

35th Annual Report

Ames Residential Satisfaction Survey

2017



2017 Ames Resident Satisfaction Survey 35TH ANNUAL STATISTICAL REPORT

The City of Ames, Iowa, conducts an annual satisfaction survey of residents. In April 2017, 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, 1,000 Iowa State University students were randomly selected from a mailing list generated by the ISU Office of the Registrar. Stratified random sampling was used to have representation from the students based on classification (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 14-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. The analysis was completed with assistance from Nora Ladjahasan from Institute for Design Research & Outreach, College of Design, Iowa State University.

This statistical report summarizes results from 562 respondents who returned usable questionnaires 266 from the Ames residents (47%) and 296 from ISU students (53%). Response rate for Ames residents group was 19% and 29% for ISU students. Overall response rate for this year is 23.9%, which is 3% lower than last year (26.9%).

The number of questionnaires mailed or emailed included an oversampling of students in order to come up with the desired sample size that reflects target populations. The sample size needed to confidently generalize the findings was 382 for both groups (95% confidence level and a confidence interval of 5). Completed surveys of 562 indicated that we are 95% confident that the questions are within +/-3.61% 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 2013 and 2017.

Of the respondents in this year's survey, there are more male respondents than female (55% and 45%, respectively). Male respondents are slightly higher than the suburban stats (53%) <https://suburbanstats.org/population/iowa/how-many-people-live-in-ames>.

Sixty-one percent (61%) of the respondents have at least college degree, which is slightly lower than in 2016 and 2011-2015 ACS (63%). Twenty-nine percent of respondents are employed full-time and 53% are full-time students. Ten percent of the respondents are unemployed, higher than previous year (from 9% to 10%). This is also higher than the 2015 American Community Survey unemployment rate of 4%.

Thirty-nine percent of respondents reported their household income to be less than \$25,000, 13% report their income is between \$25,000 and \$49,999, 24% report earning \$50,000 to \$99,999, and 24% of respondents make more than \$100,000 annually. Compared to last year's survey, there are more respondents with a household income of \$100,000+ (24% for 2017 and 17% for 2016). Compared to 2011-2015 ACS, only 17% of Ames households earn \$100,000+. In general, household income of our

respondents is lower compared to 2011-2015 ACS.

Table 1. 2017 Ames Resident Satisfaction Survey respondent characteristics (%)

Characteristics	2015 American Community Survey 5_year Estimates	Survey Year				
		2013	2014	2015	2016	2017
Residence						
Less than 1 yr	-	3	1	2	<1	1
1-3 yr	-	26	25	30	30	36
4-6 yr	-	14	15	13	28	13
7-10 yr	-	9	10	7	8	9
More than 10 yr	-	48	50	48	34	41
Gender						
Female	47	52	54	55	59	45
Male	53	48	46	45	41	55
Age						
18-24	-	26	25	29	41	37
25-44	21	25	28	25	24	23
45-64	14	28	24	25	20	28
65-74	4	12	14	11	8	13
Over 75	4	9	9	10	6	9
Education						
Some HS	3	1	1	<1	<1	
HS diploma	13	8	6	6	5	5
Some college	23	29	27	28	33	34
College degree	30	25	24	24	28	22
Some grad work	29	8	11	11	10	9
Graduate degree		28	31	31	24	30
Employment status						
Full-time student	-	29	35	36	50	53
Employed part-time	98	24	29	29	32	31
Employed full-time		40	39	38	38	29
Retired	-	23	21	22	14	23
Unemployed	4	2	1	1	9	10
Full-time homemaker	-	3	2	2	3	3
Household income						
Less than \$25,000	35	30	32	31	44	39
\$25,000-\$49,999	21	17	15	17	14	13
\$50,000-\$74,999	16	18	16	14	14	12
\$75,000-\$99,999	11	12	15	11	11	12
\$100,000 +	17	24	23	27	17	24

Half (50%) of the survey respondents own their residence, the others rent. The majority of renters (77%) reported renting due to their short-term stay in Ames. Other reasons for renting were lack of adequate income (25%), followed by more security (33%), and little or no upkeep (5%). (Table 2) Respondents who are homeowners differ from renters on several personal and social characteristics.

Homeowners have lived in Ames longer than renters (26.1 years and 4.3 years, respectively). Of those who have lived in Ames more than 10 years, 90% are homeowners. Of those who have lived in Ames for four to 10 years, one-thirds (39%) own their home. Two-thirds (67%) of renters have lived in Ames for four years or less. Not surprisingly, respondents who are homeowners (56.5 years old on average) tend to be older than renters (26.4 years old on average).

Of those between 25 and 44 years old, more than half (55%) are homeowners. Of those between the ages of 45 to 64, eight in 10 (87.5%) are homeowners. In contrast, 96% of those under 25 years of age rent, and 94% of fulltime college students currently rent.

For those who have at least completed college, 66% are homeowners and 34% are renters. Finally, homeowners typically have bigger household income than renters. Eighty three 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

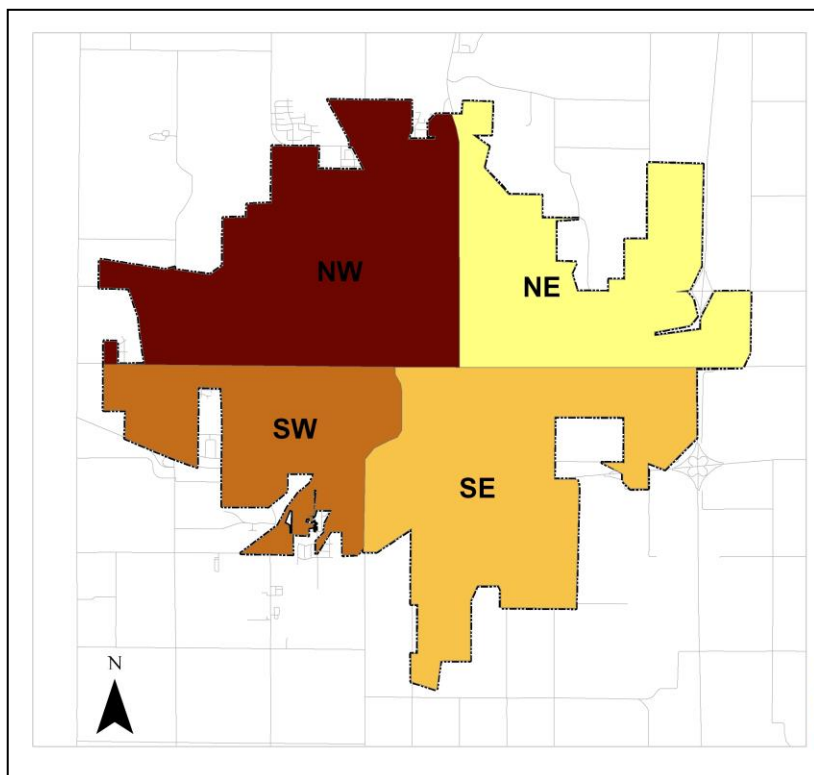
Characteristics	2015 American Community Survey 5 year Estimate	Survey Year				
		2013	2014	2015	2016	2017
Percent						
Housing type						
Rent	59	40	43	44	55	50
Own	41	60	57	56	45	50
If rent, for what reason?						
Short term stay in Ames	-	59	60	72	75	77
Lack of adequate	-	52	42	32	37	25
Little or no upkeep	-	35	38	26	26	5
More security	-	12	13	3	5	33
Location of home						
Northwest	-	47	48	50	47	49
Southwest	-	28	25	25	26	14
Northeast	-	15	16	13	13	25
Southeast	-	10	11	13	14	12

Respondents also were asked about the place where they live. As seen on Figure 1, almost half (49%) of the respondents reside at the northwest part of the city (47% in 2016), 14% from southwest (26% in 2016), 12% from southeast side (14% in 2016), and 12% from northeast (13% in 2016). (Figure 1)

There are more respondents from northeast part of the town compared to last year and less from southwest part. Respondents from northwest and southeast were almost the same as the previous years.

Figure 1. Geographic Sections

49% = Northwest
 14% = Southwest
 25% = Northeast
 12% = Southeast



Priorities for On-Going Services

Respondents were asked to indicate how the city budget will be spent (less, same or more) on several services paid for by property or sales taxes. Funding amount 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 of Ames to spend the same amount as previous year for all of the 10 services mentioned. The category “other” received 56 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 Ames Public Library and land use planning (both current and long term). These programs got the second highest rating on spending reduction (19% for land use planning and 17% for Ames Public Library).

Of those selecting “spend more,” 27% of respondents wanted to spend more on recreational opportunities, followed by 26% who would like to see more money spent on Ames Animal Shelter and Animal Control, CyRide, and law enforcement. These findings are summarized in Table 3.

Table 3. On-going service priorities

On-going service	Should the city spend?			
	Less (1)	Same (2)	More (3)	Average
Fire protection.(\$ 5,235,394) (n=451)	6.2	79.6	14.2	2.1
Other (n=56)	16.1	67.0	16.1	2.1
Human service agency funding (ASSET).(\$ 1,375,216) (n=442)	12.4	64.9	22.6	2.1
CyRide (public transit) (\$1,821,476) (n=455)	10.1	64.8	25.1	2.1
Law enforcement (\$9,155,078) (n=449)	10.7	64.6	24.7	2.1
Land use planning (both current and long-term) (\$ 820,571) (n=446)	18.6	64.1	17.3	1.9
Parks activities (\$1,333,315) (n=454)	15.6	62.3	22.0	2.1
Ames Public Library (\$3,992,739) (n=451)	17.3	62.3	20.4	1.9
Recreational opportunities (\$ 721,529) (n=452)	12.4	61.1	26.5	2.2
Ames Animal Shelter & animal control (\$ 366,496) (n=452)	13.9	60.4	25.7	2.1
Arts programs (Public Art & COTA).(\$ 204,979) (n=453)	19.4	57.6	23.0	2.0

Table 4 shows trends in spending preferences, and looks at “spend more” responses. From 2013 to 2017, there was a consistent slight increase in more spending on the following services: Ames Animal Shelter and Animal Control, Ames Public Library, and parks activities.

From 2016 to 2017, there was an increase in respondents wanting more funding for arts program (6%), 5% for Ames Public Library and 3% increase for parks activities. Law enforcement and land use planning remained the same as last year (25% and 17%, respectively). There was a decrease on the following services: recreational opportunities, CyRide (public transit), Human Service Agency funding (ASSET), and fire protection.

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 years consistently received at least 20% of the respondents indicating “more spending.”

While considering this data, it’s important to remember that the majority of respondents consistently say the City of Ames should spend “the same” amount on service priorities, while “spend less” and “spend more” numbers represent a much smaller number of respondents.

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

Services	Survey Year				
	<u>2013</u>	<u>2014</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>
Recreational opportunities	25	26	28	29	27
Ames Animal Shelter and Animal Control	22	22	23	25	26
CyRide (public transit)	22	22	33	29	25
Law enforcement	22	21	21	25	25
Art programs	16	16	16	17	23
Human Service Agency funding (ASSET)	27	20	21	25	23
Ames Public Library	19	13	12	15	20
Park activities	17	19	18	19	22
Land use planning (Both current and long-term)	17	20	17	17	17
Fire protection	16	16	18	17	14

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, household income, and geographic residence in town.

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

Arts Programs (Public Art & COTA)

- Long-term residents (19 years in Ames)
- Older respondent (47 years of age)
- ISU student
- Renter

Fire protection

- Long-term residents (19 years in Ames)
- Older respondent (49 years of age)
- Renter

Human service agency

- Long-term residents (19 years of age)
- Older respondents (46 years of age)
- Some college

Law enforcement

- Long-term residents (19 years in Ames)
- Older respondent (46 years of age)
- Ames residents
- Homeowner
- Employed part-time
- With income under \$25,000

Ames Animal Shelter and Animal Control

- Younger respondent (37 years of age)
- Female respondents
- Full-time ISU student
- Renter

Land use planning (both current planning and long term)

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

Parks Activities

- Newer residents (10 years in Ames)
- Younger respondent (32 years of age)
- Full time ISU students
- Renter
- Employed part-time

Recreational Opportunities

- Newer residents (10 years in Ames)
- Younger respondent (32 years of age)
- Full-time ISU student
- Renter
- Employed part-time

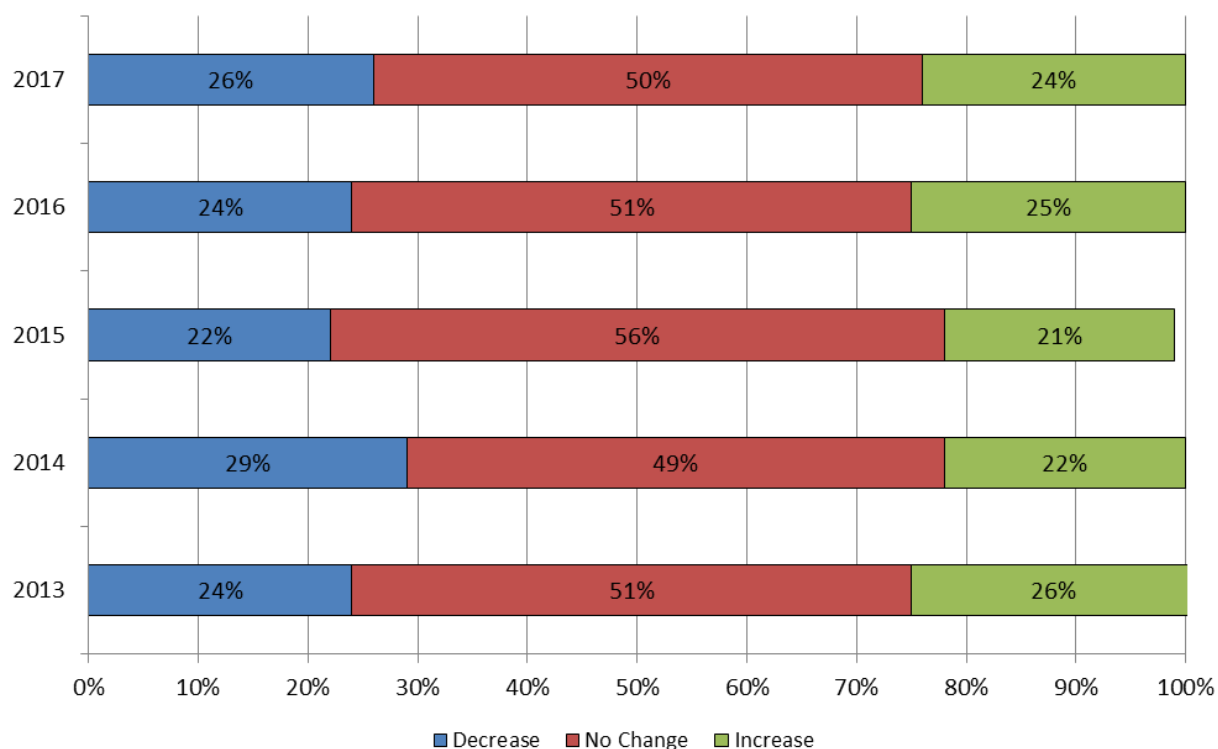
Transit system (CyRide)

- Newer residents (9 years in Ames)
- Younger respondent (33 years of age)
- Full-time ISU student
- Renter
- Employed part-time
- Under \$25,000 (household income)

Spending pattern for the next year on different programs was perceived to be the same regardless of geographic residence of the respondents.

Residents were asked how much they thought property taxes should be adjusted next year in light of their spending priorities. Figure 2 illustrates how respondents have answered this question over the past five years. The figure shows variation in responses to this question over time. This year's data was very comparable to 2016. In 2017, 24% of the respondents would like to see an increase in property tax (25% in 2016). Half (50%) suggested no change (51% in 2016) and 26% suggested a decrease (24% in 2016).

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 noted as the second most important capital improvement projects, 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. Twenty-two responses were given to “other.”

Table 5. Capital improvement priorities, 2017

	<u>Somewhat or Very Unimportant</u>	<u>Somewhat or Very Important</u>	<u>Average*</u>
	%	%	
Traffic flow improvements	21.6	78.4	3.21
Reconstructing existing streets	17.5	82.5	3.19
Storm water drainage improvements	21.5	78.5	3.11
Greenway trails (recreational) improvements	33.3	66.7	2.84
Improvements to existing parks	31.8	68.2	2.79
Off-street bike facilities (commuter) improvements	42.8	57.2	2.65
On-street bike facilities (commuter) improvements	41.5	58.5	2.64
Other, specify	47.0	53.0	2.61

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

Other responses: (n=22)

- Access
 - Disability Access
- Bicycle
 - Bike Trails
- Campustown
 - Campustown
- CyRide
 - Frequency and routes
- Energy Efficiency
 - Reducing energy usage by optimizing/utilizing more efficient practices/devices such as streetlights
- Facilities
 - More dog friendly places
- Housing
 - Student Housing Rights
- Parks
 - Additional parks
 - Ames Dog Park - drainage problem (very muddy when the snow melts and when it rains)
- Pool
 - Indoor pool
- Railroad
 - Train overpasses
- Renewable Energy
 - Renewable energy use in public
- Street/ Street lights
 - Cross Walks
 - Filling potholes and bumps
 - Improved winter road conditions

- Sidewalk
 - Sidewalk improvements (2)
 - Sidewalk Repaving
- Taxes
 - Why does Barilla get a tax break but my property taxes have increased?
- Traffic
 - 16th & Grand Stoplight
 - Ames needs more turning lanes
 - South 16th St
- Utilities
 - Water

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 most important projects have remained quite consistent: reconstructing existing street as the most important project in the last five years followed by traffic flow improvements and storm water drainage.

In 2016, there was a decrease in the percentage of respondents who felt strongly about the top priorities for capital improvements, (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. However, in 2017, there were increases of 2% and 9% for reconstructing existing streets and storm water drainage improvements when compared to the 2016 survey. Traffic flow improvements had a slight decrease of 1% from the 2016 survey.

Last year the category, "on-street bike facilities (commuter) improvements," was added to the survey and 61% of the respondents indicated that it was very or somewhat important compared to 59% this year. Also "greenway trails (recreational) improvements" was added with 69% of respondents in 2016 saying it was very or somewhat important, and 67% in 2017.

Table 6. Trends in capital improvement priorities

<u>Service</u>	<u>Survey Year</u>				
	<u>2013</u>	<u>2014</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>
	Percent very or somewhat important				
Reconstructing existing streets	88	86	88	80	82
Traffic flow improvements	75	76	84	79	78
Storm water drainage improvements	78	76	77	69	78
Improvements to existing parks	66	66	68	66	68
Greenway trails (recreational) improvements	-	-	-	69	67
On-street bike facilities (commuter) improvements	-	-	-	61	59
Bike path improvements (Off-street bike facilities (commuter) improvements)	61	66	71	62	57
Other	69	58	-	-	53

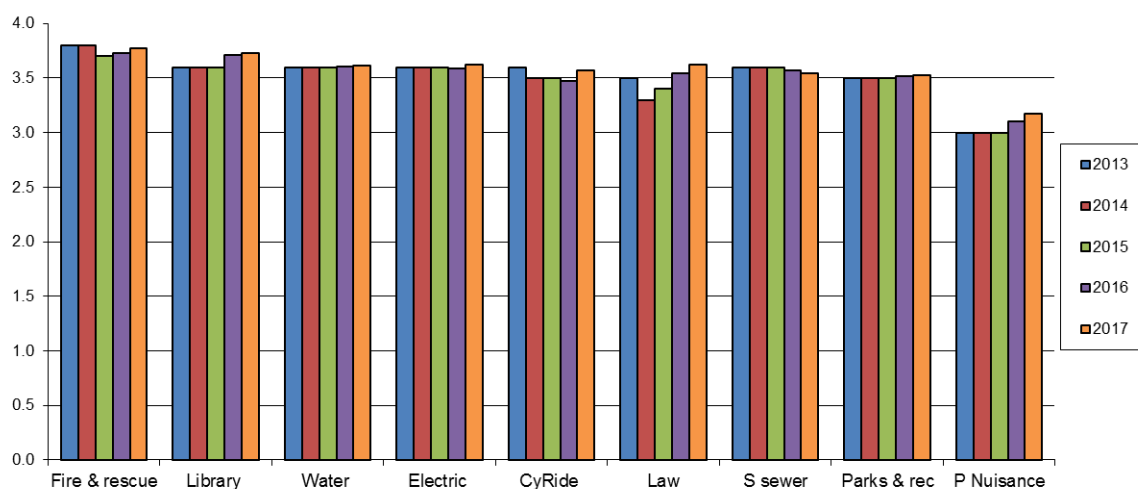
Table 7 shows the ranking distribution of capital improvements priorities. Traffic flow improvements was ranked as first priority for two years now. The trend is the same for "reconstructing existing streets" and "storm water drainage improvements" as second and third priorities, respectively. (Table 7)

Table 7. Ranking of Capital Improvement Priorities

Capital Improvements	1st Priority (n=480)	2nd Priority (n=475)	3rd Priority (n=471)
Traffic flow improvements	31.5	21.7	15.9
Reconstructing existing streets	27.9	21.5	14.0
Storm water drainage improvements	16.3	17.5	19.1
Greenway trails (recreational)Improvements	6.9	9.1	13.4
On-street bike facilities (commuter) improvements	6.9	10.1	11.3
Off-street bike facilities (commuter) improvements	4.4	10.3	10.6
Improvements to existing parks	4.0	9.3	14.6
Other	2.3	0.6	1.1

Resident Satisfaction with City Services

Respondents were asked to determine their level of satisfaction with services provided by the City of Ames. 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 2013 to 2017, all of the nine services were rated high (satisfied to very satisfied) by the respondents. In 2017, the levels of satisfaction of four out of the nine services stayed the same as last year. The other four services were rated higher this year (1% increase) compared to last year: fire and rescue, CyRide, law enforcement and public nuisance services. Only one city services was rated 1% below compared to last year (sanitary sewer service).

Figure 3. Perceived Satisfaction Levels on Services, 2013-2017

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

Respondent satisfaction with City departments remained high in 2017, with eight out of nine focus areas receiving 90% or more “somewhat or very satisfied” responses (Table 8).

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

	<u>Very/Somewhat Dissatisfied</u>	<u>Very/Somewhat Satisfied</u>
Fire rescue services (n=357)	1.7	98.3
Library services (n=365)	2.5	97.5
Law enforcement services (n=411)	5.6	94.4
Electric services (n=412)	6.1	93.9
Water service (n=422)	6.6	93.4
CyRide bus services (n=374)	7.2	92.8
Sanitary sewer service (n=406)	7.4	92.6
Parks & recreation services (n=405)	4.7	95.3
Public nuisance enforcement (n=350)	20.6	79.4

Police Department

Respondents’ preferences for future priorities for Police Department activities for the 2017 survey are in Table 9. Table 10 tracks these preferences over five-year period 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 and illegal drug use prevention and enforcement.

In the categories of sex-related offenses investigation, more than 52% of respondents said it should receive more emphasis while less than 2% suggested less emphasis. Illegal drug use prevention and enforcement was a diverse category, indicating varying views on the topic, more than 41% of respondents thought there should be more emphasis while over 10% indicated that there should be less emphasis on illegal drug use prevention and enforcement.

Just a little more than one-third of the respondents (37%) said parking laws enforcement should receive less emphasis, 17.5% for speed limit enforcement, and 12% for noise laws and nuisance party enforcement, 11% for alcohol-related crime enforcement. Less than 1% of the respondents believed that violent crime investigation should receive less emphasis.

Table 9. Future emphasis for Police Department activities

Police Department activity	Less	Same	More
Sex-related offenses investigation (n=415)	1.7	46.0	52.3
Illegal drug use prevention and enforcement (n=416)	10.8	47.4	41.8
Violent crimes investigation (n=413)	0.5	61.0	38.5
Domestic violence & family dispute resolution (n=417)	1.4	61.6	36.9
Crime prevention and education activities (n=420)	2.4	61.7	36.0
Alcohol-related crime enforcement (n=419)	11.2	58.5	30.3
Bad checks, fraud, & identity theft investigation (n=415)	3.6	66.7	29.6
Noise law and nuisance party enforcement (n=419)	11.9	68.5	19.6
Residential patrolling (n=416)	5.0	76.0	19.0
School resource officer services (n=417)	6.2	75.5	18.2
Animal control and sheltering (n=419)	12.2	72.3	15.5
Traffic control and enforcement (n=420)	6.2	79.8	14.0
Juvenile crimes investigation (n=419)	5.3	81.6	13.1
Speed limit enforcement (n=423)	17.5	70.2	12.3
Business district patrolling (n=412)	6.1	85.0	9.0
Parking laws enforcement (n=420)	37.1	58.6	4.3

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.” This year the emphasis on illegal drug use prevention and enforcement increased by over 6% from last year (41.8% and 35%, for 2017 and 2016).

Most of the highest ranked categories: violent crimes investigation, domestic violence/family dispute resolution, and crime prevention and education activities have remained steady with less than 1% increase or decrease from the 2016 data. Respondents did indicate a slight increase in the emphasis of bad checks, fraud and identity theft investigation (increased by 1.6% from 2016.) Respondents indicated some decrease in emphasis on the following police activities compared to 2016 data: juvenile crimes investigation (4%), traffic control and enforcement (4%), speed limit enforcement (3.9%), and school resource officer services (3.8%).

