

31<sup>ST</sup> ANNUAL REPORT

# Ames Resident Satisfaction Survey

# 2013



## 2013 Ames Resident Satisfaction Survey

### 31<sup>ST</sup> ANNUAL STATISTICAL REPORT

The City of Ames, Iowa, conducts an annual satisfaction survey of community residents. In April 2013, the City mailed questionnaires to 1,350 city residents whose names were randomly selected from the City of Ames utility users list (population=20,483). Additionally, 1,000 Iowa State University students were randomly selected from a mailing list generated by the ISU Office of the Registrar. Utility bill customers received a 16-page survey booklet via U.S. Mail. The booklet included standard benchmarking questions, as well as issue-related questions written specifically for this survey. The ISU students received the same survey via email developed using the SurveyMonkey program. The analysis was completed with assistance from Nora Ladjahasan and Mingjie Sun from Institute for Design Research & Outreach, College of Design, Iowa State University.

This statistical report summarizes results from 521 respondents who returned usable questionnaires (376 from the Ames residents who received paper copies (72%) and 145 from ISU students who received online surveys (28%)). Online survey for ISU students generated 181 surveys. However, only 145 surveys were used in the analysis due to incomplete surveys.

Response rate for paper survey group was 28% and 18% for the online survey group. Overall response rate for this year is 24% which is higher by 3% compared to last year (21%).

The number of questionnaires mailed or emailed included an oversampling of students in order to come up with the desired sample size that would reflect target populations. The sample size needed to confidently generalize the findings was 381 for both groups (95% confidence level and a confidence interval of 5). Completed surveys of 521 indicated that we are 95% confident that the questions are within +/-4.27% 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: <http://www.surveysystem.com/sscalc.htm>.

### **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 recent census. Columns 3-7 show personal and social characteristics of individuals who completed surveys between the years of 2009 and 2013.

Of the respondents in this year's survey, there are more female respondents than male (52% and 48%, respectively). Male respondents are slightly lower than the 2007-2011 American Community Survey 5-year estimate.

Sixty-one percent (61%) of the respondents have a college degree, which is slightly lower than in 2012 (67%) and the same as the 2007-2011 American Community Survey 5-year estimate. Forty percent of respondents are employed full-time and 29% are full-time students. Eight percent more full-time students returned this year's survey compared to last year (24%). Only 2% of the respondents are unemployed compared with 3% for 2012. More than a quarter (30%) of respondents reported their household income to be less than \$25,000, 17% report their income is between \$25,000 and \$49,999, 30% 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 fewer respondents with a household income of \$100,000+ (24% for 2013 and 26% for 2012). Compared to American Community Survey estimate, only 16% of Ames households earn \$100,000+.

In general, household income of our respondents is higher compared to last year and the 2007-2011 American Community Survey 5-year estimate.

**Table 1. 2013 Ames Resident Satisfaction Survey respondent characteristics (%)**

| <u>Characteristics</u>     | <u>2007-2011 American<br/>Community Survey<br/>5-year estimate</u> | <u>Survey Year</u> |             |             |             |             |
|----------------------------|--|--------------------|-------------|-------------|-------------|-------------|
|                            |  | <u>2009</u>        | <u>2010</u> | <u>2011</u> | <u>2012</u> | <u>2013</u> |
| <b>Years lived in Ames</b> |  |                    |             |             |             |             |
| Less than 1 yr             | -  | <1                 | <1          | <1          | 1           | 3           |
| 1-3 yr                     | -  | 39                 | 31          | 27          | 21          | 26          |
| 4-6 yr                     | -  | 19                 | 22          | 16          | 17          | 14          |
| 7-10 yr                    | -  | 6                  | 8           | 8           | 10          | 9           |
| More than 10 yr            | -  | 36                 | 39          | 49          | 51          | 48          |
| <b>Gender</b>              |  |                    |             |             |             |             |
| Female                     | 47   | 48                 | 51          | 49          | 52          | 52          |
| Male                       | 53   | 49                 | 49          | 51          | 48          | 48          |
| <b>Age</b>                 |  |                    |             |             |             |             |
| 18-24                      | 44   | 25                 | 32          | 24          | 20          | 26          |
| 25-44                      | 28   | 29                 | 32          | 31          | 33          | 25          |
| 45-64                      | 18   | 27                 | 23          | 28          | 26          | 28          |
| 65-74                      | 5  | 10                 | 6           | 7           | 9           | 12          |
| Over 75                    | 5  | 9                  | 7           | 10          | 12          | 9           |
| <b>Education</b>           |  |                    |             |             |             |             |
| Some HS                    | 3  | 1                  | <1          | 1           | <1          | 1           |
| HS diploma                 | 12   | 8                  | 6           | 5           | 8           | 8           |
| Some college               | 24   | 30                 | 34          | 27          | 24          | 29          |
| College degree             | 33   | 22                 | 22          | 29          | 26          | 25          |
| Some grad work             | 28   | 11                 | 13          | 11          | 10          | 8           |
| Graduate degree            |  | 29                 | 25          | 27          | 31          | 28          |
| <b>Employment status</b>   |  |                    |             |             |             |             |
| Full-time student          | -  | 32                 | 47          | 31          | 25          | 29          |
| Employed part-time         | 93   | 30                 | 36          | 22          | 25          | 24          |
| Employed full-time         |  | 53                 | 29          | 43          | 42          | 40          |
| Retired                    | -  | 25                 | 13          | 20          | 22          | 23          |
| Unemployed                 | 7  | 9                  | 9           | 9           | 3           | 2           |
| Full-time homemaker        | -  | 5                  | 4           | 4           | 4           | 3           |
| <b>Household income</b>    |  |                    |             |             |             |             |
| Less than \$25,000         | 31   | 30                 | 43          | 30          | 29          | 30          |
| \$25,000-\$49,999          | 25   | 22                 | 16          | 19          | 19          | 17          |
| \$50,000-\$74,999          | 16   | 17                 | 15          | 20          | 15          | 18          |
| \$75,000-\$99,999          | 12   | 11                 | 9           | 12          | 11          | 12          |
| \$100,000 +                | 16   | 20                 | 17          | 19          | 26          | 24          |

More than half (60%) respondents own their residence, the others (40%) rent. The majority of renters (59%) reported renting due to their short-term stay in Ames. Other reasons for renting were lack of adequate income (52%), followed by little or no upkeep (35%). Reasons for renting are shown in Table 2.

Respondents who are homeowners differ from renters on several personal and social characteristics. Homeowners have lived in Ames longer than renters (26.8 years and 5.2 years, respectively). Of those who have lived in Ames more than 10 years, nine in 10 (94%) are homeowners. Of those who have lived in Ames for four to 10 years, almost half (43%) own their home. More than half (59%) of renters have lived in Ames for four years or less.

Not surprisingly, respondents who are homeowners (56.7 years old on average) tend to be older than renters (28.3 years old on average). Of those between 25 and 44 years old, half (53%) are homeowners. Of those between the ages of 45 to 64, nine in 10 (90%) are homeowners. In contrast, 96% of those under 25 years old rent, and 93% of fulltime college students currently rent. For those who have at least completed college, 71% are homeowners and 29% are renters. Finally, homeowners typically have bigger household income than renters. Eighty percent of homeowners earn \$50,000 or more, whereas only 15% of the renters earn more than \$50,000. (Figures from this paragraph are not shown in any tables.)

**Table 2. Housing characteristics**

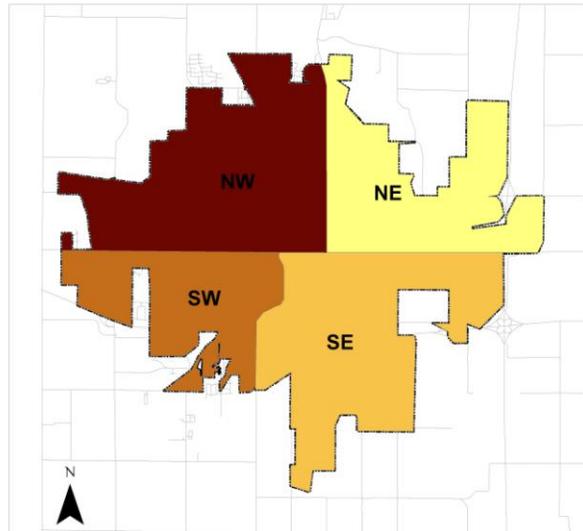
| Characteristics                  | 2007-2011<br>American<br>Community Survey<br>5-year estimate | Survey Year |      |      |      |      |
|----------------------------------|--|-------------|------|------|------|------|
|                                  |  | 2009        | 2010 | 2011 | 2012 | 2013 |
| Percent                          |  |             |      |      |      |      |
| <b>Housing type</b>              |  |             |      |      |      |      |
| Rent                             | 57   | 42          | 51   | 40   | 41   | 40   |
| Own                              | 43   | 58          | 49   | 60   | 59   | 60   |
| <b>If rent, for what reason?</b> |  |             |      |      |      |      |
| Short term stay in Ames          | -  | 63          | 63   | 58   | 56   | 59   |
| Lack of adequate income          | -  | 46          | 45   | 41   | 53   | 52   |
| Little or no upkeep              | -  | 35          | 38   | 32   | 31   | 35   |
| More security                    | -  | 8           | 6    | 5    | 7    | 12   |
| <b>Location of home</b>          |  |             |      |      |      |      |
| Northwest                        | -  | 53          | 49   | 48   | 46   | 47   |
| Southwest                        | -  | 24          | 26   | 23   | 25   | 28   |
| Northeast                        | -  | 9           | 13   | 16   | 17   | 15   |
| Southeast                        | -  | 14          | 12   | 13   | 12   | 10   |

Respondents also were asked about the place where they live. As seen on Figure 1, a majority (47%) of the respondents reside at the northwest part of the city (46% in 2012), 28% from southwest (25% in 2012), 10% from southeast side (12% in 2012), and 15% from northeast (17% in 2012).

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

**Figure 1. Geographic Sections**

47% = Northwest  
28% = Southwest  
15% = Northeast  
10% = 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 for each of the services was indicated for each of the services. Spending priorities are shown in Table 3. A majority of respondents reported that they would like city to spend the same amount as previous year for all of the 10 services mentioned. The category “other” received 13 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 land use planning (both current and long-term) and arts programs. These programs got the highest rating on spending reduction (23% and 31%, respectively).

Of those selecting “spend more,” 27% of respondents wanted to spend more on human service agency funding (ASSET), followed by 25% who would like to see more money spent on recreational opportunities, CyRide (public transit) (22%), law enforcement (22%), and Ames Animal Shelter & Animal Control (22%). These findings are summarized in Table 3.

**Table 3. On-going service priorities**

| On-going service                             | Should the city spend....? |                |                | Average |
|--|----------------------------|----------------|----------------|---------|
|  | <u>Less(1)</u>             | <u>Same(2)</u> | <u>More(3)</u> |         |
| Human service agency funding (ASSET) (N=469) | 18%                        | 56%            | 27%            | 2.1     |
| Recreational opportunities (n=480)           | 14%                        | 61%            | 25%            | 2.1     |
| CyRide (public transit) (n=479)              | 12%                        | 66%            | 22%            | 2.1     |
| Law enforcement (n=480)                      | 12%                        | 67%            | 22%            | 2.1     |
| Ames Animal Shelter & Animal Control (N=474) | 14%                        | 64%            | 22%            | 2.1     |
| Fire protection (n=477)                      | 5%                         | 79%            | 16%            | 2.1     |
| Ames Public Library (N=480)                  | 23%                        | 58%            | 19%            | 2.0     |
| Parks activities (N=480)                     | 19%                        | 65%            | 17%            | 2.0     |
| Land use planning (N=477)                    | 23%                        | 60%            | 17%            | 1.9     |
| Arts programs (N=478)                        | 31%                        | 53%            | 16%            | 1.9     |

Other (n=13)

- Put in extra lane for bus to pull in out of traffic flow.
- Bike path on street, going out of town on the shoulder, expand and connect in conjunction with Story County; Story County can connect with Polk; so forth. You could use New York City as a map and example of what bike paths can accomplish for riders of vehicles and bicycles/bikes and learn to get along between.
- Bike paths
- City beautification (more)
- Elderly services (more)
- Fixing basketball hoops in the parks, spend more on water quality issues
- I think that land use in the city of Ames can be questionable.
- Incentives / Tax abatement / TIF for built environment to enhance property values of commercial property, improve appearance of commercial Ames (more)
- Infrastructure planning and maintenance; Much more
- More litter control
- More greenery in the city
- More Schools
- More snow removal

Table 4 shows trends in spending preferences, and looks at “spend more” responses. From 2009 to 2013, there was a consistent slight increase in more spending on the following services: human service agency funding, recreational opportunities, Ames Animal Shelter and Animal Control, land use planning, art program, and fire protection programs. However, there was a decrease in the number of respondents who wanted to spend more on the following services: Ames Public Library, CyRide, and law enforcement.

