

Ames Public Library

■ Register for a free Ames Public Library card for access to books, movies, music, and more. The Library also provides reference services, online research tools, programs for all ages, free use of meeting rooms, wireless internet access, a computer lab, and Bookmobile service to a neighborhood near you.



For information, call 515-239-5656 or visit www.amespubliclibrary.org.

CyRide

■ CyRide is the city bus system for Ames. It is a collaboration between the City of Ames, Iowa State University, and ISU's Government of the Student Body.

■ CyRide operates 10 fixed routes, a Dial-A-Ride service for persons with a disability, and a late-night service called **CyRide** Moonlight Express.



The fixed routes and Dial-A-Ride operate every day of the year except Thanksgiving, Christmas, New Year's Day, Memorial Day, Labor Day, and Forth of July. Moonlight Express operates on Friday and Saturday nights when Iowa State University is in session.

For routes, timetables, fares, and more information, call 515-292-1100 or visit www.cyride.com.

Did you know . . .

The Arnold O. Chantland Resource Recovery Plant (RRP) recycles 75 percent of waste it receives.

Important Numbers to Know

Ames Public Library.....	515-239-5656
Book and Movie Checkouts	
City Manager's Office.....	515-239-5101
Any Problems or Concerns Not Listed	
CyRide.....	515-292-1100
Route/Schedule Questions	
Grounds Supervisor.....	515-239-5342
Noxious Weeds, Hazardous Trees, Deteriorated Sidewalks	
Inspections Division.....	515-239-5153
Occupancy Rules, Permits, Unkempt Property	
Non-emergency Police.....	515-239-5133
Planning and Housing.....	515-239-5400
Neighborhood Association Questions	
Parks and Recreation.....	515-239-5350
Park System, Recreation Facilities, Adult and Youth Sports/Lessons, Fitness/Wellness Programs, Auditorium/Bandshell events.	
Resource Recovery Plant.....	515-239-5137
Garbage Disposal, Glass Recycling, Household Hazardous Waste, Appliance Disposal	
Utility Customer Service.....	515-239-5120

Other

Animal Control.....	515-239-5530
Electric Outage.....	515-239-5240
Iowa One Call.....	811
Street Light Outage.....	515-239-5500
Water or Sewer Problems.....	515-239-5150



www.cityofames.org

Good Neighbor Guide

A City of Ames Guide to Services



www.cityofames.org

Smart Choice

Licenses, Permits, Etc.

- Building Permit - IO
- Cemetery Deed - CC
- Construction Site Erosion & Sediment Control Permit - PW
- Curb Cut Driveway Applications - PW
- Electrical Permit - IO
- Encroachment Permit - CC
- Fireworks Display Permit - CC
- Food Service License - II
- Food Vending License - II
- Home Occupation Permit - PH
- Homestead Tax Credit -CA
- Beer Keg Permit - PD
- Liquor License and Beer Permit - CC
- Marriage License - SC
- Military Tax Exemption - CA
- Noise Permit - PD
- Notary Public Services - CC
- Parking Waiver - PW
- Peddler's Permit - CC
- Plumbing Permit - IO
- Rental Permit - IO
- Street & Right-of-Way Excavation Permit - PW
- Vehicle Registration - SC
- Vending License (on public property) - CC
- Voter Registration - CC, SC
- Dog Park Permit - Community Center

Key:

- CC = City Clerk's Office, 515-239-5105
- IO = Inspections Office, 515-239-5153
- PD = Police Department, 515-239-5130
- PH = Planning & Housing Department, 515-239-5400
- PW = Public Works Department, 515-239-5160
- SC = Story County Courthouse, Nevada, 515-382-6581
- CA = City Assessor's Office, 515-239-5370
- II = Iowa Department of Inspections and Appeals, 515-669-3207

Complete list is available online at www.cityofames.org.

Bicycle Licenses

Bicycle licenses are free of charge and never expire. Fill out a short form online at www.cityofames.org.