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

<u>Police Department activity</u>	Survey Year				
	<u>2013</u>	<u>2014</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>
-	Percent				
Sex-related offenses investigation	40	41	47	51	52.3
Illegal drug use prevention and enforcement	43	40	35	35	41.8
Violent crimes investigation	38	33	34	38	38.5
Domestic violence/family dispute resolution	31	29	35	36	36.9
Crime prevention and education activities	33	30	32	36	36.0
Alcohol-related crimes enforcement	31	37	29	31	30.3
Bad checks, fraud & identity theft investigation	24	26	27	28	29.6
Noise laws and nuisance party enforcement	19	23	17	20	19.6
Residential patrolling	23	22	18	19	19.0
School resource officer services	24	21	19	22	18.2
Animal control and sheltering	16	14	14	18	15.5
Traffic control and enforcement	13	16	16	18	14.0
Juvenile crimes investigation	21	18	16	17	13.1
Speed limit enforcement	13	14	14	17	12.3
Business district patrolling	11	9	6	9	9.0
Parking laws enforcement	5	6	5	5	4.3

Additional Comments

For the past years, the police department had been receiving positive comments from the respondents. These are some of the comments from the respondents; “I am unaware of any deficiencies in law enforcement” and “keep up good work”.

Other comments revolve around services that the Police Department should continue the alcohol abuse program and mental health program in school. Police officer presence in the schools has a big impact on the community, especially for students. Neighborhood patrolling is appreciated by respondents. The only thing lacking is the frequency of patrolling.

On the topic of parking, one recommendation was having the same rate everywhere for parking meters. There was also a need for camera and ticketing option at Welch and Lincoln way for no right turn on red light rotations.



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 96% for fire prevention education and outreach and 94% for home business safety inspection. A substantial number of survey 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 Department Activity	Very/Somewhat Dissatisfied	Somewhat/Very Satisfied
Putting out fires (n=189)	1.1	98.9
Ambulance assistance (n=217)	1.8	98.2
Fire Prevention education & outreach (n=228)	3.9	96.1
Home & business safety inspections (n=179)	6.1	93.9

Additional Comments

Residents of Ames were quite happy with the services provided by fire department, especially its prompt response to both ambulance and fire rescue. Adjectives used to describe the personnel were prompt, timely, and well-trained.

Several respondents could not comment because they never had any instances where they needed the services from Fire Department. However, from what they heard from friends, neighbors and relatives, they were very satisfied and grateful for the service.

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 further increased to 65% in 2012. This year, the number dropped to 34% (Table 12).

Ten percent of respondents experienced power surge which affected their computer operation, a decrease of 5% from the previous year.

Table 12. Respondents' experience with electric service interruption

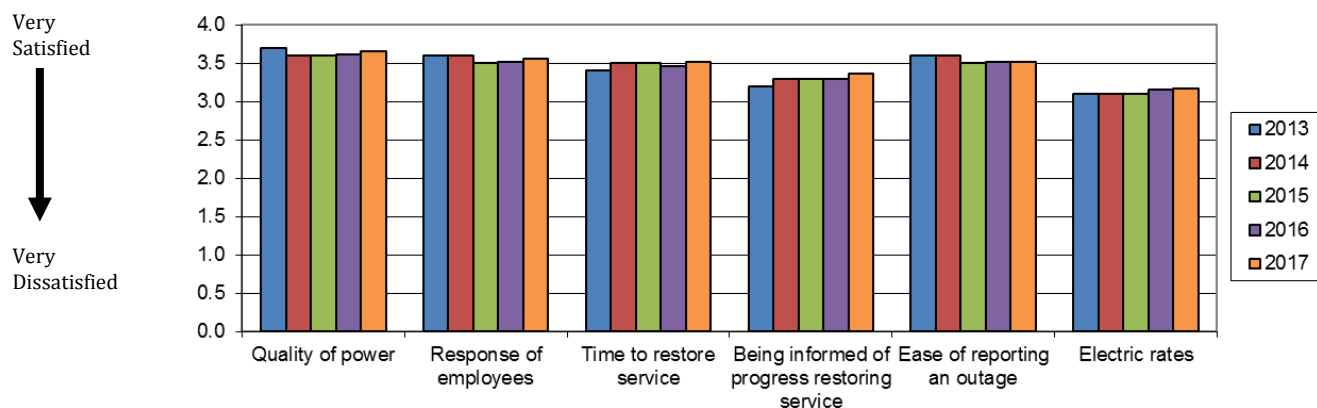
<u>Service outage</u>	Survey Year				
	<u>2013</u>	<u>2014</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>
Experienced power outage	54	53	35	42	34
Experienced power surge which affected computer operations	17	18	12	15	10

Satisfaction with various services provided by the electrical department is shown in Table 13. "Does Not Apply" responses were excluded in this analysis. Over 96% of Ames customers were somewhat or very satisfied with power quality. The majority (92%) of respondents were somewhat/very satisfied with the ease of reporting an outage and the response of employees (95%). Likewise, 95% were very satisfied with the time to restore service after an outage.

This trend is almost the same in the past five years from 2013 to 2017. Generally, the respondents were satisfied with the services received from Electric Department. The lowest rating was given to electric rates. (Figure 4)

Table 13. Satisfaction with Electric Department services

	Very/somewhat dissatisfied	Somewhat/very satisfied Percent	<u>Does not Apply*</u>
The quality of power (n=317)	3.8	96.2	13
Response of employees (n=219)	4.6	95.4	40
Time to restore service (n=227)	5.3	94.7	38
Ease of reporting an outage (n=219)	7.8	92.2	41
Being informed of progress restoring services (n=228)	11.4	88.6	38
Electric rates (n=309)	15.5	84.5	16

Figure 4. Satisfaction with City Electric Department activities, 2013-2017

For the second year, an additional question was asked with regards solar power. Ames Electric Services is pursuing SunSmart Ames, a community solar project that allows customers to purchase locally produced renewable solar power. Survey respondents were asked 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.

Nearly 66% of the respondents were willing to invest at \$200 per unit. At \$300 a unit, 40% were willing to invest and that dropped to 21% at \$500 per unit. (Table 14)

Table 14. Interested in investing at renewal solar power

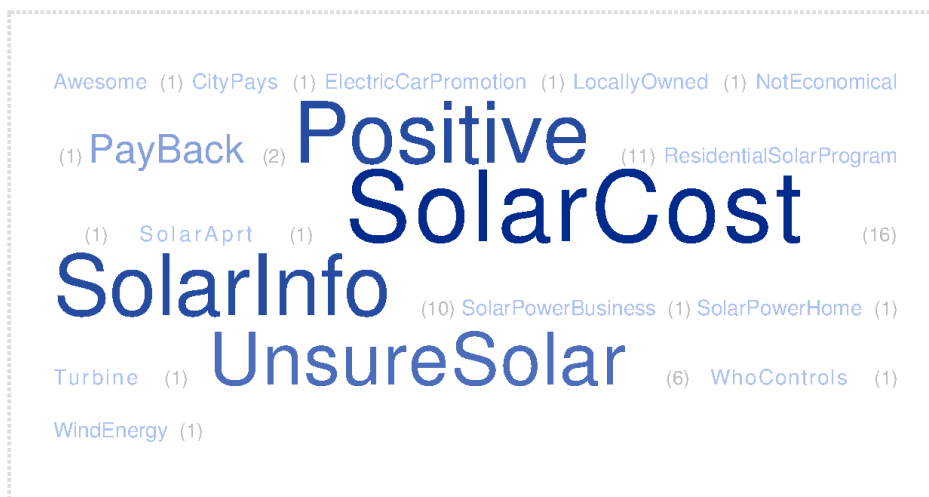
	<u>Yes</u>	<u>No</u>
At \$200 per unit (n=408)	65.7%	34.3%
At \$300 per unit (n=395)	40.2%	59.8%
At \$500 per unit (n=386)	21.3%	78.7%

The respondents were also asked if they are willing to pay a premium on your utility bill for solar power. Almost 45% said yes, which represents a 2% increase from the 2016 survey. However, the majority of respondents (55.4%) are not willing to pay a premium for solar power.

Additional Comments

A number of respondents wrote comments regarding the solar power. The majority of the comments revolve around the cost of solar power as a consumer and for the City. A sizeable number of respondents requested more information to make the final decision in supporting the project. They don't know the benefits of solar power to them or its overall benefit to the city.

Some respondents were excited to be asked about the community solar project and expressed a positive reaction. A respondent also commented that the City should shoulder the cost. A number of respondents mentioned business owned solar system versus residential solar system. (For details on the actual responses, please see the appendix)



Water and Sanitary Sewer Utilities

Of the respondents who use City of Ames water and sewer services, the majority reported never having problems such as too much pressure (97%), soft water (95%), rust (81%), disagreeable taster or odor (84%), too little pressure (76%), sediment (78%), or hard water (78%).

Only 2% to 15% have had any of those problems once or twice in the past year. Four percent said they had a problem with too little pressure three to six times. Nine percent experienced seven or more times of hard water last year. (Figure 5a) For the past five years (2013 to 2017), the frequency of occurrence of no water problems is fairly consistent (Figure 5b). In comparing 2017 to 2016 data, the number of respondents have no water services problems was 1% to 3% higher.

Figure 5a. Frequencies of water service problems, 2017

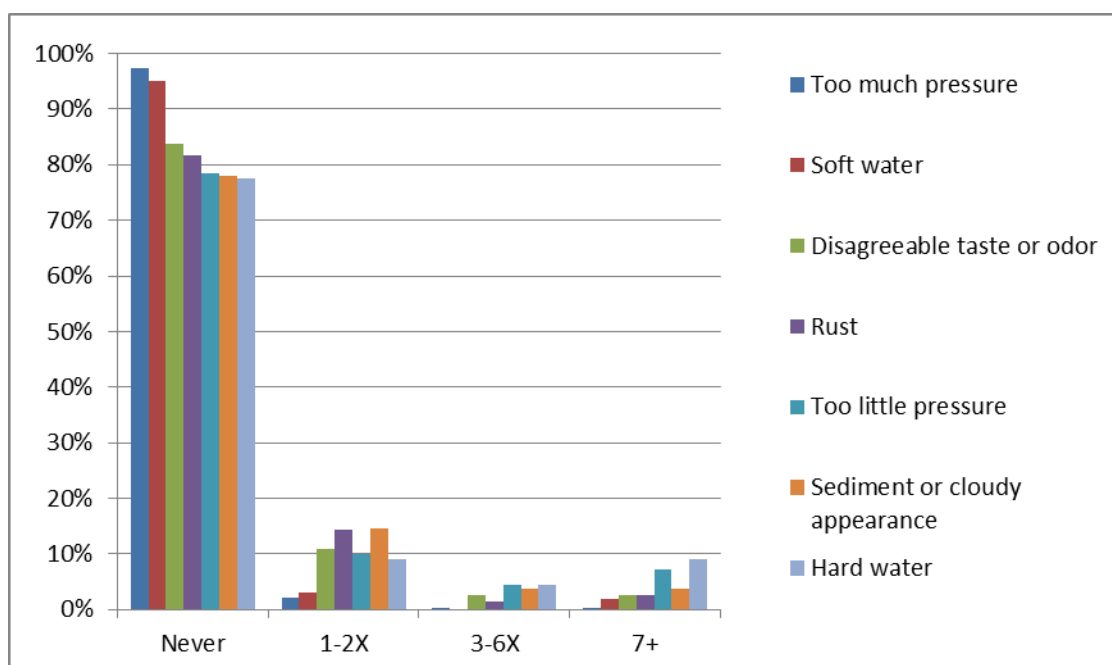
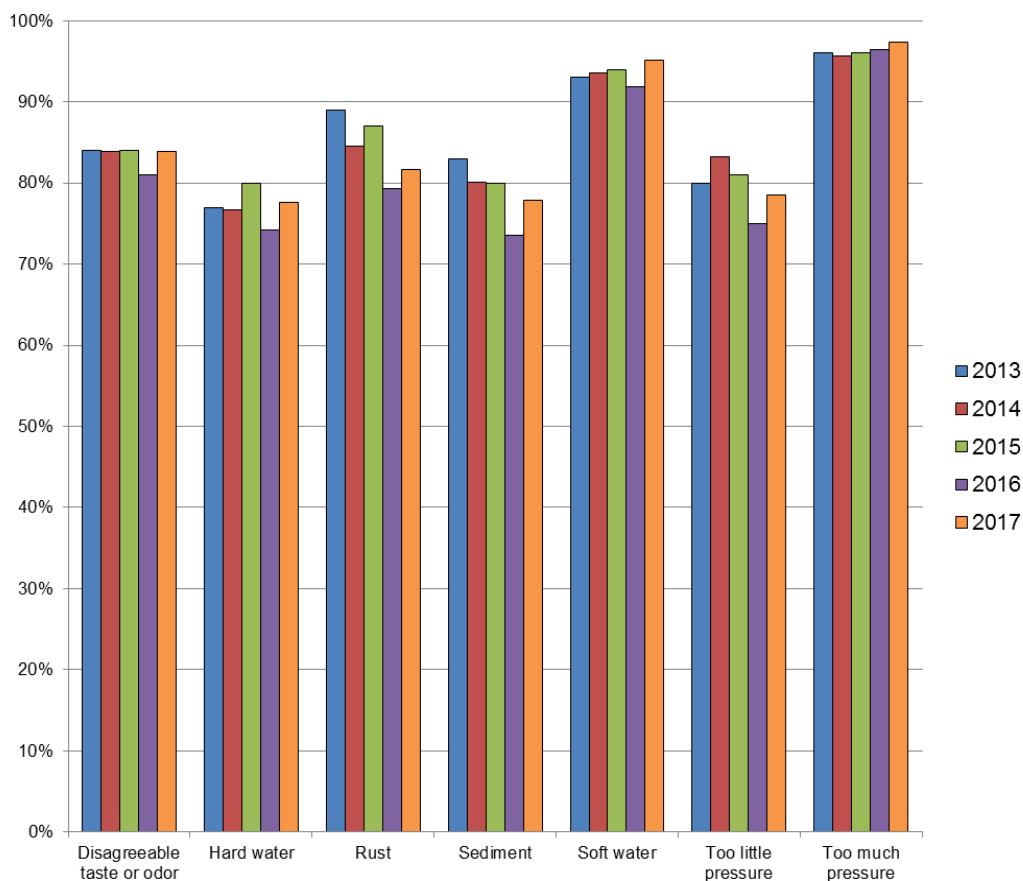
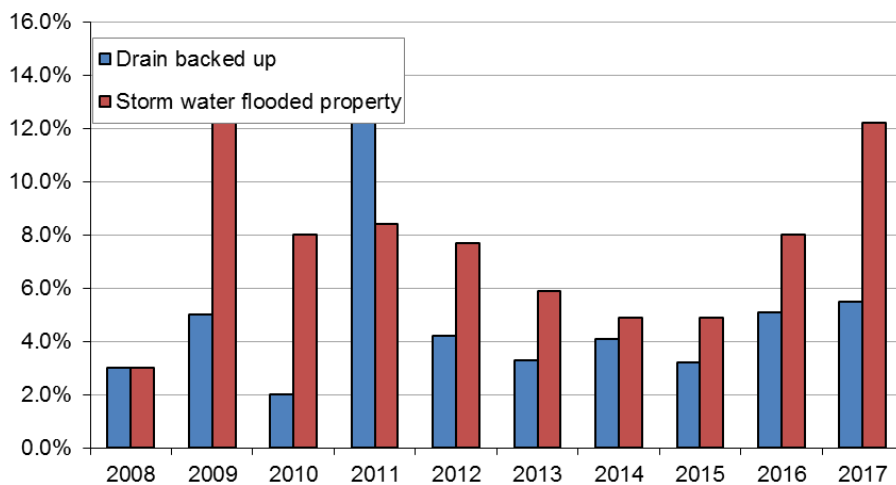


Figure 5b. Respondents Reporting No Water Service Problems, 2013-2017

Residents were also asked if the City sewer system caused a back-up in their basement/home. Only 5% (n=19) said yes. Of those who had a sewer problem, 33% reported the problem to the city of which 33% were satisfied with the response and assistance they got from the city.

Finally, residents were asked whether the storm water flooded onto their properties from the city street. In 2017, storm flooding was reported by 42 respondents or 12% (Figure 6). Of the 42 respondents who experienced flooding, 36% (n=15) reported the problem to the city. When asked how satisfied they were with the city's response to the flooding problem, 66% were dissatisfied/ or very dissatisfied. The graph indicates that problems related to the city's water system keeps on increasing from 2013 to 2017, although it was big drop from 2011. From 2016 to 2017, the city's sewer system causing back-up in the basement/home and storm water flooding onto the property from a city increased.

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



Satisfaction with services of City Water & Pollution Control Department is reported in Table 15. Eighty-six percent of the respondents were satisfied (somewhat and very satisfied combined) with water rates. Over three-fourths were satisfied with quality and sewer rates (91% and 85%, respectively).

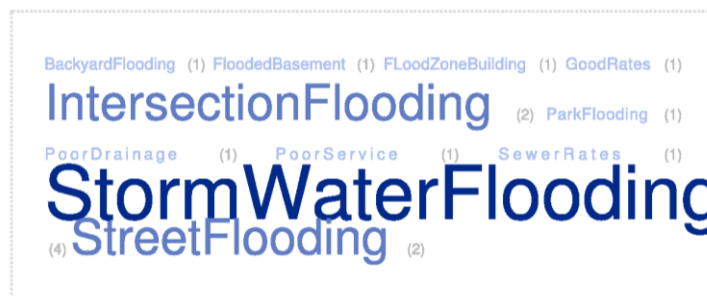
Table 15. Satisfaction with Water & Pollution Control Department services

	Very/somewhat dissatisfied	Somewhat/very satisfied	Average
Water rates (n=299)	14.0	86.0	3.16
Water quality (n=325)	8.9	91.1	3.53
Sewer rates (n=304)	15.1	84.9	3.15

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

Additional Comments

Generally, the respondents commented on the flooding on the street, storm water, and intersection flooding. Some neighborhoods, especially older neighborhoods, were reported to have inadequate storm water drains. Respondents believed this caused street flooding and may have hindered sump pumps to drain. A respondent commented that the storm water flooded his basement last year in that



heavy storm in September. His sump pump was unable to keep up, and he also had water coming in other places around the foundation for the first time ever. He believed that his tile line was full so that water had nowhere to go.

A respondent was also complaining that his water bills keep on increasing even though he had used less water. For exact wording of their comments, please see the appendix.

Neighborhood Nuisance Enforcement

Respondents' satisfaction with enforcement efforts against neighborhood nuisances is illustrated in Table 16. Among those who expressed opinions, more than 70% were "somewhat" to "very satisfied" with each enforcement effort related to noise limits (79%), front yard parking on residential property (81%), yard upkeep (73%), over occupancy in rental property (79%), property upkeep (74%), and outdoor storage on property such as old cars, tires, furniture, garbage (78%). The average satisfaction is moderate (level ranges from 3.06 to 3.18). Between 54% and 71% 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 southeast area were more satisfied with over-occupancy in rental property compared with those from northeast area. Similarly, those living in the northwest area were satisfied compared with those from southwest area.

In terms of noise limits, the northwest residents were more satisfied (3.4) compared with those from southwest area (2.9). However, the level of satisfaction of the southwest residents were lower (2.9) than those from southeast area (3.4).

The level of satisfaction on the other nuisance issues such as property upkeep (front yard parking, yard upkeep and outdoor storage), were almost the same ranging from 2.9 to 3.4 (4 being very satisfied).

Table 16. Satisfaction in neighborhood nuisance enforcement

	<u>Very/Somewhat</u> <u>Dissatisfied</u>	<u>Somewhat/Very</u> <u>Satisfied</u> Percent	<u>Average</u>
Over-occupancy in rental property (n=122)	21.3	78.7	3.2
Noise limits (n=191)	21.5	78.5	3.1
Front yard parking on residential property (n=148)	18.9	81.1	3.2
Yard upkeep (n=189)	27.5	72.5	3.1
Property upkeep (paint, gutters, broken windows) (n=185)	25.9	74.1	3.1
Outdoor storage on property (old cars, tires, furniture, garbage) (n=179)	21.8	78.2	3.1

Additional Comments

Most of the respondents who wrote comments felt that there is no nuisance problem in their neighborhood. However, there were some concerns on over occupancy in rental apartments. A respondent also mentioned over occupancy among homeowners, too. Other issues mentioned were yard upkeep, noise from motorcycle and cars, barking dogs, bike path parking, lawn parking during game time, and sidewalk cleanup especially in winter time. For specific 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 77% for snow plowing in the neighborhood to 96% for street sweeping in business areas. (Table 17)

Table 17. Road service ratings

	Very poor/ poor Percent	Good/ Very Good
Street sweeping in business areas (n=400)	4.0	96.0
Snow plowing on major streets (n=414)	8.9	91.1
Appearance of medians and parkways (n=408)	10.5	89.5
Street sweeping in your neighborhood (n=408)	13.0	87.0
Maintenance of bike path (on street lanes & paths) (n=390)	14.4	85.6
Condition of streets in your neighborhood (n=410)	19.5	80.5
Surface condition of major streets (n=414)	21.3	78.7
Ice control at intersections (n=414)	22.5	77.5
Snow plowing in your neighborhood (n=415)	23.1	76.9

Figure 7a&b compares this year’s road service ratings with ratings from previous years. Each category saw a slight rating improvement from last year. Eight out of nine street maintenance features increased slightly (by 1%) compared to last year. Only one maintenance feature, “surface conditions of major streets,” remained the same as last year (2.9). None of the street maintenance service satisfaction decreased.

When looking at the age of the respondents, three out of nine road service ratings were statistically significant (ice control at intersection, snow plowing on both neighborhood and major streets). The older the respondent, the higher they rated those three road services.

In term of length of residency, three out of nine road services were significantly rated higher by long-term residents (snow plowing in both neighborhood and major streets, and surface condition of major streets).

In 2017, those living in northwest Ames had higher ratings for condition of streets in their neighborhood compared with those from northeast and southwest (average score of 3.09, 2.84 and 2.92, respectively). Ratings for eight street maintenance or services were the same regardless of geographic residence.

Figure 7a. Quality of street maintenance features (2013-2017)

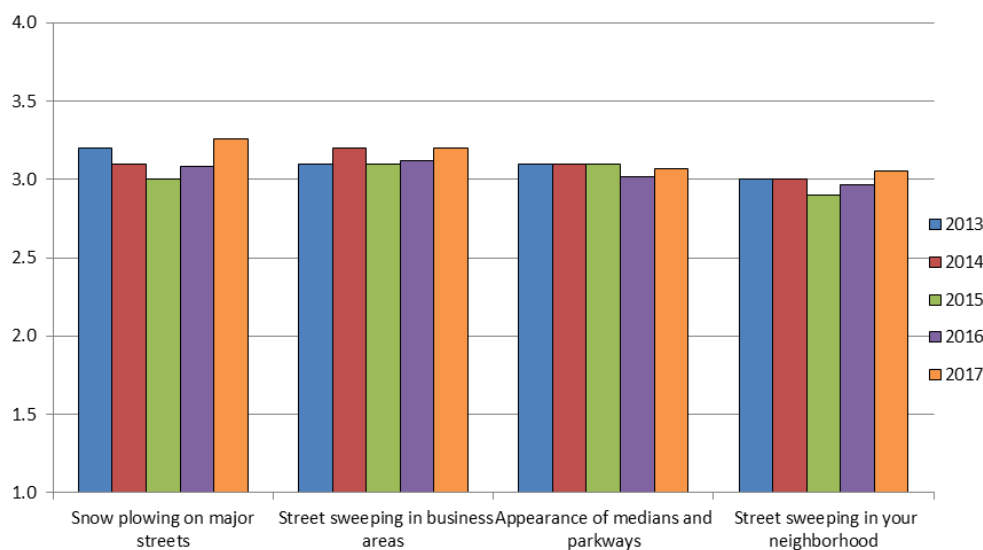
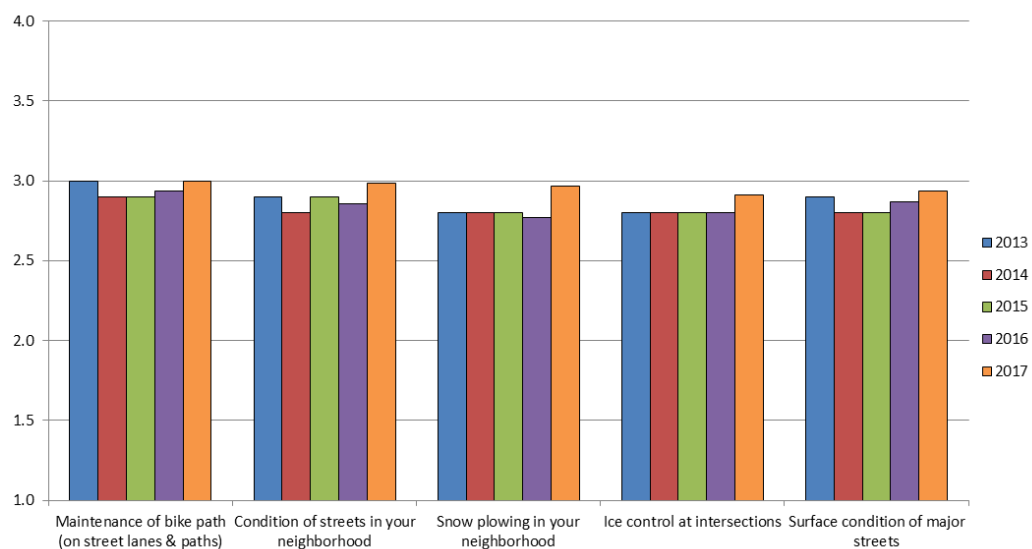


Figure 7b. Quality of street maintenance features continued (2013-2017)



The survey also asked about the effectiveness of coordination between traffic signals. As seen in Table 18, while 55% of respondents said coordination was “often and/or always” effective, another 36% said the coordination was “rarely to sometimes” effective.