The table also shows that recreational opportunities over the five year period is consistently getting at least 20% of the respondents indicating “more spending”.

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

| Services                                       | Survey Year |             |             |             |             |
|--|-------------|-------------|-------------|-------------|-------------|
|  | <u>2009</u> | <u>2010</u> | <u>2011</u> | <u>2012</u> | <u>2013</u> |
|  | Percent     |             |             |             |             |
| Human Service Agency funding (ASSET)           | 20          | 20          | 19          | 23          | 27          |
| Recreational opportunities                     | 22          | 24          | 20          | 21          | 25          |
| CyRide (public transit)                        | 15          | 26          | 23          | 25          | 22          |
| Ames Animal Shelter and Animal Control         | 16          | 16          | 20          | 20          | 22          |
| Law enforcement                                | 19          | 24          | 20          | 23          | 22          |
| Ames Public Library                            | 19          | 18          | 21          | 22          | 19          |
| Land use planning (Both current and long-term) | 13          | 19          | 15          | 15          | 17          |
| Park activities                                | 19          | 19          | 13          | 20          | 17          |
| Fire protection                                | 12          | 16          | 14          | 16          | 16          |
| Art programs                                   | 12          | 14          | 14          | 14          | 16          |

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

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

Human service agency

- Long- term residents (23 years in Ames)
- Older respondents (50 years of age)
- Female respondents

Recreational Opportunities

- Newer residents (14 years in Ames)
- Younger respondent (39 years of age)

- Renter
- Unemployed
- Under \$25,000

Transit system (CyRide)

- Full-time ISU student
- Renter

Ames Animal Shelter and Animal Control

- Younger respondent (40 years of age)
- Female respondents
- Renter

Law enforcement

- Long-term residents (23 years in Ames)
- Older respondent (49 years of age)
- Female respondents
- Not a Full-time ISU student
- Homeowner
- Unemployed
- \$125,000-\$149,999 (household income)

Ames Public Library.

- With graduate degree
- Full-time ISU student
- Renter

Land use planning (both current planning and long term)

- Full-time ISU student
- Renter

Parks Activities

- Newer residents (13 years in Ames)
- Younger respondent (38 years of age)
- Some graduate work

Fire protection

- Long- term residents (22 years in Ames)
- Female respondents
- Not a Full-time ISU student
- Less than High School diploma

Arts Programs (Public Art &COTA)

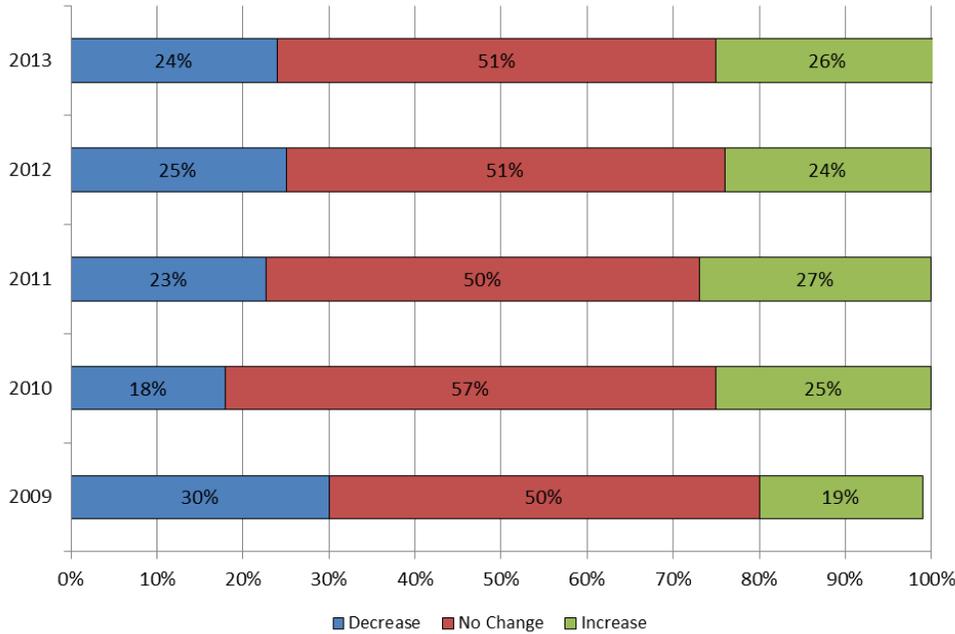
- Newer residents (14 years in Ames)
- Younger respondent (39 years of age)
- Female respondents
- Full-time ISU student
- Renter
- Student as a current employment
- \$200,000 or more (household income)

Summary of the results that showed statistically significant differences between demographic characteristics of the respondents and responses to the programs where the city should spend more for 2014/2015 is shown in this table.

|  | Yrs lived in Ames            | Age              | Gender | ISU full-time student | Home ownership | Education          | Employment | HH income           |
|--|------------------------------|------------------|--------|-----------------------|----------------|--------------------|------------|---------------------|
| Human Service Agency funding (ASSET)           | Long-term residents (23 yrs) | Older (50 yrs)   | Female |                       |                |                    |            |                     |
| Recreational opportunities                     | Newer resident (14 yrs)      | Younger (39 yrs) |        |                       | Renter         |                    | Unemployed | Under \$25,000      |
| CyRide (public transit)                        |                              |                  |        | Yes                   | Renter         |                    |            |                     |
| Ames Animal Shelter and Animal Control         |                              | Younger (40 yrs) | Female |                       | Renter         |                    |            |                     |
| Law enforcement                                | Long-term residents (23 yrs) | Older (49 yrs)   | Female | No                    | Homeowner      |                    | Unemployed | \$125,000-\$149,999 |
| Ames Public Library                            |                              |                  |        | Yes                   | Renter         | Graduate degree    |            |                     |
| Land use planning (Both current and long-term) |                              |                  |        | Yes                   | Renter         |                    |            |                     |
| Park activities                                | Newer resident (13 yrs)      | Younger (38 yrs) |        |                       |                | Some graduate work |            |                     |
| Fire protection                                | Long-term residents (22 yrs) |                  | Female | No                    |                | Less than HS       |            |                     |
| Art programs                                   | Newer resident (14 yrs)      | Younger (39 yrs) | Female | Yes                   | Renter         |                    | Student    | \$200,000+          |

Residents were asked how much they thought property taxes should be adjusted next year in light of their spending priorities. Figure 2 illustrates how respondents have answered this question over the past 5 years. The figure shows variation in responses to this question over time. The 2013 results were almost same as 2012. More than half of respondents show a preference for no change in property tax rates with 51% respondents suggesting the rate stays the same. Twenty-four percent suggested a decrease in property tax (25% in 2012) and 26% suggested an increase (24% in 2012).

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



### Capital Improvement Priorities

Next, respondents were asked to rate the importance of six capital improvement projects and given the option of “other.”

As shown in Table 5, reconstructing existing streets was the top priority for capital improvement with a mean value of 3.3 based on a 1-4 scale (1 being not very important, 2 not important, 3 important and 4 very important). Reconstructing existing streets was rated as somewhat or very important by 88% of the respondents (1st capital improvement priority). Storm water drainage improvements was noted as the second most important capital improvement projects, followed by traffic flow improvement, library improvements, bike path improvement and improvement to existing park. Forty-seven responses were given to “other.”

**Table 5. Capital improvement priorities**

| Capital Improvements                        | <u>Somewhat or Very Unimportant</u> | <u>Somewhat or Very Important</u> | <u>Average*</u> |
|---|-------------------------------------|-----------------------------------|-----------------|
| Reconstructing existing streets (n = 516)   | 12%                                 | 88%                               | 3.3             |
| Storm water drainage improvements (n = 515) | 22%                                 | 78%                               | 3.1             |
| Traffic flow improvement (n = 515)          | 25%                                 | 75%                               | 3.1             |
| Library facility improvements (n = 515)     | 31%                                 | 69%                               | 2.9             |
| Bike path improvements (n = 512)            | 39%                                 | 61%                               | 2.8             |
| Improvements to existing parks (n = 516)    | 34%                                 | 66%                               | 2.7             |
| Other (n = 47)                              |                                     |                                   |                 |

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

Other responses:

- Downtown
  - Downtown beautification
  - Pedestrian mall downtown/Campustown
- Flood control
  - Flood control
  - Flood Mitigation Project
- Parking
  - Parking
  - Some streets like ours are very busy and should be parking on one side only at a time.
- Recreation/athletic facilities
  - AHS/city swim pool
  - Making Hunziker Sports Park an adequate facility. The parking and roads in the parks are embarrassing. That complex brings in a ton of money to businesses in Ames but no one wants to go to practice & games there when there's no place to park without getting stuck and if people find a place to park, it's a mile from their field.
  - Neighborhood pool(s) especially indoor
  - Rec enter / fitness facility; making shelters in parks enclosed
  - You could have saved Carr Pool if you were more obedient and had courage to listen to WE the PEOPLE of Ames.
- Recycling
  - Recycling program for facility
  - Recycling, city upkeep, sustainability
- Snow removal
  - Better and Faster snow removal in winter months
- Street improvement
  - Lincoln Way= Make it 3 lanes or establish turning lanes for ALL intersections
  - 13th Street
  - Alley-ways should be updated in old (east) Ames.
  - Connecting sidewalks between the ISU campus and Ames.
  - Duff Ave. + RR crossing - underpass or overpass
  - Extending Clark/Walnut to S. 16th Street
  - Finish street between Lincoln Center & S. 16th Street to relieve traffic on Duff
  - Fix pot-holes in streets
  - Less road salt
  - Many of the sidewalks in Ames are in dire need of repair/redoing. The sidewalks are cracked and sunk into the ground so rainwater and melting snow collects in them and they are mostly unusable. Much of the time during the winter I preferred walking in the streets to walking on the sidewalks.
  - Overpass to avoid train delays downtown
  - Pot holes
  - Pot holes repair
  - Rebuild pedestrian bridge across Squaw Creek
  - Sidewalks fixed
  - Sidewalks/path maintenance
  - State Street from Lincoln to Oakwood
  - Street Lights
  - The roads in some locations around town are in immediate need of a complete renovation. They cannot continue to be re-patched every year. Major roads are not large enough or well enough laid out for the amount of traffic that they get.

- Duff RR tracks, stop sign on Burnett, Kellogg, Clark, Wilson, Douglas from Grand Ave. to Duff Ave. Dangerous. Yield signs on Side Streets
- Better planning and zoning to avoid S. Dakota by block Apt buildings as on S. 16th by Christian School
- Elect out for handicap, recharge, and usage of Elect cars & Hover rounds, especially for grocery stores. More food gardens.
- Expand the city, fill up empty space. E.g. build a more decent mall.
- Incentive to improve properties on Lincoln way from Duff to Grand, and on Kellogg from Lincoln way to Main Street.
- The library just got \$10 million. Tell them to shut up for several years.
- Regulating apartment leases
- Schools
- Community Gardening
- Water quality
- Water plant

Table 6 illustrates trends in respondents' views about the importance of each of the capital improvement projects in the last five years. The top three important projects were quite consistent: reconstructing existing street as the most important project in the last 5 years followed by storm water drainage and traffic flow improvements as 2<sup>nd</sup> and 3<sup>rd</sup> most important improvement projects. It is very notable that there was an 8% increase in the importance of library improvement from last year (61% for 2012 to 69% for 2013).

