

34th Annual Report

Ames Residential Satisfaction Survey

2016



2016 Ames Resident Satisfaction Survey

34TH ANNUAL STATISTICAL REPORT

The City of Ames, Iowa, conducts an annual satisfaction survey of community residents. In April 2016, the City mailed questionnaires to 1,350 city residents whose names were randomly selected from the City of Ames utility users list (population=20,487). Additionally, 1,250 Iowa State University students were randomly selected from a mailing list generated by the ISU Office of the Registrar. Stratified random sampling was used to have representation from the students based on classification (senior to graduate levels). 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 16-page survey booklet via U.S. Mail. The booklet included standard benchmarking questions, as well as issue-related questions written specifically for this survey. The ISU students received the same survey via email developed using the Qualtrics Survey Software. This questionnaire is different from previous years (some deletions and new questions were formulated). The analysis was completed with assistance from Nora Ladjahasan from Institute for Design Research and Outreach, College of Design, Iowa State University.

This statistical report summarizes results from 496 respondents who returned usable questionnaires, which includes 248 from the Ames residents (50%) and 248 from ISU students (50%). There were 277 completed surveys received via U.S. Mail. However, 29 of these surveys were completed by ISU students. Thus, these surveys were combined with the student group. On the other hand, the online survey for ISU students generated 422 surveys. To have a comparable distribution for both, only 219 of the student online surveys was used in the analysis. Selection was based on the length of stay in the city and student classification. Those who have stayed longer in Ames were chosen.

Response rate for Ames residents group was 21% and 34% for ISU students. Overall response rate for this year is 26.9%, which is 7% higher than last year.

The number of questionnaires mailed or emailed included an oversampling of students in order to come up with the desired sample size that would reflect target populations. The sample size needed to confidently generalize the findings was 384 for both groups (95% confidence level and a confidence interval of 5). Completed surveys of 496 indicated that we are 95% confident that the questions are within +/-4.39% 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 that respondents were asked in the survey. Column 2 shows personal and social characteristics of Ames residents during the 2010-2014 American Community Survey (ACS). Columns 3-7 show personal and social characteristics of individuals who completed surveys between the years of 2012 and 2016.

Of the respondents in this year's survey, there are more female respondents than male (59% and 41%, respectively). Male respondents are slightly lower than the 2010-2014 ACS http://factfinder.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS_14_5YR_DP02&andsrc=pt.

Sixty-two percent (62%) of the respondents have at least college degree, which is slightly lower than in 2015 and 2010-2014 ACS (64%). Thirty-eight percent of respondents are employed full-time, and 50% are full-time students. Nine percent of the respondents are unemployed, higher than previous years (from 1% to 3%). This is also higher than the 2014 census unemployment rate of 2%.

Almost half (44%) of respondents reported their household income to be less than \$25,000, 14% report their income is between \$25,000 and \$49,999, 25% report earning \$50,000 to \$99,999, and 17% of respondents make more than \$100,000 annually. Compared to last year’s survey, there are fewer respondents with a household income of \$100,000+ (17% for 2016 and 27% for 2015). In the 2010-2014 ACS, 19% of Ames households were estimated to earn \$100,000+. In general, household income of our respondents is lower compared to 2010-2014 ACS.

Table 1. 2016 Ames Resident Satisfaction Survey respondent characteristics (%)

Characteristics	2014 American Community Survey 5_year Estimates	Survey Year				
		2012	2013	2014	2015	2016
Residence						
Less than 1 yr	-	1	3	1	2	<1
1-3 yr	-	21	26	25	30	30
4-6 yr	-	17	14	15	13	28
7-10 yr	-	10	9	10	7	8
More than 10 yr	-	51	48	50	48	34
Gender						
Female	49	52	52	54	55	59
Male	51	48	48	46	45	41
Age						
18-24 (15-24 =14%)	-	20	26	25	29	41
25-44	26	33	25	28	25	24
45-64	26	26	28	24	25	20
65-74	8	9	12	14	11	8
Over 75	6	12	9	9	10	6
Education						
Some HS	3	<1	1	1	<1	<1
HS diploma	12	8	8	6	6	5
Some college	24	24	29	27	28	33
College degree	35	26	25	24	24	28
Some grad work	29	10	8	11	11	10
Graduate degree		31	28	31	31	24
Employment status						
Full-time student	-	25	29	35	36	50
Employed part-time	98	25	24	29	29	32
Employed full-time		42	40	39	38	38
Retired	-	22	23	21	22	14

Unemployed	2	3	2	1	1	9
Full-time homemaker	-	4	3	2	2	3
Household income						
Less than \$25,000	34	29	30	32	31	44
\$25,000-\$49,999	22	19	17	15	17	14
\$50,000-\$74,999	15	15	18	16	14	14
\$75,000-\$99,999	11	11	12	15	11	11
\$100,000 +	19	26	24	23	27	17

Less than half (45%) respondents own their residence, the others (55%) rent. The majority of renters (75%) 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 (26%). Reasons for renting are shown in Table 2.

Respondents who are homeowners differ from renters on several personal and social characteristics. Homeowners have lived in Ames longer than renters (23.6 years and 5.7 years, respectively). Of those who have lived in Ames more than 10 years, seven in 10 (86%) are homeowners. Of those who have lived in Ames for four to 10 years, two-thirds (26%) own their home. Almost half (46%) of renters have lived in Ames for four years or less.

Not surprisingly, respondents who are homeowners (54.5 years old on average) tend to be older than renters (26.3 years old on average). Of those between 25 and 44 years old, about half (46%) are homeowners. Of those between the ages of 45 to 64, eight in 10 (84%) are homeowners. In contrast, 79% of those under 25 years old rent, and 90% of fulltime college students currently rent. For those who have at least completed college, 55% are homeowners and 45% are renters. Finally, homeowners typically have bigger household income than renters. Eighty 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

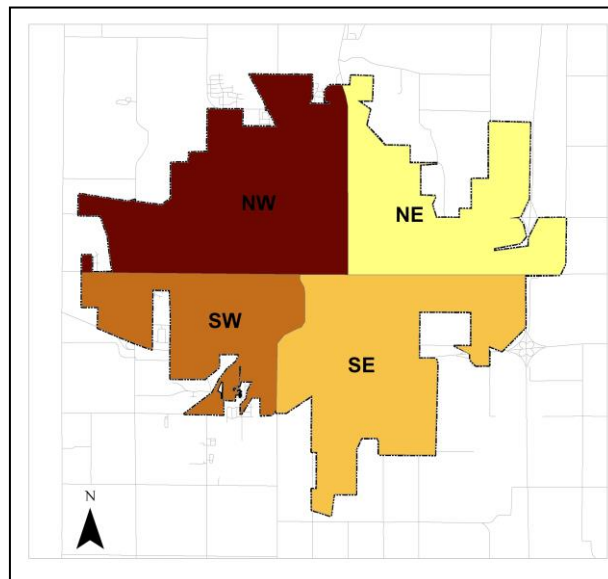
Characteristics	2014 American Community Survey	Survey Year				
		2012	2013	2014	2015	2016
Percent						
Housing type						
Rent	58	41	40	43	44	55
Own	42	59	60	57	56	45
If rent, for what reason?						
Short term stay in	-	56	59	60	72	75
Lack of adequate	-	53	52	42	32	37
Little or no upkeep	-	31	35	38	26	26
More security	-	7	12	13	3	5
Location of home						
Northwest	-	46	47	48	50	47
Southwest	-	25	28	25	25	26
Northeast	-	17	15	16	13	13
Southeast	-	12	10	11	13	14

Respondents also were asked about the place where they live. As seen on Figure 1, almost half (47%) of the respondents reside at the northwest part of the city (50% in 2015), 26% from southwest (25% in 2015), 14% from southeast side (13% in 2015), and 13% from northeast (13% in 2015). (Figure 1)

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

Figure 1. Geographic Sections

- 47% = Northwest
- 26% = Southwest
- 13% = Northeast
- 14% = Southeast



Priorities for On-Going Services

Respondents were asked to indicate how the city budget should be spent (less, same or more) on several services paid for by property or sales taxes. The current funding amount was indicated for each of the services. Spending priorities are shown in Table 3. A majority of respondents reported that they would like the city to spend the same amount as previous year for all of the 10 services mentioned. The category “other” received 48 responses.

On a scale of 1 to 3 (1 being less spending, 2 as the same, and 3 as more), only two programs were rated below 2.0. These include arts programs and Ames Public Library. These programs got the highest rating on spending reduction (25% for arts programs and 21% for Ames Public Library).

Of those selecting “spend more,” 29% of respondents wanted to spend more on recreational opportunities, followed by 28% who would like to see more money spent on CyRide (public transit), law enforcement (25%), human service agency funding (ASSET)(25%), and Ames Animal Shelter and animal control (25%). None of the respondents specifically indicated other priority services/projects. These findings are summarized in Table 3.

Table 3. On-going service priorities

On-going service	Should the city spend ...?			
	<u>Less (1)</u>	<u>Same (2)</u>	<u>More (3)</u>	<u>Average</u>
Recreational opportunities (\$ 683,801) (n=480)	10.2	60.8	29.0	2.2
CyRide (public transit) (\$ 1,763,393) (n=482)	13.7	57.5	28.8	2.2
Ames Animal Shelter and animal control (\$ 335,131) (n=479)	11.1	63.9	25.1	2.1
Law enforcement (\$8,835,949) (n=479)	11.7	63.0	25.3	2.1
Fire protection.(\$ 5,089,511) (n=481)	6.9	76.1	17.0	2.1
Human service agency funding (ASSET).(\$ 1,278,973) (N=479)	11.7	63.0	25.3	2.1
Parks activities (\$ 1,286,425) (N=480)	14.0	67.1	19.0	2.1
Land use planning (both current and long-term) (\$ 796,813) (n=476)	21.2	62.0	16.8	2.0
Ames Public Library (\$ 3,847,895) (n=480)	21.3	64.2	14.6	1.9
Arts programs (Public Art and COTA).(\$ 197,170) (n=479)	25.3	58.0	16.7	1.9
Other (please specify _____) (n=48)	14.6	60.4	25.0	2.1

Table 4 shows trends in spending preferences, and looks at “spend more” responses. From 2012 to 2016, there was a slight increase in more spending on the following services: recreational opportunities, Ames Animal Shelter and Animal Control, law enforcement, Human Service Agency funding (ASSET), parks activities, and Ames Public Library. However, there was a decrease in the number of respondents who wanted to spend more on the following services: CyRide (public transit) and fire protection. Spending for land use planning (both current and long-term) has had the same result for the last two years (17%).

The table also shows that CyRide, recreational opportunities, Ames Animal Shelter and Animal Control, Law Enforcement, and Human Service Agency funding (ASSET) over the five year period are consistently getting at least 20% of the respondents indicating “more spending”.

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

Services	Survey Year				
	<u>2012</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>	<u>2016</u>
	Percent				
CyRide (public transit)	25	22	22	33	29
Recreational opportunities	21	25	26	28	29
Ames Animal Shelter and Animal Control	20	22	22	23	25
Law enforcement	23	22	21	21	25
Human Service Agency funding (ASSET)	23	27	20	21	25
Park activities	20	17	19	18	19
Fire protection	16	16	16	18	17
Land use planning (Both current and long-term)	15	17	20	17	17
Art programs	14	16	16	16	17
Ames Public Library	22	19	13	12	15

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

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

Human service agency

- Older respondents (43 years of age)
- Female respondents
- Graduate degree
- Employed full-time
- Under \$25,000 (household income)
- Not a full-time ISU student

Recreational Opportunities

- Newer residents (11 years in Ames)
- Younger respondent (33 years of age)
- Full-time ISU student
- Renter

Transit system (CyRide)

- Newer residents (10 years in Ames)
- Younger respondent (33 years of age)
- Full-time ISU student
- Renter
- Employed part-time
- Under \$25,000 (household income)

Ames Animal Shelter and Animal Control

- Younger respondent (34 years of age)
- Female respondents
- Renter
- Full-time ISU student

Law enforcement

- Long-term residents (18 years in Ames)
- Older respondent (45 years of age)
- Not a full-time ISU student
- Homeowner

Land use planning (both current planning and long term)

- Newer residents (9 years in Ames)
- Younger respondent (32 years of age)
- Male respondents
- Graduate degree
- Under \$25,000 (household income)
- Full-time ISU student
- Renter

Parks Activities

- Newer residents (10 years in Ames)
- Younger respondent (35 years of age)

Fire protection

- Long-term residents (17 years in Ames)
- Older respondent (44 years of age)
- Homeowner
- Not a Full-time ISU student (Ames resident)

Arts Programs (Public Art and COTA)

- Newer residents (8.4 years in Ames)
- Younger respondent (31 years of age)
- Some graduate work
- Employed part-time
- Under \$25,000 (household income)
- Full-time ISU student
- Renter

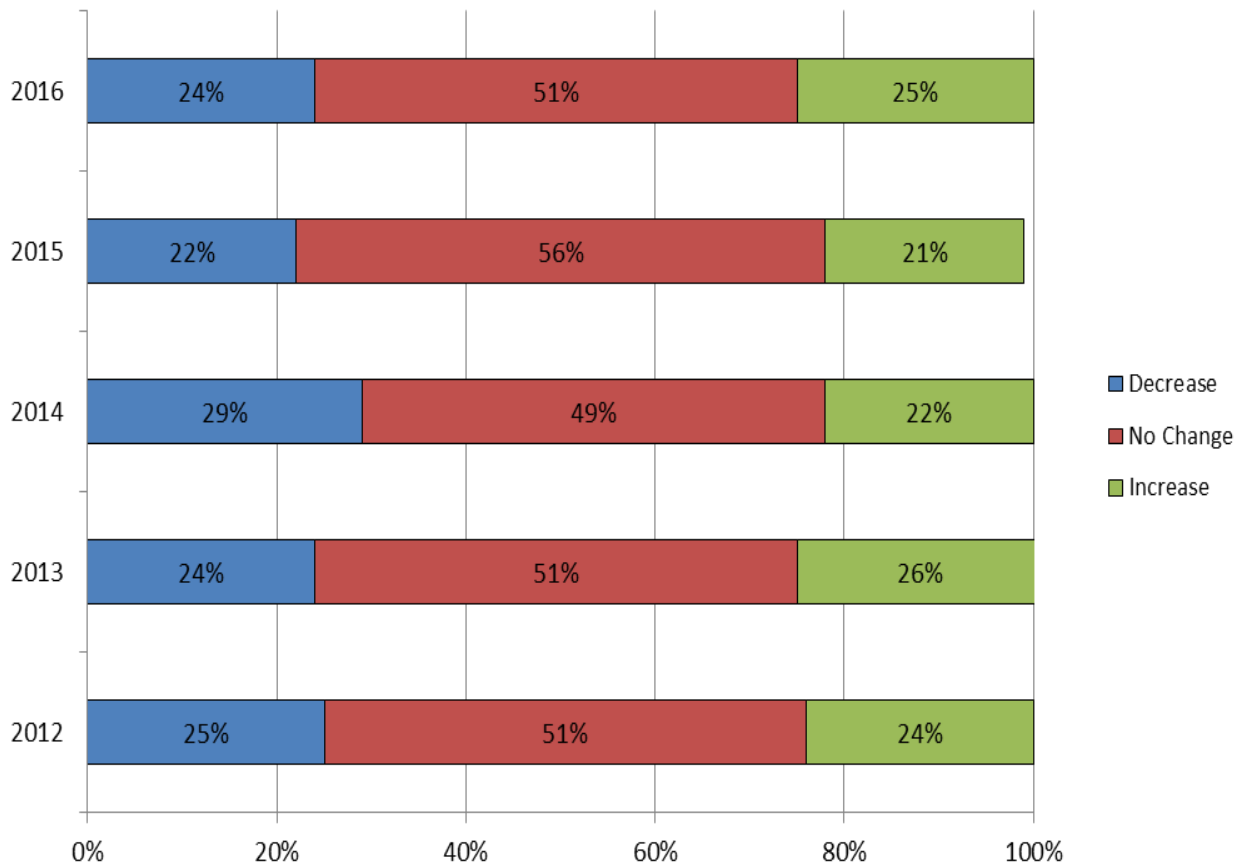
Summary of the results that showed statistically significant differences between demographic characteristics of the respondents and responses to the programs that the city should spend more for 2015/2016 is shown in this table.

Program	Yrs. Lived in Ames	Age	Gender	ISU full time student	Home ownership	Education	Employment	HH Income
Arts programs (Public Art & COTA)	Newer residents (8.4 years in Ames)	Younger respondent (31 years of age)		ISU student	Renter	Some graduate work	Employed part-time	Under \$25,000
Fire protection	Long-term residents (17 years in Ames)	Older respondent (44 years of age)		Ames resident	Homeowner			
Human service agency funding (ASSET)	Older respondents (43 years of age)		Female	Ames resident		Graduate degree	Employed full-time	Under \$25,000
Law enforcement	Long-term residents (18 years in Ames)	Older respondent (45 years of age)		Ames resident	Homeowner			
Ames Animal Shelter & animal control		Younger respondent (34 years of age)	Female	ISU student	Renter			
Ames Public Library								
Land use planning	Newer residents (9 years in Ames)	Younger respondent (32 years of age)	Male	ISU student	Renter	Graduate degree		Under \$25,000
Parks activities	Newer residents (10 years in Ames)	Younger respondent (35 years of age)						
Recreational opportunities	Newer residents (11 years in Ames)	Younger respondent (33 years of age)		ISU student	Renter			
CyRide (public transit)	Newer residents (10 years in Ames)	Younger respondent (33 years of age)		ISU student	Renter		Employed part-time	Under \$25,000

Residents were asked how much they thought property taxes should be adjusted next year in light of their spending priorities. Figure 2 illustrates how respondents have answered this question over the past 5 years.

The figure shows variation in responses to this question over time. Compared to previous years, the 2016 results showed a slight increase in preference for an increase in property tax. Twenty-five percent of the respondents would accept an increase in property tax (21% in 2015). More than half (51%) suggested no change (56% in 2014), and 24% suggested a decrease (22% in 2015).

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



Capital Improvement Priorities

Respondents were also asked to rate the importance of six capital improvement projects and given the option of “other.”

As shown in Table 5, traffic flow improvement was the top priority for capital improvement with a mean value of 3.2 based on a 1-4 scale (1 being not very important, 2 not important, 3 important and 4 very important). Reconstructing existing streets was rated as somewhat or very important by 80% of the respondents and was noted as the second most important capital improvement projects. This was followed by storm water drainage improvements; greenway trails (recreational) improvements, off-street bike facilities (commuter) improvement, improvement to existing park, and on-street bike facilities (commuter) improvements. Thirty-five responses were given to “other.”

Table 5. Capital improvement priorities, 2016

	<u>Somewhat or Very Unimportant</u>	<u>Somewhat or Very Important</u>	<u>Average*</u>
	%	%	
Traffic flow improvements	21.0	79.0	3.23
Reconstructing existing streets	19.8	80.2	3.21
Storm water drainage improvements	30.9	69.1	2.93
Greenway trails (recreational) improvements	31.0	69.0	2.82
Off-street bike facilities (commuter) improvements	38.0	62.0	2.77
Improvements to existing parks	33.6	66.4	2.73
On-street bike facilities (commuter) improvements	39.3	60.7	2.73
Other important projects (n=35)	42.9	57.1	2.65

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

Other responses:

- Bicycle
 - Add bicycle lanes
 - Keep the bikes off the main streets and on the trails or side streets
 - Recreational Bike Trails
 - Safer bike and pedestrian access to South Duff
- CyRide
 - CyRide bus shelters
- Eating
 - Get more mom and pop burger joints.
- Facilities
 - Community Garden Facilities
- Green space
 - Preserving green spaces
- Housing
 - Additional student housing that is affordable and built well. The current apartments that are built too quickly are of poor quality, too expensive, horribly designed, and are screwing over students!
- Internet
 - Increased broadband internet options - fiber roll out
 - More ISP (Internet Service Provider) options in Ames
- Parking
 - Iowa state campus parking
 - Street Parking Spaces
- Parks
 - More parks
 - Park on west side near old water tower
- Police
 - Have police start writing jay-walking tickets to pedestrians who walk against traffic lights/cross the street where ever they please

- Pool
 - 50x25 indoor pool plus warm water basin
- Railroad
 - Railroad crossings
- Security
 - Call services
- Shopping
 - Shopping facilities - the mall!
- Street/ Street lights
 - Make it safer for pedestrians (and drivers) around campus
 - Potholes
 - Reemphasize reconstructing existing streets - very necessary
 - Ped X-ing lights
 - Street light sensors that will recognize a bike
 - Traffic lights functioning
- Sidewalk
 - Sidewalk continuity in older neighborhoods (Oak to Riverside). Kids get off school bus and have to walk in the street ... Not safe.
 - Safer crosswalks and by schools, flashy yellow lights
- Taxes
 - Don't raise taxes
- Traffic
 - South Duff traffic movement
 - Stop signs at hazardous areas
- Utilities
 - Make the developers pay for all utilities with new houses

Table 6 illustrates trends in respondents' views about the importance of each of the capital improvement projects in the last five years. The top three important projects were consistent: reconstructing existing street, followed by traffic flow improvements, and storm water drainage as the most important projects, respectively. However, there is a decrease in the number of respondents who believe these three services should be top priorities (i.e. reconstructing existing streets, from 88% in 2015 to 80% in 2016). Similarly, there was a 5% and 8% decrease for traffic flow improvements and storm water drainage improvements, from 2015 to 2016.

This year "on-street bike facilities (commuter) improvements" was added to the question and 61% of the respondents indicated that it was important. Library improvements and improvements to Ames Municipal Airport were deleted from the list this year.

Table 6. Trends in capital improvement priorities

Service	Survey Year				
	2012	2013	2014	2015	2016
	Percent very or somewhat important				
Reconstructing existing streets	84	88	86	88	80
Traffic flow improvements	71	75	76	84	79
Storm water drainage improvements	74	78	76	77	69
Greenway trails (recreational) improvements	-	-	-	-	69
Improvements to existing parks					66
Bike path improvements (Off-street bike facilities (commuter) improvements)	63	61	66	71	62
On-street bike facilities (commuter) improvements	-	-	-	-	61

Table 7 shows the ranking distribution of capital improvements priorities. The topic “traffic flow improvements” was ranked as the first priority for the past two years. The trend is the same for “reconstructing existing streets” and “storm water drainage improvements,” which are identified as second and third priorities, respectively. (Table 7)

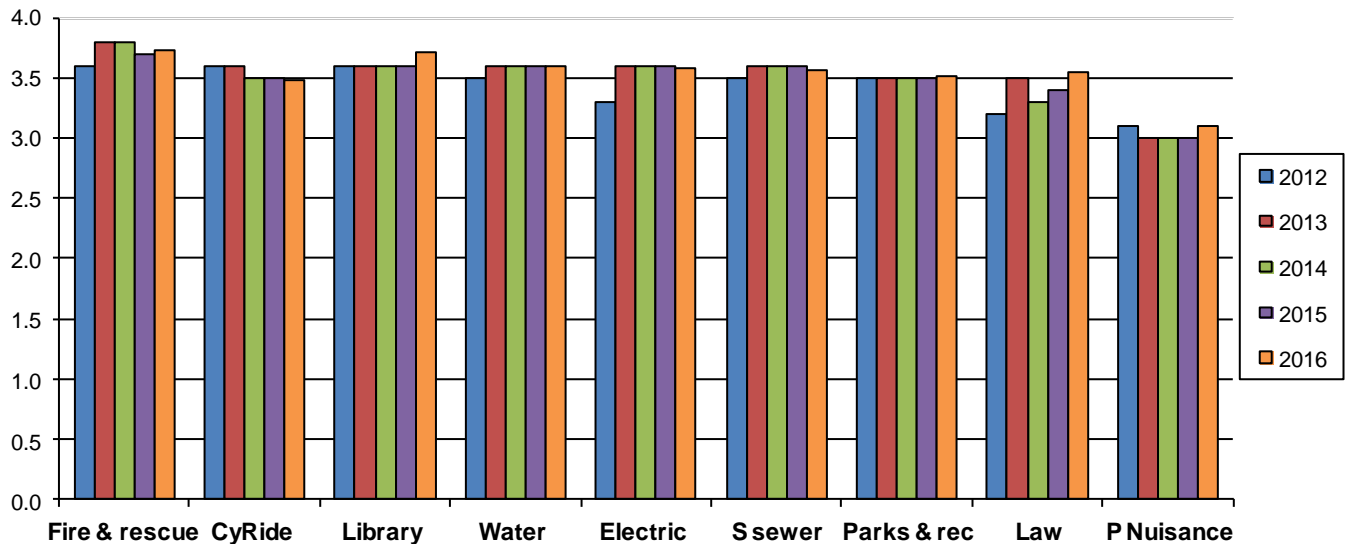
Table 7. Ranking of Capital Improvement Priorities

Capital Improvements	1st Priority (n=487)	2nd Priority (n=483)	3rd Priority (n=476)
Traffic flow improvements	30.0	21.9	13.9
Reconstructing existing streets	29.0	23.6	11.1
On-street bike facilities (commuter) improvements	12.7	11.0	12.2
Storm water drainage improvements	7.8	12.4	20.4
Greenway trails (recreational) Improvements	6.0	9.3	15.8
Improvements to existing parks	6.0	7.9	14.3
Off-street bike facilities (commuter) improvements	5.7	13.0	10.3
Other	2.9	0.8	2.1

Resident Satisfaction with City Services

Respondents were asked to determine their level of satisfaction with services provided by the City. Based on a scale of 1 to 4 (1 = “very dissatisfied”, 2 = “somewhat dissatisfied”, 3 = “somewhat satisfied”, and 4 = “very satisfied”), the level of satisfaction with City services continues to be high (Figure 3). From 2012 to 2016, all of the nine services were rated high (satisfied to very satisfied) by the respondents. In 2016, the levels of satisfaction of six out of the nine services stayed the same as last year. The other three services were rated higher this year (1% increase) compared to last year: library, law enforcement and public nuisance services.

Figure 3. Perceived Satisfaction Levels on Services, 2012-2016



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

Table 8 groups the responses into “very/somewhat dissatisfied” and “very/somewhat satisfied” with don’t know/don’t use removed. Respondent satisfaction with City departments remained high in 2016, with eight out of nine departments receiving 90% or more “somewhat or very satisfied” responses.

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=393)	1.3	98.7
Library services (n=423)	1.4	98.6
Water service (n=470)	3.4	96.6
Electric services (n=461)	5.4	94.6
Sanitary sewer service (n=442)	3.8	96.2
Law enforcement services (n=449)	6.7	93.3
Parks and recreation services (n=446)	4.5	95.5
CyRide bus services (n=399)	10.0	90.0
Public nuisance enforcement (n=409)	21.3	78.7

Police Department

Respondents' preference for future emphasis for Police Department activities is shown in Table 9. In Table 10, the preferences are tracked over a period of several years to identify trends. When respondents were asked to report whether they thought specific activities by the Ames Police Department should receive less emphasis, the same emphasis, or more emphasis, more than half of respondents indicated emphasis should be the same for every category, except sex-related offenses investigation.

In the category of sex-related offenses investigation, 51% of respondents said it should receive more emphasis, while less than 1% suggested less emphasis. Just a little over one-third of the respondents (39%) said parking laws enforcement should receive less emphasis, 19% for speed limit enforcement, 15% for noise laws and nuisance party enforcement, 13% for alcohol-related crime enforcement, and 12% for illegal drug use prevention and enforcement. Less than 1% of the respondents believed that violent crime investigation should receive less emphasis.

Table 9. Future emphasis for Police Department activities

<u>Police Department activity</u>	<u>Less</u>	<u>Same</u>	<u>More</u>
Sex-related offenses investigation (n=475)	.6	48.8	50.5
Violent crimes investigation (n=472)	.8	60.8	38.3
Crime prevention and education activities (n=475)	2.9	60.8	36.2
Domestic violence and family dispute resolution (n=475)	2.1	62.1	35.8
Illegal drug use prevention and enforcement (n=474)	12.2	53.2	34.6
Alcohol-related crime enforcement (n=478)	13.2	56.3	30.5
Bad checks, fraud, and identity theft investigation (n=476)	3.2	69.1	27.7
School resource officer services (n=473)	6.3	72.1	21.6
Noise law and nuisance party enforcement (n=476)	14.9	65.5	19.5
Residential patrolling (n=474)	4.9	75.9	19.2
Animal control and sheltering (n=477)	9.0	73.4	17.6
Traffic control and enforcement (n=474)	5.7	76.8	17.5
Speed limit enforcement (n=478)	18.6	64.0	17.4
Juvenile crimes investigation (n=473)	5.3	77.6	17.1
Business district patrolling (n=477)	7.3	83.6	9.0
Parking laws enforcement (n=474)	39.0	55.9	5.1

Trends in opinions about Police Department activities are shown in Table 10. For the past several years, sex-related offenses investigation has continued to be the category respondents desire “more emphasis.”

The respondent emphasis on violent crime investigations, as well as animal control and sheltering, increased by 4% from last year (38% and 18%, respectively).

Respondents also felt that the police department should concentrate more on school resource officer service, noise laws and nuisance party enforcement, speed limit enforcement (increased by 3% compared to last year); alcohol-related crime enforcement and traffic control enforcement (increased by 2%); bad checks, fraud and identity theft investigation, and juvenile crime investigations (increased by 1% as compared to 2015 data).

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

Police Department activity	Survey Year				
	2012	2013	2014	2015	2016
-	Percent				
Sex-related offenses investigation	41	40	41	47	51
Violent crimes investigation	36	38	33	34	38
Crime prevention and education activities	30	33	30	32	36
Domestic violence/family dispute resolution	30	31	29	35	36
Illegal drug use prevention and enforcement	45	43	40	35	35
Alcohol-related crimes enforcement	29	31	37	29	31
Bad checks, fraud and identity theft investigation	28	24	26	27	28
School resource officer services	19	24	21	19	22
Noise laws and nuisance party enforcement	16	19	23	17	20
Residential patrolling	21	23	22	18	19
Animal control and sheltering	9	16	14	14	18
Traffic control and enforcement	16	13	16	16	18
Speed limit enforcement	17	13	14	14	17
Juvenile crimes investigation	18	21	18	16	17
Business district patrolling	7	11	9	6	9
Parking laws enforcement	5	5	6	5	5

Additional Comments

The police department received positive comments from respondents such as, “We have THE BEST police force EVER! They have provided me many services and I am very happy with them. Whoever is in charge of that deserves a raise!”

A respondent also commented that the Ames Police department is outstanding. “They are very professional and handle the job at patrolling a college town with class and common sense.”

Other comments revolve around services that police department should improve such as parking enforcement (i.e. ticketing), neighborhood patrolling and more programming. There was also a mention of sex trafficking and increased of sexual abuse in town.

Above is the visual representation of the comments. For original responses, please refer to the appendix.



Fire Department

Fire Department activities also were addressed in the survey. In Table 11, respondents’ satisfaction ratings are illustrated. Almost all of the respondents were somewhat/very satisfied with efforts at putting out fires (99%) and ambulance assistance (98%), followed by 94% for fire prevention education and outreach, and 91% for home business safety inspection. A substantial number of respondents indicated that they did not know how satisfied they were with each of these activities, and these individuals were excluded from the data in Table 11.

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

Fire Dept. Activity	Very/Somewhat Dissatisfied	Somewhat/Very Satisfied
Putting out fires (n=228)	1%	99%
Ambulance assistance (n=230)	2%	98%
Fire Prevention education and outreach (n=267)	6%	94%
Home and business safety inspections (n=214)	9%	91%

Additional Comments

Residents of Ames seemed satisfied with services provided by the Fire Department, especially its prompt and quick response to both ambulance and fire rescue. Adjectives used to describe fire department personnel included professional, prompt/timely, and well-trained. Comments included praise directed at the ambulance response time and staff assistance during medical emergencies. Other comments were complimentary of the outreach to elementary kids during the Fire Station No. 1 open house.

Several respondents could not comment because they never had any instances where they needed the services from the Fire Department. As for suggestions, there were comments about the Fire Department being involved in the rental, business, and home inspections. Also, enforcement of yard waste policies and public education of yard waste options is lacking.



Actual responses can be seen at the appendix.

Ames Electric Service

The number of respondents who have experienced a power outage fluctuates every year. In 2011, after a year of challenging weather, 60% experienced power outage, and the number increased to 65% in 2012. This year the number dropped to 42% (Table 12).

Fifteen percent of respondents experienced power surge which affected their computer operation, an increase of 3 percentage points from the previous year.

Table 12. Respondents’ experience with electric service interruption

Service outage	Survey Year				
	<u>2012</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>	<u>2016</u>
-	Percent who responded “yes”				
Experienced power outage	65	54	53	35	42
Experienced power surge which affected computer operations	22	17	18	12	15

Satisfaction with various services provided by the Electric Department is shown in Table 13. “Does Not Apply” responses were excluded in this analysis. Ninety-five percent of Ames customers were somewhat or very satisfied with power quality. Ninety percent of respondents were somewhat or very satisfied with the ease of reporting an outage, and 93% were somewhat/very satisfied with the response of employees. Additionally, 93% were very satisfied with the time to restore service after an outage.

