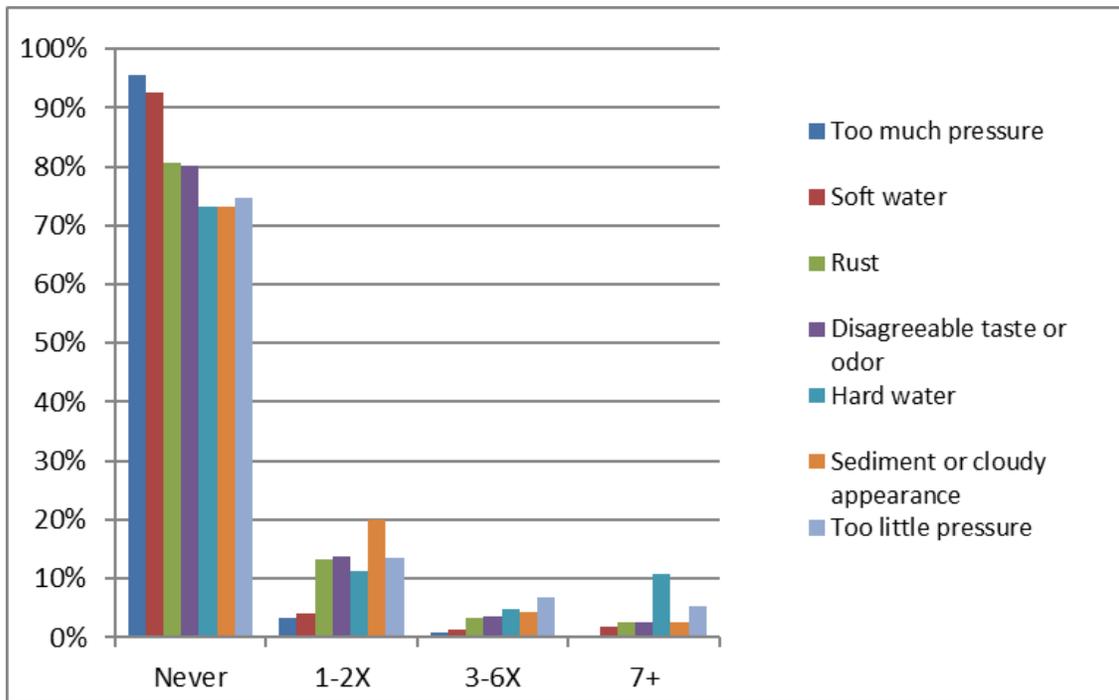
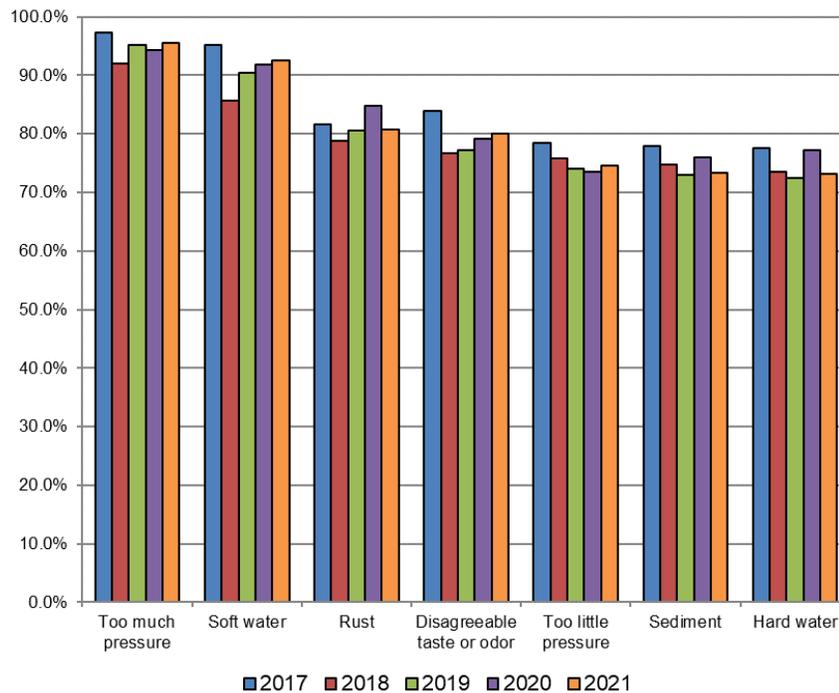


Figure 7b. Respondents Reporting No Water Service Problems, 2017-2021



Additional Comments

Many respondents commented positively about Ames tap water. Most comments indicated that they were pleased with the quality and taste through words like amazing, awesome, excellent, fantastic, good, great, and wonderful. Many respondents believe Ames is among the best water in the country.

While there were many positive comments, respondents also shared their complaints. Some common comments included hard water, low pressure, rust and sediment in water, and water odor. Several people living in apartment buildings said they experience water issues, but they attributed their issues to conditions within the apartment building rather than city water.

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

Figure 8. Comments on Water Service



Water and Pollution Control Department

Survey respondents were asked to provide their level of satisfaction with water quality and rates on a scale of 1 – Very Dissatisfied to 4 – Very Satisfied. Respondents could also choose “Does not apply.” The satisfaction rates are reported in Table 14. Ninety-two percent of those surveyed were satisfied with water quality, and 84% were satisfied with water rates and 83% sewer rates.

Comparing 2021 data to the previous year, overall the numbers remained quite steady from the previous year. Customer satisfaction is high among all three categories. Water quality ranked highest with an average score of 3.6 out of 4, indicating a high level of satisfaction.

Table 14. Satisfaction with Water & Pollution Control Department services

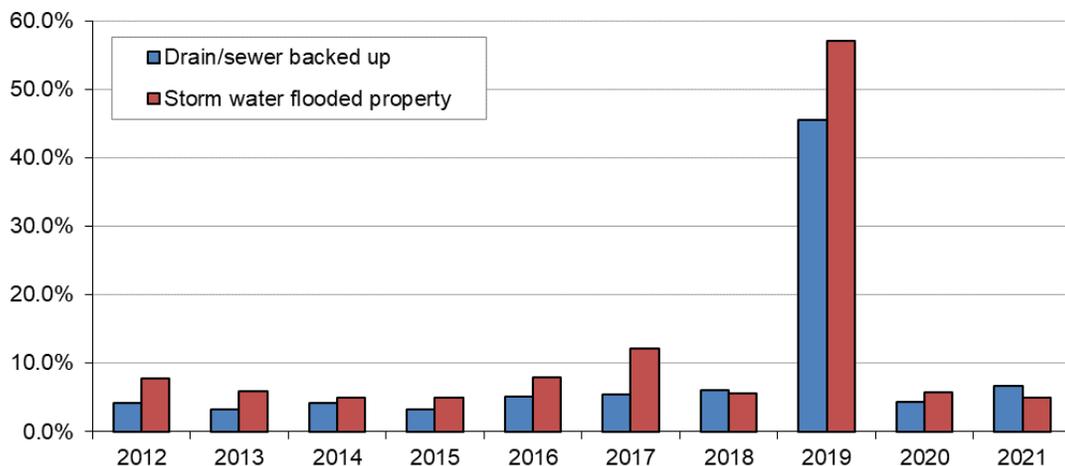
	Very/somewhat dissatisfied	Somewhat/very satisfied	Average
Water quality (n=552)	8	92	3.6
Water rates (n=481)	16	84	3.1
Sewer rates (n=465)	17	83	3.1

* “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 stormwater system. Over the past decade, there have been some years with increased activity. For example, in 2017, there was slightly more stormwater flooded property, but the numbers from 2019 far exceed any of the other years. For 2021, few survey respondents experienced flooding or sewer backups on their property. Survey respondents were asked if the City sewer system caused a drain back-up in their basement/home. Only 7% percent of those surveyed or 39 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, 33% (n=13) reported the problem to the City, of which 9 people were somewhat/very satisfied with the response and assistance they got from the city.

Respondents also reported whether the stormwater flooded onto their properties from the street. In 2021, storm flooding was reported by only 29 respondents or 5% of respondents. Of the 29 respondents who experienced flooding, only 10% (n=3 people) reported the problem to the City. When asked how satisfied they were with the city’s response to the flooding problem, all three reported being somewhat dissatisfied with the response.

Figure 9. Respondent’s experience with city sewer system problems, 2012-2021



Additional Comments

Many of the comments in this section were detailing specific incidents of sewer drain backup or flooding of property. Several discussed stormwater damage from heavy rains. One person shared how they resolved the issue by rerouting the water through landscaping.

A common complaint was about the cost of water. Several people made comments about summer seasonal water rates being much higher compared to off-seasonal rates and one person did not feel it was fair to pay sewer rates for water used in yard and gardens. Another respondent complained about the cost of the water deposit. Another person questioned why they were required to pay a base charge on their water bill when they were away for a month.

There were also positive comments (i.e., good, thank you, good customer service) about Ames water and water services. See the appendix for complete comments.

Neighborhood Nuisance Enforcement

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

Almost half of respondents surveyed indicated that they did not know about nuisance enforcement activities ("Don't know" ranged from 49% (noise limits) to 76% (rental over occupancy). These individuals were excluded from the calculated satisfaction percentages.

Among those who expressed opinions, more than two-thirds reported being "somewhat" to "very satisfied" with each enforcement effort: front yard parking on residential property (73%), over occupancy in rental property (71%), noise limits (70%), and outdoor storage on property such as old cars, tires, furniture property upkeep (70%). More than half rated property upkeep (paint, gutters, broken windows) (68%) and yard upkeep (67%) as satisfactory (somewhat to very satisfied). The average satisfaction is somewhat satisfied (level ranges from 2.9 to 3.0)

When satisfaction level was compared against geographic residences of the respondents, the level of satisfaction on all of the six nuisance ordinance issues (i.e., front yard parking on residential property, over-occupancy in rental property, outdoor storage on property (old cars, tires, furniture, garbage, noise limits, property upkeep (paint, gutters, broken windows), and yard upkeep (overgrown vegetation) were almost the same regardless of where a respondent lives.

Table 15. Satisfaction in neighborhood nuisance enforcement

	<u>Very/Somewhat Dissatisfied</u>	<u>Somewhat/ Very Satisfied</u>	<u>Average</u>
	Percent		
Front yard parking on residential property (n=219)	27	73	3.0
Over-occupancy in rental property (n=144)	29	71	3.0
Outdoor storage on property (old cars, tires, furniture, garbage) (n=288)	30	70	2.9
Noise limits (n=301)	30	70	2.9
Property upkeep (paint, gutters, broken windows) (n=293)	32	68	2.9
Yard upkeep (overgrown vegetation) (n=292)	33	67	2.9

Additional Comments

Many people had no experience with any of the nuisance enforcement issues or felt it not applicable to their situation. Several respondents commented about living in a private community that has its own rules and enforcement (HOA and mobile home park.) An ISU student observed that there was a difference between enforcement on campus versus within Ames.

Several people reported not being aware of nuisance ordinances. Others do not have confidence that their nuisance complaints are being investigated. Here is an example comment, “It’s unclear to us whether anyone ever investigates noise complaints or what even constitutes a violation.” Another comment also reveals this, “... residents may not be aware of the work being done and whether it is effective or not.”

For those who are aware of nuisance enforcement, several expressed concern lag in action from the time of violation to the resolution. There were also a number of people who commented on uneven enforcement. Another respondent commented, “Action depends on neighbors' complaints before violations are addressed.” Several other comments also indicated that many issues go unreported. One person suggested, “Sadly, many ‘nuisances’ go unreported because ‘reporters’ don't want to cause trouble w/a neighbor. It would be nice if City employees would report instances of problems they see as they go around doing their normal work.”

A group of respondents felt that property and yard upkeep ordinances weren’t important and should receive less emphasis from the City. “The City shouldn't be involved in enforcing yard upkeep, property upkeep, or outdoor storage. If it’s a person's private property, it is their freedom to ruin it if they choose.” Another person felt that there wasn’t a need for regulation unless there was a safety hazard. There were several comments in favor of encouraging the City to provide

outreach and assistance to homeowners in violation. Some examples, “How people keep their lawn should be their own business, but perhaps offer help via community service, if people want it,” and “encourage programs that assist homeowners if [disrepair] becomes an issue.”

Several survey respondents discussed their opposition to overgrown vegetation ordinances. “Overgrown vegetation shouldn’t be a concern for the City. It’s better for wildlife.” Another agreed with relaxed vegetation requirements saying, “... I would love to see more diverse and lush vegetation instead of grass lawns – prairies, forests, and vegetable gardens!” One respondent suggested passing, “a front yard garden ordinance” (allowing the lawn to be converted to garden space).

Others are in favor of ordinance enforcement and see it as way to maintain property values and prevent crime.

A number of respondents gave specific examples of violations of nuisance ordinances. Several provided locations of houses or neighborhoods that were in need of maintenance. There were many comments expressing concerns about noise violations, often citing noise from college students and house parties.

Finally, there were a number of other comments. One person shared that they did not agree with parking rules on Ash Avenue. Another comment was focused on brush removal in the parks. A respondent commented with their dissatisfaction with Campustown.

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 2.9 to 3.3, meaning the road services were rated almost good to very good. When “very good” and “good” responses were combined, responses ranged from 70% for neighborhood snow plowing to 95% for street sweeping in the business areas seen in Table 16.

Table 16. Road service ratings

	Very Poor/ Poor	Good/ Very Good	Average
	Percent		
Street sweeping in business areas (n=456)	5	95	3.3
Snow plowing on major streets (n=581)	12	88	3.3
Appearance of medians and parkways (n=572)	9	91	3.2
Maintenance of bike path system (on street lanes & paths) (n=488)	12	88	3.2
Street sweeping in your neighborhood (n=492)	15	85	3.1
Surface condition of major streets (n=580)	15	85	3.1
Condition of streets in your neighborhood (n=579)	19	81	3.0
Ice control at intersections (n=560)	23	77	2.9
Snow plowing in your neighborhood (n=583)	30	70	2.9

Figures 11a&b compare this year’s road service ratings with ratings from four previous years. Three categories saw an increase in satisfaction from 2020. Seven out of nine street maintenance features were ranked “good” with an average score higher than 3.0. Two street maintenance categories received slightly lower average ratings: ice control at intersections and neighborhood snow plowing.

Long-term respondents gave a higher rating to the three road services (ice control at intersections, snow plowing in their neighborhood, and snow plowing on major streets). The older the respondent, the higher rating given to six of the street maintenance features, except for maintenance of bike path system, street sweeping in the neighborhood, and surface condition of major streets.

In 2021, those living in northwest 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 quite different for snow plowing in the neighborhood. Respondents from northeast part of the city rated snow plowing as the highest (average score of 3.3 with southwest average of 2.7, and northwest average of 2.9). Snow plowing on major streets was rated the highest by northeast residents (average score of 3.5) as compared to 3.3 by northwest residents.

The other six street maintenance features were viewed the same regardless of geographic residence.

Figure 11a. Quality of street maintenance features (2017-2021)

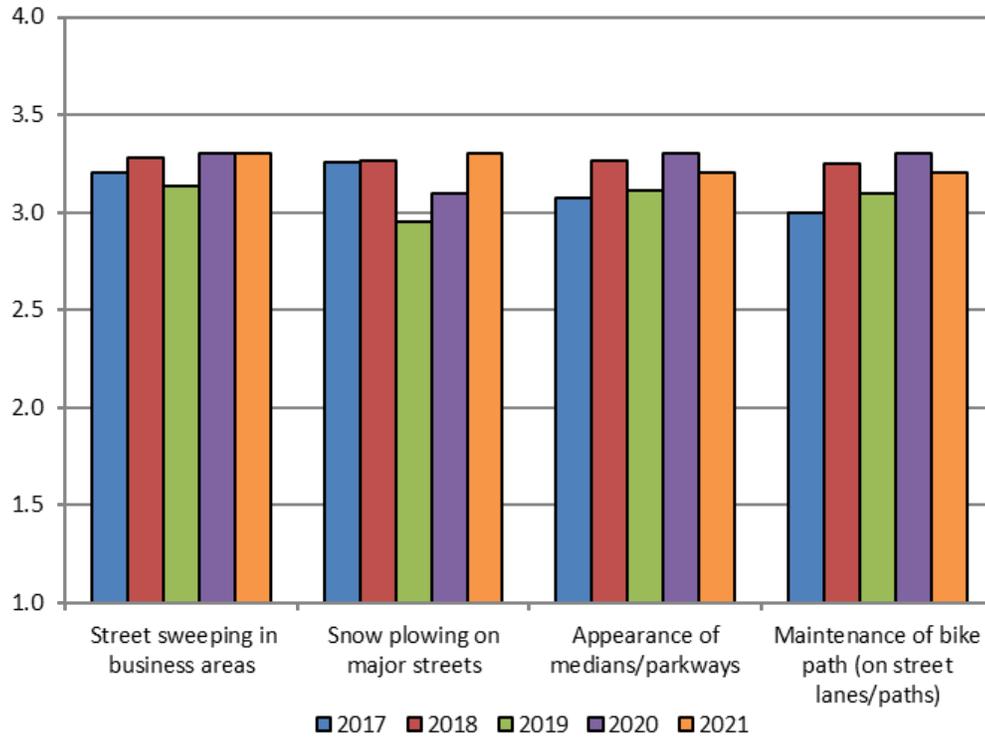
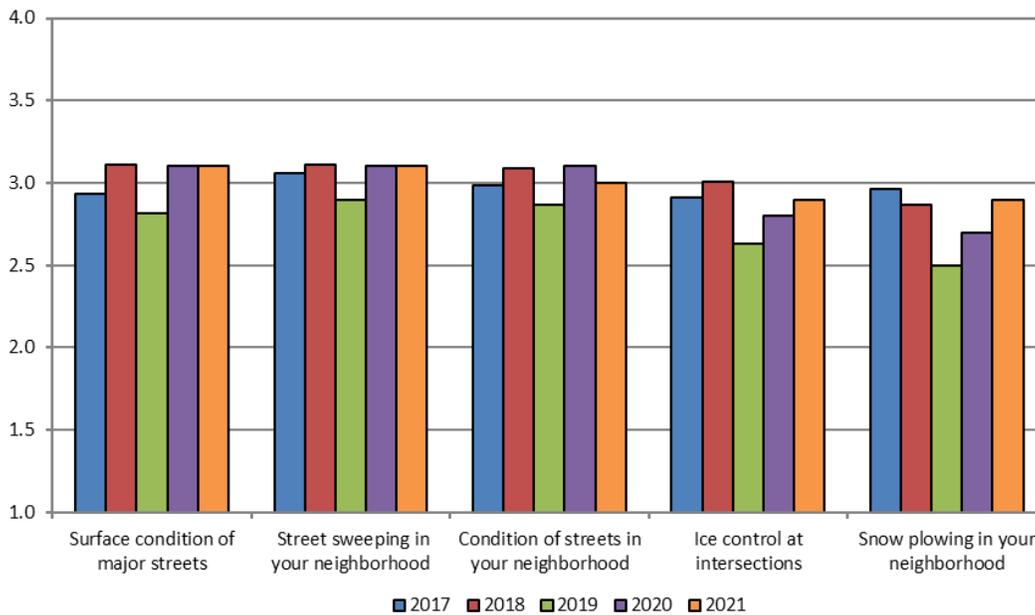


Figure 11b. Quality of street maintenance features continued (2017-2021)



The survey also asked survey respondents to rate the effectiveness of coordination between traffic signals. Table 17 shows that while 63% of respondents said coordination was “often and/or always” effective, another 32% said the coordination was “rarely to sometimes” effective.

Table 17. Signal Coordination Effectiveness (n=549), 2021

	Percent
Often effective	34
Almost always effective	29
Sometimes effective	25
Rarely effective	7
Don't know	5

Additional Comments

Several people responded with positive comments including gratitude for the addition of a new traffic light. This year, the most common complaints were about pedestrian/bicycle related concerns, snow/ice removal from roads and sidewalks, street maintenance, and lack of coordination in traffic lights. Several people identified specific problem intersections, which are listed below. Other comments are also listed below.

Positive Comments

- Good
- Streets are generally good with a few spots needing work!
- Thanks for adding the light at State and Mortensen!!!!

Specific areas that need attention are:

- Bicycle and Pedestrian
 - Again, many street intersection lights do not detect bicyclists. The 9th and Grand intersection, the 6th and Grand intersection, and 9th and Duff intersections are very, very frustrating. Conversely, the 6th and University light is WONDERFULLY responsive, so I know the technology is available...
 - Bike paths and on-street lanes need continual maintenance. Street bike lanes often have rocks and branches that need to be avoided. Street sweeping on-street bike lanes need to occur more often.
 - Firstly, I feel that the bike system is very poor in Ames because bicyclists are often asked to bike on the same roads that cars are on. This makes bicyclists, especially beginners, feel too unsafe and uncomfortable to actually take up biking. And having inexperienced bicyclists on the same roads as motorists causes stress and anxiety for the motorists as well. Thus, I think Ames should have dedicated, protected bike lanes throughout the entire city, for the benefit of all involved. Secondly, I have noticed that sidewalks are maintained much more poorly than streets. Unlike streets, which are smooth and always clean, sidewalks are bumpy and blocky, and are rarely cleaned well after a snow. Plus, unlike roads which are sloped so that water will run off and not collect, sidewalks usually collect puddles which end up turning to ice. This makes sidewalks extremely dangerous for pedestrians, especially during the winter. It

- would be excellent if sidewalks were maintained to the same standard as streets are.
- I am a little disappointed in bike paths on Duff Ave. recently installed. I live on 17th Douglas Ave and use Duff often and have yet to see the bike paths used.
 - I bike a lot- 1100 miles in Ames in 2020. Remove the green bike squares- downtown- a really dumb concept. Cars hate bikes in a car place- and starts and stops of places are dangerous for both bikes and cars. Choose one and do it everywhere or nowhere!
 - I like having the bike lanes on the roads. However, they are oftentimes dangerous/unusable because the seam (crack) between the curb-section and the actual street is uneven and happens to be RIGHT down the center of the bike lane (see 30th street between Grand and Hoover for an example). It makes me either ride too close to the normal traffic lanes or just back on the sidewalk.
 - I wish there were more "greenway" bike paths to get around the city (Such as the system that links University Village to Brookside and then kind of toward 4th street. But more paths!
 - Increasing biking infrastructure and safety would be very helpful environmentally and socially, especially for so many students in the Ames area.
 - Many bike paths have wide cracks, people don't use them. Also, I drive on N. Duff often, have never seen a bicycle rider (Waste of paint)!!
 - Many traffic signals are not responsive to bicyclists. 13th to Northwestern, 9th to Duff Avenue and 9th to Grand are intersections I've had issues at.
 - More bike paths would be good
 - My complaint is that vehicles can left turn while I legally cross after getting the walk signal. I expect I'll be killed eventually. I feel sorry for any blind person or someone handicapped or in a wheelchair who tries to find or use the walk button by Lebeda Mattress. The one across Lincoln way from Lebeda Mattress could be hard for a blind person to find.
 - One bizarre feature of the Ames bike path system is the fact that many of the "bike paths" are simply glorified shared-use sidewalks that are not marked. I have not seen this in any other city where I have lived. This is highly problematic for bicyclists because motorists are simply not expecting cyclists on these separate paths when crossing at intersections; cyclists are much more visible when they are able to use paths that are integral parts of the streets (not the sidewalks)
 - Street maintenance- the bike path space on 6th is abysmal, I believe the space is extremely dangerous.
 - The surface of most bike paths is not in good condition and should be fixed.
 - They are not coordinated for bikes
 - Too many bike paths- roads are for cars. All the money spent on North Duff for bike paths was a total waste. It isn't used.
 - Traffic flow in Ames needs much improvement. If you dedicate bike lanes on the streets, you need to regulate and enforce bike registration and laws, just like Ames used to do.
 - The streetlights around Somerset are on red for bikers and pedestrians too long.
 - There is a need for a sidewalk on Ross Road. It is narrow and sides where you walk or bike are in poor, very rough condition.
 - This is from a pedestrian's perspective and not really a driver's perspective. It's clear to me when I cross the street at Lincoln Way that the traffic signals effectively handle traffic in waves and provide opportunities for pedestrians to cross.

- Landscaping
 - No idea who thought those rectangular holes w/a single tree in Campustown was attractive.
 - The Blvd area on Bloomington Rd. (east of Grand Ave.) has not been as well kept in the landscaped sections in the last few years.
- Other
 - New stop light by vet school is going to back up traffic onto university
 - My parkway has been dug up 15,000 times. Full of weeds and construction debris that destroys the lawn mower.
 - I'm in the minority, but I think traffic circles are a good idea. I think they save gas and when people learn to understand them, they'll keep traffic moving more smoothly. I find that the street lines fade so quickly that sometimes it's hard to tell where the lanes are especially the bike lanes.
- Repair Roads
 - Ames streets are a disgrace!
 - Top O Hollow is pretty rough on the west, and Grand is pretty rough by the mall much worse than Bloomington when it was repaved.
 - If you are stopped by one light, it seems we are stopped by a lot. Prioritizing road maintenance would seem to be a good idea with repaving and not just patching areas.
 - The Mortensen Rd is really bad. There are hundreds of cars use that road every day. But this road is full of potholes. It's very bumpy. I also hope someone can fix or rebuild the Mortensen Rd.
 - There are terrible potholes everywhere in Ames, and it's a serious problem. There are some that I swear are over a foot wide. Whenever there is snow there is not adequate salt put down, snow is not plowed in a timely manner and the snow is often packed down to ice on the roads
- Sensors
 - Ames needs to install automatic stoplight sensors. Too many times, especially on Lincoln Way the street will be very backed up for a road light with nobody coming.
 - There are a number of intersections that do not register motorcycles!!!!
- Snow and Ice removal/Slippery Pavement
 - After freezing rain, the pavements get too much slippery to walk. It becomes very risky and dangerous to walk on such slippery paths. Many people fall down and there have been many cases of accidents and injuries due to that reason. I request the Street Maintenance authority to look after and solve this issue.
 - I wish that more care was given to removing snow and ice from bus stops and from the pavement where the sidewalk meets the street.
 - I clean my front walk. The snow plough comes by driving too fast and throws snow all over my clean walk!
 - I have lived in the Midwest for 20+ years and Ames is THE WORST when it comes to snow removal.
 - I have never experienced such poor snow removal until I moved to Ames. I don't know if they need to purchase more plows, employ more people to do the plowing or what the solution needs to be, but something needs to be done. I work at 5 am and sometimes I have to walk in very deep snow for about a mile because I cannot drive on the roads. It seems that they plow once, put one layer of salt down and call it a day.
 - I would like to see the city invest in residential snow removal equipment (to scoop up and melt or haul away roadway snow). It is frustrating when I have cleaned my 3-car-garage driveway with scoop shovel and snow pusher and then the city snowplow comes by and pushes a deep bank of snow from the street into my driveway again.

- Ice control at intersections: Ontario and Minnesota: Often we get a pile that limits visibility and lane width
- If you live in a cul-de-sac the road maintenance is the worst. Snow is pushed back into the driveways and sometimes snow piles are lumped in the middle and then never take out making it difficult during heavy snow to enter driveways. People living in a cul-de-sac should have the same road sweep when the other side roads are done. Cul-de-sacs are last and that is problem.
- In the winter, the residential streets are very dangerous with the amount of snow and ice
- It would be nice to have some sort of schedule as to what neighborhoods are getting plowed when. As someone who has to park on the street, I don't have anywhere to move my car so it's frustrating when I'm not able to move it out of the way and it gets piled in, and the snowplows never come around again
- Last year (2020), my son watched the person who was plowing our neighborhood take out three mailboxes in a row. This year (2021) the person plowing our neighborhood has been wonderful. We didn't have huge piles of snow at the front driveway, and he even piled the snow in the middle of our circle just right for the kids to build snow forts. Thank you.
- Piles of snow left by snowplows make it very difficult for us walkers to get from the sidewalk into the street at intersections.
- Snow plowing of my (admittedly very low traffic) side street seemed slow, but intersections and curves nearby were handled well.
- The current system of snow removal needs to be seriously evaluated. Some contractors take snow removal more seriously than others or their zones do not overlap well enough. I have gotten stuck in my neighborhood from plows leaving snow piled at the entrances onto main roads. I have lived in other Midwestern cities and never experienced such poor snow removal until I moved to Ames.
- There is just not a lot of space to put snow. But I frequently have issues with ice in the winter.
- There needs to be more plows who come out when it is snowing and ice/sand and plow, it always just gets compacted into ice and then it's impossible to drive. Lights on university are always timed off and you hit every single red (Duff as well). The light on Mortensen is dumb and is always red for every direction you come at it from, slowing everything down.
- We have parking on one side only and they keep piling the snow against the cars. Why?
- Would love to see increased plowing after snowstorms, especially on side streets. There are some intersections that could be improved, as it relates to light changing efficacy, but overall, pretty good!
- Traffic Light Coordination
 - A lot of trip lights so not coordinated.
 - Ames traffic lights are incredibly frustrating
 - Grand Ave.: If you hit just wrong, you will have almost all red lights
 - How do I know what light oncoming traffic has? I can't look at oncoming traffic and my light at the same time.
 - I always struggle at Lincoln Way (east to west) from HyVee to HyVee.
 - I purposely avoid streets with traffic lights in favor of those with stop signs when going across town because of how bad some of the traffic signals are. For example, cars turning left from 13th onto Grand must either take dangerous chances or wait

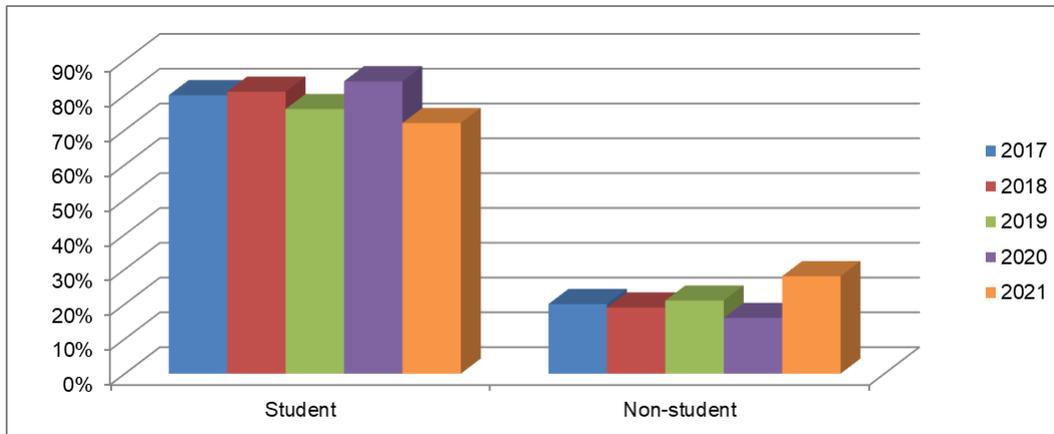
multiple whole light cycles to get a single car across, causing lots of backup. Another bad one is turning left onto Grand after exiting the mall or Walmart via 30th St. This also requires dangerous chances or long waits, again causing backup at this busy intersection leaving these major shopping areas.