**Table 6. Trends in capital improvement priorities**

| <u>Service</u>                    | Survey Year                        |             |             |             |             |
|-----------------------------------|------------------------------------|-------------|-------------|-------------|-------------|
|                                   | <u>2009</u>                        | <u>2010</u> | <u>2011</u> | <u>2012</u> | <u>2013</u> |
|                                   | Percent very or somewhat important |             |             |             |             |
| Reconstructing existing streets   | 84                                 | 87          | 84          | 84          | 88          |
| Storm water drainage improvements | 73                                 | 67          | 77          | 74          | 78          |
| Traffic flow improvements         | 84                                 | 68          | 71          | 71          | 75          |
| Library improvements              | 58                                 | 53          | 59          | 61          | 69          |
| Improvements to existing parks    | 50                                 | 55          | 59          | 65          | 66          |
| Bike path improvements            | 53                                 | 55          | 56          | 63          | 61          |

Table 7 shows the ranking distribution of capital improvements priorities. Reconstructing existing streets was ranked as 1<sup>st</sup> and 2<sup>nd</sup> highest priorities with storm water drainage improvements as the third choice. (Table 7)

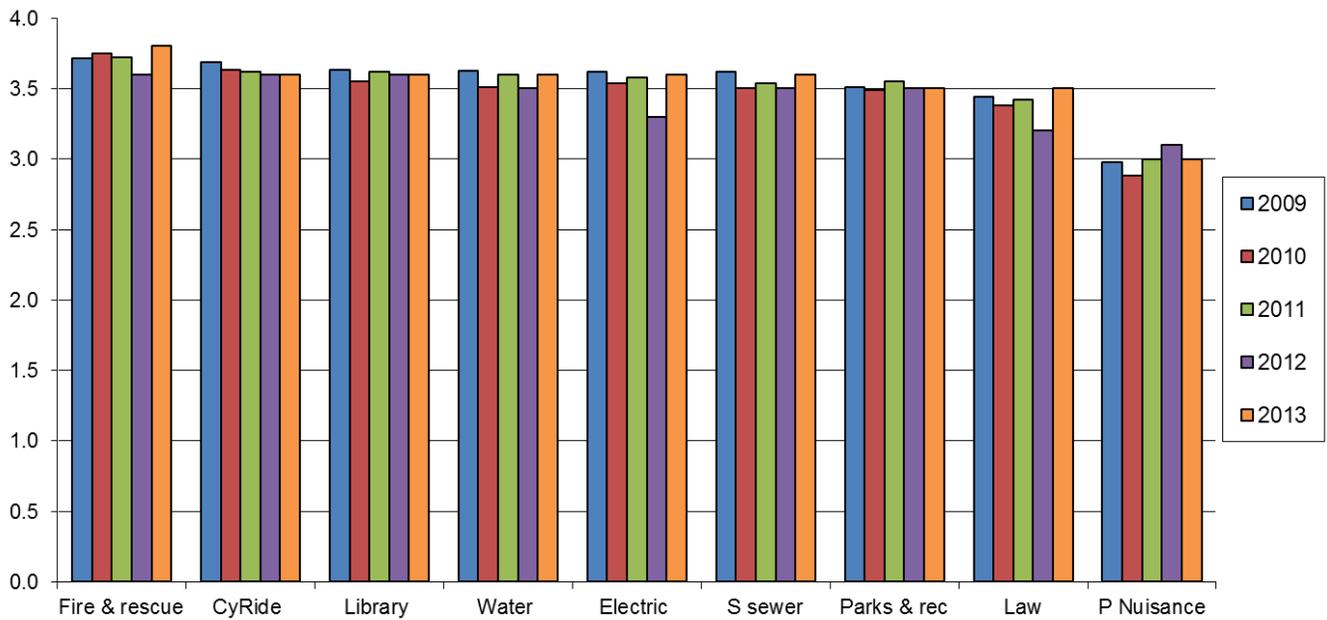
**Table 7. Ranking of Capital Improvement Priorities**

| Capital Improvements              | 1st Priority<br>(n=517) | 2nd Priority<br>(n=513) | 3rd Priority<br>(n=507) |
|-----------------------------------|-------------------------|-------------------------|-------------------------|
| Reconstructing existing streets   | <b><u>35%</u></b>       | <b><u>24%</u></b>       | 17%                     |
| Storm water drainage improvements | 13%                     | 19%                     | <b><u>20%</u></b>       |
| Traffic flow improvements         | 23%                     | 21%                     | 15%                     |
| Library improvements              | 11%                     | 11%                     | 16%                     |
| Bike path improvements            | 9%                      | 13%                     | 13%                     |
| Improvements to existing parks    | 6%                      | 10%                     | 19%                     |
| Others                            | 3%                      | 2%                      | 1%                      |

**Resident Satisfaction with City Services**

Respondents were asked to determine their level of satisfaction with services provided by the City. Based on a scale of 1 to 4 (1 = “very dissatisfied”, 2 = “somewhat dissatisfied”, 3 = “somewhat satisfied”, and 4 = “very satisfied”), the level of satisfaction with City services continues to be high (Figure 3). From 2009 to 2013, all of the nine services were rated high (satisfied to very satisfied) by the respondents except for public nuisance enforcement. The level of satisfaction with public nuisance enforcement slightly decreased from 2012 to 2013. However, the levels of satisfaction with other 8 services in Figure3 slightly increased in 2013 compared to 2012.

**Figure 3. Perceived Satisfaction Levels on Services, 2009-2013**



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

Table 8 groups the responses into “very/somewhat dissatisfied” and “very/somewhat satisfied” with don’t know/don’t use removed. Respondent satisfaction with City departments remained high in 2013, with eight out of nine departments receiving 90% or more “somewhat or very satisfied” responses (Table 8).

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

| City Services               | Very/<br>Somewhat<br>Dissatisfied | Very/<br>Somewhat<br>Satisfied |
|-----------------------------|-----------------------------------|--------------------------------|
| Fire rescue services        | 2%                                | 98%                            |
| Sanitary sewer service      | 6%                                | 94%                            |
| Library services            | 6%                                | 94%                            |
| Water service               | 6%                                | 94%                            |
| Parks & recreation services | 6%                                | 94%                            |
| Electric services           | 7%                                | 93%                            |
| CyRide bus services         | 7%                                | 93%                            |
| Law enforcement services    | 10%                               | 90%                            |
| Public nuisance enforcement | 29%                               | 71%                            |

## Police Department

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

In the categories of illegal drug use prevention and enforcement, 43% of respondents said it should receive more emphasis while 5% suggested less emphasis. Just a little over one-third of the respondents (39%) said parking laws enforcement should receive less emphasis, 17% for speed limit enforcement, and 14% believed noise laws and nuisance party enforcement should receive less emphasis. Only 1% of the respondents believed that violent crime investigation should receive less emphasis.

**Table 9. Future emphasis for Police Department activities**

| <u>Police Department activity</u>                           | <u>Less</u> | <u>Same</u> | <u>More</u> |
|---|-------------|-------------|-------------|
| Illegal drug use prevention and enforcement (n = 462)       | 5%          | 52%         | 43%         |
| Sex-related offenses investigation (n = 457)                | 2%          | 58%         | 40%         |
| Violent crimes investigation (n = 457)                      | 1%          | 61%         | 38%         |
| Crime prevention and education activities (n = 456)         | 3%          | 64%         | 33%         |
| Alcohol-related crime enforcement (n = 460)                 | 11%         | 59%         | 31%         |
| Domestic violence & family dispute resolution (n = 455)     | 3%          | 67%         | 31%         |
| Bad checks, fraud, & identity theft investigation (n = 455) | 2%          | 73%         | 24%         |
| School resource officer services (n = 457)                  | 6%          | 70%         | 24%         |
| Residential patrolling (n = 460)                            | 6%          | 71%         | 23%         |
| Juvenile crimes investigation (n = 458)                     | 3%          | 76%         | 21%         |
| Noise law and nuisance party enforcement (n = 459)          | 14%         | 67%         | 19%         |
| Animal control and sheltering (n = 463)                     | 12%         | 72%         | 16%         |
| Traffic control and enforcement (n = 462)                   | 8%          | 79%         | 13%         |
| Speed limit enforcement (n = 463)                           | 17%         | 70%         | 13%         |
| Business district patrolling (n = 459)                      | 7%          | 82%         | 11%         |
| Parking laws enforcement (n = 462)                          | 39%         | 55%         | 5%          |

Trends in opinions about Police Department activities are shown in Table 10. For the past several years, illegal drug use prevention and enforcement, and sex-related offenses investigation have continued to be the categories respondents desire “more emphasis.”

This year the emphasis on more violent crimes investigation (38%) decreased by 6 percentage points from 2009 (44%) and increased 2 percentage point from last year (36%). On the other hand, respondents felt that the police department should concentrate more on crime prevention and education activities, alcohol-related crimes enforcement, domestic violence/family dispute resolution, school resource officer services, residential patrolling, juvenile crimes investigation, noise laws and nuisance party enforcement, animal control and sheltering, and business district patrolling. Responses on more emphasis on these activities range from 11% to 33%, which were higher than the 2012 data. Responses on more emphasis on the following police activities decreased compared to 2012 data: illegal drug use prevention and enforcement; sex-related offenses investigation, bad checks, fraud & identity theft investigation, traffic control and enforcement; traffic control and enforcement; and speed limit enforcement).

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

| <u>Police Department activity</u>                | Survey Year |             |             |             |             |
|--|-------------|-------------|-------------|-------------|-------------|
|  | <u>2009</u> | <u>2010</u> | <u>2011</u> | <u>2012</u> | <u>2013</u> |
|  | Percent     |             |             |             |             |
| Illegal drug use prevention and enforcement      | 43          | 45          | 43          | 45          | 43          |
| Sex-related offenses investigation               | 46          | 43          | 40          | 41          | 40          |
| Violent crimes investigation                     | 44          | 41          | 35          | 36          | 38          |
| Crime prevention and education activities        | 35          | 35          | 27          | 30          | 33          |
| Alcohol-related crimes enforcement               | 30          | 31          | 26          | 29          | 31          |
| Domestic violence/family dispute resolution      | 38          | 35          | 31          | 30          | 31          |
| Bad checks, fraud & identity theft investigation | 31          | 39          | 25          | 28          | 24          |
| School resource officer services                 | 18          | 17          | 18          | 19          | 24          |
| Residential patrolling                           | 20          | 25          | 22          | 21          | 23          |
| Juvenile crimes investigation                    | 23          | 20          | 23          | 18          | 21          |
| Noise laws and nuisance party enforcement        | 18          | 24          | 20          | 16          | 19          |
| Animal control and sheltering                    | 13          | 14          | 15          | 9           | 16          |
| Traffic control and enforcement                  | 15          | 15          | 17          | 16          | 13          |
| Speed limit enforcement                          | 20          | 16          | 18          | 17          | 13          |
| Business district patrolling                     | 5           | 9           | 6           | 7           | 11          |
| Parking laws enforcement                         | 5           | 5           | 5           | 5           | 5           |

## 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 ambulance assistance (98%) and putting out fires (98%), followed by 95% for fire prevention education and outreach and 87% for home business safety inspection. A substantial number of respondents indicated that they did not know how satisfied they were with each of these activities, and these individuals were excluded from the data in Table 11.

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

| Fire Dept. Activity                            | Very/Somewhat Dissatisfied | Somewhat/Very Satisfied |
|--|----------------------------|-------------------------|
| Ambulance assistance (n = 236)                 | 2%                         | 98%                     |
| Putting out fires (n = 212)                    | 2%                         | 98%                     |
| Fire Prevention education & outreach (n = 226) | 5%                         | 95%                     |
| Home & business safety inspections (n = 203)   | 13%                        | 87%                     |

## Ames Electric Service

The number of respondents who have experienced a power outage fluctuates every year. In 2009, 55% experienced power outage, but that number decreased to a low of 37% in 2010. In 2011, after a year of challenging weather, the number climbed to 60% and it further increased to 65% in 2012. This year the number dropped to 54% (Table 12).

Respondents observing a burned out street light decreased from 43% in 2012 to 40% in 2013. Seventeen percent of respondents experienced power surge which affected their computer operation, a drop of 5 percentage points from the previous year. Of the 12% who reported a burned-out light, 72% said that the light was repaired within 10 days, while 11% can't remember if it was fixed within 10 days.

**Table 12. Respondents' experience with electric service interruption**

| <u>Service outage</u>                                      | Survey Year                 |             |             |             |             |
|--|-----------------------------|-------------|-------------|-------------|-------------|
|  | <u>2009</u>                 | <u>2010</u> | <u>2011</u> | <u>2012</u> | <u>2013</u> |
|  | Percent who responded “yes” |             |             |             |             |
| Experienced power outage                                   | 55                          | 37          | 60          | 65          | 54          |
| Observed burned out streetlight                            | 45                          | 46          | 38          | 43          | 40          |
| Experienced power surge which affected computer operations | 12                          | 15          | 16          | 22          | 17          |

|                           |    |   |    |    |    |
|---------------------------|----|---|----|----|----|
| Reported burned out light | 18 | 9 | 14 | 13 | 12 |
|---------------------------|----|---|----|----|----|

Satisfaction with various services provided by the Electric Department is shown in Table 13. “Does Not Apply” responses were excluded in this analysis. Ninety-five percent of Ames customers were somewhat or very satisfied with power quality. More than half (66%) of respondents were very satisfied with the ease of reporting an outage and the response of employees. Likewise, 55% were very satisfied with the time to restore service after an outage.