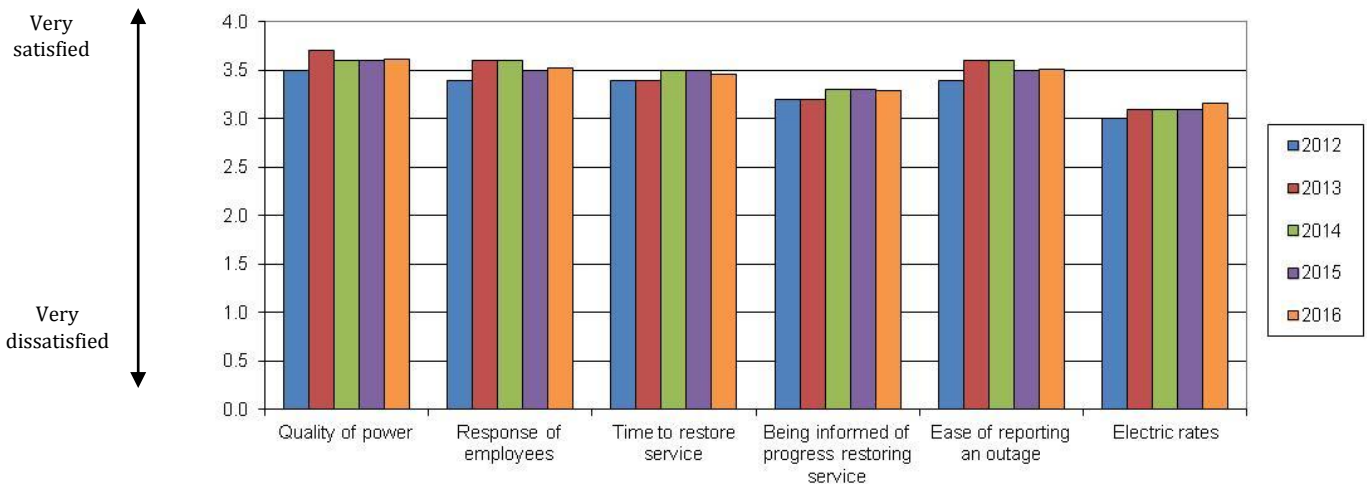
This trend is almost the same in the past five years from 2012 to 2016. Generally, the respondents were satisfied with the services received from the Electric Department. The lowest rating was given to electric rates. (Figure 4)

Table 13. Satisfaction with Electric Department services

	<u>Very/somewhat dissatisfied</u>	<u>Somewhat/very satisfied</u>	<u>Does not Apply*</u>
	Percent		
The quality of power (n=395)	5	95	11
Ease of reporting an outage (n=280)	10	90	37
Response of employees (n=282)	7	93	36
Time to restore service (n=288)	7	93	35
Being informed of progress restoring services (n=286)	16	84	18
Electric rates (n=393)	18	82	12

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

Figure 4. Satisfaction with City Electric Department activities, 2012-2016



Community Solar Project

An additional question was asked this year with regards solar power. Ames Electric Services is exploring a Community Solar Project that would allow customers to purchase locally produced renewal solar power. If a community Solar Project option became available that required a buy-in investment per unit, the respondents were asked if they are interested in investing at different rates.

Sixty-three percent of the respondents were willing to invest at \$200 per unit. However, only 38% and 16% were willing to invest at \$300 per unit and \$500 per unit, respectively. (Table 14)

Table 14. Interested in investing at renewal solar power

	<u>Yes</u>	<u>No</u>
At \$200 per unit (n=408)	63%	37%
At \$300 per unit (n=395)	38%	62%
At \$500 per unit (n=386)	16%	84%

The respondents were also asked if they are willing to pay a premium on their utility bill for solar power. Of those who responded, 42% said yes and 58% said they were not willing.

Additional Comments

A number of respondents wrote comments regarding the solar power. Several commented they would need more information on community solar programs to make a decision. Specifically, it was unclear what buying a unit means, the benefit to the respondent, and the cost to the City of Ames. They don't have enough knowledge to comment. Another common comment was the cost involved in a community solar system. If the price is not higher than regular electricity, solar power may be acceptable. Some respondents commented on installing residential solar panels.

Other issues mentioned were electronic billing and payment of utility fees.

Some respondents felt that the department is doing an excellent job in providing the electric service to the residents. Another comment noted utility bills are easy to understand and provide good information about the past utility usage. (For details on the actual responses, please see the appendix)



Water and Sanitary Sewer Utilities

Nearly all of the respondents (89%) use City of Ames water and sewer services in their homes. Of those, a majority reported never having problems such as too much pressure (97%), soft water (92%), disagreeable taste or odor (81%), rust (79%), too little pressure (75%), hard water (79%), or sediment (74%).

Only 3% to 20% have had any of those problems once or twice in the past year. Six percent said they had a problem with too little pressure three to six times. Ten percent experienced seven or more times of hard water last year. (Figure 5a) For the past five years, the frequency of occurrence of no water problems is consistent but slightly lower than the previous years except “too much pressure”. (Figure 5b)

Figure 5a. Frequencies of water service problems, 2016

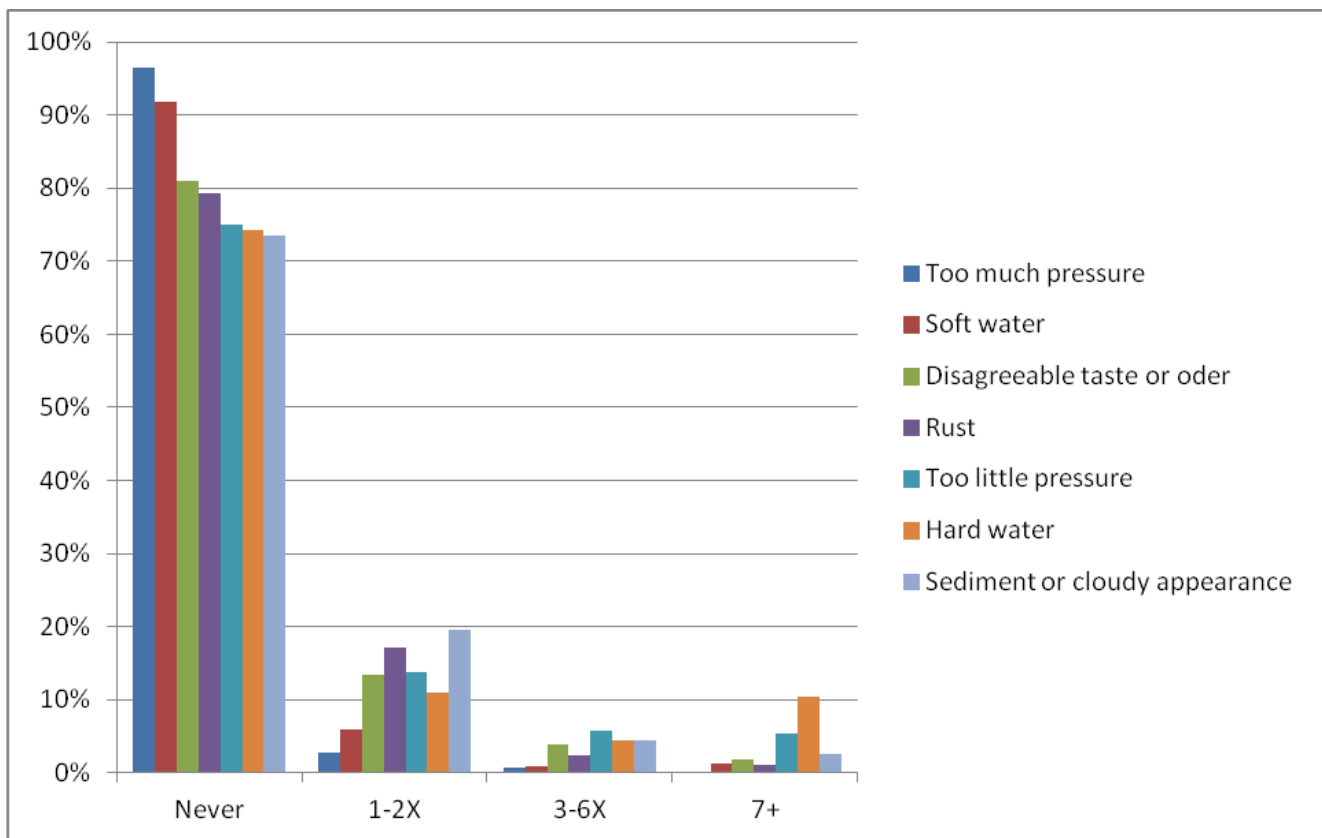
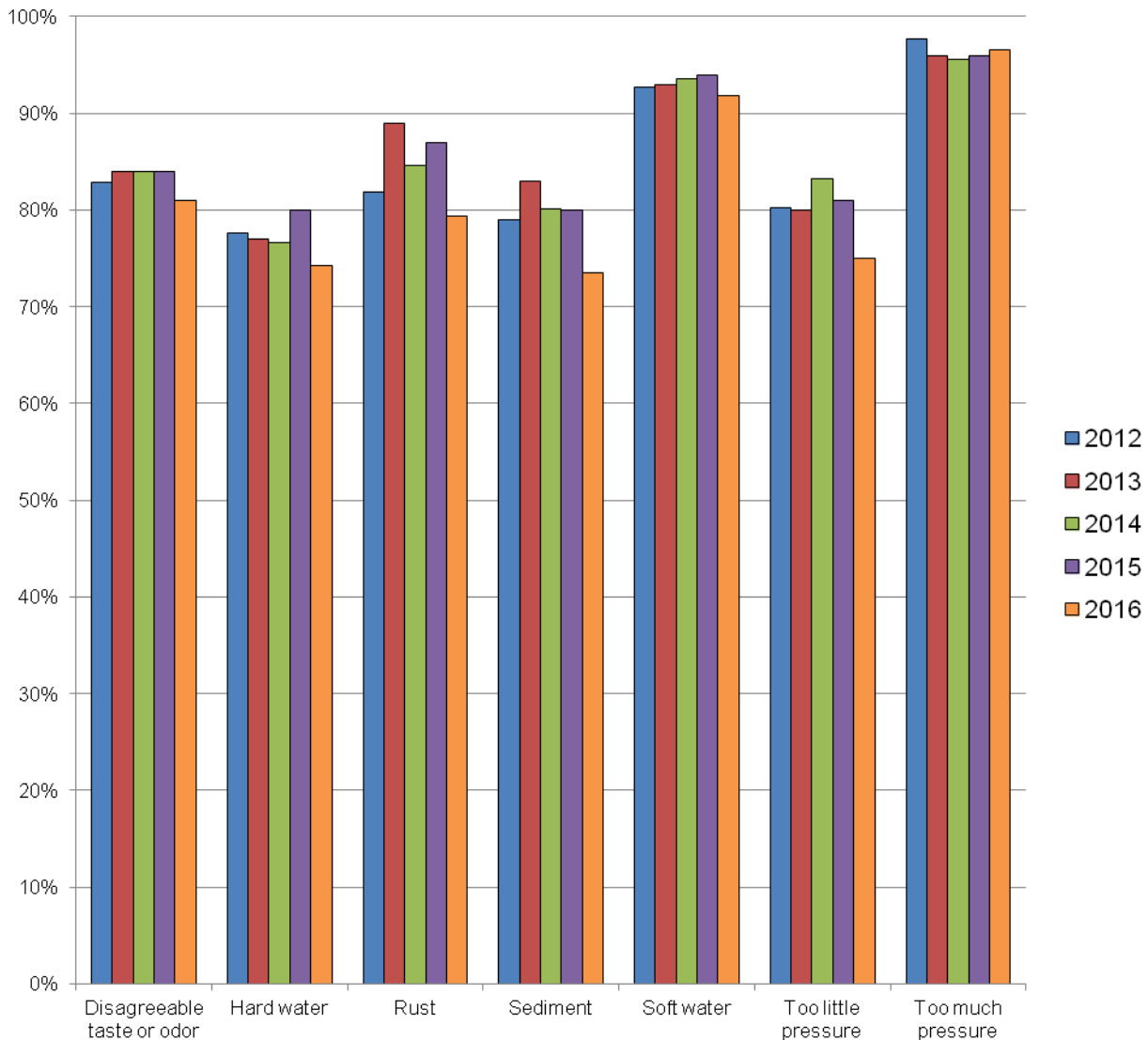


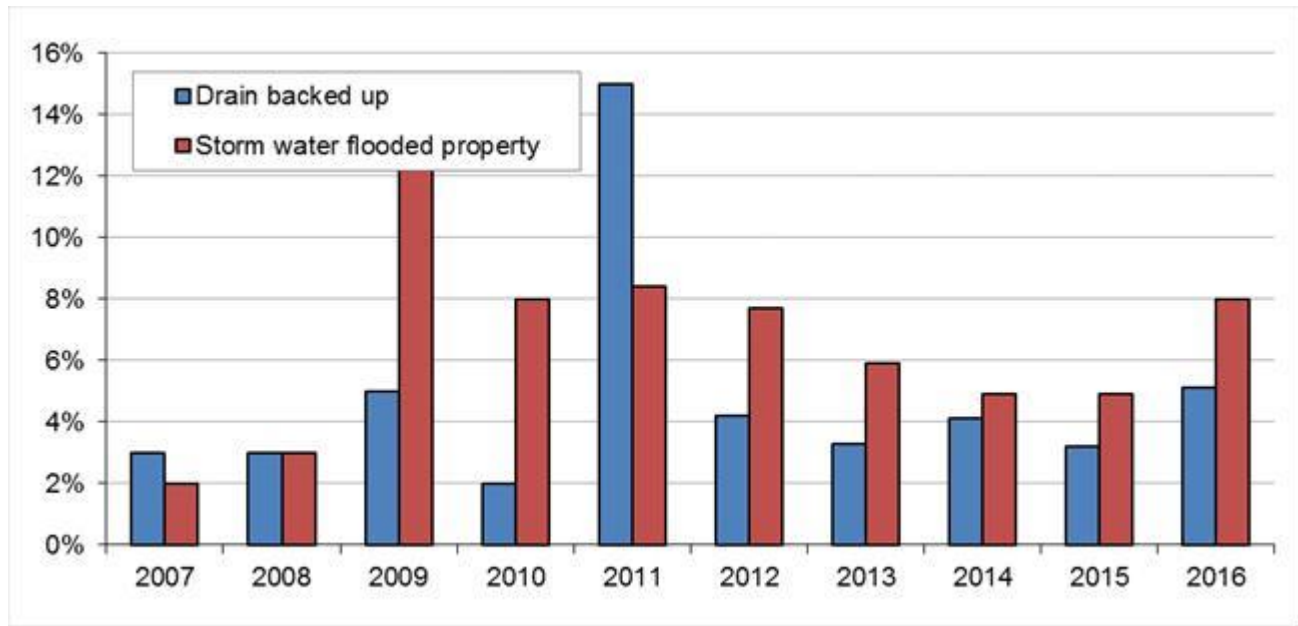
Figure 5b. Respondents Reporting No Water Service Problems, 2012-2016



Residents were also asked if the City sewer system caused a back-up in their basement/home. Only 5% (n=22) said yes. Of those who had a sewer problem, 35% reported the problem to the city of which 71% were satisfied with the response and assistance they received from the city.

Finally, residents were asked whether the storm water flooded onto their properties from the city street. In 2016, storm flooding was reported by 34 respondents or 8% (Figure 6). Of the 34 respondents who experienced flooding, 40% (n=13) reported the problem to the city. When asked how satisfied they were with the city’s response to the flooding problem, 40% were dissatisfied/ or very dissatisfied. The graph indicates that problems related to the city’s sewer system have increased from 2013 to 2016, although it was big drop from 2011. From 2015 to 2016, both the city’s sewer system causing back-up in the basement/home and storm water flooding onto property from a city street increased.

Figure 6. Respondent's experience with city sewer system problems, 2007-2016



Satisfaction with services of City Water and Pollution Control Department is reported in Table 15. Ninety-one percent of the respondents were satisfied (somewhat and very satisfied combined) with water rates. Over three-fourths were satisfied with quality and sewer rates (83% and 81%, respectively).

Table 15. Satisfaction with Water and Pollution Control Department services

	<u>Very dissatisfied</u>	<u>Somewhat dissatisfied</u>	<u>Somewhat satisfied</u>	<u>Very satisfied</u>	<u>Does not apply*</u>
Water quality (n = 436)	3%	13%	49%	34%	3%
Water rates (n = 436)	3%	6%	25%	66%	12%
Sewer rates (n = 435)	5%	15%	49%	32%	1%

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

Additional Comments

Generally, respondents were very happy with the quality of water in the city. Adjectives used were “best water” and “good taste.” There were very few who mentioned that the water was hard and problem with the pressure being little. For exact wording of comments, please see the appendix.



Neighborhood Nuisance Enforcement

Respondents’ satisfaction with enforcement efforts against neighborhood nuisances is illustrated in Table 16. Among those who expressed opinions, more than 60% were “somewhat” to “very satisfied” with each enforcement effort related to noise limits (80%), front yard parking on residential property (72%), yard upkeep (70%), over occupancy in rental property (69%), property upkeep (67%), and outdoor storage on property such as old cars, tires, furniture, garbage (64%). The average satisfaction is moderate (level ranges from 2.77 to 3.04). Between 50% and 69% respondents indicated they did not have an opinion on each of these activities. These individuals were excluded from the denominator when percentages for “satisfied” and “dissatisfied” were calculated.

When satisfaction level was compared against geographic characteristics of the respondents, those living in the northwest area were more satisfied with over-occupancy in rental property compared with those from northeast area. In terms of noise limits, the northwest residents were more satisfied (3.2), followed by southeast residents (3.1), and lastly northeast and southwest residents (2.9, respectively). The level of satisfaction on property upkeep (front yard parking, yard upkeep and outdoor storage) was almost the same ranging from 2.7 to 3.1 (4 being very satisfied).

Table 16. Satisfaction in neighborhood nuisance enforcement (No opinion removed)

	<u>Very/Somewhat Dissatisfied</u>	<u>Somewhat/Very Satisfied</u> Percent	<u>No Opinion</u>
Noise limits (n=483)	20	80	51
Front yard parking on residential property (n=482)	28	72	59
Yard upkeep (n=485)	30	70	69
Over-occupancy in rental property (n=484)	31	69	50
Property upkeep (paint, gutters, broken windows) (n=483)	33	67	51
Outdoor storage on property (old cars, tires, furniture, garbage) (n=485)	36	64	50

Additional Comments

Most of the respondents who wrote comments felt that there is no nuisance problem in their neighborhood. This year, the respondents commented on how clean their neighborhoods are. However, there were also several who mentioned the following as nuisance problems: street parking, noise from motorcycle and cars, and over occupancy in rental apartments,



For further details and their comments, see the appendix.

Transportation

Residents were given the opportunity to rate street and bike path maintenance using a four-point scale from “very good (4)” to “very poor (1).” The average values ranged from 2.8 to 3.1, meaning the road services were rated “good”. When “very good” and “good” responses were combined, responses ranged from 69% for snow plowing in the neighborhood to 95% for street sweeping in business areas. (Table 17)

Table 17. Road service ratings

	Very poor/ poor	Good/ Very Good
	Percent	
Street sweeping in business areas (n=480)	5.4	94.6
Appearance of medians and parkways (n=488)	11.1	88.9
Snow plowing on major streets (n=486)	14.4	85.6
Maintenance of bike path (on street lanes and paths) (n=471)	14.6	85.4
Street sweeping in your neighborhood (n=482)	16.2	83.8
Surface condition of major streets (n=487)	21.6	78.4
Condition of streets in your neighborhood (n=486)	24.5	75.5
Ice control at intersections (n=485)	25.8	74.2
Snow plowing in your neighborhood (n=486)	31.3	68.7

Figure 7a and b compares this year’s road service ratings with ratings from previous years. Generally, the quality of street maintenance was about the same as last year. Two out of nine street maintenance features maintained the same ratings as last year: ice control at intersections and snow plowing in your neighborhood. The following two had a slight decrease: appearance of medians and parkways, and condition of streets in your neighborhood. The ratings for five features slightly increased: snow plowing on major streets, street sweeping in business areas, street sweeping in your neighborhood, surface condition of major streets, and maintenance of bike path (on street lanes and paths).

When looking at the age of the respondents, six out of nine road service ratings were statistically significant (maintenance of bike path system, appearance of median and parkways, conditions of streets in the neighborhood, ice control at intersection, snow plowing on both neighborhood and major streets). The older the respondent, the higher he or she rated those six road services.

In term of length of residency, three out of nine road services were significantly rated higher by long-term residents (conditions of streets in the neighborhood, snow plowing on both neighborhood and major streets). In 2016, those living in northwest Ames had higher ratings for appearance of median and parkways compared with those from southwest and southeast (average score of 3.03, 2.99, 2.86, respectively, on a rating scale of 1 to 4, with 4 being very good). Ratings for other street maintenance or services were the same regardless of geographic residence.

Figure 7a. Quality of street maintenance features (2012-2016)

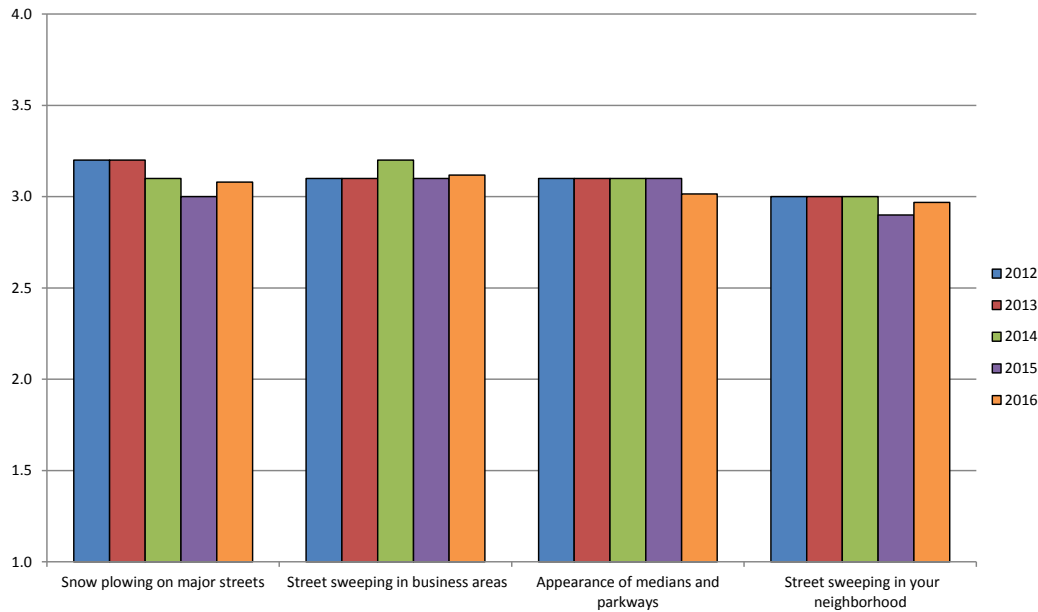
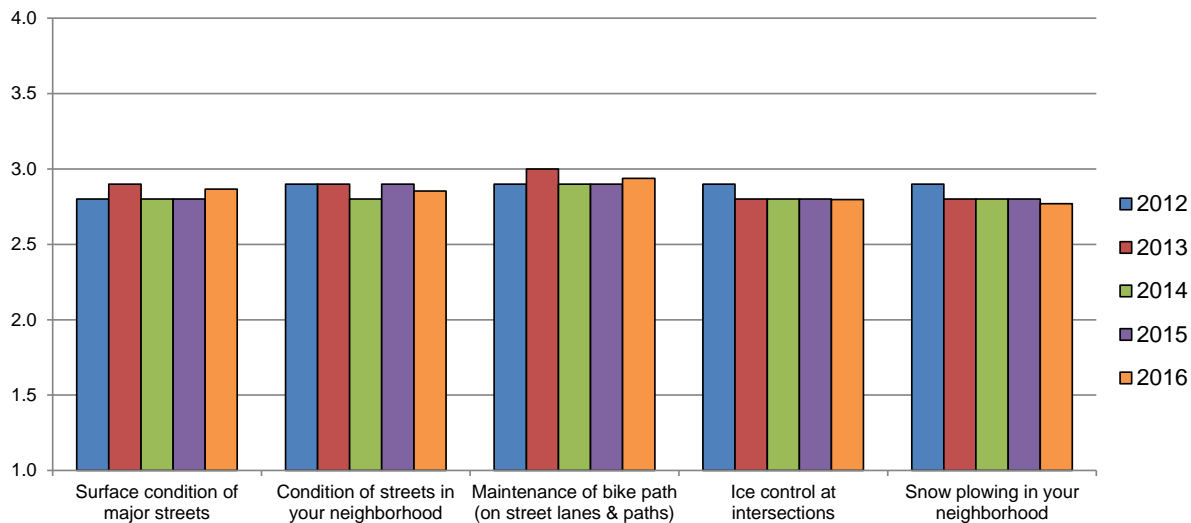


Figure 7b. Quality of street maintenance features (2012-2016)



The survey also asked about the effectiveness of coordination between traffic signals. As seen in Table 18, while 50% of respondents said coordination was “often and/or always” effective, another 45% said the coordination was “rarely to sometimes” effective.

Table 18. Signal Coordination Effectiveness (n = 484), 2016

	Percent
Almost always effective	20
Often effective	30
Sometimes effective	37
Rarely effective	8
Don't know	5

Additional Comments

Most of the comments were complaints on traffic flow in different parts of the town such as “too many stops at Lincoln Way, 13th St., Stange Road and South Duff” were mentioned. Traffic coordination of traffic lights was a common complaint. For exact wording of additional comments, see Appendix.

Specific areas of the town that were cited:

- 13th and Grand Ave.
 - Installation of signal by fire station is pointless and activates when no vehicles are present. 13th St. and Duff
- 13th and Northwestern
 - The light is short, but you need to creep through the crossing.
- 13th and Stange Rd.
 - Horrible since the new lights were installed
- 13th E and W
 - The lack of a turn arrow East/West on 13th at the corner of Grand is a nightmare.
- 13th St.
 - It's horrible. If I hit a green light on any of the major roads, I shouldn't hit a red at the next intersection.
 - Not happy with traffic signal on 13th St by McFarland Clinic.
- 13th St. and Kellogg
 - Will the light at Kellogg and 13th be removed? Its resting state is red for 13th and green for Kellogg which is ridiculous and only slows traffic on 13th.
 - The new light out by the hospital is possessed! It changes randomly - always have to wait going north on Kellogg for green - even without traffic on 13th - You get out there walking - some people just go through red - When there is no traffic on sight on 13th and you're just sitting.
 - Extra lights on 13th and Kellogg still needed

- 13th St. and Stange Rd.
 - Needs a longer left turn going east around 4-6 pm
 - When the signal was changed at 13th and Stange it tripled the time it takes to get through the right going south into campus in the morning and night. Often sitting through 3 light changes.
 - There are particular intersections (e.g. Stange and 13th) where, since work has been done and changes have been made, they have completely altered and needlessly slowed down the intersection and thus fell short of meeting the goal of doing the roadwork/intersection improvement in the first place: to ensure efficiency/to improve the flow of traffic in a city that continues to grow.
- 13th street and Grand Ave
 - Need turning lanes on 13th street and Grand Ave.
- 13th, Grand and Mortenson
 - Traffic signal coordination
- 24th and Northwestern
 - Has a car-damaging dip
- 24th St. and Stange
 - Crosswalk signal timer duration is too long.
- 3rd and 4th St.
 - Getting rough
- 3rd South St.
 - Need to be renewed
- 4th S St.
 - Too many stops on S. 4th near Hy-Vee
- 5th St.
 - Street repair needed: Area in right on 5th St right before S. Hazel intersection
- 5th S St. and Duff
 - Improve the S. Duff/S. 5th St intersection
- Adams St.
 - Has to be paved
- Campus Ave.
 - Fix Campus Ave.
- Duff St.
 - Very busy
- Grand, Northwestern and Ridgewood
 - I often have to stop at Grand, Northwestern and Ridgewood in sequence on 13th. It is frustrating.
- Idaho Ave.
 - Needs street replacement
- Lincoln Way
 - No coordination of signals
 - Doesn't always seem to flow smoothly
 - The coordination between traffic signals on Lincoln Way is nonexistent
 - Poor effective traffic signal
- Lincoln Way and Duff
 - Often highly congested
- Lincoln Way, Grand, Duff
 - Would like to see a system that controls all the lights in the same e.g. green lights all the intersection on the same street. Instead of having irregular green lights that slow down the traffic.

- Lincoln Way and Hyland
 - Lots of cars on Hyland and the signal takes up to 5 minutes to change sometimes. Only intersection in Ames I have had a problem with.
- Lincoln Way and Kellogg
 - Walk lights can be a problem
- Minnesota St.
 - Ice/Snow removal is terrible
- Mortensen Road and State Ave.
 - I highly recommend installing a traffic signal at the intersection of Mortensen Road and State Ave.
- North Ames
 - High traffic area
- Ontario St.
 - Pay better attention to Ontario Street
- Prairie View East
 - Street in our neighborhood is terrible; needs to be resurfaced
- Sheldon and Welch
 - takes forever
 - Need pedestrian bridges
- Stange Rd.
 - Gets extremely backed up during the afternoon when people are getting off of work and many buses running
 - Lights are always backed up between 4:30 and 6
 - The worst! There needs to be a turning lane to turn on to 13th street! It takes 20 min to go 3 miles on Stange often after and before work
- University Ave.
 - University going East from Lincoln to 3rd never lines up and it definitely should be able to.
- Welch Ave.
 - The section of Welch Ave going past Towers Dorms really needs to be repaved as well as widened
- Woodland and Campus Ave.
 - A street lamp has been out at Woodland and Campus Ave. for several months

Specific issues of the town that needs attention are:

- Bike lanes
 - We need more dedicated bike lanes and paths. People need to be taught bike-road-rules
- Campus lights
 - There are a few lights, especially near campus, that the signals or sensors are not triggered when I'm on a bike.
- Flashing yellow lights
 - I really don't like the flashing yellow arrows, specifically in areas with high foot traffic.
- Intersections
 - Left turns at intersections are confusing in Ames, or maybe in Iowa in general. You let each opposing lane go at the same time and it causes confusion. Let one lane go at a time

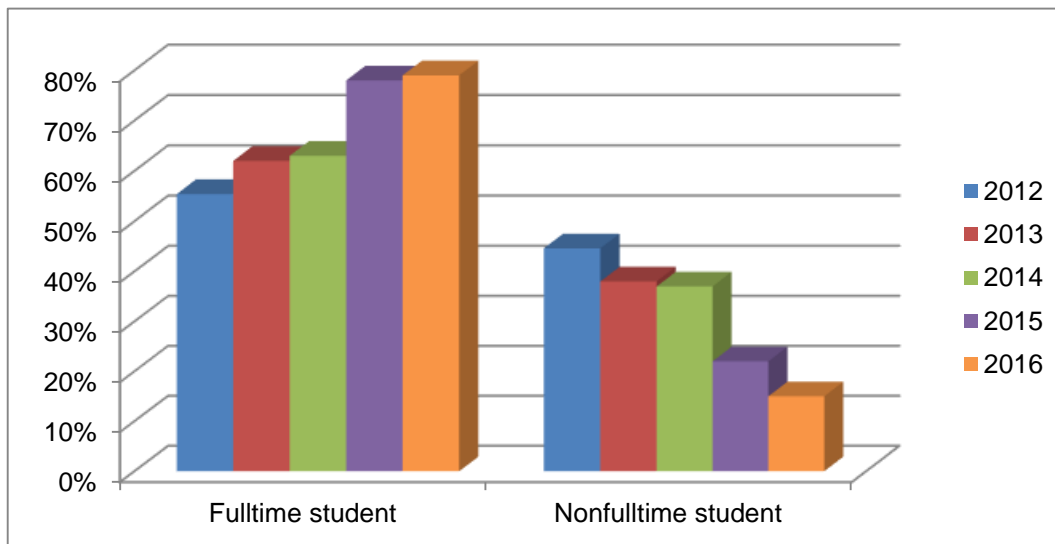
- Near side of intersections often get very icy.
- Light signals for bicycles
 - When on a bicycle it is virtually impossible to legally cross the street at a stop light. The city needs light signals that can be triggered by bikes.
- Motorcycle
 - Only gripe is that several are not sensitive to motorcycles. Makes me run the red light or sit there until another car comes from other direction.
- Neighborhood snow removal
 - When it gets warmer during the day snow melts, and when it gets colder during the night it gets hardened. The road in that neighborhood becomes slippery, and people fall! It would be nice if there are people come in to shovel the ice during warmer day.
- Neighborhood Street
 - Streets in my neighborhood are in poor condition. Only half of our street gets plowed
- On-street bike lanes
 - Cleaning of on-street bike lanes of snow in winter could be improved.
 - We bike a lot, and on minor streets there are many places where roads are potholed, cracked, etc.
- Pathway maintenance
 - Biggest issue with maintenance of pathway is that it seems there is always some sort of road construction going on, and this may tear up or block off pathways.
- Road closing
 - Don't close Stange road and all other roads N/S all at once.
- Road widening
 - West entrance of west Hy-Vee needs to be fixed.
- Signal Changes
 - Sometimes you have to wait though two signal changes before you can proceed.
- Snow removal
 - At certain hours after a big snowfall, some of the roads are not cleared or deiced in the west part of Ames residential.
 - Snowplows often take chunks out of curbing and run over grass in parking strips, creating tracks deep in the grass/dirt once snow melts.
 - There are times in the winter that they never plowed our streets.
 - Worst snow removal system of any city I've lived in. Buy more plows and some salt.
- Speed limit
- Stop lights
 - I have to wait forever at stop lights frequent and there is no traffic using the green lights.
 - Stoplights suck. At some point Ames needs to move towards onramps, one ways and other traffic control. Game days are the worst
- Terrible roads
 - Roads are terrible in Ames.