- I travel from far west Ames to Duff Ave. via Lincoln Way multiple times per day. It is very common that I stop at 90% of the traffic signals. Too many times I am stopped by a light with nobody triggering the light to change. This is probably my biggest complaint about Ames.
- I try to avoid Lincoln Way because the lights are not timed well (I go the speed limit). I should not be stopping as often as I do on Lincoln Way even when I go the speed limit.
- I understand that there are crosswalks that would interfere with the traffic lights heading west on Lincoln Way around campus, but from a personal opinion, it can be displeasing to have a light turn green on Union and Lincoln Way and the light at Ash and Lincoln Way turn red)
- If you hit a green on Lincoln Way, shouldn't you technically hit more greens? There needs to be more overlap so that people can drive more efficiently on Lincoln Way
- Lights are the worst thing in this town! Dead horses move better than traffic in this town.
- Lights on Lincoln Way seem uncoordinated
- Traffic signals late at night may need to be better coordinated as well. I would use the intersection of Lincoln and South Duff as an example of how to coordinate lights late at night. A car comes, the traffic light senses the car, and changes quickly to adjust to the current situation, resulting in a short wait time for the red-light facing car -- it's very nice! Other lights seem to be on a timer and make cars stop at 2 a.m. for absolutely no reason. Unfortunately, no examples pop into my head at this very moment of specific intersections that do this. Nevertheless, I recall being frustrated, so I think they are out there!
- They're good if you consider having to stop at every empty intersection back-to-back an effective coordination. Then disregard my answer. Having to stop at back-to-back intersections on Lincoln Way is a good way of having consistently long travel times and reduce overall speed of traffic, but it seems people still like to accelerate through these short spurts of traffic stops.
- This could be improved, especially when driving by campus on Lincoln Way. Stop and go traffic also wastes gas.
- Traffic signals on Lincoln Way are infuriating! Why do I have to stop five times to drive a half mile?
- Westbound 13th and Grand intersection need turn signal, and the light at 13th and Stange takes too long if you're coming from East or West.
- Traffic signals -- there are some streets that are particularly bad for it. In 2 years of living on the west end of Lincoln Way my Prius managed to lose 8 mpg due to the frequent starting and stopping caused by all the traffic lights
- Traffic Control Signage
 - Small neighborhoods need more stop signs or yield signs at 4-way intersections. Multiple accidents have occurred in my neighborhood due to people going straight through intersections and assuming they have the right-of-way. PUT UP MORE STOP SIGNS.
 - Stop signs on residential areas, markings on roads are very poor.
 - Specific intersections that need attention (**See full listing in the appendix**).

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, 76% were students and 28% were non-students.

Figure 12. Use CyRide at least once a week, 2017-2021



In 2021, 44% of survey respondents reported some weekly use of CyRide. In the past five years, the use of CyRide has averaged around 46% (between 44% and 49%). In 2021, 56% of respondents reported they never rode the bus.

There was a 3% increase in those using CyRide once a week, and an 8% increase in those riding for 2 to 6 times per week. The number of respondents who reported taking CyRide more than 10 times per week decreased 8% from last year (Table 18).

There is correlation between resident demographics and CyRide usage. CyRide users are mostly younger (18 years of age) and have stayed in Ames for a shorter period of time (average 5.8 years). The non-CyRide users were older (average age 48) and have lived in Ames longer (average 26 years). The majority of those who used CyRide were students (81%) and mostly renters (88%).

Table 18. Respondents' weekly CyRide usage

Weekly use	Survey Year				
	2017	2018	2019	2020	2021
Never	53	51	56	55	56
2 to 6 times	6	17	16	17	25
7 to 10 times	19	16	12	12	8
Once a week	12	5	4	3	6
More than 10 times	10	11	13	13	5

When respondents were asked what would make them consider using CyRide if they are not currently using it, more than half (56%) said “nothing.” Fifteen percent mentioned service to more areas of Ames and service more frequently near their residence (15%). Other additional features mentioned were longer service (earlier/later) for some routes, lower cost, and no cost. (Table 19) Many respondents commented that they plan to take CyRide once things become better with the COVID-19 pandemic and people begin working on campus again.

Table 19. Services that would make you consider using CyRide if not currently using this service (n=301)

<u>Reason</u>	<u>No.</u>	<u>%</u>
Nothing	168	56
Services were provided to more areas of Ames	44	15
Service was more frequent on routes near me	46	15
The fare when boarding the bus was at no cost	25	8
Service was offered on my route longer during the day (earlier or later times)	25	8
The fare when boarding the bus was lower	10	3
Other (specify)	57	19

Other responses to consider using CyRide

- Better Transfers
 - Service to campus from routes near me without having to transfer now that transfers are not guaranteed.
 - The routes from my house involve several transfers. I can bike faster than taking CyRide to work. When I was going to ISU, I used CyRide often.
- Better understanding of schedule/routes
 - Have a better understanding of the schedule and connecting routes.
 - If I knew how to use it easily
 - Making it easier for people to use the mobile app or website
- COVID-19
 - COVID has kept us working from home, so there has been less call to use CyRide. When I go into campus I usually bike. I may use CyRide this winter to get to campus when it's too cold or icy.
 - COVID-19 going away. Again, consider current events in your survey. Your results are going to be wildly skewed and inaccurate.
 - End of COVID and return to work on campus (ISU)
 - If bars were open again (No COVID)
 - No COVID-19 restrictions
 - Stopped utilizing CyRide due to COVID-19 pandemic since work has moved remotely. Used to use the bus service daily and always enjoyed it!
 - Trying to avoid public transportation due to the pandemic
 - Worried about COVID-19
- Frequent Stops

- Bus stops too frequently. It takes too long to go from one end of the route to the other end of the route. POV allows better mobility.
- Less stops actually
- Prefer Car Transport
 - I drive my vehicle (2x)
 - I need to use my car
- If I needed it
 - If I needed the service
 - Only in an emergency
 - If I could not drive anymore
 - When I get too old to drive.
 - If I had no other transportation.
 - If my vehicle broke down
 - Quick travel
 - If I go on campus, I do use it
- No Need
 - No need to use (2x)
 - Not needed, but would take if necessary
 - Work out of town, no need
- Prefer Walking/Biking
 - I live too close to campus. Walking is faster
 - Right now, I am able to walk or bike and only use my car 1-2 times per week. In the future, I may use CyRide
 - We walk or bike when able, use car when weather is bad
- Route Times
 - I work but get off @ 1:45 in the morning.
 - If more bus routes went longer hours (into the night instead of ending at ~5 pm)
- Stop Location
 - Bus stops too far away for a 56-year-old
 - Have service available without walking 2 miles
 - No service on our road
 - There is no stop accessible to where I live. It's about a mile away and walking that at night is too risky
 - Too far to walk to bus stop. Use HIRTA
- Other
 - I already considered it
 - Make it part of ISU parking fees
 - Complimentary snack and beverage
 - The use of electric vehicles would make me consider using CyRide

Additional Comments (See full listing in Appendix)

- Bus Stop Locations
 - Closer to bus stop would make me consider using these services
 - I would need to walk 4-5 blocks for a stop
 - Too far to walk to bus stop. They stopped the close-by bus stops.
 - Travel time and distance to bus stop one primary issues.
 - CyRide doesn't service my area, Scenic Valley and Northridge Heights.

- Does not fit my schedule/timing
 - CyRide just does not fit our schedule. We need flexible transport times.
 - I have three kids, so being on time and herding them is just easier with a van.
 - I live in South Ames and there are not many routes near my home. Despite this, my work schedule makes it difficult to rely on CyRide consistently and I prefer using my personal car for the flexibility it offers.
 - When I was in undergrad, CyRide was super helpful and convenient. However, I park on campus now that I'm in graduate school and have to be on farms so frequently.
- Don't Use I Drive/Walk/Bike
 - CyRide is great, I just like the convenience of my own car.
 - I ride my bike everywhere
 - I'm impressed with the service but live downtown where most places I go are easily accessible. If a place is too far to walk, it is easier and faster to drive.
- Driver Comments
 - I have seen one driver become rude to a student that ran to catch the bus, so she tried lecturing him even though the bus was early.
 - Some drivers are very sharp when turning and sudden stops that causes students to have to brace themselves
 - Some drivers speed up very fast and then slam on the breaks, make the ride jerky. A "rate your driver option" or additional training would be appreciated.
 - The drivers need to be more conscientious of people around them; I have had drivers drive off as I was about to cross the road to get on & nearly hit me & not once slow down.
 - Friendly drivers! Love them.
- Empty Buses
 - Too many buses for the number of riders. I see 1 or 2 people on a lot of buses in the summer. It is a joke then they ask for more money every year.
 - Watch them go by empty majority of time. Real money loser.
- Nice Option
 - Although I don't use CyRide, I am very happy we have it as an option.
 - I am unlikely to use CyRide but appreciate that it's there, particularly for our friends, who do not have cars.
- Non-student Outreach
 - I think a lot of the routes are hard to figure out and often students want to use it when they aren't able to drive to save money. But it is inconvenient for non-students and the buses need to run later into the night
 - Add services for non-university citizens!
 - Need to do more advertising if CyRide is available to non-students. We thought it was a student bus.
- No Need
 - My husband works from home and I work at the vet school
 - I frequently travel outside of Ames for work so just not there much to use it.
 - I have a car and live near campus, I have no need to drive unless getting groceries, which a car is much more convenient for.
 - I live four blocks from my daughter's school, so I walk and I can't bring 10 bags of groceries on CyRide so I drive for those.
 - I live in a retirement community, so have no need to use.
- Other Comments
 - Not convenient

- We live on campus, so everything we need is pretty much walking distance.
- CyRide is great. We just don't use it.
- Make children ride free. I hate paying \$1 for multiple rides and I don't have enough money for the pass
- Kids use CyRide. I use CyRide when extreme cold moves in.
- My grandkids like to ride it
- Not a bus person
- Not sure how CyRide is funded. But I think ISU should bear most of the burden, as it is primary used by students.
- Positive Comments
 - Convenient
 - CyRide is awesome! Nearly everything about it is absolutely amazing!
 - CyRide is fantastic as a student, and I think it's something worth putting more funding into
 - Effective and essential. The app is very nice.
 - I am satisfied with CyRide
 - I love CyRide and would be really upset if this service was no longer available
 - I've always loved CyRide!!! One of the best bus systems I've seen in a college town!!
 - Keep up the great work.
 - Love CyRide
 - One of the best services in the USA! I am very much satisfied.
- Revise Routes
 - Please increase bus frequency on the weekends and run route 25
 - Bus lines 1 and 11 needs to be revised.
 - CyRide is doing a great job. I really wish they would service the Applied Sciences Complex and have a little more overlap in the stops between routes.
 - Dayton road needs a route
 - It will be a good idea to increase the frequency of CyRide in the University Village. Also, at least one Bus going North (25 Gold North) should be re-routed to go via University Village, like 25 Gold South
 - There needs to be better route management and some drivers need more/continued training
- Should be free
 - CyRide should be free
 - Tax the whole city so that anyone can use the buses at any time
- Suggestions
 - Some buses have gotten digital screens inside that display upcoming stops/transfer points. Those are really nice and I'd like to see them in all buses. It increases the accessibility especially for deaf/hard of hearing folks.
 - Please consider heated bus stops for winter.
 - I would like to see more support for low-emissions vehicles.
 - We need more transfer hubs
 - The route schedules have been removed from most (if not all) bus shelters. I think they should be reinstated.
- Transfers
 - I used to ride the bus every day to and from ISU campus. After CyRide 2.0, the route near me is became less frequent and no longer goes to north campus without transferring to

another line. Now that transfers are not guaranteed, this is a problem. Because of these factors, CyRide is no longer a practical route to campus for me, so now I drive every day instead of bus every day.

- If the yellow route went to campus directly instead of having to transfer.
- Not convenient for multiple stops all over the town without transferring multiple times.
- Use for events with poor parking
 - We ride CyRide during ISU football Games
- Used in the past
 - I used CyRide for several years when I was working. Now retired and where I live would have to walk several blocks to ride - besides, not convenient for running errands.
 - I used to ride CyRide a lot but now it only goes south to Garden Rd on Duff (south). I live one more street Ken Maril Rd so now I can't ride it anymore. I still have 2 books of tickets to use up.
 - Used to use, seemed to work well. No longer use ever but not for any negative reason.

Community Parks and Recreation

Residents were asked to rate their level of satisfaction with various Ames Parks and Recreation features on a four-point scale from “very poor (1)” to “very good (4)” or “don’t use.” The individuals who did not use a park feature were excluded from the ratings in Table 20.

Satisfaction with parks and recreational features continues to be high with 81% (restrooms) to 98% (overall appearance of the parks) of users providing a combined “very good” and “good” rating. The average rating ranges from 3.0 (restrooms) to 3.5 (overall appearance of the parks) on the 4-point scale.

This year, most features were ranked similar to last year, see Figures 13a & 13b. In 2021, overall appearance, averaged 3.5, which was down slightly from the 2020 high of 3.6. Restrooms while still having the lowest rating among all features was rated slightly higher in 2021 compared to the two previous years.

Table 20. Users’ satisfaction with parks and recreation facilities, 2021

	<u>Very Poor</u>	<u>Poor</u>	<u>Good</u>	<u>Very Good</u>	<u>Average*</u>
Overall appearance of parks (n=565)	<1	2	43	55	3.5
Playground equipment (n=313)	<1	2	51	46	3.4
Wooded areas (n=494)	1	4	49	46	3.4
Hard surface trails/crushed rock trails (n=507)	1	4	51	45	3.4
Shelter houses (n=393)	<1	4	62	34	3.3
Picnic areas (tables/grills) (n=446)	1	8	55	36	3.3
Tennis courts (n=216)	1	6	57	35	3.3
Restrooms (n=355)	2	17	61	20	3.0

*“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

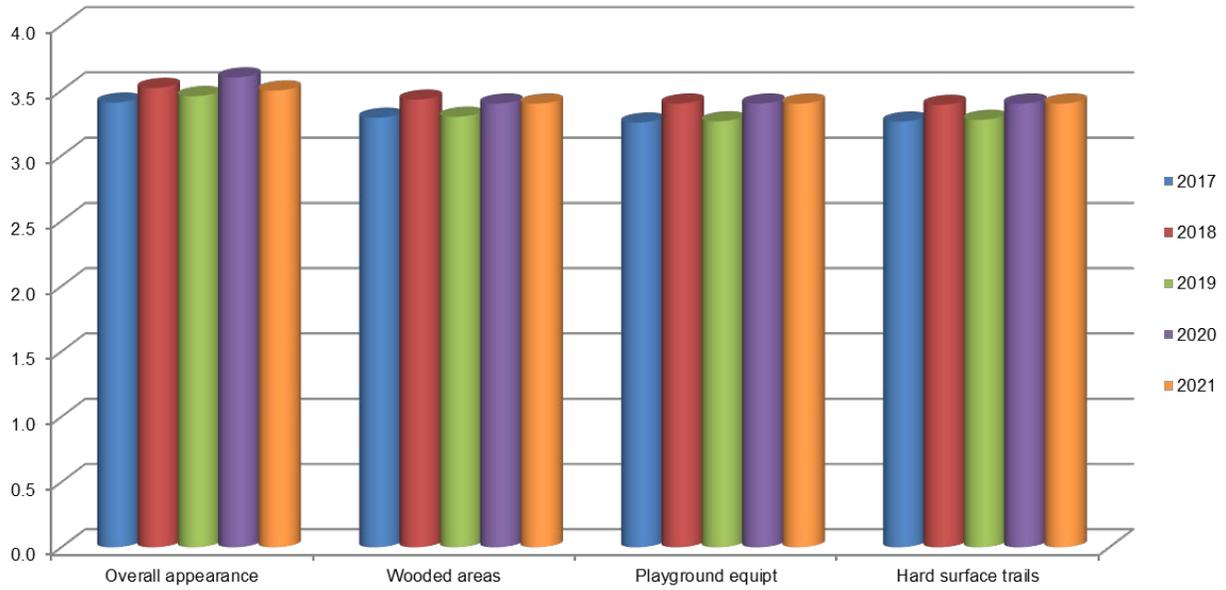
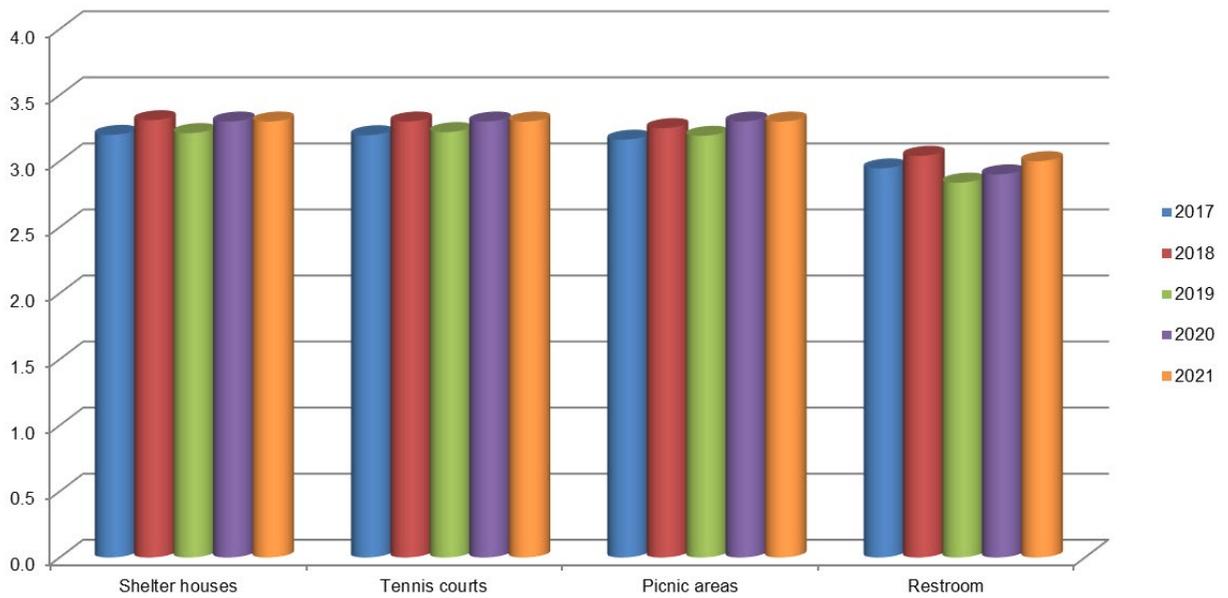


Figure 13b. Rating of Parks and Recreation features in the past 5 years



Additional Comments

- Positive Experiences
 - Thanks for Emma McCarthy Lee bridge replacement!!!
 - Also, good water features, and a big fan of the disc golfing areas.
 - Best in Iowa, from Ankeny and Ames has way better parks
 - Enjoy visiting Ames parks and happy with upkeep.
 - Excellent parks!
 - I have been at several parks and think they look nice and the facilities I have used (tables/grills) are always clean.
 - I love the neighborhood parks. Play equipment for the grandkids was great and nice places for sitting.
 - I run around most of the parks and I'd say you guys are doing a stellar job especially with Ada Hayden.
 - Love all the parks in the city. And the trails. Our neighborhood, Sunset Ridge, worked with the city to get a park built in our neighborhood. It took a number of years but so glad to have one here so kids don't have to cross Lincoln Way to get to a park.
 - Love our parks!
 - Most of my experience is with Brookside, as I have nearby and walk through several times a week. Thanks for the new bathrooms!
 - The new Miracle Park is amazing.
 - We have lived in our current home for 9 years. In the last year we have found two more wooded areas with awesome trails. We use our neighborhood parks on a weekly basis- all year long! Thank you!
 - We moved to IA this last year and we're very impressed by the park facilities!
- Additional Amenities/Upgrades
 - Could use mountain bike park
 - Currently there are lack of water fountains
 - Hard to find where a trail map is. I see trails all over town and know nothing about them.
 - Shelters need to be maintained better as far as wasp nest removal. Some playground equipment needs updates.
 - There is no sidewalk access to Teagarden Park in the Southdale neighborhood. Difficult and dangerous to go to the park with young children.
 - Basketball courts could be updated (Brookside and 24th street)
- Bathrooms
 - Bathrooms are apparently never open anymore which is exceptionally inconvenient with small children.
 - Bathrooms need soap/hand sanitizer and hand dryers or towels and cleaned more frequently
 - The public toilets in the parks need to be kept clean and hygienic. There are too much bad odors, and the toilet seats are also not that much clean. It's a concern of public health. We expect the authority will take proper care of that.
 - Wish bathrooms open earlier in the season. Unsure if the closure was COVID-19 related or normal. Loved getting outside on nice Feb/March days, but bathroom situation was stressful.

- Dogs
 - The dog park is amazing! It was a really great feature that we enjoy!
 - Too much dog waste.
- Don't Use Parks
 - Unfortunately, I do not have time in my schedule to utilize a lot of these resources.
- More Parks
 - Trails are very nice. Only complaint is that there are not enough. All parks are quite crowded due to insufficient public park space.
- Park Maintenance
 - Cleanliness is sometimes an issue.
 - Need better mosquito control and mowing at Carr Park and South River Valley. In past years it has been inadequate.
 - Some of these parks appear run down or not well cared for
 - There should be a general and a bit strict rule of "Clean after yourself" for grills.
 - Stop cutting the underbrush
- Park Priorities
 - I sense a shift of priority from green space to infrastructure growth. While it is important to support a growing population, it's incredibly frustrating and disappointing to see green spaces disappear.
 - I think the citizens of Ames need more parkland. Our existing parks are so heavily used that they feel crowded. And we are continually adding new facilities to them.
 - Overbuilding destroying habitat. Need permanent restrooms. Maintenance of wooded areas are poor for waterways
 - Should use more money to make them better.
- Recycling and Trash Cans
 - Recycling bins in the picnic areas would be nice
 - Could use more trash cans
- Too Many Parks
 - Difficult with so many public parks to maintain.
 - We have too many parks. Maintenance costs continue to rise and our property taxes are already way to high.
- Tree/Natural Area Maintenance
 - Avoid cutting down native shrubs while removing invasives like honeysuckle and buckthorn
 - Brookside Park "forest" needs a controlled burn to clear dead trees and spur new growth
 - Damage from derecho still evident in some wooded areas.
 - Fallen trees need to be removed. Hanging limbs are a concern for safety.
 - Lots of dead or down trees around River Valley Park. Need to open the bike path; it's been over 2 years.
 - More care should be taken for the woodlands and creeks. Culverts are jammed with debris, which can cause more problems in floods.
- Trails and Paths
 - A friend and I frequently enjoy going on walks around Ames on the weekends. I appreciate all the paths.
 - Ada Hayden can be very crowded and sometimes walkers and dogwalker

- cannot hear bicycles coming up behind. Maybe separate lanes?
 - I especially love the wooded area around Carr Park. I run there almost every day and enjoy the feeling of near seclusion from civilization.
 - I love all the trails Ames has to offer and they are very well maintained. In addition, I feel safe running on the trails alone. I would appreciate if there was more information about all the trails Ames has to offer, such as condition (paved, gravel, mix), distance, etc.
 - Love having so many parks available, and the wooded areas with hiking trails (Munn Woods in particular is close to me).
 - Most of the walking trails are very uneven and have big potholes/gaps in them. Parks for the most part look good besides maybe a bit run-down and I don't think many college students know about parks and recreation features/areas available to them since there isn't much advertisement/signage/etc.
 - Warnings if a bike trail is about to end would be good
 - Wider bike paths would be nice i.e., city of Bettendorf has bike paths through entire city.
 - Would like to see more bike paths throughout Ames without sacrificing roadways for usage.
- Other Comments
 - I miss the old wooden [structures]; the plastic playground doesn't have weird stuff like the secret room at Moore Memorial or the tunnels under the old Fellows playground.
 - All park appearances are good. Maintenance could be improved. Playground equipment could be more natural colors instead of strong colors.
 - I went to many parks in Ames, almost all are in good feature. However, I often saw some people in the Georgie Tsushima skateboard park are smoking. I hope there is a clear sign saying no smoking in the park.

Ames Public Library

Generally, survey respondents rated Ames Public Library features highly. The survey asked respondents to provide opinions on 13 features provided by the Ames Public Library. Table 21 shows the results. Eight features were rated good/very good by 98% to 99% of the respondents. On the 4-point scale, average scores ranged from 3.4 to 3.8 (good to very good).

The most highly rated features were the welcoming atmosphere, followed by good customer service, ability of the staff to serve the residents by phone, the range of available materials such as books, videos, magazines and software, and meeting/study rooms. The feature receiving the lowest rating was the wait time for requests/holds.

Table 21. Users' ratings of Ames Public Library features, 2021

<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=367)		1	22	77	n=224	3.8
Customer service (n=337)	<1	1	27	72	n=250	3.7
Asking questions of library staff by phone (n=213)		1	29	70	n=377	3.7
Range of materials available (books, videos, magazines, software) (n=352)		1	31	68	n=236	3.7
Meeting/study rooms (n=219)		2	32	67	n=372	3.6
Bookmobile service (n=135)	<1	4	30	65	n=453	3.6
Use of library resources from home via computer (n=247)		2	37	61	n=343	3.6
Availability of seating (n=278)		2	38	60	n=309	3.6
Programs (story hour, book discussions, concerts) (n=161)	<1	2	37	61	n=426	3.6
Handicapped accessibility (n=133)		2	41	56	n=454	3.5
Internet/computer services (n=224)	1	3	37	59	n=366	3.5
Page One – the library newsletter (n=108)		6	36	58	n=478	3.5
Wait time for requests/holds (n=264)		5	47	48	n=323	3.4

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

Only 43% 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, 42% 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 17% of non-ISU students listed parking as a barrier for not using the Ames Public library more often, only 13% 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=197)	59	50	13	10	22
Non-ISU student (n=129)	36	30	17	5	33

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

- By non-student (n=42)
 - Pandemic (COVID-19) (25x)
 - Don't have much need (3x)
 - Have access and use ISU (2x)
 - Difficult to get card during pandemic
 - Do not enjoy reading
 - Don't go to the library
 - I haven't got around to stopping in
 - I get anxious
 - I have a significant library of my own books
 - Mask required
 - My health issues have limited my mobility and energy.
 - No public access
 - No vehicle
 - Not a good reader
 - Not safe when too many

- By ISU students (n=42)
 - I use Parks Library (8x)
 - Pandemic (COVID-19) (16x)
 - Didn't know there was one (2x)
 - Not convenient location for me (2x)
 - Out of the way for students without vehicles (2x)
 - A secondary library in the west or north of town would be nice
 - Hard to find quiet space. Really quiet.
 - Don't always feel safe, get stared at by older men who also hang out there
 - Far enough away that I don't have time to go.
 - I don't have a membership there.

- I forget about it sometimes
- I have never considered to go to the Public Library for any reason but would probably be a great place to study!
- I moved here during COVID and am excited to use the library when things return to normal
- I study other places
- I usually find materials online
- I'm not a reader so I don't go to the library.
- Lighting makes studying there for long time periods difficult

Additional Comments

The respondents are generally very pleased with the Ames Public Library. They used the words: love, amazing, super awesome, splendid resource, very satisfied, fortunate, great asset, great services, gem of Ames, and I am a library junkie. They also mentioned the friendly staff. Some of the features mentioned were the Bookmobile, great selection of resources, accessing materials online, and lighting/design.

There were many comments related to the COVID-19 pandemic. These are some of the comments:

- Can't wait for it to be fully open again. My family loves going to the library on evenings and weekends to read, study, check out books.
- I appreciated the willingness of library staff to bring checked out books to patrons' cars when the library was closed to the public
- I would go more if I wasn't asked (very rudely, to wear a mask)
- Look, I loved the library. But I can't bring my kids anymore and they went way overboard with the COVID restrictions. So far 2019, the library was great.
- Love the children's play area, can't wait until it is able to be opened again!
- Many times I wait weeks to months to check out digital content, which is frustrating. Now that the library is open again, I just kind of forget about it since it wasn't open for so long due to COVID.
- Most of the meeting rooms not available during past year
- The Ames library staff are amazing!! They went above and beyond during COVID to help people.
- I love the Ames Public Library! The selection is generally very good (occasionally there will be a book I want that they do not have) and wait times are not long. The staff is super friendly, and they were rockstars bringing holds out in the cold during winter curbside service.

There were several comments about the need for a wider spectrum of perspectives. "Staff is friendly and welcoming. I do sense the library is a very liberal establishment. It would be nice if books, displays etc., could show a wider range of perspectives." Another respondent provided a comment, "There are some books that push agendas too quickly for very young people. We love the library in general when we would go pre-COVID. But there are some social issues we do not want to expose our kids at very young ages, when they intellectually can't comprehend a very complex issue."

Table 23. Usefulness of media sources for government information, 2021

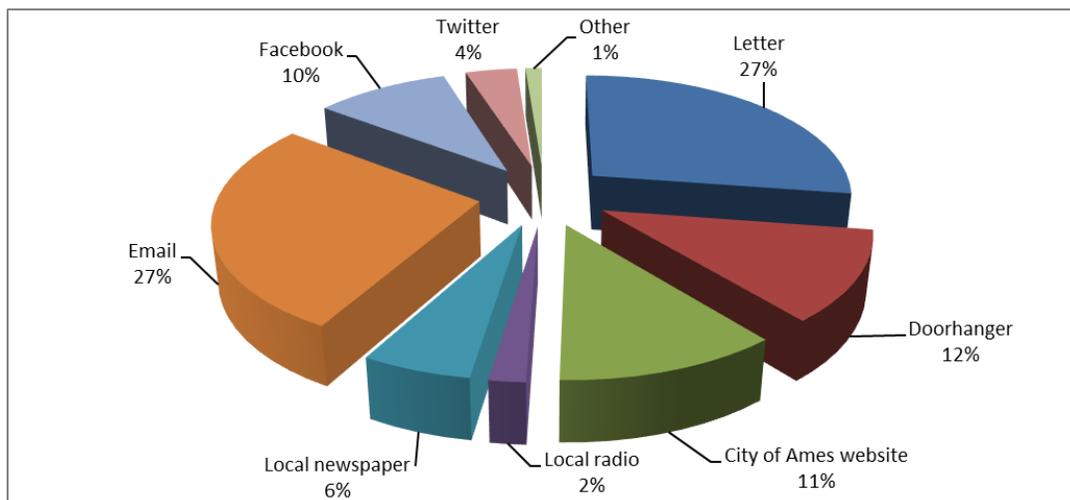
Media	Don't Use Percent	Use	
		Percent	Average*
City of Ames Web page (n=412)	30	70	2.5
Facebook / Twitter / YouTube (n=396)	32	68	2.4
CitySide (utility bill insert) (n=309)	47	53	2.3
Ames Tribune newspaper (n=291)	50	50	2.1
ISU Daily newspaper (n=336)	43	57	2.1
KASI/KCCQ radio (n=142)	76	24	2.0
Des Moines Register newspaper (n=268)	54	46	2.0
KHOI (n=128)	78	22	1.9
Cable TV 12/Government Access Television (n=141)	76	24	1.8
The Sun (n=170)	71	29	1.8

*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 (27% respectively), followed by door hanger (12%), City website (11%), Facebook (10%), local newspaper (6%), Twitter (4%), local radio (2%), and other (1%).

The responses varied slightly for ISU students. Email is the best way to communicate (32%), followed by letter (18%), City of Ames website (14%), Facebook (12%), door hanger (11%), Twitter (6%), local newspaper (3%), and local radio (2%).

Figure 15. Preferred method to learn about City services, programs or projects, 2021



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 lower average scores this year compared to previous year except for ISU Daily with .02% higher. The City of Ames website, social media, and the CitySide newsletter remain the most useful sources of City information. There was a slight decrease in the perceived usefulness of most news sources.