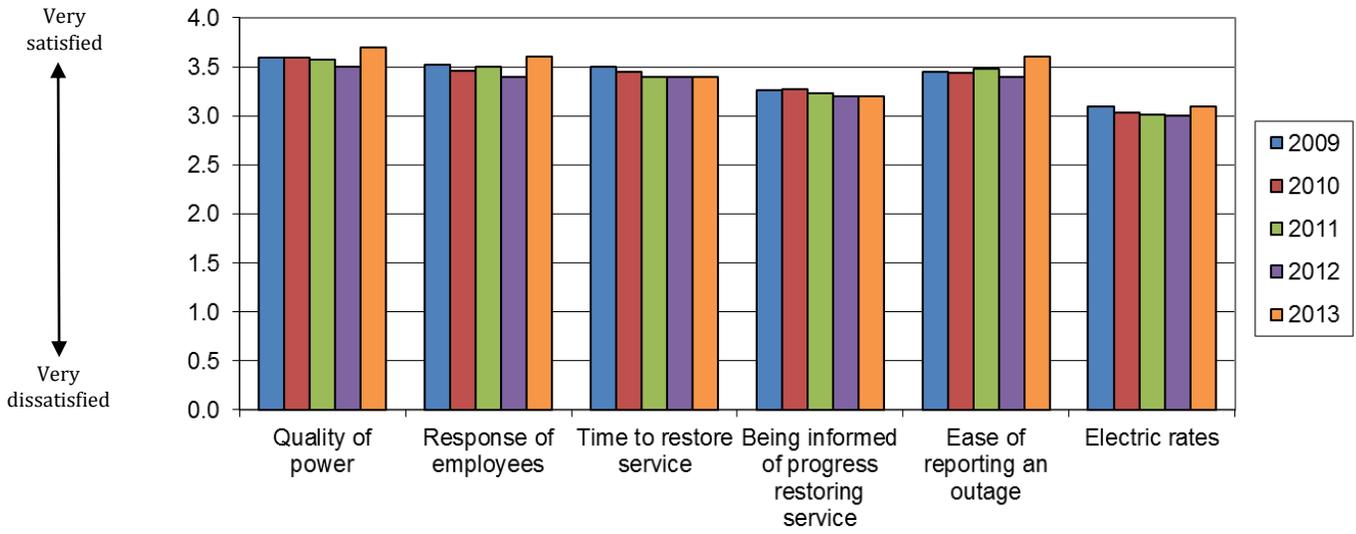
This trend is almost the same in the past five years from 2009 to 2013. Generally, the respondents were satisfied with the services received from Electric Department. The lowest rating was given to electric rates. (Figure 4)

**Table 13. Satisfaction with Electric Department services**

| Electric Department Services                            | <u>Very Dissatisfied</u> | <u>Somewhat Dissatisfied</u> | <u>Somewhat Satisfied</u> | <u>Very Satisfied</u> | <u>Does not Apply*</u> |
|---|--------------------------|------------------------------|---------------------------|-----------------------|------------------------|
| The quality of power (n = 379)                          | 1%                       | 4%                           | 25%                       | 70%                   | 6%                     |
| Ease of reporting an outage (n = 377)                   | 2%                       | 6%                           | 26%                       | 66%                   | 33%                    |
| Response of employees (n = 374)                         | 1%                       | 7%                           | 26%                       | 66%                   | 35%                    |
| Time to restore service (n = 378)                       | 3%                       | 6%                           | 37%                       | 55%                   | 28%                    |
| Being informed of progress restoring services (n = 378) | 6%                       | 12%                          | 37%                       | 45%                   | 22%                    |
| Electric rates (n = 379)                                | 5%                       | 14%                          | 49%                       | 32%                   | 5%                     |

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

**Figure 4. Satisfaction with Electric Department activities, 2009-2013**



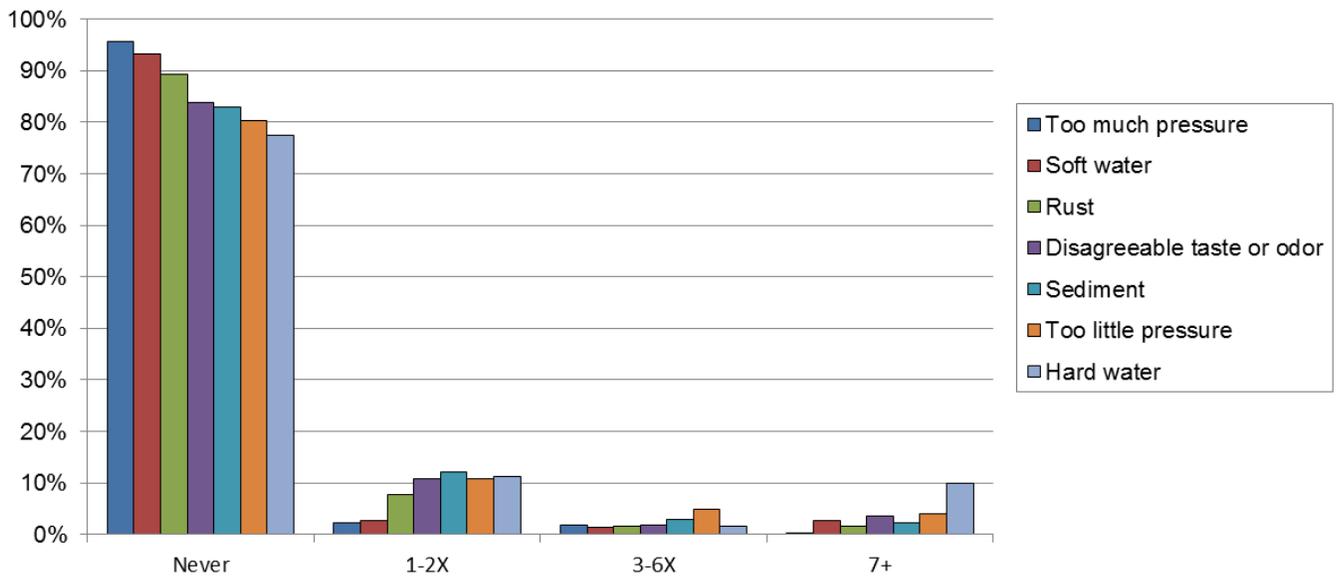
Respondents were also asked if they are willing to pay a premium on their utility bill to cover the higher costs of purchasing and producing renewable energy. Fifty-seven percent of respondents said yes. Among those 57%, 57% respondents were willing to pay a 5% increase, 30% were willing to pay a 10% increase, and 8% were willing to pay a 20% increase.

### Water and Sanitary Sewer Utilities

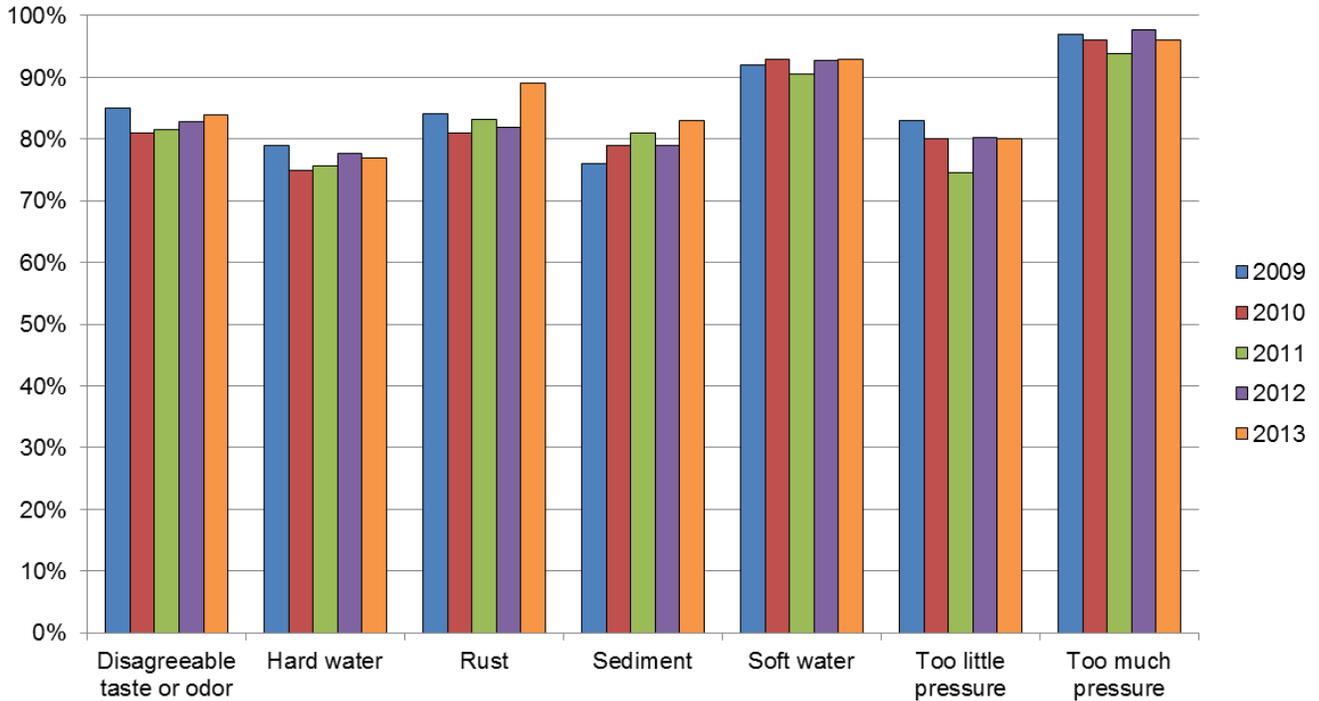
Nearly all of the respondents (94%) use City of Ames water and sewer services in their homes. Of those, majority reported never having problems such as too much pressure (96%), soft water (93%), rust (89%), disagreeable taster or odor (84%), sediment (83%), too little pressure (80%), and hard water (77%).

Only 2% to 12% have had any of those problems once or twice in the past year. Five percent said they had a problem with too little pressure three to six times. Ten percent experienced seven or more times of hard water last year. (Figure 5a) For the past five years, the frequency of occurrence of water problems is consistent. (Figure 5b)

**Figure 5a. Frequencies of water service problems, 2013**

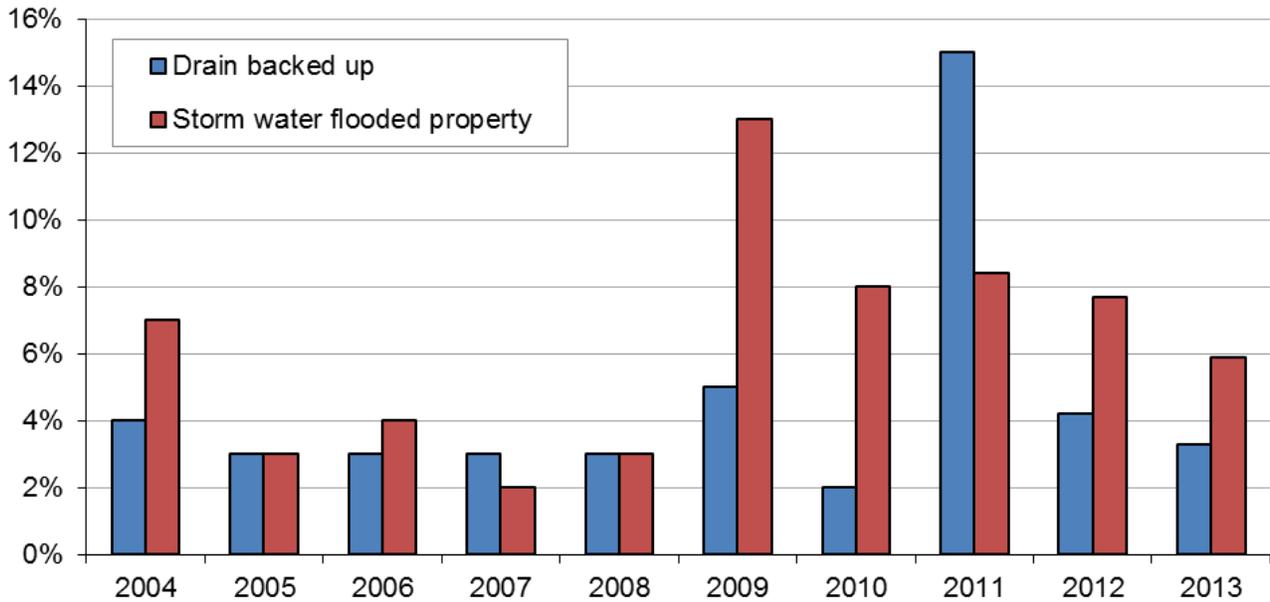


**Figure 5b. Respondents Reporting No Water Service Problems, 2009-2013**



Residents were also asked if the City sewer system caused a back-up in their basement/home. Only 3% (n=13) said yes. Of those who had a sewer problem, one-third (33%) reported the problem to the City. Finally, residents were asked whether the storm water flooded their property from a public street. In 2013, storm water flooding was reported by 24 respondents or 6%. Of the 24 respondents who experienced flooding, 25% reported the problem to City staff. When asked how satisfied they were with the City’s response to the flooding problem, one-third said they were very satisfied. Figure 6 indicates that problems related to city’s sewer system decreased from 2012 to 2013.