- Traffic
 - Travelling on grand North or South is terrible. Traffic lights are not well coordinated or timed and this increases travel time and wasting fuel
- Traffic light
 - I should be able to get a green light and continue on until the end of the roadway.
- Winter roads
 - Terrible in winter!

CyRide

Ames’ mass transportation system – CyRide – was addressed next in the questionnaire. Figure 8 shows how CyRide users differ by student status (fulltime versus non-fulltime students). Among respondents who used CyRide at least once a week, 79% were fulltime students and 15% were non-fulltime students.

Figure 8. Use CyRide at least once a week, 2012-2016



In 2016, 47% of respondents reported to be CyRide users to various degrees. In the past 5 years, the use of CyRide fluctuated around 49% (between 47% and 50%).

In 2016, 53% of respondents reported they never rode the bus, a decrease of 6 percentage points compared to last year (59%). There was also an increase of 6 percentage point for the CyRide users of more than 10 times a week (Table 19).

There is correlation between resident demographics and CyRide usage. CyRide users are mostly younger (28 years of age) and have stayed in Ames for a shorter period of time (average 7 years). However, the non-CyRide users were older (average age 49) and have lived in Ames longer (average 20 years). The majority of those who used CyRide were students (84%) and mostly renters (81%).

Table 19. Respondents' weekly CyRide usage

<u>Weekly use</u>	<u>Survey Year</u>				
	<u>2012</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>	<u>2016</u>
Never	64	60	62	59	53
2 to 6 time	16	18	15	15	19
7 to 10 times	9	10	10	12	9
More than 10 times	7	8	8	9	15
Once a week	4	5	5	4	4

This year, a new question on potential CyRide use was asked. When respondents were asked what would make them consider using CyRide if they are not currently using it, more than half (52%) said “nothing.” Almost one-fifth of respondents (19%) mentioned more frequent routes near their residences and more services to more areas of Ames. Other additional features mentioned were longer and earlier services to some routes, a free service and/or lower cost. (Table 20)

Table 20. Services that would make you consider using CyRide if not currently using this service (n=236)

<u>Reason</u>	<u>No.</u>	<u>%</u>
Nothing	123	52.1
Service was more frequent on routes near me	46	19.5
Services were provided to more areas of Ames	45	19.1
Service was offered on my route longer during the day (earlier or later times)	26	11.0
The fare when boarding was at no cost	17	7.2
The fare when boarding the bus was lower	8	3.4
Others	35	14.8

Other responses:

- Bus stop
 - If the routes made more sense
 - Service directly to my neighborhood
 - Bus stop closer to our house
- Can no longer drive
 - If I lost a driver's license
 - If I was unable to drive due to physical/mental reasons.

- Less confusing
 - If I understood the routes better
- No need
 - Walk to work
- Not convenient for kids
 - Young kids - simply not convenient.
- Out of town
 - More trips to Nevada or bus station to Des Moines (might)
 - If it took me to Des Moines
- Shorter route
 - Too many stops - add more express routes
 - Travel time - twice as long by bus
- Too crowded

Additional Comments (For actual responses, see Appendix)

- Commendation
 - CyRide comes in handy when needed
 - Great, import, nice
 - Staff are great
 - They're extremely dependable, and I encourage them to keep offering the same great level of customer service
 - Service is good and very highly valued
 - We're lucky to have CyRide
- Don' use CyRide
 - I bike
 - Difficulty getting on a bus
 - Have own transportation
- Needs
 - Need more service during ISU breaks on S16th St
 - The routes don't even extend near our house - 8 blocks away and it would take 45-60 min to go anywhere.
 - It would be nice to have a bus stop for the neighborhood directly south of West Hy-Vee. Sunflower, Tripp, Marigold, Dotson area
 - Add more bus stops by public parks and other outdoor activities
 - Better connections from South Ames - i.e. Jewel Drive to central part of downtown. Mid-day times are in need of improvement.
 - Better shuttle service out to E. Lincoln business park
 - 6 Brown could have more frequent routes in morning
 - I find it inconvenient having to wait for the bus in the evenings for commuting
 - The routes should be more direct to campus.
 - An hour earlier starting time would be great
 - Increased access on weekday nights and weekends.
 - Bus service before 6:00 am
 - Express services to certain areas. Consumes lot of time during a commute
 - There should be Ames to Des Moines every 2 hrs.
 - Ticket price went up

- General comments
 - I dislike being packed in like sardines in a bus
 - With the increase of ISU students - they need to start paying additional fares. Ames residents cannot afford too much more for riding CyRide and supporting free ridership.
 - I think there are too many routes now every time I go to the mall there are no one on the buses, stops are too close to one another.
 - Could use the smaller bus during the slow time.

Community Parks and Recreation

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

Satisfaction with parks and recreational facilities continues to be high with 72% to 97% of facility users providing a combined “very good” and “good” rating. The average rating ranges from 2.9 to 3.3 on the 4-point scale. “Restrooms” is the only recreational facility that was rated below 3.0 (good). Satisfaction level is about the same or higher compared to previous years in all parks and recreational features. (Figure 9a and 9b)

Table 21. Users’ satisfaction with parks and recreation facilities, 2016

Facility	<u>Very Poor</u>	<u>Poor</u>	<u>Good</u>	<u>Very Good</u>	<u>Don't Use*</u>	<u>Average**</u>
	<u>Percent</u>					
Overall appearance of parks (n=454)		3	55	42		3.4
Wooded areas (n=390)	<1	8	55	37	<1	3.3
Playground equipment (n=306)		7	61	31	<1	3.2
Hard surface trails/crushed rock trails (n=394)	<1	7	61	32	<1	3.2
Shelter houses (n=365)	<1	9	62	29		3.2
Tennis courts (n=229)	1	6	67	26		3.2
Picnic areas (tables/grills) (n=294)	1	10	61	28		3.2
Restrooms (n=336)	2	25	55	17	<1	2.9

* “Don't Use” excluded when calculating percentages and average for “very good” to “very poor.”

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

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

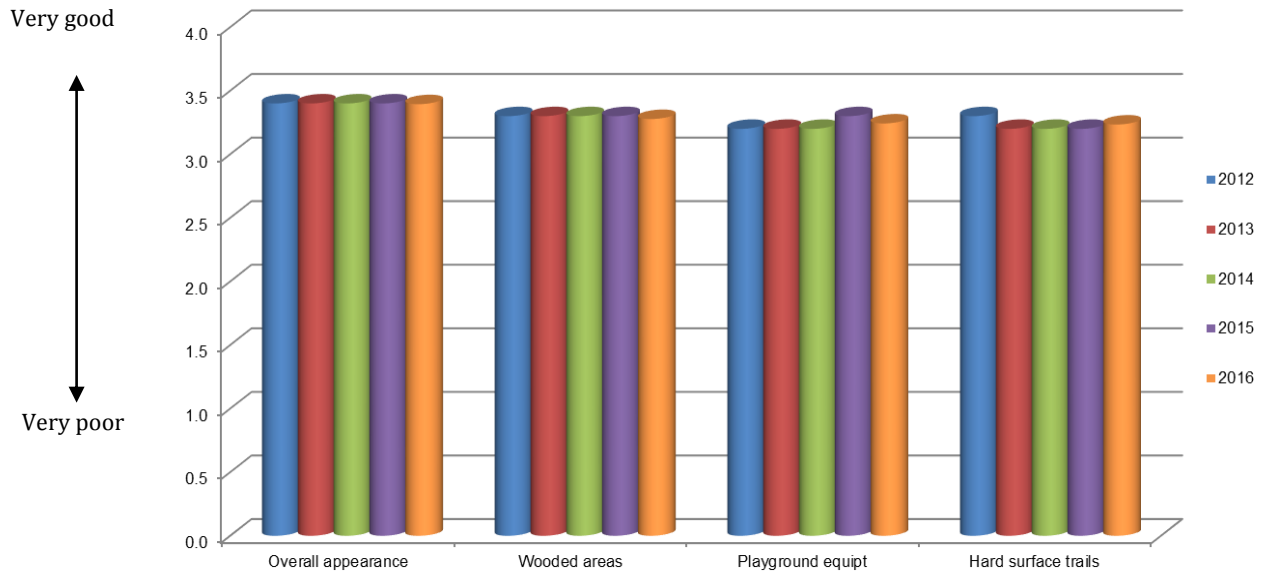
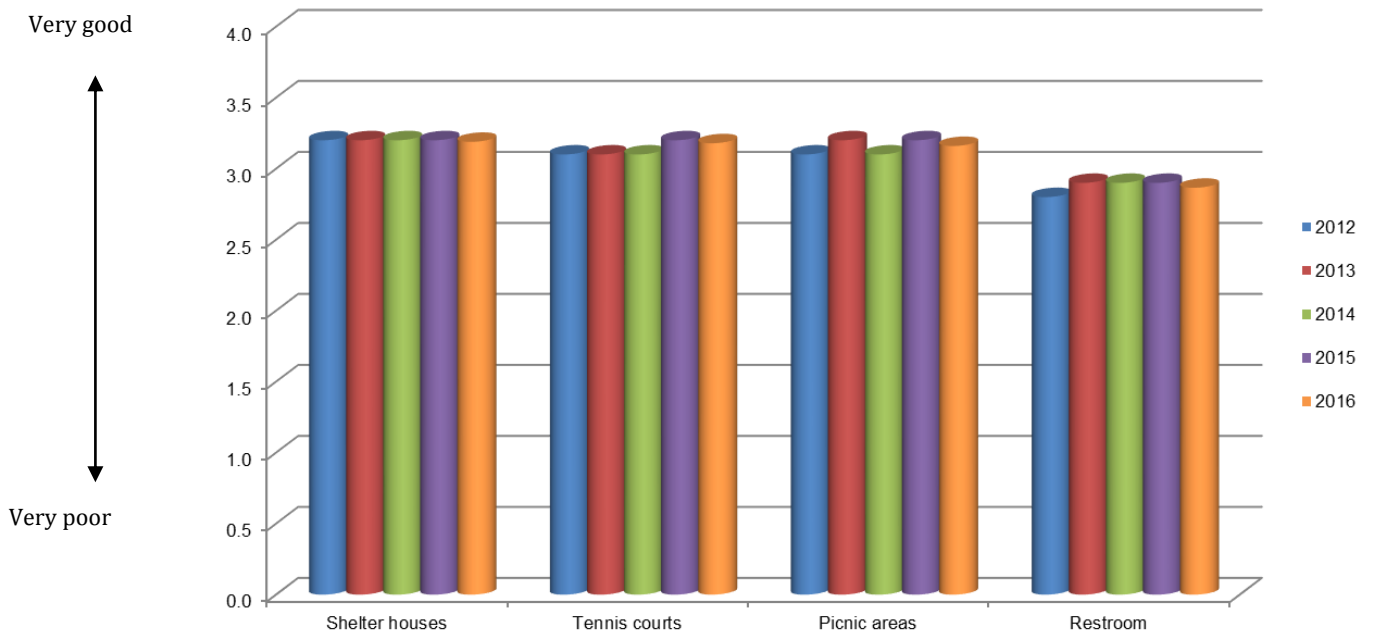


Figure 9b. Rating of Parks and Recreation features in the past 5 years



Additional Comments

- Positive comments
 - Good parks are an important plus to our community
 - Great city parks, impressive, lovely, excellent, well taken care of with no clutter or garbage
 - Furman Aquatic Center A+
 - I recently moved to Ames and am very impressed with the parks/rec system here. All parks are well kept and the large number of them is impressive.
 - The development of Ada Hayden park had been the best thing to occur in Ames
 - Very much enjoy walking at Ada Hayden
 - Overall, parks look nice and are fairly clean

- Needed
 - More wooded area would be nice.
 - Need better management of wooded areas and trails (logs on path, invasive removal, etc.)
 - More/better hard rock and gravel trails, as well as better preservation of wooded areas
 - Tennis court nets left up during winter in Brookside Park has be replaced more often
 - Add lights to Brookside tennis courts
 - More bike trails would be great
 - Some bike trails need resurfacing
 - More designated walking trails closer to Campus or West Ames
 - Too many trails are paved! Very tough on your body when running. I would really appreciate more dirt or gravel trails
 - Would be really nice to eventually connect bike trail at Hunziker Sports Complex to the Riverview park trail, etc.
 - Outdoor ice rink
 - Need more year round shelters

- Improvement
 - P and R website needs improvement: hard to find general map of parks (where they are, etc.)
 - Shelters, restrooms, picnic areas all very old
 - Need improvement on restrooms
 - Restrooms can use upkeep.
 - Restrooms needed to be added to several parks. It would be nice to have restrooms at every park
 - Give dates when park bathrooms will be open/closed for the season!
 - Hard to find public restrooms
 - Get kids to quit vandalizing our city parks and restrooms

Ames Public Library

Generally, Ames Public Library was rated highly by the respondents. The 13 services noted on survey as being provided by Ames Public Library were rated good/very good by 94% to 99% of the respondents. On the 4-point scale, average scores ranged from 3.4 to 3.7 (good to very good). (Table 22)

Features or services mostly used/visited by respondents were: welcoming atmosphere, range of available of materials, customer service, and availability of seating. Among the users, all the features or services were rated highly (3.5 and higher) except waiting time for requests/holds – (3.4).

Table 22. Users' rating with Ames Public Library features, 2016

Feature	<u>Very Poor</u>	<u>Poor</u>	<u>Good</u>	<u>Very Good</u>	<u>Don't Use*</u>	<u>Average*</u>
	Percent					
Welcoming atmosphere (n=486)	0	1	28	70	38	3.7
Meeting/study rooms (n=488)	1	3	27	70	59	3.7
Range of materials available (books, videos, magazines, software) (n=486)	1	2	29	68	41	3.6
Customer service (n=485)	0	2	30	68	41	3.6
Asking questions of library staff by phone (n=486)	1	2	32	66	66	3.6
Availability of seating (n=485)	1	3	31	65	49	3.6
Programs (story hour, book discussions, concerts) (n=485)	1	3	31	65	65	3.6
Bookmobile service (n=486)	2	2	34	62	73	3.6
Handicapped accessibility (n=483)	2	2	36	61	73	3.6
Use of library resources from home via computer (n=484)	1	3	36	59	56	3.5
Internet/computer services (n=485)	1	4	42	53	61	3.5
Page one - the library newsletter (n=485)	1	3	44	52	76	3.5
Wait time for requests/holds (n=484)	1	5	44	51	55	3.4

* Don't Use responses not included in calculating ratings and averages.

Only 41% of the respondents use the Ames Public library as often as they would like to use it. Of those who use the library, 39% were ISU students. The rest were not ISU students (61%). (Table 23)

The main reasons why the Ames public library is not being frequently used by both groups (Iowa State University students and non-ISU students) were no time to go to the library and availability materials from other sources. While 28 percent of non-ISU students listed parking as a reason for not using the Ames Public library more often, only 12% of Iowa State students listed that as a reason.

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

Respondent Status	Parking is a problem	I get materials from other sources	I don't have time	Library is not open during hours that are convenient to my schedule	Other
	Percent				
Iowa State University student (n= 168)	28	39	51	11	8
Non-ISU student (n=106)	12	45	58	13	17

Other reasons mentioned for not using the Ames Public Library were: (n=33)

- Attribute
 - Parking close by is expensive except Sundays
 - Wait times for requests too long
- Personal
 - No real reason
 - Not a library person, just got out of habit
 - I have found homeless people sitting in the available chair areas eating and sleeping. I feel for them, but am uncomfortable trying to get through them to get to books. Very off-putting.
 - Hours don't coincide with work schedule, weekend hours seems limited
 - Far from home

Additional Comments

The respondents were very excited about the renovated library. They used the words: love it, good, excellent, amazing, and nice. Also, there were positive comments about library staff, a trend evident is the last few years of the survey.

Some of the negative comments included parking, not being handicapped accessible, and the waiting time for popular books. The hours of operation of



the library was mentioned as a deterrent to the respondents. They want longer hours especially on weekends.

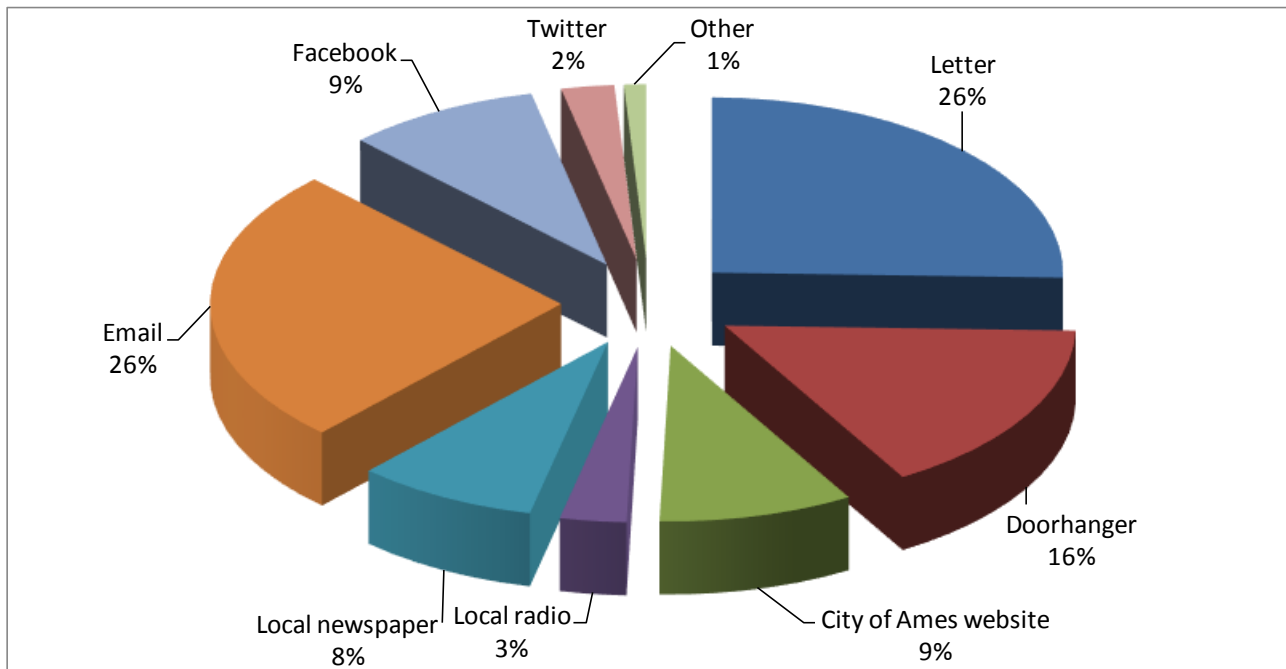
There was also a suggestion on merging the two libraries (Ames Public Library and ISU Parks library). A mobile application for the library was also mentioned.

Information Dissemination

The next section of the questionnaire asked respondents how they want to learn about City of Ames services, programs and projects, as well as their thoughts on the usefulness of various media sources. Figure 10 shows that email and letter are the most popular method of communication (26% respectively), door hanger (16%), city's website (9%), Facebook (9%), local newspaper (8%), and local radio (3%). (Figure 10) The trend is consistent with 2014 and 2015. For ISU students, email is the best way to communicate this year (same as last year), followed by letter, door hanger, Facebook, website, local newspaper, local radio, and Twitter.

Other means of learning about city projects and meetings noted by respondents were Channel 12, friends, local news, and the monthly newsletter.

Figure 10. Preferred method to learn about City services, programs or projects, 2016



In Table 24, City of Ames website, the City Side (utility bill insert), Ames Tribune newspaper, and ISU Daily newspaper were the most frequently cited sources of local government information.

When asked of the degree of usefulness of those sources, the most useful sources were City of Ames website, City Side (utility bill insert), and Facebook/ Twitter/ YouTube. The rest of the sources cited were rated somewhat useful: Ames Tribune newspaper, KASI/KCCQ radio, Des Moines Register newspaper, ISU Daily newspaper, and KHOI, Cable TV12/Government Access. The Sun newspaper was perceived not to be as useful to the respondents.

Table 24. Usefulness of media sources for government information, 2016

	<u>Don't Use</u>	<u>Use</u>	
	Percent	Percent	Average*
City of Ames Web page	36	64	2.4
Cable TV 12/Government Access Television	74	26	2.0
Ames Tribune newspaper	49	51	2.3
ISU Daily newspaper	49	51	2.1
Des Moines Register Newspaper	55	45	2.1
The Sun	60	40	2.0
KASI/KCCQ radio	71	29	2.2
KHOI	78	22	2.1
City Side (utility bill insert)	46	54	2.4
Facebook/ Twitter/ YouTube	50	50	2.4

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

Figures 11a and b illustrate the how useful these sources are in getting local information over a five-year period. Those rankings have stayed fairly consistent over the years with slightly higher average scores this year compared to previous year, except City Side. City of Ames web page and KASI/KCCQ perceived usefulness remained the same as last year.

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

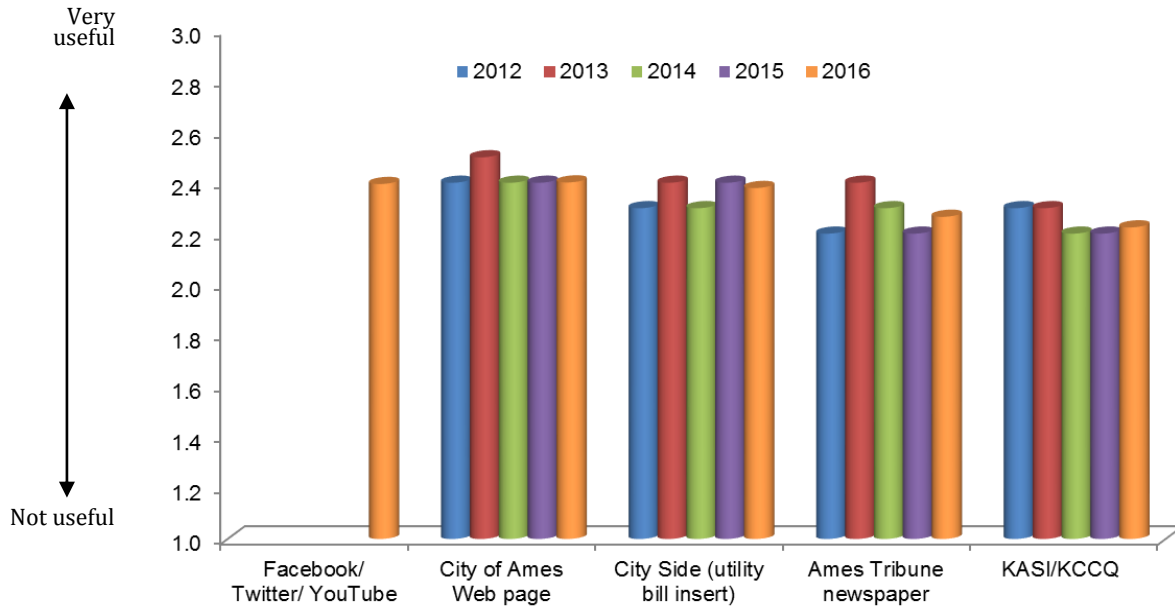


Figure 11b. Usefulness of news sources over the past five years (Users only)

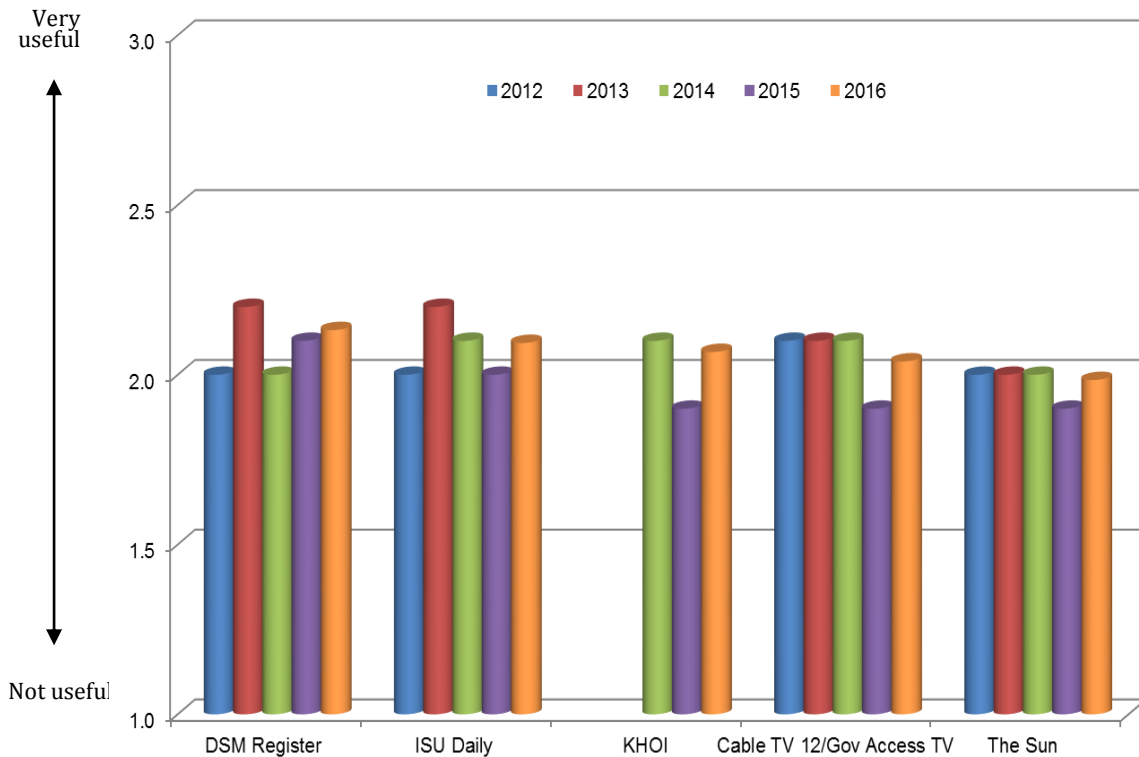


Table 25 indicates the usefulness of various communication tools based on the respondent's status as a student. There were statistically significant differences between student and non-student responses. City Side, Cable TV 12/Government Access Television, and the Sun were more useful to Ames residents (non-fulltime ISU students) than to fulltime ISU students.

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

Information Source	Ames Residents (non-ISU student)	Fulltime ISU student
	Average	
City Side (utility bill insert)	2.52	2.05**
Facebook / Twitter / YouTube	2.46	2.35
City of Ames Web page	2.41	2.39
Ames Tribune newspaper	2.32	2.17
KASI/KCCQ radio	2.30	2.11
Cable TV 12/Government Access Television	2.17	1.93*
KHOI	2.15	2.00
Des Moines Register newspaper	2.09	2.19
ISU Daily newspaper	2.07	2.11
The Sun	2.07	1.86*

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

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

Mediacom Cable TV

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

Table 26. Time to watch Cable TV Channel 12 (n =200)

	Percent
Never watch TV 12	69
12:01 a.m. to 6:00 a.m.	1
6:01 a.m. to noon	4
12:01 p.m. to 6:00 p.m.	4
6:01 p.m. to 9:00 p.m.	16
9:01 p.m. to midnight	7

Table 27. Hours per week for those watch TV Channel 12 (n = 43)

	Percent
0-1 hour	60
2-3 hours	26
4-5 hours	2
>5 hours	12

When the respondents were asked how often they watch TV12, majority (61%) indicated that they watched for less than 1 hour per week. Almost a quarter (26%) watched for 2 to 3 hours per week. Only 12% watched TV12 for more than 5 hours per week.

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

Fifty-three percent (n=259) respondents used the City of Ames' website in 2015. The main purpose for using the websites were to check for notices updates or news releases (59%), to check an Ames Public Library card account or status materials (44%), to sign up for Parks and Recreation classes (39%), to gather information for City Council meeting or other City meeting (14%), and to watch a City Council meeting or Channel 12 programming on video- streaming (8%).

Other uses of City of Ames' website were:

- Assessor's website
 - Access to property records (4)
- Check ordinance (1)

- Event information
 - Find hotels for events and things to do
 - View upcoming entertainment in Ames (1)
- General City info (services, programs)
 - Check departments for information (1)
 - Contact information (1)
 - General information (5)
 - Planning documents (1)
 - Check on projects (Streets) (1)
 - Information on Ames Community Garden (1)
- Pay bills (utilities, parking tickets, etc.)
 - Check electric bills (1)
 - Pay parking tickets (3)
 - Pay utility bills (10)
- Utility information
 - Only check how to get appliance rebates (1)
- Animal Shelter information (1)
- Flooding street closure (1)
- Free Yard Waste Days (3)
- Apply for city employment/ job listings (9)
- Check adult recreation schedule and standings (2)

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

- Council decisions
 - More rapid posting of minutes/results of major council decisions.
- Ease in navigating
 - Better flow of information
 - Easier to navigate on an iPad
 - It's good information, but it's hard to find sometimes
 - It's got a lot of info, it needs to be easier to navigate. Too many commonly searched items are buried too deeply.
 - Website is a bit disorganized and has inconsistent feel.
- Events
 - More calendars of upcoming events in the area
- Insect control
 - Mosquito control, spraying plans
- Police report
- Road closures
 - It may be on there already, but roads closed due to construction, or a map that shows the construction areas and whether cars can get through or not.
 - Road construction / repair
 - Street closures location and duration
- Traffic routes
 - Clear info on traffic routes on ISU game days
- Volunteering
 - If there were volunteers needed postings I think there would be response.

- Weather
 - Scroll of weather or public service announcements

Non-Formulaic Retail Business

This section of the questionnaire is new for 2016. The respondents were asked about their opinions on non-formulaic retail business. They were asked if they were in favor of the city of Ames providing financial incentives to attract non-formulaic retail businesses (independent, non-chain) to Ames. More than two-thirds of the respondents approved the city’s preposition on giving financial assistance to non-formulaic retail business on all of the three places mentioned in the survey: in Campustown, Downtown and along Lincoln Way. This was shown by the number of approvals (approve/strongly approve) and average values shown in Table 28. Average values were 3.2, 3.3 and 3.1 respectively. This is based on scale of 1-4, with 4 being strongly approve.

Table 28. Thoughts about the City of Ames providing financial incentives to attract non-formulaic retail business (independent, non-chain) to Ames

Location	Disapprove/Strongly Disapprove	Approve/Strongly Approve	Average
In Campustown	17.4	82.6	3.2
In Downtown	12.8	87.2	3.3
Along Lincoln Way	21.4	78.6	3.1

Use of Public Land for Private Development

Respondents were asked on their opinion on using public property to enhance private, for-profit development in Campustown or Downtown "to further the City Council’s goal of strengthening Downtown and Campustown by exploring public/private partnerships for improvements to public and private spaces. Public land could be parking lot, public plaza, or public right of way."

More than half of the respondents (63.6%) were in favor of selling public land to enhance private development projects of apartments and commercial space to attract young professionals. Enhancement might include constructing a private parking ramp with public parking included (average value of 2.63 on a scale of 1-4, with 4 being strongly approve). However, providing public land at no cost for private redevelopment of apartments and commercial space to attract young professionals or to construct a private parking ramp with public parking included was the least popular use of public property (average value of 2.2). (Table 29)

Table 29. Approval on using public property to enhance private, for-profit development in Campustown or Downtown "to further the City Council goal of strengthening Downtown and Campustown by exploring public/private partnerships for improvements to public and private spaces. (Public land could be parking lot, public plaza, or public right of way).