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

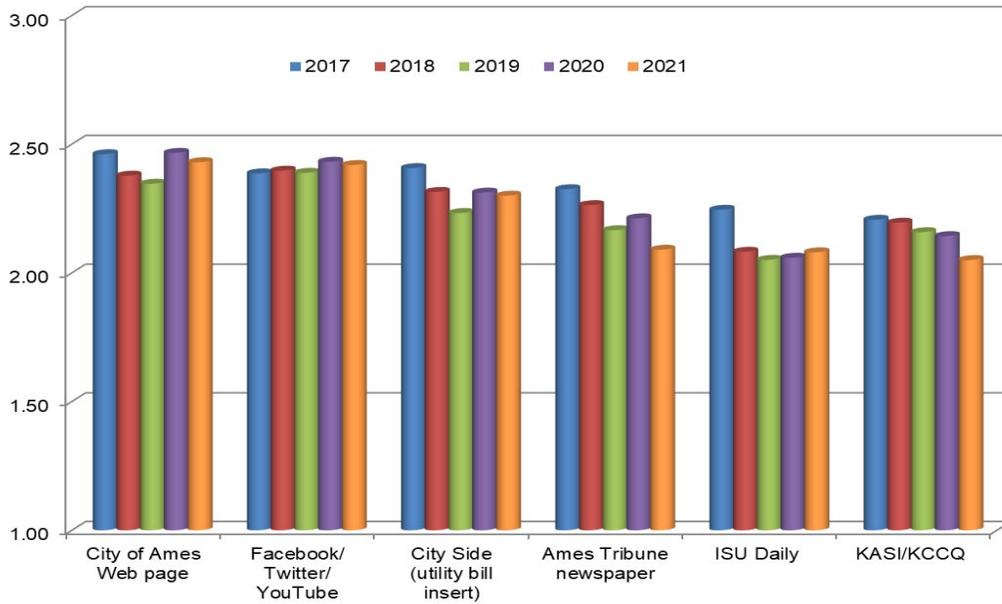


Figure 16b. Usefulness of news sources over the past five years (Users only)

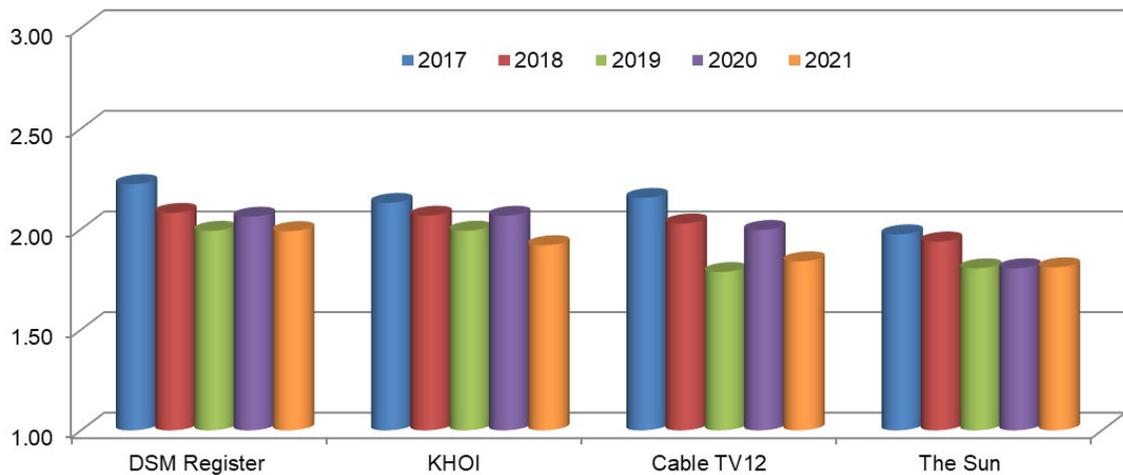


Table 24 indicates the usefulness of various communication tools based on the respondent's student status. There were some statistically significant differences between student and non-student responses. City of Ames website was slightly more useful to Ames residents (non-ISU students) than ISU students. Social media such as Facebook/Twitter/YouTube were equally useful to ISU students and non-student residents.

Both groups found the Ames Tribune newspaper, KHOI and the Sun similarly useful. The perceived usefulness of the CitySide, the City website, and Cable Channel 12 varies between ISU students and non-students. For instance, CitySide, KASI/KCCQ radio, Des Moines Register Newspaper were more useful to non-student resident. On the other hand, Cable TV 12/Government Access Television was more useful to the student residents.

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

Information Source	Non-student	Student
	Average	
City of Ames website	2.5	2.4
CitySide (utility bill insert)	2.4	2.1
Facebook/ Twitter/ YouTube	2.4	2.4
Ames Tribune newspaper	2.1	2.1
KASI/KCCQ radio	2.1	2.0
KHOI	1.9	1.9
Des Moines Register Newspaper	1.9	2.1
ISU Daily newspaper*	1.9	2.2
The Sun*	1.8	1.8
Cable TV 12/Government Access Television	1.7	2.0

*statistically significant at .05 level

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

City Channel 12

City Channel 12 has been rebranded as Ames Television. This communication tool is available to Mediacom TV subscribers and is streamed from the City's website. Only about one-fourth (24%) of survey respondents were Mediacom cable TV subscribers. Among the Mediacom subscribers reporting, 72% never watch City Channel 12.

Table 25 shows that Channel 12 has peak viewership between 6 p.m. and 9 p.m. (15%). Of the survey respondents who indicated their frequency of watching Channel12 (n=37), 40% percent watched for one hour or less per week and 35% watched two to three hours per week. Twenty-five percent 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 =143)

	Percent
Never watch TV 12	72
Midnight to 6:00 a.m.	<1
6:01 a.m. to noon	2
12:01 p.m. to 6:00 p.m.	6
6:01 p.m. to 9:00 p.m.	15
9:01 p.m. to midnight	5

Table 26. Hours per week for those watch TV Channel 12 (n = 37)

	Percent
0-1 hour	40
2-3 hours	35
4-5 hours	11
>5 hours	14

City of Ames Website (www.cityofames.org)

A significant majority (62.5%) of the respondents use the City of Ames’ website (www.CityofAmes.org). Of those who reported using the City’s website, the main purposes include checking for community updates (67%), using Ames Public Library account (40%), signing up for Parks and Recreation classes (30%), gathering information for City Council meeting or other City meeting (16%), and watching a City Council meeting or Channel 12/Ames Television programming on video streaming (9%).

Other uses of City of Ames’ website were:

- City utilities (i.e., pay bill, sign-up) (n=28)
- Miscellaneous info/news (n=9)
- Information about city programs and policies (i.e., emergency power outage, city ordinance) (n=6)
- City parks (n=5)
- Employment opportunities (n=5)

- City calendar and events (i.e., yard waste days, seasonal events, natural disasters) (n=3)
- Ames Animal shelter page (n=2)
- Schedule a tee time @ Homewood (n=2)
- Research (n=2)

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

- Update the website
 - A clear section/category for new construction, revitalization, money allocation, etc.
 - The local government boards and commissions page should have a summary page with a table showing the responsibilities of each board and commission at a glance.
 - A list of parks that are great for dog walking.
 - Better construction of parks and recreation section of website.
 - Better bike and recreational path maps showing connections with city and county parks and state trails or alternate ways to connect where there are missing sections.
 - Currently the website is not very useful. During summer outage, followed Ames Electric on Twitter. More of that info should have been on website. Emails and website should do more than they currently do. City terrible about keeping people informed.
 - The website is dysfunctional. Please refer to other cities' examples. Ease of use and links to services should be priority.
 - Should be more user-friendly
- COVID update
 - Need to update the mask mandate
- Planning Policy and projects
 - Continuously updated status of upcoming/planned city projects or improvements around Ames.
 - Status of important projects that the city is pursuing and how they affect residents (for instance, climate action planning, evaluation of law enforcement system, etc.)
 - Notices or lists and locations of new businesses
 - Easier to read breakdowns of the city ordinances.
 - Information on upcoming policy planning sessions, as well as public input sessions
- Utilities
 - A section dedicated to real-time updates on water main breaks, power outages, etc.
 - The online payment system for utilities is outdated.
- Housing
 - Average apartment rents in Ames
 - Renter Rights
- Local events
 - Concerts/events
 - Events calendar for city
 - Nearby events outside of Ames
 - More kids' activity info
- Weather and Crime Announcement
 - Weather related announcements
 - Snow alert

- If there are crime alerts or snow ordinances (something of great importance) this should be updated to show on the homepage so that it can be easily found.
- Easier reporting of problems (unshoveled sidewalks and intersections)

Your Health

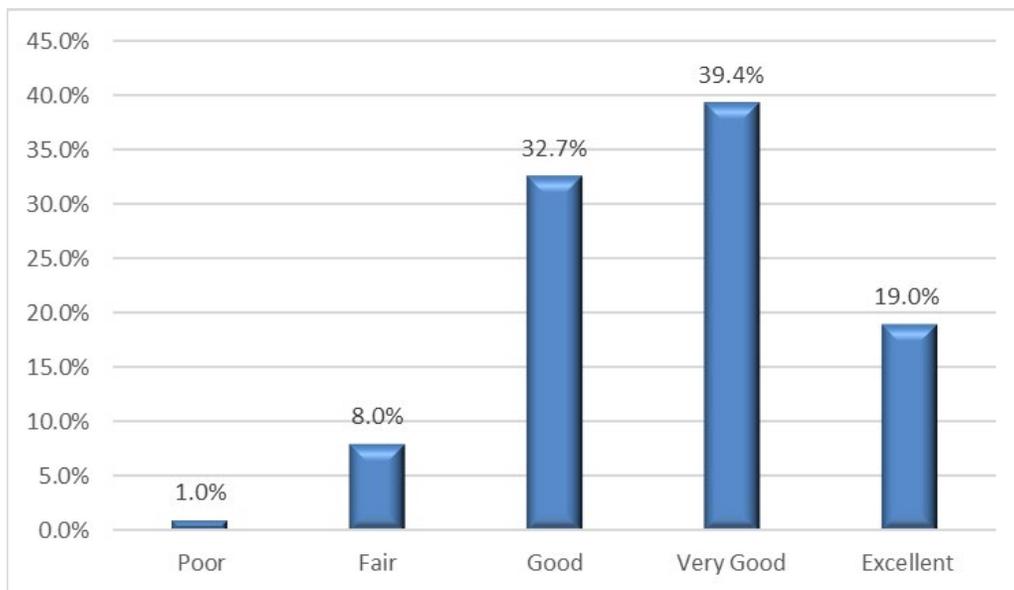
For the fourth year, respondents were asked to rate their health. On a scale of 1 to 5 (1-poor and 5-excellent), the average rating is 3.67. Figure 17 shows the overall health rating of respondents. Fifty-eight percent of respondents rated their health as very good (39%) or excellent (19%). Only 9% of the respondents rated themselves to have poor (1%) or fair health (8%).

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:

- Male
- Higher education level (some college up to graduate degree),
- With higher incomes (\$75,000 to \$99,999 and \$200,00 or more). The lowest health rating was given by those who had an income level of \$50,000 to \$74,999,
- Those living in the northwest and southwest part of town,

Age, length of residence, race, 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. Four percent (n=21) of the respondents did not engage in physical activity of 20 minutes or more on any day of the past week. Around two-thirds (64%) of respondents reported exercising at least 2-3 days (34%) or 4-5 days (30%) in the past week. One quarter of respondents (26%) exercise for at least 20 minutes or more on six or more days per week.

Table 27 compares the non-ISU residents with ISU students. There were more non-students who spent more days (4 days+) exercising compared to students (60% and 52%, respectively). The highest percentage of students (38%) reported spending 2-3 days engaging in physical activity.

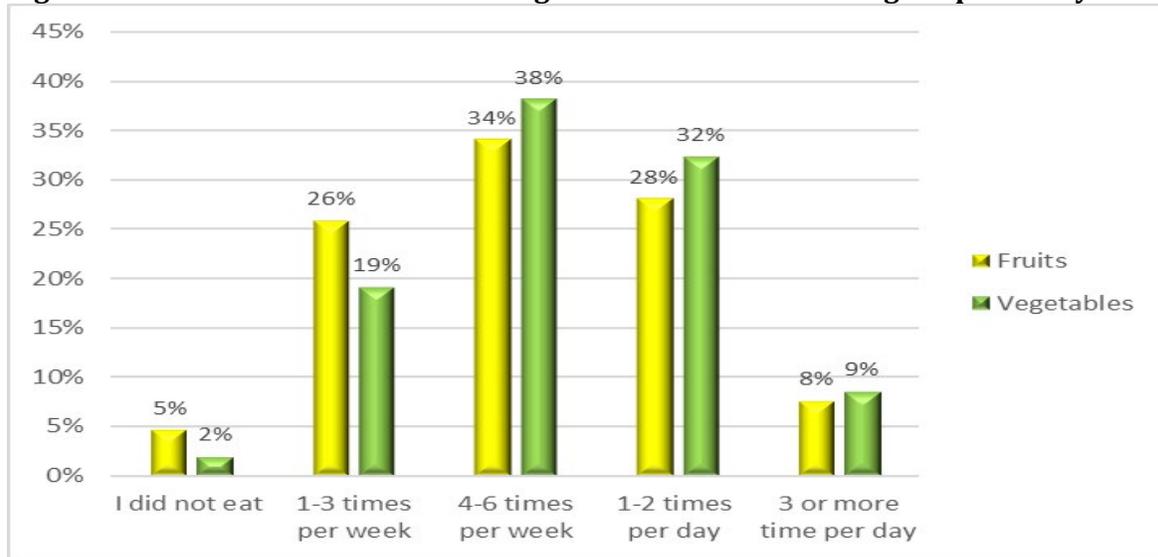
Table 27. Number of days engaged in physical activity of 20 minutes or more

Frequency of Exercise	Non-Student (n=288)	Student (n=300)	Total
0 day	3.5%	3.7%	3.6%
1 day	6.9%	6.3%	6.6%
2-3 days	29.9%	38.0%	34.0%
4-5 days	29.9%	30.7%	30.3%
6 or more days	29.9%	21.3%	25.5%
Total	100%	100%	100%

Eating fruits and vegetables adds nutrients to diets, reduces the risk for heart disease, stroke, and some cancers, and helps manage body weight when consumed in place of more energy-dense foods <https://www.cdc.gov/mmwr/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 diet.

As part of the survey respondents were asked to estimate the number of fruit and vegetable servings they consumed in the past seven days. Most of the respondents ate fruits and vegetables in the last seven days. A small minority of respondents reported not eating any fruits (5%) and vegetables (2%) in the past seven days. Most respondents reportedly had fruits and vegetables 4 to 6 times per week (34% for fruits and 38% for vegetables). The rate is higher for those who eat vegetables more frequently or daily (41% daily), but lower for fruits consumption (36% 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 2.82 (indicating an uncertain level of interest). Forty-two percent were not interested (not interested at all and somewhat not interested combined) in getting involved in community garden, 16% were uncertain, and 42% were interested when somewhat and very interested were combined.

Those who were more interested in community gardens were:

- younger respondents,
- long-term residents,
- with income under \$25,000,
- more educated (some graduate work),
- homemaker,
- females,
- non-whites, and
- renters

However, their views on community gardens were not affected by geographic residence (i.e., NE, SE, NW and SW), and student status (student vs non-student).

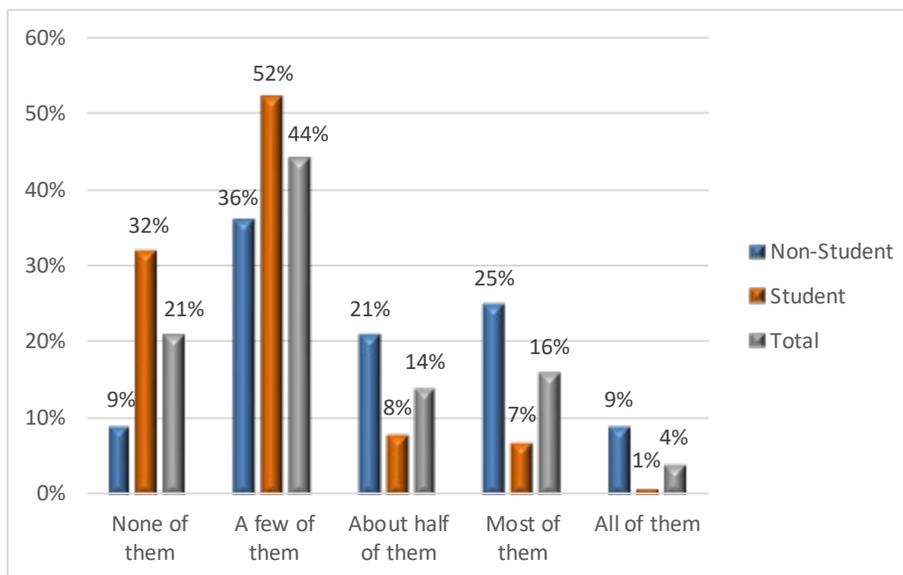
Sense of Community

For the fourth year, the survey included a question asking about the respondent’s perception of connection with the community. *Sense of community* is a *feeling* that members have of belonging, a *feeling* that members matter to one another and to the group, and a shared faith that members' needs will be met through their commitment to be together (McMillan, 1976)

<https://pdfs.semanticscholar.org/e5fb/8ece108aec36714ee413876e61b0510e7c80.pdf>. A clear and empirically validated understanding of sense of community can provide the foundation for lawmakers and planners to develop programs that meet their stated goals by strengthening and preserving community.

Figure 19 shows that in 2021, one-third (34%) of the respondents reported to 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, 16% of the students reported knowing about half or more of their neighbors compared to 55% of non-students. This year, 9% of non-students reported that they didn’t know any of their neighbors compared to 32% of the student population. In 2020, eight percent of non- students didn’t know any of their neighbors compared to 30% for ISU students.

Figure 19. Neighbors you know



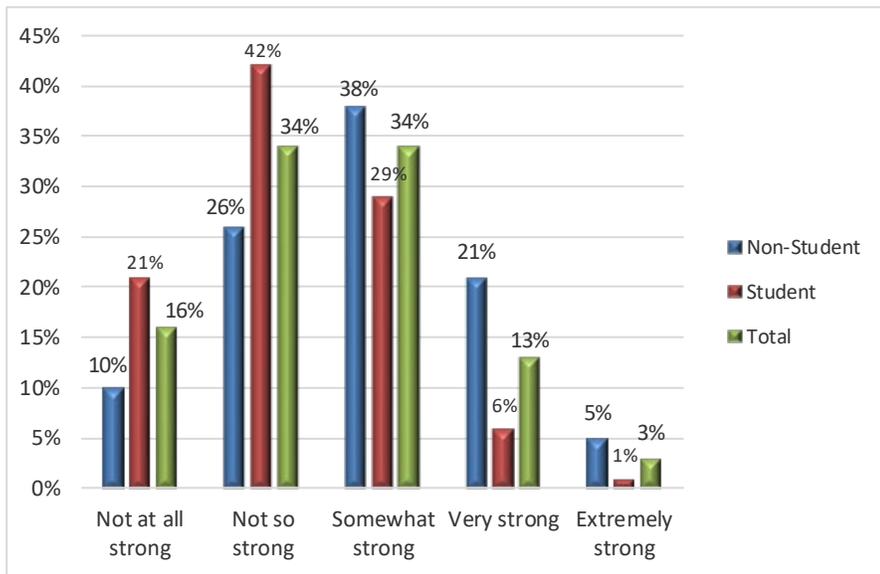
On a scale of 1 to 5 (1 - not at all strong to 5 - extremely strong), respondents were asked to rate their perceived level of sense of community in their neighborhood. Looking at the average score, the sense of the community by all respondents was 2.6 (2.8 for non- students and 2.3 for students). Combining the extremely strong and very strong responses, only 16% of all respondents felt that the sense of community in their neighborhood is strong, but when divided by students and non-students there was a noticeable difference (26% non-students felt a very strong sense of community compared to 7% of students), see Figure 20.

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 vs non-student residents: no difference
- Home ownership: no difference
- Gender: no difference
- Household income: the higher the household income, the higher is the sense of community
- Employment: retired had stronger sense of community compared to other employment status
- Education: stronger sense of community for those with graduate degree (2.7)
- 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: SE residents had weakest sense of community (2.26), followed by SW (2.27), NW (2.69) and lastly NE (2.76)

Figure 20. Sense of community in the neighborhood



Respondents responded to a series of statements regarding community involvement. Table 28 summarizes the responses. When asked if “issues facing my community are important to me,” 92% agreed (somewhat agree/strongly agree), which is similar to the 2020 response of 90%. This trend is much higher than the 2019 survey response when only 6 out of 10 people responded that issues facing my community are important to me. Seventy-one percent of respondents indicated that they were knowledgeable about issues facing their community. In the 2020 survey, 66% of respondents indicated that they were knowledgeable about the issues facing their community. Forty-three

percent of respondents reported that they were engaged in addressing the issues in the community.

Over one-quarter (27%) of respondents indicated that they currently volunteer at nonprofit organization serving the city and 63% contributed financially as a sign of support. When asked if they serve on the Board of Directors for a non-profit organization, only 10% 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=544)	8	92	4.1
I am knowledgeable about the issues facing my community. (n=541)	29	71	3.3
I currently support nonprofit organization(s) with financial contributions. (n=523)	37	63	3.3
I am engaged in addressing the issues of my community. (n=533)	57	43	2.8
I currently volunteer for a nonprofit organization serving the City of Ames (n=490)	73	27	2.2
I currently serve on a Board of Directors for a nonprofit organization serving the City of Ames (n=481)	90	10	1.6

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 all the issues involving their community were important to them. Issues facing community were more important to female while male more likely to serve on a Board of Directors for a nonprofit organization serving the city of Ames. Non-white respondents were more engaged in addressing the issues of the community while whites would more likely provide financial support to nonprofit organization. Five out of six community issues were highly rated by those living in the NE part of the city except for the general statement on importance of the issues facing the community by those living the NW part of town.

Table 29. Community involvement by demography

	Age	Length of Residence	Gender	HH Income	Home ownership	Geographic Residence	Race
Issues facing my community are important to me (n=544)	Older	Long-term	Female	\$200,000 or more	Owner	NW	
I am knowledgeable about the issues facing my community (n=541)	Older	Long-term		\$200,000 or more	Owner	NE	
I am engaged in addressing the issues of my community (n=533)	Older	Long-term			Owner	NE	Non-white
I currently support nonprofit organization with financial contributions. (n=523)	Older	Long-term		\$150,000 – \$199,999	Owner	NE	White
I currently serve on a Board of Directors for a nonprofit organization serving the City of Ames (n=481)	Older	Long-term	Male	\$150,000 – \$199,999	Owner	NE	
I currently volunteer for a nonprofit organization serving the City of Ames (n=490)	Older	Long-term			Owner	NE	

Sense of Belonging

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

Table 30 shows that respondents feel that the City of Ames has the attributes for community integration:

- the City of Ames has a strong commitment to diversity, equity and inclusion (82%),
- there are one or more organizations in this town where respondents feel they belong (82%),
- and the City of Ames is a place where they could perform their full potential (87%).

Ninety-three percent of the respondents felt that they were treated with respect in Ames, followed by feeling that they belong in this town, and the feeling of belongingness in this town (87%,

respectively). The average value shown in Table 30 ranges from 3.7 to 4.1 indicating that the respondents agree that those integration/sense of belonging measures are present and/or being observed in the city.

Table 30. Community Integration and Sense of Belonging

Issues	Strongly disagree/ Somewhat Disagree	Somewhat Agree/ Strongly Agree	Average
I am treated with respect in this town (n=559)	7	93	4.1
I feel I belong in this town (n=560)	13	87	3.9
I feel this city is a place where I could perform up to my full potential (n=558)	13	87	3.9
I have found one or more organizations in this town where I feel I belong (n=527)	18	82	3.8
The city has a strong commitment to diversity, equity, and inclusion (n=550)	18	82	3.7
I feel valued as an individual in the Ames community (n=550)	17	83	3.7

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

Older, long-term residents, homeowners, and whites felt more integrated to the city. See table for specific details. Those with household income of \$150,000 to \$199,999 felt they belong more to the town and those with higher income felt the city is a place where they could perform their full potential. However, perception was the same regardless of geographic residences of the respondents in five out of the six measures except for those living in the northwest part of the town finding organizations where they feel they belong. Perception was the same regardless of gender.

Table 31. Community integration and sense of belonging demography

	Age	Length of Residence	Gender	HH Income	Home ownership	Race	Geographic Residence
I feel valued as an individual in the Ames community (n=550)	Older	Long-term					
I feel I belong at this town (n=560)	Older	Long-term		\$150,000–199,999	Owner		
Ames has a strong commitment to diversity, equity, and inclusion (n=550)	Older	Long-term			Owner		
I am treated with respect at this town (n=559)	Older	Long-term			Owner		
I feel this city is a place where I could perform up to my full potential (n=558)	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=527)							NW

Respondents were asked what would make them feel welcome and give them a sense of belonging in Ames. This was an open-ended question. Figure 21 shows that the 183 respondents who answered this question gave 175 different suggestions. Many respondents said that they already felt welcomed and have sense of belonging living in Ames.

Respondents were asked what would make them feel welcome and give them a sense of belonging in Ames. This was an open-ended question. Figure 21 shows that the 183 respondents who answered this question gave 175 different suggestions. Many respondents said that they already felt welcomed and have sense of belonging living in Ames. Similarly, many respondents also said provided suggestions such as “none”, “I don’t know,” and “N/A”, also indicating a level of satisfaction.

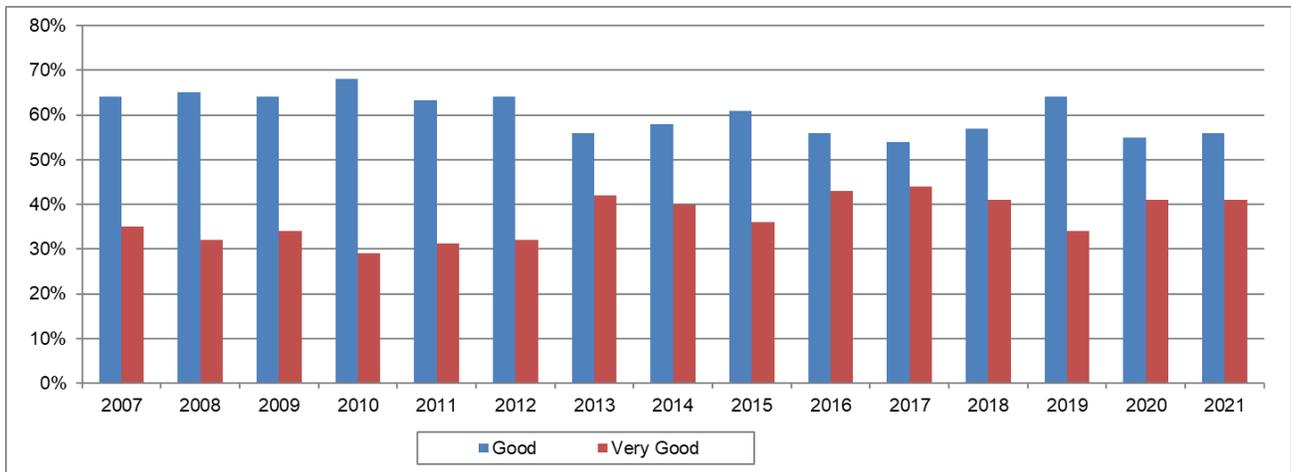
A frequently mentioned suggestion was more community events to interact and get to know more people. Specific suggestions included a city fair, more outdoor concerts (like Roosevelt Summer Sundays and Bandshell), opportunities to meet people from the around the city and activities for more interaction in the winter. Neighborhood block parties were also suggested as a social event. A number of people would like to see a great diversity of cultural celebrations. One person shared that this would create greater understanding and perhaps reduce microaggressions.

Along with diversity in city celebrations, there were also respondents asking for diversity in business ownership (more black-owned businesses). A number of those who took the survey also were asking

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 the same as last year (2020). The number of respondents rating the City of Ames as “good” was 55% in 2020 and 56% in 2021. When the positive (“good” and “very good”) ratings are combined, 97% of Ames residents ranked their overall satisfaction with city services as good or very good. This is the slightly higher than the 2020 total of 96%. (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. There were 211 responses were provided by 225 respondents. Figure 23 shows the visual presentation of the responses using ABACY word cloud.

A common issue mentioned related to traffic control and flow as expressed in this comment, “Transportation/traffic flow continues to need attention. Arterial streets are slow and inefficient - lots of stop lights cause constant stops and waste fuel.”

Many people mentioned better flow on busy roads such as Duff Avenue, Lincoln Way, S 16th Street, Campustown, University Avenue. Several people also called for better enforcement of speeding in residential neighborhoods including Hyde Avenue in Bloomington Heights. There were several comments about adding turn arrows at traffic light or additional roads to get across the city. One respondent believes that opening up the South Grand Avenue extension will help with traffic flow.

Other road related issues frequently mentioned were the need to improve roads and snow removal. Several comments focused on fixing potholes and curb maintenance. Snow removal comments

focused on keeping sidewalks clear for those walking. There were also comments about the slow timing of snow removal. One respondent mentioned the safety of the Duff Avenue railroad crossing mentioning several accidents with pedestrians.

Several comments focused on improvements to safety. One person asked for better lighting on streets. There were several comments about night police patrols and police patrols in residential and business areas. Sexual assault and crime were other areas of concern that respondents felt should have a greater city focus. Another comment asked for more targeted law enforcement.

Respondents raised a number of topics related to social concerns. Some mentioned the need for greater focus on childcare options and accessibility. Another person suggested, "providing summer learning, volunteer and employment opportunities for youth." Several comments focused on improving education in the city's public schools. Other social needs included more gathering spaces (multi-use, rec, shopping, dining), and entertainments for various groups (families, middle-aged people, students, etc.)

This year there were a number of comments that specifically discussed the City of Ames's response to the COVID-19 pandemic. Several people commented that they thought Ames should "cancel the mask mandate. They do more harm than good." Another response expressed frustration and confusion saying, "[get] rid of non-enforceable ordinances and mandates. They just cause confusion and division..." Other citizens (in favor of restrictions) also asked for better leadership, "Better enforcement of pandemic measures, more programming to encourage vaccination, mask wearing, etc." Another commented, "[The city should focus on] keeping bars from getting overcrowded and help stop the spread of COVID-19."

One person suggested that Ames have a greater focus on public health.

Another theme that emerged was a greater focus on diversity, equity, and inclusion. Thirteen people made comments regarding this topic. Several comments asked for a focus on equitable access to public resources and the inclusion of diverse groups in City governance. This comment captures this idea, "...focus on ensuring that equity is integrated into City services and planning." Another comment, "Creating an inclusive environment for people who identify in groups that have been marginalized in the past." "Community engagement opportunities among all racial groups." Others called for action such as the following suggestions, [take] "...action steps toward improving racial and social equity (i.e., paying reparations, etc.)" and "...re-evaluating our law enforcement system based on recommendations from leaders of BIPOC community organizations."

This year there were several comments asking the City to decrease police budget. Along a similar topic, reallocating resources from policing to mental health was another idea expressed in the comments. "Mental health interventions for those who are in crisis from trained counselors. A hotline that you could call 24/7 for a counselor instead of the police."

This year's survey also received numerous comments supporting more mental health services. "More funding toward social services- DHS, YSS, Foster care, affordable therapy." Homelessness was another topic respondents felt the City should focus on with additional effort. Several respondents asked for more focus on the homeless population including additional services, support, shelters, soup kitchens, and help with basic needs.

Affordable housing was an important topic to a group of respondents. Many comments mentioned the lack of affordable housing. Several comments gave specifics about affordable housing for lower incomes, “Affordable housing with a more modest income limit (\$45,000)” and “Affordable housing-meaning \$75,000 to \$150,000 price range.” Other respondents shared their frustrations as revealed in the following comments. “Rent in Ames is very high for the quality of housing when you factor the population and the recreational activities available. It is over-valued.” Another commenter wrote, “...as a renter, I have wondered about how affordable this city is for low-income residents since rent prices are so high. I hope Ames is addressing affordable housing, as the city is reliant on many workers in service industries.” “Rental housing increases are insane. I had to call and ask ‘Is this even legal?’ but apparently when they break the new fees up this way, it is. Are rent increases tracked? It's extortion.”

A related topic also discussed by a number of respondents was City planning and planning for the future. Comments included ideas such as, “anticipate future change and prepare in advance,” and “reduce sprawl.” One comment suggested that the City of Ames work with Iowa State University studios to help find innovative solutions.