**Figure 6. Respondents' experience with city sewer system problems, 2004-2013**



Satisfaction with services of City Water & Pollution Control Department is reported in Table 14. Ninety-four percent of the respondents were satisfied (somewhat and very satisfied combined) with water quality, when respondents who marked “Does not apply” are excluded. Three-fourths or more were satisfied with sewer and water rates (76% and 81%, respectively).

**Table 14. Satisfaction with Water & Pollution Control Department services**

|                         | <u>Very dissatisfied</u> | <u>Somewhat dissatisfied</u> | <u>Somewhat satisfied</u> | <u>Very satisfied</u> | <u>Does not apply*</u> |
|-------------------------|--------------------------|------------------------------|---------------------------|-----------------------|------------------------|
| Water quality (n = 386) | 2%                       | 4%                           | 23%                       | 71%                   | 3%                     |
| Water rates (n = 355)   | 5%                       | 15%                          | 48%                       | 33%                   | 11%                    |
| Sewer rates (n = 354)   | 6%                       | 18%                          | 47%                       | 29%                   | 11%                    |

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

## Neighborhood Nuisance Enforcement

Respondents' satisfaction with enforcement efforts against neighborhood nuisances is illustrated in Table 15. Among those who expressed opinions, more than two-thirds were "somewhat" to "very satisfied" with each enforcement effort related to front yard parking on residential property (72%), noise limits (71%), property upkeep (69%), over occupancy in rental property (69%), yard upkeep (67%), and junk on property, such as old cars, tires, furniture, garbage (66%). The average satisfaction is moderate (level ranges from 2.83 to 2.94). Between 30% and 57% 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 was compared against geographic characteristics of the respondents, those from southwest part of the town were more satisfied with the issue of over-occupancy in rental property compared with those who live in the northeast parts of the town. Respondents who live in the northwest part were more satisfied with front yard parking on residential property than those live in the northeast part.

**Table 15. Satisfaction in neighborhood nuisances enforcement (No opinion removed)**

| <u>Nuisance</u>                                      | <u>Very/Somewhat</u> | <u>Somewhat/Very</u> | <u>No Opinion</u> |
|--|----------------------|----------------------|-------------------|
|  | <u>Dissatisfied</u>  | <u>Satisfied</u>     |                   |
|  | Percent              |                      |                   |
| Front yard parking on residential property (n = 468) | 28                   | 72                   | 44                |
| Noise limits (n = 470)                               | 29                   | 71                   | 35                |
| Property upkeep (n = 467)                            | 31                   | 69                   | 31                |
| Over-occupancy in rental property (n = 469)          | 32                   | 69                   | 57                |
| Yard upkeep (n = 467)                                | 33                   | 67                   | 30                |
| Junk on property (n = 468)                           | 34                   | 66                   | 31                |

## 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 3.2, meaning the road services were rated "good". When "very good" and "good" responses were combined, responses ranged from 68% for snow plowing in your neighborhood to 93% for street sweeping in business areas. (Table 16)

**Table 16. Road service ratings**

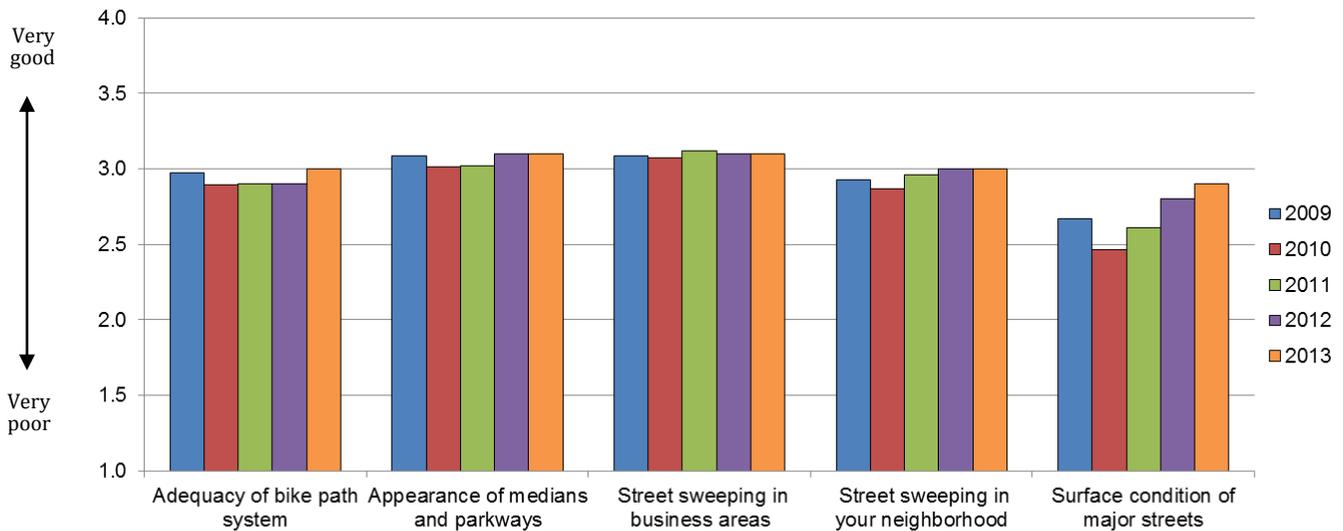
| <u>Road Service</u>                                 | <u>Very Poor/</u> | <u>Very Good/</u> |
|---|-------------------|-------------------|
|   | <u>Poor</u>       | <u>Good</u>       |
|   | <u>Percent</u>    |                   |
| Street sweeping in business areas (n= 455)          | 7                 | 93                |
| Appearance of medians and parkways (n = 465)        | 9                 | 91                |
| Snow plowing on major streets (n = 470)             | 12                | 88                |
| Adequacy of bike path system (n = 453)              | 16                | 84                |
| Street sweeping in your neighborhood (n = 461)      | 17                | 83                |
| Surface condition of major streets (n = 469)        | 21                | 79                |
| Condition of streets in your neighborhood (n = 470) | 23                | 77                |
| Ice control at intersections (n = 466)              | 25                | 75                |
| Snow plowing in your neighborhood (n = 469)         | 32                | 68                |

Figure 7a&b compares this year’s road service ratings with ratings from previous years. Generally, the quality of street maintenance was about the same as last year. However, surface condition of major streets and adequacy of bike path system experienced a positive feedback in favorable responses. Five out of nine street maintenance features maintained the same ratings as last year: appearance of medians and parkways, street sweeping in business areas and street sweeping in your neighborhood, condition of streets in your neighborhood, and snow plowing on major streets. The remaining two had a slight decrease: ice control at intersections and snow plowing in your neighborhood.

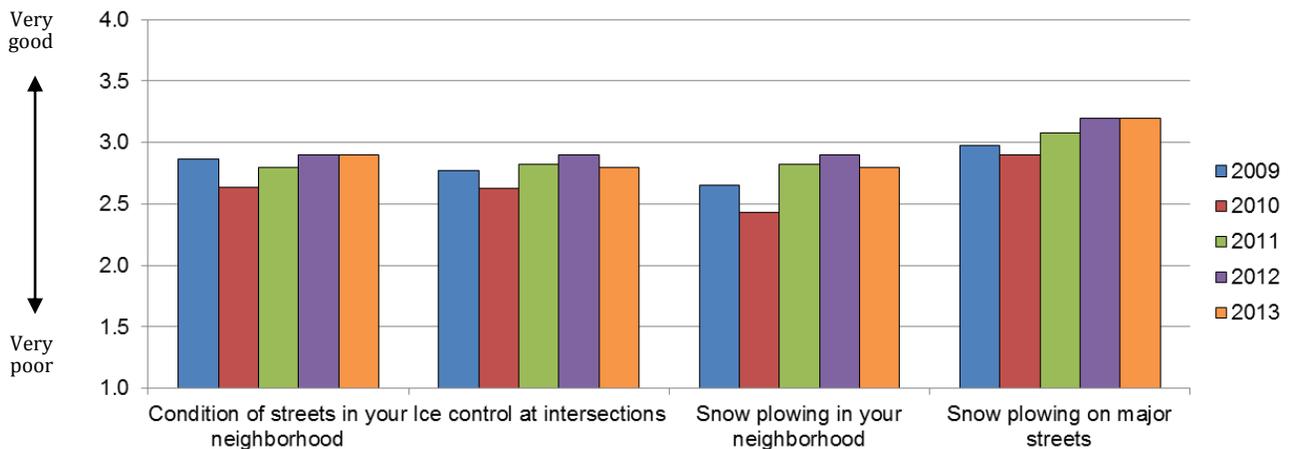
When looking at the age and length of residency of the respondents, three out of nine road service ratings were statistically significant (ice control at intersection, and snow plowing on both neighborhood and major streets). The older and the longer they live in the city, the higher they rate on these three road services.

In 2013, respondents from different parts of the town were not statistically different in terms of their ratings of the above nine road services.

**Figure 7a. Quality of street maintenance features (2009-2013)**



**Figure 7b. Quality of street maintenance features (2009-2013)**



More than three-quarters of the respondents (79%) said that the number of traffic/stop signs along the city street they travel is about right (Table 17a). The response to this question is almost constant for the past five years (Table 17b). The survey also asked about the effectiveness of coordination between traffic signals. As seen in Table 18, while 51% of respondents said coordination was “often and/or always” effective, 43% said the coordination was “rarely to sometimes” effective.

**Table 17a. Traffic/stop signal placement along streets, 2013**

|              | Traffic signals along city street you travel (n = 471) | Stop sign along city street you travel (n = 468) | Traffic signs along major city street (n = 468) |
|--------------|--|--|---|
|              | Percent  |  |   |
| Right number | 79   | 87   | 84  |
| Too many     | 15   | 7  | 13  |
| Too few      | 7  | 6  | 3   |

**Table 17b. Traffic signal placement along streets that respondent travels**

| Placement    | Survey Year |             |             |             |             |
|--------------|-------------|-------------|-------------|-------------|-------------|
|              | <u>2009</u> | <u>2010</u> | <u>2011</u> | <u>2012</u> | <u>2013</u> |
|              | Percent     |             |             |             |             |
| Right number | 79          | 79          | 82          | 79          | 79          |
| Too many     | 16          | 16          | 14          | 16          | 15          |
| Too few      | 5           | 5           | 4           | 5           | 7           |

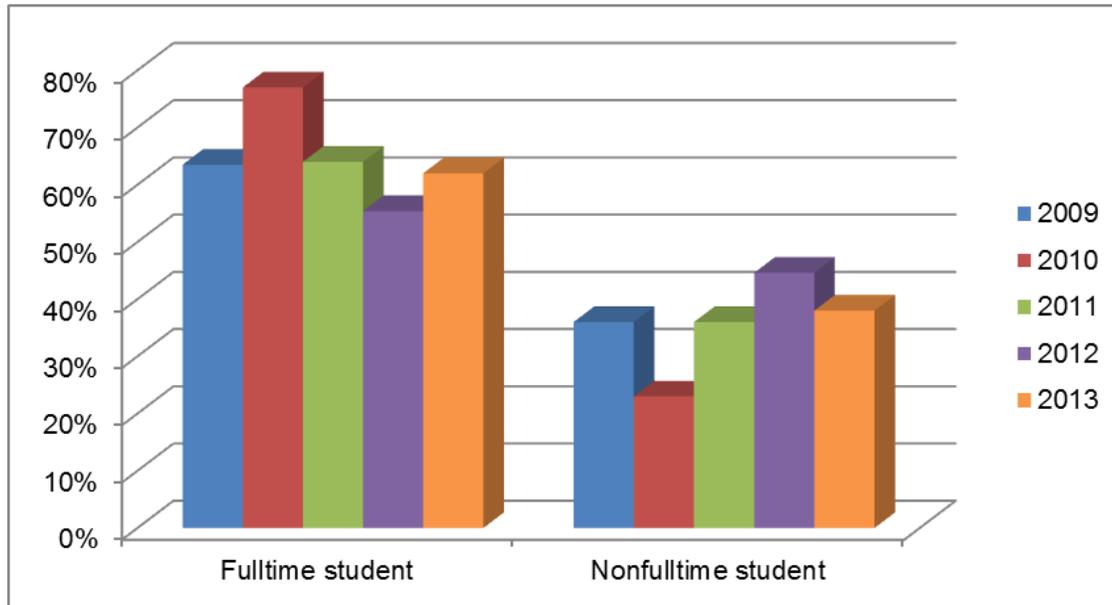
**Table 18. Signal Coordination Effectiveness (n = 473), 2013**

|                         | Percent |
|-------------------------|---------|
| Almost always effective | 16      |
| Often effective         | 35      |
| Sometimes effective     | 31      |
| Rarely effective        | 12      |
| Don't know              | 6       |

## CyRide

Ames' mass transportation system – CyRide – was addressed next in the questionnaire. Figure 8 shows how CyRide users differ by student status (fulltime versus non-fulltime students). Among respondents who used CyRide at least once a week, 55% were fulltime students and 45% were non-fulltime students.