Table 18. Signal Coordination Effectiveness (n = 411), 2017

	Percent
Almost always effective	20
Often effective	35
Sometimes effective	29
Rarely effective	7
Don't know	9

Additional Comments

Most of the comments were complaints on traffic flow in different parts of the town. Too many stops at Lincoln Way, 13th Street, Stange Road, and South Duff were mentioned. Lack of traffic coordination of stoplights was a common complain.

One respondent provided a positive comment, “Compared to other cities I've lived in, Ames does a fabulous job. The city is always thinking ahead, making plans, and implementing those with high quality results. I like updates on website, social media.”

Specific areas of the town that needs attention are:

- 13th and Duff
 - Change from green to red too quickly
- 13th and Grand
 - Change from green to red too quickly
 - 13th Street needs protected left turns at Grand Avenue
 - Additional left and right turn lanes are needed
 - Awful
 - Back up during busy times
 - I would like to see a green arrow on 13th St. going south on to Grand Ave. At rush hour times, it's almost impossible to get through.
 - Intersection could really use a turning arrow. It seems extremely dangerous at this intersection because of how busy this intersection can get.
 - Need a left turn arrow when turning on to Grand Ave from 13th street. Major backup during commuting hours due to this.
 - Something needs to be done with the 13th street and Grand intersection. The East-West traffic need to have a green arrow to help with the traffic that goes south.
- 13th and Stange Rd.

- Please find a better way to coordinate the traffic signals at the intersection of Stange Rd. and 13th St.
- I am happy that the signal at 13th and Stange has more left turn arrows
- Stange and 13th is the worst, slowest, most traffic-causing intersection ever
- 13th and Duff.
 - The sensor on the north bound lane of Duff Ave at 13th street sometimes doesn't register if the car isn't pulled up close enough to the crosswalk.
- 20th and Grand Ave
 - Changes from green to red too quickly
- 24th and Stange
 - The intersection of Stange and 24th is not always timed properly. Some streets do not have sensors so lights change even if no car has triggered it (Grand).
- 6th and Grand Ave.
 - The corner of 6th and Grand has unreasonably long wait to cross Grand. Traffic light discoordination is my greatest complaint about living in Ames.
- 6th and Hwy 30
 - In the past month, I have been stopped at each traffic light from 6th to rte. 30 on University multiple times. It would be nice if these lights were set to keep speed limit traffic flowing through most of these lights.
- 6th St.
 - Bike lane situation is still a mess. Still narrow and dangerous on 6th, etc.
- 9th and Grand
 - 9th Ave at Grand Ave takes a long time to change to green.
- Adams
 - 300' of gravel at east end of Adams should be paved - a growing hazard
- Clayton Drive
 - Snow removal is terrible on Clayton Drive. The city always pushes ice/snow into property owners' driveways after the homeowners clear it.
- Duff and Lincoln Way
 - A lot of the streets need repaving. Especially Lincoln Way between Duff and Grand and the historical district. I would suggest a local gas tax to get it done.
- Hyde and Bloomington
 - There is a need for a 4-way stop at the intersection of Hyde and Bloomington. With the increase of traffic on Hyde to Grant and then to Gilbert, we experience delays at Hyde and Bloomington. Plus, people exiting the Lutheran Church parking lot have serious trouble exiting to the left when traffic is heavy. A 4-way stop would assist pedestrians and bike traffic too.
- Lincoln Way
 - Lincoln Way Campustown could use some more favorability for pedestrians who have to cross Lincoln way especially in rush hour trying to get to class
 - Lincoln Way traffic MUST be improved upon
 - Lincoln Way traffic signals are pretty uncoordinated
- Lincoln Way and Clark
 - Lincoln Way and Clark is ridiculous. There should be a turn only light from both directions before traffic can go straight
- Lincoln Way and Hyland
 - At intersection of Lincoln and Hyland, pedestrian signals could use some adjustment. I often have to wait for 2 rotations of car traffic lights to get a crossing light as pedestrian especially issue with construction of new apartment buildings.
- Lincoln Way and Walnut

- Later at night it takes very long to turn onto Lincoln way from walnut at the lights
- Ontario and Hyland
 - Ontario and Hyland in winter needs more attention.
- Pammel Drive
 - Almost impossible to make left turn onto Pammel Drive (about 10-15 min. wait during busy hours). Lot of vehicular and pedestrian traffic.
- S. 5th
 - South Duff intersection with S. 5th St. and Grand make both lights green sometime on Grand
- Sheldon and Lincoln
 - Seems poorly timed.
- South Duff
 - Please do something about traffic on S. Duff.
 - South Duff can get pretty slow during peak traffic, but that shouldn't surprise you, other than that traffic isn't too bad. A better connected bicycle system would be good, (i.e. More bike lanes on road with shoulders, but I recognize that takes money away from other improvements).
 - This is very dependent on time of day and street South Duff is never coordinated - There is no way to travel the length without being stopped - To the point drivers do not speed up because they will just stop - Lincoln Way is good sometimes and then other I stop at every light, which encourages to drive very fast to catch the sequence or very slow (Both bad).
- Top-O-Hollow West section of Hoover
 - Our neighborhood street is falling apart. Needs resurfacing badly (Top-O-Hollow West section of Hoover).
- Welch and Lynn
 - I circled rarely effective because the lights on Lincoln Way and any cross street (in Campustown area) allow the LW traffic to flow, but don't change to allow cross traffic to move. I've waited at Welch and Lynn Ave for up to 5 minutes! It's frustrating!
- S 5th and Duff
 - Another bad intersection due to poor signaling is S 5th and Duff

Specific issues of the town that needs attention are:

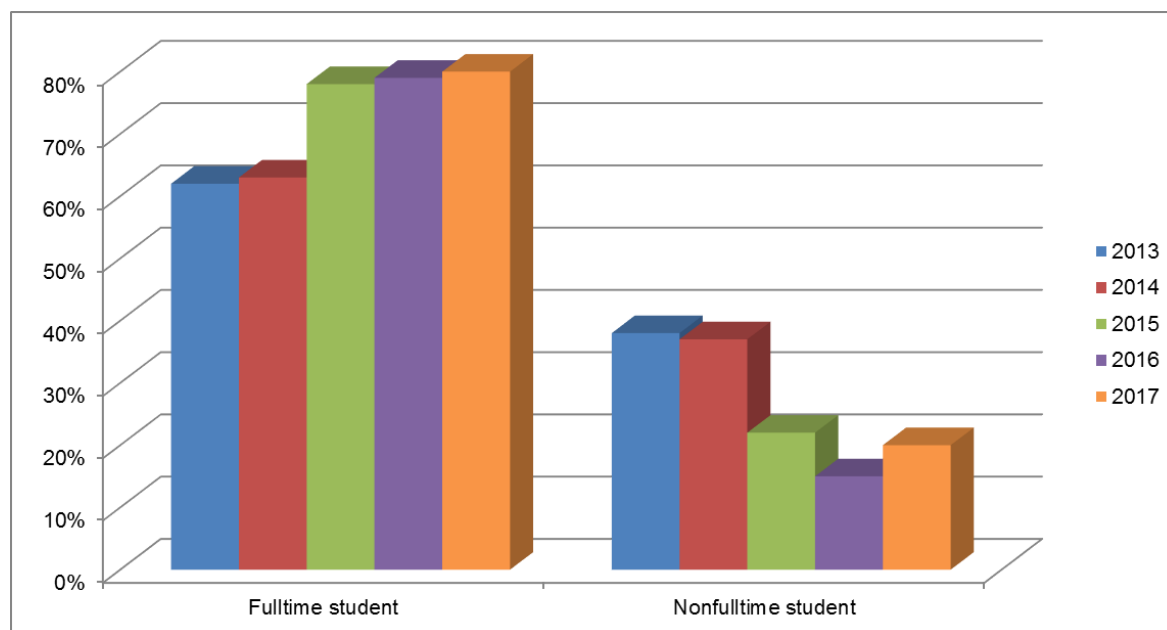
- Parking
 - The parking signs are confusing and do not allow for adequate street parking in residential areas. If ever I have a guest staying overnight, we are forced to find parking out of the neighborhood where vandalism is more likely to occur in a public parking lot; even if well lit. Overnight parking on streets is nearly impossible. Again, parking signs are confusing!!!
- Snow removal
 - Intersections very poor in icy conditions. Main streets not cleared off early enough compared to small towns.
 - Snow should really be cleaned immediately as it starts accumulating, especially when buses run a less frequent schedule, and where no bus goes. Because people are more likely drive or walk during those time in those areas.
 - Too much salt use. Driving through town involves stopping at most intersections. There needs to be some method used to ease the trip down major streets.
- Street Maintenance

- It seems like the city could and should collect leaves swept to the street in the gutters. Probably would save lots of gas and time for residents hauling leaves to the yard waste site.
 - Paint on roads are very hard to see in winter conditions, rainy nights, etc. Never had this issue in other states (Georgia, North Dakota, and Hawaii). Reflective paint maybe? Sometimes it is hard to see road lanes; not just in Ames though - all over Iowa.
 - The streets are patch work. I realize with the amount of traffic it's difficult to work on the. The best thing I have seen is when there is a whole lot of cracks, dips and holes, you all are on top of it, getting them fixed until you can repair the roads. That shows me, you care and I greatly appreciate that!
 - We reported a street repair need. A crew responded a few weeks later and fixed a different part of the street. The original problem still exists.
- Traffic lights
 - A lack of turning lanes is a huge problem. At certain times in the day you can wait three lights to get anywhere. They also make people make blind turns and can be very dangerous.
 - I wasn't aware there were any coordination between the signals. It's not obvious!
 - In the city that has the Iowa DOT, why aren't cross town traffic lights coordinated to encourage smooth and safe travel?
 - Never knew there is coordination?
 - One time I saw an intersection positively glitch. It was wild
 - Some lights seem to need their timing checked, they act a little funny once and a while.
 - The sensor doesn't work that well in my area. I have to wait too long to get a green light.
 - The traffic lights on University at rush hour are a little crazy - the new one at the Hwy 30 exit?
 - The traffic lights on University Boulevard are not coordinated at all. Every light always seems to be red when you get there.
 - Traffic control leaves a lot to be desired. Various intersections don't handle turning traffic well so it takes multiple cycling of lights to get through, etc.
 - Traffic lights are probably the only annoyance that I have in Ames besides we need a sidewalk to the park by our house.
 - Traffic signals often sync up so that if you stop at one light, you stop at several in a row (specifically on University Boulevard).
 - We feel Ames has a very slow traffic flow. Lights are rarely coordinated and driving is not very fluid.

CyRide

Ames' mass transportation system – CyRide – was addressed next in the questionnaire. Figure 8 shows how CyRide users differ by student status (full-time versus non-full-time students). Among respondents who used CyRide at least once a week, 80% were fulltime students and 20% were non-fulltime students.

Figure 8. Use CyRide at least once a week, 2013-2017



In 2017, 47% of respondents reported to be CyRide users to various degrees. In the past five years, the use of CyRide fluctuated around 43% (between 38% and 47%). In 2017, 53% of respondents reported they never rode the bus, the same rate as last year.

There was an increase of 8% for the CyRide users of once a week, and 10% more for 7 to 10 time per week. However, the number of respondents who took CyRide for more than 10 times per week decreased by 5% this year compared to 2016 (Table 19).

There is some 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 6.6 years). However, the non-CyRide users were older (average age 53) and have lived in Ames longer (average 22 years). The majority of those who used CyRide was students (69%) and was mostly renters (83%).

Table 19. Respondents' weekly CyRide usage

<u>Weekly use</u>	<u>Survey Year</u>				
	<u>2013</u>	<u>2014</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>
	Percent				
Never	60	62	59	53	53
2 to 6 time	18	15	15	19	6
7 to 10 times	10	10	12	9	19
More than 10 times	8	8	9	15	10
Once a week	5	5	4	4	12

When respondents were asked what would make them consider using CyRide if they are not currently using it, more than half (55%) said “nothing.” Thirteen percent 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 and 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=207)

<u>Reason</u>	<u>No.</u>	<u>%</u>
Nothing	114	55.1
Service was more frequent on routes near me	27	13.0
Service were provided to more areas of Ames	26	12.6
The fare when boarding was at no cost	23	11.1
Service was offered on my route longer during the day (earlier or later times)	15	7.2
The fare when boarding the bus was lower	11	5.3
Others	34	16.4

Other responses:

- Bus stop
 - Closer bus stop
 - Closer stop to our apartment.
 - I am handicapped and the nearest stop is 3 blocks away.
 - Nearest stop is 1 mile away
 - Pickup locations closer to my house
- Cost
 - If it were free to ISU faculty, I would ride.
- Frequency

- Run more often.
- Handicap friendly
 - More handicap friendly
- Map route
 - Easier way to read the maps
 - Learning about the route at times.
- No Need
 - At present don't really need the service, might in future.
 - I am a car driver and not into CyRide yet. But the time is coming.
 - I usually walk
 - If injured and could not bike
 - I'm always within walking distance, bus system is good as is!
 - No car and bike
 - Not a practical option for our household; travel lot while outside of Ames
 - Retired
 - We have a car.
 - Would use if necessary; i.e., unable to drive.
- Nothing
 - Nothing
- Other
 - If my personal situation changed that required its use.
 - Need to work it into my schedule to attend events at ISU
 - We plan to start using it. We just have not taken the extra time that riding would require over driving.
 - Too new to the area to have tried it! Anticipate starting this summer.
 - Used frequently when daughter attended ISU
- Route
 - How about service from downtown Ames to C.Y. Stephens events
 - I would need to take 3 buses between my house and work. Bring this down to 2 and I might consider it.
 - There are no routes in my neighborhood.
- Time
 - It's quicker to drive
- Too crowded
 - It wasn't so crowded on campus
- Use other
 - I use Hirta

Additional Comments (For actual responses, see Appendix)

- Accessibility
 - Increase Blind/Mobility accessibility
- Asset
 - CyRide is a real plus for Ames. It can get you anywhere in Ames. A blessing for ISU students too.
- Bus parking
 - The parking for the buses is unreasonable in the city where it can block traffic and quite often I feel unsafe driving next to some of the buses because the drivers are a little reckless occasionally
- Bus stop

- I would need to walk (approximately only half of this has sidewalks) over a mile to get to a bus stop. One solution would be Park and Ride sites, particularly near end-of-route stops.
- Nearest bus stop is more than 5 blocks from my house. Driving is much more convenient.
- The closest stop is at least one mile from my house.
- The closest stop is quite far away. That said: CyRide should be abundantly funded.
- Cumbersome. We've thought about taking CyRide to football games but would have to drive to a pickup location and park there. It's also hard to get on a bus after the game.
- Drive
 - I drive or bicycle or walk
- Free
 - Senior citizens should ride for no cost
- Frequency
 - I use CyRide only Monday through Friday, commuting to and from campus, but I would love to use it daily, wherever I go, if it could be more frequent and cover more venues. It also would be helpful to have more CyRide at night during weekdays. It is especially troublesome when undergraduates are out of school. Parking has already been increasingly difficult on and off campus during the last several years, it probably is a good idea to encourage people travel by public transportation. Plus, riding public transportation reduces gas emission.
 - We currently use Cyride, however I would like it if route 5 ran more. There have been times we've had to waste several hours on S Duff waiting for the next bus.
- Good alternative
 - Would consider CyRide only if we were not able to drive any longer.
- Great
 - CyRide is a great community service.
 - CyRide is great and I use it all the time. Would not hurt to see expanded service, especially to Ames (as outlined in the new CyRide plan). Two of the members in my household do not have cars and so ride CyRide pretty much every day
 - However I realize you have to cater to the larger public
 - I never hear complaints from those who do use CyRide
- Inconvenient transfer
 - It would be nice to have a more direct line from the north side of town to the south side instead of having to transfer.
- Love
 - I love CyRide
 - I love CyRide! The drivers are fantastic! I used it when I was in college here and all of them were very friendly! They were on time, they helped me out when I had to get to other side of town and explained which routes would get me there quicker and which to take back. They know how to be friendly even when students are mean to them! They are professional and amazing! Super people!!
- Love to drive
 - As long as I drive. Usually have very specific places I am driving to.
- No Need
 - I don't use CyRide to get to campus because I live close enough. The only time I would use it would be to go to Campustown or downtown Ames in the evening on the weekends.
 - Work out of town or time it takes spouse to get across town isn't reasonable for us. Could use workshop on how to use CyRide for when I have summers off - then I might use.
- Not convenient

- I drive closer to campus, park, then use CyRide from commuter parking because the route is not convenient from my apartment.
- Very unrealistic for families to ride the bus.
- We currently have small children in car seats, so we don't use it. I also work out of town.
- Other - Buses are empty except for students during AM Rides
- I use to use CyRide daily until we moved do a different area of Ames.
- I used it years ago. Has been great. Doesn't come early enough to get to work downtown by 7 AM, but not sure I'd use it for other reasons (family, pickup kids from school, etc.
- It would have to be more convenient than driving
- Maybe later when I can't drive - stops at my front door!
- My ISU student, who lives on campus, uses CyRide.
- Next time: please reword the question to: If you do not ride CyRide frequently or regularly, what would encourage you to use CyRide? Again, there is huge gap between never & sometimes. The CyRide stops 3 block from my home was removed & relocated 1 block further away. I've heard CyRide may move the stop south of my home another block further away. Not encouraging
- Rarely To one vehicle. There may be times now when I may need it.
- We use it for tailgating and it's awesome!
- Rarely use
 - We use it very rarely.
 - Ride sometimes I ride once in a while
- Route time
 - Route time and locations I go to do not match up. As a result bike or vehicle works best.
- Time
 - Need longer hours for routes that go further from campus
 - The route from home to common destinations is through campus and incredibly slow. A commute of 5 min by car would be nearly an hour by bus.
- Use Cyride when parking is a problem
 - If we want to go to a restaurant in campus town we will take Cy-Ride because we don't want to look for parking for our auto mobile.
- Use other
 - Service by Riggerberg neighborhood.

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 79% (restrooms) to 97% (overall appearance of the parks) of facility users providing a combined “very good” and “good” rating. The average rating ranges from 2.9 (restrooms) to 3.4 (overall appearance of the parks) 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 & 9b)

Table 21. Users' satisfaction with parks and recreation facilities, 2017

Facility	<u>Very Poor</u>	<u>Poor</u>	<u>Good</u>	<u>Very Good</u>	<u>Don't Use*</u>	<u>Average**</u>
	Percent					
Overall appearance of parks (n=405)		3	53	44		3.4
Wooded areas (n=340)	1	6	54	39		3.3
Hard surface trails/crushed rock trails (n=355)	<1	7	59	34		3.3
Playground equipment (n=279)	<1	5	63	32		3.3
Shelter houses (n=327)	1	6	65	28		3.2
Tennis courts (n=209)	<1	6	68	26		3.2
Picnic areas (tables/grills) (n=338)	1	9	64	26		3.2
Restrooms (n=309)	1.2	19	62	17		2.9

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

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

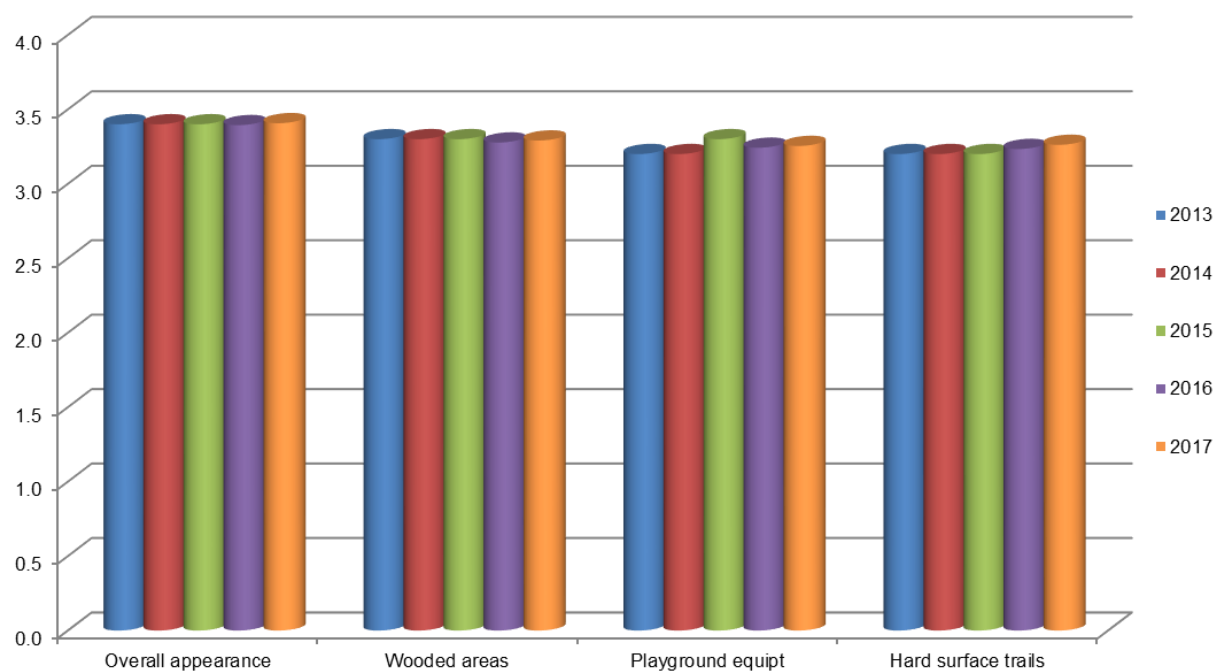
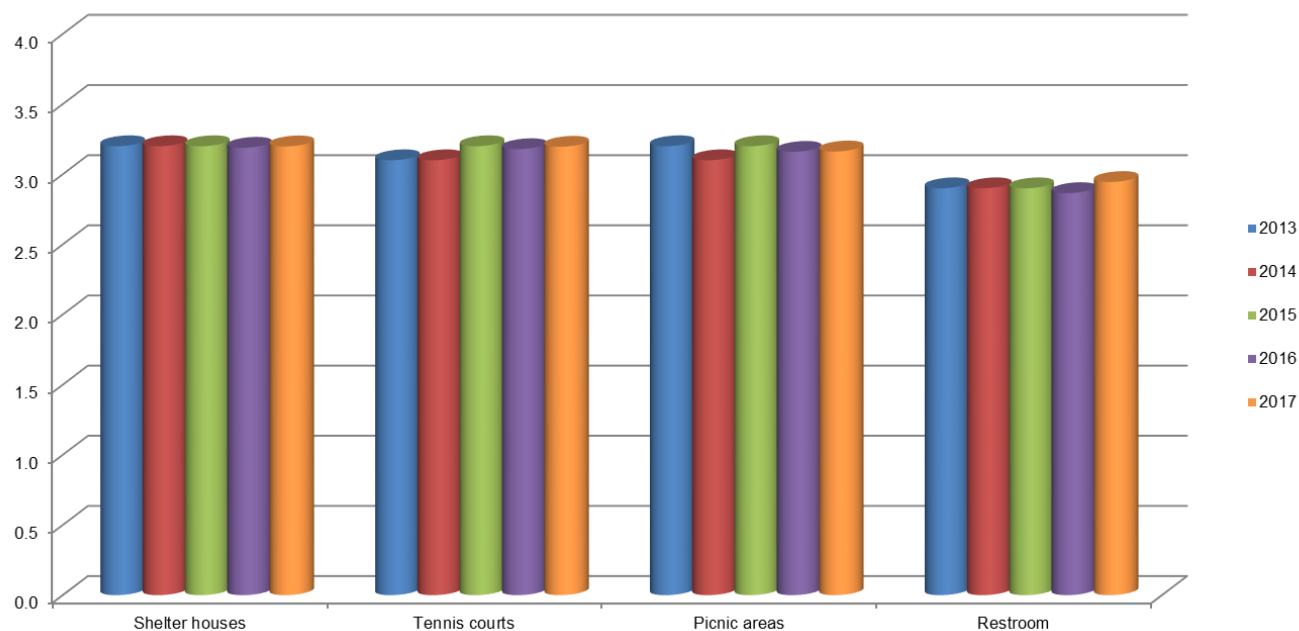
Figure 9a. Rating of Parks and Recreation features in the past 5 years

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



Additional Comments

- Positive comments
 - Ada Hayden is a blessing, thank you
 - Ames does a great job looking after its parks.
 - Good, I love Ada Hayden Park.
 - I love Ada Hayden!! Such a great park for Ames! Homewood Golf Course is great also. Well maintained.
 - I love all the walking trails in Ames, and use them regularly. While I acknowledge that Ames is unique in the large number of walking trails, since I do use them so regularly, I do wish there were even more, especially off-road ones.
 - I use the Pickle ball Courts - I'm very happy they are provided.
 - Parks are amazing in Ames, have enjoyed watching prairie restoration in Ada Hayden and look forward to results. Trails in Inis Grove Park could use some work.
 - Parks are nicely mowed or trimmed. We enjoy going for lunch and appreciate being able to visit many parks this way. Lots of trails are available!! Ames truly works hard to give their citizens and guests the best.
 - Parks seem to be popular and well kept.
 - Parks very nice and well maintained
 - We had a grill in our park get replaced this past fall. Much appreciated as the old one could longer be used.
 - We only use the dog park and it is great.