One respondent had a comment expressing concern of lack of services and call for long-term planning in West Ames. “West Ames is growing but there are limited resources in that area especially for food – groceries and restaurants...I have noticed many young, large families...interested in the housing opportunities as they are affordable with a high bedroom count. It is problematic because I noticed many of these families did not have cars and would walk with 4+ kids to Hy-Vee (over a mile away)...The development has been so dense with housing that it's now lacking in amenities...It seems that the planning and development of areas like this would be more sustainable from the city's standpoint if there were resources for food, parks & rec, health/hygiene/pharmacy stores, etc. built into the process of housing development when it becomes this expansive so that the area can be broken up with some amenities.”

Economic development and redevelopment were another topic frequently mentioned in the comments. One person suggested, “Economic development. The pandemic highlighted the over dependence of the economy on the University. It would be great for the innovation that comes out of the colleges to stay here in Ames with business incentives from the City.” There were several calls for the city to be “pro-business” and to support growth in retail and small business. Many people are looking forward to redevelopment in downtown Ames and along Lincoln Way. Others would like to see redevelopment along Duff Avenue, “...make Duff Avenue look better and be safer. This is a gateway to our community...” A handful of respondents were concerned about getting better internet services across the city. One person suggested making internet a public utility.

City beautification was another topic discussed by survey respondents. A handful of people provided comments about garbage littering the streets. One person suggested having more garbage cans around the city, and another asked for additional street sweeping in Campustown after the weekend. Others suggested repairing sidewalks, especially in the Old Town neighborhood, where tree roots have caused them to become very uneven. Several respondents also recommended the City focus on tree care, removal, and replacement.

There were a number of comments related to parks. There were a pair of comments asking for a greater focus on cleanliness, hygiene, and safety at public toilets in the parks. A dog owner asked for additional dog waste disposal containers at bus stops or entrances to parks. A couple of respondents

What would make Ames fun, vibrant community?

This is the second year that an open-ended question was asked on would make Ames a fun, vibrant community. Less than half (44% or 264 respondents) responded to this question.

The responses varied from a variety of topics including community festivals and events (28%), economic development (27%) and recreational facilities and activities (22%). One-fourth (25%) of the total respondents mentioned other suggestions including infrastructural development, prioritizing people and public activities, more diversity and activities and so on. For summary, see Figure 25 and specific comments on the appendix.

The remaining ten percent (32 respondents) appreciates Ames for being a fun, vibrant community. They are happy to live in Ames. Special mention was made with pre-pandemic situation, and the safe and quiet environment.

Major share (28%) of the respondents mentioned that community events and festivals would make Ames fun and vibrant. A wide range of socio-cultural events, music and art festivals were recommended by the respondents. Some of these community festivals and event include:

- Music
 - More live music events
 - Outdoor concerts and festivals
 - A town festival. The town I grew up in had a cherry festival and it had some great flair. The high school jazz band did an open dance night, there were carnival rides, cherry pie eating contests, fireworks, etc. It was a great community event we all looked forward to.
- Arts
 - More artwork and interactive activities
 - Fun/colorful displays of art, particularly outdoor paintings on business walls in high walking traffic areas (near campus and downtown areas)
 - More community art projects. A way to get residents out and participating while learning and creating together.
- More events to bring people of diverse backgrounds or different age groups together.
- A city festival. VEISHEA in a more family environment.
- More community gatherings, parades, festivals, arts, shows, lecture series, etc. items/ gathering of cultural value.
- Community interaction for adults. Trivia nights, scavenger hunts, painting classes.
- More community events, like stuff on Main Street. The farmers market is nice, an art fair or outdoor event of some kind would be fun. Small towns in Iowa do local festivals, like the fall festival or strawberry festival, which would be fun. The Des Moines Christmas Market was cool, but it was not worth the drive. Doing it in Ames would be better.

The economic development related suggestions were mostly focused either on economic (business) activities and infrastructural development. Some of the outdoor activities mentioned by the respondents includes:

- Economic (business) activities
 - A greater focus on small business opportunities for bars, restaurants, coffee shops, etc. Too many national brands coming in, and lease rates are a huge barrier to entry for

- smaller operations.
- Free parking downtown; more national chain business
- A more vibrant downtown
- Old Navy, Aldi on the west side
- Brewery, more districts with restaurants/bars that aren't so close to campus
- More non-chain restaurant options, new mall with open stores, drive in theatre.
- Infrastructural development
 - Better connection to downtown and improve Welch Avenue.
 - Improving off-road bike paths/connectivity
 - Lower taxes

In terms of recreational facilities and activities, both indoor and outdoor activities were recommended. Parks improvement and more activities on parks received a huge priority to the responses. Some of the outdoor activities cited were:

- Parks
 - More activities in Bandshell Park
 - Trampoline Park i.e., Skyzone/ GetAir
 - More dog parks
 - Continued programs and activities, upkeep of parks/greenspaces, and welcoming atmosphere.
 - More infrastructure on parks (restrooms for instance)
 - More natural areas like Ada Hayden Park
- More outdoor activities, especially walking trails and hiking sports.
- A skate park in that empty lot on Mortensen and South Dakota over by perfect games
- Some sort of community center for activities, lunch, events, a relaxing workspace etc.
- The game parlors, beautiful parks, golf courses, restaurants, movie theatres, lakes, picnic spots and many more.
- A drive-in movie theatre.
- More disc golf courses.
- More fishing locations.
- Fun lighting on paved trails for cool and safe later evening walks.

Indoor recreations and wellness mentioned were:

- Warm water indoor pool
- An indoor/outdoor recreation center. A place for families to utilize and bond. There are very few activities around Ames you can do as a family especially in the cooler and cold months.
- More indoor activities for winter: ax throwing, indoor golf league, etc.
- A nightclub, a gay bar, outdoor sculpture garden, art museum!!, nature center.
- Children's' museum.
- More entertainment for handicap access and for elderly, retired citizens.

Some of the other suggested measures were

- The more people in Ames, the more interesting and vibrant the city becomes. When students leave for summer break, the city can get kind of lonely, so adding incentives like more employment opportunities and affordable housing to increase the population of the city would do a lot for the community.
- Get rid of racism, xenophobia, homophobia, and hate.
- More community garden space and drinking fountain with dog bowl on Main Street.

- It's an old town and the buildings look that way. So maybe nicer looking buildings, better recycling system, trash clean up.
- Fewer lawns and parking lots. MORE GARDENS (especially if we could encourage homeowners to replace lawn space with gardens somehow), more mixed-use dense development (kind of like Greenwich Village in NYC), and more opportunities to socialize just in the neighborhoods.
- More concerts and shows in our stadiums. Take advantage of the university's facilities size.
- improved commitment to climate action; continued and increased investment in the arts.
- Diversity of people and less lawyers/chiropractors on Main Street and more business that I would want to spend money.

Figure 25. What would make Ames a fun, vibrant community?



APPENDIX 2021

Residential Satisfaction Actual Open-Ended Responses

Comments on Overall City of Ames Services

- City of Ames office
 - Customer service is terrible. People working with the city clerk office or any other customer facing service needs serious work on how they interact with customers. I know this is a problem for many Ames residents. There is a sense of entitlement by the employees at city hall and they care not to help customers at all. They are very rude and seldom provide the answers or assistance needed.
- CyRide
 - Add bus stops to Oakwood Rd in South Ames
 - CyRide bus services needs better management
 - CyRide gives very good service but I'm disappointed that I can't use it anymore
 - CyRide needs more bus routes by Copper Beech. One bus every 20-30 min. doesn't help
 - Lot of empty CyRide buses, can we reduce this waste by using smaller buses?
 - We would love to use CyRide more regularly, but we don't have very frequent buses, particularly during the winter and summer breaks, in southeast Ames.
 - Would like CyRide to go North of Bloomington on Hyde
- Electricity
 - Angry- we are charged for our electric at a different (higher) rate than what we generate! Ames screwed us. We had solar before the push for Ames Solar
 - Overall, the services provided by the City of Ames is very good. The only thing as a student I feel is that the electricity rate during summer is high. Otherwise, I do not have any other complaint or grievance.
 - Water services and electric services - satisfactory
 - We have Energy for the electricity.
- Garbage
 - Ames needs garbage pick-up to be assigned districts. And it should include curbside pick-up for composting, etc.
 - I would love to see more public trash cans available around the city. For example, in my previous city, these were frequently at larger bus stops. As a dog owner, it would be nice to have more places to dispose of waste during walks.
- Garden
 - It would be awesome to have more garden spaces!
- Housing
 - Rental Department fails to follow up on repeated complaints on rental properties.
- Library

- Why limit computer time when the library is empty? This just makes me go home.
- Nuisance Ordinance
 - Keeping pets on leashes is never enforced! Neighbors just turn their dogs out to roam and poop in our yard.
 - Mr. X @ Animal control should be fired. The idea that a barking dog complaint needs to be determined by the neighbors was ridiculous. One complaint should do it, your policy on this sucks!
 - Public Nuisance Enforcement: City does not seem to initiate action and neighbors often reluctant to phone in a complaint. Once a complaint is made, city action follows.
 - Would prefer if Ames PD only responded to noise ordinances if they were called in rather than acting on their own accord.
- Other
 - Hard to over generalize
 - I hope the survey made for them is better in the future.
 - N/A
 - None
 - We choose to live in the college town. So get over it!
- Parks & Recreation
 - Love the Parks and Rec exercise classes and instructors; Nancy's show is the best
 - My family hopes for more swings in the parks. Also, a climbing wall would be great.
 - Parks and rec leadership is unresponsive to very real neighborhood concerns - dismissive.
 - Parks and Rec needs to stop the swim club overtaking the pool the first weekend of June!!
 - The bike/walking path that goes out of Gateway Hills Park is in extreme disrepair at certain points.
 - We use parks and rec classes frequently! I'd love to see them for older youth as well.
 - West Ames seems to be far away from a lot of things including nice recreational trails. I recognize there are nice trails and businesses, but north Ames and south Ames seem to have more abundance of such amenities. Growing up in north Ames I loved it, but west Ames seems a little different. Perhaps more thoughts could be directed towards west Ames.
- Police
 - Ames and ISU police must aggressively deter any dealers from setting up shop here in Ames. Drive them out!
 - I have had to deal with law enforcement three times. Two of these times the officers were rude and disinterested, the other time the officer was very nice and polite and professional.
 - Less cops! More resources!
 - Police do nothing for noise complaints/drug usage complaints in apartment complexes. Police have also been disrespectful to us previously during a call
- Positive Comments on the City
 - I really appreciate the excellent Public Library and the parks system. I

wish there was greater enforcement of snow removal ordinances during the winter. Many of my neighbors never shovel their sidewalks, or they just make a narrow path that doesn't accommodate wheelchairs, strollers, etc. The same pattern happens year after year, apparently without consequence (have now lived for six years at the same residence).

- Ames is pretty good, especially library
- City of Ames Services are actually pretty great, except snow removal. I have almost totaled my car several times during winters here. I feel that there is a bias that every person should have 4-wheel drive to live here and is the only thing that I feel unwelcomed by.
- Excellent. I love living in the City of Ames
- Excellent services, except could expand CyRide (more stops at vet school)
- Good
- Good stuff guys
- Great effort to provide a healthy lifestyle to the residents.
- Great Job!!
- I am happy to see that the City of Ames is taking into account residents' feedback on these services. A survey like this could be more helpful if some of this information (on what the city is and isn't doing/what their successes/struggles have been in each of these areas) was available in an accessible format alongside this survey. I am also very glad to see that the city is pursuing a climate action plan and hope that this plan will include community input before and during its creation and that Ames (and ISU) will be a leader in climate action. This seems like a great opportunity to make a plan that will put Ames on the map and also help protect the future of Ames residents and residents all over the Midwest, nation, and world in the coming years.
- I am very much satisfied.
- I have lived in Ames for the past six years and I love Ames so much! The services available here are better than most other communities.
- I love Ames, it's a wonderful place to live.
- I think the city does a good job. I would like to see when pruning street trees that they employ someone that does it properly and balances the trees. I would like to see planting in city owned areas of more wildlife food. I would like to see the floodplain empty of businesses.
- It's good I guess
- My experience over the past 3 years is that Ames is a well-managed city.
- Nice city to live in.
- Overall, a great place to raise a family and attend graduate school.
- Overall, Ames is doing great!
- Overall, good, just some small things that would need to look at
- Overall, I think Ames is a great city with lots of great services. Some could use some improvement.
- Overall, Ames provides a suitable place for short term living, but is not somewhere that I can imagine raising a family. The crowded and underkept roads pose safety and drivability concerns. I like what the city does to start green living, but I am saddened to see that many trees have begun to be cut down. The increase in crimes has also caused

some concern. Nice place to live, but not necessarily somewhere I'd like to stay long term.

- Thank you for your support of students and creating an environment where you educate us and keep us informed. We are able to truly become young adults because you are helping us (mutually beneficial relationship).
- Thank you!
- The city of Ames services does a great job at all of it. I feel safe and happy here.
- Recycling
 - Need recycling!
- Street Maintenance
 - I was very impressed with the quick response. I received when I reported streetlights out.
- Water
 - Sometimes the drinking water has a weird smell which worries me.
 - You charge too much for outside water used for gardening, lawn sprinkling, etc.

Comments on Police Department activities

- Since new to city, I noticed many drivers wait to signal left turns until already turning at traffic lights. Many do not understand 4-way stop signs, courtesy rules.
- All good.
- Ames needs to establish resources for those struggling with immediate mental health concerns that are not the police/hospitalization.
- Ames needs to make sure that meth and cocaine do not get a foothold here. That is the root cause of lots of crime. Tackle the root cause!
- Ames police should focus on things like violent crimes, white supremacy, and things that actually endanger the community. They should not focus on mental health related issues, drugs, alcohol, etc., because those would be better handled with proper resources, rather than police that do not typically de-escalate a situation. More resources are needed and less involvement of the police department.
- As Ames grows and more stoplights are added, they should be meticulously timed so that they are effective at all times of day and days of the week. Look to bigger cities like downtown Boulder CO for examples.
- As an international student living in Ames, recent microaggressions against Black or Asian people make me nervous. I hope the police department make an announcement related to it.
- Campus house parties - patrol more loud amplifiers past curfew.
- Cases of crime seem to increase in Ames.
- Continued discussion and efforts toward racial and social equity.
- Cut patrolling by 50, waste of time and money.
- Don't Defund the police!
- Don't have a lot of experience with the police department. We definitely appreciate all the outreach efforts, and general approachability of the officers.
- Don't know (3x)
- Drop the "broken glass" mentality. No need to pull over individuals for minor traffic interactions. Have social workers deal with social problems. Eliminate military-style uniforms and equipment. Deemphasize "politicians" and focus on "community".
- Emphasize anything which will help children, both by safety and learning
- Police involvement should be limited to the criminal side of things, but the responder should be SANE.
- Fund social services outside of the PD to actually support the community and let the PD focus on law enforcement. Also, support opportunities to reform PDs (officer stress support, de-escalation techniques, cultural sensitivity, etc.).
- Go back to walking the beat, conversing with people!
- Good
- Had a really satisfying experience with the police department when we reported vandalism and attempted robbery cases. The officers were really quick to come to our place and took proper measures to ensure safety.
- I am a foster parent- the middle school resource officer was amazing. Please don't take them out of the schools!!! The officer we worked with had a great rapport and really felt like a resource.
- I am certainly pro law enforcement/the need for a responsive police force. Ames is a wonderful-mostly safe community - maybe that's because we have a police force that's responsive when needed - stays out of our way if not - but we know we can count on them.
- I am sure most everything is good. I leased an apartment at 127 Welch when the alcohol establishments were more shut down, but now I know what it is really like. Screaming, loud music, loud cars, loud engines, drunks all over, my bike was stolen. Vomit, trash. Sorry. I thank the officer who helped me out a great deal once. I appreciate it. I am not dissatisfied with Ames Law Enforcement. The lady on the phone was very kind to me when my bike was stolen and I was sad. Helpful!
- I appreciate our great police officers
- I don't have enough experience with these to comment.

- I don't have enough information to offer informed opinions about any of these questions. How much of the departmental resources are allocated to these various issues at the present? Without this baseline information anything I could offer would be simply anecdotal
- I don't know too much about the police. However, I think that the police system should not prosecute people for doing drugs. While I don't think people should do drugs, I think that people with drug problems need medical and social support, not punishment. I also think that the police should focus on a restorative justice approach, especially for youth, and make sure not to cause a school-to-prison pipeline. I remember that when I attended Ames High School, police were sometimes called because kids were being rowdy in the back of the bus. I think that could have been solved differently without "punishment." Also, I think that the City should make sure to work closely with communities of color to ensure that the Ames PD is not perpetuating systemic racism.
- I don't see them patrolling enough. Many police cars at the station every time I drive by.
- I don't think police are a deterrent to crime and funding should be re-allocated to social services.
- I don't understand if there is an active warrant and police are informed of the location of the person with the warrant, why they would call the person or person where they are hiding out instead of going to get them. A call to a person where they're hiding may already be abused or in danger.
- I don't have much interaction with Ames police.
- I generally appreciate the Ames police department.
- I have had and heard of several instances where the police department declined to issue tickets, or even warnings, related to a bicyclist's rights being broken. The Ames police department needs to enforce these laws so drivers understand this town is welcoming and supportive of bicyclists (which Ames claims to be, but I have seen little actual action on that front).
- I have had property stolen 3 times. I gave detectives the name of the suspect. One for Ankeny and one from D.M. The Ames police never followed through either time. I am very disgusted with the Department and let everyone know how important this dept. is.
- I have no experience with the Ames Police Department
- I have no opinion
- I have some biased responses for number 11 and 16 due to events that occurred in the last 4 years that I've lived at Ames. I'm not as educated as I probably should be on the impact that the Police dept. has on the community.
- I lost my keys one time and called the Ames Police Department to see if they had any keys that match my description. They said they didn't. I was presently surprised that they kept following up with me when they got new keys in to check if they were mine. Little acts like this go a long way. Keep this up!
- I needed them twice since I moved to Ames, and they were great to help me. I can only say good things about this department.
- I really don't know APD's priorities- I assume they are doing a good job.
- I request Ames Police to emphasize more on Residential Patrolling to prevent trespassers and people who disturb the residents by making noise and by their wrong behavior that are unacceptable for the residents.
- I think APD does an excellent job keeping Ames safe. I miss the PR campaigns and meets around town, but COVID didn't help.
- I think it is largely Ok, but I would focus on the more difficult crimes and enforcement that their training and preparedness is for.
- I think it is very important that Ames responds to the concerns from community members in Ames, especially BIPOC community members, about the role of police officers in community safety and how the law enforcement system needs to be restructured to ensure that community members who need help are receiving help from those with the most expertise for that particular situation and that crime prevention is prioritized, in addition to mental and physical health; economic, social, and environmental equity; and the voices and recommendations of those who have been most harmed by our systems. It seems like Ames Police Department can be a leader in reimagining this system and valuing equity and justice above all else.

- I think they do a pretty good job at outreach activities but are too concerned with certain things like parking tickets and speeding tickets than working on sexual assault prevention, etc.
- I would guess the speed of most cars using Northwestern Avenue between 30th and 24th is 40 to 45 mph. This needs to stop. It already had 1 car crash into my home.
- I'd like more patrol in campus neighborhoods
- I'm very proud of our police Department and feel they are professional and serve the community very well. Not an easy job in these times!
- Idk most of these. The Ames PD overall does well.
- In general, I think Ames PD has good outreach, but it can always be better.
- In October, I was hit by a car while riding my bicycle. I'd never had a serious police interaction before, and the officer who talked to me was unhelpful, did not listen, and wrote a report saying that I caused the accident. Not very cool if you ask me. Under more normal traffic stop circumstances, campus police are usually tweaking out as they try to find reasons to ticket me. City of Ames police are much more understanding and helpful.
- It would be nice to get follow up calls on issues. You report a problem and no one calls you back or emails you.
- It's a politically difficult time right now but I think APD does a great job overall.
- Jaywalking is problematic especially near Campustown. Students routinely do it in the dark and when wearing dark clothing. It's surprising that more accidents don't happen. Noise violations should also be served more frequently, especially in areas with high densities of college students.
- Keep doing what you're doing! Thank you!
- More involvement with mental health providers
- Much more emphasis needed on conflict resolution and racial bias training.
- My neighborhood has a lot of domestics and could use more patrolling.
- No issues, thank you for your service.
- No more SROS!
- None (3X)
- Not a fan of the officer who was driving drunk on the wrong side of the road being placed on paid leave. Not how I like my tax dollars being spent
- Officers polite, not always well informed. Under trained.
- One time my door blew open when it was especially windy. It was late at night and I didn't notice the front door was open until I came downstairs to let my dog out. The sight of the door wide open at 10:30 gave me quite a scare as a young female who was alone in the house, but I noticed a vigilant patrol car across the street and was so comforted and impressed that an officer had noticed the possibility of something amiss. Thank you!
- Police need to enforce laws protecting bicycles MORE (protecting bicyclists from cars, tickets for violating the law, for example)
- quit giving me parking tickets
- Really don't know how much each one is currently emphasized. A better question would be to ask which should be prioritized most.
- Require racism courses for all police personnel. Diversify the police force
- Seems like there is more parking police than criminal handling police
- Since the coverage of crime in the paper is negligible, it is hard to know why crime even exists here.
- Some of these jobs seem better fit for alternative services.
- Sometimes police intervention is used when the other services are more appreciable.
- Take the resource officers out of the school for their office; keep the partnership between the school and the police department.
- Thank you, police. Keep up the good work
- The Ames Police Department needs to step it up. They seem to kind of let things go unless they absolutely can't. Stop just sitting parked in the middle of random places where it's obvious the officer isn't doing anything and get out and about do your job.
- The only time I've been disappointed with the Ames Police Department was went they never

followed up on a noise complaint, but it was 801 Day, so they probably had their hands full. Also, when one officer threw away something I had lost when someone else turned it in to them for the lost and found.

- The parking in Ames is quite poor, and the 48-hour city wide parking limit is quite frankly a terrible idea. I understand its use, but for those of us who are restricted to street parking, we would not have to go out and start our vehicle every 48 hours to move it, especially on very cold days in the winter where it is completely unnecessary to start a vehicle if you don't have to.
- There is a private security service that works in Campustown. Several times now they have illegally shut down parties (as well as verbally and sexually harassed citizens). These security (expletive deleted) open carry and do not prove their identity making everyone feel uneasy. I think the Ames PD needs to keep an eye on these mall cops before someone gets hurt.
- They are timely and professional, I think highly of the Ames Police Dept.
- They cannot enforce the useless mask mandate. Complete waste of time.
- They need to have a better working relationship with the social work groups in town and learn when it is appropriate to delegate incidents to them. Police have no business addressing domestic disputes. The sheer volume of students arrested for underage drinking also implies that the police are focusing entirely too much on prosecution and not allowing health professionals to use the police's public platform to educate the public about addiction and substance abuse.
- This city needs less policing and more mental health outreach.
- This is a hard thing to decide because they should be doing all these things anyway. We support our officers!
- This is a poorly designed survey question.
- Too many public intox; decriminalize pot.
- Traffic control and enforcement: Really not a police problem, but infrastructure (city) problem.
- Turn our any non-violent calls to DHS or EMTs, increased police presence is detrimental to the neighborhoods.
- Very in favor of moving towards a social service and mental health approach for things not as well suited for law enforcement, esp. some (non-violent) juvenile crimes, in school resource/support, domestic violence and family dispute. While traffic control and speed enforcement should be police, it is often the main activity and question if we need to see LE vehicles so frequently on streets. Whereas little effort appears to be put forth in crimes.
- We called the police this past Monday for a recurring incident in our apartment building with a homeless man. They asked what apartment complex and number we lived in, but never came to check on us as we had direct encounter with the repeat-offender. Again, I am here to support our police department, but was very scary that they did not come check on the people who had the direct encounter.
- We don't know much about local policing policies, but I'm generally against drug use criminalization, particularly around addiction issues. The one thing that we know could use more emphasis is keeping people from speeding down Summit Ave by the high school. That street could use a speedbump since folks often use it as a high-speed cut-through and it's a residential street with a high accident rate.
- We don't need school resources officer services.
- We feel safe in Ames. Thanks to our police.

Comments on Fire Department activities

- All good.
- Ambulance assistance: Not from personal experiences, but by observing neighbor's receiving assistance a number of times.
- Ames firefighters are kind and thoughtful. I appreciate them.
- Black people- they also show up
- Called for EMT services one time. Response time was very fast.
- Don't clean up after themselves. Tracked a lot of dirt and snow into buildings
- Don't know
- Educational opportunities for kids are exceptional!
- Fire department is very professional, always felt respected and safe working with them in Ames.
- Friendly staff, is one block away from me, and is not even noisy.
- Great presentation at Ames Airport Fly-In
- Have never needed or know of these
- Have not been involved with the fire department, but I have no complaints.
- I am fortunate to not have used these services.
- I don't have enough information to offer informed opinions about any of these questions
- I have never had any need of or interaction with the Fire Department.
- I have not really interacted with the fire department despite my 4 years of living in Ames.
- I have not used the Fire service so it will not be okay to comment. But I've heard from my friends and acquaintances that the Fire Department is very prompt with their service.
- I have seen no outreach whatsoever from the fire department, but I have seen a lot from the police. I think this is something they could take large advantage of with teaching about dorm/apartment safety and hazards
- I have seen them put out one fire near my apartment and it was timely and they got it under control.
- I have thankfully never had to utilize any ambulance or fire services while living in Ames.
- I haven't used any Fire Department services
- I hope I don't need them, but I'm glad they're there!
- I know basically nothing about the fire department. They did come to Edwards Elementary school back in 2007-2011 when I attended, and my awareness was raised about fire danger.
- I love their elementary school presentation! I have never had to use their services.
- I'm sure everything is good with the fire department.
- I've never interacted with this resource
- I've never really had any reason to interact with the fire department (thankfully no fires)
- I've seen the fire department around. I don't have any complaints, but I've never interacted with them.
- Inspections seem inconsistent and, in some cases, overly picky. For e.g., a small table in an apartment hall was banned after being there 16 years. Reason: ambulance persons need access; ambulance had taken gurney into that apartment many times with no problem.
- Is there any fire prevention education or outreach/inspection? I'm not aware of it.
- Just new to area
- Living in apartments fire prevention is horrible. Most don't fill fire extinguishers or fix smoke detectors
- More outreach needs to occur to apartment buildings that are owned by a mix of people who own their own apartments and renters. I don't remember the last time my building tested its fire alarms. Consider adding carbon monoxide in the safety inspections, too. I don't recall any such inspections happening in my building.
- Never needed their services
- New to city; thank goodness didn't need Fire Dept/ambulance assistance! (over 80 years old)
- Nice, quick response time is always appreciated!

- No interaction w/AFD
- No open house last year... yeah, I know why.
- None
- Put list miles on vehicles
- Should consider fire station on West side
- Thankful that I haven't had to use this
- The fire department had to come to pick my dad up off the floor. They were very kind. Also, I follow their Facebook page.
- The rules on medical amnesty and when you can be charged for an ambulance are unclear. This is sometimes a problem for those living in dorms.
- They came and tried to help my dying husband.
- They go by our apartment all of the time, but I have never actually needed their services. I am here to support them though!
- They seem pretty good, but I've been lucky enough to not need their services.
- They were awesome and came to my apartment at 1am when my alarms wouldn't stop going off and I am too short to stand on anything and change the batteries. I was very thankful for them!
- We have had ambulance assistance twice in the last 16 months. They were very professional and very kind.
- We support firefighters of user responses.

Comments on City Electric Department

- Good
- Handled the storm this summer well. Kudos.
- I am a supporter of renewable energy as I have family in the industry. I think it is a great incentive program
- I currently rent. I'd love to participate in the program, but I'm curious how it applies if we move/buy property, etc. Also, what happens if we leave Ames before the 20 years is up?
- I like this idea, but for students, we are only renting temporarily. There may be a solution if you offered rental rates for solar energy?
- I love the idea of a community solar farm; unfortunately, I will not be living in Ames long-term so I cannot participate, but I support this effort.
- I think the City should work to achieve 100% clean, carbon-neutral energy by 2030.
- I think there needs to be a better system of reporting when power will come back on. I have called and it said they would call me when power returned, which is useless. I would like to know if the city has already sent people out.
- I think this is a good thing to do and I would if I purchased a home or stayed in Ames
- I wish there was a way to pay your bill online without a charge. I receive gas through a different company which has an app and free online payment through echeck. I wish the city would offer this type of option.
- I would if I were staying here longer. However, I am a graduate student planning on moving after I receive my degree. If my monthly credit were to transfer in some way, I would be interested.
- I would like to support SunSmart Ames but don't know how long I will be in Ames. It's a somewhat expensive investment for a student, but I am still considering whether I can do this. I support any and all efforts to pursue renewable energy in the City of Ames and think this should and needs to be a priority for the coming years and that our waste management system needs to also be re-evaluated to ensure that this can happen (as the recent report by the League of Women Voters suggests).
- I'm not a homeowner in Ames but this sounds like a cool program. I think I would participate if I were a homeowner.
- If I lived in Ames full time or for a longer time, then I would have checked yes
- If I were not a student and planning to stay in Ames, I would want to purchase a power pack.
- It would be great to see more renewable energy usage in our community. Also, it's blatantly unrealistic for the time being, but I would LOVE to see a nuclear plant in Ames :)
- Outage reporting and communication were exceptionally poor following the derecho last August. Granted that those were exceptional circumstances, and that service could not be restored quickly, the description of the situation and progress updates for individual service areas was atrocious.
- Possibly interested with solar. Would need to know more.
- Renewable energy is the future. I would like to see the city invest into the abundant wind resource we have here as Nevada has
- So, it is a great idea and we would purchase if staying longer.
- Solar energy is significant in terms of environmental stability
- The derecho is really going to tilt this survey. I know that was one of the two times last summer when I experienced an outage. I have already signed up for the solar project
- The derecho response was awful and the bill following it was absurd.
- The derecho was obviously a special case, but it points to the advantages of burying more of the residential lines to improve resilience of the system, and for safety. A transformer fell into our backyard and it took eight days to get the power back on. I would support a long-term rate increase to modernize the system.
- The only outage in the last 12 months was due to the derecho in August 2020. Our power was restored very quickly, considering the amount of tree damage in my neighborhood. I have been

very happy with Ames Electric Services.

- The only power outage I have had was because of the derecho...super understandable.
- The storm water drainage fee disproportionately affects apartment dwellers, who are already more likely to be of lower income than single family home dwellers, making it a regressive tax. Living in a small apartment in Ames in the past, my electricity bill was typically \$20-\$25, so that the \$4.95 storm water fee increased the total bill by 20-25%. This is even more disproportionate when considering that a single apartment of 500 sq ft. in a 4-story building only contributes 125 sq ft of impermeable area per unit, yet each individual unit is paying the same \$5 fee as a single-family home with up to 10,000 sq ft of impermeable area. This means that the city gets far more of this fee from a multi-unit dwelling than a comparably-sized single-family home. Therefore, the storm water fee should be pro-rated by impervious area per unit in multi-unit dwellings.
- This is an awesome idea but as a college student I will only be in Ames for another 1-2 years
- This would be a great way to use solar energy even though I live in an apartment
- Very impressed with employees going door to door in my neighborhood after derecho.
- Very pleased with response during 2020 derecho.
- We love that this is offered.
- What will the discount be?