**Figure 8. Use CyRide at least once a week, 2009-2013**



In 2013, 40% of respondents reported to be CyRide users to various degrees. In the past five years, the use of CyRide fluctuated around 40% (between 36% and 43%), except for 56% in 2010. It is possible 2010's result was influenced by the survey's high ISU student responses. Also it was the first survey taken after fare-free CyRide was implemented (summer 2009).

In 2013, 60% of respondents reported they never rode the bus, a drop of 4 percentage points compared to last year (64%). There was also an increase of 1 to 2 percentage points for each frequency group of CyRide users: 2-6 times, 7-10 times and more than 10 times a week (Table 19).

There is some correlation between resident demographics and CyRide usage. CyRide users are mostly younger (31 years of age) and have stayed in Ames for a shorter period of time (average 8 years). However, the non-CyRide users were older (average age 54) and have lived in Ames longer (average 24 years). The majority of those who used CyRide was students (62%) and was mostly renters (75%).

**Table 19. Respondents' weekly CyRide usage**

| <u>Weekly use</u>  | Survey Year |             |             |             |             |
|--------------------|-------------|-------------|-------------|-------------|-------------|
|                    | <u>2009</u> | <u>2010</u> | <u>2011</u> | <u>2012</u> | <u>2013</u> |
|                    | Percent     |             |             |             |             |
| Never              | 64          | 44          | 57          | 64          | 60          |
| 2 to 6 time        | 15          | 24          | 21          | 16          | 18          |
| 7 to 10 times      | 8           | 4           | 9           | 9           | 10          |
| More than 10 times | 8           | 22          | 9           | 7           | 8           |
| Once a week        | 5           | 6           | 4           | 4           | 5           |

Table 20 considers reasons CyRide is not used more often. More than half (51%) of respondents indicated that they prefer to drive their own car, and another 21% attributed their low usage to an inconvenient route or schedule. Twelve percent mentioned that private car is required to go to work. The category "other" was selected by 17% of respondents.

**Table 20. Trends in reasons CyRide not used more often, 2009-2013**

| <u>Reason</u>                           | Survey Year |             |             |             |             |
|---|-------------|-------------|-------------|-------------|-------------|
|   | <u>2009</u> | <u>2010</u> | <u>2011</u> | <u>2012</u> | <u>2013</u> |
|   | Percent     |             |             |             |             |
| Prefer to drive own car                 | 48          | 50          | 48          | 47          | 51          |
| Inconvenient route or schedule          | 22          | 34          | 20          | 19          | 21          |
| Car required for work                   | 14          | 12          | 15          | 10          | 12          |
| Too costly                              | 2           | 1           | 4           | 3           | 3           |
| Lack of information about CyRide system | 5           | 4           | 2           | 4           | 2           |
| Other                                   | 13          | 33          | 11          | 11          | 17          |

**Other responses:**

- Inconvenience
  - Map is way too confusing to read
  - Sometimes it takes too long in connections
  - Take too long (45 minutes by bus, 10 minutes by car)

- Takes too much time
- The bus stops are very unaccommodating. No covered stops or even concrete so you are not standing in the snow/mud
- Transfer issues
- Handicapped cannot walk to route pick-up
  
- No need
  - Because I don't need to leave campus very often
  - Don't need it (2)
  - I do not need to use it more often
  - Live close to ISU & stores
  - Not necessary
  
- Not safe
  - Over capacity, not always safe
  - Some of the drivers drive too fast, restless, and are not nice
  - Some drivers are unconcerned for passengers that must stand (breaking and accelerating)
  
- Other means of transportation
  - I walk to work, stores and bank most of the time. I would like to take bus to church on Sunday mornings
  - Ride bike (4)
  - Bike or drive car
  - Everything is within walking distance or drive own car.
  - I bike most days and then have my friend drop me off other times. Also I don't like the idea of being cooped up in a bus during the winter when people are sick and I could possibly get sick because of them
  - I can walk where I need to go
  - I prefer/like to walk (6)
  - I live on campus and like to walk
  - I spend much of my time on camps where you can walk anywhere within 15 minutes
  - I walk / bike to most locations.
  - I walk to class, and would have to take multiple busses to get around Ames...from campus right to BioLife Plasma Services mostly.
  - I walk to classes/school (2)
  - I walk to ISU campus and I drive my own car everywhere else.
  - Just walk a lot or take it when need the most when walking is too far.
  - Prefer to bike when possible
  - Prefer to drive own car or bike /walk
  - Prefer to use other transportation
  - Prefer to walk or ride bike if possible. If I go grocery shopping on a Sunday, on my bike it takes about an hour, but on CyRide it takes about two hours because of the schedule.
  - Retired, walk frequently to post office and stores
  - Too cold in winter to wait for bus, when weather is good I walk or ride my bike, drive when need to run errands after work
  - Walk or bicycle instead (2)
  - Walking is easier for me
  - Walking is good exercise; the orange route gets really crowded sometimes; I'm not really a big fan of having like six strangers in my personal bubble

- Route
  - I would use it for grocery shopping, but the nearest stop is too far to walk with several bags of grocery.
  - No North South route along Dakota
  - Because some routes don't go where I want to go.
  - Bus stop too far from my house
  - Ever considered not having CyRide hub on campus? Or another hub? I would ride CyRide everyday to the Research Park from downtown if I didn't have to go to campus to transfer.
  - Lack of routes into business district means I just drive
  - No CyRide pick-up in my area
  - Not on route
  
- Schedule
  - #5 route - No midday service
  - Sometimes it comes early and then I have to wait another 15 minutes for another one.
  - No weekend ride on my route
  - Often require immediate travel
  - Time schedule for work doesn't allow
  - Yellow Route which serves the major business corridor of S Duff has limited service.
  
- Young kids
  - Children too small
  - Not possible with young kids at school / daycare
- I am lazy (2)
- My age
- Need to haul tools to work
- Retired (2)
- Too many times buses have 2/3 people riding in large buses. Seems waste of money & energy
- Work out of town (2)

## Community 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 88% to 98% of facility users providing a combined “very good” and “good” rating. The average rating ranges from 2.9 to 3.4 on the 4-point scale. “Restrooms” is the only recreational facility that was rated below 3.0 (good). Satisfaction level is about the same compared to previous year in all parks and recreational features except hard surface trails (lower), picnic areas (higher) and restroom (higher). (Figure 9a & 9b)

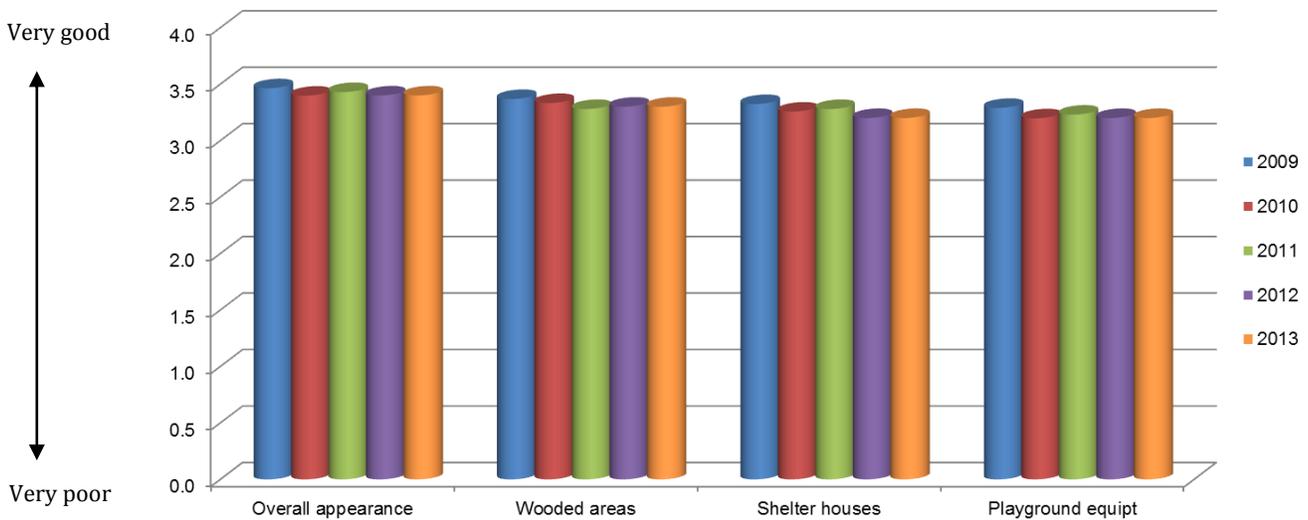
**Table 21. Users' satisfaction with parks and recreation facilities, 2013**

| Facility  | Very Poor | Poor | Good | Very Good | Don't Use* | Average** |
|---|-----------|------|------|-----------|------------|-----------|
|   | Percent   |      |      |           |            |           |
| Overall appearance of parks (n = 479)             |           | 2    | 54   | 44        | 7          | 3.4       |
| Wooded areas (n = 478)                            | 1         | 6    | 52   | 41        | 25         | 3.3       |
| Hard surface trails/crushed rock trails (n = 477) | 1         | 7    | 61   | 32        | 25         | 3.2       |
| Shelter houses (n = 479)                          | 1         | 6    | 65   | 28        | 25         | 3.2       |
| Playground equipment (n = 480)                    | <1        | 8    | 63   | 29        | 42         | 3.2       |
| Picnic areas (n = 479)                            | <1        | 10   | 63   | 27        | 22         | 3.2       |
| Tennis courts (n = 479)                           | 2         | 9    | 65   | 25        | 57         | 3.1       |
| Restrooms (n = 478)                               | 3         | 19   | 63   | 15        | 35         | 2.9       |

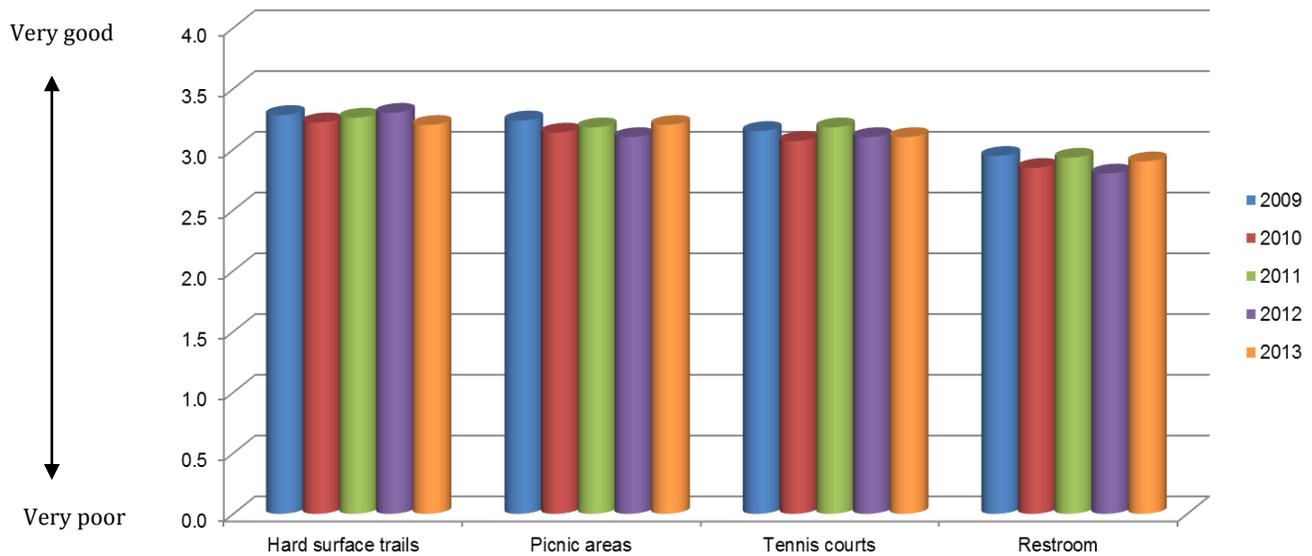
\* "Don't Use" excluded when calculating percentages & average for "very good" to "very poor."