- Needed
 - Designated Pickle Ball courts and not just marked on existing tennis courts.
 - A steam sauna - Beyer Hall at ISU had a great one - used mostly by seniors - steam is way better than dry and could so easily be made available again, I really miss it!
 - An enclosed shelter, at least one! Something that could possibly be used all year round for reunions, graduations, small receptions - heated, a/c, kitchen, parking. Sad a town of this size doesn't have more of these options.
 - Build inclusive parks for people with disabilities
 - Evergreens - much more evergreen.
 - Family friendly indoor pool of some sort.
 - More activities for smaller children. Would be nice to see more activities that allow children to interact with nature.
 - More native plantings or pollinator gardens to support our local pollinators.
 - More off road bike trails
 - More paved walking trails in Ames. A map of all the Ames parks and the distance of each trail would be great too, or maps at the park entrances with all the trails you can walk.
 - More picnic tables that are not in the shelter
 - More recreation
 - More tennis courts
 - Pickle Ball courts instead of tennis courts
 - Playground equipment in the green space on Clayton Dr. / Sheffield in Somerset.
 - Senior exercise equipment like Roland has. Check out online. Very neat and usable exercise equipment.
 - The storm water drainage behind Kate Mitchell School and houses on Garden Road need to be cleaned and reworked so water doesn't stand for days.

- Improvement
 - Add more trees
 - Changes such as the "Miracle Field" need much more communication with affected neighborhood residents rather than the "this is what we are going to do" approach!
 - Development of neighborhood is poor.
 - Have a bathroom that is open year round if possible
 - A water fountain that works.
 - Removing branches, rocks on the trails
 - Water fountain at Carr Park
 - More picnic and alley and grills in Brookside Park
 - More trash cans in the lot on the north side and on the sidewalk that runs through the middle of the park.
 - Trail along the Skunk River could be extended further north of the old Carr Pool up to Ada Hayden Park
 - More green spaces near and around newer neighborhoods with young trees
 - Keep restrooms open longer in spring and fall
 - Concerned about walking/bike trail and Ada Hayden. Dangerous situation with walkers and bikers going in same direction. Suggest biker and walkers go in opposite directions to increase visibility for both
 - Very concerned about mud/landslide at north end of paved walk below camp Canwita and golf course by the river!

- Main concern is the wooded areas near the MWL area. Cleaning up and some law enforcement would make it cleaner but also meet concerns of drug use in the timber.
- Natural areas are poorly maintained - full of invasive species. Very little nature interpretation and education programs.
- City needs a warm-water indoor pool for health and recreation.
- Our park needs all dead trees removed and limbs that have fallen or placed here removed. Looks really shabby.
- Please don't sell any more woods areas!
- Restrooms need some more care because many times we do not find soap or toilet paper.
- Some of the parks that aren't rented as frequently as they should be, or we would like them to be.
- Storm water drainage - in the new ball park needs improvement, school board should pay.
- The Cy Statue at Brookside park is vandalized.
- The mowing at Ada Hayden is timely. As much as possible, all parks should be continuously improved.
- The Parks and Rec features are out of control.
- There is a big need to reduce the deer population in and around the wooded parks.
- Trail on west side of Skunk River by our pool, usually flooded over/standing water.
- We don't need tennis courts or playground equip. Make all parks animal friendly and provide pet waste stations across towns to promote a cleaner pet community.
- We rarely use Bandshell due to downtown pollution and sound from Duff.
- Weed control could be improved in parks and along suburban rows.
- Wind screens for the tennis courts would be nice. Love the paths and wooded trails and use them frequently.
- Would like more done on Brookside Park - big swings and bars - for middle age children.

Ames Public Library

Generally, Ames Public Library was rated highly by the respondents. The 13 services listed in the survey as provided by Ames Public Library were rated good/very good by 95% (wait time for requests/holds) to 99% (meeting/study rooms) of the respondents. On the 4-point scale, average scores ranged from 3.5 to 3.8 (good to very good). (Table 22)

Features or services most commonly selected by survey 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.

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

<u>Feature</u>	<u>Very Poor</u>	<u>Poor</u>	<u>Good</u>	<u>Very Good</u>	<u>Don't Use*</u>	<u>Average*</u>
	Percent					
Welcoming atmosphere (n=418)	0	1	13	52	34	3.8
Meeting/study rooms (n=418)	0	0	12	36	52	3.7
Customer service (n=416)	0	0	14	45	39	3.7
Asking questions of library staff by phone (n=418)	0	0	9	28	62	3.7
Programs (story hour, book discussions, concerts) (n=414)	0	0	12	30	58	3.7
Range of materials available (books, videos, magazines, software) (n=417)	0	1	16	44	39	3.7
Handicapped accessibility (n=416)	0	0	10	23	67	3.7
Availability of seating (n=184)	0	2	14	40	44	3.7
Use of library resources from home via computer (n=416)	0	1	12	30	57	3.7
Bookmobile service (n=418)	0	0	9	21	69	3.6
Page one - the library newsletter (n=417)	0	0	8	16	76	3.6
Internet/computer services (n=244)	0	1	12	28	59	3.6
Wait time for requests/holds (n=416)	0	2	19	26	52	3.5

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

Only 48% of the respondents use the Ames Public library as often as they would like to use it. Of those respondents who use the public library, only 32% were ISU students. The rest were not ISU students (68%).

For those who don't use the Ames Public Library, both students and non-students reported the same major reasons as to why not: Not having time and acquiring materials from other sources. While 26% of non-ISU students listed parking as a reason for not using the Ames Public library more often, only 10% of Iowa State students listed that as a reason. (Table 23)

Table 23. Comparing students & non-students' reasons for not using the Ames Public Library (respondents could choose multiple responses)

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= 93)	10	51	67	12	13
Non-ISU student (n=120)	26	43	48	10	10

Other reasons mentioned for not using the Ames public library were: (n=23)

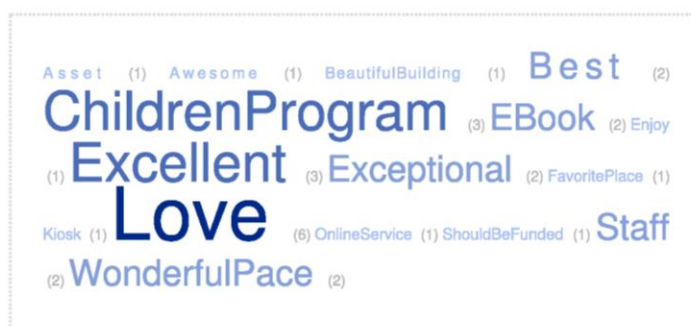
- Attribute
 - Difficult to get there
 - I don't know where it is
 - Lack of private study tables
 - Location of library
 - Too far from campus
 - Travel time
- Personal
 - I don't make it a priority
 - I normally use ISU library
 - My health and mobility
 - No real reason

Additional Comments

The respondents were very excited about the new addition to the Ames Public Library, which was added in 2014. They used the words: love it, excellent, exceptional, best, awesome, and beautiful building to describe the new library. Some respondents described the library as a wonderful place to go; an asset to the community; and adequate funding should be available for this community service.

The staffs' attitude has been a nice attribute of the library in the past few years. Welcoming and helpful staff have been praised by the respondents for several years. Programs for children and online services received high marks.

The library is not free of negative comments. Parking and handicapped accessibility raise concerns. Also, hours of



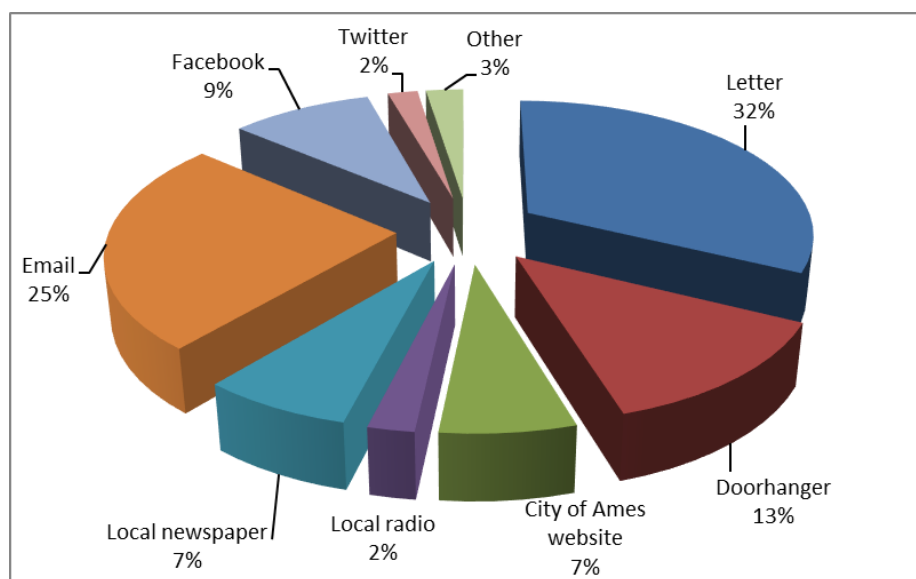
operation was mentioned as a deterrent to respondents for more frequent use. Respondents want longer hours especially on weekends. Security of the information given to the library was also a concern for the residents. Door security for kids was also mentioned.

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 (25% and 32% respectively), door hanger (13%), City website (7%), Facebook (9%), local newspaper (7%), and local radio (2%). (Figure 10) The trend is consistent with 2015 and 2016. For ISU students, email is the best way to communicate, followed by letter, Facebook, door hanger, City website, local newspaper, local radio, and Twitter.

Other means of learning about community projects and meetings written by respondents were local news, putting up signs near affected areas, mail, and utility monthly newsletter.

Figure 10. Preferred method to learn about City services, programs or projects, 2017



In Table 24, City of Ames website, City Side (utility bill insert) and Facebook/Twitter/ YouTube were the most frequently cited sources of local government information.

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

Table 24. Usefulness of media sources for government information, 2017

	<u>Don't Use</u>	<u>Use</u>	
	Percent	Percent	Average*
City of Ames Web page (n=413)	38	62	2.5
City Side (utility bill insert) (n=409)	46	54	2.4
Facebook/ Twitter/ YouTube (n=409)	48	52	2.4
Ames Tribune newspaper (n=411)	51	49	2.3
Des Moines Register Newspaper (n=413)	54	46	2.2
ISU Daily newspaper (n=414)	62	38	2.2
The Sun (n=414)	63	37	2.0
KASI/KCCQ radio (n=413)	69	31	2.2
Cable TV 12/Government Access Television (n=412)	75	25	2.2
KHOI (n=411)	78	22	2.1

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

Figures 11a&b illustrate the how useful these sources are in getting local information over a five-year period. Those rankings have stayed fairly consistent over the years with slightly higher average scores this year compared to previous year, except Facebook/Twitter/YouTube, KASI/KCCQ and The Sun (decreased by .1)

The City of Ames website and City Side remain the most useful sources of City information (the same as last year). Social media is increasing in the number of respondents who report using it and its usefulness to them.

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

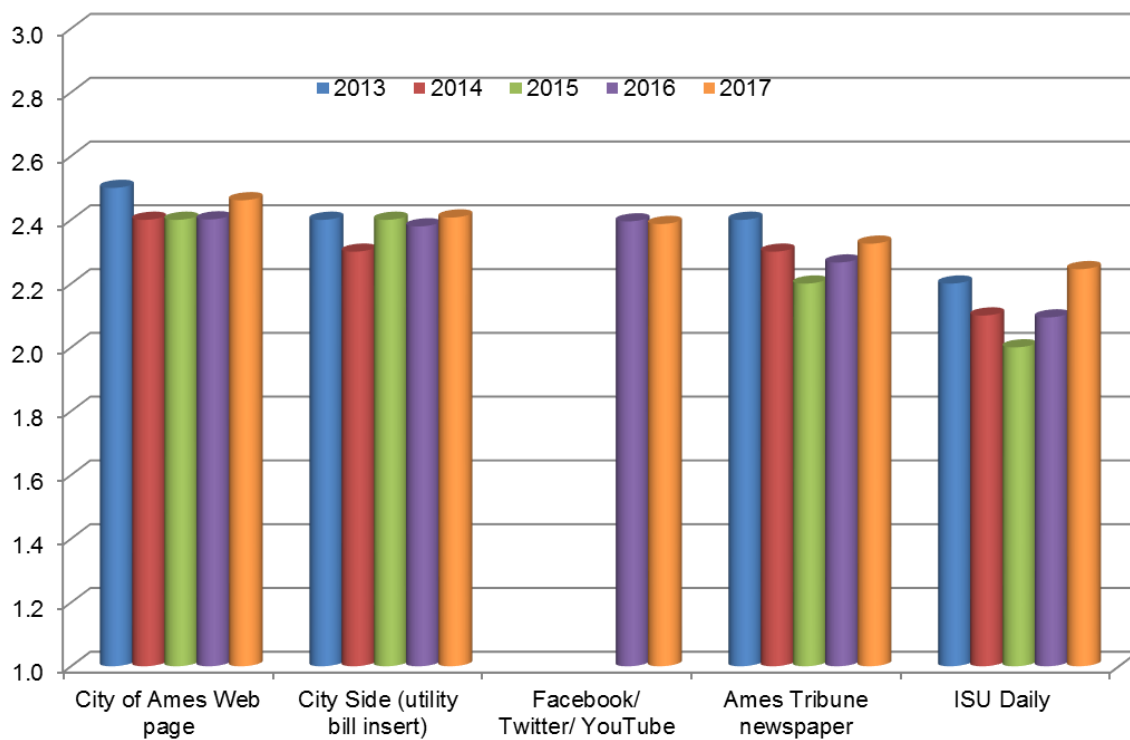


Figure 11b. Usefulness of news sources over the past five years (Users only)

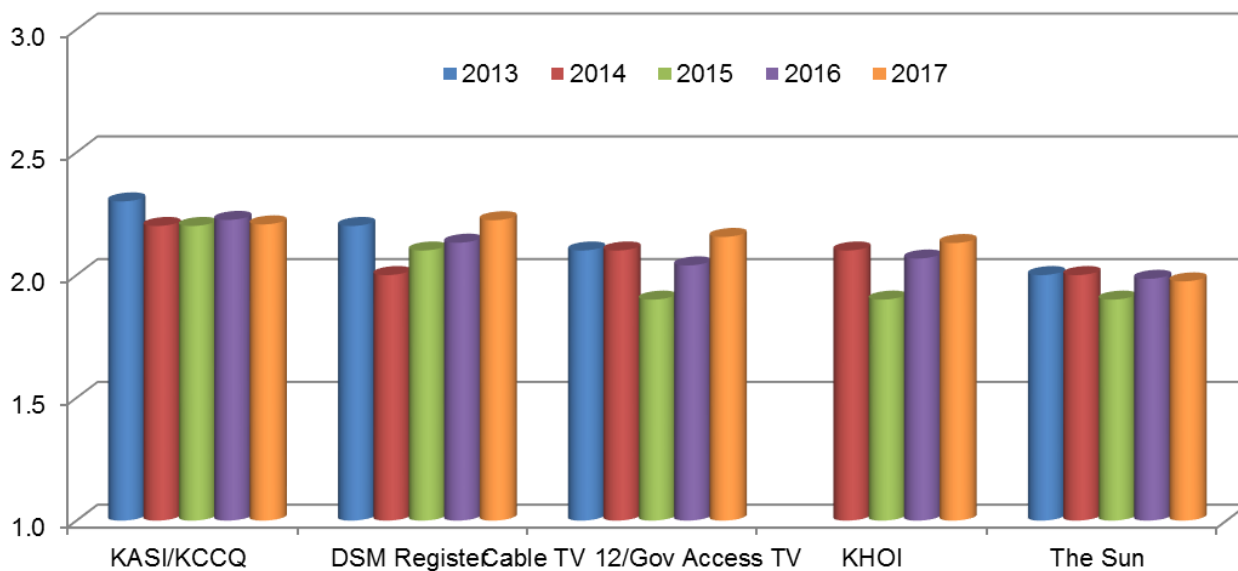


Table 25 indicates the usefulness of various communication tools based on the respondent's student status. There were statistically significant differences between student and non-student responses. City Side was more useful to Ames residents (non-fulltime ISU students) than to fulltime ISU students. However, Des Moines Register newspaper was more useful to fulltime ISU students than to Ames residents.

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

Information Source	Ames Residents (non-ISU student)	Fulltime ISU student
	Average	
City of Ames website	2.49	2.36
City Side (utility bill insert)	2.46	2.16*
Facebook/ Twitter/ YouTube	2.35	2.43
Ames Tribune newspaper	2.32	2.35
KASI/KCCQ radio	2.19	2.24
ISU Daily newspaper	2.15	2.35
KHOI	2.10	2.18
Des Moines Register newspaper	2.10	2.49**
Cable TV 12/Government Access Television	2.10	2.24
The Sun	1.94	2.08

* 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

City of Ames Mediacom Cable TV Channel 12

Forty-four percent of respondents were Mediacom cable TV subscribers. Among the Mediacom subscribers, 75% never watch Cable TV Channel 12, the City of Ames' local cable channel (Table 26), and 16% watched between 6 and 9 p.m.

Of the survey respondents who watch Channel 12, forty-six percent of respondents watched Channel 12 for one hour or less per week and 34% watched two to three hours per week. Twenty percent of Channel 12 viewers responded they are watching four or more hours per week (Table 27).

Table 26. Time to watch Cable TV Channel 12 (n =176)

	Percent
Never watch TV 12	75
12:01 a.m. to 6:00 a.m.	1
6:01 a.m. to noon	1
12:01 p.m. to 6:00 p.m.	6
6:01 p.m. to 9:00 p.m.	16
9:01 p.m. to midnight	1

Table 27. Hours per week for those watch TV Channel 12 (n = 35)

	Percent
0-1 hour	46
2-3 hours	34
4-5 hours	17
>5 hours	3

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

Fifty-seven percent (n=233) respondents used the City of Ames' website in 2017. The main purpose for using the website was to check for notices updates or news releases (52%), to check Ames Public Library card account or status materials (40%), to sign up for Parks and Recreation classes (34%), to gather information for City Council meeting or other City meeting (18%), or to watch a City Council meeting or Channel 12 programming on videostreaming (5%).

Other uses of City of Ames' website were:

- City utilities (i.e. pay bill, sign-up) (n=11)
- Departmental information (contacts & hours) (n=7)
- Information about parks and recreation (n=5)
- Check information on recycling (n=4)
- Employment (n=4)
- Pay parking ticket (n=4)
- Animal control/Shelter information (n=3)
- Assessor's web page (n=3)
- Calendar events (n=2)
- City Ordinance (n=2)

- GIS information (n=2)
- Check flood status during raining. (n=1)
- Check for what classes available and other things (n=1)
- City planning (n=1)
- Construction descriptions & updates (n=1)
- Licenses and other basic city paperwork (n=1)
- Use library site for research (n=1)
- Work related information research (n=1)

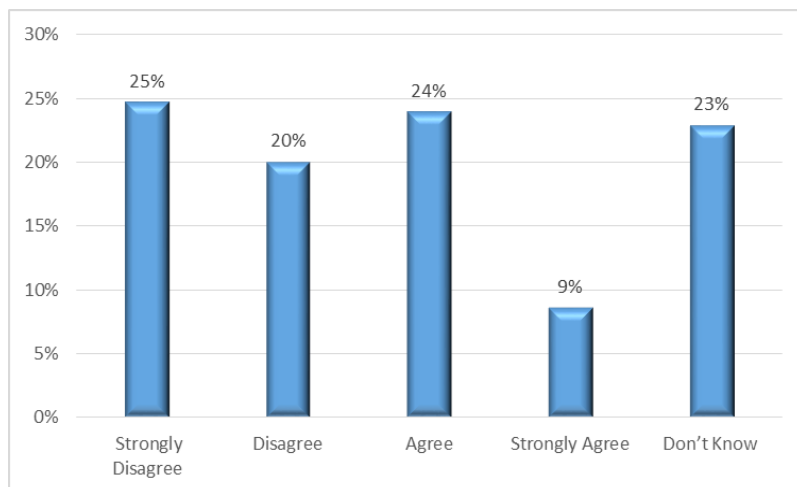
When respondents were asked about other information that should be included in the Ames' website, the following suggestions were mentioned:

- Construction schedule (construction, lane closures, reminders)
- Road closures
- Link to city services on mobile version
- Perhaps a scrolling banner with upcoming events on the front page. Something a little more plainly.
- The capability to fill out city form
- Better organization of planning/GIS resources
- Better search function
- Close caption of all videos
- Property (unintelligible writing) or city employee directly
- School events such as sporting to coordinate traffic as well as expect delays at local businesses
- Status of Iowa State University

Urban Revitalization Project

This year respondents were asked if they think the City of Ames should provide monetary incentives (tax abatements, TIF, etc.) for urban revitalization projects if this could result in the demolition of buildings identified as eligible or potentially eligible for the National Register of Historic Places. One-third of respondents selected strongly agree or agree that City should provide incentive, 23% had no opinion, and 45% selected disagree or strongly disagree on providing incentives. When don't know category was deleted from analysis, the average value was 2.2 on a scale of 1 to 4 (4 as strongly agree). (Figure 12)

Figure 12. Support for Monetary Incentives Involving Historic Properties



Respondents were asked to explain why they agree or disagree with providing monetary incentives (tax abatements, TIF, etc.) for projects that could result in the demolition of historic property. Many answers to this question revolved around the importance of historic preservation rather than the City providing monetary incentives.

Of those who disagree with incentives that could result in the demolition of historic property, preserving history was the main reason. Respondents suggested it is important to retain history while the city grows and buildings that are potentially eligible for the National Register of Historic Places is more important than urban revitalization. Others responded it depends on the condition of the buildings. A respondent suggested that if the buildings are still in good shape (not condemned), they could be remodeled as apartments, stores, etc. while preserving at least some of Ames' history. If there is interest/funds, perhaps even museums.

Some respondents would rather see any such financial assistance go toward saving/maintaining historic structures rather than demolishing them for newer modern buildings. Respondent said historic buildings give character and allow younger generations to learn about historical dates.

Below are the categories and actual responses.

- History
 - Depends on the state and historical value. If possible, historical buildings should be preserved and renovated rather than demolished.
 - Don't want more historic buildings demolished.
 - History is very important, but sometimes revitalization is needed. It is my personal belief that history and preservation comes before making things look better. In my opinion, just refurbish the old building (keeping the original or a similar facade) to have new utilities, floor plan (if needed) etc.
 - I don't think something that is our history should be destroyed, but someone has to take care of it properly.
 - I love the history in Ames. It's important to keep some of that history while the city grows.