Comments on Water Service

- Apartment Water Complaint
 - Again, apartments are cheap living and don't provide anything good
 - The issues with water taste and odor are the results of my experiences living in Copper Beech apartments.
 - The water issues likely have to do with my building and not the City of Ames.
- Best Water
 - Ames has the best water almost anywhere
 - Ames water is among the best in the U.S.
 - Ames water is the best!
 - Best water in the country in my opinion. Loved the open house in 2019 at the treatment plant, very educational.
- Cloudy/Rusty/Calcium
 - Calcium build-up
 - Our water is always cloudy, but safe to drink. Not a major issue, just odd.
 - Water gets cold fast, when using hot water from the sink it is cloudy
 - Have to filter water for drinking to reduce sediment
 - It was dark orange one day
 - My water looks funny at times!
 - Rust only after flushing the water lines
 - The one time it was rusty I called and was told it was a leak further up but safe to drink. Glad I could reach someone easily.
 - We were informed hydrant flushing can cause brown water.
 - A lot of sediment collects in my water heater
 - We get a great deal of calcification in our water heater.
- Derecho
 - After Derecho it's ok now
 - Only during derecho- overall very satisfied.
- Good Water
 - Good
 - Good job
 - No problems, good water.
 - Really good water quality
 - Water is good!
 - Great water
 - Water is great.
- Hydrant Flushing
- ISU Student
 - I live in Frederiksen Court, so my water problems are through Iowa State University
 - This is again living in the dorms and may not reflect the general Ames water supply.
- Not Applicable (x2)
- None (x2)
- Water Hardness
 - Due to the chemistry of our underlying aquifer our water will always be "hard" (carbonate-rich) and will contain oxidizable iron (i.e., a source of rust)
 - My water is quite hard, but the taste is excellent
 - Ames water is good but hard!
 - Water is very hard- faucets need to be replaced more often.
 - Water quality seems good generally but is "hard" compared to softened water.
 - We recently moved here and our water is not near as soft as what we had previously.
 - I don't really know how to tell the difference between hard and soft water
 - I don't know how to tell whether water is hard or soft. I've never noticed calcium

- precipitation, so does that mean it is soft? I thought soft was good?
- I don't know what a soft water problem would be
- Like Ames Water
 - Ames water is AMAZING!
 - Awesome tap water.
 - Water service has been fantastic
 - Thank you Ames water people :)
 - Water is wonderful in Ames
 - Love the water!
- Smelly Water
 - I get a fishy smell maybe every other month.
 - In the last few months noticed the water in the toilet tank having a bad odor. Dropped in a bleach tablet and that seems to have solved the problem
 - Our dog did turn up her nose at water for a couple of weeks in March
- Water pressure
 - I would like better water pressure
 - An entire shower/bathtub was replaced that messed up the water pressure for the kitchen sink and it was never fixed.
 - I think this year the water pressure is less than last year!
 - Too little pressure only when using hot water
- Dislike Ames Water
 - I'm not sure if I can 100% trust the quality of the water as I used to!
 - Sorry, I have not drunk the water since the last major contamination incident.
- Other Comments
 - There should be drinking water availability at historic parks like Ada Hayden, etc.
 - Water goes cold quick and takes a while to heat up
 - I went never
 - May be specific to faucet rather than city water service.

Comments on Water & Pollution Control

- Sewer Drain Backup or Storm Water Flooding
 - But it happened 3 other years, due to very old sanitary, storm drains/pipes, which still need to be replaced.
 - I live in a 3rd-floor apartment, but I have several friends who had basement water damage from stormwater. I have seen severely flooded intersections because the street drains couldn't handle the amount of rain.
 - In terms of stormwater flooding onto our property from the street: it used to run straight to our house and leak into the basement, but we altered our driveway to be curved and now the water goes down the hill to a creek.
 - Not from city street, but yard runoff. No reporting.
 - The hill in my backyard can get very high
 - We had drainage problems in our apartment parking lot. It was resolved, but the drains were full.
- High Cost of Water Utility
 - Sewer rates shouldn't be paid when watering yard/garden
 - Question: Can you adjust the sewer rates for amt. of permeable surface?
 - The Ames water deposit of over \$500 is absolutely absurd. Come on, folks.
\$500???????????????
 - The excessive tier pricing for summer water rates is too high. I understand wanting to conserve water in the summertime but charging 3-10 times the standard rate is robbery.
 - Why was I charged for these, even when I was gone all month?
- Positive Comments
 - Ames tap water!
 - Thank you Ames water people :)
 - Good
 - I will always remember Ames Water reaching out to me about a potential leak and knowing that City of Ames Water was looking out for their customers. I have been very happy with my water service
 - [Name redacted] is a great student operator
- Other Comments
 - When running the dishwasher, the sink tends to fill with water
 - Ames tap water is good but sometimes we get cloudy yellowish water. But within a couple of hours the problem gets settled. I have doubts regarding presence of contaminates in the water.
 - Drinking water should be made available at historic parks like Ada Hayden.
- Not Applicable/None/No Problems (x8)

Comments on Neighborhood Nuisance enforcement

- Action Is Based on Complaints
 - Action depends on neighbors' complaints before violations are addressed.
- Brush Removal at Parks
 - Could spend more time in weed chopping at open parks like Ada Hayden.
- Campustown Complaint
 - I'm only dissatisfied at Welch Ave and Stanton area.
- Different Enforcement Between ISU And Ames
 - ISU handles my noise concerns because I live on campus. I think the city of Ames cannot do anything unless there is a top-down policy change for how cities can interject and intervene when on-campus residents are not satisfied with how their residence hall or apartment complex managers handle their concerns. I like the city of Ames' noise ordinance much better than ISU's.
- Dog Barking Complaint
 - I have neighbors for over 10 years. My neighbor would tie his barking dog in the backyard and it barked constantly and called animal control for 5 months and they did nothing.
- Parking
 - Do not agree with parking rules on Ash
- Do Not Care
 - You need to create an option for the survey participant to say they don't care about those issues. Yard upkeep and outdoor storage are classist, ableist concerns.
 - Not important, less emphasis
 - Take it easy
- Encourage Homeowner Assistance Programs
 - How people keep their lawn should be their own business, but perhaps offer help via community service, if people want it.
 - I've never had an issue in any of these and so maybe shouldn't comment, but in general encourage programs that assist homeowners if despair becomes an issue. Fines aren't going to help if situation upkeep isn't done.
- Find Something Better to Do Than Complain
 - I feel like these topics are what people who don't have anything better to do with their lives complain about.
- Good
 - All good.
 - City looks good
 - Good
- Noise Ordinance
 - So, fireworks are banned in city limits, but a certain gun range is in city limits? Guns are 100x louder than fireworks.
 - The gunshots from the Isaac Walton league are a nightmare.
 - I'm not really concerned as to if people have untidy yards or homes; it can be very expensive to upkeep a home and that is not a safety issue. I do, however, have issues with my neighbors blasting music at 3 in the morning every weekend at an apartment building with several guests. I would much more be interested in time spent enforcing noise limits in apartments rather than worrying if someone's grass is too long.
 - Noise complaints are disregarded by officers unless it's a party. Property keep-up is not your business!!
 - Noise complaints not kept up with in college area
 - Noise ordinance is a big issue
 - In areas with high populations of undergrads, it seems a lot of the noisy party houses are serial repeat offenders.

- Houses in Rough Shape
 - There are some houses here in REALLY rough shape
 - I think there are some areas in Ames where there needs to be some upkeep done on some worn down properties
 - In the west side there are a few houses that need some attention
 - Not sure of properties that are being reported, but there are a couple houses between 13th St and Lincoln Way that are in rough shape (I may have already been worn down).
- Lag in Action
 - It took one entire year to inspect, condemn and raze a property in our neighborhood. I do appreciate it got done but it sat for years before action was taken. There are several properties in similar condition.
 - Can take a long, long time to resolve some issues
- Landlords
 - Landlords need to take care of lawn-leaves-snow. Must live within 15 miles of Ames or have maintenance company.
- Issues Go Unreported
 - The city is very quick in regard to a response and solving issues, but I feel many issues go unreported
 - Sadly, many "nuisances" go unreported because "reporters" don't want to cause trouble w/a neighbor. It would be nice if city employees would report instances of problems they see as they go around doing their normal work.
- Mask Mandate
 - I see people outside without masks on. That's against the useless mandate. Isn't this a nuisance or is the useless mask mandate the nuisance?
- More specific enforcement suggestions
 - Would like to see more pro-active enforcement of cars blocking sidewalk
- None/No Issues
 - Never needed to contact them
 - I've never reported any of these issues.
 - The neighborhood I live in seems to be doing well in these terms. No complaints!
 - We have never had issues with any of these.
 - I have never reported any issues, as there are no violations in my neighborhood.
 - I've lived here less than a year; haven't run into these issues.
 - None
 - I have no connection with nuisance ordinance.
 - I have no involvement with these issues so don't know.
- Not Applicable
 - N/A (x4)
 - I have never dealt with any of these issues as an Ames resident. I live in an HOA that addresses these items
 - Not much experience with many of these items as I live in Four Seasons Park (mobile home park). It is private property with our own manager. Police are seldom seen here unless there is a real problem.
 - Question really doesn't apply since we've had no experience with any
 - I rent an apt, I don't know much about these policies
 - I live in an apartment, not all apply to me
- Occupancy Rules are Discriminatory
 - The rule where certain neighborhoods can only have the same number of residents as they have bedrooms is discriminatory and pushes certain socioeconomic classes into certain areas. The rule is also not well known or justified.
 - In these days of increasing unemployment and increasing rents, "over occupancy" is necessary to prevent homelessness.
- Overall Good Some Areas Need Attention

- Ames is a clean city overall. There are sections that need attention.
- Homes in Ames are very well kept in general. There are a few in the neighborhood with excessive garbage, furniture, etc., outside.
- Specific Complaints
 - I've had a couple of junk cars on the street in my neighborhood for years.
 - Rental next door, called Rental Supervisor on multiple occasions, because of trash/rubbish in yard. Never saw any response or concern. Another neighbor went in and cleaned it up.
 - There is a house on Tripp Street that always has overflow of junk and is a huge neighborhood eyesore
 - I see houses that appear in disrepair and/or abandoned. One house on E side of Duff N of the clinic. One brown house on the corner of Duff near golf course. One house on the corner of Duff and Northwood.
 - My adult child lives by a house in bad conditions for some time but on the other side of that they are glad it is empty as it is quiet and without seedy neighbor type.
 - Several places need some help. Example- south of 13th St.
 - There are a lot of eyesore properties on Lincoln Way and in a few neighborhoods. I have seen several properties that fail to keep their lawns from being overgrown with no apparent response from the city.
 - On the north side of Lincoln Way between Hazel Avenue and Squaw Creek there are some apartments that are not well kept and they do not shovel their sidewalks of snow. It feels dangerous to me to walk on these surfaces so close to Lincoln way when there is inclement weather. I also think in some of these apartments there may be drug and/or human trafficking.
- Uneven Enforcement/Unclear Enforcement
 - Some of these questions seem like they will only apply to those who have reported an issue. Otherwise, residents may not be aware of the work being done and whether it is effective or not.
 - Enforcement seems uneven; houses with weeds or yard trash not always forced to clean up.
 - I don't have any comments on the City's explicit response to any of these issues, but I note that there are a number of houses in my neighborhood that exhibit many of these violations and have for many years. I'm not sure if lack of enforcement is merely due to a lack of reports on these issues from neighbors, or due to subsequent neglect of enforcement activities.
 - I drive past a house on Northwestern every single day with half of the landfill on their property. Nothing ever comes of that despite being only a mile away from City Hall. I can't be satisfied or dissatisfied with something nonexistent.
 - I sometimes see houses that offend 4-6 for a few years at a time.
- Against Upkeep Ordinances
 - The city shouldn't be involved in enforcing yard upkeep, property upkeep, or outdoor storage. If it's a person's private property, it is their freedom to ruin it if they choose.
 - These should not be enforcement priorities. Again, don't focus on the broken glass. Help those wanting/needing to know through more community engagement. Officers pulled over my wife and me, as we were exiting on the driveway. When questioned as to the nature of the stop, "I didn't know you lived there!"
 - While I appreciate that Ames feels like a clean, well-kept city, these things are a low priority for me.
 - Yard upkeep and private residence upkeep should not be a high priority.
 - I didn't realize property appearance was a nuisance. I don't think that's something that needs to be regulated unless it's a safety hazard for the residents.
 - Overgrown vegetation shouldn't be a concern for the City. It's better for wildlife.
 - Is "overgrown" vegetation really illegal here? I think that people should be allowed to grow all the vegetation they like in their front yards. Personally, I would love to see more diverse and lush vegetation instead of grass lawns - prairies, forests, and vegetable gardens! I think it would help make communities feel more welcoming and vibrant as well.

- I would like to see the city pass a front yard garden ordinance (allowing the lawn to be converted to garden space) The fireworks ordinance doesn't work!
- Pro Ordinances
 - Many of these nuisance ordinances directly target students living in off-campus housing and should be enforced.
 - Property codes need to be enforced on owner-occupied properties too.
 - I own and rent property in town to college students. The inspections can be a hassle, but I support the work.
 - The city should prioritize ensuring the property values of all Ames properties (including those next to problem properties) remain high.
 - While I do not live in a home in Ames, I do still see some homes with paint peeling/chipping and obvious repairs that should be made. I also still see some people with items that have clearly been tossed out just sitting in the yard. Of course, you never know what all is going on there, but from a different perspective, I think it would be beneficial to the overall neighborhood value to keep the yards/home itself looking well kept.
 - Any community that lets the property go downhill will invite crime and lower property values leading to a lower tax base, which leads to the death spiral of any community. It is just math.
- Other Comments
 - I didn't realize there were ordinances for most of these and the only idea I have of how they're doing is I don't see cars on front lawns, but I also think most people don't want to park in their yard.

Comments on Transportation / Street Maintenance

- Positive Comments

- Good
- Streets are generally good with a few spots needing work!
- Thanks for adding the light at State and Mortensen!!!!

Specific areas that need attention are:

- Bicycle and Pedestrian

- Again, many street intersection lights do not detect bicyclists. The 9th and Grand intersection, the 6th and Grand intersection, and 9th and Duff intersections are very, very frustrating. Conversely, the 6th and University light is WONDERFULLY responsive, so I know the technology is available...
- Bike paths and on-street lanes need continual maintenance. Street bike lanes often have rocks and branches that need to be avoided. Street sweeping on-street bike lanes need to occur more often.
- Firstly, I feel that the bike system is very poor in Ames because bicyclists are often asked to bike on the same roads that cars are on. This makes bicyclists, especially beginners, feel too unsafe and uncomfortable to actually take up biking. And having inexperienced bicyclists on the same roads as motorists causes stress and anxiety for the motorists as well. Thus, I think Ames should have dedicated, protected bike lanes throughout the entire city, for the benefit of all involved. Secondly, I have noticed that sidewalks are maintained much more poorly than streets. Unlike streets, which are smooth and always clean, sidewalks are bumpy and blocky, and are rarely cleaned well after a snow. Plus, unlike roads which are sloped so that water will run off and not collect, sidewalks usually collect puddles which end up turning to ice. This makes sidewalks extremely dangerous for pedestrians, especially during the winter. It would be excellent if sidewalks were maintained to the same standard as streets are.
- I am a little disappointed in bike paths on Duff Ave. recently installed. I live on 17th/Douglas Ave and use Duff often and have yet to cope the bike paths used.
- I bike a lot –1100 miles in Ames in 2020. Remove the green bike squares downtown – a really dumb concept. Cars hate bikes in a car place and starts and stops of places are dangerous for both bikes and cars. Choose one and do it everywhere or nowhere!
- I like having the bike lanes on the roads. However, they are oftentimes dangerous/unusable because the seam (crack) between the curb-section and the actual street is uneven and happens to be RIGHT down the center of the bike lane (see 30th street between Grand and Hoover for an example). It makes me either ride too close to the normal traffic lanes or just back on the sidewalk.
- I wish there were more "greenway" bike paths to get around the city (such as the system that links University Village to Brookside and then kind of toward 4th street. But more paths!
- Increasing biking infrastructure and safety would be very helpful environmentally and socially, especially for so many students in the Ames area.
- Many bike paths have wide cracks, people don't use them. Also, I drive on N. Duff often, have never seen a by cycle rider (Waste of paint)!!
- Many traffic signals are not responsive to bicyclists. 13th to Northwestern, 9th to Duff Avenue and 9th to Grand are intersections I've had issues at.
- More bike paths would be good
- My complaint is that vehicles can left turn while I legally cross after getting the walk signal. I expect I'll be killed eventually. I feel sorry for any blind person or someone handicapped or in a wheelchair who tries to find or use the walk button by Lebeda

Mattress. The one across Lincoln Way from Lebeda Mattress could be hard for a blind person to find.

- One bizarre feature of the Ames bike path system is the fact that many of the "bike paths" are simply glorified shared-use sidewalks that are not marked. I have not seen this in any other city where I have lived. This is highly problematic for bicyclists because motorists are simply not expecting cyclists on these separate paths when crossing at intersections; cyclists are much more visible when they are able to use paths that are integral parts of the streets (not the sidewalks)
- Street maintenance: the bike path space on 6th is abysmal. I believe the space is extremely dangerous.
- The surface of most bike paths is not in good condition and should be fixed.
- They are not coordinated for bikes
- Too many bike paths; roads are for cars. All the money spent on North Duff for bike paths was a total waste. It isn't used.
- Traffic flow in Ames needs much improvement. If you dedicate bike lanes on the streets, you need to regulate and enforce bike registration and laws, just like Ames used to do.
- The streetlights around Somerset are on red for bikers and pedestrians too long.
- There needs to be sidewalk on Ross Road; street is narrow and sides where you walk or bike are in poor, very rough condition.
- This is from a pedestrian's perspective and not really a driver's perspective. It's clear to me when I cross the street at Lincoln Way that the traffic signals effectively handle traffic in waves and provide opportunities for pedestrians to cross.
- Landscaping
 - No idea who thought those rectangular holes w/a single tree in Campustown was attractive.
 - The boulevard area on Bloomington Rd. (east of Grand Ave.) has not been as well kept in the landscaped sections in the last few years.
- Other
 - New stop light by vet school is going to back up traffic onto University
 - My parkway has been dug up 15,000 times. Full of weeds and construction debris that destroys the lawn mower.
 - I'm in the minority, but I think traffic circles are a good idea. I think they save gas and when people learn to understand them, they'll keep traffic moving more smoothly. I find that the street lines fade so quickly that sometimes it's hard to tell where the lanes are especially the bike lanes.
- Repair Roads
 - Ames streets are a disgrace!
 - Top O Hollow is pretty rough on the west and Grand is pretty rough by the mall; much worse than Bloomington when it was repaved.
 - If you are stopped by one light, it seems we are stopped by a lot. Prioritizing road maintenance would seem to be a good idea with repaving and not just patching areas.
 - Mortensen Rd is really bad. There are hundreds of cars using that road every day. But this road is full of potholes. It's very bumpy. I also hope someone can fix or rebuild Mortensen Rd.
 - There are terrible potholes EVERYWHERE in Ames and it's a serious problem. There are some that I swear are over a foot wide. Whenever there is snow there is not adequate salt put down, snow is not plowed in a timely manner and the snow is often packed down to ice on the roads
- Sensors
 - Ames needs to install automatic stoplight sensors. Too many times, especially on Lincoln Way, the street will be very backed up for a road light with nobody coming.
 - There are a number of intersections that do not register motorcycles!!!!

- Snow and Ice removal/Slippery Pavement

- After freezing rain, the pavements get too much slippery to walk. It becomes very risky and dangerous to walk on such slippery paths. Many people fell down and there have been many cases of accidents and injuries due to that reason. I request the Street Maintenance authority to look after and solve this issue.
- I wish that more care was given to removing snow and ice from bus stops and from the pavement where the sidewalk meets the street.
- I clean my front walk. The snow plough comes by driving too fast and throws snow all over my clean walk!
- I have lived in the Midwest for 20+ years and Ames is THE WORST when it comes to snow removal.
- I have never experienced such poor snow removal until I moved to Ames. I don't know if they need to purchase more plows, employ more people to do the plowing or what the solution needs to be, but something needs to be done. I work at 5 am and sometimes I have to walk in very deep snow for about a mile because I cannot drive on the roads. It seems that they plow once, put one layer of salt down and call it a day.
- I would like to see the city invest in residential snow removal equipment (to scoop up and melt or haul away roadway snow). It is frustrating when I have cleaned my 3-car garage driveway with scoop shovel and snow pusher and then the city snowplow comes by and pushed a deep bank of snow from the street into my driveway again.
- Ice control at intersections. Ontario and Minnesota: Often we get a pile that limits visibility and lane width
- If you live in a cul-de-sac the road maintenance is the worst. Snow is pushed back into the driveways and sometimes snow piles are lumped in the middle and then never take out making it difficult during heavy snow to enter driveways. People living in a cul-de-sac should have the same road sweep when the other side roads are done. Cul-de-sacs are last and that is problem.
- In the winter the residential streets are very dangerous with the amount of snow and ice
- It would be nice to have some sort of schedule as to what neighborhoods are getting plowed when, as someone who has to park on the street, I don't have anywhere to move my car so it's frustrating when I'm not able to move it out of the way and it gets piled in, and the snowplows never come around again
- Last year (2020), my son watched the person who was plowing our neighborhood take out 3 mailboxes in a row. This year (2021) the person plowing our neighborhood has been wonderful. We didn't have huge piles of snow at the front driveway, and he even piled the snow in the middle of our circle just right for the kids to build snow forts. Thank you.
- Piles of snow left by snowplows make it very difficult for us walkers to get from the sidewalk into the street at intersections.
- Snow plowing of my (admittedly very low traffic) side street seemed slow, but intersections and curves nearby were handled well.
- The current system of snow removal needs to be seriously evaluated. Some contractors take snow removal more seriously than others or their zones do not overlap well enough. I have gotten stuck in my neighborhood from plows leaving snow piled at the entrances onto main roads. I have lived in other Midwestern cities and never experienced such poor snow removal until I moved to Ames.
- There is just not a lot of space to put snow. But I frequently have issues with ice in the winter.
- There needs to be more plows who come out when it is snowing and ice/sand and plow. It always just gets compacted into ice and then it's impossible to drive. Lights on University are always timed off and you hit every single red (Duff as well). The light on Mortensen is dumb and is always red for every direction you come at it from, slowing everything down.
- We have parking on one side only and they keep piling the snow against the cars. Why?

- Would love to see increased plowing after snowstorms, especially on side streets. There are some intersections that could be improved, as it relates to light changing efficacy, but overall, pretty good!
- Traffic Light Coordination
 - A lot of trip lights so not coordinated.
 - Ames traffic lights are INCREDIBLY FRUSTRATING
 - Grand Ave.: If you hit just wrong, you will have almost all red lights
 - How do I know what light oncoming traffic has? I can't look at oncoming traffic and my light at the same time.
 - I always struggle at Lincoln Way (east to west) from HyVee to HyVee.
 - I purposely avoid streets with traffic lights in favor of those with stop signs when going across town because of how bad some of the traffic signals are. For example, cars turning left from 13th onto Grand must either take dangerous chances or wait multiple whole light cycles to get a single car across, causing lots of backup. Another bad one is turning left onto Grand after exiting the mall or Walmart via 30th St. This also requires dangerous chances or long waits, again causing backup at this busy intersection leaving these major shopping areas.
 - I travel from far west Ames to Duff Ave. via Lincoln Way multiple times per day. It is very common that I stop at 90% of the traffic signals. Too many times I am stopped by a light with nobody triggering the light to change. This is probably my biggest complaint about Ames.
 - I try to avoid Lincoln Way because the lights are not timed well (I go the speed limit). I should not be stopping as often as I do on Lincoln Way even when I go the speed limit.
 - I understand that there are cross walks that would interfere with the traffic lights heading west on Lincoln Way around campus, but from a personal opinion, it can be displeasing to have a light turn green on Union and Lincoln Way and the light at Ash and Lincoln Way turn red.
 - If you hit a green on Lincoln Way, shouldn't you technically hit more greens? There needs to be more overlap so that people can drive more efficiently on Lincoln Way
 - It happens soooo often when it turns green after waiting for a red light. I drive to the next red stop light, just on Lincoln Way. I have to wait many, many red lights. Hope the traffic lights could be consistent –all the green lights – not to waste time on waiting for one after another.
 - Lights are the worst thing in this town! Dead horses move better than traffic in this town.
 - Lights on Lincoln Way seems uncoordinated
 - Lincoln Way – if you get red, they are all red after that. Get green, haven't long way on many green.
 - Lincoln Way is a nightmare. As is Duff. Rest seems fine, but please make Lincoln Way's timing make any sense at all.
 - Lincoln Way sucks
 - Lincoln Way traffic lights are very poorly timed. The light turns green only for the next one to turn red as I pull up to it. This will happen for up to 5 or 6 lights in a row.
 - Many lights especially in Campustown turn red when there is no traffic going the other way. The icon gets bogged down, oftentimes stopped at the green light because the signal block is red.
 - Needs better timing to allow better flow to traffic on the south side.
 - Sequencing on Lincoln and Duff roads both need to be improved.
 - Sometimes it seems that you are sitting at an intersection for a very long period of time while other directions get a lot more time for green lights.
 - The light at 6th and Grand is extremely slow in the morning (going east/west). The light at 20th and Grand (going east/west) barely allows one car through.
 - The traffic signals on Mortensen and State are always red no matter what direction you are going. Stop signs or roundabout would be much more efficient here. Also, the stop

- lights on 13th and Stange are always red and very crowded.
- There is a very high need to coordinate traffic signals in the city of Ames. It will sometimes take me 15-20 minutes or more to drive across the city of Ames, say from an apartment in west Ames to the Duff Walmart. I have also seen lights that are too sensitive to cars such as the intersection of Dotson Dr and Mortensen Rd. If a person taking a right on Dotson Drive waits for more than 2 seconds (literally!), the light will turn for them. This is great for the Dotson Drive folks; however, this holds up traffic on Mortensen. I understand this is a school zone, but I think better coordination needs to be present here. Traffic signals late at night may need to be better coordinated as well. I would use the intersection of Lincoln and South Duff as an example of how to coordinate lights late at night. A car comes, the traffic light senses the car, and changes quickly to adjust to the current situation, resulting in a short wait time for the red-light-facing car. It's very nice! Other lights seem to be on a timer and make cars stop at 2 AM for absolutely no reason. Unfortunately, no examples pop into my head at this very moment of specific intersections that do this. Nevertheless, I recall being frustrated, so I think they are out there!
- They're good if you consider having to stop at every empty intersection back-to-back an effective coordination. Then disregard my answer. Having to stop at back-to-back intersections on Lincoln Way is a good way of having consistently long travel times and reduce overall speed of traffic, but it seems people still like to accelerate through these short spurts of traffic stops.
- This could be improved, especially when driving by campus on Lincoln Way. Stop and go traffic also wastes gas.
- This is a problem! Seems are set up on purpose to force stop and go traffic.
- Too long at some intersections
- Traffic signals on Lincoln Way are infuriating! Why do I have to stop five times to drive a half mile?
- Westbound 13th and Grand intersection needs turn signal, and the light at 13th and Stange takes too long if you're coming from East or West.
- Traffic signals. There are some streets that are particularly bad for it. In 2 years of living on the west end of Lincoln Way my Prius managed to lose 8 mpg due to the frequent starting and stopping caused by all the traffic lights
- Traffic Control Signage
- Small neighborhoods need more stop signs or yield signs at 4-way intersections. Multiple accidents have occurred in my neighborhood due to people going straight through intersections and assuming they have the right-of-way. PUT UP MORE STOP SIGNS.
- Does this mean stop signs?
- Stop signs on residential areas, markings on roads are very poor.

Specific intersections that need attention:

- 13th and Duff
 - Lack the left turn arrow and traffic is constantly congested at such places. Several other intersections in Ames lack the left turn arrow option and have the same problem.
- 13th and Grand
 - 13 St and Grand needs a turning arrow going east/west! Backs up traffic without it!
 - For the love of God, PLEASE fix the intersection @ 13th and Grand so you can turn South from Westbound 13th street without holding up traffic for the whole light. Also please change the right hand only turning lane northbound at South Dakota and Lincoln Way so you can go straight (north).
 - Can become very backed up for east and west traffic due to lack of left-turn arrows/lane.
 - The traffic signal at the intersection of Grand and 13th needs to be improved. It's hard to turn north from the west side in rush hours. We need a left turn signal there.
 - Traffic lights at 13th of Grand should change individually. Going east or west and needing

- to turn with oncoming traffic is a HUGE pain.
- 13th and Ontario
 - 13th/Ontario and Hyland stoplight should change quicker at night. I had to wait 40 seconds for light cycle at 11 p.m. should cycle faster IMO.
- 13th and Stange
 - Stange and 13th intersection is way too slow on the light. South Duff is a disaster. Too many lights and poor design. I avoid it at all costs. North Duff bike path and parking is not a good idea; needs to be 4 lanes.
 - Problems at Stange at 13th St (esp. southbound)
- S 16th and S Duff
 - On the corner of South Duff and 16th street: the east and westbound lanes need to be on separate lights. If headed west, you can only get 3 cars to turn left before light changes. This is a TERRIBLE traffic light.
- S 16th and University
 - Problems at Univ. Blvd and 16th St
- 24th and Grand
 - Specific intersections have issues, e.g., 24th and Grand
- 28th and Grand
 - 28th and Grand often have icy patches when turning right
- 6th and Grand
 - 6th street crossing Grand is the worst example of automated traffic lights ever.
- 6th and University
 - 6th street and University over-prioritizes 6th St. Going north on University, I almost always have to stop.
- 9th and Duff
 - 9th Street isn't very responsive at Duff
- Adams Street
 - Travel on east end of Adams St
- Duff and Grand
 - Really poor on Duff and Grand
- Duff and Lincoln
 - Taking and getting off of Lincoln Way is good, the lights onto it are sometimes a challenge especially from Duff.
- Fletcher and Bloomington
 - Fletcher Blvd off Bloomington Road into the Stone Brooke neighborhood could use a "facelift"
- Franklin and Lincoln Way
 - Franklin and Lincoln Way light has a hard time sometimes
- Grand and 13th
 - I find the intersection of Grand and 13th to be somewhat unsafe when cars are trying to make a left onto Grand Avenue, as the 13th Street traffic light does not have a turn arrow or a dedicated left turn lane. Can be difficult to see oncoming traffic.
- Hyland and Lincoln
 - There's a light at the corner of Lincoln Way and Hyland Ave that doesn't have enough time after the Lincoln Way light turns red and the Hyland Ave light turns green. Location of a lot of accidents and isn't the most pleasant to drive through
- Marshal Avenue and Lincoln
 - The Marshal Ave. and Lincoln Way light stays too long on red.
- Pammel and Stange
 - Pammel/Stange intersection always stops westward traffic. Lights seem strangely programmed.