\*\*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**



**Ames Public Library**

Generally, Ames Public Library was rated highly by the respondents. The 13 services provided by Ames Public Library were rated good/very good by 91% to 98% of the respondents. On the 4-point scale, average scores ranged from 3.2 to 3.7 (good to very good). Table 22

Features or services mostly used/visited and were rated highly (3.5 and higher) by respondents were asking questions of staff by phone, bookmobile service, customer service, use of library resources from home via computer, range of available materials, welcoming atmosphere, and programs (i.e. story hour, book discussions, concerts).

**Table 22. Users' rating with Ames Public Library features, 2013**

| <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          |             |             |                  |                   |                 |
| Asking questions of library staff by phone (n = 468)        |                  | 2           | 30          | 68               | 59                | 3.7             |
| Bookmobile service (n = 467)                                | 1                | 1           | 36          | 62               | 73                | 3.6             |
| Customer service (n = 467)                                  | <1               | 2           | 35          | 62               | 36                | 3.6             |
| Use of library resources from home via computer (n = 467)   | <1               | 4           | 36          | 60               | 60                | 3.6             |
| Range of materials available (n = 468)                      | 1                | 3           | 36          | 60               | 36                | 3.6             |
| Welcoming atmosphere (n = 467)                              | 1                | 3           | 39          | 57               | 36                | 3.5             |
| Programs (story hour, book discussions, concerts) (n = 468) | 1                | 2           | 47          | 50               | 66                | 3.5             |
| Page one - the library newsletter (n = 466)                 | 1                | 5           | 46          | 49               | 77                | 3.4             |
| Handicapped accessibility (n = 468)                         | 4                | 4           | 43          | 49               | 71                | 3.4             |
| Wait time for requests/holds (n = 467)                      | 1                | 6           | 52          | 41               | 54                | 3.3             |
| Availability of seating (n = 464)                           | 2                | 7           | 48          | 43               | 49                | 3.3             |
| Internet/computer services (n = 467)                        | 1                | 10          | 53          | 36               | 63                | 3.2             |
| Meeting/study rooms (n = 465)                               | 2                | 12          | 55          | 31               | 62                | 3.2             |

[\\* Don't Use responses not included in calculating ratings and averages.](#)

Reasons for not using the library more often differ based upon whether the respondent is an Iowa State University student or not. Only 20% of Ames Public Library users were ISU students. The rest were not ISU students (80%).

The reasons why ISU students do not use the Ames Public Library were because they didn't have time to go to the library (66%) and they are able to use other sources (57%). On the other hand, non-ISU students' reasons were they use other sources (62%) and no time to go to the library (61%). While 33 percent of non-ISU students listed parking as a reason for not using the Ames Public Library more often, 11% of Iowa State students listed that as a reason. Problem with inconvenient hours was perceived by both ISU and non-ISU students as a hindrance (8% and 19%, respectively).

Other reasons mentioned for not using the Ames Public Library were:

- Because of the temporary location there is no drive-up return bin. I am a handicapped user and really miss them.
- Don't have items available - checked out
- Don't like the "temporary" location
- Forget about it
- I do not drive now
- I just don't go to library
- Use ISU library (Parks, Hixson)
- The Ames Public Library closes at inconvenient times
- If I go off campus, I usually ride my bike or take the bus. I can't go in bad weather or planning around the bus schedule can be a hassle or inconvenient.
- Is it open ? b/c of construction
- It's just out of the way from campus. I'm getting an apartment a lot closer to the area by the library next year so I'll probably be there more. Also, if ISU students actually can get library cards, I feel like you guys could advertise that more somehow.
- Just forget to go
- Lack of eBooks, poor selection
- Limited holdings/catalog
- Need to ride two buses to get there
- Not enough eBooks!
- Not necessary to get info or need of service
- Prefer online access
- Relocated services not convenient. Use services to Green Hills
- Retired and don't use it!
- Too loud
- Transportation issues
- Work in Des Moines and use theirs

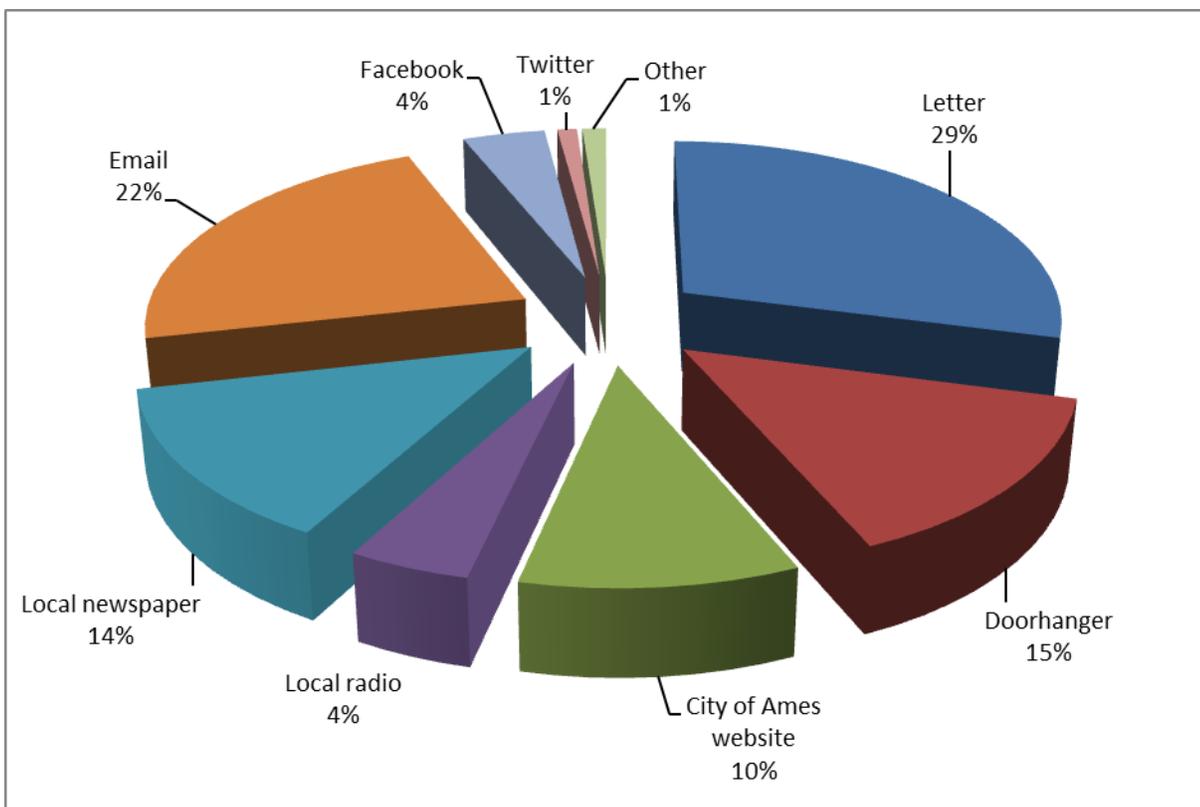
**Table 23. Comparing students & non-students' reasons for not using the Ames Public Library**

| <u>Respondent status</u>              | <u>Parking problem</u> | <u>Use other sources</u> | <u>Hours not convenient</u> | <u>Don't have time</u> |
|---------------------------------------|------------------------|--------------------------|-----------------------------|------------------------|
|                                       | Percent                |                          |                             |                        |
| Iowa State University student (n= 89) | 11                     | 57                       | 8                           | 66                     |
| Non-ISU student (n=142)               | 33                     | 62                       | 19                          | 61                     |

## 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 letter is still the most popular method of communication (29%) (Same as 2012), followed by email (22%), door hanger (15%), local newspaper (14%), city's website (10%), Facebook (4%) and local radio (4%). The trend is consistent with 2012. For ISU students, letter is the best way to communicate this year (email in 2012), followed by email, local newspaper, website, door hanger and Facebook, and local radio, respectively. Other means of learning about community projects and meetings written by respondents were CitySide (utility bill insert), informational Q&A meetings, patch.com, and the Sun newspaper.

**Figure 10. Preferred method to learn about City services, programs or projects, 2013**



In Table 24, City of Ames website, the City Side (utility bill insert), Ames Tribune newspaper, The Sun, and Des Moines Register newspaper were the most frequently cited sources of local government information.

When asked of the degree of usefulness of those sources, the most useful source was City of Ames website. The rest of the sources cited were rated somewhat useful: Ames Tribune newspaper, CitySide, KASI/KCCQ radio, documents at the Ames Public Library, the online news service ([www.patch.com](http://www.patch.com)), Des Moines Register newspaper, ISU Daily newspaper, Ames NewsOnline, Cable TV12/Government Access Television, and The Sun newspaper. None of the identified media sources were perceived to be not useful to the respondents.

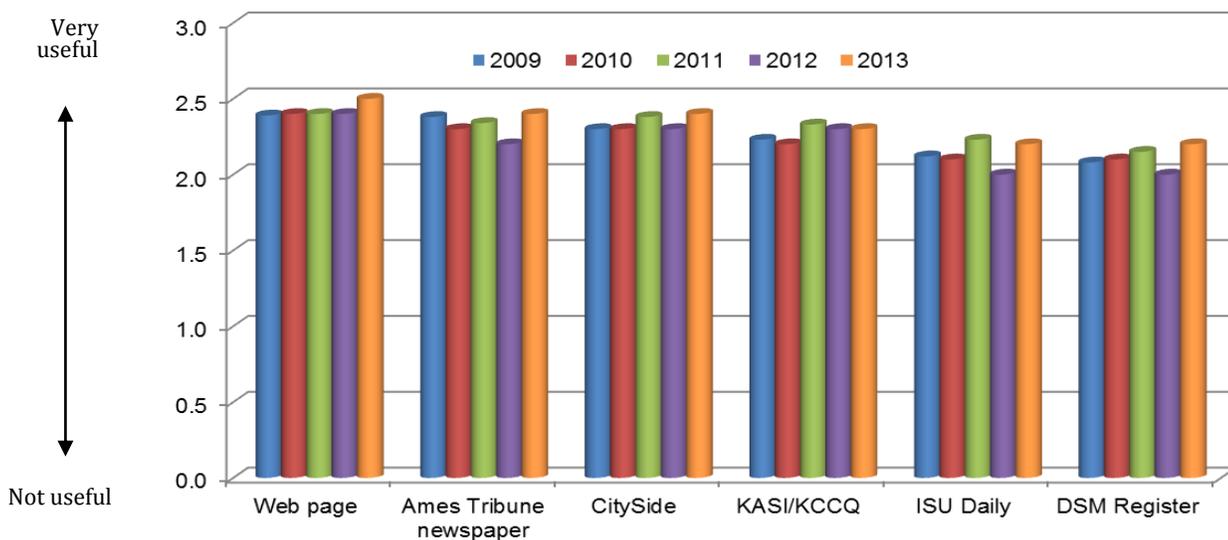
**Table 24. Usefulness of media sources for government information, 2013**

|  | <u>Don't Use</u> | <u>Use</u> |          |
|--|------------------|------------|----------|
|  | Percent          | Percent    | Average* |
| City of Ames website (n = 467)   | 34               | 66         | 2.5      |
| Ames Tribune newspaper (n = 467)   | 42               | 58         | 2.4      |
| CitySide (utility bill insert) (n = 469)                                     | 36               | 64         | 2.4      |
| KASI/KCCQ radio (n = 469)  | 64               | 36         | 2.3      |
| Documents at the Ames Public Library (n = 471)                               | 76               | 24         | 2.3      |
| <a href="http://www.patch.com">www.patch.com</a> (n = 468)                   | 88               | 12         | 2.2      |
| Des Moines Register Newspaper (n = 466)                                      | 49               | 51         | 2.2      |
| ISU Daily newspaper (n = 467)  | 54               | 47         | 2.2      |
| <a href="http://www.AmesNewsOnline.com">www.AmesNewsOnline.com</a> (n = 468) | 81               | 19         | 2.1      |
| Cable TV 12/Government Access Television (n = 467)                           | 69               | 31         | 2.1      |
| The Sun (direct mail newspaper) (n = 468)                                    | 46               | 54         | 2.0      |

\*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 higher percentage this year compared to previous year.