- I think keeping buildings that are potentially eligible for the National Register of Historic Places is more important than urban revitalization; we need to keep what we have.
- If they are eligible to be a historic place, then they should not be demolished to keep the integrity of the city. This can also be a case-by-case basis, but generally, I disagree.
- If you tear down history, it will never go back together the same.
- Let's enhance our local history.
- Let's keep historical markers to enhance city history and to enrich the knowledge and look of the city.
- No historic places should not be torn down, but revitalized themselves.
- Our family is strongly against demolition of buildings or property that are or may be eligible for the National Register of Historic Places.
- Our history is irreplaceable. Revitalization needs to include our history not denigrate it. If the National Trust has identified properties as historically significant, then we need to take that seriously!
- Our history should be preserved - my tax dollars should NOT go toward projects that destroy our history. My tax dollars should be combined with all others to improve our city. Why should I pay taxes to the city if the city is going to offer tax abatements? Where is my tax abatement?
- Protect the history of all you have.
- Revitalization should be on-going, but Ames' history should be retained. The model for revitalization should be Europe.
- The historic parts of Ames are great. No sense tearing things down to try and make specific parts of town look newer.
- They should get incentives if they agree to keep the historical buildings intact and/or upkeep or restore them.
- Those places are historic. History should be preserved.
- Tourists are attracted to Ames because of the history.
- We have enough room to have history.
- Why give them money if result in demolition of building when they were eligible for Historic place?
- Depends
 - Depends on which building.
 - I do not like the idea of removing historic buildings. I guess it would depend on the condition of the building.
 - I have a positive attitude toward the National Register of Historic Places, but buildings should be based on a case by case basis.
 - I think that the most sustainable form of redevelopment is reusing the existing historical structure. If the building is in such poor condition that it needs to be torn down and redeveloped then it becomes appropriate to utilize public funds to redevelop these areas.
 - If the buildings are still in good shape (not condemned), they could be remodeled to serve as apartments, stores, etc. while preserving at least some of Ames' history. If there is interest/funds, perhaps even museums.
 - Newer isn't necessarily better. It does depend on the building, but we tend to demolish without really thinking too deeply.
- Preserve Character
 - Buildings should be preserved and kept up, not destroyed.
 - Historic Buildings ought to be maintained as much as possible to retain character. For an example of what not to do... see Campustown!
 - Historical pieces, regardless of location, should be preserved.
 - I would much rather see any such financial assistance go toward saving/maintaining such structures.
 - Preserve historic buildings.

- Should try to preserve buildings
- For Younger Generation
 - Historic buildings give character and allow for different, younger generations the chance to learn about historical dates.
 - It seems like it has become so easy to tear down trees and historic buildings to put up shopping malls and apartments. If this continues there will be nothing left for future generations to learn about how this city used to be.
- Developer Pay
 - If businesses want to invest in Ames they should cover the expenses themselves. Big tax giveaways have hurt our state.
- Financial
 - Big developers do not provide financial assistance.
 - I don't think historic places should be demolished if there are people that want to save them - obviously need to support financially though
- Heritage
 - Maintaining our historic areas is an important part of our community heritage. Planning can be done strategically and thoughtfully to reserve historic places within revitalization projects.
 - When possible, buildings should be restored. It cuts down on refuse and our heritage should be saved as much as possible.
- Loss Charm
 - Demolition of historical places is not acceptable as the charm will be completely lost.
- No TIF
 - No TIF grants or support
- Over Developed
 - I am somewhat wary of development projects. I think Ames is already over-developed as it is.
- Repurpose
 - I would rather repurpose the historic places
- Unique
 - Ames is uniquely possessed of a number of very beautiful old buildings that should be retained to preserve the city's beauty.
- Other
 - Better places for expansion
 - Demolishing potential historic buildings and replacing them is enough incentive for businesses. Most of the historic buildings are located on prime real estate and if the school keeps growing at its current rate they will break even relatively soon. We have a large university that provides a never ending (excluding summer) surge of income.
 - Do not demolish any historic buildings.
 - Historic places should be preserved whether or not they are on the National Register. The city should have its own register.
 - Not all buildings deserve to be preserved, and not all projects deserve monetary incentives. If what is to be built is more quickly-constructed (student) housing, then definitely no. If it is a parking structure for the downtown area, then yes. That leaves a lot for questionable activity in the gray areas between these extremes. Who decides what qualifies, and who evaluates each decision?
 - Not as a first choice. I understand that not all historic areas can be saved and revitalized, but an attempt to do so should always be the first option.
 - Too many are getting off easy with taxpayers paying more.
 - Too much demolition occurs use re-purposing. Buildings that are a few years old torn down and replaced by similar building!

For those who are in favor of the city providing monetary incentives for urban revitalization projects that could result in the demolition of historic property, the reasons given are:

- I'm not worried about saving "historic places"
- Ames is themed as new and does not have many old buildings, which is why they should be demolished and replaced.
- Historic places generally don't provide services and are not generally well kept.
- It is very expensive to maintain older buildings. If they were able to be torn down not only would this be an opportunity to start new but it would also reduce urban sprawl. Something that I have seen an increase in here in central Iowa. Many larger cities allow this practice, why not Ames.
- Some buildings look run down and unplanned for.
- There are many older homes that it is cost prohibitive to renew depending on asbestos or other issues. Abatements would be good for specific cost prohibitive issues.

#AlwaysAmes

This year there was an additional question added to the survey asking about the City's marketing campaign, #AlwaysAmes, promoting Ames as a great place to relocate for young adults transitioning to families. Of those surveyed, 11% were aware of this new campaign (Table 28) with 89% of respondents reporting they were either unaware or unsure if they were aware of the #AlwaysAmes campaign.

As a follow-up question, respondents were asked where they have seen the #AlwaysAmes marketing materials; eighty-nine percent of respondents had not seen it anywhere. Of those who responded that they have seen marketing materials, 6% saw it on social media, 4% saw it on an internet ad, 1% reported seeing it on a billboard. Other respondents reported that they learned about the campaign through ISU recruiting and word of mouth. (Table 29)

Table 28. Awareness of the "#AlwaysAmes" campaign

	No.	%
Yes	34	10.6
No	280	87.2
Maybe	7	2.2
Total	321	100.0

Table 29. Where the "#AlwaysAmes" marketing material seen

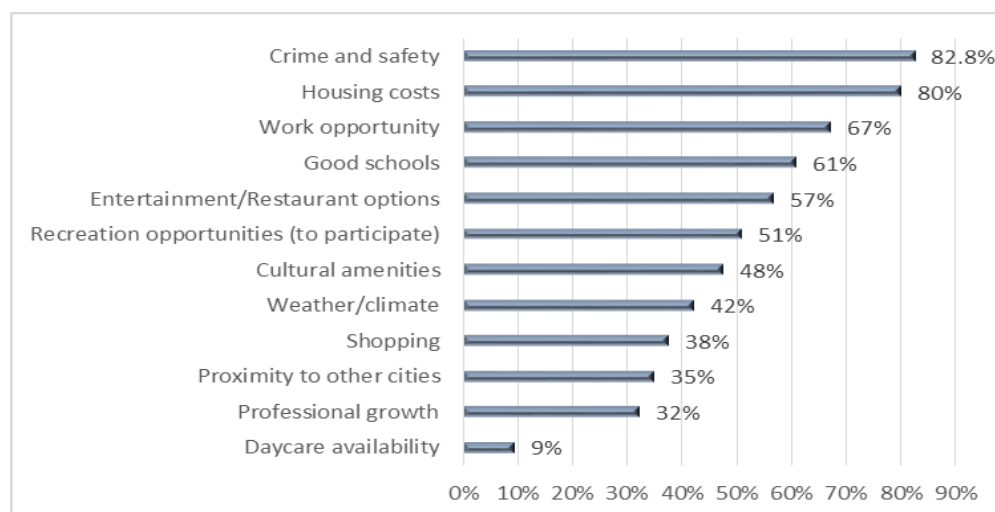
	No.	%
No, I have not seen anything	275	89.0
Social media mention	17	5.5
Internet ad	13	4.2
Billboard	4	1.3
Other (please specify)	4	1.3

Reasons for Relocating

This year's survey asked respondents if they were going to move to a new community, which factors would be most important. The five most popular responses included crime and safety (83%), housing cost (80%), work opportunities (68%), good schools (61%), and entertainment/restaurant options (57%). Other factors people consider when moving to a new community include recreational opportunities (51%), cultural amenities (48%), weather/climate (42%), proximity to other cities (35%), professional growth (32%),

Daycare availability was the least ranked consideration for moving to the community with only 9% of respondent responses. Other open responses were given by 41 respondents included physical landscape/beauty, specific amenities (see comments), cost of living, environmental factors, sustainable community development, family/friends, multicultural community, public transportation, taxes, bike friendly community, community events, and public services.

Figure 13. Factors for relocation



City of Ames Overall Service Quality

An overall evaluation of the quality of services they receive from the City of Ames is asked every year. This year forty-four percent of respondents provided a “very good” rating, which is a 1% increase from 2016. The number of respondents rating the City of Ames as “good” was 54% in 2017 (56% in 2016). When the ratings are combined, 98% of Ames residents ranked their overall satisfaction with City services as good and very good. This is the slightly lower than 2016 (99%). (Figure 14)

Figure 14. 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 21% (or 106 respondents) expressed their opinion. Figure 15 shows the “tagcrowd” presentation of the responses using <http://tagcrowd.com/>.

The most common issue mentioned was related to housing. It was mentioned 17 times. This is both owner-occupied and rental properties. Property tax was also a big issue for respondents.

- Affordable and decent housing for:
 - Single family households
 - Low income
 - Student
- Apartment or multifamily housing
 - Lowering rent on properties
 - Timing of lease
 - Inadequate housing for students
 - General care or upkeep of rental properties
- Property tax
 - Lowering property assessments to the actual property value - they are way too inflated
 - Improve accuracy of property assessments

This year, the issue of cultural diversity and integrating international and intercultural populations into the community was mentioned. Words such as diversity, inclusiveness, and equity were reported several times. Respondents want diversity, cultural integration, and multiculturalism reflected in events and services. A respondent mentioned that he/she truly believes that Ames is headed in the right direction with many of its new efforts. But he/she thinks that more needs to be done. The City should also try to find ways to really welcome all sorts of individuals. One commenter responded that it feels at times that the only types of diversity Ames wants to embrace are the forms that make money. Others who may not seem capable of generating money get left by the wayside.

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. Bike path or bike trails was mentioned by 19 respondents who want Ames to be bike friendly. Commenters want a separate bike paths, especially on busy streets like Duff, Grand, and Lincoln Way. Another respondent mentioned a traffic law for bikers to make it safer for bikers.

Other issues mentioned were bringing in more industries, retail and mall improvements, diversity of restaurants and other shopping opportunities, more and improved bike paths, walking trails, flooding issues, high speed internet, recycling and zoning.

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

Figure 15. Other issues the city should focus



Best thing about living in Ames

Sixty-one percent of the respondents mentioned good things about living in Ames. Their responses ranged from social, cultural, and emotional attachment to the city to economic features. The most common response was Ames is a [Type a quote from the document or the summary of an interesting point. You can position the text box anywhere in the document. Use the Drawing Tools tab to change the formatting of the pull quote text box.]

safe place to live. Respondents mentioned the low crime rate and feeling safe in their neighborhoods and around the town. This was mentioned 51 times.

The second asset of the city is the attributes of people living and/or working in Ames. This was mentioned 49 times. Respondents were very appreciative of the presence of good people living in Ames. Descriptions used were good people, great, nice, friendly, helpful, competent, culturally diverse, and educated.

Another asset is the presence of Iowa State University and all the resources it brings to the city. Respondents love living in a college town and the ability to enjoy amenities that ISU brings such as sports, events, diverse atmosphere, connection to the world, cultural activities, the Iowa State Center, and economic stability. The above three descriptors: safe, people and presence of ISU were also the most common assets mentioned in 2016.

Attributes of the city as being physically clean, small in size and with small town atmosphere were other positive attributes. Respondents felt that they live in clean and comfortable environment. Clean air and water was also mentioned. The overall quality of life living in Ames is great. The availability of amenities and access and proximity to those amenities is outstanding. Parks and recreational facilities/services and events were frequently mentioned, too. The presence of Ada Hayden Park was noted by many.

In addition to Iowa State University, the city has an excellent school district (K-12). (Figure 16). For exact wording of the responses, please refer to the appendix.

Figure 16. Best things about living in Ames



What would make Ames cool?

This is the second year this question was asked to the participants. Almost half (47% of the respondents) answered this question. Figure 15 shows the visual presentation of the responses. The most common response was that Ames is “already cool” and there is nothing needs to done. The second most common response pertains to restaurant and/or businesses such more restaurants, non-chain restaurant/businesses, locally owned and unique businesses, more diversity, and high-end restaurants were suggested.

The third common response pertains to what can we do in the city or entertainment activities for all ages especially young adults. Suggestions include entertainment facilities or services such as bars, hangout places for younger adults, indoor pool, indoor water parks, more outdoor activities, more parks, more public music and art activities (free if possible), outdoor movie theaters, and concerts separate from ISU. Other suggestions include more entertainment like Perfect Games, more interesting things to do on weekends aside from going to bars, and the addition of a gay/lesbian bar in town.

Downtown or Main Street entertainment activities were also mentioned. Promoting arts and music-based activities in the coffee shops and local businesses was encouraged. Developing an entertainment district around the Main Street area that includes a nice venue, hotel and gathering space was suggested.

Improvements in shopping, particularly the mall, and adding to the variety of locally owned retail stores were also mentioned. Improvement in traffic flow would also make Ames cool. In terms of communication, city-wide wireless internet and more Wi-Fi options were stated.

Parking in terms of having more parking close to ISU campus and downtown was mentioned. It was also suggested the removal of parking meters at Main Street. These responses are similar to the responses received in 2016.

See Appendix for respondent’s individual suggestions.

Figure 17. What would make Ames cool?



APPENDIX 2017

Residential Satisfaction Actual Open-Ended Responses

Comments on Police Department activities

- Alcohol related rioting should be stopped before it gets out of control - larger presence in college areas. 2. We've asked for help with coyotes and we were told to go inside - no coyote should be in residential areas - that is an emergency for small children. 16. Chicago influence has created drug and gang activity issues. 10. More parking tickets in residential areas could make a lot more money than parking meters.
- Alcohol isn't as much of problem as APD acts like it is.
- Be kinder and more considerate with parking on the streets or allow more time to park on either side of the street. Don't really understand why you can only park on certain sides of the street at certain times of the day in "Greeklend."
- Do a great job keeping Ames safe! Very thankful for them.
- Don't arrest someone who is walking home from a bar for public intoxication.
- Erase the police dept. and create a sheriff station.
- From my (unintelligible word), they do an excellent job.
- Get rid of parking meters. People come to town and get parking tickets!
- Good job all around!
- Haven't had to use police or been stopped or arrested either.
- I am unaware of any deficiencies in law enforcement.
- I believe the police departments social media presence is an outstanding way to connect with the citizens. LOVE the sense of humor used on their Facebook page.
- I have never come in contact with law enforcement. That is good for me, bad for your survey. However, not knowing anything about them may speak to their ability to keep the peace. There is a police officer that sits outside of our apartment about once a week. It used to be daily. Originally, I thought he was filling out paperwork or something, but he was just sitting in his car. Doing nothing. . . is Ames that boring?
- I live near the corner of 9th street and Duff Ave. Having the speed of the cars posted doesn't seem to make much difference in how fast or slow people drive. As I wait for the light to change, I can see that many cars still drive 39-42 mph through that intersection. Also, many north and southbound vehicles blow through the red light. I regularly travel on 20th street and Grand in the evenings and many people on Grand drive through the red light at a high rate of speed.
- I love how our police force tries to reach out to community members. I would encourage more of this to continue to happen.
- I put less for the school resource officers because I am not comfortable with having police officers in schools.
- I rarely see police patrolling residential areas. I live near a busy intersection on Hayward and rarely see any police cars.
- I really don't know how much these activities emphasized currently, except #6, #9,#10,#12.

- I think Ames PD and FD do a fantastic job!! They are fast and care a lot. Keep up the great job everyone!!
- I think the Ames Police are doing a fine job and I'm thankful that Ames is a safe place to live. I would like to see more speed limit enforcement on Ridgewood between 13th street and 16th street. There are many drivers, most of them high schools students that drive WAY too fast in that area.
- I'm very pleased that Ames has a designated person to be a mental health advocate.
- I've had no personal need (yet) for their services but overall seem to do a great job!
- I've not had to use/contact the police, so I'm not sure how to answer the above questions that I left blank. I believe they do a good job.
- It seems clear that the shooting death of the young man on the ISU campus was unnecessary. His vehicle was "stuck" and he was clearly unable to engage.
- It's really great that we don't use speed traps but employ (for example) radar - assisted signs to encourage people to slow down.
- Keep up good work
- Legalize marijuana - both medical and recreational - or at least decriminalize it!
- Less policing - especially in regard to alcohol and drug related crime - should be the way to go. Nonviolent drug offenders should not be prosecuted by APD.
- Make more alcohol/drug abuse programs instead of mass incarceration to prevent recidivism.
- Make the enforcement uniform for parking. Enforce the same rate everywhere for parking meters. Need camera + tickets at Welch and Lincoln way for no right turn on red light rotation.
- Many off-campus apartments radiate the smell of weed and are too loud throughout the week. They should be patrolled more.
- Mental illness training helps a lot
- Officer Nick is a huge asset to our schools! He should continue as the school resource officer long term.
- Please enforce speed limits on S 4th & residential street feeding on to S. 4th
- Police do a great job working with university to make positive connections.
- Prevention and education is the best way to combat illegal activities.
- Regarding #5, I certainly believe in the prevention and enforcement of illegal drugs except marijuana. A lot of lives have been ruined just for smoking pot. So regarding pot, emphasizing this less is fine with me.
- Sex related offenses need to be taken more serious. Status of violator should have no bearing on offense.
- Shop with a cop overdone.
- Society is changing, parents abdicate to schools and schools abdicate to the police. They can't deal with it all. Start going after parents for repeat juvenile offenders.
- Speeding in residential neighborhoods happens a lot. It is especially related to people's work schedules and has regular pattern. Autos fail to stop at stop signs (or roll thru) and have led to accidents for bikers obeying the law. Autos driven did not even stop. I doubt the person even knew they broke the bicyclist's leg! Hard problem to enforce but see this lack of auto awareness.
- The Ames Police department learns, in my opinion, to deal well with situation as they occur.
- The Ames Police do an effective job.
- The city should consider making the parking lot south of Main St. (behind Whiskey River, London Underground, etc.) free for Friday and Saturday in nights. This is a common area for bar-goers to park, and having an overnight parking fine encourages people to move their car after drinking. Leaving the car overnight should be encouraged (within reason)!
- The police dept. does a very good job.
- They arrested my roommate Sam for weed
- They don't enforce making cars stop for pedestrians on crossways

- They need to quit spending so much time on parking or speed limit enforcement. There are more important things to focus on.
- Traffic control and enforcement: In the vicinity of the high school - throughout the day - numerous violations of speed and signage (stop signs). More visible police presence - especially before and after school may slow down these students - before they get killed.
- We really like school officers.

Comments on Fire Department activities

- Adequate
 - Didn't call Ames Fire but services seems adequate
- Confident
 - I feel confident in the fire dept.
- Cost
 - Ambulance rides should be much cheaper
- Education
 - Need to educate more on carbon monoxide poisoning. Too often, people buy little heaters without reading manuals or thinking what could happen to them. We try to tell them when we sell them and they just look at us like whatever. Even with furnaces too. Know the symptoms but so many don't. Educate, educate, educate.
- EpiPen
 - First respondents need to carry an EpiPen with them
- Important
 - Have not used these services directly, but they are obviously very important.
- Impressive
 - Very impressed with the fire safety training provided too many places of employment
- No experience
 - Have not had experience with these functions.
 - I don't interact with these
 - I have no previous experience in dealing with the fire department recently. However, 20 years ago when an ambulance was needed, I was very satisfied and very grateful for their service.
 - I have not had a fire, so I cannot express any opinions.
 - I literally have never heard one positive or negative comment about the dept.
 - I've never had a fire.
 - Live in a retirement community. Did experience in our last expansion excessive demands by the fire marshal
 - Luckily, we have never had to use these services.
 - Never had to use these. Thank god.
 - Never needed to use any of these resources.
 - Thankfully haven't needed Fire dept. Glad there is one now on South Side.
 - We haven't really encountered the fire department or had any need for their services. Hopefully that will continue.
- Outreach Education
 - Have not seen or heard of fire prevention education & outreach.
- Paramedics
 - I would like more on duty paramedics for the event of multiple situations needing them at the same time.
- Quick

- They have responded very quickly in all occasions I have seen.
- Satisfied
 - Although we don't use, we are very satisfied.
- Slow response
 - Why does it take so long for an ambulance to respond? I've seen ambulances from Huxley, Story City, and Story County Medical Center arrive in my neighborhood to take away elderly residents. Where is Mary Greeley Medical Center response?
- Smoke Detector
 - Smoke detector should be less sensitive. Cooking will make it sound. It's pretty annoying
- The best
 - I did watch the firemen work on a fire in my neighborhood. My!! They worked so hard, carried heavy equipment, and never rested! Best working as a team.
- Valuable
 - I really value the efforts the fire department makes toward animal/pet rescue from fines!!!
- Visibility
 - It was good to see the fire dept. at Sawyer Elementary Science Night.

Comments on Ames Electric Department services

- Awesome
 - Depends on how much and where it's coming from. I don't have a house yet, however I feel it's important for even apartment dwellers to have options. The fact Ames is checking info and considering solar is awesome!! Thank you!
- City Pays
 - I feel like Ames has the space and ability to locally pursue solar power, and there is no need to outsource.
- Cost of Solar
 - As a graduate student, my income is fixed and I have little disposable income. However, that being said, I really value clean energy and if the cost is reasonable enough would invest in solar.
 - As long as it's not a significant difference in price.
 - Currently in college and can't afford higher bill rates at this point in my life.
 - Depends on premium. What's a unit?
 - Depends on the premium
 - Depends on the premium. This section does not contain enough information to make an informed decision.
 - How large a premium? Solar is important, but at what price?
 - I am in favor of using renewable sources of energy and I'm eager to do that but my financial situation prevents me (I am a student with dependents).
 - I like being green, and would be willing to pay a little more (hopefully not too much though).
 - If I pay more, what's the benefit? I'm a senior on fixed income.
 - It depends on how much and from where.
 - My willingness to purchase equipment for solar energy also depends on the electricity rate when solar is used as the energy source.
 - Of course, this depends on the premium amount.
 - On the purchasing units for local community, it would depend greatly on return of investment.

- People should be able to "sell" their excess capacity back to the grid.
- Yes, but if not too high. Clean energy is the way to go
- Electric Car
 - City should have a goal of becoming free of fossil fuels and 100% use of renewable energy. Promote electric cars with more charging stations. Resolve to support a national fee and dividend on carbon. Promote energy conservation in all buildings.
- Fossil
 - Anything but fossil fuels
- Locally Owned
 - We need to keep moving away from relying on big oil - they have a stronghold on our county and community.
- Maybe
 - Maybe
 - Maybe (Regarding first part of Question H)
 - Maybe when I have a full-time job.
- More information
 - I need more info
 - Need more info
 - Need more information before I would consider a buy-in
 - Need more information; would consider
 - Need to research
 - No opinion
 - No until I have details
 - Would need to know more about it
 - Yes, but need more details.
 - Yes: more details would be needed
- Not Economical
 - Take it from an electrical engineer: solar does not have a lot of business sense. It is greener, but the payoff takes too long and they are too small to matter.
- Not Sure
 - Not sure
 - Not sure - would want more information
- Other
 - How about running the downtown power plant on natural gas/instead of coal?
 - I do not understand the question! How much should everyone pays and will this payment be included in the total bill of consumption or it will be above the regular bill.
 - We have plenty of cheap gas
- Pay Back
 - I would expect some sort of pay back in the future for helping with the buy-in.
 - I would invest in solar energy panels if it means a lower energy bill.
- Positive
 - I would love to see Ames take the initiative of this program on their own.
 - I'm happy that the city is looking for alternative and cleaner forms of energy.
 - Love the idea of solar power
 - Possibly
 - Renewables!!
 - That would be cool
 - This is a great opportunity for our community!
 - Yes - believe renewable energy is extremely important and a moral obligation.

- Recommended
 - Community solar project would be better.
- Residential Solar Program
 - We would be more interested in programs to help us install solar panels on our own houses.
- Solar Power Business
 - The city needs to re-look at policy regarding solar power generation by individual homes and businesses.
- Turbine
 - Why would this be a premium? Why not buy wind power? Why are you looking at solar w/ turbines in eyesight of Ames?
- Unsure
 - Unsure - would need more info
- Who Controls
 - Depending who controls the resources
- Wind Energy
 - We would be interested in more wind sourced alternative energy.

Comments on Water & Pollution Control department

- Flood Zone Building
 - Shouldn't have to pay for those buildings in the flood zones that cause flooding
- Flooding
 - Sump pump couldn't keep up with floods in August.
- Flooding - Backyard
 - Apparently, restructuring of property not adjacent to my property but would in flood (backyard) cannot be corrected. Fix the law. The new hall builds are a menace.
- Flooding - Intersection
 - Intersection floods
- Flooding - Parks
 - Huge problem! We and three neighbors (4321 Stone Brooke) had flooding b/c the city did a poor job of directing water into the park. Because of the development to the west, we effectively live in a retention basin.
- Flooding - Street
 - Street flooding on Northridge Parkway needs to be addressed further.
- Flooding- Basement
 - This storm event caused basement flooding in many parts of Ames. Ours was fairly minor, but water on Meadowlane Avenue was several feet deep! There is no evidence that the City has tried to fix inadequate storm sewer capacity.