Comments on CyRide

- Better understanding of schedule/routes
 - Have a better understanding of the schedule and connecting routes.
 - If I knew how to use it easily
 - Making it easier for people to use, the mobile app or website
- COVID-19
 - COVID has kept us working from home, so there has been less call to use CyRide. When I go into campus I usually bike. I may use CyRide this winter to get to campus when it's too cold or icy.
 - COVID 19
 - COVID-19 going away. Again, consider current events in your survey. Your results are going to be wildly skewed and inaccurate.
 - End of COVID and return to work on campus (ISU)
 - If bars were open again (No COVID)
 - No COVID-19 restrictions
 - Once COVID reduces in volume/vaccinations increase, riding becomes an option again (as a higher risk individual)
 - Pandemic
 - Stopped using due to COVID, as mother lives with me. Likely start again with pass in the fall.
 - Stopped utilizing CyRide due to COVID-19 pandemic since work has moved remotely. Used to use the bus service daily and always enjoyed it!
 - Trying to avoid public transportation due to the pandemic
 - We used CyRide pre-pandemic and will probably do so again when we feel the pandemic is more under control.
 - We used to use CyRide before COVID, but now most things are remote
 - Worried about COVID-19
- Frequent Stops
 - Bus stops too frequently. It takes too long to go from one end of the route to the other end of the route. POV allows better mobility.
 - Less stops actually
- Prefer Car Transport
 - I drive my vehicle (2x)
 - I need to use my car
- If I needed it
 - If I needed the service
 - Only in an emergency
 - If I could not drive anymore
 - Inability to drive
 - When I get too old to drive.
 - If I had no other transportation.
 - If my vehicle broke down
 - Quick travel
 - if I go on campus, I do use it
- No Need
 - No need to use (2x)
 - Not needed but would take if necessary
 - Work out of town, no need
- Prefer Walking/Biking
 - I live too close to campus. Walking is faster
 - Right now, I am able to walk or bike and only use my car 1-2 times per week. In the future, I may use CyRide

- We walk or bike when able, use car when weather is bad
- Route Times
 - I work but get off @ 1:45 in the morning.
 - if more bus routes went longer hours (into the night instead of ending at ~5 pm)
- Stop Location
 - Bus stop too far away for a 56-year-old
 - Have service available without walking 2 miles
 - No service on our road
 - There is no stop accessible to where I live. It's about a mile away and walking that at night is too risky
 - Too far to walk to bus stop. Use HIRTA
- Other
 - I already considered it
 - Make it part of ISU parking fees
 - Complimentary snack and beverage
 - The use of electric vehicles would make me consider using CyRide
- Other responses to consider using CyRide
 - Better transfers
 - Service to campus from routes near me without having to transfer, now that transfers are not guaranteed.
 - The routes from my house involve several transfers. I can bike faster than taking CyRide to work. When I was going to ISU, I used CyRide often.

Additional Comments on CyRide

- Bus Stop Locations
 - Closer to bus stop would make me consider using these services
 - I would need to walk 4-5 blocks for a stop
 - Too far to walk to bus stop. They stopped the close by bus stops.
 - Travel time and distance to bus stop are primary issues.
 - CyRide doesn't service my area, Scene Valley Northridge Heights.
- COVID-19
 - Haven't ridden this year because pandemic and work from home but did so regularly before.
 - I have not ridden CyRide since the pandemic and concerns about safety protocols adhering to CDC guidelines. However, I and my household generally ride CyRide at least five days a week.
 - Prior to COVID my husband rode 3-5 days a week
 - Used frequently before pandemic and plan to return to normal use once vaccinated.
 - Used it more before COVID will probably use again in future
 - We used to use it, but COVID-19 forced us to have classes online, so I didn't need to go anywhere after that, and I have my own car to get me places.
 - The number I put was pre-COVID. During COVID none of us have taken CyRide. However, as soon as I am immunized, I'd love to take CyRide again. It's a really amazing service and I love it.
- Does not fit my schedule/timing
 - CyRide just does not fit our schedule. We need flexible transport times.
 - I have three kids, so being on time and getting them is just easier with a van.
 - I live in South Ames and there are not many routes near my home. Despite this, my work schedule makes it difficult to rely on CyRide consistently and I prefer using my personal car for the flexibility it offers.
 - So glad the service is available, just don't use it for time's sake.
 - The routes are not quick enough by me to accommodate work and transporting a child to and from school.

- When I was in undergrad, CyRide was super helpful and convenient. However, I park on campus now that I'm in graduate school and have to be on farms so frequently.
- Have stopped riding during pandemic but routes do not operate early enough to my office
- Don't Use I Drive/Walk/Bike
 - CyRide is great, I drive everywhere though.
 - CyRide is great, I just like the convenience of my own car.
 - I prefer to drive myself
 - We drive everywhere. We are glad it is available.
 - We drive, walk or bike – we're just too independent!
 - I ride my bike everywhere
 - I'm impressed with the service but live downtown where most places I go are easily accessible. If a place is too far to walk, it is easier and faster to drive.
- Driver Comments
 - I have seen one driver become rude to a student that ran to catch the bus, so she tried lecturing him even though the bus was early.
 - Some drivers are very sharp when turning and sudden stops that causes students to have to brace themselves
 - Some drivers speed up very fast and then slam on the breaks – make the ride jerky. A “rate your driver” option or additional training would be appreciated.
 - The drivers need to be more conscientious of people around them. I have had drivers drive off as I was about to cross the road to get on & nearly hit me & not once slow down.
 - Friendly drivers! Love them.
- Empty Buses
 - Too many buses for the number of riders. I see 1 or 2 people on a lot of buses in the summer. It is a joke then they ask for more money every year.
 - Watch them go by empty majority of time. Real money loser.
 - When the bus goes past our house, no one is riding in it.
- Nice Option
 - Although I don't use CyRide I am very happy we have it as an option.
 - I am unlikely to use CyRide but appreciate that is there, particularly for our friends, who do not have cars.
- Non-student Outreach
 - I think a lot of the routes are hard to figure out and often students want to use it when they aren't able to drive to save money, but it is inconvenient for non-students and the buses need to run later into the night
 - Add services for non-university citizens!
 - Need to do more advertising if CyRide available to non-students. We thought it was a student bus.
- No Need
 - Don't need it
 - My husband works from home and I walk to the vet school
 - I frequently travel outside of Ames for work so just not there much to use it.
 - I have a car and live near campus, I have no need to drive unless getting groceries, which a car is much more convenient for.
 - I have a vehicle, so these services have not been needed.
 - I have my own vehicle and where I have to go to work, it is more convenient for me to provide my own transportation.
 - I live 4 blocks from my daughter's school, so I walk. And I can't bring 10 bags of groceries on CyRide so I drive for those.
 - I live in a retirement community, so have no need to use.
 - I live near downtown and work @ hospital so I don't rely on bus transport for anything
- Other Comments

- Not convenient
- We live on-campus, so everything we need is pretty much walking distance.
- I like independence
- CyRide is great. We just don't use it.
- Make children ride free. I hate paying \$1 for multiple rides and I don't have enough money for the pass
- It would be nice to have 2 meters. Once as your inside and one on the outside.
- CyRide automatic doors broke my glasses
- I use CyRide when I have to leave my car for service and go to pick my car up.
- Kids use CyRide. I use CyRide when extreme cold moves in.
- My grandkids like to ride it
- Not a bus person
- Not sure how CyRide is funded. But I think ISU should bear most of the burden, as it is primarily used by students.
- Not this year though
- In non-pandemic years, CyRide is very crowded and dirty. Since the pandemic this has changed but makes me nervous for the condition and experience to return to the same crowded and dirty condition.
- Positive Comments
 - Convenient
 - Awesome, well-used service.
 - CyRide is awesome! Nearly everything about it is absolutely amazing!
 - CyRide is fantastic as a student, and I think it's something worth putting more funding into
 - CyRide is great
 - CyRide service is great
 - Effective and essential. The app is very nice.
 - Excellent service
 - Fantastic service. Keep doing what you're doing.
 - Good
 - Great service
 - I am happy for those who use CyRide – for ISU students and others who need it for transportation to and from work, classes or for other reasons. It's a great and needed service.
 - I am satisfied with CyRide
 - I believe it's very important to have the CyRide. I have students @ ISU who use it.
 - I do ride CyRide but only occasionally, not once a week.
 - I love CyRide and would be really upset if this service was no longer available
 - I've always loved CyRide!!! One of the best bus systems I've seen in a college town!!
 - It's very reliable and good
 - Keep up the great work.
 - Love CyRide
 - Love CyRide! Ames has wonderful public transportation
 - One of the best services in the USA! I am very much satisfied.
 - The best bus ride, very satisfied.
 - Very good public transportation service
- Revise Routes
 - Please increase bus frequency on the weekends and run route 25
 - Bus lines 1 and 11 need to be revised.
 - CyRide is doing a great job. I really wish they would service the Applied Sciences Complex and have a little more overlap in the stops between routes.
 - Dayton road needs a route

- I have a car, but when I didn't, I loved CyRide. I think having more times for things other than Lincoln Way is a good idea, but I think it runs efficiently and covers the whole of Ames.
- It will be a good idea to increase the frequency of CyRide in the University Village. Also, at least one Bus going North (25 Gold North) should be re-routed to go via University Village, like 25 Gold South
- There needs to be better route management and some drivers need more/continued training
- Should be free
 - CyRide should be free
 - Tax the whole city so that anyone can use the buses at any time
- Suggestions
 - some people are not wearing masks properly in buses. CyRide should enforced proper wearing more.
 - By adding parking fees subsidy with CyRide annual pass fee
 - CyRide is an excellent service and I greatly appreciate the commitment Ames has made to public transit. I would very much like to see a CyRide collaboration with DART to provide a shuttle to and from Des Moines, but I understand that this isn't necessarily in the City's control.
 - Some buses have gotten digital screens inside that display upcoming stops/transfer points. Those are really nice and I'd like to see them in all buses. It increases the accessibility especially for deaf/hard of hearing folks.
 - Being handicapped, getting on and off the bus is not possible
 - Please consider heated bus stops for winter.
 - I would like to see more support for low-emissions vehicles.
 - We need more transfer hubs
 - The route schedules have been removed from most (if not all) bus shelters. I think they should be reinstated.
 - Improve following the schedule and updating live maps.
- Transfers
 - I ride my bicycle to places nearby, and the # of changes needed to get to other places makes it a long bus ride to another place, so I just drive.
 - I used to ride the bus every day to and from ISU campus. After CyRide 2.0, the route near me became less frequent and no longer goes to north campus without transferring to another line. Now that transfers are not guaranteed, this is a problem. Because of these factors, CyRide is no longer a practical route to campus for me, so now I drive every day instead of bus every day.
 - If the yellow route went to campus directly instead of having to transfer.
 - Not convenient for multiple stops all over the town without transferring multiple times. Bus stops are too far from house.
- Use for events with poor parking
 - We ride CyRide during ISU football Games
 - I work full-time now so CyRide isn't a part of my daily life, but it was essential for my time as a student and I appreciated the service VERY MUCH. I'd like to take advantage of it sometimes for events that have poor parking (particularly football or basketball games, but also some shows/performances). I understand that keeping the buses away from the hustle and bustle of the games is a safety issue, but I would really, really like to be able to rely on that as a mode of transportation for in-city travel for events like that. I also think the city/school could benefit by setting up a parking lot away from the game area and allow shuttle services (maybe for a small fee) to keep the neighborhoods clearer and traffic safer.
- Used in the past
 - I used CyRide for several years when I was working. Now retired and where I live would have to walk several blocks to ride. Besides, not convenient for running errands.

- I used to ride CyRide a lot but now it only goes south to Garden Rd on Duff (south). I live 1 more street (Ken Maril Rd) so now I can't ride it anymore. I still have 2 books of tickets to use up.
- I used to use it a lot before I had a car
- Used to use, seemed to work well. No longer use ever but not for any negative reason

Comments on Parks and Recreation services

•Positive Experiences

- Thanks for Emma McCarthy Lee bridge replacement!!!
- All excellent!
- Also, good water features, and a big fan of the disc golfing areas.
- Best in Iowa, from Ankeny and Ames has way better parks
- Enjoy visiting Ames parks and happy with upkeep.
- Excellent parks and playgrounds. They will be sorely missed after we move.
- Excellent parks!
- Good
- I have been at several parks and think they look nice and the facilities I have used (tables/grills) are always clean.
- I love the neighborhood parks. Play equipment for the grandkids was great and nice places for sitting.
- I run around most of the parks and I'd say you guys are doing a stellar job especially with Ada Hayden.
- I think parks are great!
- Love all the parks in the city. And the trails. Our neighborhood, Sunset Ridge, worked with the city to get a park built in our neighborhood. It took a number of years but so glad to have one here so kids don't have to cross Lincoln Way to get to a park.
- Love our parks!
- Most of my experience is with Brookside, as I live nearby and walk through several times a week. Thanks for the new bathrooms!
- Parks and Rec areas are great! I usually use them to run or grill out at.
- The new Miracle Park is amazing.
- There're so many great outdoor areas in Ames, I normally run through the parks around here
- We generally like the parks and liked that they are maintained. Ames should be proud of its parks.
- We have lived in our current home for 9 years. In the last year we have found two more wooded areas with awesome trails. We use our neighborhood parks on a weekly basis all year long! Thank you!
- We love Ames parks – definitely a part of living here.
- We love the new miracle playground!
- We moved to IA this last year and we're very impressed by the park facilities!

•Additional Amenities/Upgrades

- Ames could use one or more than one enclosed shelter. Ames has a lot of out-of-town visitors because of the university. Often, they have nowhere close to go and if it is raining it isn't very pleasant.
- Can we have a public pickleball court in Ames? We have one back home in Cedar Falls and I miss it!
- Could use mountain bike park
- Currently there are a lack of water fountains
- Emma McCarthy Lee Park was without a working bridge for too long with no progress made until very recently. Also, when will the access to the trail off Phoenix Street open again? West Ames is lacking in safe wooded trails.
- Hard to find where a trail map is. I see trails all over town and know nothing about them.
- I would like if the tennis courts (near Brookside Park) had lights for people to play at night, especially in the summer when it is hot during the day
- Please upgrade the playground in Christopher Gartner Park

- Shelters need to be maintained better as far as wasp nest removal. Some playground equipment needs updates.
- The play equipment at Daly Park. Park on S. Dakota is very limited and not conducive to allowing many kids. One time to play on it, the equipment. Only park was much better before it was replaced. Trails and parks are still used long after restrooms are closed, port-a-potty might be good for use during off months.
- There is no sidewalk access to Teagarden Park in the Southdale neighborhood. Difficult and dangerous to go to the park with young children.
- Basketball courts could be updated (Brookside and 24th street)
- Bathrooms
 - Bathrooms are apparently never open anymore which is exceptionally inconvenient with small children.
 - Bathrooms need soap/hand sanitizer and hand dryers or towels and cleaned more frequently
 - Many parks don't have restrooms
 - Restrooms closed because of COVID
 - Restrooms not applicable as they were locked still due to pandemic
 - The public toilets in the parks need to be kept clean and hygienic. There are too many bad odors and the toilet seats are also not that much clean. It's a concern of public health. We expect the authority will take proper care of that.
 - The restrooms, picnic tables, and grills are always dirty, grungy and full of holes in Brookside, Ada Hayden etc.
 - Wish bathrooms open earlier in the season. Unsure if the closure was COVID-19 related or normal. Loved getting outside on nice Feb/March days but bathroom situation was stressful.
- Dogs
 - The dog park is amazing! It was a really great feature that we enjoy!
 - Dogs not on a leash is a problem. Particularly with the owner who feels they can use an "electric leash." I hate signage but having it posted in parking areas may help.
 - Too much dog waste. I would highly recommend a surveillance system. The fear of being caught in the act will motivate owners to clean up after their dogs. The city of Ames does not have to designate personnel to monitor the cameras all the time but can encourage residents to complain as soon as they see the dog waste, then visit the surveillance camera and try to figure out who did what.
- Don't Use Parks
 - Unfortunately, I do not have time in my schedule to utilize a lot of these resources.
- More Parks
 - Trails are very nice. Only complaint is that there are not enough. All parks are quite crowded due to insufficient public park space.
- Park Maintenance
 - Cleanliness is sometimes an issue.
 - Need better mosquito control and mowing at Carr Park and South River Valley. In past years it has been inadequate.
 - Some of these parks appear run down or not well cared for
 - There should be a general and a bit strict rule of "clean up after yourself" for grills.
 - Stop cutting the underbrush
 - You guys need to step up the parks and recs game. I lived all over the Midwest and Ames needs some renovations
- Park Priorities
 - I sense a shift of priority from green space to infrastructure growth. While it is important to support a growing population, it's incredibly frustrating and disappointing to see green spaces disappear.
 - I think the citizens of Ames need more parkland. Our existing parks are so heavily used that

- they feel crowded. And we are continually adding new facilities to them.
- Overbuilding destroying habitat. Need permanent restrooms. Maintenance of wooded areas are poor for waterways
- Should use more money to make them better.
- Recycling and Trash Cans
 - Recycling bins in the picnic areas would be nice
 - Could use a more trash cans
 - I frequent Franklin Park and it seems like once a week me and my friends have to pick up trash. Some of the trash seems to blow in from businesses in the area, but the majority is from park users. I think placing another trashcan in the center of the park (between basketball court and playground) may encourage more patrons to clean up after themselves.
- Too Many Parks
 - Difficult with so many public parks to maintain.
 - We have too many parks. Maintenance costs continue to rise and our property taxes are already way to high.
- Tree/Natural Area Maintenance
 - Avoid cutting down native shrubs while removing invasives like honeysuckle and buckthorn
 - Brookside Park "forest" needs a controlled burn to clear dead trees and spur new growth
 - Brush has really built up in wooded areas
 - Damage from derecho still evident in some wooded areas. Takes time to get to all of it; understandable.
 - Fallen trees need to be removed. Hanging limbs are a concern for safety.
 - In the Bertha Mare Park (?) – there is still a need to get rid of downed trees and bunches on the park near the creek.
 - Lots of dead or down trees around River Valley Park. Need to open the bike path, it's been over 2 years.
 - More care should be taken for the woodlands and creeks. Culverts are jammed with debris, which can cause more problems in floods.
 - Wooded areas have been badly damaged by the derecho
 - I love trees, I like that big sycamore on N.E corner of Lincoln and Univ Blvd. and the many beautiful trees on the ISU campus.
- Trails and Paths
 - The paths are too bumpy for longboards. We end up going in the street because it's too bumpy.
 - A friend and I frequently enjoy going on walks around Ames on the weekends. I appreciate all the paths.
 - Ada Hayden can be very crowded and sometimes walkers and dog walkers cannot hear bicycles coming up behind. Maybe separate lanes?
 - I absolutely adore walking my dog at Ada Hayden and Moore Memorial Parks. I love that they are paved and big enough for a decent walk.
 - I especially love the wooded area around Carr Park. I run there almost every day and enjoy the feeling of near seclusion from civilization.
 - I frequently use the trails in Ames and I think they are great!
 - I love all the trails Ames has to offer and they are very well maintained. In addition, I feel safe running on the trails alone. I would appreciate if there was more information about all the trails Ames has to offer, such as condition (paved, gravel, mix), distance, etc.
 - I love that there are trails throughout Ames to walk on without having to walk along the street, but not so far away from people that it makes you feel unsafe
 - I love the paths through wooded areas, such as by Brookside Park. I love to go walking with friends there.
 - I wish I could travel by trail for functional aspects of my life (e.g., to the grocery store). The

- trails are nice but most lead to nothing, and don't pass by businesses.
- I wish that the city of Ames just had one trail that was at least 10 miles long and didn't cross streets a lot. There are some trails in Ames now that I have been on, but they don't go for very long at all. I am saying this as a cyclist. I would rather ride on a trail than on the streets.
- I would have rated the hard surface trails as "very good" except the trail between Carr and Inis Grove parks has been very treacherous the past couple of years, with lots of mud and rocks washed down the hill onto it. Otherwise, I love Ames' trails and wooded areas and walk in them multiple times every week.
- Love having so many parks available, and the wooded areas with hiking trails (Munn Woods in particular is close to me).
- More bike trails are always welcome
- More walking trails needed. Safe walking areas with benches available on flowers!
- Most of the walking trails are very uneven and have big potholes/gaps in them. Parks for the most part look good; maybe a bit rundown and I don't think many college students know about parks and recreation features/areas available to them since there isn't much advertisement/signage/etc.
- Please keep an eye on paved bike trails so that cracks and whatnot do not create safety issues.
- The progress on a few bike trails (River Valley) has been very slow.
- The sidewalks are very dangerous. Recently was running and tripped over sidewalk that was broken and sticking up. Got pretty bad road rash on my hip, leg, and hand, and a few scars and urgent care bill later, I'm still upset they're in the shape they are in.
- there is a lot of cracks on the hard surface trails making it hard on ankles when running.
- Trail behind Gateway Park apartments is poorly maintained
- Warnings if a bike trail is about to end would be good
- Wider bike paths would be nice, e.g., city of Bettendorf has bike paths through entire city.
- Would like to see more bike paths throughout Ames without sacrificing roadways for usage.

• Other Comments

- I miss the old wooden [structures]. The plastic playgrounds don't have weird stuff like the secret room at Moore Memorial or the tunnels under the old Fellows playground.
- My wife Jeanne and I came to work and live in Ames in 1951. Jeanne passed away and left Ames in 2008. I became 92 years old in Nov 2020.
- Since I moved here in September, I am looking forward to using these in the summer
- 1) All parks' appearances are good. 2) Maintenance could be improved. 3) Playground equipment could be more and land into natural colors instead of strong colors.
- Carr Woods picnic tables need help. Ada Hayden is great. Keep McFarland Park and all the bike trails! We love the green space.
- City has spent plenty on all these
- We have lovely natural area (Clear the polluted water and wood trail to enjoy them)
- I guess it all depends on the specific place. Ada Hayden is great, and it always seems prepared to receive people. However, McFarland is not as good sometimes of the year when it's lacking maintenance.
- I went to many parks in Ames, almost all are in good feature. However, I often saw some people in the Georgie Tsushima skateboard park smoking. I hope there is a clear sign saying no smoking in the park.
- Please remove the multiple speed bumps in Peterson Pits. I believe one speed bump is sufficient to slow vehicles. Three speed bumps are complete over kill. The bumps dislodged my exhaust on my truck. I used to go to this park regularly, but now I am hesitant because I drive an older vehicle. I am a very slow driver when in public areas and I have maybe only seen one vehicle ever speed through that park and I used to run there 2-3 times a week. You should save the community some money and relocate the other two speed bumps to somewhere they can be used for the betterment of the community.

- Sometimes it takes a little time to get used to the layout of parks and find my way around.
- The North River Valley Park has no official traffic light or the sign that shows the driver could get into the park entrance when I drive from north to south. I want to let you know that parents need any kind of signal that the car can make a left to show to the following cars. I had seen an accident. A parent (for the soccer class with her kids) was trying to make left on her lane. It seems the following car didn't give a much attention to her car that she was making a stop to turn left since the following car didn't expect that her car could turn to left from the lane.

Comments on Public Library

- Book Delivery
 - Use library materials (book) delivered to Windsor Oaks
- Children's Area
 - Super children's area
- COVID-19/Library Restrictions
 - After opening from COVID restrictions.
 - Can't wait for it to be fully open again. My family loves going to the library on evenings and weekends to read, study, check out books.
 - Except it's been awful to have the library closed our last year!
 - Great library – loved the Bookmobile (before the pandemic...)
 - Have not used the library since 2019
 - I appreciated the willingness of library staff to bring checked out books to patrons' cars when the library was closed to the public
 - I haven't done much outside my home for more than a year – maybe this year will be difficult.
 - I love the library! With COVID, it has limited what you can do and where you can go. I hope things can get back to "normal" soon.
 - I would go more if I wasn't asked (very rudely) to wear a mask.
 - Look, I loved the library. But I can't bring my kids anymore and they went way overboard with the COVID restrictions. So for 2019, the library was great.
 - Love the children's play area, can't wait until it is able to be opened again!
 - Many times, I wait weeks to months to check out digital content, which is frustrating. Now that the library is open again, I just kind of forget about it since it wasn't open for so long due to COVID.
 - Most of the meeting rooms not available during past year
 - People are there without masks and stand close to me.
 - The Ames library staff are amazing!! They went above and beyond during COVID to help people.
 - The library has been exceptional this year, especially in dealing with the pandemic. My only gripe is that it can sometimes take several days for holds to be made available.
 - Used a lot during COVID with requirements – excellent!
 - I love the Ames Public Library! The selection is generally very good (occasionally there will be a book I want that they do not have) and wait times are not long. The staff is super friendly, and they were rockstars bringing holds out in the cold during winter curbside service.
 - Pre-COVID I was at the library several times a week. Now I am used to buying books and have not been there except for the pop-up sale during the Music Walk.
 - Their staff and meeting facilities are great, but with COVID-19, Story County Genealogical Society (I am a member) has used Zoom due to lack of meeting space at APL
- Design
 - It's a great space designed for many things - studying, getting resources and more.
 - Love how much natural light gets in there
- Digital Archive
 - A more comprehensive digital archive would be welcome, especially in light of the pandemic.
- Diverse Services

- Love the library – great programming and support for a diverse community
- Do Not Use
 - I do not use this service often
 - I don't go to the library. If I had more time to read I likely would.
 - I don't use the library
 - I have no idea about it
 - I have not used the library since the past year
 - I never use this library
- Family Uses
 - My husband uses it
 - My kids use the library. No problems that I know of. The parking may be a bit tight there.
 - Family uses or used it more than me
- Feels Cramped
 - The library is fine but feels sometimes cramped
- Have Not Been
 - Haven't been there since new addition/renovation
 - I have never been to the Ames Public Library, but on multiple occasions I have thought about going but haven't had the time.
 - Never been
- Housebound
 - I am housebound
- ISU Student
 - As a graduate student, most of the material I get from the library is available to me at the Iowa State Library.
 - As a student I used Iowa State's library
 - Do not use as I get material from ISU Parks Library.
 - Generally use Parks Library.
 - Have not used Ames Public Library. Iowa State student so only go to ISU parks library.
 - I don't think it is used often by Iowa State students since we have the campus library available to us
 - I love the public library, but as an ISU student, I normally go to library in the campus
 - I use ISU's library for most things
 - I use the school library a lot more than the public library
 - I've been there twice and it's seemed very nice. It's just a way from campus
- LGBT Relationship
 - I adore their relationship with the LGBT community.
- Library Reno Too Expense
 - The city spent too much money on the last library renovation
- Literary Grounds (used books for sale)
 - We like the used bookstore!
 - Overall, I love the Ames Library, but mostly enjoy it for being in the building and accessing books and information directly. I do especially enjoy the selection of used books for sale.
- Need Help
 - Unable to get materials online. Have a library card and PIN; doesn't work. Called several times for assistance – no one answered the phone.
- Need Wider Spectrum of Perspectives
 - Overall library experience is okay. Staff is friendly and welcoming. I do sense the library is a very liberal establishment. It would be nice if books, displays etc. could show a wider range of perspectives.

- There are some books that push agendas too quickly for very young peoples. We love the library in general when we would go pre-COVID. But there are some social issues. We do not want to expose our kids at very young ages, when they intellectually can't comprehend a very complex issue.
- Not Enough Time
 - We love the library! My husband works a lot and I'm a vet student so there's just not enough hours in the day
- Parking
 - I wish there was more parking near the library that was free.
 - It is a very nice library. If parking wasn't so expensive, I would spend more time there.
- Plan To Go
 - My goal is to start going there more often!!
 - Very well organized, I look forward to seeing how they handle the return from the dark times.
 - We're new to town and COVID had largely shut down the library. But we love the library and feel like the library has done a great job navigating the pandemic. We're very excited to be able to go into the library now!
 - Prior to COVID, library use was at least weekly. Plan to return to use soon.
 - I love the library. I hope to spend a lot more time there next year.
 - I plan to use the library more
- Positive Comments
 - Absolutely love our library! One of the best and I am a library junkie
 - Ames has a splendid resource here!
 - Ames Public Library provides great books and audiobooks. I'm very satisfied with the services.
 - Feel very fortunate to have such a great library.
 - Great asset of our community.
 - Great facility!
 - Great resource for the community!
 - Great service and friendly staff. Very helpful
 - Great services
 - I love the library. It is a gem of Ames.
 - I really like the Ames Public Library
 - I'm very happy with the resources available and the staff is above and beyond.
 - It is an amazing facility!
 - It's super awesome!
 - Overall great looking facility.
 - The Ames Public Library is one of the best parts of Ames!
 - The Ames Public Library is the best library I have ever had the opportunity to use. I love that I can hold books online to pick up later, dropping off books is easy, and the Libby app connection has allowed me so much more access to audiobooks. I will dearly miss the Ames Library when I eventually graduate and move from Ames.
 - The city is lucky to have such a great library.
 - The heart of downtown Ames, beloved by all. Truly an underappreciated resource. I wish there were more volunteer opportunities.
 - The library has been a favorite of my family since we moved here in 1980.
 - Very nice facility
 - LOVE the library! Great staff and variety. Really love the option to borrow books for Kindle too!

- The library is a fantastic resource. I worked as a librarian at another library in the past, and I know Ames has a VERY good library.
- The library is a wonderful resource in downtown Ames. We love it!
- The movie DVD collection is great there. My wife loves to visit the Ames Public Library, reading books and passing her time there fruitfully. Sometimes she gets some resources of visual art from the library. The atmosphere of the library is great and ideal to concentrate.
- This is one of the nicest public libraries I have ever seen. I wish I had more time to go there.
- We check out 100+ books a month and the library staff are so knowledgeable and engaging. Always helping my 4 kids discover books they love at their reading level. The online stuff is so easy to use!
- Public Computer Time Restrictions
 - I have for over 2 years been trying to write one difficult letter and keep getting dumped off. Why is there a time limit when NO ONE is using computers?
 - I wish the computer times weren't so short. 30 minutes just isn't enough for people who don't have laptops at home
- Range of Services and Books
 - I am impressed with the range of services that offers much for infants through the elderly. The staff is always available and always very helpful.
 - I liked the book recommendations they are sending for my kids every week. They are very helpful. The pick-up and drop-off schedules are very accessible. There is a wide variety of books available for all ages.
 - I love all the resources the Ames Library and their plethora of books available in physical form, digital, and audio.
- Study Space
 - Great place to study!
- Suggested Additions for the Library
 - The audiobook selection is not as big as other sources.
 - I would love to see more study rooms and library computers
 - I love APL! I wish their website was more user-friendly (there is always a lot of text describing the item I want to check out, but sometimes it's hard to tell if it's an eBook or a physical book). I also still don't know if they can use an interlibrary loan to find a book that they don't have, but that would be a nice feature to put on the website!
 - More western books
- Voting Location
 - I've only voted here. I'm not much of a reader.
- Wish to use More
 - The times I have used the library have been to attend a program. I would like to use the library more. It is a very nice facility.
- Other Comments
 - I really enjoy using the red privacy chairs on 3rd floor
 - I was a huge APL user when my kids were at home. Now I stream or download most reading materials/films.
 - Love our library, would like it if the library added the person check out option where you set up to talk with someone of a different race, religion, political view, lifestyle, etc.
 - We had used the public library services in the last 14 months
 - When the addition was done, I no longer had young children and it is generally intimidating.
 - They have a nice movie collection. My friends and I have had several movie nights made possible by this library. I've gone to/participated in several Iowa State Theater events at the library and those were always good spaces and well put-together.