Table 29. Use of Public Property

Use of public property	Disapprove/Strongly Disapprove	Approve/Strongly Approve	Average
Providing public land at no cost to enhance private development of apartments and commercial space to attract young professionals. Enhancement might include constructing a private parking ramp with public parking included.	62.1	37.9	2.20
Selling public land to enhance private development of apartments and commercial space to attract young professionals. Enhancement might include constructing a private parking ramp with public parking included.	36.4	63.6	2.63

Waste Reduction

This year, questions on waste reduction and recycling were asked. This information will be used to gauge the feasibility of waste reduction programs, and determine knowledge and opinions on recycling and composting. The first question was the respondents' knowledge on the existence of the City of Ames sorting and processing its garbage at the Resource Recovery Plant. This includes recycling of metals recovered from the garbage. More than three-quarters of the respondents (81%) were aware that the city is recycling.

Glass Recycling

However, only 47% were aware that that food container glass (such as salsa jars, pickle jars, jellies, etc.) can be recycled by dropping it into yellow recycling bins at local grocery stores. Of those who were aware, 66% do participate in glass recycling. For those who did not participate in glass recycling (35% or n=20), their reasons were the following:

- Not convenient
- Have never seen recycling bins at grocery stores in Ames. Would use them if they were there.
- I have never seen the yellow bins otherwise I would.
- Stores very fussy as to what containers they accept
- Because I thought recycling/sorting did this
- Don't have much glass, never thought about it
- Need better display for recycling
- Recycle at Hy-Vee services for wine
- We take them to Boone recycling center.
- Recycle through Chitty garbage service, alternating Thursdays recycling program
- Don't have time
- No time, didn't know where t to take it
- Didn't know it was available (3), Didn't know the bins were there

- Was not aware of this. I think it's ridiculous to have to pay to recycle. So I take my recycle home to my permanent residence when I visit so it isn't burned to energy.
- I was unaware of this recycling route.
- Unsanitary, given lack of space

Recycling other than Glass

Forty-nine percent of the respondents recycle other items besides glass. When asked how they recycle them, several responses were stated including frequency, places, process, and things recycled. (Table 30)

Table 30. How do you recycle them?

Category1	Category2	Original Responses
Frequency	Every week	Every week
	Other	Once every few months
	Weekly	weekly pick-up of household trash
Place	Ames	Take items to recycling center (need pop can recycling again in Ames)
	Apartment building	Put them in the recycling dumpster outside my apartment building
	Best Buy	Best Buy cartridges, batteries, cards, cell phones, TV Best Buy electronics Lowe's- Best Buy Plastic bags - grocery store; batteries, light bulbs and hazardous materials - Ames Resource Recovery; TV's and computers - Best Buy.
	Boone Recycling	Sent and take to Boone Take them to Boone Recycling
	Chitty Garbage	Chitty Garbage pickup service
	Church	Churches and clubs
	County	We take them to a county with a recycling venue since our county gave up on their recycling center.
	Deposit Machines	Deposit Machines
	Des Moines	I take it all to Des Moines when I go. Take them back home (DSM area)
	Drop offs	Drop offs plastic- drop off sites
	Elkhart	I have to drive to Elkhart top recycle myself
	Fareway	Drop off at Fareway Plastic bags at Fareway, deposit bottles. Take pop cans, pop bottles, and alcoholic drink bottles to Fareway for deposit redemption and recycling.
	Garbage carrier	Garbage carrier Paid recycling Via garbage servicer

Garden	Garden newspaper in the garden
Give away	Give away
Green Bin	Green Bin In Green recycling bins with yellow lids at Fredericksen Court
Grocery store	Deposit them into specific bins at the grocery store Grocery store Habitat, containers to grocery store Plastic bags - take to grocery stores. redeemable at grocery store redemption returning cans and bottles to stores Bring it together and recycle them at grocery store I take cans to recycling areas in grocery stores. machines at grocery stores Plastics at the grocery stores
Hy-Vee	Bring Cans and Bottles to Hy-Vee cans redeemed at Hy-Vee Hy-Vee Hy-Vee bottle recycle Hy-Vee recycling center I reuse the paper sacks at Hy-Vee I try to drop off bags at Hy-Vee. Drop off excess paper at my office, though that may not be recycled. Plastic bags to Hy-Vee
In Iowa	Take them to my permanent residence in Iowa
ISU campus	At the SUV laundry building, they have several blue containers for a variety of recyclables. ISU laundry facilities Iowa State University recycling bins at campus Reuse jars and cardboard, take what isn't used to bins at University Village (sometimes), and there are paper recycling bins at work, so work papers go there. Sort and recycle on campus Take them to my girlfriend's apartment on campus Recycling on floors in residence hall The recycle bins in the student lounge in my dorm. through the bin outside my campus apartment
Kiwahii's Truck	Paper, clothing, household goods, yard waste - Kiwahii's Truck Paper, clothing, household goods, yard waste - Kiwahii's Truck
Lincoln and Dodson	Can redemption center on Lincoln and Dodson Cardboard recycling at E Lincoln way.
My dorm	In my dorm
My hometown	Take them to my hometown
Neighborhood	Recycle bin in in neighborhood
Nevada	Cans and bottles - Take to Nevada. Donate cans to Nevada

	Go to Nevada
Out of town	Pop cans - redemption center out of town.
Parents house	Have to bring them to hometown when I go back to parents house. Take them to parents b/c we don't have recycling
Permanent address	Take them home to my permanent address
Private company	Private company
Private junction	city or private junction
Recyclable box	Put the used paper or books into recyclable box.
Recycling bin	Trash recycling bin
Recycling centers	Redeemable depositories, cardboard recycling centers
Recycling containers	Residence hall recycling containers
Recycling dumpster	I put them in a plastic bag designated for recyclable and then put that full bag in a dumpster designated for recycling Recycling dumpster
Recycling facilities	Take sorted out waste to the proper recycling facilities
Redemption center	I used to use the redemption center before it closed. Now I recycle by returning cans to a grocery store. I would continue to recycle cardboard and plastic but I do not know where to do it. redeem cans at grocery store redemption centers
Redemption center	redemption center
The apartment	Recycling bin outside of the apartment
To recycling	Take them to recycling
VM	VM recycle container
Walmart	Walmart recyclable cans and bottles
Waste management	Curb side / waste management
Process	Blue bins
	Blue bin or cardboard and plastic cartons
	For homeless
	Leave cans by dumpster for homeless
	Own personal drop offs
	Own personal drop offs.
	Recycle
	Cycle-Recycle
	Reuse
	Reuse in kitchen Reuse them, bring them to recycling sites Use them over again
	Rummage sale
	Rummage sale donation
	Service recycle
	Garbage service recycle
Things recycled	Basket
	take them with me when i return cans and put them in the non-returnable basket
	Batteries
	batteries, plastics
	Beer cans
	Soda and Beer cans
	Bottle Refund
	return cans and bottles for deposit
	Can redemption
	Can redemption/ return
	Cardboard
	Cardboard
	Cardboard and Plastic
	my work recycles cardboard and plastic
	Newspaper
	Take newspapers and cardboard to work, where there are bins for

		recycling.
	Oil	oil
	Paper	Paper at the office
	Plastic bags	plastic bags
	Sort garbage	sort garbage
Other	Other	No ton Ames because I don't want to pay for it.

Additional Option for Recycling

Almost three-quarters (73% of the respondents) are still interested in additional options for recycling. When asked what services would help them recycle more frequently, 275 respondents made suggestions. Below are the grouping of the services and their actual responses:

- Accessible
 - Easy accessibility
 - Frequent access to batteries, light bulbs
 - Make it easy
 - More accessible containers, need pickup.
- Availability
 - Availability of disposal containers at the Grove apartment complex. We currently have one compactor for seven apartment buildings to all use and stuff as much trash in. We need either another compactor on the east/north side or more options to dispose of our trash but keeping it convenient for people like me that live on the opposite end of where we take the trash.
- Awareness
 - More awareness
- Battery
 - Battery
 - Battery, plastic material
- Bottle and can
 - Easier disposal bottles and cans - closing the redemption center has made it harder
 - More places for bulk bottle and can recycle
 - Cans
 - Can collection center
 - Easier ways to recycle cans besides Hy-Vee, the other recycling center has weird hours
 - Place for pop cans besides grocery stores
- Cardboard
 - Cardboard, newspaper
 - Cardboard
 - Cardboard and plastic
- Chitty
 - None- I use Chitty
- City run
 - City pick up of items like other cities.
- Clothes/furniture
 - Unwanted clothes/ Furniture
- Convenience
 - Convenience

- Cost
 - Cheaper options
 - Cheaper recycle services
 - Don't make it cost MORE to the user to be able to recycle....
- Curbside pick-up/ recycling
 - At the curb recycling services
 - Curbside pickup of mixed recyclables.
 - Curbside pickup or drop off locations other than grocery stores
 - Curbside bins (free)
 - Curbside pick-up
 - Curbside pickup at low cost
 - Curbside pickup of glass and materials
 - Curbside pickup, local redemption center
 - Curbside pick-up; a clear flyer about plastics and cardboard options.
 - Curbside recycling
 - Curbside recycling year round dropping of clothing, household goods, and yard waste.
 - curbside, extremely basic sorting
 - Curbside pick-up - apartment
 - A curbside option at apartments
- Door to door
 - Door to door
- Drop off
 - Drop bins for paper, plastic, etc.
 - Drop off recycling points
 - Drop sites for materials
 - If I had the ability to drop off items that would be picked up for recycling. Also, maybe more information on opportunities where items could be dropped off for recycling.
 - Places to drop off
 - Places to drop off stuff within neighborhoods or apartment complexes
 - Drop off sites
 - Some kind of pickup or drop off sites
- Electronics
 - Electronic recycling drop offs
- Fee
 - Including recycle fee w/ taxes or garage sill
- Flyers
 - Flyers
- Free
 - Free city recycling.
 - Free curbside recycling
 - Free recycle bins
 - Free recycle pick-up
 - Free sorting
 - If they were free
 - Options for batteries (NiCad, lithium) - convenient/free
 - Recycling bin for free (drop off)
 - Free place
 - Free place to drop off items
- Garbage pick-up
 - Something like a garbage pickup.

- Glass
 - A place to drop similar to the glass.
 - Collect glass at site (garbage co. pick up)
 - Glass
 - Glass/plastic/cardboard
 - Space by garbage for glass/plastic/cardboard/ etc.
- Home pick-up
 - At home pick up options
 - City run recycling program for pickup at home.
 - Recycling was never done in my hometown so I don't recycle. It was never ingrained into my head.
- Hy-Vee
 - Hy-Vee
- Incentive
 - Incentives
- Information
 - Composting info
 - Ease of access, recycling education (many students have questions about what they can and cannot recycle).
 - Instructions about recycling
 - Knowing what options are available
 - Knowing where to take it
 - Knowledge of drop off bins/areas
 - Knowledge of what waste recovery doesn't process besides glass
 - More information
 - More information in residence halls about recycling
 - More easily available information and recycle bins
- Locations
 - Closer place to donate cans
 - Containers located at grocery stores that allow you to recycle paper, jars, cardboard, etc.
 - Local drop locations
 - More convenient recycling locations
 - More drop off locations
 - More drop-off sites (for plastic and metal)
 - More locations in West Ames
 - More options on campus
 - More places to put the recycled trash.
 - More recycling bins around the city
 - More recycling bins available at places near me
 - Places to put recycling in my neighborhood.
- Organization
 - Establish an organization to propagandize the importance of recycle and how to recycle.
- Other
 - Anything convention
 - Be able to have color-coded bags that would be picked up by regular garbage service.
 - Do recycle most of waste now
 - Everything
 - I guess I can't think of any off the top of my head, but if I were told there were things I should be recycling, I would be willing to do so and would be willing to pay more to have that taken care of, because I definitely think recycling should be a priority for the City of Ames
 - I recycle fairly frequently

- Included as part of garbage package.
- It's not services so much as the products themselves (though no doubt there are reasons to consider new/improving/altering current services to encompass and more efficiently [though not necessarily more cheaply...] process an even wider swath of all disposed material). After all there are simply numerous companies that make use of non-recyclable materials (most notably plastics). But I do not know that it is feasible for a city and school to cut down on/remove non-recyclable items from retailers in the area.
- Other
- My apartment RESGI doesn't have recycling
- Need a place to drop off material - I recycle as much clothing as I can, but what about worn out clothing; socks, underwear, etc.? I know it's hard on the RR plant, but there aren't any other options.
- Not living in a rental
- Not sure
- Nothing
- Only if it's a much better option than burning at recovery plant
- Other cities we have lived in recycle paper and plastics. They use bins which homeowners out by the curb when filled. A special truck came and sorted plastics and paper into different compartments on the truck.
- Show me the money!
- With the Resource Recovery Plant, why? Would like to know the months the RRP is not down so that I can recycle.
- Work with the property managers to encourage recycling and supplying bins to their units
- Paint
 - Paint
- Paper products recycling
 - Paper products recycling
 - Paper, cardboard
 - Paper, cardboard. Plastic
- Personal recycling
 - Personal recycling bin
- Pick up
 - Pick up of recycling items
 - Pick up or convenient drop off location
 - Pick up or move convenient drop offs
 - Pick up recycling containers/ totes
 - Pick up; recycling programs in apartments; more drop off locations
 - Pick-up services
 - Recycle pickup locally
 - Recycle pickups on the garbage routes
 - Recycling pick up
 - Recycling pick-up with conjunction for trash also recycling additional numbers (e.g. 5)
- Plastic
 - Place to take plastic
 - The ability to recycle plastic as well as reliable deposit machines
 - Plastic bags
 - Ability to recycle all plastic bags.
 - Service for plastics, like milk jugs and other plastic recyclable containers Perhaps paper recycling options would be helpful, also.
- Program knowledge
 - Knowledge of local recycling programs

- Public recycling
 - Public recycling bins would be useful.
- Recovery program
 - A full resource recovery program
- Recycle bin- apartment
 - My apartment complex has no bins for recycling which makes it difficult to recycle.
 - Recycle bins and services for apartments.
 - Recycle bin- Fareway
 - Providing recycle bins (e.g. glass bin at Fareway)
 - Recycle bin- home
 - Providing recycling bins at homes
 - Recycle bin- more
 - More readily available recycling bins
 - Recycle box
 - Using recycle box along w/ garbage.
- Recycle centers
 - Recycle centers more readily available
- Recycler
 - A recycler for all cans and bottles
- Recycling bin
 - 3 bins = 1-paper 1-plastics 1-glass
 - Different trash bins.
 - Having a recycling bin.
 - Having a recycling box that I can fill and leave out with garbage can
 - Having receptacles in the home for recycling paper, cardboard, and glass
 - Having recycling picked up by the city.
 - I would like a roadside service.
 - If I knew that my recycling wasn't going to be burned with the trash.
 - Provided recycle bins.
 - Recycle bins more accessible
 - Recycling bin- apartment
 - A common recycling bin provided at area apartment complexes - my complex only has the common waste dumpster.
 - An extra recycle bin at apartment complexes.
 - Giant recycling bins at apartments.
 - Having a recycling bin next to the garbage in our apartment complex
 - Having recycling at my apartment building.
 - Having recycling containers at my apartment complex or in a nearby location with easy drop-off.
 - A recycling bin and not just a dumpster by my apartment complex.
- Recycling bin- around town
 - Having recycling bins/containers located in designated parking lots throughout the city of Ames
 - recycling bin options for homes
 - Recycling bin- in town
 - Having a place in town or just outside to take recycling to, or having recycling bins near dumpsters at apartments.
 - Recycling bin- more in town
 - A greater number of recycling bins around campus
 - Have more bins around town labeled for different items
 - Recycling bin pick up
 - Having a recycling pick up service

- Recycling bins
- Bin to set out w/ garbage
- Bins
 - Bins in more buildings
 - Recycling bins - home
 - More bins near residential area.
 - Recycling bins for individual homes as well as an incentive or reward program for recycling.
 - Recycling bins- accessible
 - Bins located in more easily accessible, visible areas. The easiest accessible, visible one is at Fairway in downtown. I don't know where any others are.
 - Recycling bins- anywhere
 - Actual recycling bins anywhere. On campus, in Campustown, downtown. Literally anywhere. I've been told Ames just doesn't recycle.
 - Recycling bins- apartment
- Apartment-provided recycle bins / pickup
 - Bins at apartment areas
 - Recycling bins- around town
- Not really sure. More specialized recycling bins around town
- Recycling bins- Availability
 - Availability of recycle bins
 - Availability of separate dumpsters for recyclable items
 - Available at more locations
 - available to me close by
 - Recycling bins- grocery stores
 - Bins at grocery stores
 - Recycling bins- neighborhood
 - Drop bins in a neighborhood or apartment complexes
 - Recycling bins in neighborhoods
- Recycling bins- pick up
 - Bins at road side pickup
- Recycling center
 - Recycling center
 - Recycling center - dedicated
 - A dedicated recycling center would help.
 - Recycling center - multi material
 - A multi-material recycling center located in town.
 - Recycling center in the county
 - A recycling center in our county!!! We are doing a service by providing
 - Recycling containers - free
 - Recycling containers for pick up without cost
- Recycling dumpster
 - A dumpster for recycled things
 - Recycling dumpster - apartment
 - I think recycling options for those who live in apartments are abysmal, I don't know what sort of options there are but no one I know has a recycling dumpster at their apartment, making it inconvenient to have to take our recycling elsewhere especially since I am of a demographic that comes from a culture of recycling
- Designated recycle bins at apartment dumpsters
 - Recycling Dumpster - next to recycling bins
 - Recycle bins next to dumpsters

- Recycling facilities
 - Recycling facilities.
 - Recycling location
 - Recycling location
 - Recycling paper
 - A plastic/paper/metal recycling center.
 - Recycling place
 - An actual place to have for recycling.
- Recycling program
 - effective recycling program
- University west apartment do not have a recycling program(s).
- Recycling program - cardboard
 - Cardboard specific bins/program on campus somewhere. There are a lot of boxes used because of all the products that get purchased for the university and by its students and faculty. These are often bulky and recycling bins do not always have the capacity for them. I would like to see some sort of better program for that on campus especially. Or possibly pick up the recycling more often, or put some more bins. Also glass bins should be near the residential areas. College students go through a lot of glass bottles and the power plant complains about the slag that gets in the incinerators.
 - Recycling sites
- More compacting sites
- Recycling trailers
 - Recycling trailers at certain areas.
- Redemption center
 - A can redemption center that didn't use machines; with odd shaped bottles it is a hassle to try and use the machines. Closest maned can redemption center is in Nevada.
 - Redemption center
 - A redemption center
 - Redemption center - can/bottle
 - A can/bottle redemption center.
- Reminders / Advertising
 - Reminders / Advertising
- Resource Recovery
 - Resource Recovery
- Roadside pick-up
 - Roadside pickup
- Routine recycling
 - Routine recycling pick-up with appropriate containers
- Separate recycling
 - Separate recycling bins that get picked up on the curb.
 - Separate west
 - Separate west receptacles w/ weekly pick up like in major cities
- Service pick-up
 - A service to pick up recyclables
 - Similar to trash collection
 - If recycling were similar to trash collection (bins rented to us and picked up curbside) I would be more inclined to recycle. However, I have no problem with the city of Ames burning all trash and recycling for energy.
- Single-stream recycling
 - Single stream!!! It's crazy we don't have it.
 - single-stream recycling
 - Single-stream recycling bins in Ames

- Sites - more
 - More sites
- Sorting and storage
 - Services that involve minimal sorting and storage before pickup.
- Street side pick-up
 - Street side pick up like the trash.
- Weekly pick-up
 - weekly pick ups
 - Weekly Pickups, Recycling sorting on apartment complex

Only 42% of the respondents were willing to pay for more recycling options. When asked why they are not willing to pay more, 5 respondents stated the following reasons:

- Already paid for it
- BestBuy is free. They give you \$5 gift certificates for TV and etc.
- Ideally included with current fines
- Tax money should be used for this purpose
- We are doing a service by providing recyclables than can be sold

Disposing Food Waste

The most common way of disposing food waste was throwing it to garbage (80%), followed by use of garbage disposal (43%). Compost bin was one of the least common methods of disposing food waste. (Table 31) Other ways included giving food waste to the dog, using egg shells in flower beds, taking it to the farm for composting, and eating all foods prepared and recycling the rest in leftovers.

Table 31. Disposal of Food Waste

	No.	%
Garbage disposal	212	42.9
Garbage	394	79.8
Compost bin	61	12.3
Other (please specify)	8	1.6

Composting

More than half of the respondents (56%) were not interested in composting. Only 15% currently compost, and 29% were interested but need more information. (Table 32) The main reason for not wanting to compost were lack of space (61%), don't need the compost (42%), inconvenient (36%), and too expensive (10%). (Table 33) Thirty-one respondents stated other reasons, such as:

- Animals
 - Draws too many animals
- Climate
 - Climate makes this unattractive much of year.
- Don't Like
 - Don't want to
 - Not our property

- Household size
 - Small household - 1 person
- Laborious
 - I am old and compost needs labor
- No need
- I live alone and travel excessively - so minimal food waste / garbage
- Not permitted
 - I am currently not permitted to where I live. I have composted in another location.
 - Not allowed where I live
- Other
 - I could find somebody who needs compost and give it to them
 - Won't be here long enough for composting to really work well.
 - Yard waste already goes to farm burn pile
- Process
 - Don't know the process/benefit
 - Don't really know how
 - I don't know about it
- Rats
 - Rats and raccoons!
- Rent
 - I live in an apartment and have zero places I am even allowed to compost.
 - Landlord
 - Live in rental property
 - Live on a rental property so can't maintain for a long period of time. Landlord probably wouldn't allow.
- Stinks
 - Smelly - nose chemically sensitive.
 - Stinks
 - Too smelly for the apartment
- Time
 - Don't have enough waste
 - Don't have time to set up properly

Table 32. Interest in Composting

	No.	%
Yes, I currently compost	75	15.3
Yes, I'm interested but need more information	142	28.9
No, I'm not interested in composting	274	55.8
Total	491	100.0

Table 33. Reasons for not wanting to compost

	No.	%
Don't have the space	164	61.0
Don't need compost	114	42.4
Too inconvenient	97	36.1
Too messy	88	32.7
Too expensive	26	9.7
Other (please specify)	31	11.5

Food Waste Disposal

Respondents were given two potential options for food waste disposal. Table 34 shows that three-quarters of respondents were willing to take food waste to a local compost site, but 60% are not willing to pay for this option. For those who were willing to pay, 53 respondents were willing to spend from \$1 to \$30 with an average amount of \$13. On the other hand, subscribing to a pick-up service for food scraps was acceptable to 65% of the respondents but one-third (33%) of them were not willing to pay. For those who were willing to pay, the rates are comparable to a centralized site option.

Table 34. Participate in food waste disposal

Participate in	Yes	No	P13H. How much would you be willing to pay for this service				
	%	%	Not willing to pay (\$0)	For those who are willing to pay something:			
				N	Minimum	Maximum	Mean
Taking food waste to a local compost site?	25.4	74.6	60% said \$0 (n=79)	53	\$1.0	\$30.0	\$13.0
Subscribing to a pick-up service for food scraps	35.0	65.0	33% said \$0 (n=51)	106	\$1.0	\$30.0	\$13.6

Construction and Demolition Materials

Only 4% of the respondents had construction and demolition (C and D) materials (such as drywall, windows, doors, cabinets, bricks, concrete blocks, and wood framing) that require frequent disposal. When asked if they would participate in taking C and D waste to a local site rather than taking it to the Boone Landfill, only 47% said they would consider that option without information on cost. Twenty-eight percent of the respondents (n=137) were willing to pay from \$5 to \$30 for the service per pickup load in Ames. The average rate was \$21.14. However, there were 36 respondents were not willing to pay anything for this service (\$0).

Bulky, hard-to-shred materials (furniture, mattresses, box springs, furniture, couches, vinyl flooring, and carpet) are difficult to process at the Resource Recovery Plant. If the option were available, 75% of the respondents said they would participate in taking these items to a local site. Thirty respondents were not willing to pay anything for this service, but 244 respondents were willing to pay a disposal fee ranging from \$2 to \$60 per item/pickup load, with an average of \$18.99 per item/pickup load.

Waste Reduction Practices and Opportunities

Table 34 shows that respondents are engaging in waste reduction practices. Eighty-one percent were using reusable rather than disposable items and donating items rather than putting them in the trash. A little over half (54%) reported they were changing buying habits to reduce waste. Other practices mentioned were collection of newspapers and cans, dumpster-diving, giving items to friends and neighbors, attempting a zero-waste lifestyle, not using plastic, eating/using all food, recycling extra plastic grocery bags at Hy-Vee, using recycling services at Chitty Garbage, composting, not buying for the sake of having, repurposing, reusing items that are intended to be single use, turning off lights, and using abandoned items if in good condition.

Table 34. Waste Reduction practices and opportunities

Opportunities	No.	%
Using reusable instead of disposable items.	378	80.8
Donating items rather than putting them in the trash.	379	81.0
Changing buying habits to reduce waste.	255	54.5
Other (please specify)	15	3.2

When asked if they need more information about opportunities to reduce waste, only 35% (n=168) said yes. Another 37% use educational materials or attend seminars/workshops focused on waste reduction.

City of Ames Overall Service Quality

An overall evaluation of the quality of services received from the City of Ames is asked every year. This year 43% of respondents provided a “very good” rating, which is an increase over the 36% received in 2015. The number of respondents rating the City of Ames as “good” was 56% in 2016 (61% in 2015). When the ratings are combined, 99% of Ames residents ranked their overall satisfaction with City services as good or very good. This is higher than 2015 (97%). (Figure 12)

Figure 12. Trends in overall satisfaction with City of Ames service quality (good/very good)



Other issues the City should focus

An open-ended question was asked on what other issues the city should focus on. About 46% (or 228 respondents) expressed their opinion. Figure 13 shows the “tag crowd” presentation of the responses using <http://tagcrowd.com/>.

The most common issue mentioned was related to traffic. It was mentioned 19 times. Traffic concerns include traffic flow, turning lanes, timing of stop lights, and speed limits. The most frequently mentioned issue was the traffic flow at South Duff being congested.

Bike path or bike trails was also mentioned by 19 respondents. They want the town to be bike friendly. They want a separate bike paths especially on busy streets like Duff, Grand and Lincoln Way. With this, a respondent mentioned laws to make it safer for bikers.

The second issue mentioned was housing (mentioned 15 times). Housing issues mentioned were:

- Affordable and decent housing for:
 - Single family households
 - Young professionals
 - Low income
- Apartment or multifamily housing
 - Abuses by landlords
 - Lowering rent on properties
 - Inadequate housing for students
 - Rental apartment standards as very poor and high rents

The third most concerned issue was street maintenance and repair all over the town. This issue was mentioned 11 times. These refer to the following:

- Road maintenance and upkeep all year round
- Paving street with potholes
- Snow plowing and ice roads both neighborhood road and main streets
- Would like to see Ames extend Grand Ave all the way to Airport Road. Two lanes only with left turn lane where required.

Other issues mentioned were businesses (bringing in more industries, retail and mall improvement, improving downtown Main Street, diversity of restaurants and other shopping opportunities, improvement of medical services). Also, comments included more and improved bike paths, walking trails, flooding issues, renewable energy such as solar or wind energy, recycling (i.e. year-round yard waste disposal site, improving recycling options), and long-term planning for the city.

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

Figure 13. Other issues the city should focus



Best thing about living in Ames

Seventy-one percent of the respondents mentioned good things about living in Ames. Their responses ranged from social, cultural, and emotional attachment to the city as well as economic features. The most common response was Ames being a safe place to live. Respondents mentioned the low crime rate and feeling being safe in their neighborhoods and around the town. This was mentioned 46 times. The second asset of the city is the attributes of people living and/or working in Ames. This was mentioned 42 times. Respondents were very appreciative of the presence of good people living in Ames. Descriptions used were good people, great, nice, friendly, helpful, classy, competent, culturally diverse, and educated.

Other best things about living in Ames were the presence of Iowa State University and all the resources it brings to the city. Respondents were happy to live in a college town with access to the university, the ability to enjoy amenities that ISU brings such as sports, events, diverse atmosphere, and connection to the world through the university, cultural events, and economic benefits.

Parks and recreational facilities/services and events were frequently mentioned. The presence of Ada Hayden Park and Furman Aquatic Center were singled out as important community amenities.

Attributes of the city as being physically clean, small in size, and having a small-town atmosphere were the other positive attributes of the city. Respondents felt that they live in a comfortable environment with a high quality of life. They are pleased with the availability of amenities.

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

Figure 14. Best things about living in Ames



What would make Ames cool?

A new question added this year asked what would make Ames cool? Sixty-four percent (n=315) responded to this question. Figure 15 shows the visual presentation of the responses. The most common response was that Ames is “already cool” and nothing needs to done.

The second most common response pertained to restaurants and businesses. Comments included need for more restaurants; more non-chain restaurant/businesses, locally owned, unique, more diversity, and even higher-end restaurants were suggested. Also entertainment facilities or services such as bars or hangout places for younger adults, an indoor pool, water parks, more outdoor activities, more parks, more public music and art activities (free if possible), outdoor movie theaters, concerts aside from the other sponsored by ISU, etc. Improvement in shopping - particularly the mall - and a variety of locally owned retail stores were also mentioned. Improvements in traffic flow would also make Ames cool.

In terms of communication, city-wide wireless internet and more Wi-Fi options were suggested. Rail service, Amtrak services, trolley to downtown, and Sky Tran were also mentioned.

See Appendix for respondent’s individual suggestions.

Figure 15. What would make Ames cool?



APPENDIX 2016

Residential Satisfaction Actual Open-Ended Responses

Comments on Police Department activities

- Accidents
 - My comment relates to #12. With all of the expansion on South Duff and the exit/entry for Wal Mart there, it's amazing that there hasn't been more accidents with southbound cars attempting to turn into that entry/exit.
- Attitude
 - The Ames Police Department should require a course on being a human being. This above-the-law superior mentality needs to cease.
- Crime
 - Ames has grown in population in the last decade, so has the crime. It is best to focus on these crimes.
- Cyber Crime
 - Cyber crime should be emphasized more
- Drinking Issue
 - Main Street bars from midnight to 2 a.m. – step up driving drunk! Also, college tenant areas.
- Drugs
 - No longer actively investigate low drug offenses, primarily from marijuana.
- Education
 - Education of police AND residents.
 - Not sure how much of the education activities they do now; think that's important for all ages, preschool then high school and college for alcohol and sex related offenses.
- Foot Patrolling
 - More foot patrols. More traffic control after games and Fourth of July fireworks. Love the Ames PD twitter feed!
- Jaywalking
 - Jaywalking needs to be addressed. It is frustrating as a driver to have to slam on my brakes in front of the university on Lincoln Way because the kids just stroll into the street. A pedestrian bridge is not the answer. The jaywalkers need to be taught how to cross the street properly.
- Marijuana
 - Ignore marijuana.
- Mental Health Training
 - Mental health training.
 - Would like to see law enforcement actually investigate and enforce laws regarding crimes that are a threat to residents and property over petty things. Better training in how to deal with mental health issues and domestic violence and assault greatly needed. Officers should also be expected to follow laws themselves. Only city service that doesn't serve.
- More Programming
 - Is the purpose of the Police to enforce the current laws, or to increase the safety of the neighborhood? If the former, then laws such as alcohol and recreational drugs should be enforced strictly. If the latter, these can be relaxed in favor of reforming (rather than strictly punishing) juvenile crimes, and an increase in patrolling. The assumption being that patrolling is a deterrent.

- Neighborhood Patrolling
 - I would like to see officers stroll through neighborhoods more to connect with people, but I know it's not a priority. They are doing a fine job overall but getting involved in domestic and party enforcement can create legal problems where it could be handled off the books.
 - Residential patrolling. I never see a police go by!
- Parking
 - I feel that certain parking laws should be altered or updated, particularly the ones that restrict parking on one side of a street or the other depending on the day – just make one side of the street no parking – this is confusing for residents and must be for enforcement as well.
 - ISU football parking enforcement on side streets could be better in my neighborhood. Illegally parked vehicles cause congestion and would make EMS response more difficult.
 - Less enforcement on parking because there is hardly any parking in Ames. Try to add more or open up more lots for parking
 - Parking Division is incredibly rude.
 - People should not be punished with parking tickets for making the SMART decision of a safe ride home, based on revenue! Pedestrians crossing the streets during the hand yield signal is out of control; it's just a matter of time until someone is killed!
 - Suggest giving serious consideration to a permit parking system on residential streets from roughly Country Club to State and Lincoln Way to Storm (Model: Neighborhood south of University of St. Thomas in St. Paul, MN).
 - The parking division is terrible. Parking tickets after parking tickets. Even if it is 2 minutes after the switch time. It is absolutely disgusting if you are paying a salary to do this.
- Patrolling on bikes
 - Enforcement of traffic LAWS involving bicycles and vehicles. More time patrolling on bicycles.
- Positive Comment
 - All seems fine.
 - I do not hear much about the violent crimes particularly in Ames, but when and if they do happen, I think additional resources must be spent to investigate. The recent incidents around the university were handled well; however, I think additional resources may have helped.
 - I don't see any current problems that Ames could improve on. One of the better PDs I've seen.
 - I'm very satisfied with the Ames Police Department. I had an officer come to my door the other day to inform me someone backed into my vehicle which was parked on the street. He was extremely polite and efficient and I was very grateful for his service and professionalism.
 - It's very safe in the city of Ames.
 - I've had fantastic experiences with Ames police.
 - Thanks for the speed trailer on Garden Road off Duff Avenue! Lots of little holes there and drivers go way to fast.
 - The Ames and joint ISU Police Departments are highly active and friendly within their community. As a student, the campus and student body recognize these police departments with positive, friendly attitudes. Thank you for all that you do!
 - The Ames Police Department is outstanding. They are very professional and handle the job at patrolling a college town with class and common sense.
 - They do a great job. I only marked "more" because those are areas of importance to me.
 - Was proud of Ames and campus police's measured approach to Campustown incident during VEISHEA. It was a terrible situation based on the videos – bunch of drunk kids outnumbering the police tremendously but they all kept their heads. The injury was awful and I know the police wish they could have done something to prevent it. This citizen's

opinion is that they did a very good job given the specific situation they were in. (There may have been precursor events that could have been handled differently, but I don't know enough to opine on it.) I live near Campustown. I like to see friendly and helpful policing of the young people as they try to figure out how to be a responsible adult.