- Flooded basements seem to occur too frequently in Ames.
- Flooding -Storm Water
 - Main line sump pump couldn't pump out water due to being out the end of the line.
 - My neighborhood and other older neighborhoods have inadequate storm water drains.
 - Storm water entered the egress window this past fall. The neighbors had done a lot of concrete work, laying electrical lines, and building up around their foundation so the water flowed from their yard into our window well where we rent.
 - Storm water flooded our basement last year in that heavy storm in September. Our sump pump was unable to keep up, and we also had water coming in other places around the foundation for the first time ever. We believe our tile line was full so water had nowhere to go. Our yard shares a fence line with the east Fellows Playground/swamp. We believe the construction's grade changes to the play yard caused part of our problem. The playground was a pool that night.
- Flooding -Street
 - Water frequently pools on Maricopa Drive by apartments.
- Good Rates
 - Very good rates!
- Poor Drainage
 - We live on a circle and there is only one storm drain at the end of the street. We have several large "ponds" on our circle when it rains due to poor drainage.
- Poor Service
 - Did not report because neighborhood told me it would do NO GOOD. They have reported issues to the city in the past - no response - no fix.
- Sewer Rates
 - My sewer rates seem to keep increasing even though I have used less water, so my bills are still expensive.

Comments on Neighborhood Nuisance enforcement

- Barking Dogs
 - Only barking dogs in my neighborhood and noisy trash pickup.
- Bike Path Parking
 - During football games, the City allowed cars to violate our bike paths and City laws and public parking space. We resent this.
- Excellent
 - City's response to signs placed by building was excellent. Blocked view of oncoming traffic and were immediately moved within 24-hour period.
- Govt. Control
 - I feel that the government should have less control of private property.

- Lawn Parking
 - I think Ames should allow lawn parking for events on weekends.
- Litter Enforcement
 - Need better crowd control/litter enforcement on Gable and Gray Streets in “Greekland”
- Loud Speaker Noise
 - We live between North Grand Mall and Inis Park. We can hear loudspeaker noise at night from the mall and especially Inis Grove. We are not pleased about the prospect amplified announcements at Inis Grove if the miracle league becomes located at Inis Grove.
- Motorcycle Noise
 - The main problem, and it is huge, is motorcycle and loud truck noise. We need enforceable laws in this area, followed by strict enforcement. This problem severely damages quality of life in Ames, which would otherwise be excellent.
- Mowing
 - We live in a nice neighborhood, but each summer we have one person who never mows their yard. They have broken down cars in the driveway; house brings down our property value. Couldn't find what to do online. Rules seem vague. Would like more information.
- Noise Limit
 - Noise limits aren't enforced during the week at off-campus apartments.
- No Sidewalk Variance
 - If the City Council grants a no sidewalk variance at any time, the City should be prepared to pay for sidewalks if they are required in the future. Granting of variances for sidewalks is a gift to developers and a burden for the citizens.
- Not Enforced at University
 - You don't appear to enforce rules around the university.
- Not an Issue
 - Above issues are not a problem in my part of the city.
 - Did not faced such problems
 - Don't really have answers to the above, but all appears to be fine.
 - Have never had these issues.
 - Have not had to deal with these problems.
 - I want to but have not
 - I've never needed to report any of these.
 - I've never reported any of the above.
 - No issues in our neighborhood, fortunately.
 - Not an issue in area we live in.
 - Not aware of any of these problems in our neighborhood.
 - Quiet neighborhood, no extra noise at present.
 - Ratings based on what I see around town. I have never reported any of the above issues.
 - Things seem fine - I have never had a problem.
 - We haven't experienced these problems
 - We live in an area in which there has not been a problem.

- Nuisance Ordinance
 - Nuisance ordinances are a waste of time and money, and an excuse to harass people.
- Occupancy Limit
 - Our neighborhood is slowly becoming rental properties. We're very concerned about the legislature's new law on occupancy limits. So many problems ...
 - Student occupancy and property neglect, as well as landlord neglect is starting to seriously degrade our neighborhood along Woodland St. Apparently, the state legislature is about to make it worse to let landlords do as they please.
 - The rules on over occupancy are unfair to college students
- Other Property
 - I have not reported an incident. However, driving around the city makes one wonder about particular properties and why they would have to be reported for the city to take action. The condition of some properties along major thoroughfares does not make for a good first impression.
- Over Occupancy
 - Deer and rabbit control should be increased. Many single-family homes are being occupied by more than one family, i.e. extended families with many on-street vehicles causing congestion.
- Party Noise
 - Young officers too willing to look the other way when parties happen in city limits.
- Proud
 - Ames does take pride in the community and how it looks. With constant mobility, that can be difficult.
- Rental Apartment
 - Too many rental properties!
- Sidewalk Repair
 - Very disappointed with sidewalk repair. 1000-1200 Marston Ave is a mess!
- Sidewalk Snow Cleaning
 - Although we haven't reported them, there are a lot of homes that don't scoop the snow from their walks in the area between Mary Greeley and downtown Fareway.
- Sidewalk Upkeep
 - Several sidewalks are in very bad shape and upkeep from property owners is poorly enforced.
- Yard Unkept
 - Our apartment complex is not well kept. We have a broken door to get into the apartment complex itself that has gone unresolved for several months now. In addition, grass needs to be replanted per the dog park.
 - Some neighbors to the north of us do not keep up their property. Trash on ground and yard unkempt.
 - I'm not as concerned by the traditional hand-wringing over Campustown student rentals. The City needs to crack down on slumlords who rent properties on Lincoln Way across

from West Hy-Vee. The City is allowing a market to go where the Ark Petshop was? What was the permit for?

- Keep it clean (Use police dept. for upkeep)
- Residential - Very satisfied. Commercial - Very dissatisfied

Comments on Transportation/Street Maintenance

Specific areas of the town that needs attention are:

- 13th and Duff
 - Change from green to red too quickly
- 13th and Duff
 - Change from green to red too quickly
 - 13th Street needs protected left turns at Grand Avenue
 - Additional left and right turn lanes are needed
 - Awful
 - Backs up during busy times
 - I would like to see a green arrow on 13th St. going south on to Grand Ave. At rush hour times, it's almost impossible to get through.
 - Intersection could really use a turning arrow. It seems extremely dangerous at this intersection because of how busy this intersection can get.
 - Need a left turn arrow when turning on to Grand Ave from 13th street. Major backup during commuting hours due to this.
 - Something needs to be done with the 13th street and grand intersection. The East-West traffic needs to have a green arrow to help with the traffic that goes south.
 - Stange and 13th is the worst, slowest, most traffic-causing intersection ever
- 13th and Stange Rd.
 - Please find a better way to coordinate the traffic signals at the intersection of Stange Rd. and 13th St.
 - I am happy that the signal at 13th and Stange has more left turn arrows
- 13th and Grand Ave.
 - The sensor on the north bound lane of Duff Ave at 13th street sometimes doesn't register if the car isn't pulled up close enough to the crosswalk.
- 20th and Grand Ave
 - Changes from green to red too quickly
- 24th and Stange
 - The intersection of Stange and 24th is not always timed properly. Some streets do not have sensors so lights change even if no car has triggered it (Grand).
- 6th and Grand Ave.
 - The corner of 6th and Grand has an unreasonably long wait time to cross Grand. Traffic light discoordination is my greatest complaint about living in Ames.
- 6th and Hwy 30
 - In the past month, I have been stopped at each traffic light from 6th to U.S. 30 on University multiple times. It would be nice if these lights were set to keep speed limit traffic flowing through most of these lights.
- 6th St.
 - Bike lane situation is still a mess. Still narrow and dangerous on 6th, etc.
- 9th and Grand

- 9th Ave at Grand Ave takes a long time to change to green.
- Adams
 - 300' of gravel at east end of Adams should be paved - a growing hazard
- Clayton Drive
 - Snow removal is terrible on Clayton Drive. The city always pushes ice/snow into property owners' driveways after the homeowners clear it.

- Duff and Lincoln Way
 - A lot of the streets need repaving. Especially Lincoln Way between Duff and Grand and the historical district. I would suggest a local gas tax to get it done.
- Hyde and Bloomington
 - There is a need for a 4-way stop at the intersection of Hyde and Bloomington. With the increase of traffic on Hyde to Grant and then to Gilbert, we experience delays at Hyde and Bloomington. Plus, people exiting the Lutheran Church parking lot have serious trouble exiting to the left when traffic is heavy. A 4-way stop would assist pedestrians and bike traffic too.
- Lincoln Way
 - Lincoln Way and Campustown could use some more favorability for pedestrians who have to cross Lincoln way especially in rush hour trying to get to class
 - Lincoln Way traffic MUST be improved upon
 - Lincoln Way traffic signals are pretty uncoordinated
- Lincoln Way and Clark
 - Lincoln Way and Clark is ridiculous. There should be a turn only light from both directions before traffic can go straight
- Lincoln Way and Hyland
 - At the intersection of Lincoln and Hyland, pedestrian signals could use some adjustment. I often have to wait for two rotations of car traffic lights to get a crossing light as a pedestrian, this is especially an issue with the construction of new apartment buildings.
- Lincoln Way and Walnut
 - Later at night it takes very long to turn onto Lincoln way from walnut at the lights
- Ontario and Hyland
 - Ontario and Hyland in winter needs more attention.
- Pammel Drive
 - Almost impossible to make a left turn onto Pammel Drive (about 10-15 min. wait during busy hours). Lot of vehicular and pedestrian traffic.
- S. 5th and Grand
 - South Duff intersection with S. 5th St. and Grand make both lights green sometime on Grand
- Sheldon and Lincoln
 - Seems poorly timed.
- South Duff
 - Please do something about traffic on S. Duff.
 - South Duff can get pretty slow during peak traffic, but that shouldn't surprise you, other than that traffic isn't too bad. A better connected bicycle system would be good, (i.e. More bike lanes on road with shoulders, but I recognize that takes money away from other improvements).
 - This is very dependent on time of day and street. South Duff is never coordinated. There is no way to travel the length without being stopped to the point drivers do not speed up because they will just stop. Lincoln Way is good sometimes, and then other times I stop at every light, which encourages me to drive very fast to catch the sequence or very slow (Both bad).
- Top-O-Hollow West section of Hoover
 - Our neighborhood street is falling apart. Needs resurfacing badly (Top-O-Hollow West section of Hoover).
- Welch and Lynn
 - I circled rarely effective because the lights on Lincoln Way and any cross street (in Campustown area) allow the LW traffic to flow, but don't change to allow cross traffic to move. I've waited at Welch and Lynn Ave for up to 5 minutes! It's frustrating!

- S 5th and Duff
 - Another bad intersection due to poor signaling is S 5th and Duff

Specific issues of the town that needs attention are:

- Positive Comment
 - Compared to other cities I've lived in, Ames does a fabulous job. The city is always thinking ahead, making plans, and implementing those with high quality results. Like updates on website, and social media.
- Parking
 - The parking signs are confusing and do not allow for adequate street parking in residential areas. If ever I have a guest staying overnight, we are forced to find parking out of the neighborhood where vandalism is more likely to occur in a public parking lot; even if well lit. Overnight parking on streets is nearly impossible. Again, parking signs are confusing!!!
- Snow removal
 - Intersections are very poor in icy conditions. Main streets not cleared off early enough compared to small towns.
 - Snow should really be cleaned immediately as it starts accumulating, especially when buses run a less frequent schedule, and where no bus goes. Because people are more likely to drive or walk during those time in those areas.
 - Too much salt use. Driving through town involves stopping at most intersections. There needs to be some method used to ease the trip down major streets.
- Street Maintenance
 - It seems like the city could and should collect leaves swept to the street in the gutter. Probably would save lots of gas and time for residents hauling leaves to the yard waste site.
 - Paint on roads is very hard to see in winter conditions, rainy nights, etc. Never had this issue in other states (Georgia, North Dakota, and Hawaii). Reflective paint maybe? Sometimes it is hard to see road lanes; not just in Ames though - all over Iowa.
 - The streets are patchwork. I realize with the amount of traffic it's difficult to work on them. The best thing I have seen is when there is a whole lot of cracks, dips and holes, you all are on top of it, getting them fixed until you can repair the roads. That shows me, you care and I greatly appreciate that!
 - We reported a street repair need. A crew responded a few weeks later and fixed a different part of the street. The original problem still exists.
- Traffic lights
 - Lack of turning lanes is a huge problem. At certain times in the day, you can wait three lights to get anywhere. They also make people make blind turns, which can be very dangerous.
 - I wasn't aware there was any coordination between the signals. At least, it's not obvious!
 - In the city that has the Iowa DOT, why aren't cross town traffic lights coordinated to encourage smooth and safe travel?
 - Never knew there was coordination?
 - One time I saw an intersection glitch. It was wild
 - Some lights seem to need timing checked. They act a little funny once in a while.
 - The sensor doesn't work that well in my area. I have to wait too long to get a green light.
 - The traffic lights on University at rush hour are a little crazy, and the new one at the Hwy 30 exit.
 - The traffic lights on University Boulevard are not coordinated. Every light always seems to be red when you get there.

- Traffic control leaves a lot to be desired. Various intersections don't handle turning traffic well so it takes multiple cycling of lights to get through, etc.
- Traffic lights are probably the only annoyance that I have in Ames besides we need a sidewalk to the park by our house.
- Traffic signals often sync up so that if you stop at one light, you stop at several in a row (specifically on University Boulevard).
- We feel Ames has a very slow traffic flow. Lights are rarely coordinated and driving is not very fluid.

Comments on CyRide

- Accessibility
 - Increase Blind/Mobility accessibility
- Asset
 - CyRide is a real plus for Ames. It can get you anywhere in Ames. A blessing for ISU students too.
- Bus parking
 - The parking for the buses is unreasonable in the city where it can block traffic. Quite often I feel unsafe driving next to some of the buses because the drivers are a little reckless occasionally.
- Bus stop
 - I would need to walk (approximately only half of this has sidewalks) over a mile to get to a bus stop. One solution would be Park and Ride sites, particularly near end-of-route stops.
 - Nearest bus stop is more than 5 blocks from my house. Driving is much more convenient.
 - The closest stop is at least one mile from my house.
 - The closest stop is quite far away. That said: CyRide should be abundantly funded.
 - Cumbersome. We've thought about taking CyRide to football games, but would have to drive to a pickup location and park there. It's also hard to get on a bus after the game.
- Drive
 - I drive or bicycle or walk
- Free
 - Senior citizens should ride for no cost
- Frequency
 - I use CyRide only Monday through Friday, commuting to and from campus, but I would love to use it daily, wherever I go, if it could be more frequent and cover more venues. It also would be helpful to have more CyRide at night during weekdays. It is especially troublesome when undergraduates are out of school. Parking has already been increasingly difficult on and off campus during the last several years; it probably is a good idea to encourage people travel by public transportation. Plus, riding public transportation reduces gas emission.
 - We currently use Cyride. However, I would like it if route 5 ran more. There have been times we've had to waste several hours on S Duff waiting for the next bus.
- Good alternative
 - Would consider CyRide only if we were not able to drive any longer.

- Great
 - CyRide is a great community service.
 - CyRide is great and I use it all the time. Would not hurt to see expanded service, especially to Ames (as outlined in the new CyRide plan). Two of the members in my household do not have cars and so ride CyRide pretty much every day
 - However I realize you have to cater to the larger public
 - I never hear complaints from those who do use CyRide
- Inconvenient transfer
 - It would be nice to have a more direct line from the north side of town to the south side instead of having to transfer.
- Love
 - I love CyRide
 - I love CyRide! The drivers are fantastic! I used it when I was in college here and all of them were very friendly! They were on time. They helped me out when I had to get to other side of town and explained which routes would get me there quicker and which to take back. They know how to be friendly even when students are mean to them! They are professional and amazing! Super people!!
- Love to drive
 - As long as I drive. Usually have very specific places I am driving to.
- No Need
 - I don't use CyRide to get to campus because I live close enough. The only time I would use it would be to go to Campustown or downtown Ames in the evening on the weekends.
 - Work out of town or time it takes spouse to get across town isn't reasonable for us. Could use workshop on how to use CyRide for when I have summers off - then I might use.
- Not convenient
 - I drive close to campus, park, then use CyRide from commuter parking because the route is not convenient from my apartment.
 - Very unrealistic for families to ride the bus.
 - We currently have small children in car seats, so we don't use it. I also work out of town.
 - Other buses are empty except for students during morning rides
 - I use to use CyRide daily until we moved to a different area of Ames.
 - I used it years ago. Has been great. Doesn't come early enough to get to work downtown by 7 AM, but not sure I'd use it for other reasons (family, pickup kids from school, etc.
 - It would have to be more convenient than driving
 - Maybe later when I can't drive - stops at my front door!
 - My ISU student, who lives on campus, uses CyRide
 - Next time: please reword the question to: If you do not ride CyRide frequently or regularly, what would encourage you to use CyRide? Again, there is huge gap between never & sometimes. The CyRide stop three blocks from my home was removed and relocated one block further away. I've heard CyRide may move the stop south of my home another block further away. Not encouraging
 - There may be times now when I may need it.
 - We use it for tailgating and it's awesome!
- Rarely use
 - We use it very rarely.
 - Ride sometimes I ride once in a while

- Route time
 - Route time and locations I go to do not match up. As a result, bike or vehicle works best.
- Time
 - Need longer hours for routes that go further from campus
 - The route from home to common destinations is through campus and incredibly slow. A commute of five minutes by car would be nearly an hour by bus.
- Use CyRide when parking is a problem
 - If we want to go to a restaurant in campus town we will take Cy-Ride because we don't want to look for parking for our auto mobile.
- Use other
 - Service by Riggenberg neighborhood.

Comments on Parks and Recreation services

- Positive comments
 - Ada Hayden is a blessing, thank you
 - Ames does a great job looking after its parks.
 - Good, I love Ada Hayden Park.
 - I love Ada Hayden!! Such a great park for Ames! Home wood golf course is great also. Well maintained.
 - I love all the walking trails in Ames, and use them regularly. While I acknowledge that Ames is unique in the large number of walking trails, since I do use them so regularly, I do wish there were even more, especially off-road ones.
 - I use the Pickle ball Courts - I'm very happy they are provided.
 - Parks are amazing in Ames, have enjoyed watching prairie restoration in Ada Hayden and look forward to results. Trails in Inis Grove Park could use some work.
 - Parks are nicely mowed or trimmed. We enjoy going for lunch and appreciate being able to visit many parks this way. Lots of trails are available!! Ames truly works hard to give their citizens and guests the best.
 - Parks seem to be popular and well kept.
 - Parks very nice and well maintained
 - We had a grill in our park get replaced this past fall. Much appreciated as the old one could longer be used.
 - We only use the dog park and it is great.
- Needed
 - A designated Pickle Ball courts and not just marked on existing tennis courts.
 - A steam sauna - Beyer Hall at ISU had a great one - used mostly by seniors - steam is way better than dry and could so easily be made available again, I really miss it!
 - An enclosed shelter, at least one! Something that could possibly be used all year round for reunions, graduations, small receptions - heated, a/c, kitchen, parking. Sad a town of this size doesn't have more of these options.
 - Build inclusive parks for people with disabilities
 - Evergreens - much more Evergreen.
 - Family friendly indoor pool of some sort.

- More activities for smaller children. Would be nice to see more activities that allow children to interact with nature.
- More native plantings or pollinator gardens to support our local pollinators.
- More off road bike trails
- More paved walking trails in Ames. A map of all the Ames parks and the distance of each trail would be great too, or maps at the park entrances with all the trails you can walk.
- More picnic tables that are not in the shelter
- More recreation
- More tennis courts
- Pickle Ball courts instead of tennis courts
- Playground equipment in the green space on Clayton Dr. / Sheffield in Somerset.
- Senior exercise equipment like Poland has. Check out online. Very neat and usable exercise equipment.
- The storm water drainage behind Kate Mitchell School and houses on Garden Road need to be cleaned and reworked so water doesn't stand for days.

Comments on Public Library

Positive Comments

- Asset
 - The Ames Library is a great asset!
- Awesome
 - Ames Public Library is stinking awesome.
- Beautiful
 - The new library is beautiful. The layout is easy to use, light and airy. I use the online accessibility all the time.
- Best
 - Best library in state of Iowa!
 - I've lived in other communities in the US, and Ames Public Library is the best library I've seen.
- Children Program
 - Children's programming doesn't change and is not good. Too repetitive.
 - Love the children's area! Saturday programming would be great for working families. I also really like that my daughter gets story time at Child Serve.
 - With multiple young kids (4 under 5 years old), it can be a lot to get out of the house at time. However, when we do use the library, we all enjoy it!
- eBook
 - eBook service is very appreciated
 - Our family uses the online digital services. Only complaint is the wait time on some of the online audio books. We love that we can receive our library card online! A great program we use everyday
- Enjoy
 - Our children enjoy the library
- Excellent
 - Library is excellent across the board
 - The library is excellent and we use it all the time!!!
 - The library provides excellent services.
- Exceptional
 - Exceptional Library!!

- I try to visit the library once weekly. One of my favorite haunts is Literary Grounds. I buy and then return for resale many helpful books. It is a treasure trove! Staff is always extremely helpful with any question I may have. I appreciate the new meeting room where new authors share their process, and other events offered there. My Pakistani neighbor (just here for 9 months) has been very appreciative of the programs offered for her school aged children. Our library is truly a jewel in our community.
- Favorite Place
 - My second favorite place in Ames after ISU campus
- Great
 - I love Ames Library! They are great! I also love the app that you can rent e-books and audiobooks from
 - The Ames library is great. The story time for children has been exceptional. The staff is very friendly and demonstrate they love what they do.
 - The newly remodeled library is great
- Kiosk
 - I love that the library has a driver's license renewal kiosk, the only reason I wasn't able to use it was because I needed a new driver's license since my purse was stolen and therefore didn't have a credit card to pay with. The lady at the library resource desk next to the kiosk was very kind and asked if I had been able to use the kiosk.
- Love
 - I love our library!! I love being able to check out eBooks
 - I really love the library. It is such a great place to take my young son. I appreciate that they are supporting community events.
 - LOVE the library - We're very lucky to have such a nice library.
 - LOVE the library and all the services. Annoyed sometimes at the very liberal agenda they display (environment, LGBTQ, etc.) and their lack of conservative values through events and displays.
 - Love the library and its looks! Place sight issues as small as busy working.
 - My wife uses the Library very often and loves it!
- Online Service
 - We love the convenience of online services and we love the Bookmobile. All library staff has always been very helpful. They also get items when requested that they do not currently have.
- Should Be Funded
 - Although we don't use the library much, we strongly believe that it's a community resource that should be abundantly funded.
- Staff
 - Staff are great!
 - The library staff is your best goodwill ambassadors. My only suggestion for a better library experience is to encourage staff to admonish patrons who talk on cell phones while using the crowded public computer stations.
- Wonderful Place
 - Library is also a wonderful place to go and people there do a great job helping residents.
 - Wonderful resource that I really need to use more - what a missed opportunity for me.

Positive Comments

- CD Limited
 - Classical CD music selection is somewhat limited.
- Confusing
 - It is very mazelike to get around.
- Door Security
 - Honestly, my family loves the library. However, with 4 kids ages 7 and under, it's hard to keep them together. I wish the library would have added doors to be able to keep them contained to the children's area. That was such a great feature of our library in Colorado.
- Extended Hours
 - I love the library. It would be nice if they stayed open until 8:30-9:00
 - Library earlier hours would be good, especially on weekends.
- Handicap Accessibility
 - I am handicapped and often the two spaces nearest the front door are taken. I see there is a vehicle parked there regularly; a truck with lots of what appears to be junk inside.
 - Increase Deaf/Blind accessibility
- Information Dissemination
 - Would be nice if they did a better job getting the word out about programs that are going/will be going on.
- Not Use
 - Don't use
 - Have no visited Ames Public Library
 - I utilize on-campus resources.
 - Never used it at all. Also not planning to use it
- Parking
 - Three small children under 3 years – this is not enough parking near downtown library. My children love the library, but can't go as much as we would like to due to parking. I can't park far away.
 - Better parking would help. Living on the west side of town also reduces the use of the library. Travel time becomes significant for a visit.
 - Due to parking, I find it more convenient to access the library electronically. Would like to see the e-resources continually expand. Makes me question the use of the library physical facilities in the future.
 - My family members and I would like to use that facility. Parking is a big problem.
 - Parking could be substantially improved at Library. You should not have to pay for a parking spot to use a public service supported by tax dollars.
 - Parking is annoying, but I guess it's a good problem to have! Some staff is more helpful than others, but that will happen in any business. We love the library!
 - Parking is not very good - parking meters have limits.
 - Parking is tight
 - We wish parking was more convenient.

- Seating
 - Seating for adults on the second floor could be better. I really wish that there were places you could sit by a window. The high windows don't count because one can't look at something like the street or trees or buildings. You just see sky.
- Security
 - I am concerned that passwords are not stored as encrypted strings (You emailed my password as is). Very bad security practice.
- Ugly
 - The new building is ugly, cold, and uninviting. Meeting rooms are like an echo chamber, especially the Rotary room. Reserving a room is difficult - media is excellent.
- Not appealing
 - The new library is uninviting and poorly laid out. Putting the main (unintelligible word) on the second floor was a mistake. The facility is somewhat unappealing.