Pets

- Dogs and cats are required to be on a leash or under control at all times.
 - When walking pets, owners are responsible for the proper disposal of waste.
 - Allowing any animal to bark, whine, or howl for a prolonged period of time is prohibited.
 - For lost/found animals or adoptions, contact the Ames Animal Shelter at 515-239-5530.
 - Report cruelty and neglect to 515-231-1080
 - Pets are required by law to be vaccinated against rabies.
 - Report strays and lost and found pets.
 - Report animal bites to Ames Animal Services immediately (after hours call the Ames Police non-emergency number).
- Questions or concerns? Call Animal Control at 515-239-5530 or visit www.cityofames.org.**



Parking

- It is unlawful to park vehicles in the same place for more than 48 hours on any city street or municipal parking lot.
- Vehicles cannot obstruct or park across sidewalks, in front of a public or private driveway, or in a front yard.
- Vehicles must park with the front end of the vehicle in the same direction of traffic flow.
- Parking on snow routes is prohibited from the time the snow ordinance goes into effect until the snow has been plowed from curb to curb, and it has stopped snowing.
- Check the City website, City Channel



12, or local media to find out if the snow ordinance is in effect. If snow is expected overnight, please move your car ahead of time.

See the Ames City Code, Chapter 18, Parking Regulations at www.cityofames.org/municipalcode. To report a parking problem or concern, call the Police Department at 515-239-5133. To pay parking tickets, visit www.amesparking.com.

Getting Involved

City Council Meetings

■ Ames City Council meetings are public meetings and are held the second and fourth Tuesdays of each month. Those wishing to submit written requests to the Mayor and City Council may bring letters to the City Clerk's Office for delivery. A Mayor and City Council group e-mail is available at www.cityofames.org.



Boards and Commissions

■ If you are interested in volunteering to serve on one of Ames' many boards or commissions, contact the City Clerk's Office for an application or check the website.

To learn who your Council representative is or to learn more about the different boards and commissions, call the City Clerk's Office at 515-239-5105 or check the website at www.cityofames.org.

Neighborhood Associations

■ There are 30 neighborhood associations in Ames. To contact your neighborhood association, call the Planning & Housing Department at 515-239-5269.

To see a map of neighborhood associations, visit www.cityofames.org.

Property Maintenance

Lawn Care

■ To ensure quality air, burning garbage, leaves, and yard waste is prohibited.

■ Yards that contain noxious weeds (as defined by State of Iowa Code) or provide habitats for snakes, rodents, or vermin must be mowed.

■ All trees and shrubs should be properly trimmed for pedestrians using sidewalks.

■ The City is responsible for removing damaged or hazardous trees or shrubs within the City right-of-way. This may include items that obstruct the view of traffic.

■ Trees located on private property are the responsibility of the property owner. Contact the property owner with concerns about trees or shrubs on private property.

■ For tree planting permits, contact the Public Works Department, 515-239-5160. Call Iowa One Call at 811 for utility locations before you dig.



Want to know more? For tree and shrub concerns, call the Public Works Building & Grounds Supervisor at 239-5342 or visit www.cityofames.org.

Did you know . . .

Within Ames, enjoy 34 parks and a full complement of recreational facilities. For more information on park locations, specific attractions and photos, visit www.cityofames.org/parks.

Sidewalks

■ To keep pedestrians and bicyclists safe, snow and ice must be removed from sidewalks within 10 daylight hours after snowfall has stopped.

■ Property owners are responsible for the sidewalks and areas from the curb to the property line. Sidewalks that become dangerous are the responsibility of the property owner.

To report a sidewalk that is damaged or has not had snow removed, call the Public Works Building & Grounds Supervisor at 515-239-5342 or e-mail snowwalks@city.ames.ia.us.

General Care

■ Recreational fires are permitted in approved containers, such as chimineas. Fires shall be located more than 15 feet away from any structure (including decks, porches, fences, and sheds) and any combustible materials (such as weeds, shrubs, and furniture).

Contact the Fire Department at 515-239-5108 with questions or visit www.cityofames.org.

■ To ensure birds and other animals are kept out of garbage, all garbage set outdoors should be kept in a watertight and tightly closed hard receptacle.

■ Vehicles classified as junk vehicles may not be stored within the city limits for more than 48 hours unless the vehicle is stored in a garage, behind an enclosed opaque wall a minimum of 6-feet high, under a tightly fitting vehicle cover, or on the premises of an authorized salvage yard.



■ The outdoor storage or placement of household appliances, or furnishings, unless designed for outdoors, is prohibited. **For concerns regarding garbage, call the Inspections Division of the Fire Department at 515-239-5153 or visit www.cityofames.org.**

Housing

Building an Addition

■ For building permits, contact the Inspections Division at 515-239-5153.