- We are really happy with our police department!
- We have THE BEST police force EVER! They have provided me many services and I am very happy with them. They keep us in the know on Facebook. Whoever is in charge of that deserves a raise!
- You guys are doing a wonderful job! However, I do have one singular complaint. Allow parking overnight on streets with nearby bars and clubs. Issuing tickets for those who choose to leave their car after drinking seems like you're promoting those who are consuming alcohol to drive their cars home. Not charging the overnight fees will allow a more conducive environment and discourage drunk driving offenses.
- Public intoxication.
- I think Ames police are overzealous about "public intoxication." Young people with multiple offenses and up with warrants that they could pay and more jail time if stopped and have a warrant and it's just for drunken walking. Not a useful arrest for anyone.
- More community outreach on identity theft prevention. Also better education on computer harassment and solutions, like who to contact, etc.
- More lenient on public intoxication.
- Public relations
 - Educating officers in dealing with the public in any activity listed above should also be of concern. Public Relations. Continuing Education.
- Recommendation
 - Fire department is more proactive in community relations, building trust. PD might do well to increase community visibility in non-enforcement situations. I'm thinking about, for example, the FD visits to summer block parties, public school family events, etc.
 - Increase mental health advocacy.
 - It breaks my heart how many young individuals have/are being put through the system due to minor drug and/or alcohol offences. It would be nice if instead of incarceration, we sought to provide treatment.
- Sex trafficking
 - I'm unconcerned about prostitution, but extremely concerned about sex trafficking and sexual abuse. In a college town we have a large percentage of alcohol and drug users and I don't want them driving under the influence. I don't want them making travel dangerous for the rest of us.
 - The Ames PD does a good job balancing the realities of being in a college town. The real danger is in sexual misconduct and abuse, not alcohol or light drugs so they should focus on that. We had an interaction with a police officer investigating an assault and she took her job very seriously and that's what I'd expect. The police should be seen as a positive force trying to help people graduate and succeed in high school and at ISU. A couple times the police came to my home for public nuisance complaints. Both times they quickly realized we were not a nuisance and left. That said, it seems they shouldn't have come in the first place.
- Speed
 - People do not stop at stop signs and driving over the speed limit.
 - Texting while driving.
 - Most drivers do not appear to know the rules, nor do they know how to drive efficiently. And there is texting while driving of course.
- Traffic control
 - More traffic control at residential stop signs for both motorists and bicycle riders. Some signs are totally ignored!!!

- Vandalism
 - Lots of crimes involving car vandalism lately, so it seems.
- Youth
 - I think it's important for the police to present a positive model for juveniles and children. I think there are ways Ames PD can reach out to the youth in the community that would ultimately help kids respect the police!
 - I've been alarmed at the stories I hear about kids at Ames High School attending school drunk or stoned.
 - Prevention at early ages is important.
- Other
 - Compliance of our police officers with the same laws they expect us to follow. For example, I have observed most patrol cars (non-emergency) exceeding speed limits, rolling stops, failure to signal. Need more interaction with community neighborhoods. Get out of the car and greet people or stop and introduce yourself to the residents working in yard.
 - Hard to answer. Satisfied, but is cost reasonable? I don't know. Tell officers not to talk on phone while driving. Very bad example.
 - How can I answer this if I don't know how they emphasize it?
 - I did not feel I had enough information about the above question to answer them.
 - I have called the Ames PD about a strange man following me and they did not even take my name down, despite obviously threatening actions on his part. Perhaps they should spend less time on petty alcohol and drug offenses and more time on keeping the community safe. Furthermore, I once called them to remove a drunk/passed-out man from my yard. They acted very rough with him. They asked me to close my door but I could hear them kicking him and yelling derogatory things at him. This was during VEISHEA of (illegible year) at the address 404 Welch Ave.
 - Stopping at stop signs seldom exists and running yellow and red lights is the norm.
 - The cops should spend more time on serious crimes instead of writing silly tickets and arresting college kids
 - The police need to keep the growing student population from getting out of control. The riot that caused VEISHEA to be cancelled was a very negative advertisement for our community.
 - West Mortensen Road becomes a drag strip at night with trucks and rice burners revving their engines at ALL hours!
- Can't comment
 - Can't comment on issues not involved in.
 - Do not know about police department enforcement. I have no contact with them.
 - Don't know current issues.
 - Hard to rate as have had no direct contact with police.
 - I don't know.
 - I haven't lived here long enough to know.

Comments on Fire Department activities

- Did not use
 - Have not required service from fire dept.
 - I live near the fire station so I know they are busy but I have no experience with their services.
 - I'm aware of outreach efforts but fortunately have never had a fire, etc.
 - I've not had contact with the fire department.
 - Never had the need for any of these yet.
 - Never had to deal with the local fire department.
 - Never used them.
 - No occasion to use services.
- Doubts
 - Very good but are they equipped to deal with increased needs?
- Enforcement
 - Enforcement and public education of yard waste is lacking.
- Fire codes
 - I wrote dissatisfied for safety inspections because I feel like a lot of rentals would fail to meet fire code, and the landlords don't care because they never get inspected, especially property managed homes.
- Inspectors
 - Have not requested inspectors.
- Ladder
 - Believe it's time for Ames Fire Department to have a second aerial ladder truck due to the increasing number of multi-story buildings in Ames.
- No Knowledge
 - Did not know we had fire prevention outreach. Not visible enough. My rental unit is always inspected, yet my friends who are homeowners never have their homes inspected except when the home is first for sale, never after.
- Other
 - It is funny to see a huge fire truck at Hy-Vee to get their food for the station. It would seem to be more efficient to see a smaller city vehicle for this purpose rather than remove the crew and truck from service so they can shop.
 - Not sure what safety inspections are offered.
 - Overcapacity happens in Campustown a lot.
 - Seems redundant to have firemen doing EMT work; we have EMTs for that.
 - Sometimes slow.
 - The amount of fires they deal with in Ames is very small. The firefighters need a broader training for smaller issues such as ambulance assist.
 - The inspections department can be a real pain, it seems they have a power trip, rather than interest in what's safe for the community.
 - Why does a big fire truck always accompany ambulance calls, it seems, even for elderly person in their home?
 - Why does the Fire Department seemingly respond to all ambulance calls?
- Positive Comment
 - Ames Fire Department does fantastic work, but how exactly can you rate putting out fires or ambulatory care if your property hasn't been on fire, or someone hasn't USED emergency transport. Unsung heroes!
 - Ambulance response time and staff assistance was excellent when we had medical emergency.
 - Feel very safe.
 - I really like the outreach they have for schools.

- I should call the fire department and have them check our house - good service - thank you! They are very prompt and comforting when need for a medical emergency.
- I've never had any interaction with the Fire Department. I do know that they frequent the assisted living location near me showing that they are available when needed.
- Medical assistance is outstanding for elderly falls. This allowed me to keep my husband here 1 and 1/2 years. Thank you all so much! I love you all; you were regulars since Jack had advanced Parkinson's.
- No deadly fires 10/10.
- Outreach to elementary kids when Fire Station One opened was great.
- The fire department came and talked to my sorority about fire safety, and I found it very beneficial!
- Very well impressed, as an elementary teacher, with their education programs in schools. Also, they come quickly and were helpful to me when the smoke alarms in my new house went off. Eventually all of them were replaced, after two calls to the fire department.
- We had experience with a car fire and the department was VERY professional and timely!
- We have an excellent fire department. I had to use their ambulance and they were GREAT.
- Recommendation
 - From prior experience it seems like there is always a (union?) push for more fire protection. I don't think it's necessary. Often times the fire departments have more trucks, staff, and stations than are really needed for public safety.
 - More public outreach from fire department.
 - Possibly reach out to college students.
 - There is no community outreach with the Fire Department. Fire and rescue teams are normally very proactive in their community. We used to have meet and greets and other social events to meet our firefighters in my home town. They also provided education and safety training.
 - Very dissatisfied with ambulance service. Fire department does a good job, but many times there is no ambulance in town. Need to move Fire Station #2 out of Welch Avenue area.
 - Would like to see more Fire Department involvement in rental/business and home inspections, rather than relying on realtor influenced personnel.
 - It is obvious the city is not inspecting the new houses being built. The quality is very poor and they do not meet basic national codes. This is out of control!

Comments on Ames Electric Department services

- Cost
 - Ames is a very expensive town to live in; need to look at all costs and reduce them.
 - Depending on cost and if it would eventually help lower utility bill, not increase it. Also, would there be any federal tax incentives offered? See question H. If I were to buy in?
 - Depending on the premium cost.
 - Depends if premium seems reasonable, I might because I am very aware we need to control our environment in a much nicer, natural manner.
 - Depends on the cost increase. If a large increase per watt, then no. If only 25 cents per watt, then yes.
 - I think people utilize solar power and other electric alternatives less because of costs. If solar power became more accessible, I would be interested!
 - I understand the expense of the unit and cost of supplying it to the community but the actual cost of the energy should decrease. Don't these sort of balance out over time?
 - I'd pay a premium for solar, but not too much of a premium.
 - If the premium was not too high.
 - If the price is not higher than regular electricity.
 - Maybe! I am retired and on a fixed income. So, big increases in anything are a PROBLEM.
 - Not too high, please!
 - The rates are great, but solar power would be way too expensive to start.
 - It all depends what the premium is. I am happy to support renewable energy so long as I am not being gouged.
- Depends
 - If the upfront cost is paid by savings over a 5-year period, I'd be willing to consider paying for solar and wind energy.
 - It depends what the total amount of the monthly service bill is.
 - I don't know.
 - Incentive.
 - It would be great if the city offered an incentive for individuals to add solar panels to their home. We support doing a premium on solar power, but distance is an important factor that might change our support.
- Infrastructure needed
 - This is a qualified yes. I am not certain how much new infrastructure would be required to transmit the power to Ames. I would have questions if infrastructure installation required was significant (lots of wires, towers, trees removed, etc.).
- Maybe
 - Maybe.
- More Info
 - Above question requires more information from someone who rents.
 - Do not know how it would be in mobile home courts. Would it be individual or complete mobile home court?
 - Don't have enough information.
 - I can't comment as I do not know that much about it.
 - I don't feel I can answer it since I do not feel I have an understanding on its cost. I'm not against using solar energy.
 - I don't know enough about it to say. I don't know what buying a unit means. Maybe. I would need to know what the benefit is to me and the city would be and the cost.
 - I don't know enough about solar power to really answer this intelligently.
 - I don't know enough about this possibility.
 - I don't know what a "unit" buys nor how this compares to current rates.

- I don't know; it really depends on price.
- I need lots more info to answer this (referring to first question of part H). It would depend. Generally speaking, I approve of conservation and have the ability to pay (referring to second question of part H).
- I need more information to make my decision. Would this save my family money on electric services?
- I need to know more.
- I would need more information on community solar programs to make a decision. I would not want to care for a solar panel myself, and I would like to see the investment save money long term for myself and others buying in.
- Maybe. Don't know enough about this.
- Maybe. Would need more info.
- Not knowledgeable enough for comments here.
- Not real educated on solar power.
- Not sure. It depends on what a unit is. I would want to see more info on monthly cost and on dependability before I could decide.
- The buy-in investment per unit requires additional information about the options in order to complete item 14. How much more would mean "a premium on your utility bill" for solar power?
- What is the premium?
- Yes. What is a "unit?" A home unit of electricity?
- Definitely interested in solar options, but would need more information to actually participate, etc. Also, issue is that some older homes cannot use energy efficient devices, which is frustrating.
- More options.
- We need more options for renewable power purchase!
- Not sure of solar power.
- I am not completely positive on this, but in general it seems that energy and products from outside an area are more expensive, which is why I said "no" to that. However, if it were the same rate I would be interested, though if we have the resources to produce our own here, why not? We have a great "green" program on campus, and the area is known for being "green," so this would continue to improve this image and way of life.
- I am not sure how the solar power would be transported from outside of Ames, but it must be in a way that doesn't counteract the efficiency and clean benefits that the solar energy provides in order for myself to actually consider buying the solar energy. I would rather be able to create the solar energy ourselves.
- Notification power outages.
- Every time I've dealt with office staff from the Electric Department they've been helpful and nice. I just wish there was a better way to notify residents of outages or issues.
- Payment method
 - Find a better way to sign up for each payment. Shouldn't have to mail in anything to do this. It's not the 15th century.
 - It would be nice to be able to pay my electric bill online, rather than by mail.
 - Ridiculous policy on late payment and shut off if you are late on a single bill (even if the bill is only \$22).
- Positive comment
 - I am very satisfied with City of Ames electricity. Their bills are easy to understand and provide a lot of good information about our past utility usage.
 - Keep up the great work!
 - Overall good experience.
 - Power outage.

- Outage on 12/23/15 was unexpected and interrupted a family Christmas. No power meant no heat and no good. We need to reduce as a country Ames could lead Iowa cities.
- Prefer solar power
 - I wouldn't want to pay more for electricity but I would prefer solar power.
- Recommendation
 - I personally only support solar as long as it is used to cover paved surfaces, roof tops, or non-arable land.
 - I think it is better to have one in Ames.
- Renewal energy
 - Additional renewable energy could be ported by methane from the new water treatment plant. Lower carbon foot print by combustion in the power plant onsite for electricity.
 - Solar power generated by Ames.
 - Cedar Falls, IA has just built a solar farm which seems similar to what you describe in the first options here. It was tremendously successful, more people opted in then anticipated and that made the buy-in per unit less because they got "buy-in-bulk discount." Ames is also a university town and larger, I think you'd get a similar response. I'd be more supportive if the solar power was generated by Ames versus an outside source.
 - Solar power rental property
 - As a current student, the solar power energy is highly appealing, but I'm unsure how that investment would work in a rental property.
 - Solar project
 - Very interested in the community solar project.
 - Unsure
 - Don't know for sure!
 - Unsure actually - I like the idea of using solar power though.
- Other
 - I would pay a premium on the only carbon-free 24/7 source: nuclear.
 - If allowed; we live in an area regulated by a homeowners association.
 - Interested, but very poor community and regional planning student who needs cheap things.
 - Must ask my landlord at Regency Court, Ames.
 - Other options? Wind? Hydroelectric?
 - Park owner will not let anyone put up any renewable energy in their park.
 - Personally I would, but I'll be living in a Village Coop and don't know if majority would agree.
 - Residents who consider renewable energy would be willing to commit money to it if it was on their property or in the community but paying extra to import from afar does not help Ames improve.
 - Screw saving the flowers, trees. Give me cheap power. Give me coal or give me death!
 - Solar investment is great, as long as it is voluntarily invested in. I'm sure ISU can contribute. They like billion dollar projects.
 - Solar power and wind energy are subsidized by the federal government and is not going to work independently in Ames.
 - Solar power doesn't need to occupy new real estate. Decentralized solar generation can be efficient and safe.
 - Solar power in Iowa is not the most efficient source of renewable energy considering our climate. Consider looking into other sources, such as wind (which is plentiful) or geothermal.
 - This would offset the uncompensated damage we do not pay by burning fossil fuels/waste to energy, etc.
 - Whatever it takes to transition to renewable energy sources.
 - Why not subsidize homeowner installed solar?

- Wind Turbines Story County only sourcing.
- Within reason.
- Your survey needs to have numbers for the "premium" on the solar power not generated in Ames. Not sure if I'm willing to pay much more for solar as in the long run solar power pays for itself.

Comments on Water and Pollution Control department

- Bad taste
 - If water sits out more than 24 hours it tastes bad.
- Calcium
 - Issue with calcium blocking lines in faucets.
- Dirty water
 - We have had so much dirty water our use is way up trying to clear it up.
- Expensive
 - Expensive.
- Hard water
 - Hard water is a HUGE problem! Buildup of calcium deposits are a real problem.
 - I think Ames water has always been somewhat hard, but I don't test for hardness. It has seemed stable. As for the other issues, I always blame our ancient plumbing and cobbled improvements.
 - The water in Ames is generally very hard.
 - Water has always been hard. Okay for beer, bad for shower.
 - Water is generally very hard.
- Leaves stains
 - The water leaves on many stains over time in tubs and sinks.
- Lime
 - Too much lime in water. My dishes feel the lime and my stainless steel has lime build up. I took one of my stainless steel pots to the treatment plant, showed them, and they told me it was my problem. I have ALL new LINES and I know it's not my problem.
- Online payment
 - I would like to be able to pay my water bill online.
- Positive comment
 - Affordable.
 - All good.
 - Although we do usually filter our water for drinking and making coffee, I think our tap water tastes fine.
 - Ames Water is the Best. Although I know some places have low water pressure.
 - Ames water tastes great; no complaints.
 - Best tap water in the country, right? I agree!
 - Excellent water quality.
 - Good stuff. It will be hard to leave the tap water when I leave!
 - Great water.
 - I think Ames water is very good.
 - Love Ames water!
 - Overall good quality water.
 - The water supply has been very good all the time
 - There have been a couple of occasions where we were unaware we were under boil order until the water came out brown. It was fine, and since we are on the edge of the service area it is understandable. But looking into a more reliable method of notification would be nice. I do really like Ames water though. It's fantastic.
 - Usually tastes good. Pressure sometimes a problem.
 - Water is very good in Ames.
- Slight tint
- Sulfur odor
 - Sulfur odor when hot water run for extended period.
- Taste

- I don't like the taste of the water.
- Water pressure
 - Our apartment does not provide nearly enough water pressure to the third floor, but no changes will be made.
 - Too little pressure; might be building, not city.
 - We had some water pressure problems, but the problems were caused by the rental facility's plumbing. Once our landlord fixed the plumbing, our water pressure issues were gone.
- Water softener
 - A city-wide water softener would be great.
- Other
 - Don't answer questions about hard or soft water because not that apparent.
 - I have lived here 12 years. Within 50 yards of my house there have been five main breaks. Your infrastructure seems very questionable.
 - I know it would not be easy but I think it would be helpful to customers to receive a text or a message when hydrants are going to be flushed.
 - Just during hydrant flushing or water main breaks.
 - I don't know if it is hard or soft.
 - My only current concern about water in Ames is the total coliform problem at Meeker School.

Comments on Neighborhood Nuisance enforcement

- Cars
 - Many properties accumulate cars, other vehicles that obviously are not used.
 - Old car at 13th and Marston; 1-plus years.
- Cleanliness
 - I still see couches on front porches near Campustown.
 - I think there is too much emphasis on "looks." Beauty is in the eye of the beholder!
 - Keep Ames clean.
 - Several "problem" properties seem to take a long time to improve/clean up. A more proactive approach is needed instead of waiting for reports.
 - The neighborhoods look well kept.
- Dogs
 - We need an ordinance against barking dogs.
- Eyesore
 - The rental properties on 24th Street west of Northwestern Avenue are an eyesore to the neighborhood.
- Garbage
 - Half of my street leaves their garbage bins out all week!
- Gardening
 - Could the city offer any incentives to promote front yard gardens? It could promote a healthy lifestyle while encouraging community connections and a front-porch culture.
- Motorcycle noise
 - Haven't reported any of above. There are a number of very loud motorcycles in town.
- Noise
 - We have had to call in a couple of noise complaints. It can take a little bit for them to respond, but they always do. I understand a noise complaint isn't the highest priority.
 - Noise, parking, over occupancy.
 - Our next door neighbor routinely parks on their front yard making it difficult to get out. It's no secret students are bad at upkeep, so they do a good job balancing the realities. The noise limits are somewhat unnecessary in single family homes. Yeah, noise is a problem but I have a freaking dog next door (much louder than any party I've had). I called the police on that issue at midnight which wasn't treated the same way a party was. Quite frankly it was upsetting because the noise ordinance is for stopping noise related offenses, NOT just parties. If they aren't going to treat all incidences the same, then noise enforcement shouldn't be a huge deal. Ames is a nice looking town. Over occupancy isn't a problem inasmuch as it doesn't put residents in danger or complicate parking. Frats can have 80 people in a small little house; it would seem an additional person in an apartment isn't the end of the world and quite frankly helps to alleviate the skyrocketing rents. The police should be focused on making people considerate to one another, reducing noise when bothersome, encouraging upkeep when necessary, prevent overcapacity apartments when dangerous or annoying, but they should do so uniformly. The principle here is to not reduce someone else's quality of residency by your own actions and so those issues that are serious should be dealt with in such a way that doesn't lessen the quality of life. For instance if someone needs to pay \$300 more in rent and they weren't hurting anyone that is not necessary.
- Not a problem/experience
 - Never had a problem but that's probably a sign it's working.
 - Not a problem in my neighborhood.
 - Because of where I live we do not have that much nuisance ordinances.
 - Don't have these issues in my neighborhood.
 - Have not seen too many instances of these except around the university.

- I don't feel I have enough information on how well nuisance ordinance is used or reported.
- I don't have any experience with reporting a nuisance. Sorry for the mix up.
- I live in an alley. Not too sure about these things.
- I live in Campustown.
- No experience with this.
- Not sure there is such a nuisance as "overgrown vegetation."
- I live in a HOA where all of those issues are not a problem. I would NOT like to live in neighborhoods (near campus) where people frequently have late, loud parties and have drunk and rude people urinating in my yard.
- Not maintained
 - I have not reported any but have noticed some poorly kept properties.
- Other
 - A bit more requirements and pressure put on rental property owners to address above issues in advance and on occupants who are habitual abusers.
 - All of the above are important elements needing endorsement to provide a pleasant community to live in.
 - Several years ago the city worked to get action on negligent property homes in our neighborhood. A dangerous vacant home was removed and three new homes by habitat were able to be built. Three new families for our neighborhood. Yay!
 - Some rentals are okay with more than 3. Law is rigid - but perhaps needed -
 - Property on Freel Drive.
 - The city lets the developers do whatever they want which stress the normal limited resources of city government. Start giving fines to the owners of these rental properties.
 - This is a difficult area for the City to stay on top of, with so many renters, and so much turnover. It's an area to consider devoting more resources to.
- Over occupancy
 - I haven't complained so I don't know. Over-occupancy might be overdone, too much concern.
 - Over-occupancy in rental properties in Ames is prevalent due to limited housing and affordability. As a student, there's no way I could afford to live at the Ritz, 2320, or the other new apartments on Lincoln Way. Unless affordable housing is being built, I think the enforcement of over-occupancy is going to disproportionate numbers of low-income students.
- Parking
 - 3804 Toronto parks on yard next to driveway; has also put down cement squares for two wheels. Have parked sideways so four cars "fit" in yard. Too many people in that house. Also 1320 Garfield has four to five boys living there and each one has a car or truck parked in the street. "Nice" for snow plow.
 - Alternative side street parking is very inconvenient. It creates a lot of work on the parking division and stress about moving cars or explaining parking to visitors.
 - But I am dissatisfied with people parking their cars blocking the public pedestrian walkways. Inconsiderate!
 - Every noise or parking complaint that I make goes to University people, so none of these apply to my situation.
 - Tow on game days in South Campus area neighborhood. Double parking is unsafe.
- Party
 - Give the kids a warning once in a while. You remember what it was like to be young. A lot you could drink at 18 so these big house parties wouldn't happen or people didn't care. It's a massive double standard by the baby boomers. To tell the current generation that they cannot do what they did and then brag about the stupid crazy s**t they could get away with! Yes some parties need to be busted, but just telling them to quiet down and showing up will work too. Not everyone deserve a ticket!

- Patrolling
 - Need to patrol college areas better.
- Reporting
 - I don't want the police taken away from their critically needed functions but neighborhood nuisances could be improved. What about appointing people in an area to write up a report – an address/what needs to be done – and then someone from City Hall could talk to the property owners about fixing up. If all that fails, then arrest them!
- Trashy
 - As Ames grows, more properties are looking trashy. Sometimes there are a lot of panhandlers, last fall and before Easter this year, but I've noticed after Easter the number has dropped dramatically, so Ames must be doing something about it and I applaud your efforts.
- Volunteer program
 - I understand the importance of keeping neighborhoods clean and safe, but maybe organizing volunteer programs rather than fining people who might be struggling with resources (time, mobility and/or money) to care for property.
- Weeds
 - Tons of weeds grow outside my fence and I end up dealing with it as it progresses into my yard (from apartment). The garages at the apartment do not have overhead doors and they are cluttered in my view.

Comments on Transportation/Street Maintenance

- Adams St.
 - Our neighborhood has been in front of the City Council many times trying to get a little portion of Adams Street paved. With two city parks at either side of Adams we feel the city should pave that. Right now there are so many deep potholes which are hazardous driving. They cannot even lay stone. We are upset, we pay so much tax, yet we have very poor roads.
- Bike lanes
 - We need more dedicated bike lanes and paths. People need to be taught bike-road-rules. Lights off campus could be timed better.
- Campus Ave.
 - Fix Campus Ave.
- Crosswalk signal
 - Crosswalk signal timer duration is too long. Should be cut in half. Or, add option: Press crosswalk button once for normal (short) duration and press it twice for long duration. Crosswalk button at Stange and 24h Street seems to give pedestrian low priority vs. vehicle traffic. Thanks!
- High traffic area
 - By Mall – high traffic area.
- Intersection
 - Intersection of Hyland and Lincoln Way is not good; lots of cars on Hyland and the signal takes up to five minutes to change sometimes. Only intersection in Ames I have had a problem with.
 - It's horrible!! If I hit a green light on any of the major roads, I shouldn't hit a red at the next intersection. Let the traffic flow!!! Stange is the worst! There needs to be a turning lane to turn on to 13th Street! It takes 20 minutes to go three miles on Stange often after and before work!!
 - Left turns at intersections are confusing in Ames, or maybe in Iowa in general. You let each opposing lane go at the same time and it causes confusion. Let one lane go at a time.
 - Near side of intersections often get very icy.
 - There are particular intersections (e.g. Stange and 13th) where, since work has been done and changes have been made, they have completely altered and needlessly slowed down the intersection and thus fell short of meeting the goal of doing the roadwork/intersection improvement in the first place: to ensure efficiency/to improve the flow of traffic in a city that continues to grow. Unfortunately for some intersections, like the example above, that goal was not met and rather the efficiency has been obviously, markedly reduced after roadwork was complete; a genuine shortcoming for the money and time spent and of the work done.
 - Who let Regency build streets too narrow for city equipment? I live in Bloomington Heights development and the HOA has to contract/pay private companies to remove snow. My driveway is so short even compact cars hang over sidewalk and the sidewalks are unsafe because they aren't even. The intersection of 13th and Northwestern could take out bottom of cars going north. The light is short, but you need to creep through the crossing.
- Light signals for bicycles
 - When on a bicycle it is virtually impossible to legally cross the street at a stop light. The city needs light signals that can be triggered by bikes. Additionally, priority is too often given to cars over pedestrians trying to cross the street. The wait time for pedestrians is too long at most intersections. Why do you think single people in automobiles are more important than a group of people waiting for a light? One person equals one person; stop prioritizing vehicles.

- Lincoln Way
 - I have waited three light exchanges turning left from Sheldon Avenue on to Lincoln Way eastbound. Lincoln Way doesn't always seem to flow smoothly either.
 - Lincoln way is often a nightmare. I usually avoid it.
- Motorcycle
 - Only gripe is that several are not sensitive to motorcycles. Makes me run the red light or sit there until another car comes from other direction.
- Neighborhood snow removal
 - When it gets warmer during the day snow melts, and when it gets colder during the night it gets hardened. The road in that neighborhood becomes slippery, and people fall! It would be nice if there were people to shovel the ice during warmer day.
- Neighborhood street
 - Street in our neighborhood is terrible; needs to be resurfaced. Prairie View East; come on Ames you can do better than this.
- Streets in my neighborhood are in poor condition. Only half of our street gets plowed (and the plow pushes snow into cars), so sometimes it is very difficult to get out after a storm.
- Ontario Street
 - Please pay better attention to Ontario Street.
- Other
 - Sporadic problems (throughout town).
 - South Third/Fourth getting rough, but on schedule to improve. Grand between about 16th and 20th needs help. I was recently in Champaign/Urbana and was reminded what very poor street conditions are really like. We are generally okay.
 - University going east from Lincoln to Third never lines up and it definitely should be able to.
 - The newly reformed intersection at 24th and Northwestern has a car-damaging dip.
- Pathway maintenance
 - Biggest issue with maintenance of pathway is that it seems there is always some sort of road construction going on, and this may tear up or block off pathways.
- Road closing
 - Don't close Stange Road and all other roads north/south all at once.
- Road widening
 - West entrance of west Hy-Vee needs fixed. So glad Mortensen Road got widened!
- Signal light
 - 13th and Grand signal control is abysmal. Installation of signal by fire station is pointless and activates when no vehicles are present.
 - 13th and Stange is horrible since the new lights were installed. What was wrong with the prior pattern?
 - I drive Lincoln through Campustown every day. There is no coordination of signals.
 - Sometimes you have to wait though two signal changes before you can proceed.
- Snow removal
 - At certain hours after a big snowfall, some of the roads are not cleared or deiced in the west part of Ames residential.
 - Cleaning of on-street bike lanes of snow in winter could be improved.
 - Ice/snow removal is TERRIBLE!! I come from Minnesota so I deal with ice and snow often but I am terrified to drive my four-wheel-drive truck in questionable conditions because the roads are that bad.
 - Snow removal has gotten better since I've lived in Ames. I live on a cul-de-sac, and I GENUINELY APPRECIATE the last two years how they plow it into the middle. Whether or not it gets hauled away, plowing it into the middle is AWESOME and PLEASE KEEP DOING THAT! Thanks!!!

- Snowplows often take chunks out of curbing and run over grass in parking strips, creating tracks deep in the grass/dirt once snow melts.
- There are times in the winter that they never plowed our streets.
- Worst snow removal system of any city I've lived in. Buy more plows and some salt.
- South Duff
 - PLEASE PLEASE PLEASE improve the South Duff/South Fifth Street intersection. I'm a civil engineering student and live right next to it, and the number of near-misses I have seen there is astounding. I'm scared to cross the street because drivers are confused. I've had someone swerve to miss another car and almost hit me. It's the most unsafe kind of intersection in the East/West direction. The signage is inadequate to alleviate confusion, and the directing pavement markings have almost worn off.
- Speed limit
 - Because I drive the speed limit.
- Stange Road
 - On Stange there is a serious problem between the lights at 13th and Freddy and Pammel. Pammel should always have a green arrow, not a green circle. Traffic backs all the way up Stange onto Pammel sometimes.
 - Stange gets extremely backed up during the afternoon when people are getting off of work and many buses running.
 - The Stange lights are always backed up between 4:30 and 6.
 - Stange and 13th Street.
 - The lack of a turn arrow East/West on 13th at the corner of Grand is a nightmare. I have had to avoid several impatient drivers who don't want to wait a third cycle. 13th and Stange also needs a longer left turn going east around 4-6 pm.
- Street conditions
 - Some roads/streets need to be renewed like South Third Street.
- Street lamp
 - A street lamp has been out at Woodland and Campus Avenue for several months!
- Street repair
 - Street repair needed: Area in right on South Fifth Street right before South Hazel intersection.
 - We bike a lot, and on minor streets there are many places where roads are potholed, cracked, etc.
 - The section of Welch Avenue going past Towers dorms REALLY needs to be repaved as well as widened!
- Street replacement
 - IDAHO AVENUE NEEDS A STREET REPLACEMENT. I am pretty sure it is the worst street in Ames. Sometimes I hit all the red lights going down Lincoln Way.
 - Terrible roads.
 - Roads are terrible in Ames.
- Traffic congestion
 - Lincoln Way and Duff are often highly congested.
- Traffic lights
 - Coordination of traffic lights is non-existent. Wait times at lights vary wildly, some very long even when there is no other traffic! Traffic engineer is doing a very poor job! South Duff traffic improvements needed!
 - I have to wait forever at stop lights frequently and there is no traffic using the green lights.
 - I hit reds going down Lincoln either direction no matter the time of day. Crossing at Sheldon and at Welch takes forever. Pedestrian bridges!
 - I often have to stop at Grand, Northwestern and Ridgewood in sequence on 13th. It is frustrating. Will the light at Kellogg and 13th be removed? Its resting state is red for 13th and green for Kellogg which is ridiculous and only slows traffic on 13th.