Comments on what would make you Feel Welcome and Sense of Belonging

- Other Comments
 - Stop this nonsense
 - A commitment to providing healthcare to all city employees
 - 24-hour grocery stores
 - A coupon book to a variety of businesses.
- Affordability
 - More affordable housing
 - If things were more affordable, like fees for parks and rec stuff
- Already Belong
 - I have felt I belong in Ames right from the time I moved here from out-of-state 15 years ago.
 - Already enjoy my time
 - I already feel that I belong
 - I already feel welcomed
 - I am fine as is
 - I am happy on my own
 - Not real sure. I am pretty happy as I am.
 - The presence of other international students and Ames natives are very welcoming and accepting of all people.
 - This is my hometown, and I do feel I belong here
 - We feel great and feel welcomed.
 - We feel really proud to live in Ames and be a part of our community.
 - I feel very connected
 - I feel welcome, except when I am biking.
 - I've lived here for over 30 years, so I feel welcome. I would just say that there are a lot of people in Ames who aren't ISU support enthusiasts, but we get along.
- Being Embraced as a Person
 - Being embraced as a person
- Better Information About Ames Events
 - More letters communication
 - Being informed about events occurring in Ames whether it's town days, events on Main Street or local concerts.
 - Having more availability to what is out there for me
 - Having more information on organizations I could join.
 - More community events. Or better outreach to inform the community of opportunities to come together and have fun.
 - More opportunities to get to know people in the community! Especially my age, outside of college friends
 - More promotion to know what events are happening.
- Better Relations with City Residents and Students
 - A better outlook by residents of Ames on college students.
 - I feel like college students aren't welcomed unless they are on campus.
 - Perhaps reaching out to more clubs on campus, more campus-wide activities
- Block Parties
 - Block parties
 - More community inclusion events, block parties (family friendly)
 - Organized neighborhood block party weekend

- Unsure, but I think knowing more of my neighbors might help. Some sort of neighborhood associations/"block parties" could be beneficial.
- Smaller neighborhood activities – Ames is expanding too much
- City Communication and Transparency
 - The mayor needs a setting where he is held accountable for micro invalidation, micro insults.
 - Council people who are not condescending and on a power trip. Less focus on the college and move on Ames.
 - More public relations
 - The communication and transparency from the city
- Club Participation
 - I get that belonging from the clubs and activities I participate in
- Community Events
 - City fair
 - Community events, meeting people outside work.
 - More bandshell concerts? Shopping and dining district – Main St to Lincoln Way w/bridge over RR track(s)?
 - More community events but we're in a pandemic
 - More things to do. It's a decent sized city but there is not a whole lot to do
 - More events to be able to meet more community members.
 - More group activities where I can get to know other community members.
 - More opportunities to get to know people outside of my neighborhood. More chances to support my neighbors as well.
 - Have more things to do to interact with each other in the wintertime!
 - When we can have more concerts and festivals will be great.
 - More things like the Roosevelt Sunday concerts. Local neighborhood gatherings. Anything that gets neighbors out and meeting each other.
 - A variety of events and activities
 - Activities and opportunities
 - Diversity opportunities (City festivals for holidays and appreciation.)
- Community focused on sustainability and the environment
 - More ecological sense of place, such as a real commitment by the City to have ecologically-focused development and full walkability.
 - Having a community focused on sustainability and the environment.
- Community Gardens
 - Community gardens and SoCal events for non-ISU Students
 - More community garden spaces
 - More community gardens or activities
- Community Welcoming Organization
 - When I first moved to Ames it would have been nice if there was a community organization which reaches out and contacts you (with a personal visit). Not to push you into joining a nonprofit, but just to make you feel welcome.
 - Hospitality in the community
- COVID
 - Ditch the mask mandate
 - It's just been difficult moving to a new town in the middle of a pandemic. I've struggled to become part of the community because I want to follow the COVID guidelines and have been staying home a lot
 - More things open up from COVID
 - Not COVID? I've barely left my house in the last year.

- The city should make a Real commitment to marching all from this COVID – mask, social distance, etc. You are not protecting us at all.
- Honestly, with COVID and being new in town I have not had much sense of belonging so far.
- Defund Police
 - Defund the Police
- Diverse Businesses
 - More diverse shops, culture events
 - More black-owned business
- Diverse Cultural Celebrations
 - More celebrations of other cultures. So many other cities take the time to celebrate their diversity, but Ames doesn't do that.
 - Introducing more cultural diversity whether it is bringing in more people of different culture to Ames or inviting guests or visitors
 - More culturally diverse events
 - More diverse shops, culture events
 - Inclusive events and exposure for communities
 - More diversity, events promoting inclusion and diversity
 - More events that represent the Indian and Hindu community so that people would exhibit fewer microaggressions.
- Educate All Students
 - An education system with redefined priorities committed to educating all children. Stop penalizing kids for not having issues. Educate them.
- Education On Implicit Bias
 - Education and outreach on implicit bias
- Events for Underrepresented Groups
 - More events targeted for underrepresented groups
 - More activities for foster parents
 - More activities that fit my interest and age
 - Unsure of anything else. I wish the center for adults would have passed in the voting a couple of years ago. That is needed for more inclusion/activities for adults.
- Expression Of Views
 - The city of Ames feels very segregated, not on racial grounds, but between people with differing backgrounds and political views.
 - Stop worrying about Diversity and Equity
 - More radical views of race, gender preference, and generally non-conservative ideals
 - Less college kids
 - Less liberals
 - Living in the Midwest when you're in academia ... many places you never feel you belong. If the community at large had a respect for education, it might be different.
 - Not being forced to accept liberal views, being able to make my own choice in wearing a mask
 - Policies that don't exclude faith-based organizations and churches. It's important that churches will be able to continue to serve the community.
 - Strong spiritual and service organizations. Opportunities for improvement.
- Family And Friends
 - Family being here.
 - My church family and friends
- Fewer Political Agendas
 - Fewer political agendas

- Leave a politics out of City business and services. The city needs to be 100% apolitical. Just do your JOB!
- Find Ways to Connect ISU students With Greater Ames Community
 - Find ways to connect ISU grad students with the greater Ames community.
 - More connection between the college and the general population would be great to make students feel less like outsiders coming in for bits of the year and instead make them feel as though they are part of the community.
 - More events for students and residential citizens!!!
- Fishing Locations
 - More fishing locations
- Friendly People
 - Friendly people
 - It's friendly people
 - My neighbors and other residents of Ames have been very polite to me and my family. Their behavior has made us feel that we are one of them, not outsiders. Whenever we need any help, we know that everyone is there to help. We have seen the kind heartedness of the Americans and we are very much thankful and grateful to them.
 - People that want to get to know their neighbors and not ignore them
- Future Planning
 - More emphasis on anticipating future changes and prepare them in advance
- Green Space
 - More green space
- Homeownership
 - To own a home but there is a high demand right now
 - If I owned a house here and there were more high-skilled software jobs
- Improved Community Engagement
 - More community building activities
 - More community engagement
 - If people had a voice earlier in development decisions- we get to comment late in the game. People should be treated at council and school buildings with respect. Revive the "Dinky" (Even if it's just for summers)
 - Improved community engagement practices that bring city issues to residents of Ames to ensure that everyone, regardless of time, financial, or accessibility constraints, is able to contribute
- Informal Recreational Opportunities
 - If more people wanted to toss a frisbee with me.
- ISU Community Events
 - Iowa State Community Events work well
- Job Opportunities
 - If I owned a house here and there were more high-skilled software jobs
 - More career opportunities
 - Opportunities to grow in my career.
- LGBTQ+
 - If there were no homophobic people
 - A gay bar/club!
- Library Programming
 - The library has great programming and works to be inclusive.
- Lower Property Taxes
 - Have property taxes lower
- Maintain Residential Neighborhoods

- City council would be more supportive of maintaining residential neighborhoods with single family housing instead of building more apartments. Ames is overbuilt.
- **Make More friends**
 - Having/making more friends.
 - Make more friends
- **Mental Health Support**
 - Mental health programming increases
 - People experiencing difficulties and accepting them
- **More Commitment Action Toward Diversity, Equity, and Inclusion**
 - Larger Asian American community.
 - Communities of BIPOC in this town
 - Larger, diverse population
 - More diversity
 - Supporting diversity
 - More inclusivity
 - A louder commitment (backed with action) towards diversity and inclusion, both in and out of the university
 - Acceptance of diversity of thought and opinion, not just diversity as it relates to skin color.
 - Continued focus on diversity, equity and inclusion
 - Diversity, equity and inclusion – I regret these false standards of the left.
 - Increased support for racial equity and support for Black residents in Ames (even though I do not identify as a Black resident).
- **More Events for Young People Without Kids (Young Professionals)**
 - I have aged out of most organization that are available now.
 - As a transient member of the community (graduate student) I would like to see more events geared toward young people without kids.
 - As an ISU grad student, I feel separated from the city as a whole because I am not a permanent resident. Yet, as a married adult in my mid-twenties living several miles from campus, I feel separated from the traditional ISU students. I would like to feel more integrated in the Ames community as a whole, but right now, it feels like being a student means you are treated as only temporary and probably too immature to be really involved. What would make me feel more involved: young adults or young professionals' groups that are actually for young adults (I joined one through St. Thomas in Ames, but most members were 40+ so my husband and I didn't feel we belonged and stopped attending).
 - Being able to connect more with community members our age (early 30s).
 - Honestly, ISU has its own community and I am not involved in anything outside of it. Maybe more rec/sports teams to connect me with 20/30 somethings that aren't in grad school with me.
 - More activities for people my age to do, and for grown adults to act more courteous.
 - More events tailored to an age demographic of 25 - 35. Feels that Ames is broken up into college students, families, or elderly.
 - Non-ISU related groups for young working professionals; something like a way to meet other community members.
 - Organization for younger people. Ames has organizations that are mainly for elderly population.
- **Neighborhood Improvement**
 - My neighborhood is sketchy
- **Neighbors**
 - I have two young couples in our neighborhood that are truly "good" neighbors in the biblical sense. They are both starting their families with newborns this year.

- None/Not Applicable
 - I don't know (x5)
 - N/A (x4)
 - Unsure (x2)
 - I cannot think of anything to add to this. This is a great community, but I think the job I am looking for in my field has different plans for me! Ames is full of opportunities. I am so happy I am here to experience them!
 - I don't know. I'm kind of a loner, like nature the best (but not dangerous)
 - I don't know, as a student I'm not focusing on making Ames my forever home
 - It's not Ames fault I'm antisocial.
 - N/A – I think the City of Ames is doing a good job!
 - None
 - Not sure.
- No Harassment or Racism
 - If I didn't experience racist remarks on an almost daily basis and was treated like part of the community.
 - Not getting racial comments from strangers.
 - If I wasn't sexually harassed while walking by myself
- Not City's Responsibility
 - It's not something the city can do; it's just how individual people act that make myself and others feel uncertain or disrespected
- Not Friendly
 - Only been here for 2 years; came from NW Iowa. The environment here is not as friendly or caring. The fact Ames is not connected to farming community as the one we came from.
- Opportunity
 - Opportunity
- Opportunity For Arts Community
 - Ames is small and lacks diversity and a strong arts scene. I am in the arts and feel like there isn't a lot of opportunity for me here and there are not a lot of resources for me to access.
- Opportunity For Volunteering
 - If I were more involved in the community through volunteering
- Political
 - If the city of Ames stood up to Govt. Kim Reynolds and her B.S.
 - If Trump signs were removed
- Positive Comment
 - The city is doing a great job. I just know my time in Ames is short and have not wanted to get too attached
- Ready to Leave Iowa
 - I wanted to stay here but I can't wait to leave Iowa; doesn't care about sustainable agriculture, cop insulting Jim Crow and laws contributes to Gulf dead zone. Too many CAFOs.
- Roller Derby Site
 - Ames has a roller derby team that cannot practice in Ames due to lack of event/practice space and must travel outside the city to another location. I'm sure the team would be willing to provide their business to a local rink, but nothing is available. It's a great organization that gets people active and get to know others in their community
- Senior Activities
 - Being a senior, more senior activities and opportunities, more neighborhood activities.
 - More retiree entertainment
- Smaller Communities
 - Smaller communities

- Was Welcomed by Yard Signs
 - I love all of the yard signs saying how I am welcome. It would be nice to see those kinds of signs around campus as well.
- Welcoming Newcomers
 - community groups are filled with much older people it seems like, always feel like they're judging me and don't want me around

Comments on Other Issues City should focus on

- Climate
 - Climate action planning and how it interacts with all other sectors of city government and planning
 - Climate action planning and how it interacts with all other sectors of city government and planning; re-evaluating our law enforcement system based on recommendations from leaders of BIPOC community organizations
 - I believe the city is undertaking some climate action planning, which I look forward to learning more about and am very glad the city is taking this step. On another note, as a renter, I have wondered about how affordable this city is for low-income residents since rent prices are so high. I hope Ames is addressing affordable housing, as the city is reliant on many workers in service industries.
 - Recycling and climate change
 - Climate change
 - Community involvement, climate change preparation
- Community Engagement
 - Community engagement opportunities among all racial groups
 - Creating an inclusive environment for people who identify in groups that have been marginalized in the past.
- Diversity, Equity, and Inclusion
 - Black Lives Matter
 - Diversity and inclusion
 - Diversity, justice issues
 - Action steps toward improving racial and social equity (i.e., paying reparations, etc.)
 - Definitely focus on ensuring that equity is integrated into city services and planning.
 - Equitable access to public resources
 - Social equity
 - Inclusion with services
 - Allow residents who are foreign to vote on local matters. Most criticized towns and cities allow that. Otherwise you have taxation without representation!
- COVID-19
 - Better enforcement of pandemic measures, more programming to encourage vaccination, mask wearing. etc.
 - Keeping bars from getting overcrowded and help stop the spread of COVID-19
 - Pandemic
 - Cancel the mask mandate. They do more harm than good
 - Getting rid of non-enforceable ordinances and mandates. They just cause confusion and division. Mask mandate says masks are required. Police and council say it is voluntary. Nobody knows the truth. Who does it?
 - Got rid of the mask mandate. Promote freedom over rules and virtue signaling gestures.
 - Make it easier to build, not more apartments!! Remove the mask mandate.
- Economic Development
 - Support growth in retail, small business, etc.
 - Bringing more clothing stores downtown
 - Between City Hall and 1st National Bank park: make it happen. New splash pads for families. More concerts in downtown.
 - Further investments in improving downtown
 - Improvement in the downtown district and bring more business and industry to town. Increase population with taxpaying residents.
 - Limited downtown parking, we need more

- Make Duff Avenue look better and be safer. This is a gateway to our community, and it is a virus in every way, not attractive.
- Economic development. The pandemic highlighted the over-dependence of the economy on the university. It would be great for the innovation that comes out of the colleges to stay here in Ames with business incentives from the city. If there are incentives, it would be great to educate the population regularly on them.
- Getting more retail locations and more industry. I would think both would help our tax base
- Keeping young people in the area! Employment
- Update appearance of businesses along Lincoln Way to Duff
- Rec center, defund the law enforcement, add more neighborhood commercial zones, offer alterations to Duff Ave
- More restaurants. More leisure activities. Renovating the mall and getting more tenants.
- Better training in racial equality for Ames Police. Clean up trashy yards and areas. Support growth in retail, small business, etc.
- On-street parking areas
- Being pro-business
- City Beautification (along major roads). Road replacement. Business development in WEST Ames. If the land is priced too high for a business to start, then do something about it. Find other sources of income aside from property taxes. Is there a byproduct of city operations that can be sold? Can the city own a business? City needs a destination attraction other than the university.
- Decrease Police Budget
 - Decreasing police budget
 - Defunding the police!!!
 - Less money to police and more to infrastructure
 - Rec center, defund the law enforcement. Add more neighborhood commercial zones, offer alterations to Duff Ave
 - Shift some budget from the police department to human services to allow mental health crises to have professional counselor contact before armed police.
 - Police overreach when apprehending students.
- Support Police
 - Promote support for law enforcement
- Law Enforcement Reform
 - re-evaluating our law enforcement system based on recommendations from leaders of BIPOC community organizations
 - Better training in racial equality for Ames Police
- Tree Care
 - Please don't cut trees, plant more, and prevent birds. Many birds have stopped visiting my bird feeders after more than 15 trees were cut in my area last year. The cut trees should certainly be replaced with new trees.
 - Tree care and removal
- Sidewalks
 - Repair (at city expense) sidewalks, especially in Old Town, where tree roots on city property have caused very uneven places.
 - Sidewalks
- Mental Health
 - Alcohol problems on Main Street and Campustown
 - Ames should focus on educating mental health issues and ensuring schools focus on educating all students based on the equity the schools preach.
 - Early intervention services for youth, mental health services, more mental health services
 - Homelessness AKA mental health outreach. These people don't need or trust cops with guns! We need more unarmed trained in violence de-escalation.
 - Mental health interventions for those who are in crisis from trained counselors. A hotline

that you could call 24/7 for a counselor instead of the police.

- Mental health outreach
- Mental health professionals taking some calls instead of police.
- More funding toward social services – DHS, YSS, foster care, affordable therapy. Get the city more involved in advocating for the needs of these organizations! Also, low-income housing.
- Promotion of all the programs and services available
- Stocking local ponds and lakes with more fish to improve recreational and mental health activities for students.
- None/Unsure
 - Don't know. I think you guys are doing fine
 - None (x7)
 - Unsure (x2)
- Not Applicable (x6)
- Planning
 - Balance of owner-occupied and rental properties. Balance of single family and multi-family properties.
 - Fewer apartments, more single-family affordable houses
 - Rental properties vis a vis owner/residential (upkeep, parking, etc.)
 - Purchasing Rose Prairie. Don't let them develop it.
 - Housing laws overly strict
 - Anticipate future change and prepare in advance.
 - Reducing sprawl
 - West Ames is growing but there are limited resources in that area especially for food – groceries and restaurants. While there are a lot of college students in living there, I have noticed many young, large families also interested in the housing opportunities as they are affordable with a high bedroom count. It is problematic because I noticed many of these families did not have cars and would walk with 4+ kids to HyVee (over a mile away). They never seemed to take CyRide – I'm not sure why. The kids also would play in the parking lots of the apartments – there are not many parks in West Ames. The development has been so dense with housing that it's now lacking in amenities, and while it is mostly temporary college students living in West Ames at the moment, that demographic could easily change over time and it would be nice if the area served other populations. It seems that the planning and development of areas like this would be more sustainable from the city's standpoint if there were resources for food, parks & rec, health/hygiene/pharmacy stores, etc., built into the process of housing development when it becomes this expansive so that the area can be broken up with some amenities.
- Property Taxes
 - Lowering property taxes.
 - Lower property taxes
 - Minimize the tax burden of Ames residents.
- Other Comments
 - Public Health
 - City is tearing up and building where there used to be beautiful trees and green areas.
 - Connecting more with ISU senior design projects to serve the city of Ames. Lots of room for innovative solutions for the city and for young folks to build their resumes I think! I hear a lot of grumbling about the lack of childcare facilities in Ames from co-workers (demand is much higher than Ames can handle). Consider adding this as an attention item.
 - Do not get into debt trap! Do not spread money by borrowing too much!
 - Helping immigrants
 - More bus routes post-COVID
 - Fixing issue on city of Ames.org Utility Bill Account sign up problem.
 - Make payment online for electricity bills w/o extra charge.
 - Don't like Ames turbulence change to USA

- Reallocation of resources to invest in the community (rent relief, education, food security) and less on police
- The ditches on George Washington Carver Ave., east side!! When you come from the east, it is hard to see.
- Recreational Opportunities
 - Safety and cleanliness of parks, specifically bathrooms, lighting, and increase office patrols
 - Cleanliness and hygiene of the public toilets in the parks needs to be maintained.
 - Build indoor pool. But don't add all the stuff the last one got defeated for.
 - As a dog owner, I would appreciate more dog waste disposal containers. Perhaps one at every bus stop? And at every park entrance?
 - We need a 2nd sheet of ICE. The current arena was approved by a wide margin to take care of the issue. Then the old one was closed. False news about closing.
 - Stocking local ponds and lakes with more fish to improve recreational and mental health activities for students.
 - More outdoor recreation opportunities
 - More parks, more attractive walking areas, reduction of speed in residential areas
 - Preserving nature, creating more natural places
 - Adding pickleball courts
 - Better and more outdoor pickleball courts
 - They should focus on recreational activities such as skate and bike parks
- Safety
 - Making walks home at night safer
 - Nighttime patrol and noise enforcement
 - Police patrols in residential and business areas – their presence may be a deterrent to crime
 - Public safety reform
 - RR crossing safety on Duff Ave. The last four fatalities at that location have involved pedestrians
 - Safety of residents
 - Security in the university houses. There have been many cases of theft of recent.
 - Better lighting on streets
 - Localized populations in specific parts of town and finding targeted areas of needing more law enforcement and safety measures.
 - People texting while driving
 - Sexual assault on campus.
 - Sexual assault/crime rates
- Snow Removal
 - Keeping sidewalks clear of snow and forcing residents to shovel. Walking during the winter is dangerous in many parts of Ames. People shouldn't have to crawl over snowbanks to cross streets at intersections either. As an able-bodied person, this is a problem for me. I can't imagine how much people with disabilities struggle to walk/wheelchair around Ames during the winter.
 - Residential snow removal
 - Snow and ice removal
 - Snow removal! It is slow and poorly done. The current strategy does not work.
 - Street repair and snow removal
- Social
 - Downtown entertainment for young people
 - Public schools, city parks
 - Childcare accessibility
 - Connecting more with ISU senior design projects to serve the city of Ames. Lots of room for innovative solutions for the city and for young folks to build their resumes I think! I hear a lot of grumbling about the lack of childcare facilities in Ames from co-workers (demand is much higher than Ames can handle). Consider adding this as an attention item.

- Housing prices and childcare
- Improving schools in the city and education
- Public schools, city parks
- Schools early start up and bus transit
- Add more restaurants, kid places
- Family entertainment
- More things for middle aged people to do
- Another finer dining restaurant. Plenty of fast and drive through. Continuing special evening events in downtown Ames.
- Creation of more gathering spaces (multi-use, rec, shopping, dining), creation of more bike paths, green belts
- Get more restaurants
- More restaurants. More leisure activities. Renovating the mall and getting more tenants.
- Services and support for homeless population. Promoting services to ISU students (will help Ames' retention of student residents post-graduation).
- People, not animals
- More topics related to students
- Providing summer learning, volunteer and employment opportunities for youth.
- Sustainability
 - Allow the city residents to choose the electric service.
 - Work on making Ames more environmentally cautious
 - Making the city more bird and wildlife friendly by implementing a "lights out" program during spring and fall migration
 - Limiting the discharge of firearms at the Izaak Walton League Shooting Range. Or, conversely, allow me to use fireworks all year long and at dawn on Sundays and holidays.
 - I like the attention to renewable power. I'd like to see a more accessible municipal recycling service.
 - Is the resource recovery plant safe or polluting? Answer definitively – do we need to recycle instead?
 - Make recycling more readily available.
 - More available trash cans around Ames, recycling
 - Recycling services. Free tree project.
 - We should have a recycling program. Internet access including a radius around the city. That includes residences with an Ames address.
 - Wind farm?
 - Sustainability – transitioning to 100% carbon neutrality, improving walkability, and changing zoning laws for the 21st century (dense but beautiful mixed-use development that has no need for cars)
 - Walkability. New buildings should NOT be allowed to have gas hookups, fight climate change and should be held to high energy efficiency standards
 - Finding a suitable replacement for the IDNR's IOWATER program.
 - Road maintenance and water quality
- Traffic Control
 - Better speed control on Hyde Ave in Bloomington Heights – speed bumps, stop signs – just DO SOMETHING!
 - Finding a better way to control all the traffic on South Duff
 - Hard, but traffic flow on Duff and Lincoln Way
 - I think traffic flow and parking availability in areas such as Campustown should be an important focus. The current infrastructure cannot support the number of people driving on the roads and backups are frequent on South Duff, particularly around 16th St. Additionally, street parking along Welch was removed in favor of a bike lane, a decision I believe to be misguided.
 - Improve the traffic on Duff

- Mainly focus on the road crowding. Traffic is becoming quite a problem, especially around Duff intersecting HWY 30 and Downtown Ames.
- Make Summit Avenue one way going North. We have a parking shortage and speeding students after school. Put a cop here every day after school.
- More parks, more attractive walking areas, reduction of speed in residential areas
- More traffic lights and left turn lanes on really busy streets like Duff Ave.
- Not restricting traffic on major streets. Help keep traffic moving.
- Putting more turn arrows on intersections (especially 13th and Grand intersection)
- The homeless population. Ames is a bottleneck town, with a handful of routes in and out, one way to get to North Ames and 2-3 ways to get to east-west Ames. It is a problem.
- Traffic flow
- Traffic flow. Duff Ave is so congested. Turning off or on to S. 16th is impossible. I sat thru 3 red lights by Reiman Gardens and the stadium. Changing some roads from 4 lanes to 3 lanes to add bike lanes has made issues worse
- Traffic flow especially around campus and conditions of roads
- Traffic flow through and around the city needs to be improved for East to West and North to South corridors. Many of the roads that were previously 4 lanes have been moved down to 2 lanes with a turn lane/bike lane and it takes considerably longer to go from one side of town to the other. So much so that I often delay my travels to area businesses and visit stores in Ankeny or West Des Moines when travel takes me there instead.
- Traffic flow. South Grand Ave. extension should help. A major city beltway could be looked at in the future.
- Traffic issues on Duff, 13th and Stange are the biggest issues. Increasing off-street commuter options (like biking) would also really help with clearing up traffic
- Traffic on Duff
- Traffic on Duff, and proper drainage by Sunset Drive/Greek triangle
- Traffic on Duff – very congested!
- Transportation/traffic flow continues to need attention. Arterial streets are slow and inefficient – lots of stop lights cause constant stops and waste fuel.
- Work on Duff Avenue – traffic flow and improve the road
- Affordable Housing
 - Affordable housing and space for homeless people to keep w/inequity.
 - Affordable housing with a more modest income limit (\$45,000)
 - Affordable housing, meaning \$75,000 to \$150,000 price range. And Lincoln Way looks like a deserted town with the businesses gone. I would not patronize a walking business area on the busy Lincoln Way.
 - Affordable housing and increasing space in shelters for the homeless.
 - Housing is too expensive, and I'll move after I graduate
 - Housing prices and childcare
 - I believe the city is undertaking some climate action planning, which I look forward to learning more about and am very glad the city is taking this step. On another note, as a renter, I have wondered about how affordable this city is for low-income residents since rent prices are so high. I hope Ames is addressing affordable housing, as the city is reliant on many workers in service industries.
 - More affordable housing
 - More funding toward social services - DHS, YSS, Foster care, affordable therapy. Get the city more involved in advocating for the needs of these organizations! Also, low-income housing.
 - Rent in Ames is very high for the quality of housing when you factor in its population and the recreational activities available. It is over-valued. There is also an unfair restriction on student housing, as undergraduates are excluded/discriminated against due to stereotypes of partying, excessive drinking, and noise problems.
 - Rental housing increases are insane. I had to call and ask, "Is this even legal?" Not apparently when they break the new fees up this way, it is. Are rent increases tracked? It's extortion.

- Better Broadband
 - Broadband seems a bit uneven
 - Getting better internet services. Mediacom is a joke and puts a negative view on this city
 - Internet speeds and connection
 - It would be great if the city could transition internet access to be a public utility
 - Mediacom (internet) service is very intermittent in West Ames, cuts out regularly. Overpriced housing construction costs. Des Moines/Ankeny is less expensive.
- Bike and Pedestrian Issues
 - Creating a walkable community in the new developments and making sure those new developments are accessible by bicycle. Somerset is terrible to bike through, for example.
 - Improving the walkability of Ames and increasing streets since there are so many cars it gets congested on Duff and South Duff especially.
 - The on-road bike lanes are dangerous, and I would not feel safe using it, but I think bike transportation should be heavily invested in and realistic safety concerns should be focused on
 - Cyclist safety
 - Laws for bike on the street
 - Making pedestrian and bicycle traffic safer
 - Provide bike-sharing platforms so that residents can get/rent a bike.
 - Again, I just wish there was a decent bike trail
 - Bike path safety.
 - Bike trails and maintaining wooded areas for recreation.
 - Both expanding and improving bike lanes on roads
 - Connect bike trail system between Hunziker Soccer Complex and Lincoln Way. Also, connect bike trail system between Carr Park and Inis Grove Park.
 - Continue expansion of bike paths – make destinations for family (Ada Hayden/park/playground) recreation. Perhaps public transit to events outside Ames (DSM and MSP)
 - Creation of more gathering spaces (multi-use, rec, shopping, dining), Creation of more bike paths, green belts
 - It was hard to train for RAGBRAI in Ames! Bike paths!
 - Off street bike trails! Make it safer for bikers and families to ride.
- Homelessness
 - Homelessness
 - Homelessness – I've heard the city forces them out instead of helping them with their basic needs. Drug addictions.
 - Possibly focus more attention on assistance for the homeless population (shelters, soup kitchens, etc.)
 - Services and support for homeless population. Promoting services to ISU students (will help Ames' retention of student residents post-graduation).
 - The homeless population.
- Road Improvements
 - Ames is a bottleneck town, with a handful of routes in and out, one way to get to north Ames and 2-3 ways to get to east-west Ames. It is a problem.
 - Fix the roads. So many people blow tires on the craters on Mortensen.
 - Fixing up roads/potholes.
 - Flow of traffic on Duff – drive/curb maintenance
 - Repair existing streets, keeping a safe environment, and be more inclusive.
 - Road maintenance and water quality
 - Road quality
 - Roads are terrible
 - Street repair and snow removal
- Littering

- Littering
- More garbage cans around the city.
- Recycling and trash clean up, but I know it's more of the college students' faults for being responsible.
- Street sweeping on main college traffic streets every week – Welch, Chamberlain looks very dirty after a weekend.
- There is a lot of trash blowing around west Ames
- There's so much litter in the new cement walls along reconstructed Welch Ave. Maybe these features should have another purpose.
- trash cleanup and stop burning trash, I mean its 2021 come on
- Clean up trashy yards and areas.

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

- Accessibility
 - Accessible, comfortable community with a strong sense of place. Main Street Ames is one of my favorite places to be.
 - Living in the Old Town area. Accessible to many stores/events. The green spaces around Ames (Ada Hayden)
 - Location of everything, walkability, green space
 - The potential for walkability and other modes of transport besides car
 - Very walking and bike-friendly, very walkable
- Active Citizens
 - Proactive city with unified community feeling
- Activities
 - There are a lot of different activities you can do and great parks!
- Affordability
 - Perfect balance of cost of living with great amenities (great parks, library, utilities, community).
 - The overall cost of living is comparatively lower than most of the other cities in the US. The crime rate is very low here in Ames. It is a very peaceful place that makes me and my family feel home far away from home.
 - Affordability (x2)
 - Affordable housing (x2)
 - Low expenses, nice, quiet, friendly community, safe neighborhood
 - Affordable, nice parks
 - Low living cost, safe community
 - Taxes are lower than Illinois
- Amenities
 - Lots of amenities, low personal tax rate, lots of things to do locally
 - High level of options and amenities for the town size.
 - Ames feels quite safe, very calm, free of traffic, and with minimal pollution. All the necessities are very close with no need to travel far.
- Atmosphere
 - The community atmosphere. Mostly clean. College adds a lot of extras to a city of its size.
 - Atmosphere
 - I've always liked it here – plenty to do, and a quiet atmosphere.
 - The atmosphere.
 - The atmosphere/general environment
- Beautiful
 - Beautiful
 - It's a nice-looking town
 - It's quiet and beautiful, homes and parks are well kept.
 - The upkeep is pretty good. There are some aesthetically pleasing sites.
- City Services
 - Always visible City of Ames vehicles helping to keep the city as best as they can.
 - I feel the city works really hard to keep services up to date and everything they do is very well-thought-out and maintained. I don't know a better town that does this so well.
- Clean
 - Clean, not much traffic, cheap
 - It's very clean and bike friendly
 - It is a beautiful, friendly and clean city. It feels like small town.
 - Clean, well maintained, Midwest feeling town
 - Pretty clean
 - Clean air and water

- Clean and Safe
 - Clean, safe, self-contained and low traffic
 - Clean, safe neighborhood, parks are great!
 - Clean and safe city.
 - Clean, small amount of crime.
 - Clean, safe, and happy place to live.
 - Wood, clean and safe
- College Town
 - University town (x2)
 - Small college town
 - It's a great college town. I love living in the dorms around peers while having activities to do.
 - Great social life, welcoming community, and it is primarily a college town which gives it a small-town feel.
 - Moderate sized, college town
- Comfortable
 - Comfortable, safe, opportunities
- Community
 - It's a very place to live
 - City
 - The community (x4)
 - Great community (x2)
 - The community! I love the people here and campus is beautiful
 - Communities, services, nice neighbors, woods
 - The community and resources available, water quality, parks
 - Nice community, good employment options, variety of people and cultures.
 - The community, business, and relationship between the university and the city.
 - the community, law enforcement, it's safe
 - Great community with tons of parks and trails to explore, plenty of dining options, and great water!
 - A friendly community, with many options for enriching life and helping others – a beautiful and well-kept city.
 - The community and scenery
 - Community and access to wide variety of businesses
 - Community
 - Nice community.
 - Organized town
 - The community mindset
 - Lively community
- Compact
 - City is very compact
 - Small, consolidated, lots of diverse businesses that can fit your needs. The City of Ames employees are also very kind and responsive.
- Convenience
 - Ease
 - Quick efficient travel from one side of town to the other. Also, recreational areas like parks, courts, and courses.
 - For me personally, I moved to Ames 3+ years ago from a rural acreage in N. Central Iowa where I had lived 40 years. The best thing about living in Ames for me is the convenience of community and the variety of things to do and entertainment opportunities.
 - Convenience
 - Everything I need to live comfortably is within walking distance, or a short car or bus ride.
 - Everything is close.