Property Uses & Setbacks

■ Planning and Housing Department, 515 Clark Avenue, 515-239-5400. Zoning maps: www.cityofames.org/planning.

Rental Housing

■ Rental properties must have a valid letter of compliance and must be registered with the Inspections Division of the Fire Department.

■ Property should be maintained in a neat condition including mowing lawns, trimming shrubs and trees, and controlling weeds.

To report property concerns in your neighborhood, call Inspections at 515-239-5153 or visit www.cityofames.org.

■ The City of Ames is divided into different zoning districts. The total occupancy of unrelated people allowed in a residence is limited based on where you live.

To find out the occupancy rules in your neighborhood, call Planning and Housing at 515-239-5400 or visit www.cityofames.org.

Owner-occupied properties are eligible for a homestead credit. Military exemptions are also available. For more information visit www.cityofames.org/assessor

Noise Ordinance

■ The maximum noise level is 60 decibels for the hours of 7 a.m. to midnight. The maximum noise level is 55 decibels for the hours of midnight to 7 a.m. The sound is measured at the edge of a city street or alley right-of-way nearest to the source of the sound. A measurement may also be taken on the property where the complaining party was disturbed.



For more information about the noise ordinance or to request a reading, call Ames Police at 515-239-5133 or visit www.cityofames.org.

Utilities

Garbage Pick-Up

The City of Ames does not provide garbage collection service; rather, it licenses independent haulers for the collection and disposal of garbage. For a fee, citizens can take their garbage to the Resource Recovery Plant, 110 Center Ave.

For a full list of haulers visit www.cityofames.org/haulers

Electric

To start and stop services, billing issues, and general questions, call 515-239-5120 or visit www.amesutilities.com. In case of an electric outage, call the electric outage hotline at 515-239-5240.

Water

The Water and Pollution Control Department provides water and sanitary sewer services to more than 16,000 homes and businesses. Call 515-239-5150 with questions about water.

Utilities questions? Call 515-239-5120 or visit www.amesutilities.com.

EcoSmart

EcoSmart is the City of Ames' comprehensive strategy to reduce energy consumption and conserve



natural resources. EcoSmart includes seven different programs, each addressing a specific area of focus. These include Smart City, Smart Water, Smart Trash, Smart Energy, Smart Watersheds, Smart Ride, and Smart Housing. Together, these programs help reduce Ames' carbon footprint and work toward a sustainable future.

For more information on EcoSmart programs, visit www.cityofames.org.



Resource Recovery Plant (RRP)

■ Materials that are traditionally recycled (paper, cans, plastic, etc.) are not separated from garbage in Ames. Instead, they are separated at the RRP. The burnable trash is used as a source of fuel in place of coal at the Ames Power Plant. Metals are separated and sold for recycling. However, glass containers should be recycled in yellow bins located at local grocery stores. **For more information, call the RRP at 515-239-5137 or visit www.cityofames.org.**



As part of the Smart Energy program, Ames Electric Services offers educational opportunities, incentives, and rebates to help residential and commercial customers conserve energy and money.



The City's Smart Water program promotes the importance of water conservation and offers water tips.

Party Planning

■ Please show courtesy to your neighbors by letting them know when your event will start and when it will end. Also, give your contact information and encourage them to call you first with concerns.

■ If you are planning a party that will have stereo music or a

live band, please review the City's noise permit information at www.cityofames.org/noise.

■ Requests to suspend parking restrictions or regulations for special events may be made by

contacting the Public Works Department at least 48 hours in advance.

To request a temporary parking waiver, contact the Traffic Engineer at 515-239-5160.

■ If you are planning to tap more than one keg of beer during your party, a permit is required from the Ames Police Department, 515 Clark Ave. The permit must be applied for 24 hours in advance. A pre-party inspection is required. Keg beer is prohibited in Ames parks.

For more information about parties, call Ames Police at 515-239-5133 or visit www.cityofames.org.



Neighborhood News

Do you have something you want to share with your neighborhood association and other neighborhood associations? Place announcements in the quarterly newsletter by e-mailing neighborhoodnews@city.ames.ia.us or calling the Public Relations Office at 515-239-5204.