Comments on Other Issues City should focus on

- Affordable Housing
 - Affordable housing (2)
 - Affordable housing for non-students.
 - AFFORDABLE HOUSING! Big issue here and not just for students.
 - Increasing affordable housing and the overall housing stock in Ames. Also promote mixed use development
 - Low cost housing (2)
- Arts
 - increased funding of arts programs
 - Not necessarily an issue, but more on the arts would be awesome.
- Bike Path
 - Bike path to connect to High School
 - Biking in Duff Ave
 - More bike friendly near Duff Ave between Lincoln Way and Highway 30
- Business
 - Bringing in more businesses
 - Commercial development
 - Less apartments and more businesses
- Bus to Des Moines
 - A bus to/from Des Moines at decent times (not 6am or 11pm) would be very nice as right now the only option is to take Greyhound and spend the night in Des Moines.
- Campustown Building
 - Honestly, I think that all the building in Campustown is a blight on the city. Less large buildings or "modern" style would be nice. I came here to get away from that stuff.
- Clean Buses
 - Clean the buses please. Some of them are so nasty. Just take a power washer to those things.

- Commuter Train
 - Commuter bus or train from Ames to Des Moines. The airport shuttle doesn't cut it!
- Cool Water Pool
 - I think city should partner with AHS on cold water pool, I do not support the warm water health center pool idea.
- Crime
 - It seems like our crime rate is increasing. We all have an opinion of why. Not sure there is an answer to this concern.
- Cultural Diversity
 - Diversity and cultural integration of residents and reflection of multiculturalism in events and services.
 - Diversity, inclusiveness, and equity
 - I truly believe that Ames is heading in the right direction with many of their new efforts. But I also think that more needs to be done. The City should also try to find ways to really welcome all sorts of individuals. It feels at times that the only types of diversity Ames wants to embrace are the forms that make money. That means that others who may not seem to be capable of generating money get left by the wayside.
 - Inclusion in the community
- Culture
 - Creating value from international and intercultural population.
- CyRide
 - Continued investment into CyRide.
- Day Care
 - Daycare availability
- Drug/Alcohol Rehabilitation
 - Drug and alcohol treatment and rehabilitation is an area that no city ever puts enough attention/money into.
- Entertainment
 - Entertainment (2)
 - More entertainment for underage people. Not more restaurants!
- Family Activities
 - More cultural, family oriented activities
- Flood Control
 - Flood control
 - Limit quickly constructed (student) housing. Reinvest in established neighborhoods. Limit light pollution. Limit development in flood plain or dredge the Skunk River to prevent flooding.
- Genuine Planning
 - Genuine planning (something not driven by the developers in Ames).

- Good Neighbors
 - good neighborhoods - zoned to be neighborhood & fringe growth
- Grand Ave Extension
 - Grand Ave! extension (all the way to Airport Road) and new intersection/light at 13th St.
- Green
 - Doing green as much as possible
- Growth
 - Growth
- Handicapped Accessibility
 - Disability accessibility in our community
- Indoor Aquatic
 - Ames needs an indoor warm water pool for exercise opportunities year round!!!
 - Indoor Aquatic Facility
- Internet
 - HIGH SPEED INTERNET - FIBER OPTIC!! IT IS RIDICULOUS THAT A COLLEGE TOWN HAS SUCH HORRIBLE INTERNET AVAILABLE!!!
 - Not necessarily the City itself, but better internet access/speeds would be amazing. I heard Google Fiber was coming to Iowa several years ago, but there's been no actual movement for them to actually come here.
- No Growth
 - Don't try to grow too large. I love it the size it is.
- Noise
 - Honestly, the only thing I can really think of is noise complaints!
- No Problems
 - Everything seems to be focused on a decent amount.
- None
 - I'm not aware of any.
 - Can't think of anything.
 - No other concerns, primary focus on improving concerns mentioned previously.
 - None that I can think of.
- Parks
 - Parks
- Pedestrian crosswalk
 - Pedestrian crosswalks especially at the corners of Stange and Northridge Parkway (at +39) where there's a lot of foot traffic for the restaurants and a lot of vehicle traffic.
- Pet Friendly
 - More pet friendly community

- Property Assessment
 - Improve accuracy of property assessments.
- Property Tax
 - Housing costs and prevention of higher property taxes.
 - Keep property taxes down
 - Lower property assessments to the actual property value - they are way too inflated.
 - Lower property taxes
- Recycling
 - Recycling
 - Better recycling of waste - all kinds. Close the so-called waste recovery facility. Create a food hub for processing and delivery of local foods.
 - Food wastage. Encourage home ownership, and incentivize more efficient technologies to be incorporated into businesses and households. Ban the use of disposable plastics, community greenhouses for year-round community vegetable gardens. Community office space to encourage entrepreneurship and small businesses in the area.
 - Garbage services are not provided by the city, and there is no recycling program.
- Renewable Energy
 - More renewable energy use in public (light, CyRide) Have more cultural parade or celebration.
- Rental Housing
 - The rent is too high for students
 - It would be beneficial for the City to consider some type of council or board to regulate rental prices in Ames. Many current families are starting to struggle with housing costs as the rental prices have risen during the past three years. Please consider options that can safeguard families from worrying about how they can afford to stay in Ames.
 - Lowering the cost of rental properties in Ames so that they are actually affordable for college students.
- Rental Lease Time
 - Change rental lease so based on month you move in, not the ISU semester/calendar
- Rental Property Upkeep
 - General care/upkeep at rental properties.
- Restaurants
 - More of a variety of restaurants. Other than that, you do a great job!
- Safety Crime
 - Crime and safety
- South Duff Design
 - Design and development of S. Duff. Bad design.
 - Extend S. Grand Ave to S 16th street. Improvements to S 16th street to S. Duff. Improvements to intersection of S 16th street and S. Duff Ave, and improvements to S. Duff to US 30.
- Shopping

- Better shopping.
- Shopping
- Sports Facility
 - Improving youth sports facilities. Specifically, the City should develop and maintain a baseball and soccer complex. HYSC works as it stands, but it is vastly inferior compared to other nearby communities (e.g. Ankeny and DSM)
- Statue Removal
 - Get rid of the lewd statue on Main Street and remove the rest of the enigmatic, ugly "art" that fails to inspire or beautify.
- Steam Sauna
 - More train tracks out of the city. Provide a steam sauna like what used to be at Beyer Hall - used mostly by senior citizens but very much used!
- Street Lighting
 - Making yellow stripe and white marking more often street lighting. Get bikes off main streets and on their bike paths.
- Street Maintenance
 - Better street care
 - Fix potholes
 - Fixing certain streets.
 - Get street projects done more quickly. South Duff is a disgrace.
 - Pave gravel section of Adams Street!
- Traffic congestion of Duff Ave.
 - How congested traffic gets.
 - Occasional traffic gridlock (Lincoln Way/Duff)
 - Traffic flow N to S.
 - Traffic free
 - Traffic on S. Duff
- Trail Map
 - I want a map of all the trails in Ames
 - Maybe provide a map of the trails in Ames on the Ames website, or if there is already one make it easier to find
- Trails Bike
 - Connectivity for community and connecting recreation trails.
- Turn Lanes
 - Ames needs better roads with more turning lanes.
 - Lincoln Way turn lanes!! S. Duff turn lanes!!
- Unofficial Fireworks
 - Let's cut down on the unofficial fireworks that go off during summer time - i.e. apartments on S. 16th street.
- Urban Development

- I do not like that there are so many apartments. I realize that it is a college town but maybe they could be built over businesses (like in Somerset) to improve their appearance.
- Vehicle Noise
 - Motorcycle noise, deliberately loud vehicle noise.
- Walkability
 - Community dialogue. Improve ability to walk around commercial areas (e.g. mall area, west end HyVee).
- West & South Development
 - Continued focus on development of west and south sides of town.
 - Young Professionals
 - Attracting and keeping young professionals.
- Zoning
 - Lessening its control of building/zoning. Making fewer laws.
 - More transparency on future zoning decisions, i.e. development North of Ada Hayden Lake. No one knows of the extent of new housing and impact on the lake.

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

- Accessibility
 - Ability to get where you need to be easily. Home, for example.
 - Accessibility to Fareway
 - Can get from one end of the city to the other end (if the traffic lights are coordinated) in 15 minutes, encouraging one to take advantage of what the entire city has to offer
 - Ease of getting where you want to go
 - Easy
 - Easy to get around.
 - The best thing about living in Ames is the close proximity to everything: church, stores, campus, Iowa State athletic events, parks and the public library.
- Activities
 - Many things to do within driving distance to the metro
- Air
 - Clean air
- Amenities
 - A lot of amenities
 - Exercise facilities
 - Good services
 - Living close to the university and all that it has to offer.
 - Many activities to be involved with
 - Not a big city but plenty to do and see.
 - Proximity to everything needed including work, daycare, schools, and stores. The cost of living is low.
 - Services
 - The combination of so many positive qualities is what makes Ames the most ideal small city I can imagine. Wonderful people have been drawn to settle here. I enjoy the openness of City services to show the public how they operate, the Eco-Fair, the municipal band

concerts, lectures at the university, public garden space for renters, CyRide's big area of service, friendly/helpful police (including a mental health advocate), fine medical services (saved my life a year ago), bike paths, and all the attention to detail by city leaders.

- Arts
 - Arts
 - Great community feel in music and art both downtown and campus related.
- Atmosphere
 - Atmosphere is generally pretty nice.
 - Great atmosphere.
 - Relaxed atmosphere. Ames is a great place to live! :)
 - The atmosphere
- Balanced
 - Balance of features.
- Big City Amenities
 - A small friendly town with lots of activities
 - Big city amenities and small city flair
 - Big city opportunities with small town personality
 - Feels like small town but has everything you need in town
 - Small community but great resource. We get the benefits of the students, but also a separate thriving community
 - Small community, easy commute, vibrant university, access to university resources, and lots of greenery
 - Small town community feel with enough amenities and services, low cost of living, great schools
 - Small town community with some big city feeling
 - Small town feel but with a lots of opportunities
 - Small town feel in a decent sized city
 - Small town feel with larger town amenities
 - Small town feel with a plethora of opportunity and diversity which comes with being a university community
 - Small town feel with big city opportunities
 - Small town feel with big city services
 - Small town feel with decent amenities
 - Small town feel and actual activities
 - Small town feel, but too many apartments everywhere and unaffordable town-homes.
 - Small town with enough to do
 - Small, yet has everything. Provides financial assistance for seniors to use the gym at city hall
- Bike Friendly
 - Bike Community/Bike Friendly
 - I can bike from one end of town to the other in 30 minutes. It is still a small city but with plenty of opportunities.
- Bike Path
 - Bike routes and well maintained city.
 - More on/off road bike trails.
- Business

- Business Opportunities (2)
- Cheap
 - Cost
 - Affordable
 - Cheap
 - Cost effective places to live
 - It's inexpensive
 - Relatively cheap
- Church
 - Churches in the area
 - Friendly welcoming churches, ISU Women's club, and Ames Quilt guild
- Clean
 - Clean and well-kept town.
 - Cleanliness of the city (6)
 - In general, owners take good care of their properties
 - Love Ames! I love that it's mostly clean
- Close to Des Moines
 - Closeness to DSM
- Close To Relatives
 - Our children live close.
- Community
 - The community
- Community Feel
 - Community
 - Community feel
 - Community-based
- Community Support
 - Community support and unity
- Convenience
 - Convenience
- Cultural Opportunities
 - Athlete and cultural activities associated with Iowa State and Ames High School.
 - Cultural amenities.
 - Cultural awareness opportunities
 - Cultural opportunities.(2)
 - Cultural/sporting events
 - Culture and lots of things to do
 - Culture, community, music scene
 - Integration of many cultures and nationalities
 - Intellectual and cultural diversity, emphasis on the arts and public art, great schools, proximity to ISU and its cultural amenities and gyms, and the beauty of myriads of

plantings and trees throughout the city and living 5 minutes away from superb medical care.

- Lots of cultural events.
 - The best thing is the cultural amenities and places to go for food.
 - The diverse cultural environment and the friendly neighborhoods.
 - There are other cultures
- Distance
 - Close to family (for us),
 - Close to home
 - Not far from my hometown
 - Distance To Des Moines
 - Near DSM for non-metro feel without problems of a large city.
 - Diversity
 - Community -> range of people with different backgrounds coming together.
 - Diversity (2)
 - Good sense of community, diverse activities to attend (i.e. ISU athletics, downtown festivals, recreation opportunities for all ages)
 - Living in a university community that is diverse.
 - The amount of diversity in Ames
 - Downtown
 - A very nice downtown.
 - Downtown Ames
 - Downtown farmers market and businesses.
 - Downtown shopping areas and safety
 - Main Street area!
 - The downtown area is pleasant and there is plenty of public art
 - The sense of community and the historic, quaint feel to Downtown
 - Easy Living
 - Ease of living,
 - Easy living. Quick to everything.
 - Education
 - Quality of education
 - Good schools, proximity to ISU.
 - Great Schools (5)
 - School district is "great"
 - School system, lots of cultures, small town feel.
 - School for kid's education are excellent
 - Schools, colleges
 - Schools, University, atm
 - There is a nice math graduate program.
 - Wonderful schools
 - Entertainment
 - All the cultural acts and performances (Stephens, Amphitheater).
 - Good balance of a small town, safe, and friendly. Has big city benefits and entertainment.
 - Small town benefits but big community opportunities like CY Stephens

- The Cyclone Martial Arts Club, and all the outdoor spaces

- Environment
 - The environment
- Everything
 - Everything - great place to live - Lots of things to do - love the sports
 - Everything is relatively close together
 - Everything one needs is within a couple miles
 - Everything seems to work fairly well.
 - Hard to pick, it's overall a great place to live (aside from traffic noise)
 - Overall combination of positive circled above.
- Facilities
 - Very well run city - good facilities
- Family Oriented
 - Family oriented.
- Farmer's market
 - Farmer's market (2)
 - Farmer's Markets, garden plots (need more)
- Food
 - Food
- Friendly
 - Friendly (3)
 - Great friendly and caring community; great neighborhood and neighbors.
 - It's inexpensive and most people are friendly enough.
 - Small, friendly community
- Good
 - Good community
- Great Place
 - Small town but very livable. Great place for kids/families.
- History
 - All of the historic parts of Ames. I love that we keep the history while still allowing the city to grow.
- Home Atmosphere
 - It feels like home
 - The homey atmosphere.
 - The homey feel and all of the amenities that Ames has to offer students.
- Housing
 - Community housing for non-students
- ISU
 - ISU and their activities,
 - Being a college town (2)
 - Being a Cyclone
 - CY Stephens Auditorium, ISU Research Park
 - Cyclones,
 - Getting college done.

- Having the wonderful university , ISU in the city
 - Iowa State University (10)
 - Iowa State University has a nice campus.
 - Iowa State University, CyRide, parks
 - ISU - Ames library
 - ISU & Target & El Azteca
 - ISU athletics
 - ISU! Parks and bike trails. The city looks nice - not trashy, community events.
 - ISU, APL, #TeamAmes, APA
 - ISU, parks, Main Street,
 - It's a college town. It provides work opportunities, cultural, athletic and a host of other opportunities that we take advantage of.
 - Presence of ISU Vet Med hospital and the Ames Public library. Very polite, responsible city employees
 - Small town - University atmosphere
 - Small town with things to do - University
 - The best thing about living in Ames is going to a good University at a much lower cost.
 - The blending of "town" and "University". You are able to choose how involved you are with in either.
 - The college is wonderful.
 - The college sports
 - The good impacts from the presence of ISU.
 - The opportunities to see sporting events through Iowa State University
 - The university and it is quiet
 - The University and the vitality that students supply
 - University
 - University Sports
 - Vibrancy of a University town
 - We love the atmosphere with Iowa State here.
- Laid Back
 - Community atmosphere, laid back
 - Library
 - The library is amazing.
 - Ames Public Library provides not only space for learning, but serves as a place to socialize with other people. I love Ames.
 - Great library,
 - Library (2)
 - Library, small town but with bigger city amenities. Enough places you need. More nice apartments. (Unintelligible words)
 - Location
 - Location is great. Access to anything we need but still have the feeling of living in a smaller community.
 - Medical Facility
 - Convenience to medical facilities,
 - Excellent medical --> Mary Greely Hospital and McFarland Clinic Iowa State University
 - Good health care services
 - Hospital
 - Medical care.

- Medical facilities
- Medical facility- business place
- Services - medical and other personal needs.
- Nice
 - It's a pretty nice place
 - Nice Neighborhoods
- Opportunities
 - It is beautiful in summer and has many opportunities for things to do.
 - Lots of activities to choose from.
 - Lots of opportunities to do things.
 - Lots of options for food and amusement
 - Lots of parks and places to spend time outside. Very clean streets and sidewalks.
 - Lots of things to do.
 - Opportunities
 - Opportunity to be involved in city activities and club and church projects.
- Parks
 - Ada Hayden Park (3)
 - Ames has a very nice park system
 - Beautiful parks
 - Clean parks
 - Established trees and parks
 - Good parks (2)
 - I live by Ada Hayden and it's the best!
 - Park and recreation for family activities
 - Park System
 - Parks (3)
 - Small town with lots of parks and walkways.
 - The number of parks available and amenities inside of the parks
 - The park system is great! Volleyball is well organized!
 - The summers here. Less crowded, by far more to do than winter/colder weather seasons, beautiful parks, etc.
 - The things available here that are usually only available in larger cities. LOVE the parks in Ames. Ada Hayden was the best money the city has ever spent!
 - The wooded areas and parks are fantastic
- People
 - Good people, keep low-income out of Ames. No sec. 8 housing, brings problems.
 - Ames is a community that has residents that care and are willing to make it great!
 - Ames is a compassionate, caring community.
 - Friendly atmosphere and accessibility to places around the city.
 - Friendly people (6)
 - Friends
 - Good people (2)
 - Great community, kind people.
 - I consider it a privilege to be able to live in Ames. Very nice place. Great people, resources.
 - I think the best thing about living here is the friendliness
 - Nice people (4)
 - People here are good and supportive.
 - People
 - How friendly everyone is including the snowplow workers.

- People and diversity
- People,
- Fairly easy and quick to get around.
- That there are a lot of different people, there is plenty to do and it has good parks.
- The combination of so many positive qualities is what makes Ames the most ideal small city I can imagine. Wonderful people have been drawn to settle here. I enjoy the openness of City services. I enjoy how they show the public how they operate, the Eco-Fair, the municipal band concerts, lectures at the university, public garden space for renters, CyRide's big area of service, friendly/helpful police (including a mental health advocate), fine medical services (saved my life a year ago), bike paths, and all the attention to detail by city leaders.
- They are engaged and passionate people.
- The friendly atmosphere and having everything close by and in walking distance.
- The people and community
- The people and the amount of things to do. As a college student, I find it is a great place to live.
- The people and the family friendly atmosphere/climate.
- The people (14)
- The people... Very helpful
- The people; it is a college town so the feel of the city changes throughout the year.
- We enjoy the atmosphere and most people who live here.

- Police
 - Excellent police force.
 - Police works great with ISU police in taking care of crimes

- Population Size
 - Small city with good size population. We don't want to be Ankeny with expansion problems.

- Progressive
 - Love the progressive community!

- Proximity
 - Proximity to family, good churches and schools
 - Proximity to basic necessities. College student friendly.
 - Proximity to work (short distances)

- Public Transportation
 - Buses
 - CyRide and accessibility
 - CyRide is great
 - CyRide!
 - Excellent public transportation
 - Good public transport
 - It is easy to get around without a car. The disabled services are very good as well.
 - Love that CyRide allows great transportation to easily get anywhere in town.
 - CyRide makes getting around Ames so much easier especially for the college students who do not have cars
 - Well-lit streets for students walking from campus or catching a bus at a CyRide stop.

- Quality Of Life
 - Quality of life (4)

- We've lived our 10 years here and this was the #1 town of our choice when we moved. We love the quality of life, diversity and having the youth (ISU students).
- Quiet
 - Quiet (6)
 - Quiet, low crime rate, good public schools.
 - Quiet, safe, affordable, right size city, close to Des Moines for shopping and restaurants.
- Recreation
 - Services and recreation for all ages.
- Restaurants
 - Choice of restaurants.
 - Good selection of restaurants, etc.
 - Restaurants
 - Students bring more restaurants and entertainment choices but are gone in summer.
 - Variety of stores and restaurants.
 - Variety of stores and quality restaurants
- Retirement Home
 - Green Hills Retirement Community
- Safe
 - Also it is a safe town.
 - Ames is a safe community (2)
 - Feels fairly safe
 - Generally safe and great parks/outdoor space to play
 - I always feel safe in Ames. It's very peaceful and people are very nice
 - I feel it is a safe place to raise my family
 - It's a safe place to live (2)
 - Low crime rate (10)
 - Low crime rate and traffic not too bad on non-commute times.
 - Safe (27)
 - Safety. But in these days, safety is not okay
 - Safety and access to stores
 - Safety, entertainment options, cost
 - Very safe, friendly, clean, nice-kept, BEAUTIFUL
- Shopping
 - Easy access to shopping
 - There is a lot of resources (food, shopping, parks, etc.) in Ames as well as close proximity to good companies to work for and Des Moines. Property prices are kind of increasing more than I would like, but in general it is very affordable and for the "bang for the buck", you get a lot in Ames.
 - Variety of shopping/dining opportunities
 - Walmart
- Size
 - Great community, perfect size,
 - It's a comfortable size city with many advantages (jobs, shopping, cultural events, schools, etc.)
 - It's small but nice
 - Probably the size

- Sight of the town, schools and amount of things to do
- Size
- Size, cultural activities, community activities
- Size, space, cost of living
- Small, but not too small.
- Small Town Feel
 - A lot of people with a small town feel and ease of getting around for the most part.
 - Big town and small town feel
 - Great college town with a lot of character for a small town.
 - I like the small-town atmosphere combined with the resources of a larger town.
 - It is a large town/city with a small town feel
 - It's a city that feels like a small town. It feels like a home.
 - Overall, all of the things Ames offers makes it great. The city is constantly updating buildings and adding new buildings. The city is large but has an overall small town feel. I like Ames. It's overall a really great environment.
 - Small city with big city feel
 - Small city with good amenities
 - Small community feel, but access to work and entertainment
 - Small town feeling
 - Small town feel, close to Des Moines, good nature and recreational opportunities, low cost of living, great student public transit.
 - The small town environment
- Traffic
 - Less traffic
 - My wife! In all seriousness, I enjoy the lack of traffic as well as the proximity to local establishments
 - Traffic is never terrible, relatively quick to get where you need to go without much hassles
 - Traffic
 - Variety street projects - lectures, sports, relative ease of driving
 -
- Trails
 - All the hiking trails
 - The access to awesome walking trails and wide variety of eating places.
- Transportation
 - Low cost and useful transportation
- Very Good
 - Very good city
- Volunteerism
 - Plenty of opportunities for volunteerism. Great place to network with other artists.
 - Volunteering, Iowa State, friendly people
- Water
 - Water
 - Water Quality
- Welcoming
 - It feels welcoming and like a small town, yet has many amenities.

- Young Population
 - Young population is large

What would make Ames cool?

- Accessibility
 - Movement from all areas easier.
- Activities
 - Have fun attractions when students aren't here, too
- Affordable Housing
 - Ames will retain its "coolness" if as a community we work toward containing rental property costs. Consider this...as the rising cost of rentals pushes students to max out student loan debt, how are families in Ames that have a static income stream going to manage? Will those families sacrifice from other budget areas or will they have no choice but to move?
 - Lower housing costs. Lower property costs.
 - More affordable housing
- Already Cool
 - Ames is already pretty cool
 - Ames is cool for its nice upkeep and parks, so improving them would make Ames cooler.
 - Ames is cool.
 - Cannot think of appropriate improvements
 - Everyone is proud to live here.
 - I think it's cool enough.
 - I think it's fine.
 - I'm not sure. We're fairly low key people who appreciate the parks and recreations, and opportunities for our children. We like Ames.
 - Iowa State University already makes Ames cool
 - Isn't it already cool!
 - It already is pretty cool. Love the friendly atmosphere and how it is inviting to all to help solve the issues at hand.
 - It doesn't feel like a large city
 - It is already a cool place; however attention to aspects of crime, controlled traffic movement will make it more cool
 - It is already cool! (7)
 - It is cool! Better bike trail system, but not worth HIGHER TAXES!
 - It's a small town. There isn't much you can do to make it cool.
 - It's already kind of cool. I've heard we still have some very conservative City Codes that can make it difficult for some business to start/grow here.
 - It's pretty safe. The community is close and kind
 - Really? I'm not sure I want it to be cool! I do want it to welcome to everyone!
 - The culture here is amazing
 - We have enough
 - What does this mean?
 - Why do you think it isn't?