- I really don't like the flashing yellow arrows, specifically in areas with high foot traffic. There have been several times when someone tries to turn while I have the right to walk and they don't see that I or others are crossing and they end up stuck in the lane with oncoming traffic. It's dangerous for the driver and the pedestrians.
- Duff heading south to Highway 30 is always interesting. I'll admit it's now the area of town that I try to avoid because it's so busy, especially during football season. It's extremely congested at Target's intersection frequently. Not impressed with how everything had to be developed on South Duff and created a traffic flow nightmare. It's as if everyone (developers/and officials) forgot about the north side of Ames with some aspects.
- For major roads, i.e. Lincoln Way, Grand, Duff, would like to see a system that controls all the lights in the same. E.g., green lights all the intersections on the same street instead of having irregular green lights that slows down the traffic.
- I should be able to get a green light and continue on until the end of the roadway. Example: If I get a green light on 24th street, heading south, I should not be stopped at a light until I hit Lincoln Way. This is particularly true for one to two hours before and after morning and evening rush hour
- Sometimes on some major roads there is only enough time for a couple of cars to turn left before traffic is allowed to start moving. If you are in a line waiting to turn left, that can be frustrating.
- Stoplights suck. At some point Ames needs to move towards onramps, one ways and other traffic control. Game days are the worst.
- The new street light out by the hospital is possessed! It changes randomly. Always have to wait going north on Kellogg for green, even without traffic on 13th. You get out there walking , some people just go through red when there is no traffic in sight on 13th and you're just sitting.
- There are a few lights, especially near campus, that the signals or sensors are not triggered when I'm on a bike. Could this be addressed? If I am at a light and a car pulls up behind me, we both end up waiting longer and it causes frustration for both biker and driver.
- Too many stops on South Fourth near Hy-Vee. Also extra lights on 13th and Kellogg still needed?
- Traffic signal coordination is poor at Mortensen and University, and 13th and Grand. Otherwise pretty good.
- Travelling on Grand north or south is terrible. Traffic lights are not well coordinated or timed and this increases travel time and wastes fuel. It is impossible to travel north or south without having to stop at traffic lights several times along the route.
- When the signal was changed at 13th and Stange it tripled the time it takes to get through the right going south into campus in the morning and night. Often sitting through three light changes.
- Because the population varies so much throughout the year, it's hard to get the timing "right" all year long. I would encourage you to look at the left hand turn lights on South Street as it turns on to Duff. It seems the east/west traffic has green too long, and people are still turning on to Duff when north/south traffic has a green light.
- Traffic signal
 - Areas with poorly effective traffic signals: Lincoln Way at Hayward Avenue (turning lane signals) and Lincoln Way at Knoll Road (turning signal delay or ineffectiveness). Also, I highly recommend installing a traffic signal at the intersection of Mortensen Road and State Avenue.
 - Not happy with traffic signal on 13th Street by McFarland Clinic.
 - The coordination between traffic signals on Lincoln Way is nonexistent. Regardless of what time one travels down that road, getting stopped at each and every traffic light is unavoidable.

- The signals need to be set differently to assist the flow better. Some intersections are very slow to change when no cars are present.
- Turning lanes
 - Need turning lanes on 13th Street and Grand Avenue
- Winter roads
 - Ice on the roads is a large problem in the City of Ames during the winter. It doesn't appear that salting/sanding of roads is done soon enough so ice/snow accumulates too quickly and ends up sticking for longer. I think there is room for improvement in plowing as well.
 - The roads are terrible in winter!!!
- Positive Comment
 - Great work done last year on Garden Road and neighboring streets!
 - Has significantly improved over last several years.
- Walk lights
 - Walk lights can be a problem, e.g., Lincoln Way and Kellogg. I want to cross Lincoln Way. All lights say "Don't walk." Lights to cross Kellogg say "Walk." (I pressed button to cross Lincoln Way). Now I have to wait through the whole process before my walk light comes on. Another problem, at Lincoln Way and Kellogg and Hayward – only walk light on side that is pushed goes on. Sometimes I push button on one side of the street and walk across. If I don't push the button on the other side in time, that walk light won't go on.

Comments on CyRide

- Bus routes
 - The routes don't even extend near our house - 8 blocks away and it would take 45-60 min to go anywhere.
 - We live 1.5 miles from campus; it takes me longer to walk to CyRide than it does for me to bike to ISU. In the winter I would much prefer to use CyRide if it was more convenient
 - We live on the east side of Duff and the service does not operate very often
 - Would love to have buses closer to Ames schools. We live too close to qualify for regular school bus, but on cold or rainy days it would be nice to be able to get closer to (and not across Grand Ave from) Meeker school.
 - I work with individuals with disabilities that live on the edges of town and/or utilize services that may be on the edge of town. CyRide would be beneficial to go more regularly on the edges of town.
 - We have used it is very important. There should be Ames to DSM every 2 hrs.
- Bus schedule
 - 6 Brown could have more frequent routes in morning. It would also be great if there was one around 6am or 6:15am.
 - Before 6:00 am
 - Better connections from South Ames - i.e. Jewel Drive to Central part of downtown. Mid-day times are in need of improvement.
 - I find it inconvenient having to wait for the bus in the evenings for commuting.
 - Increased access on weekday nights. Express services to certain areas.
 - It'd be great if 1A Red West functioned past 6:42 pm.
 - More runs later in the evening and weekends.
 - Need more service during ISU breaks on S16th St.
 - The above would make me use it more often
 - The bus that comes to/from my house does not come very often. Consider adding more times revolving around the University daily class schedule
 - Would like earlier start on Sunday mornings. I usually ride the bus - unless I have to be there before early service starts. An hour earlier starting time would be great.
- Bus size
 - Could use the smaller bus during the slow time.
 - Better shuttle service out to E. Lincoln to business park
- Bus stops
 - Add more bus stops by public parks and other outdoor activities.
 - Closer bus stop to my home. But we have 2 wheels so no need to ride at this time.
 - It would be nice to have a bus stop for the neighborhood directly south of West Hy-Vee. Sunflower, Tripp, Marigold, Dotson area
- Don't use CyRide
 - Commute to work. Used to use and it was very helpful!
 - Difficulty getting on a bus
 - Have a car at this time. Might use or would use if unable to drive.
 - I am able to get around by car, motorcycle and bicycle in the amount of time I would be standing at a bus stop.
 - I bike
 - I bike everywhere
 - I don't drive to get to work. I drive so that I have a way home.
 - I live at Green Hills and we have our own transportation.
 - I live on the route, but work requires an auto.
 - I prefer to bike everywhere. Invest more money into greenway systems and less into CyRide. Let's make Ames the most bike-friendly town in Iowa!

- Own 2 autos, no children.
- Retired and don't need to depend on bus service.
- Long time
 - Public Transportation does consume a lot of time during a commute. This may be a reason why some don't use it
 - The routes should be more direct to campus. Everybody goes to campus anyway. Why should I ride a bus 30 min over town for a 5 min drive?
- Negative comment
 - CyRide is a money sucking, eye sore - Ames is dinky. In a 5 minute drive I probably see 3 empty CyRide
- Other
 - Although we don't use on a regular basis, we do use occasionally to get to campus.
 - I haven't learned how, but plan to use!
 - I may use it in the future if I can no longer walk, bike, or drive.
 - I think there are too many routes now every time I go to the mall there are no one on the buses, stops are too close to one another.
 - I usually cluster my errands so that they are close, but I do ride the bus to attend university events. I would like to use CyRide more.
 - I was a CyRide user and it was an effective mode of transportation but my current needs do not require me to transport much, therefore I do not use CyRide
 - If I could no longer drive would use this service as well.
 - Let's not kid ourselves!
 - When I cannot drive myself
 - With the increase of ISU students- they need to start paying additional fines. Ames residents cannot afford too much more for riding CyRide and supporting free ridership.
 - Would encourage commuting by faculty and staff. Parking on campus is getting worse but little incentive for bus.
- Over crowding
 - Live in west Ames and walk to work. Used to take CyRide but needed exercise plus with the huge growth in student housing here, I dislike being packed in like sardines in a bus!
- Positive comment
 - CyRide comes in handy when I need it - I appreciate that.
 - CyRide is a great feature for the community. Keep up the good work!
 - CyRide is important for our community and all staff are great.
 - CyRide is nice
 - I appreciate the service we have. People know that use it regularly pay it is good here compared to others - such as Iowa City.
 - I use CyRide every day, every week. They're extremely dependable and I encourage them to keep offering the same great level of customer service. Please, consider making changes to the 23 Orange Route. I attended those open forums and rely on the routes effectiveness in the future.
 - I use CyRide to get from athletics/commuter parking lot onto ISU central campus, and sometimes for around campus if weather is bad.
 - I use more in semesters where i have to go further. Next semester I will utilize constantly
 - I used to use CyRide more but this semester I only had classes MWF.
 - I was a daily Cy-Ride patron for year when I would. Great Service. I'm retired now and don't drive that close to a route.
 - We rely on CyRide to get to campus. Service is good and very highly valued.
 - We support CyRide but because of our age would not be using it as stops are not near us.
 - We're lucky to have CyRide.
- Price
 - I used to use CyRide but the ticket price goes up and I have my own transportation now.

Comments on Parks and Recreation services

- Bike lanes
 - Need more bike lanes and bike paths.
- Dog park
 - Would be nice if Dog Park was cleared of snow so A.D.A. people could use it all year not just part but still have to pay for full year.
- Funding
 - We need to spend more on our parks. How about developers donating money or providing parks for areas they develop? All those apartment dwellers contribute nothing to the quality of life in Ames
- Grills
 - More grills please! On-line shelter reservation system would be useful.
 - Some parks have tables/ grills that are OK, but others not OK.
 - Tables and grills are very dirty
 - The park next to my building has a grill in it, but it's all rusted through on the bottom.
 - I would love to see more picnic areas and grills!
- Indoor Activities
 - There needs to be more area for basketball playing for teens.
 - Indoor space
 - There should be more indoor space to take advantage of as Ames is cold most of the year
- Landscaping
 - I would like to see the City spend more on landscaping in the parks (mulching, flower beds, etc.)
 - Rocks in the swing sets, not woodchips
- Maintenance
 - Ames' parks are one of the absolute best aspects of Ames, and distinguish Ames from other places to live in central Iowa. Maintaining these spaces seems like a priority. The one thing that wasn't on the list was clearing fallen trees or tree limbs from trails or public spaces, that's the only thing I would say they need more people for.
 - Mowing is very poor; needs to be cut more often. Bike paths are dirty and maybe dangerous when riding, dog waste bags should be available, I will NEVER pay to take my dog to a park, that's why I pay taxes.
 - Our parks look very unkempt
 - Picnic areas need to be surfaced every year
 - Some hard surface trails need repair (especially 16th Street between the AHS and Aquatic Center on the upper slope)
 - The cleanliness of the Ames Skate park is poor on average
 - The creek by Daley Park is a mess. The beavers have dammed areas and chewed down trees. They seem to be gone. Now the geese are coming in and wandering around the Wilder and areas. Bird flu? I hope you can control the mosquitoes.
 - Upkeep is needed, check bathrooms more for paper towels and toilet paper.
 - We are blessed with beautiful parks. Upkeep is important. Thanks go to Holubs and volunteer gardeners.
- Mosquito
 - Wish to avoid mosquito fogging in neighborhood parks, especially summer evenings when families are still outside. Woods in many places overrun with invasive.
- Pets
 - The biggest problem with city parks is lack of enforcement of the rule that pets must be on a leash. I have seen this law abused hundreds of times. But I've never, ever seen an officer

warn or cite a pet owner for this. We've had family members bitten 3 or 4 times in Ames parks. It's obnoxious and unsafe.

- Playgrounds
 - Better playgrounds
 - I wish there were more and more varied playground equipment - some of it is in disrepair.
 - Playground equipment at Lloyd Kurtz Park needs maintenance of slides and climbing equipment
 - We could use more play equipment - or adventure areas for older kids; upper elementary and middle school kids. Weeds tend to overgrow dirt trails at Brookside.
- Pool
 - Furman Aquatic center A+
 - It is essential that the city and school district partner up to build and maintain excellent indoor aquatics, including both 50m x25y fitness pool and warm water facilities.
 - Recreational facilities
 - Leave parks alone. If you want recreational facilities find some place other than a park!
- Restrooms/bathrooms
 - Give dates when park bathrooms will be open/closed for the season!
 - Hard to find public restrooms
 - It would be great if restrooms were opened earlier in the season once weather is nice.
 - Need improvement on restrooms.
 - Parks are in good condition overall. Some bathrooms could be updated or added to other parks.
 - Portable toilet at Ada Hayden didn't have a door lock during off season.
 - Restrooms can use upkeep. They also need to be added to several parks. Streams in wooded areas could be cleared.
 - Shelters, restrooms, picnic area all very old
 - The restrooms at the parks (or those parks that have them) are in poor condition. It would be nice to have restrooms at every park as well as lights on basketball parks.
 - Would be nice if all parks could have a bathroom, for example Lloyd Kurtz park.
- Shelter
 - City park needs an enclosed shelter residents can use
 - Need more year round shelters
- Tennis court
 - Need high output tennis court lighting; playing at night is impossible.
 - Our neighborhood park (Hillside) does not have many sports facilities. Is it possible to build a tennis court?
 - Use tennis courts hearing and see a decline. Really would like to see Ames be a strong tennis community in the future.
- Biking/Walking Trails
 - Pave trail from Hy-Vee (Lincoln Way to Airport Rd).
 - I adore running in Carr Park - the natural surface trails are a special value in Ames. Please keep it as is!
 - I think adding another trail would be beneficial to the city
 - It would be nice to have more bike trails to ride on. Also, the current bike trails are very disconnected. It's hard to go out for a day ride on the current trails in Ames because there are many trails but they are all short and not connected.
 - More bicycle trails. Would be nice to one of the old rails lines to Kelley, Iowa and on to Slater.
 - More bike trails
 - More bike trails would be great
 - More designated walking trails closer to Campus or West Ames would be fantastic
 - More nice trails. Outdoor ice rink.

- More/better hard rock and gravel trails, as well as better preservation of wooded areas. Also, zone out on off-road area for trail enthusiasts. K thanks.
- Need more trails for walking and/or biking
- Re-mulch trails. Add lights to Brookside tennis courts.
- Some bike trails need resurfacing.
- The bike trail near Ames High + the water park is very uneven + almost dangerous to bike on seeing as it is at the bottom of a hill. Wouldn't mind a few more tennis courts either.
- The trail by vet med linking S16th and A 5th St. is often in poor condition and would benefit greatly by being paved. The trail from jewel and S16th (by the fire department, forestry, etc.) would also be better if paved but this has less traffic the others and is a lower priority.
- Too many trails are paved! Very tough on your body when running. I would really appreciate more dirt or gravel trails!
- Trails are good, but could be extended - especially to safely get to locations that are high traffic.
- Trails should not be used as storage place for equipment during construction in nearby areas
- We need a better trail system in Ames, so that biking becomes a viable option
- Would be REALLY nice to eventually connect bike trail at Hunziker Sports Complex to the Riverview park trail, etc.
- Would like to see bike trails connect and go toward DSM
- Website
 - P and R website needs improvement. Hard to find general map of parks (where they are, etc.)
- Wooded area
 - More wooded area would be nice.
 - Need better management of wooded areas and trails (logs on path, invasive removal, etc.) Tennis court nets left up during winter in Brookside which wears them out and requires them to be replaced more often.
 - Would like to see more properly managed wooded areas (removal of honeysuckle, presence of spring ephemerals, controlled burn).
 - Would volunteer to help rid wooded areas of honeysuckle etc. Lots of junk brush and trees
- General positive comment
 - Although I only use parks when grandsons visit, I think good parks are an important plus to our community. It's very important to me (though I'm wealthy) that we have opportunities for especially poor people (and especially poor kids) to have free access for exercise, sociability, and pleasure.
 - Ames has an amazing park system distributed across the city. It takes a lot of work to keep them all in useable condition. Great job on this.
 - Ames has great parks, but they are loved to death and overdeveloped. We need a few more large parks. So far out large parks have mostly been donated to the community. Ames needs a mechanism to generate funds for purchasing larger tracks of sensitive lands.
 - Called about wasps in Inis Grove, was treated very professionally by staff
 - Good reason for moving to Ames!
 - Great city parks!
 - I am most satisfied.
 - I didn't really spend time in the parks, but when I drive by the look nice.
 - I don't use the services in the Parks very much but by their appearances and what others tell me, everyone seems to be fairly satisfied.
 - I like the public spaces listed above, but I rarely use other Parks and Rec services
 - I love the parks in Ames. They are almost always well taken care of with no clutter or garbage.

- I recently moved to Ames and am very impressed with the parks/rec system here. All parks are well kept and the large number of them is impressive.
- I'm a huge supporter of the parks and think staff does a good job. But it's hard to rate the parks given how different they are in terms of age, use, etc. Time of year (now there is way too much lumber, tree debris needing to be dealt with e.g. in Brookside)
- Improving and expanding the parks would encourage more use. When people have excellent parks they will use them more. The development of Ada Hayden Park had been the best thing to occur in Ames in the 40+ years I have live here!
- Love Ada Hayden
- Overall, parks look nice and are fairly clean.
- Parks should be left as wild as possible. No need for restoration (as happening in Ada Hayden) - leave things alone
- They do a great job. I have rarely seen parks so stunning.
- Very much enjoy walking path at Ada Hayden. One summer called in about birds with nests diving at us while walking. Haven't noticed this last few summers.
- We do not use the Parks real often but where we have everything looked good
- We have excellent parks
- We have lovely parks.
- Other
 - Fairly recent arrival. Playing softball this summer so will get more experience.
 - I don't use many of the services, but I have noticed that there are more little parks scattered around than I would expect. Do they see enough usage to justify paying to maintain them? An example, Top O Hollow park. If its purpose is to look nice though it does that.
 - I have been waiting 8 years for park in Northridge Heights
 - I have spent very little time on any of Ames' Parks and Recreation properties so therefore cannot rate my level of satisfaction.
 - I walk with a walker so some places are hard to get to. I don't use them much anymore.
 - I would like to see the land on the south side of Ontario near county line road preserved again for a park. As the housing just south of it moves closer and closer with no major park north of it either.
 - If there is \$1,276,435 already spent on parks, where is it going and for what? Mowing in the summer, how much is used for playground equipment and restrooms now? Maybe need better use of money and you could do more with it.
 - It is very evident the cash and money the city spends on recreation facilities. We need more spent on traffic flow especially when we keep allowing our student capacity to exceed our means.
 - I've honestly never been to a park in Ames
 - Maybe consider adding fire pits?
 - New to community - no longevity to know
 - Only one issue but it's an issue for me. The water fountains do not function or are not turned on at the parks - runner and joggers as well as children and parents rely on these water fountains (Ada Hayden).
 - Planned parks have been delayed multiple times. Seeing the budget it's no wonder.
 - The parks on the west side of Ames are in need of some love. I see just as many families using these parks and often they are from lower income areas. It would be nice if we could build up the west side to accommodate both current and future residence.
 - Want to turn the water on at Ada Hayden?
 - What budget funds the Ames Municipal Band program?
 - What would the city think of installing a miniature gauge railway at or near one of the larger parks?
 - Would like to see an effort to increase size of story county conservation

- Would like to see the parks retain their independence from the residential encroachment that appears to be occurring at Ada Hayden.
- You put money into PARKS and most of the parks are in the flood plain and you ask us for more money to clean them up. Instead of putting money in floodable park system, put it to use in the prevention of flooding people's homes and businesses.

Comments on Public Library

- Audiovisual support
 - Please provide audiovisual support (i.e. cords and other mediums for using the plasma screens.)
- Business hours
 - Although I would like library access later on Fridays, I understand why it may not be cost effective to be open. Love the library, but didn't indicate more should be spent given the newness of the facilities.
 - Extend business hour
 - I wish the library was open for more time on Saturdays and Sundays
 - Time restraints
 - Would like more hours on weekends, especially in mornings.
- Chairs
 - Metal chairs upstairs are terrible
- Handicap accessibility
 - More handicap accessible parking needed
 - Need more handicapped + free parking
- Internet
 - Computers/internet are slow
- Location
 - I would like to use it more but typically use the university library based on location.
- Merging two libraries
 - I have the Parks Library. Why not merge the two?
- Mobile app
 - Create/use a mobile app. I can stay signed in to my account from the app and manage my items, pay fees, etc.
- No need
 - Don't really see the need for a library in the internet age.
 - No time
 - I love libraries, and just don't have time to use this one.
 - Not available
 - Often books that I want are not available
- Not use
 - Do not use library
 - Don't use
- Parking
 - It would be nice if the parking lot by the library was free parking.
 - Parking is a challenge more than a problem.
 - Parking is challenging and on street bike paths, garbage as well as limited bike lock up.
 - Parking is the only issue I have with the Ames Public Library. It gets annoying to find parking and then pay for a meter. Also, sometimes the library is very busy and the time I expect to be in the library is more than I paid the meter for. Almost every time this happens, I get a ticket. I wish there was less enforcement of the meters or an option for free public parking.
 - They need to level that Elks Lodge or Moose Lodge building across the street, and make it a FREE parking lot. That parking area around the building says Elk Lodge parking only, but I park there anyways. Screw them!
- Parks library
 - I go to the library on campus

- Personnel
 - The lady in the bookends cafe, which is located on the main floor of the parks library. She counts the cash at a table in the middle of a crowded area, and frankly I find it incredibly rude. There has to be somewhere else. She takes up an entire table that could be used by students who are studying or want to hang out with their friends.
- Positive comment
 - APL Rocks! Love the Media Box.
 - Excellent library, both staff and holdings.
 - Great place
 - I absolutely love our library!! It is beautiful and run extremely well. I always rave about the library to others in town and how amazing it is. I also love to take people from out of town there to show off how beautiful it is.
 - I am thrilled that the remodel was done, but have not had time to get back to the library to see it.
 - I think we are lucky to have a high caliber library like the one we have in Ames.
 - It's a good place to be. Like the programs offered. My kid and I visit the library very often.
 - It's a great library!
 - I've had great experiences at the Ames Public Library each time I visited. The staff is exceptional and the selection of books and other media is incredible.
 - Length time on weekends - particularly Sunday hours.
 - Love the library - collections, staff, and facilities. Nice variety of programs. A community hub for a wide range of residents - very inclusive.
 - Love the library - plus they are very good to the volunteers!
 - Love the library and now loving the e-books!
 - Love the library! Great children's programs!
 - Love the library, Bookmobile @ St. Cecelia's and the staff
 - Love the new library!
 - My daughter (adult) uses the library several times a week. I still tend to buy rather than borrow, but it's a high priority to me that we have good, free or at least reasonably priced, library services. I think the stuff at our library cannot be beat!!!
 - Regardless the library in Ames is a GREAT facility.
 - The Ames Library is one of the city's best accomplishments.
 - The new library building is amazing. My daughter loves it there (she is two), and I love taking her there. It is everything that I would want a library to be. Thank you for all the hard work. If I did have one comment, my wife says that the computers at the kiosks are very slow. Almost to the point where they are useless. Otherwise the library is amazing. The staff are great and we love going to all the events.
 - The new library is a little industrial looking but has pleasant seating and good lighting. I like that the books aren't bundled into subjects anymore.
 - We love the library. A beautiful asset to our community. As an online student, being able to access EDSCO from home is fantastic.
 - We love the wide variety of books and DVDs available.
 - We routinely use the library and love it. When my parents come from out of town and need to kill a couple of hours, they will go there as well. The remodeling that was done was excellent. Our kids routinely ask to go to the library to check out materials. The media box is a fantastic idea.
- Private reading rooms
 - I wish there were private reading rooms/chambers.
- Website
 - New website is not particularly easy to navigate.

- Other
 - Currently have not used during past several years - have needed to help parents with health issues. They passed away last year so am hoping to get back to using the library.
 - Due to my disabilities, the library extends home delivery service to me. Ellen is AWESOME! She deserves a raise too. The volunteer who delivers and picks up my books is also fantastic! I love our library and it looks fantastic now.
 - Make the entrance area more welcoming - Fix the smell, add some green plants, tell employees to smile.
 - People and resources at the library are exceptional. The building, however, lacks the same warmth and inviting atmosphere as the old interiors gave visitors. Was not happy that the overall exterior and interior did not reflect the plans provided to residents for voting on.
 - Quit spending so much unnecessary service.
 - Use meeting rooms a few times
 - We have in the past left books for the book sale

Comments on other issues City should focus on:

- Affordable housing
 - Provide more affordable housing
 - Affordable housing / services for lower SES
 - Affordable housing for non-students
 - Decrease subdivision apartments with high starting prices
 - Providing clean affordable housing. Or monitoring property management to ensure codes are not violated
- Airport terminal
 - Someone needs to seriously re-think the contract attached to the new airport terminal. It is a disgrace to an otherwise forward-thinking city. Other towns and cities PAY to have an FBO at their airport, they don't require rent, and they certainly do not require that the FBO is responsible for typical city duties. As an engineer and someone coming from both an aviation and city-planning related background, this is the most disgusting thing I have ever seen.
 - Rental apartment standards are very poor and the rate of monthly rent is very high. Rent is increased every year without any valid reason. Rental properties should be monitored in a better way and during move in move out properties charge a lot
 - Apartment rates are too high.
 - Average rent is too high
 - Cheaper rent
 - Non-ISU students who rent have little flexibility in getting and leaving a lease. The entire city does not revolve around ISU.
 - Rent control
 - Rental construction of student housing!
 - I think a big issue is the regulation of rental housing. I live in a property that many would consider borderline uninhabitable but, technically, it "passes" city regulation. I would like to see more stringent inspections (ours was probably less than 5 minutes, not thorough at all) and stricter regulations of housing.
- Alternate routes
 - Ames is bottled necked between Lincoln Way to Hwy 30. We need alternate routes to ease traffic flow
- Animal control
 - Animal control, barking, leash and clean up issues
- Apartments
 - Better city planning apartments on S 16th
 - 2050's slum West Ames development shameful
 - Quit building apartments in Ames in open spaces
 - Holding slumlords accountable for the state of their buildings.
 -
- Bike path/trail
 - Off-street bike and walking paths for students to use, especially. Ways to get across the main streets (pedestrian bridges or more protective lights) easily.
 - Providing well maintained –safe bike path, particularly for community down east Lincoln.
 - Really need better biking areas and more connected. DM has spent a lot of money on their bike paths and they are great!!
 - Recreational Bike Paths, connect to area bike paths.
 - Safer bike path, better bus service (longer hours, more frequent evenings and weekends)

- Make Ames a more bike friendly town.
- Also a larger map of Ames Bike trails.
- Bicycle commuting and making the city more multi-modal. Stop prioritizing cars and trucks over people and bicycles
- Bike friendly and tree community
- Bike paths
- Bike trails or lanes for community.
- Biking lanes on busy streets or separate bike paths. The layout of the turn lanes on Duff are not intelligent and opposite of how most cities have them. Congestion on Duff and Lincoln way. Traffic at Lincoln way and Duff intersections.
- Commuter bike lanes
- Continued wreck on bicycle infrastructure.
- More bike paths (See Iowa City for Ref.)
- Keeping bicycles off the main roads, Duff, Grand, Lincoln way.
- My two main issues are better bike trails and parking near the library. If those two things could be improved I would be very happy!
- Safer bike and pedestrian access to retail areas
- Would like bikes off main roads. It is unsafe for bikers and for the drivers. There should be a bike lane on all major roads. Improved driving access from north to south Ames. Overpass on Duff and Lincoln Way.
- Business
 - Allocating more business along Lincoln Way.
 - Attract more businesses to west Ames. There aren't many options for restaurants, entertainment, or shopping right now.
 - Attract new business
 - Bring in new business. Best would be tech companies or others that want college grads.
 - Get more businesses to come to town. (Doing good, just keep it up)
 - I'm concerned that small businesses are being pushed out by new development.
 - More assistance to local businesses just getting started.
 - More businesses in North Ames. The South side is overcrowded making traffic a mess.
 - Promoting business development in West Ames.
 - Work more quickly on appearance of businesses and homes in Lincoln Way
- Campustown
 - Campustown west of Welch Avenue needs upgrading.
- Childcare
 - Childcare. This is a big problem in Ames. It's expensive and difficult to find quality (or any) care w/o long waiting lists.
- Communication
 - Need city operated telephone, cable and internet service such as Spencer, IA, which is superior to Mediacom and Century Link.
- Complete street
 - Central city road updates (Main street North to 24th) More complete streets (bike lanes, sidewalks)
 - More emphasis on "complete streets." Better connection between Campustown and downtown areas.
- Construction
 - Campustown construction,
 - Trying to get construction road projects done faster.
 - Decreasing the amount of time spent on road construction projects (e.g., summer 2015 construction on 24th)

- Crime
 - Concerned about apparent crime increase
 - Eliminating prominent crime areas on the east side. Eliminating pot holes.
 - Growing drug and associated violence. Floodplain City has allowed businesses to develop in floodplain. Who is going to pay the cost they profit they should pay.
 - Hate crimes. Gun control. Sexual assault. WE NEED MORE HELP BUTTONS.
 - The safety of communities. It seems that there are more robberies than before.
- Crosswalks
 - There are 2 other unsafe crosswalks. I like the lights near the hospital they are needed at the high school crosswalk across 20th by Northcrest and across 30th between JC Penney and Walmart. These are dangerous for pedestrians and drivers are unaware across all 4 lanes of traffic!!!
- Diversity and Inclusion
 - Awareness in the community on cultural differences and race
 - Diversity and inclusion... students are recruited by ISU but NOT welcomed by the city of Ames when they are students of color.
- Drugs
 - Devoting fewer resources to prosecuting petty drug offences.
- Duff and Lincoln Way
 - Better traffic flow on Duff, intersection of Duff and Lincoln way, under pass on Duff and Main or better traffic flow with the train, better sidewalks, bike paths for bicyclists so they don't need to ride on the street.
 - Duff Ave- overcrowding
 - Not building everything on Duff Ave! Can we build commercial ANYWHERE else???
- Economic development
 - Economic development
- Electric vehicle
 - Electric vehicle infrastructure
- Engineering staffing
 - Increase traffic engineering staffing to meet needs of increased population.
- Fitness center
 - Fitness center like YMCA
- Flooding
 - Because it affects my property and my neighbors, flooding is a very real concern for us. We are very concerned what impact development has on increased flood water levels.
 - Flooding on trails and roads.
 - Stop building in the flood plain
- Gold course
 - Mini Golf course :)
- Gravel roads
 - Fixing gravel roads. The city tore up the intersection of Hoover and Top-O-Hollow last fall. There were many days in the fall and now in the past few weeks that it could have been fixed, but nothing yet. The city has to pay workers to come and fix the holes which all cost money. Then the strip of gravel in Adams. Our cars are being damaged because of the pot hole. Our taxes went up \$1,000 last year along with everyone else in our subdivision. Please use some of our tax dollars and fix our roads. Enough with all the art for the city!!!!
- Green
 - Going as green as possible.