- Everything is relatively close and the University campus environment
- Everything you need is here in this town – that's why we live here!
- Has all the amenities that I need. Doesn't take forever to get from one side of town to the other.
- I do not have to drive, walk or bike far for my needs
- It is a quiet and convenient lifestyle
- It is really easy to get around and I like the parks.
- It's a nice, quiet, fun place to live with lots of great amenities, services, and activities.
- It's an easy, convenient place to live
- Overall quiet. Easy to navigate. Has most of everything you need without going out of town. For the most part friendly atmosphere.
- Availability of services and needs within close proximity to home.
- Being able to find an apartment close to campus and having a short commute to everything.
- Being around my friends and how Ames has everything close together, don't have to travel far to find something new.
- Diversity/Inclusion
 - Ames is a very diverse city to live in. You can go downtown, go out to the bars, or even out to visit nearby parks/trails or local farms
 - Diversity, convenience to get retail/ grocery needs in a short drive, decent farmer's market, and appreciate the multiple free yard waste days.
 - Diversity and options of things to do. School district and child serve.
 - Diversity of community, small-town feel with all amenities needed, variety of stores and shopping.
 - Diversity of residents (Iowa State)
 - diversity
 - The mix of our population – young, old, international and local.
 - The inclusion! The culture
 - Ames is an inclusive city.
- Easy Commute
 - Calm and relatively easy to get around.
 - Ease of getting around, parks, opportunities provided by university, cultural activities.
 - I don't have to commute far
- Educational Environment
 - Excellent learning environment, quality services
 - Living in an education environment is so beneficial. But the growth patterns in Ames are dictated by developers and have been closed elementary.
 - The energy of ISU. The ongoing improvements the city is continually making in our parks, neighborhoods, business. Farmers Market, Run for the Roses, Park and Rec activities for youth, our church – everything!!
- El Azteca
 - El Azteca
- Employment
 - Jobs, sports, clean, the people
- Events
 - There's a lot of city events (pre COVID health restrictions) like music events in parks, farmers market, art markets, etc. Those were all really great and made living here better than other places I've lived.
 - All the activities available throughout the city or ISU
- Everything
 - Everything
 - Everything; a nice community
 - Everything; great community

- Friends and Family
 - My wife and dog
 - Friends and neighbors
 - Friends and family here
- Friendly People
 - Very friendly city with lots of opportunities for mobility and recreation within parks. I personally enjoy skating on the winter ice rinks off of 13th street!
 - There are many: friendly people, responsive leaders, cleanliness, safety
 - Friendly people, awesome city services.
 - Friendly people, many opportunities
 - Friendly and welcoming
 - People are friendly
 - The friendly people
- Farmer's Market
 - Parks and farmers' market.
- Geography/Location
 - Geographical layout
 - The location and cleanliness of the city
 - The city environment and location.
- Green Space
 - Town green ally
 - Green space and bike trails. Minimal traffic.
 - Very green and many parks
 - Green spaces
 - Much more green space than surrounding towns!
- Home
 - It's my hometown. Our family have lived here for 3 generations. The schools are exceptional.
 - It is home. I've lived here since I was a small child
- Independence
 - My independence
- Iowa State University
 - ISU (x7)
 - Great campus and good water, great business/residential zones for easy access and compact trips
 - CY Stephens, Reiman Gardens, great police
 - The university, diversity, lots of area and activities for families to participate in.
 - Wonderful people and clean city. ISU.
 - The university, football, Cornerstone Church
 - Community and ISU
 - It is really kind. I like Iowa State University
 - I enjoy Ames due to the presence of Iowa State – the city has cultivated a bit of a "small-town" feel while still having quality programming and events for residents.
 - The campus and good upkeep of the area
 - Being a Cyclone
 - Being a student and the university resources
 - Nicely maintained campus
 - the university
 - The Iowa State community.
 - Iowa State University and Parks and Rec
- ISU Events
 - Access to the events – e.g., Stephens Auditorium.
 - Family close and ISU athletic

- Access to ISU events
- All the activities ISU brings to the community
- ISU sporting events
- Large City with Small Town Feel
 - Small town living with large town amenities, ISU, low crime, etc.
 - Small town with big city facilities and amenities
 - Small town feel with big town amenities. I also love the trails
 - Having all the amenities of a "big" city (60k+ people) without having that many people all the time
 - Having the same amenities available as you would in a large city like Des Moines for example, w/o having all the issues with crowdedness, crime, etc.
 - It is a large city with a small-town feel
 - It's the perfect mix between city and rural.
 - Lots of activities available for a relatively medium sized town
 - The small-town atmosphere but still has benefits like large towns (shopping, restaurants)
 - The small-town feel with everything you need from a big town.
 - Small community feeling in a bigger city
 - Small-town appeal with larger city amenities
 - Small-town communities with big-city services and facilities.
 - Small-town feel in a larger city (at least for me, as a college student coming from a smaller farming town)
 - Small-town feel but lots of things to do. Good quality of life with great parks, library, schools.
 - Small-town feels with lots of opportunities – Iowa State Athletics and the energy students bring, educational opportunities
 - Small-town, friendly people
 - Small-town atmosphere, low traffic
 - Small-town feels with excellent medical services and facilities. Fairly low crime rate but that has changed in the past 5 years. I no longer feel safe walking after dark in my neighborhood, even in the early evening hours.
 - Small-town feel & nearby Des Moines
 - Small-town feel and feels safe for the most part
 - Small-town atmosphere
 - The small-town feeling. Sense of community
 - There is a bounty of things to do, eat, and explore despite the cozy close-knit and small-town feel of Ames.
 - the small-town feel
 - The feeling of a smaller town is still there & I think that should be highlighted
- Library
 - Library, the birds at Lake Laverne
 - All the parks and the library
 - Library and parks
 - The library and downtown area's walkability
- Light Traffic
 - Clean, safe, self-contained and low traffic
 - There's no traffic and the main street is nice.
 - Traffic is never an issue. Safe neighborhood.
 - Clean, not much traffic, cheap
 - Low traffic
- Local Business
 - The local businesses
- Main Street/Downtown
 - Downtown

- Love the vibrant downtown, Farmers Market. Safe and friendly.
- Small businesses on Main Street and bikeability
- The downtown area and the library
- I enjoy being in a community that makes me feel welcome. I enjoy offerings on Main Street!
- I like the downtown activities during the summer and fall.
- I love the downtown area and the closeness that everything is to campus.
- The Downtown community
- Medical Facilities
 - Good medical services
 - Excellent hospital medical care, ISU, small city, but offers so much.
- Nature
 - Nature
- Neighborhood
 - Enjoy our neighborhood and friendship of the people
 - Nice neighborhood, friendly residents, good environment
 - Good neighborhood
- Nothing
 - I wish I could put something, but I really can't wait to move away.
 - Knowing I get to leave in one semester
- Opportunities
 - Opportunities and a nice environment. Meeting new people as well.
 - The appearance of engaging opportunities.
- Options
 - I like that it has a lot of different things available, but still feels like a small town
- Peaceful
 - Peaceful community (x3)
 - Peaceful and safe. Good community
 - Peaceful friendly community.
 - Peaceful with many opportunities to be outdoors
- People
 - The people (x6)
 - Good people (x2)
 - The people, the size, Wheatsfield, all the engaging green areas (park)
 - The people, the variety of activities and services available, quality of life.
 - The people, the accessibility and the features
 - Great people in the community, safe and fun environment
 - The people and how clean and safe it is
 - The people and the sense of community. Plus the water is great!
 - Mostly clean, well-kept town. Friendly people
 - The people living here and the ISU opportunities it provides
 - The community of people and restaurants
 - Feeling safe/friendly people
 - Investments in people and the environment.
 - It is clean, low crime, friendly people and comfortable, and the water tastes good.
 - Majority great people
 - The community of people who live here makes Ames great.
 - People are nice, has everything someone needs to live (grocery stores, great parks, etc.), a great university, I feel safe, and it doesn't smell bad.
 - The people are nice and it feels upbeat, positive, and creative.
 - The people are very nice. CyRide is a very good way to commute.
 - The people are so helpful. It's obvious the south side is a college town and the north side is more residential, but everyone feels a sense of community.

- Proximity
 - Proximity of everything
 - Proximity of necessities and recreation
 - Proximity to campus
- Proximity to DSM
 - Close to Des Moines (x2)
 - Not too far from the resources of Des Moines, but cheaper and safer.
 - Good size, close to Des Moines, good parks.
 - Close to Ankeny and Des Moines where there are plenty of good things to do.
- Public Transportation
 - Cheap rent, good bus systems, and close-knit downtown (Main St.) community
 - Close to campus, easy to get around, great bus system.
 - Buses and having everything nearby.
 - Public transport and access to bike/pedestrian paths in North Ames (less convenient when I lived in West Ames)
 - Availability of public transport
 - Bus services
 - CyRide
 - CyRide goes everywhere and is accessible to all.
 - Ease of access to transportation (bus routes)
- Quality of Life
 - High quality of life
 - Overall quality of life.
 - Quality of life
 - Quality of life – care at people
- Quiet
 - Quiet (x2)
 - Pretty quiet in our neighborhood, close to the stores we want, overall people are friendly. The parks are what help us decide to move here.
 - Quiet, friendly, and affordable
 - Quiet, size (not too big), outdoor opportunities
 - Quiet and cheap town
 - Quiet, most everything is nearby
 - Quiet and safe
 - Quiet and safe place
 - Quiet, safe
- Parks/Recreation/Trails
 - The parks (x4)
 - Great parks and public spaces. I love Main Street, the farmers market, the library, etc. I rarely worry about safety on any given day in my neighborhood.
 - Great parks, fabulous library, responsive city employees, and I hope our city officials don't try to tamp down public discourse like some cities are doing
 - The parks. I frequently go on long walks. The summer's farmers market is very close
 - Parks, trails, ISU
 - All the parks! There are so many, and such a variety. They are easily accessible and most have good trails. A close second is the library, which is a really fantastic resource for so many different uses.
 - The parks and trails and people
 - The parks! So many of them, so much green space and trees in the city. CyRide is also great
 - Love the parks, community.
 - All the parks and the library
 - All the parks! There are so many, and such a variety. They are easily accessible and most

have good trails. A close second is the library, which is a really fantastic resource for so many different uses.

- Parks, library
- Parks! Library!
- Clean, safe neighborhood, Parks are great!
- The parks and the people.
- there are a lot of parks and there are a lot of outdoor spaces
- Parks, local owned restaurants rather than just franchised pool
- The parks and that it feels small
- Parks like no other town. Trails for hiking
- There are so many parks with great trails all over town!
- Abundant parks
- Ada Hayden Heritage Park
- All of the parks
- Lots of parks to choose from
- Bike/walking paths
- I like the trails to run on
- I love the attention to outdoor recreation here. I frequently walk on trails and use parks, so it's important that I feel safe doing so. Additionally, there are always places to park. I think about the facilities in Iowa City when I visit and there is nowhere for vehicles to go.
- Parks and trails; CyRide; active resident participation in local decision-making; pursuit of climate action plan and sustainability initiatives
- Parks and recreation, CyRide service.
- Nice parks and bike trails
- Access to recreation
- My favorite thing about living in Ames is all the opportunities to do things outside. Daily, I use public trails, paths, and sidewalks to walk, run, bike, and rollerblade.
- Parks and rec services
- Recreational sports – softball and volleyball
- The outdoor activities
- The recreation activities – the pools, the classes, the community events.
- Safety
 - Safety (x4)
 - Safe, good schools, Iowa state, size of community
 - Safety, diverse culture, accepting people
 - Relatively safe, comfortable place to live. Lots going on, there are things to do if you look.
 - Safe, clean, affordable
 - Safe, clean and friendly residents
 - Safety and friendliness – strangers and police stop to offer help to anyone they think might need it.
 - Safe and quiet city, good services but a little expensive.
 - The safety and general upkeep of the recreational trails, sidewalks, and bike/walking lanes
 - I love the Ames community and the town is clean with a safe and welcoming feeling. The quiet summers when students are mostly gone are my favorite time in Ames.
 - It feels safe/peaceful and welcoming
 - It is a peaceful, safe and well-maintained city
 - Safe and a lot to do.
 - Much safer than big cities, I feel safe, affordable.
 - Safe and clean environment
 - safety and cleanliness
 - Low crime, connection to Iowa State.
 - Feeling safe in the community and having so many areas to walk in through nature

- It's safe and parks are close and usable. Cultured and sophisticated compared to rural Iowa without the messes of a city.
- Everywhere is safe to go and the people are warm and welcoming.
- Safe community with lots of beautiful outdoor spaces
- Security and it is very welcoming to international students. I have never experienced racism or felt excluded.
- Being able to feel safe
- I feel safe living alone in Ames
- It is safe and it is a great place to grow up
- it's safe, problems get fixed very quickly.
- Great place to raise a family. So many zoning rules all over the city – they don't qualify to Duff! Continue to partner with Ames Economic Development!
- Safe community
- Somewhat safe
- School District
 - Well, we thought it was the diversity and quality schools. Until [redacted] turned it into an arm of the BLM agenda.
 - Schools
- Sense of Community
 - Sense of community
- Services
 - The abundance of helpful services and facilities.
 - the availability of services all over the city
 - The range of services and stores is quite good for the size of the city
- Size
 - Small and quiet place to live, study and grow old.
 - Small but lots of parks
 - Small town
 - Small town community with opportunities for growth
 - Small size, light traffic, interesting things to do, educated people.
 - Small size, pleasant residents, good variety of services and entertainment
 - the size and people
 - I enjoy the small size but plenty of services
 - The size is nice – does not feel like a city but there is a diversity of restaurant, shopping, recreation, etc., options.
 - size of the city
- Stores
 - Good stores
 - Many stores nearby
- Summer In Ames
 - Summer, when students are gone and traffic is not congested everywhere.
 - That students leave Iowa for the summer
- Used to be better
 - Used to be better when there was a lot of trees and "green" areas and less traffic.
- Variety
 - availability of retail, services, restaurants, parks and recreational, police and fire protection.
 - Variety of events and parks
 - I love the variety and inclusivity of the community. There is a lot to do for people of all interests and in general, everyone is very nice. We also have a huge variety of excellent family-owned local restaurants and businesses.
 - Many things to do
 - Multiple options for restaurants/stores/etc.

- There's so much to do and it's all different. It can be indoor, outdoor, food, or anything else.
- It's got a little bit of everything!!
- Various
 - Accessibility, library, education, medical services, park and recreation, bike and walkability, community action
 - Downtown musical events, Wheatfield Coop, farmers market, liberal community, ISU events, parks (wish there were masks), Lockwood Cafe
 - People know and care about their neighbors. Main Street, the library, Ada Hayden Park, the Farmer's Market, the schools.
- Water
 - Cleanest water in Iowa
 - The water (x4)
 - The water and all the food/activity options. Love the events that take place at Main St.
 - Good water, clean streets and the upkeep and pride most take in their property.
 - The water quality is very good and it is an easy to navigate town. I also love that there is a food waste diversion project so I can compost even though I rent an apartment.
 - Water quality, tight knit community, everything within a reasonable distance
 - The water, low cost of living, and abundance of parks.
 - Delicious water – best anywhere! Clean city and healthy residents who are aware about quality of life
 - The water! I think the community programs for kids are great. I'm very satisfied w/the upkeep of streets, parks, etc.
 - The water and small events for the community
 - Water and the college.
 - Water! Iowa State adds so much to the desirability of living in Ames
 - The water. Cyclone game days.
 - Tap water and CyRide
 - Water is great, recreation trails for exercising are well maintained
 - Drinking water quality
 - Good quality water
 - Just drinking from the tap. Ames water is seriously high quality.
 - The tap water
 - The tap water is great.
- Weather
 - Weather and small city (no traffic, but enough resources).
 - The weather
- Welcoming
 - The welcoming community, mostly within the university, towards diversity
 - The college community is very welcoming and open
- Young People
 - A lot of young people.
 - Around other people my age
 - Large percentage of the population is my age – college student.
- Other
 - The gay sidewalks
 - The progressive attitude
 - Tranquility
 - Uncrowded, friendly atmosphere

“What would make Ames a fun, vibrant community?” comments:

- Music
 - More live music events
 - Outdoor concerts and festivals
 - A town festival. The town I grew up in had a cherry festival and it had some great flair. The high school jazz band did an open dance night, there were carnival rides, cherry pie eating contests, fireworks, etc. It was a great community event we all looked forward to.
- Arts
 - More artwork and interactive activities
 - Fun/colorful displays of art, particularly outdoor paintings on business walls in high walking traffic areas (near campus and downtown areas)
 - More community art projects. A way to get residents out and participating while learning and creating together.
- Events
 - More events to bring people of diverse backgrounds or different age groups together.
 - A city festival. VEISHEA in a more family environment.
 - More community gatherings, parades, festivals, arts, shows, lecture series etc. items/ gathering of cultural value.
 - Community interaction for adults. Trivia nights, scavenger hunts, painting classes.
 - Having a city festival near campus or Main Street/Campustown in Ames.
 - More community events, like stuff on main street. The farmers’ market is nice, an art fair or outdoor event of some kind would be fun. Small towns in Iowa do local festivals, like the fall festival or strawberry festival, which would be fun. The Des Moines Christmas Market was cool, but it was not worth the drive. Doing it in Ames would be better.
 - More summer Main Street activities that encourage youth to get involved in the community.
- Economic (business) activities
 - A greater focus on small business opportunities for bars, restaurants, coffee shops, etc. Too many national brands coming in, and lease rates are a huge barrier to entry for smaller operations.
 - Free parking downtown, more national chain business
 - A more vibrant downtown
 - Families Market
 - Old Navy, Aldi on the west side
 - Brewery, more districts with restaurants/bars that aren't so close to campus
 - More non-chain restaurant options, new mall with open stores, drive-in theatre.
 - More retail stores – greater variety (including restaurants)
- Infrastructural development
 - Better connection to downtown and improve Welch Avenue.
 - Improving off-road bike paths/connectivity
 - Lower taxes
- Parks
 - Activities, nice park, green city and services
 - More activities in Bandshell Park
 - Trampoline Park i.e., Skyzone/GetAir
 - More dog parks
 - Continued programs and activities, upkeep of parks/greenspaces, and welcoming atmosphere.
 - More infrastructure on parks (restrooms for instance)
 - More natural areas like Ada Hayden Park

- More outdoor activities, especially walking trails and hiking sports.
- More outdoor areas for walking, running, biking, etc.
- More recreational activities, green trails, and gardens.
- A skate park in that empty lot on Mortensen and South Dakota over by Perfect Games
- Some sort of community center for activities, lunch, events, a relaxing workspace etc.
- The game parlors, beautiful parks, golf courses, restaurants, movie theatres, lakes, picnic spots and many more.
- A drive-in movie theatre.
- More disc golf courses.
- More fishing locations.
- Fun lighting on paved trails for cool and safe later evening walks.
- Bike trail out of town like High Trestle Trail or Raccoon Valley Trail.

Indoor recreations and wellness mentioned were:

- Warm water indoor pool
- An indoor/outdoor recreation center. A place for families to utilize and bond. There are very few activities around Ames you can do as a family especially in the cooler and cold months.
- More indoor activities for winter – ax throwing, indoor golf league, etc.
- A nightclub, a gay bar, outdoor sculpture garden, art museum!!, nature center.
- More indoor activities during winter or bad weather days.
- Children’s museum.
- Indoor pool for winter, rock climbing and swing. More events citywide that celebrate culture – the library does a great job.
- More entertainment for handicap access and for elderly, retired citizens.

Some of the other suggested measures were:

- The more people in Ames, the more interesting and vibrant the city becomes. When students leave for summer break, the city can get kind of lonely, so adding incentives like more employment opportunities and affordable housing to increase the population of the city would do a lot for the community.
- A school focused on educating students would bring rational-minded families to town expanding the base of taxpayers in the community.
- Defunding the police.
- Get rid of racism, xenophobia, homophobia, and hate.
- More community garden space and drinking fountain with dog bowl on Main Street.
- It's an old town and the buildings look that way. So maybe nicer looking buildings, better recycling system, trash clean up.
- Fewer lawns and parking lots. MORE GARDENS (especially if we could encourage homeowners to replace lawn space with gardens somehow), more mixed-use dense development (kind of like Greenwich Village in NYC), and more opportunities to socialize just in the neighborhoods.
- The college atmosphere.
- Major road upkeep.
- Better traffic flow – lights suck.
- More concerts and shows in our stadiums. Take advantage of the university’s facilities’ size.
- More off campus things for non-students.
- More interactions with law enforcement and fire department
- More ethnic communities.
- improved commitment to climate action; continued and increased investment in the arts.
- Getting rid of mask mandate and govt. trying to govern health and morality with useless mandates.

- Getting rid of the excessive speed bumps in Peterson Pits.
- Stop spending on "Green" issues.
- Do not let the city of Ames become an arm of the BLM "woke" agenda. Leave politics out. Just deliver the services for a good value.
- Diversity of people and less lawyers/chiropractors on Main Street and more business that I would want to spend money.

General/Additional Comments

- Ames has been a great place to live, mainly includes families or college students. I would like events/opportunities for young individuals without children, but are not part of the usual college activities. Also, really work on snow removal.
- Ames is a beautiful community. My one suggestion is to take college students seriously!
- Ames is a good and highly educated town. Iowa – not like the environmental ethics.
- Ames is a great place to live! We love it here!
- Ames is a nice place but homelessness and traffic in roads are huge problems
- Ames is great, but please add more sidewalks in southeast Ames.
- Ames is great. I hope the city takes climate change seriously.
- Ames is the place I've lived longest in my life – 33 years. I love Ames!
- An “anything goes days” would be cool to put things you don't need on the curb so the city's people can reuse it.
- City of Ames did AMAZING job after the derecho. Thanks!
- Clean up Campustown! Have some pride.
- Continue to make Ames a great place to live. Thank you!
- Densification is touted while developers keep sprawling. And developers keep building outside of the Ames school system.
- Divert funds from law enforcement to social and drug prevention programs.
- Don't over-engineer the new road south of Grand to S. 16th thru Coldwater. Make it wide and no lights or medians. Less stoplights!!!
- For the most part, I feel I am heard in Ames. Officers are accessible.
- Good work overall!
- Great survey, looking forward to hearing more regarding the results.
- Happy that I live in Ames! Keep up the good work.
- Here is a very good scenery and hope it served its purpose.
- Housing prices are much too high in Ames. What childcare is available is also too expensive, although there is very little available childcare. Both of these things contribute to deter young couples from staying here long-term.
- I am a 66-year-old, widower who lives alone. Because I own a fairly large home for a person and my health can be challenging at times, it might be difficult to become involved in community organizations on a regular basis. I am however thankful to be a member of this community because rural living had become too isolating and difficult. Thank you for the opportunity to complete this survey.
- I am concerned about some of the programs being promoted in our schools. I am very thankful for living in a community like Ames, coming from a small town with a very few ordinances. It is beautiful here.
- I am grateful the mayor has mandated the use of masks, etc. during the COVID-19 crisis/pandemic. From what I can see and hear, we don't have an issue in Ames of our police department and officers being prejudiced in any act. That is wonderful. I do between feel less safe living in Ames than when I moved here.
- I am very much pleased to take part in the survey. I am feeling myself an important resident of Ames that I have been selected to present my opinion. As a resident it is my responsibility too to keep Ames clean, to spread love around me and prove myself a part of this beautiful city.
- I appreciate Ames, you try harder than some places. Thanks for all you've done for me.
- I believe Ames has done a good job. I am satisfied.
- I believe I have commented and responded conscientiously. This is a very thorough and time-

consuming survey. I am pleased to have been able to participate in it.

- I can't stand the politically correct attitude in this town. I avoid it every chance I get. It is a national plague.
- I don't have any
- I don't know why the southern half of ISU campus roads get torn up and redone every other year.
- I hate driving in Ames. Traffic is funneled to one of very few main roads due to the train tracks and rivers. I know there's not much we can do about it, but it makes getting from one side of town to the other just plain too long. When looking for where to buy, it has limited my search area to less than half of Ames because north and east Ames has all the businesses that I would want to frequent while west Ames has virtually nothing to offer (aside from HyVee, there isn't really any "general" retail) and I dislike driving across town so much that it has eliminated the entire west side of town from my search region.
- I haven't been here very long – the parks, streets/trees/flowers, etc. are beautiful. The Campustown traffic lanes is a serious problem to Ames.
- I live in Four Seasons Park (mobile home park east of Dayton Ave). Park has a pool and clubhouse for Four Season residents.
- I prefer to see fewer rental properties being built. Ames has most definitely overbuilt apartments and rental housing which has caused several other homes and apartments to become run down and shabby in appearance or to become unoccupied.
- I really appreciated the mayor's statements affirming and supporting social justice as a priority for Ames
- I really like living in Ames. I have still not figured out what social activities are going on but have friends that tell me from time to time. I haven't found a lot of activities for the older citizen.
- I spent a lot of time exploring Ames this summer and I wish I did it sooner!
- I think the city is doing a great job
- I thought the questions asked were very good and concerning the community benefits
- I went to work here in Ames in 1950 and my wife moved here in 1951. Lived in Ames and commuted to DM to work on the Dept. HUD–Arch and Eng. Dept.
- I would like to know why the utility bills increase so much, and what does the sewer charge include? Utilities are becoming unaffordable.
- I'm a freshman in the dorms so I don't know if this is gonna be helpful at all.
- If there's anything I would like City administrators to take from my responses to the survey, it would be this: 1) Better bike and pedestrian accessibility 2) More gardens, fewer lawns and parking lots 3) Commitment to 100% carbon neutrality by 2030. Thank YOU very much!
- If you put money into arts, make it to bigger arts – concerts. New waterpark with family splash pads – free to the public or real cheap. (p.6, Q.A, section – Program and service: Art downtown is fine; start spreading art in neighborhoods and it gets vandalized. I've seen the cost of some of the art and I wonder who okayed (approved) it.)
- It is distressing that Ames dumped all of its investment in rec services for the disabled into Inis Grove Park instead of spreading them around. They have created a "Disney Land" that is so crowded and busy that it's impossible for the use of many of the disabled, such as people with autism.
- I've loved living in Ames prior to 2020, even though there is a strong progressive wing because I am generally a believer in live-and-let-live. This past year has made me want to move to any other town in Iowa because almost none have been so traffic restrictive as Ames and its impositions on freedom and the judgmental discrimination when I don't comply.
- Just please renovate Mortensen Road! Thank you so much! I love Ames!
- Keep up the good work overall!

- Make city website a go-to site! Really like the updates that come with the electricity. Good progress on bike paths so far. Improvement of the internet as Metronet came.
- Make paying electricity more accessible via online (find \$4 fee to be a bit much) with an option to just receive statements via email instead of it being mailed out.
- Maybe incentivize learning about diversity. Participate in one of several options to broaden perspectives to pay a parking ticket or get a pass to the pool, etc.
- More community garden space!
- Need streets upward. Better snow removal/timely.
- Need to grow community outside college. Attract 25–35-year-old people.
- Need to help residential families on Ash with parking. Offer street parking passes?
- Nice Job!!! City of Ames!!! Thanks!
- Nighttime streets are dark. More lighting at city streets.
- Not sure if this falls under your purview but my apartment doesn't have a mail slot. I've lived in other apartments where there is the one. I would love a mail drop box in NW Ames, west of Hyland.
- Overall, we love living here! Parks and ASSET are great!
- Please reconsider the adult center again in the future
- Please see my comments on the question on spending more/same/less on services. I think this is very important to address my concerns if you want the best feedback possible. Thank you for doing this survey, and I hope it brings you insight to make Ames an even better place to live!
- Pretty nice place to live. Nice parks, affordable
- Quit forcing things on us and school racism/sexual orientation curriculum, mask mandate needs to go.
- Remove the bike lanes from the roads
- Temper the left-wing bias in the city government. Open up the traffic flow on our major streets – Lincoln Way, Grand Ave, Duff Ave, 24th St., So. 16th St.
- Thank you, City of Ames, for having me for three years. Love you all
- Thank you for all you do.
- Thank you for asking me to complete a survey!
- Thank you for asking!
- Thank you for considering us
- Thank you for letting me participate in your study! I hope I helped you guys collect some data!
- Thank you for reaching out to me!
- Thank you for the opportunity to have a vote
- Thank you to the City of Ames for including citizens in this survey to provide feedback! Thanks for all you do!
- Thank you!
- Thank you! I love Ames :)
- Thanks for considering my opinions!
- Thanks for this comprehensive document.
- The "Green Turn Arrows" on 13th and Grand Work well for N. and S. traffic. If you are going e. or w. and someone turns left in front of you, you are stuck. Not having a green "left turn" arrow for E. and W. traffic is "Ridiculous"!! "Fix it"!!!
- The city of Ames did an amazing job with debris clean up after the derecho. My husband and I had a tree trunk in our driveway and were unable to get it to the curb for pick up. I called the city and they sent someone to help us. Thank you so much.
- The city of Ames is pushing older homeowners out of their homes with high taxes.
- The divisions of "parts of Ames" should be more than 4 sections. The diversity within each part is so

vast that they currently aren't accurately dividing anything.

- The pedestrian bridge in Emma McCarthy Park needs to get fixed.
- The Zoom function doesn't work well for the public with regard to City Council meetings. Way too many items not discussed in public but decided by "the powers that be." The city needs to fund charging stations for electric cars! Immediately the city needs community gardens in all neighborhoods. The city needs housing infill. Redo the damaged homes not build-out in farmland.
- There is a lack of communication of what is going on in Ames. Maybe think about a monthly newsletter – not everyone has access to a computer – or other advanced technology. Have business help advertise what is happening. Everyone assumes everyone knows what is going on. Maybe have the realtors provide welcome to Ames baskets – free products that are produced here and guides + maps of the wonderful things Ames has to provide forever.
- There seems to be a lot of trash in rental areas near ISU. Would like a cleaner community. Love the Rummage Rampage; would like more encouragement to avoid "throwing usable things away"
- Time for some common sense, too much focus on Green + animal, time to focus on homeless + hungry.
- Very complete survey. You also can tell when I changed course. Nothing to add.
- We are pleased with our city government. Many sidewalks in Old Town neighborhood are in rough shape. Ames is a great place to live and work and raise a family!!! Sooooo thankful for our local churches.
- We only used the Fire dept. We have only 2 real fires in so many years.
- 1. We really like the 2 days/year for yard clean up. 2. Again, the streets need repair 3. Do not let the developers run all over the planning. This is why the traffic flow in Ames is such a mess today. Previous city councils were too highly influenced by developers, and now we are paying the price for it.
- We should step away from prioritizing cars in our city planning. Design for PEOPLE, not vehicles.
- Whoever runs the Facebook page is great. Especially during the derecho, it was easy to stay updated.
- Why don't you ask about schools? So many terrible things happened in the Ames K-12 schools: closures, move to 4-day a week schedule, lower grades, rankings of the high school dining. This requires immediate action. Thank you.
- You might want to use different words or phrases in your next survey. Why does the scale go from "good" to "poor" on some of the items? There should be another option in the middle of those.