- Arcade
 - An arcade and lounge near Iowa State campus
- Arts District
 - An arts district in addition to the Octagon
- Attraction Park
 - An attraction park or place of tourism
- Bike Friendly
 - More bike friendly in town, with bike lanes exclusively for bikes.
 - More Bike friendly pathways in heavy commute areas [Duff, Lincoln, etc.]
- Bike Path
 - Well-developed bike paths throughout the city
- Bike Rental
 - Bike paths, rent bikes
- Bike Trail
 - As in Boulder and Fort Collins, bikeways should exist to connect all major parks.
 - A bike trail that is dedicated to bikes for long rides so we don't have to load up our bikes and drive to Slater every time.
 - Better (Connected) bike trails
 - Better bike paths, would be nice to get to the Heart of Iowa trails without going down S. Dakota Ave.
 - Better bike trails, off street
 - Better biking.
 - Better/safer bike lanes on road
 - Bike trails that are well-maintained, and trails that permit commuting as well as heading out of town for recreation.
 - Complete north/south bike trail along river (all the way to Ada Hayden). Bring back the dinky
 - Many more biking/hiking trails (separated from streets and roads) that connect parks with the city, and trails that connect to places outside the city such as the Ledges and Ankeny, which has trails that connect to Saylorville Dam and Des Moines.
 - More biking trails
- Bookstore
 - More bookstores (or ANY bookstores besides BAM). Becoming a Sanctuary City
- Bus Routes
 - More bus routes
- Bus Schedule
 - Improved access to areas of the town through CyRide. I understand that it's probably a scheduling issue with employees, but it would be nice if the busses ran later on weekends.
- Campus Parking
 - More parking on campus. (Parking structure instead of open lot)

- Campustown Revitalization
 - The Campustown area revitalization and ISU events
- Casino
 - Get a casino
- Cinema
 - An independent cinema in a historic building. Show both classics and new films, along w/ independent or experimental. Have film festival to encourage film making :) Lacking in Iowa.
- City Auditorium
 - New city auditorium and parking ramp
- Climate
 - Reversal of climate change
 - Snow
 - Winter
- Clubs
 - More to do (we have enough restaurants). Cool clubs
- Coffee Shops
 - More places to hang out such as bars and coffee shops
- College Involvement
 - Getting college involved in city revitalization programs. A fresh eye!
- Colors
 - More color - not all ISU colors. More culture
- Community Events
 - Coordinate a campus/community event for students to interact with each other
 - If the city would be open to trying new events/activities to draw visitors instead of losing those dollars to other communities. More events = more people = more income.
 - MORE activities in general. Des Moines has lots of dancing clubs for young adults, places to paint pottery, eat good food, go Canoeing, rent a bike, etc.
 - More city events or festivals
 - More community events - both free and for a fee
- Concert
 - Having a venue for more concerts.
 - Longer time (6 wks.) of band concerts. Trolley between downtown and Campustown. Overpass at duff and downtown railroad tracks
- Concert
 - More Firefly concerts downtown
- Cultural Fabric
 - Preserving the cultural fabric of distinct cultural areas like Campustown and Downtown.

- Destination Activities
 - More "destination" activities
- Diversity
 - Diversity of campus, the "small-town" feel
 - More diversity
- Dog Park
 - Move the pound onto campus. Gain more volunteers as well as socialize animals.
 - More trails and dog parks
- Downtown Activities
 - Art and music based priorities. More aware businesses (coffee shops, etc.) that promote spontaneous interaction. More integration of Main Street and Campustown.
 - Downtown Ames (Main Street) friendliness everywhere U go
 - Entertainment district around Main Street area that includes a nice venue, hotel and gathering spaces.
 - Fun outdoor features and locations where people can spend time. Fun things in downtown for the family.
 - Something unique like (unintelligible writing) show, and (unintelligible writing) show on Main Street or (unintelligible writing)
- Downtown Residents
 - More downtown living for professionals
- Drive In Theater
 - Drive in movie theater!
- Embrace Diversity
 - Ames needs to figure out how to truly embrace diversity and new ideas
- Entertainments
 - Big-name concerts (like prior to Wells Arena being built), more free movie nights in Jack Trice Stadium, Olive Garden, indoor recreation facility featuring "speed" or bumper cars, bowling, miniature golf, arcade games, B&Bs and local ice cream shop
 - Even more recreation/entertainment opportunities! More of those would be great!
 - More entertainment besides bars and parks
 - More entertainment like Perfect Games
 - More entertainment.
 - More interesting things to do on weekends
 - More places to go outdoors
 - More recreation to get people more involved with nature. More fun things to do.
 - More things for college kids to do besides drink.
 - More things for entertainment
 - Public band (concert, wind ensemble), Chorus, outdoor community activities
 - Public programming and concerts
 - Regular entertainment for young, non-family, non-college professionals
 - something that would give people something to do close to campus
 - The opportunity to experience a variety of entertainment and cultural experiences. You just have to look and you'll find something for you.
 - Things for college kids to do besides drink

- Events
 - More events, updated stores and restaurants
 - More things to do - or even advertising those events more
- Festival
 - Hold an Ames fair
 - Continuation of city celebrations/festivals
- Fitness Center
 - City Rec and Fitness Center (YMCA)
- Furniture Store
 - A furniture store. Also a place to entertain a large party Cosco
- Garden Plots
 - Community garden plots
- Gay/Lesbian Bar
 - There's no gay/lesbian bar
- Get Rid of Advertisement Signage
 - Get rid of advertising signs on street right of ways
- Good Roads
 - Good roads
- Greenspace
 - More effort for greenery/landscaping, vegetation/flowers in Ames (outside of ISU campus which does an amazing job of greenery)
 - More environmentally friendly. More incorporation of woods and natural landscapes.
 - More greenspace hangouts close to campus (Ames already chill though)
- High Skilled Workers
 - Attract more high skilled workers and talented students around the globe
- Hiking Trails
 - More hiking outdoor trails
 - More hiking trails
- Horse Riding
 - I really tried, but I can't think of anything that fits in the size of Ames. Maybe horse riding in the neighbor's field. Car racing and gun shooting also sounds good.
- Housing Regulation
 - Regulate housing
- Ice Skating Rink
 - Another ice skating rink and roller skater rink
- Indoor Pool
 - Better indoor pool (NEW!).

- New indoor pool, possibly a track
- Indoor Water Park
 - Indoor water park for winter use
- ISU
 - College town
 - ISU (2)
 - ISU events
 - ISU students makes Ames Cool
- Kid Museum
 - Kids museum
- Legalize Marijuana
 - Legal marijuana
- Less Cars
 - Less cars, more walking/bicycling
- Less Traffic
 - Better access from south side. Hard to get from Southdale area to north especially between 7 and 8.
- Library
 - Bigger public library; more frequent bus service
- Light Rail to Des Moines and Ankeny
 - Light rail to DSM and Ankeny
- Lower Taxes
 - Lower taxes
- Low Income Housing
 - Building tiny houses for the homeless or a garden space. Solar street lamps
- Mall
 - A new shopping mall and
 - A nice mall with an actual food court
 - More/better stores and better mall
 - The mall on Grand Ave needs more stores and updating. It looks like it crawled out of the 1970s.
- Mediacom
 - Dropping Mediacom (Like Cedar Falls Utilities)
- Mini Golf
 - A few more recreation options (mini-golf) and more breakfast options
- Mixed Use Development
 - Increase in mixed-use development and promotion of local businesses. More music venues.

- Modern Buildings
 - More modern buildings (skyscraper if possible someday) as well as the old district, and beautiful parks. Improvement on the lightning effect on public buildings and infrastructures or maybe public arts. Ames look so dim after sunset
- Motorcycle Training
 - Motorcycle training classes
- Music
 - More music venues
- Music Bar
 - Live music in bars, more hiking options
- New High School
 - A new high school
- New Mall
 - New mall
- Non Chain Business
 - More independently owned restaurants using locally sourced foods. More bike paths and encouragement to utilize alternative forms of transportation (walking, biking, etc.).
 - More locally-owned restaurants
- Other
 - Declaring that we - as a city - welcome all immigrants who came here legally. That we support our police in carrying out the laws- all laws of our town. We don't support ANY illegal activity - whether it is a stop sign violation, excessive speed on illegal entry to the USA
 - I would like students to vote in their home state/city. They vote here and then when they are gone, we're stuck with their vote.
 - If the town wasn't so devoted to making money for big real estate developers and focused on actually taking care of the people who live here. Ames is lame.
 - Local people's hospitality
 - Quit trying to be "cool" - be efficient, convenient, and attractive
- Outdoor Basketball
 - Outside basketball court that has nice hoops and lights, which you're able to turn on for evenings.
- Outdoor Music
 - More outdoor patio/music options
- Pancheros
 - Pancheros closer to campus
- Parking
 - Improved Campustown and Downtown and more parking
 - Less confusing parking lots.
 - More parking close to campus

- More parking.
- No Main St. meters
- No more parking tickets on Stanton Ave.
- Parks
 - More parks (2)
- Pedestrian Friendly
 - If there was a more pedestrian friendly areas.
- People
 - The people
- Pet Inclusive Housing
 - More pet inclusive housing
- Professional Soccer Team
 - A professional soccer team
- Railroad
 - Railroads
- Recreational Opportunities
 - More recreational activities
 - More recreational opportunities and parks
- Recycling
 - A curbside composting program and comprehensive recycling focus on renewable energy. Think local first campaign promotion and support of outdoor recreation.
 - Banning disposable plastics, recycling more of the waste, and producing energy from more sustainable sources.
 - Garbage should be separated between degradable and non-degradable (e.g. plastic)
- Regional Trail
 - Regional trail connections, cultural districts
- Restaurant
 - More restaurants that are not chains. A place for foodies to eat
 - An In & Out or a 5 Guys burger & fries
 - Better and more variety of restaurants
 - Better restaurants like Olive Garden, more upscale restaurants. Too many Mexican, Pizza, and low scale restaurants. Ames caters too much to students.
 - I am not sure it would make Ames "cool," but it would be nice to have a little high-end shopping, restaurants, etc.
 - More & better restaurants
 - More decent restaurants
 - More diverse set of restaurant, nightlife, and retail options- we have lots of pop-up chain stores, not much unique to Ames or our cultural heritage, or any cultural heritage really
 - More fun restaurants!
 - More places to eat that are not chain stores; more self-start places would be great for Ames.
 - More restaurant/entertainment options
 - More restaurants (2)

- More restaurants in North Ames - fast food. Fazolis is the worst!
 - More restaurants on West Side
 - More restaurants that are not sports bars
 - More restaurants that aren't pizza
 - More restaurants, bigger variety of restaurants
 - More upscale restaurants and entertainment options. (That's usually what leads to a city being defined as cool)
 - More upscale restaurants that take reservations.
 - More/better restaurants, a walking street.
 - Need more restaurants other than fast food, which is more directed toward student population. No variety - not just Asian
 - Places with outdoor eating options. More shopping centers (especially clothing)
 - Recycling
 - Restaurants and college town
 - Restaurants in north end and west end of city. More drive thru restaurants
 - You need better restaurants. The ones that are here are somewhat mediocre. A nice local diner would be nice.
- Roller Rink
 - Roller rink
 - Safe
 - Safe and quite city
 - Seriously? A safe, healthy environment
 - Shopping
 - Become a regional destination with cool shopping amenities
 - Better shopping center
 - Better shopping opportunities and Higher paying professional jobs that are not part of ISU, DOT or NADL
 - Better shopping options. Our mall is always very lame. A better indoor pool or YMCA - the city gym is kind of lame and expensive
 - Local shops and restaurants - like those we lost in the Campustown remodel
 - More (better) shopping, bars, restaurants.
 - More local shopping of big retailers
 - More shopping (2)
 - More shopping, less restaurants
 - More stores and shopping
 - More/better shopping
 - We need a Toys R Us and A&W!
 - Sign Ordinance
 - Except for downtown, Ames' commercial streets are atrociously ugly. Almost all cool cities I've visited have sign ordinances.
 - Splash Pad
 - A splash pad like the one they have in Okoboji - that is free to the public.
 - Sports Arena
 - The ISU campus/sports arena.
 - Stadium Concert
 - More stadium concerts. Good way for the football stadium to make some money instead of just sitting there during the off-season.

- Street Maintenance
 - Street maintenance and repair. Better traffic flow.
- Sustainability
 - Greater emphasis on sustainability. 100% of energy from renewable sources. Better land-use planning. Better maintenance of natural areas
- Theater
 - Dollar Theater
- Traffic
 - 1-2 more E-W cross-city roads at higher speeds. 13th street sucks, limited use. Highway to far south.
 - Fixing traffic congestion would make it much easier to see all the awesome stuff Ames has to offer.
 - If it were easier to get around. Traffic can be terrible at times.
 - Welch as a pedestrian focused street. Block off the street from cars to one to two blocks and many (unintelligible writing)
- Traffic Safety
 - Making S. Duff less dangerous - Too many small strip mall-stores
- Trails
 - Longboard friendly trails
- Train
 - Train communication to bigger cities
- Transportation
 - Increased focus on alternative transportation modes, renewable energy and waste reduction other than just end of life options for waste
- VEISHA Replacement
 - A city of Ames sponsored replacement for VEISHEA
- Walking Parks
 - More walking areas parks
- Walking Path
 - Iowa State University, the public library, and the parks and walking paths
- Water
 - Water should be free from lead or rust
- YMCA
 - YMCA
- Young Professionals
 - An economic industry and culturally diverse area that supports the salaries that people move out of Ames to get. It seems like Ames is trying to gear towards the next generation and mitigate the brain drain resulting from an ever-larger college population that stays in Ames at rates from many years past. The acronym for millennials with more-than above average salaries is "HENRY" which means "High Earner Not Rich Yet". Perhaps it would be helpful to find out what the typical Ames HENRY looks like and what it would take to bring them and the companies they would work for to Ames.

- Youth Activities
 - More activities and stores focused on young adults. Too much geared towards the student population or families.
 - More activities for students who don't want to party/drink. Our only option is Perfect Games.
 - More activities for young adults

General/Additional Comments

- "If you build it, he will come." - Field of Dreams Also, the guy at the Sinclair gas station on Lincoln and Duff pumps your gas for you!
- Taxes
- Again, consider having reliable parking optional for bar-goers. There is no reason to encourage driving after having drinks. The lots would only need to be free on Friday and Saturday nights to help with this substantially.
- Ames has mostly all positive assets for a very safe, pleasant, and rewarding life experience.
- Ames is an amazing place to live. It has a lot to offer, no matter of age, interests, or culture.
- Ames is becoming an expensive place to live on a fixed income, especially for the middle of Iowa.
- Ames is a very expensive City to live in. Taxes increase every year - especially this year. Rethink.
- Ames needs to do more than suggest in the water bill that "granule fertilizer is not allowed to be washed into storm drains" - this is a problem -> Pollution fine or visit from the city help might help.
- Appreciate the new tree plantings all over Ames. I would like the north and south farmers markets combined at the downtown location. This would make the market more enjoyable and advantageous to all. Please extend Grand Ave. all the way to 16th St. Very proud of Ames School system and new buildings. This is a plus for new families moving to Ames. But need more affordable housing.
- As I get older, I feel this town is getting too big and hardly anyone obeys speed limits throughout town. Getting from east Ames to west Ames gets harder and harder because of increased traffic.
- Ash trees on the property should be considered a liability not an asset. Evaluation should be reduced accordingly.
- Bridges over Lincoln Way by campus (Geoffrey Hall) so students can cross over and not dart in front of cars. Thanks to all the city employees and citizens that serve on councils and committees. We love living in Ames.
- City does ok. Taxes are a little too high.

- City is changing and not for the better. Too many outsiders changing schools and culture of Ames. Taxes/assessments getting ridiculous. Retired people will soon be priced out of living here, and I will move!
- Doing good. Keep on what's already going.
- Don't build anymore new schools for a while.
- Duff Ave is so jammed now and pushing development to west side. Ames appears to be growing in every direction but east.
- Evaluation of previous vision programs, community in-service workshops, outside speakers, workshops, etc. including vision and impact
- Get back to basics, shrink government programs and reduce spending and taxes.
- Grand Ave and 16th St. needs a stoplight! South Duff is an unplanned NIGHTMARE! Too many businesses and restaurants for road! Not well planned. North and west areas of city need restaurants not south Duff!
- Have a good day!
- The street department does a great job!! Its employees look great. They are doing a great job!!
- I am not supportive of the proposed Health center and the warm water pool. Do not see value in this for our family.
- I believe Ames is a good place to live - very disappointed in the tax assessments. No improvements to my home in nine years and my taxes are getting close to double of what they were when I moved here.
- I hope I get picked this time for the gift certificate. Thanks.
- I love living in Ames. The city is growing so quickly but continues to maintain the small town feel despite the traffic flow problems. We all complain about this or that, but bottom line, there isn't a better place to be.
- I really enjoy the City. It is a shame that parking near campus is difficult to come by.
- I really want to say everyone does a fantastic job! The snow plows - man they are the best!! They are always clearing off streets, at all hours, they are the best! We get 6" of snow and those employees are out plowing, getting streets cleared off right away, helping us get to work on time. That means a lot to me! Streets are salted and sanded, they are amazing! Can't thank them enough! If it wasn't for them, I'm pretty sure there would be more accidents! I have been in other cities where they hardly plow snow off streets and when they do, it's piled up down the middle of the road so you only have one lane to drive in and it's icy as heck! So THANK YOU!!! For keeping our roads plowed so well! You ALL are amazing!!
- I thank the City of Ames for their wonderful work to keep this City safe and fun. We all like Ames very much and would like to live here for a long run.

- I would appreciate builders and developers being held to stricter architectural standard, as they are shaping our city.
- I would like to purchase a home in Ames but housing prices are fairly high.
- I'm employed in Human Resources so interview new residents on a regular basis. People really do think very highly of our city. Can't count the number of times I've heard "I didn't really like the idea of moving here, but now I love everything about it." Good job City of Ames!
- In nearly 30 years in Southdale area, there have been too many apartments added causing many problems trying to get into town with only South Duff option. Hoping a stoplight will help given the number of apartments being built.
- It is an embarrassment on a national level to have Steve King represents this community in Congress. On the other hand, the Ames City Council and Story County Supervisors are dedicated, hardworking individuals deserving of many thanks.
- It would be great to be able to "swim at your own risk" at Ada Hayden - this would make a big difference. Thank you!
- It would be nice if developments you approved all had streets the city maintained.
- It's a nice place and your initiative to make this place even better is appreciated.
- Keep improving Duff Avenue. Get rid of the rest of the run-down businesses. Connect bike path to high-travel areas - preferably on Hwy 69
- Keep up the good work!
- Land use and development in this city is controlled by a cartel of developers, realtors and builders and the business that serve them. There should be a better balance.
- Love the Farmers Market and library.
- Mediacom needs competition - Way too expensive
- Oh my gosh! Property values/assessments are killing our ability to want to live in Ames, nearly \$600 a month for property taxes is ridiculous. I don't get any better police, fire service, roads than someone living in older parts of town.
- Overall, Ames is a fantastic community! Worry should be given to rental costs and the issues that are hurting families with lower income streams.
- Overall, Ames is super!
- Please address rising costs of living for renters near campus
- Please fund more arts programs
- Please place a stop light on Crystal. Cars coming from Des Moines, Ankeny, and Huxley make it hard to get onto Hwy 69.

- Please plan for a really long term, and make changes that satisfy people now, and also leave possibilities for better plan in 30 or 50 years. The city I'm from has a severe traffic problem, because they didn't expect the growing population, and the economy changed. Ames is growing fast.
- Please see comments on page 3. Neighbors have contacted someone in the city offices to try and clean out the waterway between Kate Mitchell and Garden Road but they don't seem to care. Trees are growing up and out of gates. Trees are overhanging and in the last year, there was a very thick layer of dirt/mud, which gets worse with each rain and the water comes up inside fences each times it rains. Standing water is extremely bad which brings mosquitoes - something needs to be done.
- Property tax increases seem to be getting out of hand.
- Property taxes are way too high for fixed income people like me and my wife. Also, would like to know if ISU pays any property taxes on their business park.
- Question: Why don't bicycle riders need to obey the laws and rules of the road? Bicyclists will not use bike lanes and trails, and the majority of them have no respect for stop signs or pedestrians. Are we a law-abiding city or not? Do we as citizens, have the right to choose which laws we want to obey?
- Remember the parks belong to all citizens, not just people who want recreation games. It is not our responsibility to promote recreation services to demanding communities. I heard that too many times "people come from better communities to use it." Also, value what the citizens have to say, otherwise don't ask for any reviews.
- Residents recently received notification of assessed home values. Everyone I spoke with had an increase of \$20,000 to more than \$40,000. This is outrageous as taxes are already extremely high and the cost of living in Ames actually deters families away. My taxes are TOO HIGH. My house assessment is TOO HIGH.
- Strongly support airport renovations.
- Suggestion: Signage at the skate park needs to be moved to other side (east) of its current location. Eastbound traffic can't see kids waiting to cross street.
- Thank you for letting us fill out this survey - it is hard for us to make it to city council events - we hope you get to use this information.
- Thank you for taking the time to reach out to the community. This matters!
- Thank you for this opportunity. (3)
- Thanks for all you do. We do the majority of our shopping, entertainment, and daily life here. There's no need to leave. Best kept secret in Iowa. (We've lived in Texas, Missouri, Minnesota, and love Ames the best - even became Cyclone fans). Wish to have the city expand more in Ames school district to keep our money in our town. Even though the field in our backyard is now being developed.

- Thanks for asking!
- Thanks for the opportunity to respond, though doing so online would be appreciated.
- The deer population in West Ames is causing many problems for gardeners and landscapers. There is a cost to fence the area in order to keep the deer out. The deer cause traffic issues and potential accidents; jumping out unexpectedly on quiet residential streets. Apparently, several people were actively feeding the deer, and that encourages more deer. One guy in our neighborhood feeds the deer several pounds of corn every day, resulting in 16-17 deer a day, as seen recently in the Woodland Street area. Neighbors are all aware but don't want to turn in the deer feeders - to avoid hostility between neighbors. This discontent is really building among many in our area about this feeding. Perhaps a public discussion, meeting, or newspaper articles would help.
- The fishing in Ames is terrible. I suggest a strict catch and release policy everywhere, especially Ada Hayden.
- Streetlights, I've been told, will all be LED - blocking out the night sky. Why not have timed solar street lamps - somewhat dim - providing enough light for safety but not so much that you have to block it out of your home to be able to sleep at night - more trees, less street lamp wires.
- The survey doesn't recognize senior projects. There are multiple retirement communities. Many of the questions don't pertain to us.
- The university should be held accountable for promoting events like tailgating, which promote the consumption of alcohol.
- Utility companies should strongly suggest and incentivize the use of e-checks to pay for services. This can reduce costs in the forms of paying intermediaries such as Visa and MasterCard. The savings from this is shared among the community in the forms of lower prices and quicker and more efficient services. E-checks can lead to better record keeping for all citizens of the area, help citizens successfully plan for the future and aid in creating better budgets. The above benefits would result by having electronic records because they are produced with minimal effort. This will hopefully have the positive consequences of lowering the welfare burden in the future.

Cease or greatly diminish the futile war on drugs and put those resources to better use in other needed programs. Positive consequences of this would be a reduction in the inmate population and on expenditures on judicial and prison services as well as a reduction in the time wasted on these issues.

Reconsider the issuance of commercial licenses in the area to those companies that bring economic benefits to the area under ethical circumstances. I.E suspend Wells Fargo from the region because of their unethical endorsement of the DAP.

Divest from fossil fuels and potentially implement solar roadways to decrease road maintenance and snow plows. In addition, such efforts can potentially make the road safer to travel thereby saving on insurance and medical costs in the area.

Offer free or subsidized vaccines and treatments that will keep the majority of the population healthy. Such actions would reduce the spread of diseases and thus reduce future potential medical burdens.

- There is a small section of gravel road at the end of Adams Street, which opens to Dawes Drive. It gets a lot of traffic. The community petitioned to have these paved. Why can't this be done? A lot of people live in these subdivisions and use that road.
-
- There really needs to be a full running sidewalk on Mortensen West of S. Dakota. It is a route to the middle school and a high-speed road. Please look into this!
- This survey should be online.
- Very disappointed in all the fast food chains opened/openings. Very disappointed in South Duff traffic congestion. Very disappointed in all the businesses along Squaw Creek. I feel there is very poor planning for growth. The realtors decide what they want - we pay for it. Mayoral term limit needed.
- We also really enjoy the aquatic center and Ames on the Half Shell in the summer.
- We appreciate the dedication and hard work of Mayor Campbell.
- We love living in Ames. Crime is our MOST concern in addition to Juvenile problems and vandalism.
- We love living in Ames.
- We love the aquatic center, but do not like the tot time policy. We have complained about this year after year. Our family consists of older kids and younger kids. For many years, we could not utilize tot time because I could not leave my 10 year old and 8 year old (at the time) home alone to take a 2 year old and 1 year old to the pool. This has been the case with our family for 4 years now. There is no way to accommodate families with children under 7 and over 7.
- Would be fun to receive a calendar of events in Ames. Would like to have recycling bins for paper, plastic, glass, and metal at apartment complexes.
- Would like to see a paved road south of highway 30 between South Dakota and State St., or an interchange at State St.
- Would love for the mall to improve - including bringing back the dollar theater and more food court/restaurant options there.
- Yard waste disposal is not easy or convenient in Ames. I would keep plants better trimmed in my yard if it were easier to get rid of the waste. Other cities do more in this area.