- Neighborhood grocery store
 - Developing a west side grocery store for the developing neighborhoods and apartment complexes that is not along Lincoln way but potentially on or near Mortenson rd.
- Urban sprawl
 - Growth. We're growing too fast. Ames is losing the "small town feeling" and nice neighborhoods are becoming dilapidated. The student enrollment spike isn't guaranteed to last... I'm not opposed to building more cheap housing, but the "high rise" style gives Ames a different personality.
- Handicapped accessible
 - Build a Miracle League playground and general handicapped accessibility wherever possible
 - More paved wheelchair accessible and kid friendly paths
- Homelessness
 - Open up options to take care of homeless population
- Housing
 - Affordable family housing.
 - Also, there is a lack of single family homes.
 - High cost of housing
 - Housing!!! Keeping it affordable and keeping it pet-friendly!!!!!!
 - Improving the appearance of the housing stock and providing reasonable housing.
 - Mostly with home owners not apartment renters.
 - Housing costs
 - Housing for students
 - Amount of housing for students; I believe it would help rent prices in town and also classroom space on campus. Another solution to this problem could be lowering the acceptance rate/heighten the standards of acceptance into the university.
 - The housing is inadequate for the students. The rental companies prey on students by forcing them to re-sign for the next year's lease almost 10 MONTHS before the current lease ends. i.e. My rental company, First Property Management wanted us to resign by the end of November on a lease that was started in August. This is ridiculous since there is no way for most students to know their plans for NEXT AUGUST in November. There needs to be something done to curb this process. Tenants should have until at least March or April before they are forced to re-sign the lease.
- Indoor pool
 - Building an indoor aquatic center with 50x25 and warm water facilities.
 - Indoor pool and/or another outdoor pool w/o play equipment.
 - Indoor swimming pool Traffic congestion on Duff
- Infill development
 - Finding good community use of large vacant buildings (i.e. KMART) and rejuvenating existing deteriorating (i.e. NORTH GRAND MALL) buildings so as to draw more consumers into Ames.
- Information
 - Letting people know the options that are available for the people that live here. Most college students that live/rent in Ames have no idea of any of the options that exist
 - More info out on park services.
 - Additional high speed internet options would be nice

- Intersection
 - Grand Ave and 13th St needs left turn lanes and additional right turn lanes. Stange and 13th St needs right turn lanes (I mean additional lanes).
- ISU/Ames relationship
 - Do not make it so difficult for college students to become clients. I literally had to jump through hoops to avoid the \$80 fee and it was ridiculous. The people I dealt with on the matter were very unhelpful requiring 2-3 phone calls a day and border lone rude when I asked for clarification.
 - Ways to become more unified with Iowa State University--more events involving students and student organizations
- Landscaping
 - Increase emphasis on landscape/aesthetics of commercial areas.
- Law enforcement
 - Law enforcement, parks and recreation, library
- Mall
 - Any options on improving the mall? How about a city run, community center mall?
 - Better shopping; mall and independent stores. Road improvement. Duff traffic is so heavy, especially w/ trains.
 - Improve North Grand mall, more dining options with specialty stores.
 - The mall it is a disgrace this size of community does not have a decent shopping area and provide more opportunity for young people to work.
 - Updating the mall, increasing shopping opportunities with new types of businesses, address increased traffic on South Duff.
 - A mall improvement / more shopping
- Medical center
 - Improving medical centers, mental health resources, and better sidewalks on South Duff.
- New business
 - New business rather than new residential.
- Noise
 - Noise reduction in regards to student parties and improving/adding more bike routes, pedestrian safety/education with running out in front of cars.
- All seems well
 - None other than what has already been listed.
- Ordinance
 - Not changing ordinances to accommodate a developer's apartments and businesses are pushed into residential neighborhoods and create or change of life style for residents already there.
- Overpopulation
 - The overpopulation of Iowa State University and the impact it has on traffic flow through the Lincoln way/duff avenue corridor.
- Parking
 - Free parking.
 - On street parking one side only on Narrow streets with duplexes and houses with "over occupancy." Some streets are badly in need of replacement. Not just patching.
 - Parking on campus. Need more!
 - Parking
- Parks
 - Protecting Ada Hayden Lake from urban sprawl north and west.
 - Public use wooded areas and park at west side.

- Pedestrian
 - Pedestrian safety; becoming more bike friendly.
 - Pedestrians crossing street
- Pool
 - Adding a second pool to Ames to reduce the crowding at the current municipal pool center.
- Property tax
 - Cost control. Our property taxes are very high.
 - Lower taxes
 - Property tax reduction way too high for the services provided
 - Reducing property taxes
 - Reducing property taxes; difficult for seniors to pay.
 - Spending less money and decreasing property taxes
- Recreation
 - It would be nice if Ames had a recreational place so it can attract more attention instead of having to go to West Des Moines or Des Moines for "active activities."
 - More recreation.
 - More things to do. When I want to do something I go to Des Moines, because it offers more
- Recycling
 - Determining if the current method of burning garbage is actually safe for air quality (carcinogens?) Power plant is an eyesore.
 - Different garbage can at dumpster for different kind of garbage for recycle.
 - I just really wish there was more recycling options. Also, more bike paths would be great (like 1 to Huxley so people could then take a bike path completely from Ames to DSM w/o riding the road).
 - I love the focus on waste reduction! One of the most important issues in society
 - Improving recycling options
- Renewable energies
 - Renewable energy and energy efficiency.
 - Resource recovery program.
 - Free recycle services
- Residential development
 - Developing areas (residential) with water features (ponds)
- Restaurants
 - Attract restaurant business for more diverse, high-end restaurants
 - More retail stores. Restaurants.
- Retail
 - Retail growth outside of South Duff
- Retirement community
 - Retirement community is too obstructionist.
- Roundabouts
 - Should avoid future development of "roundabouts" vs stop lights
- Safety
 - Lincoln Way corridor is the connection from ISU to the rest of the city. It also is extremely unsafe for cyclists, has terrible curb appeal, busy traffic, and is filled with commercial buildings that are often closed, trashy (pawn shops), and not kept up. The planning division should consider ways to rehabilitate this corridor, especially considering more street trees, bike lanes, etc.
 - Safety along Lincoln Way by campus.
- Shopping
 - Shopping is limited here. I don't shop on line nor do I drive to Des Moines.

- Sidewalk
 - Fixing and extending sidewalks! More left turn signals
 - Sidewalk
 - Sidewalks Trim branches and broken concrete/
- Sidewalks on every residential property i.e. Garnet Drive to Kate Mitchell has no sidewalks. Kids walk in the street to school.
- Skate Park
 - Skate park renaming shouldn't come up with new naming policy AFTER a request
- Snow removal
 - Frequent snow removal
 - Snow removal
 - Snow plowing on side streets!
 - Snow removal is HUGE problem on the main streets, too much snow is left on them making them dangerous to drive on.
- Social services
 - Social services,
- South Duff
 - Beautify South Duff. It's UGLY! Stop bringing in small box store (e.g. Kohl's) still have to go to Ankeny to find clothes!
 - South Duff Development
 - I enjoy living in Ames. However, please stop focusing development on S. Duff (commercial/retail) and campus and all housing North. Please consider spreading it around better.
- Speeding
 - Set more speed traps. People drive way too fast.
- Stop selling property to developers
 - Ames city should stay out of selling property to developers. Look at the mess with the old middle school land.
- Street maintenance/maintenance
 - Continue to improve/maintain streets and sewers.
 - The road issues are quite bad. I have a nice car and the roads really test its shocks.
 - Road and infrastructure improvement.
 - I would like to see Ames extend Grand Ave all the way to Airport Rd. 2 lanes only w/ left turn lane where required.
 - Replacement of Idaho Avenue. It has to be one of the worst streets in Ames.
 - Roads are God awful. Fix them. Duff and Lincoln way need to be redesigned because they are a nightmare. New apartments need to be monitored harder because they are building crap and screwing over students who are half of this town's population! Seriously check all the rental properties because they are lying to students when they will be finished and won't fix problems that arise quickly! Also let people pick their cable and internet provider at apartments because I hate Mediacom because of their crappy service and product but I have no choice but to use them.
 - Sewer, streets and compost site (Aren't we an ag community)?
 - Street conditions.
 - Street resurfacing
 - Streets
 - Cleaning up the grounds. The keepers do a great job of cleaning up snow and keeping the roads clean. They also do great at landscaping and planting new grass. However, there is a lot of trash on campus and in the city of Ames. I am not sure if there is just no one to do this job, or if they aren't doing the job well enough. I realize the task is monotonous and never ending but it's becoming pretty bad.

There are already plenty of trash cans, there is no reason for litter. But it happens and often it is blown away by the wind, not just someone purposely throwing trash on the ground. The trash cans that have the solar compactors make sure that trash doesn't blow away. The other style of trash cans that just have a hole in them can overflow easily and people often just set trash on top of it. ISU clamors how beautiful its campus is and spends a lot of money. But when there is trash everywhere, it doesn't matter how nice the grounds are. This is an issue at a lot of large state colleges and I don't want ISU to become like those get. We have the benefit of a small, compact campus and have no excuse to not have it clean. We can also push students to throw their trash away responsibly and recycle. If students recycle more, there is less of a load on the trash system.

- Fixing potholes in streets
- Mainly street repair and maintenance
- Street repair
- street repair / traffic management
- Street repairs the pot holes are ridiculous around town. Snow/Ice removal have never seen a city less organized with winter weather than Ames.
- Student job
 - Student job opportunities.
- Student safety
 - Student safety
- Too many students
 - Over acceptance of students crowding the city and housing options.
- Traffic flow/lights/regulation
 - TRAFFIC! Not allow building in flood plain!
 - Grand is pretty terrible to drive on during peak hours, it could use some sort of attention. Reiterating: moonlight shuttle on Thursdays. I am scared of the numbers of people that drive home after an evening of drinking. It's not a pull more people over suggestion, there's not much of an alternative to driving for many.
 - I have felt strongly for a while that we need a stoplight at the intersection of Mortenson and State Street. I know they recently did something on Mortenson and Coconino, but it didn't really help the congestion problem. Taking a left turn from Concino onto Mortenson was the problem that held everything up, and that wasn't fixed/addressed.
 - Green spaces and more traffic outlets. We're losing our quiet areas to development, chains, traffic, renters and developers. Don't make Ames into Ankeny.
 - Traffic control, particularly N-S. Campus town construction, parking.
 - Traffic flow around town; Extension of gravel to South Ames. Ames PD has become unknown to community. Improve individual communication with community and have officers comply with laws while on duty!
 - Traffic issues.
 - Stange gets worst every year!!!
 - Transportation way too much traffic; should not take 20 minutes to go 1.5 miles from work to home (via Stange northbound).
 - Keep working on traffic flow a real challenge, of course in a growing college town.
 - Duff congestion. It was poorly planned and is too crowded.
 - Traffic flow on south Duff Traffic in general better stop light utilization
 - Traffic on Duff Ave / Lincoln Way / 24th and 13th street and University Drive
 - Traffic on Duff; traffic on Bloomington (coming out of Stone Brooke). More restaurants / businesses in North Ames.

- Traffic on South Duff. Extension of Ground Avenue South.
- 13th Street and Grand Avenue intersection needs to be redesigned.
- A traffic light on Stange coming out of University Village. There's a bus route there and it can never get out on time in the morning.
- Traffic patterns
- Traffic patterns near campus, recycling programs, bike/commuter safety.
- Traffic safety
- Fewer stop signs. On every (unintelligible word) downtown is absurd.
- Reduce public traffic tickets,
- Traffic laws for bikes
 - I think that they should enforce traffic laws for bicycles.
- Transportation services
 - Transportation services and commuter safety. Making roadways safe for pedestrians and motorists alike.
- Waste reduction
 - Waste reduction is a huge one.
- Water quality
 - Sustainable practices. Water quality in local streams and rivers.
- Wider street
 - Wider streets with bicycle lanes and education about biking. Bike cops.
- Wind energy
 - Getting into wind energy.
 - Wind, solar energy
 - Electric Energy generating from Wind, Solar.
- Yard maintenance
 - Yard maintenance policy. The city knows about an unkempt yard in the neighborhood but does nothing about it.
 - We need a year-round yard waste disposal site to use at our convenience. Other towns have those.
- Other
 - Creating more of a city culture. Everything here is kind of bland. Not much of a personality.
 - Driving around town should be the LAST priority. Biking, walking, and buses should be #2,1, and 3.
 - I have 2 lights out in my alley but no biggie.
 - I-35 access from the NW quadrant Have one larger "Famous Market" not Z
 - Keep tanks low instead of raising them. It is becoming difficult for families in low town homes in Somerset. Too many landlords are buying them up because realtors like the fast turnovers.
 - Long-term planning residential expansion, expansion of retail, and expand beyond Duff Ave (where?)
 - Making sure the city doesn't grow too quickly and not monitor the quality or buildings/attractions coming in
 - Making the major streets (Duff, Grand, Lincoln Way, University Blvd, N and S Dakota) pedestrian friendly. Have had too many close calls with drivers who DO NOT understand a pedestrian 'walk signal' which they make right/left turns!
 - Stop spending money on making the city "pretty" with art and such, and spend more money on things that matter. Animals and people both need help some are homeless and in-need. Spend more money on educating the public and providing city workers with training. For example, City of Ames Animal Shelter Officers need more animal control training - it took them weeks and weeks to catch sick foxes that appeared to have mange. They were driving around in a van (1 person)

essentially chasing the fox around town (It almost was hit by several cars and could have caused many accidents on top of starving and not getting the medical attention it desperately needed). If that officer had been better trained, she would have called in for more people on day 1 or 2 to help block off an area the fox was in to catch it easier. Instead, driving around stopping every 20 feet and getting a catch pole out is INEFFECTIVE. Point being training and education is essential and more important than other things the city works just for cosmetic reasons. Also, the police need all the help and funding they can get, especially in today's world of increasing crime against people and animal cruelty.

- Supporting more efficient vehicles
- Teach drivers what a turn signal is for.
- The city needs to stay focused on city services; Fire, police, street repair, etc. and make an effort to reduce the budget and the burden that is shouldered by property tax payers.
- Tower in middle of town is an eyesore. Add some lights, which would make it look cool from a distance.
- Work on ensuring that the goals of the city and school are not overrun by obviously for-profit businesses: their goals are based on getting more money. The city and school (should be) are about improvement of people. Though money plays a role in caring for the community, it must not overshadow what is right (given the context of Ames) for the residents and students. I am far more comfortable with there being improved/more public services/work because then we (residents and students alike) know that our interests and voices are actually taken into consideration as opposed to being swept aside in favor of getting more cash out of residents, students (and their parents and the government's money via loans) and visitors. Long-term plans/understandings of what the city needs as it and the school grow are more important to consider than just getting more businesses (where their privately-held money and private interests reign) to come here. And being a city with a land-grant college, populated by loyal residents and students from new undergrads to post-doctoral researchers, we have the opportunity every day, every month, every year to employ the skills of those who know this city and those who spend their time engaging in issues/questions/problems/research as their way of life to improve this city and school. Business (bringing more in, giving public land away to them [by the way, are you f**king kidding, why would you ever consider that? What as an incentive? F**k them. This is Ames, a wonderful city as it is. No business gets an (offered or demanded) incentive to come here, they should want to be here because of the city and school as they are, and if businesses do not wish to invest in this city then fine let them go elsewhere for indeed they are hardly the last business to ever be...]) should not be the first, second, third, fourth or fifth thing that comes to mind when considering what we should be doing in this city.
- Not putting fertilizers and pesticides in lawns.

Comments on “What is the Best things living in Ames?”

- Accessibility
 - Access to services
- Easy access to everything and lots going on
 - Easy access to Iowa State University and the events it enables.
 - Easy to get around and lots of things to do.
 - Easy to get around town
 - Everything I need is close
 - Everything is close
 - Everything is very accessible by many modes of transit.
 - The access to resources, parks, activities. The people.
- Activities
 - Availability of variety of activities (cultural, shopping, dining, educational, recreational).
 - Broad range of education, sports, and recreational activities. Production at Stephens Auditorium.
 - If you want to do something, it is here.
 - Lots of things to do.
 - Many opportunities for activities.
 - Opportunities for activities.
 - There is always something to do.
 - All the activity.
- Amenities
 - All the different things to do, places to eat, etc.
 - City amenities with a small town flavor.
 - Smaller but with services of larger town - downtown atmosphere, recreational activities.
 - Smaller city with great amenities. Love the parks, pool, great downtown, smart, educated citizens. University towns are great places to live.
- Beautiful
 - I think we have a very beautiful city, appreciate the local businesses in Campustown and Main Street area, and really love the friendly atmosphere we have.
 - Beautiful area, good education, friendly people.
 - Beautiful town.
 - I love the community!! The trees are beautiful and the city does a great job keeping the city well maintained. I like the ability to shop local and get what I need here without traveling, yet at the same time having that small town feel and a sense of community.
 - Its environmental and architectural beauty!
 - The beautiful city.
- Big City Amenities
 - Big city activities in a small town.
 - Relatively small town with options generally found in larger areas.
 - Small town atmosphere with bigger city opportunities, diversity, small town atmosphere; educational opportunities (city library and ISU); many churches; hospital and medical facilities; recreational, parks golf courses. A beautiful, safe place to live, with so many caring people who live here!!
 - Small town feel with big city amenities.
 - Small town living with big city amenities.
 - Small town with large town benefits because of ISU.
- Bike Path
 - Ease of riding bike to areas.
 - Flat lo biking is possible.

- Business
 - I love how many local businesses and restaurants are supported in Ames!
 - Ames promotes the support of local business and has many opportunities to be involved in the community. It has a good atmosphere and is more environmentally friendly than most cities.
 - Chain stores.
 - There is a Lowe's, O'Reilley's, and Theisens. I can do all the things I need to from these stores.
- Cheap
 - It's cheap.
- City Services
 - Great city service! Parks and Rec is great too!
 - Great community and services.
 - The quantity and depth of services available to such a nicely sized town.
- Clean
 - Clean city, welcoming.
 - Clean environment/safe.
 - Clean, safe community.
 - Clean, safe town. Very friendly.
 - Clean.
 - It is a clean town and has a relatively low crime rate. Abundant services are available.
 - It is a fairly super clean town.
 - It's clean!
 - Pretty nature, clean, people are friendly.
- Close to Des Moines
 - Close to Des Moines, but not too close.
- College Town
 - It is a true college town.
 - It's a great college town with a pretty wide range of things to do.
- Combination
 - Parks system 2) From where I live I can walk to get all services like food, clothing, and postal services. 3) I have a park in my backyard (Parkview Heights subdivision). I don't know of any other place that has a neighborhood park like this. IT'S FANTASTIC.
- Community
 - The community.
 - The community and atmosphere.
 - The community and government.
 - The community thriving and working with the University as one cohesive unit.
 - The community, it's always a well put together neighborhood.
 - The strong sense of community.
- Convenience
 - Calm but lively. Very convenient. Beautiful.
 - Convenience of services, shopping, Iowa State activities.
 - Convenience of size.
 - Convenience of store locations.
 - Convenience of variety businesses.
 - Convenience to amenities, shopping and recreation.
 - Convenience.
 - The vicinity of all the necessary stores.
- Cost of Living
 - Cost of living.
 - Low cost.

- My son lives in Nevada with his family! Cost of living affordable here for myself!
- Cultural Activities/Diversity
 - Access to many different cultures.
 - Cultural opportunities!
 - Diversity.
 - Diversity, rural feel.
 - Diversity of activities and population (compared to most of Iowa).
 - Diversity of opportunity for recreation, culture.
 - The diversity of activities.
- Downtown
 - Downtown, Somerset, people, parks, activities.
 - Lots to do; enjoy Downtown farmers market.
 - Main Street Farmers Market, Ames Public Library.
- Easy Life
 - Easy life style, good people.
- Eating place
 - Eating at the Café.
- Economy
 - The economic stability, cultural diversity, and environmental initiatives brought in by the presence of the university.
- Education
 - Education quality and opportunities. Services provided.
 - Education.
 - Educational and cultural activities provided by ISU.
 - Education.
 - Excellent education available, cultural activities.
 - Number of opportunities for education, entertainment and to volunteer.
- Entertainment
 - As a grad student, there is a niche for everyone – undergrads, grads, permanent residents. Good entertainment and restaurants.
 - Entertainment; restaurants; little traffic concerns; small town feel with just the right amount of shopping and services necessary.
 - Environment.
 - Environmental condition is wonderful!
 - The environment: Clean air, quiet, good water, friendly people.
 - The diversity of establishments (more local/unique places than chain places) and the size (not a sprawling metropolis, but still big enough to have attractions).
- Everything
 - Everything!
 - Everything! But the cleanliness and greenery of the city is by far its most admirable attribute.
 - Everything. Friendliness of people, police, fire, library, animal shelter, Main Street, new businesses, ARTS, ISU basketball, concerts and plays, churches, Mary Greeley and McFarland Clinic, resource recovery program.
 - Hard to pick the best thing – Ames is just good overall
 - It has everything we need. We never have to travel to get stuff.
 - Too many to list.
- Excellent
 - Hooray!
- Family
 - A family community
- Friendly

- Everyone is friendly.
- Family friendly, access to services, parks, good schools, usually easy to get around.
- Friendliness of the people.
- Friendly caring residents. City manager emphasis on quality service.
- Friendly community and great atmosphere and of course ... all Cyclone sports!
- Friendly residents and relatively low crime.
- Friendly, helpful people.
- Friendly, progressive people make Ames a wonderful place to live.
- Great college friendly town.
 - Small community friendly.
- Good Place
 - Ames is a good place to live.
- Great
 - Great community.
- Green Space
 - All the green space.
 - Greenspaces, safety, culture and art.
 - Lots of green space.
- Homey
 - Like a small town. Very homey feeling.
- ISU
 - Close to campus.
 - Close to college, but not too packed as it is in Des Moines.
 - College town.
 - Entertainment opportunities of ISU.
 - Iowa State football and basketball. Iowa state is awesome
 - Iowa State University. Low crime rate.
 - ISU.
 - ISU and Ames Lab. Proximity to DSM and Ankeny.
 - ISU/an educated community.
 - ISU athletic events. Low crime rates (relatively speaking).
 - ISU, diversity, good city service.
 - ISU, schools, safety, medical community, parks, The Cafe, Somerset, Wheatsfield, our water, ARFC.
 - The atmosphere of a college town but also living in a city that cares about its people.
 - The campus.
 - The college.
 - The college connection is fantastic and downtown is a highlight!
 - The college life/atmosphere and the pretty girls ;)
 - The opportunities through the university, the bus system, parks and rec. Involved citizens, the farmers' markets (both).
 - The university.
 - The university I attend is close by.
 - The university provides a lot of resources.
 - The University, by far.
 - University, arts, stores, sports.
- ISU and City
 - The relationship with ISU.
- Job
 - Unemployment is very low; low crime.
- Library
 - Library

- Location
 - Good location, good size, good people.
- Lots to Offer
 - Ames has a lot to offer for a small city.
 - Ames might lack a few things that other big cities have, such as some restaurants and a good mall, but otherwise Ames is sufficiently big enough and has a lot of things to do and places to go available.
- Medical Services
 - Access to medical services.
- Nice
 - Ames is kept up nicely.
 - Everyone is incredibly nice and the town is clean and well taken care of with great outdoor spaces.
 - Everything is nice
 - It is all around nice.
 - Nice atmosphere
- Open Space
 - It is open and spacious throughout most of the city.
 - Small town but still has a wide open space feel
 - Open space.
 - The open spaces and bike paths. The ease of travel.
- Opportunities
 - Small town atmosphere with many opportunities.
- Other
 - Atmosphere and how well kept the University is.
 - Complaints are heard.
 - Is not yet like Ankeny.
 - It is a well taken care of city, there seems to be a lot of concern around taking care of residents and students alike. Though there is much to do, it is not a tall city (there are not lots of 10-plus story buildings around), there is plenty of public land, plenty to do, solid public services.
 - It was the smaller feel but seems to be the students manage Ames now.
 - Nothing better than most Iowa cities
 - The variety of events that happen here. However, as an ISU alum I truly miss VEISHEA. I know it wasn't a city event but it was a part of the identity of Ames that is now gone.
- Parks
 - All the parks!
 - All the parks. It is awesome to have so much space to enjoy the beauty of nature all through town. It seems like I am always finding another park and I love that.
 - City parks.
 - It's still small, parks, great water, entertainment, local small business owners.
 - Nice parks.
 - Parks.
 - Parks and recreational facilities, also bike trails.
 - Parks/green space.
 - The parks and the people!
 - Parks and communication.
 - Public parks and outdoor recreation areas.
 - Parks and Recreation.
 - Love the parks and Munn Woods, Pammel Woods, etc. Also love all the community events like farmers markets.
- Peace

- The peace and tranquility on the streets.
- People
 - Close-knit community, ISU.
 - Educated population.
 - Good neighbors.
 - I love the people of Ames. The size of Ames is ideal for my family. I feel safe here.
 - I really feel like Ames is on the brink of becoming a hub of art and culture. The people in Ames are amazing!
 - It is such a warm, loving, and close community! I also love how supportive Ames is of Iowa State. I grew up in a college town (with 3 colleges actually) and they were not nearly as supportive of their schools!
 - Its people.
 - Its people and parks.
 - It's so chill and the people are very pleasant.
 - Location in state, good people who value good government services, schools, and opportunities provided by city and university.
 - Medium size, people, medical services, proximity to Des Moines airport.
 - Midwest people.
 - Mix between a small town feel, with friendly caring people, with bigger city services and opportunities.
 - Neighborhoods.
 - New people taking an interest. Not always the same cronies.
 - Off campus living with quiet families.
 - Our neighbors.
 - People.
 - People, larger city living with smaller city feel!
 - People are very friendly and willing to help.
 - People that care about making the community a better place.
 - People, clean.
 - People, parks, park and rec services, downtown, schools.
 - Some people do care about the community.
 - The beauty of the city, nice people, lots of fun stuff to do. Love the disc golf courses, Furman Aquatic, Main Street businesses.
 - The people.
 - The people, the hospital, the schools.
 - The people are my age.
 - The people, things to do outside and places to visit for entertaining, Jack Trice Stadium, Hilton Coliseum.
 - Unity, nice people, close to Des Moines – but not too close.
- Potential
 - It's potential!
- Progressive
 - Progressive community and clean.
 - Progressive, yet pragmatic city government.
- Proximity
 - Easy to get around.
 - Having large city feeling without giving up the small city feeling and the closeness of good shopping and variety of good eateries many of which are locally owned.
 - How close everything is.
 - I live on campus near my classes.
 - I live on campus, close to my classes.
 - It only takes 15 to get across Ames. Everything is close together.

- Just about everything we need within 10 minutes driving distance.
- Proximity to things to do, great events on campus.
- Quality and proximity of all services (medical, arts, restaurants)
- Relatively easy to get around, enough to do.
- The proximity to businesses and the public transportation.
- **Quality of Life**
 - The overall quality of life – services are very good and a university town is a great place to live.
 - The quality of life, and good people, good local government and services, ISU, and close to D.M. and access to transportation.
 - Quality of life.
 - Quality of life and convenience.
 - Quality of life is high and public services are good.
 - Quality of life is very high. The college town feel makes it a great place to be a student
 - Quality of life, good schools and Iowa State.
 - Small progressive city, great education and work, great quality of life.
- **Quiet**
 - In the summer it is quiet.
 - It's quiet and I enjoy the small town feel to this college town.
 - My quiet neighborhood.
 - Peaceful place to live.
 - Peaceful, community driven.
 - Quiet.
 - Quiet and fresh air.
 - Quiet, little traffic, quality of life.
 - Quiet, low traffic, short commute.
 - Quiet, safe.
 - The east side of town – the beautiful old homes of quiet neighborhoods.
- **Recreation**
 - Outdoor recreational spaces and paths. Love long walks/hikes/runs!
- **Resources**
 - Being a student and the resources that are devoted to students.
 - Great community, lots of good community resources.
- **Restaurants/Foods**
 - Good food choices, lots of stores, entertainment options.
 - The variety of food places and the culture.
 - The wide variety of food options and the CyRide.
 - Variety of food options and sense of community.
- **Safe**
 - Always feel safe.
 - Ames feels safe, convenient to travel in, and very small percentage of undesirable people live here.
 - Feel safe, quiet.
 - Feeling of safety, small community with larger community recreational benefits, park and rec programs for kids, summer farmers markets and outdoor programs, library programs.
 - General appearance and safety. Can't understand why Stange is completely closed; why can't 2 lanes be open? And why was 24th changed; loss of turn lane at Hayes to Hoover is frustrating.
 - Generally safe.
 - Hilton, CY Stevens, McFarland Clinic, MGMC, Ames is a safe place to live. ISU.
 - I feel safe and the city is clean and welcoming.

- I feel safe in all areas of Ames.
- I feel safe in Ames.
- It feels safe here, it is always nice to see the police car surveying my neighborhood and the people are friendly.
- It's comfortable and safe.
- It's pretty safe probably we are mostly white.
- It's safe and overall friendly.
- It's safe. Iowa State Vet School.
- It's very safe and not very polluted. The traffic is good, but that's due it being a small town.
- Lack of major crime.
- Lots of local shopping. Having a small city that satisfies our needs that is close to Des Moines for the big city items.
- Low crime rate that has sadly been increasing. Need to do background checks nationally, not just in Iowa. Cut back in title 8 housing for the able bodied. Single parents, too!
- Low crime, clean, water, people.
- Low crime, good schools.
- Low crime. Connection with Iowa State.
- Low crime?
- Nice place to live. Low crime (safe place).
- Paths beside the roads; feeling safe.
- Safe.
- Safe and clean.
- Safe community.
- Safe place to be.
- Safe town to live in.
- Safe, friendly, large enough to supply what I need yet small enough to feel safe walking my dog at night.
- Safety.
- Safety. Good medical facilities. College keeps the population younger.
- Safety, easy to get around, high quality K-12 education.
- Safety, no traffic or less traffic. People are nice.
- Very safe.
- Was no crime until Chicago people showed up and all hell broke loose! Thanks for moving them in Ames!
- School
 - School.
- Security
 - Security, education opportunities, good water, and utilities.
- Services
 - Low public costs but very good public amenities; it is a fiscal bargain to live here as compared to other Iowa metros.
 - Our utilities.
 - Services available for many life styles.
 - Services provided and entertainment available.
- Shopping
 - There are many different businesses to fit any need. You don't have to go far to find what you are looking for
- Size
 - Less than 100,000 people.
 - Not too big, not too small.
 - Not too many people.

- Overall size isn't too big or small.
- Size, location.
- Size, cost of living, parks and recreation.
- Size, ease of getting around.
- Size, Iowa State, close to larger cities.
- Small city.
- Small town.
- Slow pace
 - Slow pace.
- Small Town Feel
 - Amazing opportunities at ISU with small-town Midwest charm.
 - Being able to have a small town feel with the amenities of a larger city.
 - I love the small-town feel with the perks of having great services. I am happiest with the library and the materials and services it offers. It helps our family to save money and provides lots of good entertainment!
 - It has a small-town feel while at the same time being modern and hip!
 - It's a large town with a small town feel. It has everything I need and more, and I've really grown to love the town over the 3 years I've been at ISU.
 - Opportunities, has small town access with large-town businesses. Not dependent on one large company so economy is good.
 - Small town feel with city opportunities.
 - Small town feel with city parks.
 - Small town feel!
 - Small town feel, different areas (Campustown, downtown, north Ames, etc.) Great parks and running/biking trails.
 - Small town rich with culture events.
 - Small town, safe.
 - Small-town feel but college atmosphere.
 - Smart town feel, SMART PEOPLE.
 - The small town feel.
 - The small town feel with the amenities of a mid-sized city.
- Summer
 - Summer.
- Traffic
 - Little traffic, downtown farmers market – wish the two would combine. North one has more produce.
 - Low traffic; park-like community; walkable neighborhoods; intellectual offerings.
 - No traffic and a small town feel.
- Transportation
 - CyRide and the parks.
 - CyRide transportation.
 - Good bus system.
 - It is small and the community is great. With the CyRide service I'm able to get around Ames.
 - Public transportation.
 - The best thing about living in Ames is the ability to get to everywhere you need to go by the bus system. It's very helpful. And I like the park system.
- Walkability
 - The fact that the city has centers and has not spread out over a large area. Some areas still have a walking town feel.
 - Walkable green community with great services.
- Water

- Great water, great alumni feel within town. It also nice to live in a very well educated/up to date on current technologies/issues around the country. CyRide is great, and the abundance of public parks makes Ames a very appealing place to live.
- The taste of the water.
- The water and the people.
- The water is good, and cost of living is relatively cheap.
- The water, safety of community, ISU.
- The water.
- Water, small feel but decent food and entertainment, quality parks and rec offerings, waterpark.
- Weather
 - The cold, cold weather.
- Welcoming
 - Welcoming community.
- Well Managed
 - Extremely well managed small campus town. Keeps citizens very well informed about all the activities.

What would make Ames cool?

- Activities
 - Fun things to do.
 - More activities during the evenings and weekends.
 - Northwest winds constantly blowing, unless of course it is 98 degrees out then it is dead calm. Also all the activities that are available to participate in.
 - More things to do.
- Air
 - A nice breeze.
- Already Cool
 - Honestly, not much. It's a homely place in Iowa, can't really make it that cool. It should continue to be a safe place and affordable to live in.
 - I can't think of anything.
 - I don't think Ames needs to try to be "cool." When you try, it usually makes things uncool. I think we already have many great features that make Ames great.
 - I like it just as it is!
 - I think Ames is already pretty cool. Or at least cooler than my hometown.
 - I think Ames is pretty cool.
 - I think it is cool.
 - I thought it already was pretty cool.
 - I'm very satisfied as it is since relocating here.
 - Not an issue, cool enough.
 - Not trying to be cool and working on developing what it already has.
 - Nothing.
 - Ames is already cool, especially Somerset.
 - Ames is already extremely cool, but increasing sustainability efforts.
 - Ames is already very cool.
 - Ames is cool.
 - Ames is cool. Keep doing what you are doing. But argue about it less, and get decisions made more quickly. Be more cordial in your relationship with the school district, which seems to be treated like an unwanted stepchild by the city and the university.
 - Ames is pretty cool, but better connections to the different neighborhoods would be really COOL. Also, a pedestrian only Welch Avenue would be SO COOL.
 - Otherwise, Ames is a pretty cool place.
 - It already is.
 - It already is! Maybe more connections between the student/ISU community/downtown and SE Ames. We are a bit removed. Bike access is good and you get to Airport Road but south of that it's choppy.
 - It is already cool!
 - It is already!
 - It is cool to me.
 - It is cool.
- Amphitheater
 - Amphitheater for bigger acts. New bowling alley. Roller rink. Putt golf. Things for youth to do to keep them busy. (Something with old Kmart building.)
- Amtrak
 - Amtrak service.
- Amusement Park
 - Amusement park.
 - An amusement park. Adventureland stinks. Having Six Flags, college students would come, so would other people. It put Adventureland out of business, which I think it's time

for it to go. That would (having an amusement park like Six Flags) would bring more people and give Ames a chance to grow in a different way.

- Animal Friendly
 - Ames won't be cool. It's in Iowa. I'm only living here because I have to for school. But seriously, more animal friendly attractions. Also, the pet store in downtown is sad. The animals in there aren't well taken care of. That pet store needs to go. Pet stores in general should not be supported by anyone. They lack the veterinary care and knowledge in order to properly maintain health of the animals. SO it would be cool if Ames got rid of that. Perhaps adding more study-friendly coffee areas downtown would make this city more enjoyable; space seems limited (that has good Wi-Fi__33 and plugins) for being a college town.
- Arcade
 - A really cool arcade would do it.
- Art
 - Local stores and public art.
 - More public art and investment in art. More non-chain restaurants/food trucks. More biking trails/connections.
- Art and Music
 - More art and music.
 - More art and music scene and local business presence.
 - Art and music festivals.
 - Better music/arts scene, more density near campus, more retail options in Campustown.
 - Art Festival.
 - Art cinema house, more ways to safely bike or walk in town. Otherwise, Ames is a pretty cool place.
- Attractions
 - More restaurants and attractions.
- Bar
 - Better places to go for fun besides drinking.
 - Bar.
 - GET MORE BARS. If you want to attract young people, attract businesses like bars and restaurants that young people want to hang out in. Des Moines has done a good job of this, so look to them if you want examples.
 - More new bars and areas for 18- to 22-year-olds
 - Ames would be cool if the bars stayed open later.
- Better Infrastructure
 - More things to do. Better infrastructure.
- Bicycle Hub
 - Become a bicycle hub for central Iowa.
- Bike Friendly
 - Being more bike-friendly. Providing better waste removal (recycling/compost). And helping small businesses that want to do something unique and different have access to help from the city. (Better hangout spaces.) Also, Google fiber or at least city sponsored internet. The internet in Ames is a joke.
 - Making it more bike-friendly!
 - REDO Welch Avenue grassy area, pedestrian path, college student friendly. Please consider ways to refigure how to make Ames more bike-friendly and SAFE.
- Bike Lanes Trails
 - More bike lanes! A music scene.
 - Connected trails and bike lanes!
 - More bike paths and walking paths; pretty good now. More really affordable housing!
 - More bike paths. Lincoln "looks" terrible. Move Farmers Market to Bandshell Park.

- More bike paths, more free community things.
 - Bike Paths!!!
 - Off street bike trail to commute from West Ames to downtown.
- Bike Rental
 - Bike rental services.
- Bike Services
 - Better bike services.
- Brunch Place
 - Better brunch places.
- Businesses
 - More independent stores, restaurants, entertainment. Bicycle trails throughout the city to ease commuting and bike transit.
- Businesses
 - More businesses.
 - More businesses not on Duff.
 - More businesses on north end of town, more floral or landscaping around Lincoln Way or Duff.
 - More independent businesses, more interaction between downtown and Campustown.
 - More small business and the good salaries they can bring.
- Campustown
 - Transform Campustown west of Welch Avenue into a historical business district, which would encourage a broader retail base (e.g. addition of a small grocery store like Aldi).
 - Continued Campustown development.
- Carbon Neutral
 - If it were carbon neutral or negative.
- Cheaper cost of living
- Children's Museum
 - Children's museum.
- City Government
 - Less city government.
- Club
 - A club! Or a place for people under 21 to go and have fun dancing and socializing.
- Community Education
 - More ways to meet others with similar interests. I drive to Des Moines weekly for fun community education classes. Ames should do the same. Check out their website comm.dmps.kiz.ia.us or google Des Moines Community Education.
- Composting Bins
 - Composting bins!
- Concerts
 - More outdoor concerts/festivals. Getting more people downtown.
- Concerts
 - A decent concert venue near Campustown! A skateboard/bike pump track. More longboarding options. More student/community involvement in Campustown.
 - More concerts.
 - More arts and entertainment. Concert venues and festivals. Control VEISHEA and use Welch as a controlled drinking street. Destroy Duff and move the cultural district to Campus town.
 - More concerts.
 - More concerts and public outings like Firefly Nights.
 - More family affordable entertainment sports, concerts and the arts
- Contemporize
 - Contemporize.

- Crosswalk
 - Raised crosswalks on Lincoln Way.
- Cultural
 - More culture, less fast food.
- Cultural Hub
 - Giving up on trying to be an old rundown farm town and embracing its college. Leverage that as a cultural hub. (See Iowa City for reference.)
- Date Activities
 - More restaurants/date activities.
- Diversity
 - Acceptance and inclusive activities for people of color.
- Don't Know
 - ?
 - ???
 - I do not know.
 - No ideas.
- Downtown
 - A revival of the downtown area with different shops/boutiques and restaurants would be very cool.
 - More development of Campustown and downtown area.
 - More development that models with Des Moines (Ankeny).
 - Retaining the quaint feel of downtown and remainder of old Campustown building fronts to provide more unique shopping "events" for residents and visitors rather than the cold steel look that now is prevalent both in Campustown and on the new front of the library.
 - The downtown business district.
- Drive in Theater
 - More trails to bike on, a drive in theater.
- Entertainment
 - Less expensive entertainment/cultural opportunities that reach a part of population less wealthy.
 - Lifestyle center (work, live, shop, dine all in one); more entertainment options without alcohol.
 - More entertainment options besides bars
 - More opportunities for college kids to get out and have cheap/free things to do.
 - More town entertainment for people other than college kids. I am a current student at Iowa State. The school puts on events for the students all of the time, they are free and it's a great way for people who struggle with things to do to get out of the house and hang out with friends. It would be really awesome if the city of Ames did that for its residents. Helping people interact with their community in a fun way.
 - We need more things to do for entertainment.
 - Environment.
 - Events.
 - A large venue for music, sports, etc., other than Hilton. Ames could be so much more, shopping, restaurants, etc. We have a large college to support so much more.
- Events
 - Bringing back some sort of alumni supported celebration like VEISHEA.
 - Events and venues for children, families, and visitors.
 - Having more events outside of campus.
- Events/festival
 - More events/festivals. Aside from a few summer activities on Main Street there are few larger events like fairs or concerts. It seems like weekly events would be entirely possible and have the potential to draw people of all ages.

- Some sort of event like Grand Ol' Days that the city of Saint Paul, MN has, but during the school year to attract students.
- Farmers Market
 - Consolidated Farmers' Market
 - Farmers' Market
 - The more farmers' markets and homesteading practices, the cooler it will be.
 - More community activities like the farmers' market.
 - Bigger farmers' market.
- Festival
 - An annual festival like Pella's tulip festival.
 - More outdoorsy festivals close to campus.
- Fewer Students
 - Fewer college students (or at least capping enrollment at a level parking and building and classrooms can handle). More competitive real estate.
- Fiber Connection
 - Expanded fiber connections to homes would make Ames cool.
- Food Coop
 - Food coops.
- Football
 - A good football team.
 - Football.
 - A very large fan?? Really, a winning ISU football team!
- For young adults
 - Not sure; more things available for young adults to do.
- Free stuff
 - More parks, outdoor venues, concerts, free activities.
 - Free ice cream.
 - Music venues, free ice cream.
 - Free Wi-Fi__33.
- Gardening
 - LOL at this question. Millennials are really into minimizing waste, living within our means, reducing our carbon emissions, and doing things like eating less meat or buying produce in season for environmental reasons. The more involved Ames is in community gardening (I know there are options already), the better.
- Green
 - If you stopped giving chains and developers carte blanche to clog up our city with mediocrity. More green space.
 - Implementing my green roof project on something. Visit <http://arcg.is/1MmFqoV> or come to the Design on Main May 3 at 3pm.
 - It would look cool if there was a median with trees and/or plants along the entire Lincoln Way through town, if there was room for it of course.
- Hang Out Places
 - More hang out places.
 - More hangouts/activities for teenagers.
- Historic Building
 - Stopping high rises in campus and restoration of our historic building across town.
- Housing
 - Providing home options for middle level income homes.
 - Lower housing costs
 - Housing Costs
 - No trying so hard; concern about many senior citizens and housing for them; can't everyone live in a \$250,000 home?

- More affordable housing.
- Income Tax
 - No state income tax.
- Indoor Activities
 - More indoor activities for kids and families during bad weather/winter.
- Indoor Pool
 - Afternoon hours for indoor pool exercising. Ames High School and St. Cecilia's education both provide for first rate education.
 - Better indoor pool. Parks in southwest Ames. Businesses like restaurants along any road.
 - Better indoor swim pool/high school facilities.
 - Indoor pools ... more seriously. I think recreational facilities, bike paths, etc. are critical.
 - Indoor swimming pool. High school pool isn't available at convenient times.
 - Indoor tennis courts. Community theater space. Senior Citizen Center. Consolidated farmers' market.
 - Indoor water park/facility.
 - More opportunities to recreate in the winter months. Love the idea of a new indoor pool. Would like to have the city add an indoor walking/running track.
 - More shopping opportunities. Indoor year round aquatic facility.
 - Updated and improved aquatic center that is indoors.
- ISU
 - Iowa State University.
 - ISU.
 - ISU and City.
 - Continued program integration with ISU.
 - Change the Iowa State symbol back to the old Cy.
- Job
 - If there were more job opportunities for the graduates to stay here and work. It seems so empty in the summer when students graduate.
 - If your survey didn't ask "what would make Ames COOL." You're a government run program. You should be worried about being "cool." Instead focus on what will allow Ames to grow and attract quality businesses. Basically, how do you compete with Ankeny? If you want non-college families to move to Ames you need jobs for them.
- Live Music
 - More live music.
 - More restaurants and bars that appeal to graduate students and young professionals. Better live music.
 - More music.
- Local Transportation
 - A bus service that goes to Ledges State Park on the weekends.
- Lower Cost
 - Lower cost of living. Today very poor.
- Mall
 - A better mall.
 - A better mall. Our mall, for a college town especially, is bad!
 - A better, nicer mall.
 - A bigger mall.
 - A new mall, Old Navy, Trader Joe's. Better traffic flows.
 - A new mall.
 - A real mall.
 - Better mall and entertainment options available to college students.
 - Better mall and shopping. Activities to do.

- Developing area at North Grand Mall. Making more eating establishments and shopping available. Quit putting everything on Duff and making traffic worse.
- Get off your high horse and build a mall along I-35!!!!
- Having a better selection of stores at or near the mall.
- More high end businesses/bigger shopping mall, more restaurants, larger bar scene/night life, and more activities to do outside of Iowa State University/Campustown.
- More restaurants (less chains). BETTER MALL.
- Nicer mall.
- Medical care
 - Better medical care.
- Mini golf
 - Mini golf.
- Movie Theater
 - Outdoor movies in the summer.
 - More shopping options. An outdoor mall/shopping center. Get rid of current Ames mall. Art house movie theater.
 - Another \$1 movie theater.
 - Another movie theatre.
 - I like what's happening with the new apartments near (west of) the Memorial Union. It's too bad that I'm graduating and won't get to see that area grow with the shops and all that. We either need another movie theater or one that can accommodate more people because it gets old not being able to see a movie because we can't park or get in on time to see the movie.
 - Something like Englert Theatre in Iowa City.
- Nature Trail
 - Park, the library, and the nature trail.
- Neighborhood Beautification
 - Neighborhood beautification.
- Night Clubs
 - Night clubs.
- Night Entertainment
- More night life options?
 - Having a better night life. Having it not be centered on country life. Having more options for community to hang out instead of the creepy places that exist now. Maybe a gay bar centered on college students or for performances that would attract customers (drag shows).
 - More local businesses.
 - More local establishments.
 - More local shops/businesses within walking distance from campus.
 - More local, unique restaurants and bars.
 - Non-chain business.
 - More locally owned restaurants.
 - More non-chain, traditional shops. More outdoor recreation programs.
 - More non-chain businesses/food places.
 - Improve local shopping.
 - More independent, locally owned businesses.
- Not Want
 - I don't want Ames to be cool. That would attract more residents who most of us do not want.
- Open space
 - Reduce the amount of new buildings taking over open space.
- Other

- A city that gives.
- Cool? You're kidding right?
- Define "cool" for families? College students? Retired citizens?
- George Niang as mayor when Ann retires.
- Getting a new furnace and air conditioner unit installed in my apartment when I moved in! Along with Mediacom bundle package in my rent.
- It is cool. Why would you ask? Also, do not gentrify (the city as a whole or parts); that would be a totally uncalled for step and one that would be in the wrong direction.
- Keeping housing in walking distance of business. Keeping a city feel over a suburban feel.
- Not after you made that Hooray for Ames video. But maybe we'll let that slide ;)
- Not using the word cool probably.
- Really? There are more important things that Ames should worry about than being "cool." For example, make Duff less of a nightmare. Another example will be to stop forcing out local business owners (like Indian Palace) just because you think Campustown needs to be updated. Guess what, the new Campustown looks terrible.
- Snoop Dogg as mayor.
- The college and the students even though it can be a double edge sword at times.
- The tilt of the Earth makes Ames quite cool every winter.
- More restaurants, more indoor recreation facilities.
- Not rhyming with Lames, but actually having more relatively cheap but exiting activities to do off campus such as mini golf, paintball or other recreational group activities.
- Put up a giant climbing structure in one of the many parks in Ames! Something fun for adults and kids.
- There needs to be more things to do in this town! There's tons of empty space. Build something fun for people to do. Like a paintball course or something like that!
- Have more things for the kids.
- Outdoor Arena
 - Concert venue or outdoor arena.
 - Expanded parks and rec offering. More live music options (outdoor).
 - Maybe a public place for a stage where local bands could play.
- Parking Ramps/ parking
 - More parking ramps.
 - Parking.
 - Better parking options in areas like Campustown. Reduce the time it takes to drive down roads like Lincoln Way
- Parks
 - Parks.
 - More parks and green space, especially near campus where students could hang out and not be on campus.
 - More recreation parks.
- Peaceful Quiet
 - Peaceful, quiet.
- Pedestrian Mall
 - Campustown redo – turn into pedestrian mall like Iowa City.
- People
 - Many people here are well educated and that makes ... everyone can find a good job and live happy.
 - People here are really friendly compared to other county.
- Playground
 - A Miracle League playground and ball field.
- Police
 - Cooler cops that help rather than arrest students.

- Program
 - A birdwatching program.
 - Progressive thinking.
 - Progressive. Active thinking! Do not rely on ISU to support city.
- Public Events
 - More public events.
- Public Parks
 - Free public parks.
- Rail Service
 - Light rail service.
- Recreation Facilities
 - More gaming and nonbar activity places.
- Recycling
 - More recycling opportunities
 - Recycling pickup.
- Renewal Energy
 - More renewable energy. The majority of the buildings have flat roofs which can easily accommodate the ballast style solar panels. I know it isn't easy to fit in to the grid and it is expensive, but this is something I would like to see. The university has a lot of money at its disposal and funding renewables would be a good use I believe. They seem far too eager to install natural gas plants and try to get rid of the one turbine we have.
- Resident Involvement
 - Increased resident involvement.
- Restaurant
 - More food in Campustown.
- Restaurant/Bar
 - I think the Campustown area is already pretty cool for students at least. In terms of attracting young professionals, they might find it cool to have another cool area with restaurants, bars, etc., that is more separate from student life.
 - More bars and restaurants in West Ames.
 - More diverse restaurants would make Ames more attractive. This has improved drastically over the recent years, but adding even more dining options (and unique dining options) always adds a "coolness" factor. Better downtown bars for graduate students and young professionals (not college students) would also be nice to add to the Ames nightlife.
 - More restaurants/bars.
 - Restaurant non-chain.
 - More non-chain restaurants and more non-fast food options.
 - More family-oriented restaurants, family fun places to go to as in mini golf, etc.
 - More independent eating opportunities instead of Chik-fil-A or Hu Hot. Do something with the downtown besides hair salons and ho hum businesses make it fun to go downtown.
 - More local businesses, more local good restaurants.
 - Better restaurants away from Duff/Lincoln Way.
 - Good restaurants and bars. Campustown redo. Turn into ped mall like Iowa City.
 - Higher end restaurants.
 - India Palace on Hayward again; I miss lunch buffet.
 - More diversity in restaurants.
 - More eateries which are reasonable in cost and unique.
 - More good restaurants.
 - More restaurants.
 - Trendy shops and restaurants.

- Restaurants (ethnic).
- More ethnic restaurants! Cuisine options are lacking.
- Restaurants/food.
- More restaurants on west and north side.
- More independent food businesses for lunch/dinner options (like The Café).
- Retail Options
 - More retail – reason to stop in Ames.
 - More retail options.
 - Retail stores
 - Attract retail stores we can actually use rather than going to Ankeny/Des Moines. Eliminate gas price difference, between Des Moines and Ames (typically 5-12 cents/gallon).
 - More retail options in Campustown.
 - Better retail.
- Safety
 - Safety
 - Safe pace for underage.
 - Safe space for underage college students to have fun on the weekend
- Sculptures
 - Get rid of the Highway 30 light/sculptures. They really are stupid and ugly.
- Services
 - Ames Trib selects best services.
 - Services provided.
 - Little different services provided.
- Shooting Range
 - A shooting range or another lake that could be used for more fishing.
- Shopping
 - Better shopping. More concerts.
 - Should develop more shopping sites.
 - More shopping stores.
- Shuttle
 - Affordable shuttles to and from airport.
- Sidewalk
 - More sidewalks along busy roads like West Lincoln Way and Mortensen Road.
- Signs
 - If we really bought into the college (light pole signs, etc.).
 - Smaller signs.
- Skewing Younger
 - Skewing younger.
- SkyTran
 - A personal rapid transit system like SkyTran.
- Sports
 - Iowa State sports.
- Stop growing
 - Staying original!
 - Stop growing or else start putting/incentivizing businesses to move out to West Lincoln Way. There are practically no services there. Duff and East Lincoln are too saddled, and it's ridiculous for all traffic to focus on the southeast corner.
- Stores
 - More stores. Put speakers on Welch.

- Street Maintenance
 - Better street maintenance.
 - Better streets.
 - Fixing roads by the parks.
- Strip Clubs
 - Strip clubs.
- Students
 - Campus and the students.
- Tax Break
 - Again the city should not get involved in making Ames cool or politically correct. This is a job for developers not subsidized by city funds or tax breaks. If you want to get tax breaks give them to property owners rather than raising taxes.
- Traffic Flow
 - Safer traffic.
 - Better traffic flow.
 - More traffic out flow options.
 - Increase the number of left hand turn lanes and lights on busy streets. Do something about the South Duff traffic – extend South Grand to South 16th, but only if you improve South 16th.
 - Less car traffic. City officials should show leadership by biking or using the bus. (Night and day events.)
 - Less congestion in the South Duff corridor. Very poor planning as far as traffic flow.
 - Less traffic.
 - More through streets!! Trying to get from one place to another (efficiently) is (and always has been) a hassle. Planning for traffic movement seems to have been historically neglected.
 - Better traffic flow.
- Trails
 - More trails.
 - Trestle Trail.
 - Connecting a bike path between Ames and the High Trestle Trail.
- Trolley
 - Trolley from downtown to campus.
- Underage Drinking
 - Less underage drinking.
- Unique businesses
 - Local businesses that are one of a kind.
- University
 - University atmosphere.
- VEISHEA
 - Bring back VEISHEA as an Ames community event if ISU doesn't do it.
 - More vibrant downtown/Campustown districts. More public events. Things like VEISHEA really gave a good sense of community.
- Visually Appealing
 - Making all the businesses on Duff look more welcoming. Right now it's just a cluster of businesses and it's not visually appealing.
- Walkable
 - Making it more walkable. Pulling some of the "cool" businesses in to the core of the city (e.g. Mucky Duck, Alluvial). Destroying all business on South Duff Bringing soccer fields (Hunziker Youth Sports Complex) into city core.
 - More walkable paths to business areas.

- Walmart
 - Get rid of Walmart.
- Water Park
 - A better water park.
 - A bigger lake, indoor water park, casino.
 - A skate or water park. Wait, don't we have a water park? Okay, skate park then.
 - An authentic downtown, those wonderful upstairs apartments above retail, less emphasis on surface parking, get people out of their cars. More bike trails adequately marked. Larger parks. A great water park indoor year round.
- Weather
 - Winter.
- Welch Avenue cleanup
 - Not trying to be "cool." Also it would be nice to improve the area around campus, clean up Welch Avenue.
- Wi-Fi__33 Options
 - More public Wi-Fi__33 options.
 - Wireless Internet.
 - City wide wireless internet.
 - Municipal wireless network.
- Young kids activities
 - Things for younger kids to do.
- Zero waste
 - A zero waste or zero carbon footprint goal.

General/Additional Comments

- Activities
 - More banquet hall facilities would be nice.
- Alley
 - My alley is between Welch and Hayward (?)
- Bike path
 - Bikers don't use existing paths even if they are provided.
 - I am very happy with the city's recent interest in improving on-street bicycle facilities and connect trails; just wish we could do more faster.
 - Please make Ames more bike-friendly!
 - The city has failed to construct adequate bike paths, which now is painfully obvious.
- Businesses
 - Ames needs more restaurants/cafes and more childcare options at a lower cost (or at least more options even if they are expensive).
- City Relationship
 - City Council and Police Department need to reconnect with community.
- Communication
 - Get alternatives to mediocre Mediacom services.
 - It would be nice to have more than one cable TV option, and more internet options.
- Cost of living
 - The cost of living has increased dramatically in the last few years.
- Crime
 - The crime and littering in this area is troubling (mall area).
- CyRide
 - What are the additional costs of CyRide, i.e. street repair?
- Diversity
 - Please embrace and utilize diversity and inclusion training. Contact the Diversity Network at Iowa State University.
- Downtown
 - I would like to see some help for area from 13th to downtown to improve the housing there. It seems like a nice area for first time homeowners. The neighborhood houses are old but decent; could they be improved without losing character? There are some great properties in that area.
- Energy
 - Energy production
- Future development
 - I do think there needs to be less "red tape" and less talk about development, i.e. Breckenridge. Why was that so messed up? Who didn't communicate with whom? I am not sure P and Z really has our future projects or ideas under control or even have good ideas. I would like to know the process someone has to go through to either 1) open a new business or 2) develop a certain area.
- Growth
 - Ames doesn't need to grow to be cool. Ankeny is Ankeny, and I wouldn't want to live there. Ames is better!
 - Ames is growing too fast. I've stayed here because I liked its size – big enough with campus to have "culture," not too big to be impersonal. A good place for single people looking to start families. Now it's starting to feel more like Ankeny (I've lived there, too) and not the Ames I cherished. It seems illogical Ames' identity will

remain with all the changes. Thank you for giving residents the opportunity to share their thoughts!

- Need more activities, businesses, buildings, more constructions to attract people, students go to the E. Lincoln or SE.
- Stop Jensen's development across from Mucky Dick/ South Duff. No one is asking for hundreds of cars or ruining our peaceful, beautiful area.
- Housing
 - Consider infill as a strategy worth investing in. A city grows from its center, but it can rot from its center. Too many older homes in central and west Ames have outlived their usefulness. They need to be bought, torn down, and the land re-used to provide affordable starter homes – 2 to 3 bedrooms, in a price range around \$150,000.
 - I think the housing options in Ames are bad. New houses are out of most people's price range and lower cost houses are in disrepair. There should be a program to help fix up old houses downtown. We want to move but finding a 4-bedroom that is affordable is nearly impossible.
- Housing
 - I would support an owner-occupied property maintenance code. Property owners need to be held accountable when their property falls into a state of disrepair. A property maintenance code may make enforcement easier for city staff?
 - Need to work more on affordable rental housing that is decent and not run down when you are not a student. We have a service dog and it is incredibly difficult to find decent housing you would be proud and feel safe to live in.
 - Quit building apartments!
 - The city of Ames needs to focus on the availability of homes for purchase. If a family wants to buy a house between \$140,000 and \$190,000, the options are limited and families have to compete with rental companies and flippers. University housing needs to increase or first time homes need to be built. Because of this housing problem, families are forced to move to surrounding communities instead of becoming a part of Ames.
- ISU
 - Lower acceptance rate into the university so Ames doesn't become anymore overly dense.
- Library
 - Public library. If we donate books/ DVDs, they should be kept 10-plus years, not sold in less than 5 years. I was very disappointed in my experience with donations.
- Nuisance
 - Students living in residential neighborhoods difficult. Parents buy the houses and students don't want to live like a neighborhood. Very problematic. University irresponsible in increasing enrollment with no places for them to actually live. Makes housing too expensive here.
- Other
 - A lot of these questions I felt that I could not answer in an informed manner, and maybe having a resource to look over while completing this survey would have helped.
 - As a single woman approaching retirement, I am not sure if Ames is the right place for me. It's geared toward two-income households.
 - I began social security here in Ames but by August 2017 might move to Ohio to be closer to all my family by location. Virginia (DC) and Ohio (Columbus) and Iowa, Ames. It's all about my family's needs!
 - I have fun completing this data. What statistics program do you use?

- I will probably be leaving Ames since I will be getting 400-plus new neighbors because of Breckinridge Aspen Heights. Roads/parking are one lane now. Probably will be calling the police daily about the noise control.
- I would like to have assurance that curb and gutter and driveway approach will be replaced during 2017. (South Second Street)
- If household is me, less than \$25k. If household is me plus family, 150k-199k.
- Please consider replacing Idaho Avenue.
- Please let me win, I am but a poor, humble college student..... :(
- Postage-paid envelope was missing!
- Parking
 - More parking availability would be nice as well.
 - Why do you put up "No Parking" signs on cul-de-sac that only has 7 houses? It is safer to park in the cul-de-sac than on Adams which is on a hill. When coming from Calhoun on Adams, you do not see the slope until you start down the hill. Cars parked on Adams slope are not visible. Our cul-de-sac would like it removed.
- Parks
 - I've thought for a long time now that we are overdeveloping our parks where we really need to acquire large tracks of land for larger parks. Also as far as storm water we need to creatively find a way for the water to permeate and not run off and public lands should employ native plants heavily.
 - Park at old tower location on North Dakota does not have any public space
- Police
 - Many times I see police officers speeding or not making complete stops at stop signs, etc. They need to set a good example if they expect drivers to do the same. Some roads are in bad shape and need to be repaired.
 - The city requires more than 3 minority cops to deal with the diversity issues in a college town our size. More training of cops in mental illness is also recommended.
- Pool
 - The swimming pool on 13th is geared only for young people. An older person cannot swim in a regular length lane. It is expected they just conform with the Lazy River. The swimming pool personnel are uncooperative regarding arrangements.
 - We appreciate discounted rate for Furman each year.
- Positive Comment
 - All is good!
 - Ames is a great city and would be great to raise a family.
 - Ames is really nice. The bus system is phenomenal and should be supported.
 - I like Ames and enjoy living here and I'd like to see Ames make progress
 - I like to live in Ames. It's safe in general. I have a minor child. Safety is important. Thanks to Ames!
 - I live in Somerset. Thanks for the flashing signals that register the drivers' speed. Intersections in Somerset are very dangerous for both pedestrians and turning vehicles wanting to cross traffic. You keep trying to increase safety, please continue.
 - I love Ames!
 - I love the small-town feel of Ames and the proximity to the University and its culture and offerings.
 - I plan to continue to live in Ames for many more years and settle here eventually!
 - I really enjoy living in Ames. It's got a lot of character and yet still retains a smaller-town feel.

- I thank the elected officials and the great city staff and employees for making Ames a great place to live!
- Love that the City Council is so responsive to quality-of-life issues.
- Thank you for providing superb government services to the residents of the City of Ames!
- Thanks for great employees, services, and traditions – July 4 pancake breakfast, eco-fair, city band, etc.
- Thanks to all who have been helping to make the city an awesome college town for me.
- Thanks to the mayor and council for their work.
- We love Ames!
- We love living here!
- Property tax
 - Ames is a very expensive town to live in. My taxes have increased every year since I purchased my home 6 years ago.
 - I believe property taxes are too high, the students need to invest more in this community. They are here usually 4-5 years and move on. They get a lot of Ames benefits for free or no cost. I know I have been hard on CyRide, but seriously it murdered a student, the parents will sue, eventually win millions. Then the city of Ames will have to cough up that money. Who pays? ME, that's who, and I didn't kill anyone!
- Recreation
 - I want a YMCA for kids to use in winter when pool and skate parks are closed. What do we have besides Parks and Rec that offers youth inexpensive opportunities to be physically active year-round to entice them away from spending all waking hours like couch potatoes on technological devices? Marshalltown has fabulous newish Y. I would donate memberships to needy children, but I can't pay to build it.
- Recycling
 - Has anyone considered offering an easily accessible secure disposal option for document disposal? I have participated when local businesses have offered this service. It would be helpful to have this available full-time as a community service.
 - If someone could pick up. We can't lift or have a vehicle to get things to such a place.
 - Need more frequent days that the city provides now. If price is low more people would participate.
 - One Stop Waste Services
 - Why not collect and burn dry autumn leaves for power?
 - Would really like to see improved recycling.
- Reiman Gardens
 - Went to Reiman Gardens today, it was awesome; had so much fun!
- Restaurants
 - We need fast food options in NW Ames. DQ only choice.
- Retail
 - (Regarding question A in 'Non-Formulaic Retail Business' section) I would approve if details shared and were both positive additions to community and reasonable \$ amount.
- School coordination
 - Coordination with Ames school district is important. Keep Ada Hayden water supply by preventing encroachment of building houses.

- Sewer
 - Sanitary sewer we had to replace 6 years ago. City failed inspection when house was built in 1950s. They found mistakes; we had to pay extra \$1,000 for city error. It should be 50/50!!
- Sidewalk
 - Several months ago I tripped and fell because of defective curbing (at 6th and Kellogg). I reported the defect to the city and within a week it was repaired. Clear example of excellent city service.
- South Duff
 - Why are there 8 auto parts stores in 2 block area of South Duff? Make South Duff nice and prettier.
- Street maintenance/repair
 - Basic streets such as North Grand and 13th Street are in very poor condition. Ames has priorities wrong. Fix the basics; don't worry about trails, etc.
 - Only problem I would say I would like to see real improvement in is snow removal and street repair or better yet replacement.
- Survey
 - I like that the city of Ames sends out these surveys. It is the first city I've lived in that actually puts this effort into improving.
 - If I knew more about different services I could/would have provided better and more accurate feedback for this survey.
 - Thank you for letting me partake, i hope some of this is actually read...
 - Thank you for the opportunity to submit my views.
 - Thank you for this opportunity.
 - Thanks for doing this survey! It's really great to participate in making this city even better.
 - Thanks for offering the survey opportunity to us!
 - This survey is way too long and not specific for answers. I hate to know how much this cost tax payers. These surveys always highlight what the city wants to spend money bike trails, recycling. You have no new ideas.
 - This survey was poorly constructed and appears to be designed to elicit "positive" feedback. It doesn't address/ask for issues and concerns to the citizens.
 - Too long.
 - Well developed and thoughtful survey. Are results published at the Ames City website?
- Traffic flow/sign/light
 - Biggest problem to me is all the traffic backups on South Duff; could also use an overpass or something on train tracks near Duff and Main and Lincoln Way.
 - Grand Avenue needs to be extended southbound.
 - Please get rid of some of the stop signs; too many in a compressed space. Ice arena is odd incentive. Perhaps a random drawing to win a dinner at local restaurant or some tangible prize, e.g., iPod, etc.
 - Please do something to slow traffic and accommodate bicycles safely on South 16th Street.
 - Take down or change the flashing yellow lights at crosswalks in Ames. They are too confusing for motorists and pedestrians. It is not a stop signal despite some cars and pedestrians treating them as a stop. Make it a stop signal or nothing at all. The three I can think of are on east side of hospital on Duff, east of Stange intersection on 13th Street and at the west end of Airport Road. In my opinion that is one of the dumbest traffic signals ever. Seriously the whole reason I filled out this survey was to say how stupid those signals are when pedestrians start expecting cars to stop for a flashing yellow.

- Water
 - A right turn lane from Stange Road to 13th would be great.
 - Water Quality