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



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

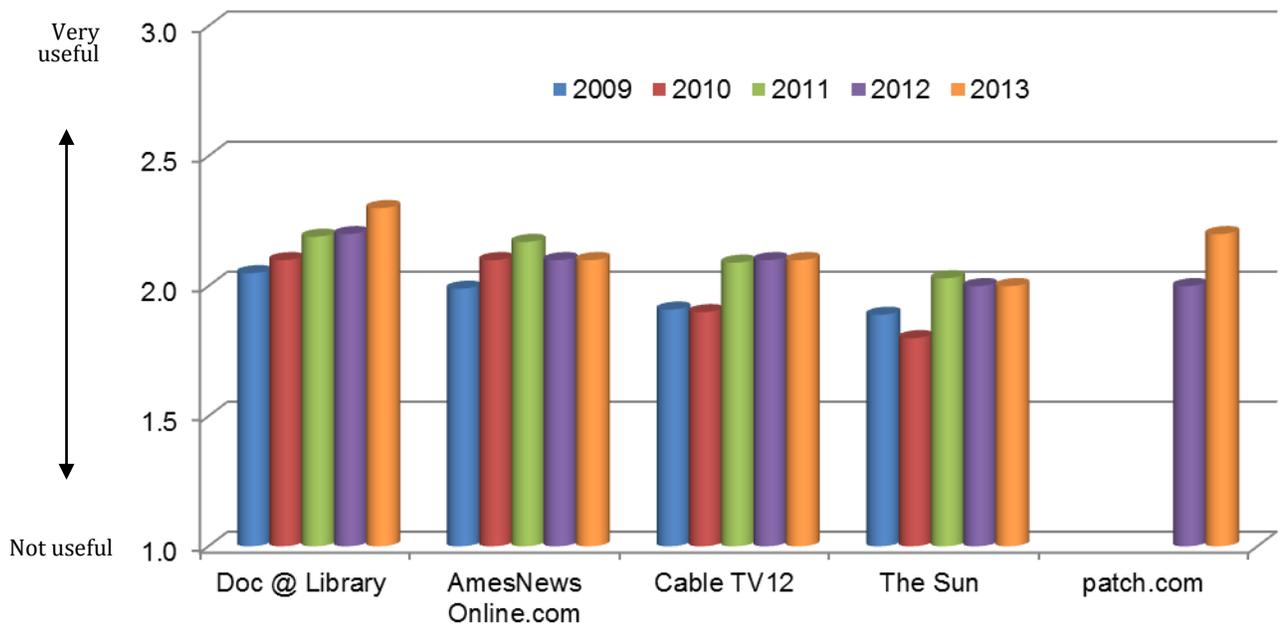


Table 25 indicates the usefulness of various communication tools based on the respondent's student status. There were statistically significant differences between student and non-student responses. City of Ames website and CitySide are more useful to non-fulltime ISU students than to fulltime students. However, ISU Daily and Des Moines Register newspapers are more useful to ISU students than to non-fulltime students.

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

| Information Source   | Non-fulltime student | Fulltime student |
|--|----------------------|------------------|
|  | Average              |                  |
| City of Ames Web page  | 2.51*                | 2.34             |
| CitySide (utility bill insert)                                     | 2.41*                | 2.19             |
| Des Moines Register Newspaper                                      | 2.04***              | 2.48             |
| ISU Daily newspaper  | 1.97***              | 2.36             |
| Ames Tribune newspaper   | 2.38                 | 2.40             |
| KASI/KCCQ radio  | 2.38                 | 2.31             |
| Documents at the Ames Public Library                               | 2.33                 | 2.20             |
| <a href="http://www.patch.com">www.patch.com</a>                   | 2.21                 | 2.11             |
| <a href="http://www.AmesNewsOnline.com">www.AmesNewsOnline.com</a> | 2.14                 | 2.17             |
| Cable TV 12/Government Access Television                           | 2.08                 | 2.08             |
| The Sun (direct mail newspaper)                                    | 2.03                 | 2.02             |

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

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

## Mediacom Cable TV

About half (56%) of respondents were Mediacom cable TV subscribers. Among the Mediacom subscribers, 59% percent never watched TV12 and 41% do watch TV12 (Table 26), and 26% watched between 6 and 9 p.m. A majority of respondents (55%) watched Channel 12 for one hour or less per week and 28% watched 2 to 3 hours per week. (Table 27)

**Table 26. Time to watch Cable TV Channel 12 (n = 249)**

|                         | Percent |
|-------------------------|---------|
| Never watch TV 12       | 59      |
| 12:01 a.m. to 6:00 a.m. | 1       |
| 6:01 a.m. to noon       | 3       |
| 12:01 p.m. to 6:00 p.m. | 4       |
| 6:01 p.m. to 9:00 p.m.  | 25      |
| 9:01 p.m. to midnight   | 8       |

**Table 27. Hours per week for those watch TV Channel 12 (n = 88)**

|           | Percent |
|-----------|---------|
| 0-1 hour  | 55      |
| 2-3 hours | 28      |
| 4-5 hours | 3       |
| >5 hours  | 14      |

## Internet Access at Home

The survey asked questions about Internet connections at home. The number of respondents connected to Internet at home remains at nine of out 10 (93%), and high-speed connection with wireless stays the same as last year. (Table 28)

Respondents who had Internet access in their home have an average age of 44 years, whereas those without the Internet have an average age of 51. Fulltime students were more likely to have Internet access in their home (98%) than non-fulltime students (92%). These responses are consistent with the responses from 2012.

**Table 28. Trend in Internet Service at Home**

|                                    | Survey Year                 |             |             |             |             |
|------------------------------------|-----------------------------|-------------|-------------|-------------|-------------|
|                                    | <u>2009</u>                 | <u>2010</u> | <u>2011</u> | <u>2012</u> | <u>2013</u> |
|                                    | Percentage responding "yes" |             |             |             |             |
| Have Internet Connection           | 90                          | 94          | 91          | 94          | 93          |
| High-speed/broadband with wireless |                             | 65          | 73          | 78          | 78          |
| High-speed/broadband               | 91                          | 30          | 22          | 20          | 15          |
| Dial-Up                            |                             | 4           | 5           | 1           | 2           |

Respondents were also asked if they had Internet access through mobile/cell phone. Among those who have a mobile/cell phone (n = 469), 59% of their phones had Internet capacities.

**Table 29. Internet Capacities of Mobile/Cell Phone**

|     | Percent |
|-----|---------|
| Yes | 59%     |
| No  | 41%     |

Table 30 shows respondents' use of several Internet services. Majority of respondents were registered user or used Facebook (70%) and YouTube (64%). Another 28% were Twitter users. Just over 10% of respondents followed City of Ames on Facebook or Twitter. Computer is the mostly used method to get access to these Internet services, followed by smartphone and tablet.

**Table 30. Use of Internet Service and Access Method**

|  | <u>Don't Use</u> | <u>Use</u> | <u>Access Method</u> |                 |               |
|--|------------------|------------|----------------------|-----------------|---------------|
|  |                  |            | <u>Smartphone</u>    | <u>Computer</u> | <u>Tablet</u> |
| Facebook (n = 467)                                   | 30%              | 70%        | 58%                  | 91%             | 27%           |
| YouTube (n = 460)                                    | 36%              | 64%        | 38%                  | 94%             | 24%           |
| Twitter (n = 457)                                    | 72%              | 28%        | 64%                  | 79%             | 23%           |
| Follow City of Ames on Facebook or Twitter (n = 409) | 89%              | 11%        | 42%                  | 82%             | 22%           |

**City of Ames' Website ([www.cityofames.org](http://www.cityofames.org))**

Fifty-four percent (n=256) respondents used the City of Ames' website in 2013. The main purpose for using the websites were to check for notices (52%), updates or news releases (48%), sign up for parks and recreation classes (34%), to check Ames Public Library card account or status materials (23%), to gather information for City Council meeting or other City meeting (11%), and to watch city council meeting or channel 12 programming on videostreaming (7%).

**Other uses of City of Ames' website were:**

- Check ordinance, codes, zoning, etc. (10)
- Pay bills (utilities, parking, tickets, etc.) (9)
- General City info (services, programs) (8)
- Employment / job opportunities (5)
- Contact info (staff, department) (3)
- Band Concerts (2)
- Check property search (2)

- Billing information (2)
- Check community calendar of events
- Check Ice Arena Schedule
- Check job notices
- Construction
- Find e-mail addresses
- Fireworks, phone numbers
- Homewood Golf – prices
- Outages
- Parade times, Beggar's Night time
- Power saving programs
- Reserve parks
- Services & Directing
- Special events
- Specific questions nothing regular
- Used to find info on utilities
- Utilities Page + Inspections/Permits Page
- Utility bill info, view hours for public offices/facilities, Waste/Hazardous Waste (proper disposal of medicine, car tires and household chemicals, nothing bizarre or dangerous)/Recovery Plant info, CodeRED, police arrest lists, other info
- Various information

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

- Aerial photographs
- An easier way to make payments to the city
- Aquatic pool hours
- Additional information about emergency shelters (locations or possible locations) in case of an emergency. There could be security concerns about publishing those locations, but I'm not sure that Ames, IA would be particularly likely to have problems with that. A risk assessment should be performed before publishing that data. More materials about family emergency planning and disaster preparedness would be good, too. This should be more targeted to everyday preparedness and storm safety (Iowa is in Tornado Alley, after all), not necessarily information about what to do if North Korea attacks.
- Better search functions
- Crimes that have occurred in Ames
- Events, outside of City Hall related
- Everything that can be found through the other media outlets that is not currently online
- Local arrests, registered sex offender list, notices
- Local deals
- More kids activities and programs
- Need more details about building permits and rules that guide the process.
- Online bill/parking ticket payment
- Phone number of non-emergency police
- Picture gallery of different seasons of Ames throughout the year

- Separate link for city projects
- Should be as up-to-date as possible
- Sustainability awareness
- Time
- Website seems to be kind of primitive. It doesn't need to be more fancy, but can be more functional.

## Yard Waste Free Days

This section of the questionnaire is new for 2013. The respondents were asked about their opinions on Yard Waste Free Days.

Thirty-eight percent of the respondents had gotten rid of yard waste at previous Yard Waste Free Days. Since most of the renters lived in apartments rather than single family houses, only 10% of the renters used this service. Among homeowners, more than half (54%) used this service (Table 31).

Only 13% were willing to increase their property taxes for additional “Yard Waste Free Days.” To determine who were most willing to increase the property tax for this purpose, the data was analyzed using homeownership (13% for homeownership and 11% for renters).

**Table 31. Yard Waste Free Days**

|     | Used the service or not | Willingness to increase property taxes for additional Yard Waste Free Days |
|-----|-------------------------|--|
| Yes | 38%                     | 13%  |
| No  | 62%                     | 87%  |

Among those 54 respondents who were willing to increase their property taxes to pay for additional Yard Waste Free Days, 41% wanted to increase the frequency for both spring and fall seasons, 48% just for spring and 11% indicated fall season only. On average, the respondents would like to have 1.4 and 1.1 more Yard Waste Free Days in the spring and fall season, respectively. (Table 32)

**Table 32. More Yard Waste Free Days (N=54)**

|                       | Spring   | Fall     |
|-----------------------|----------|----------|
| 1 Day                 | 41%      | 19%      |
| 2 Days                | 33%      | 15%      |
| 3 Days                | 6%       |          |
| 4 Days                | 2%       | 4%       |
| 5 Days                |          | 4%       |
| 6 Days                |          | 4%       |
| Other                 | 7%       | 7%       |
| Average (w/o 'other') | 1.4 days | 1.1 days |

**Other responses:**

- A couple more
- Every weekend in April and May
- Every weekend in October and November (until Thanksgiving)

**Property maintenance code**

This year the respondents were also asked their initial reaction to the establishment of minimum exterior property standards for owner-occupied residential property. Forty-three percent indicated they would support and 41% said they need more information. Only 14% would oppose it. The responses from renters and homeowners to this question were about the same.

**Table 33. Minimum exterior property standards for owner-occupied residential property (n= 463)**

|                       | Percent |
|-----------------------|---------|
| Yes, I would support  | 43%     |
| No, I would oppose    | 14%     |
| Need more information | 41%     |
| Other                 | 2%      |

**Other responses:**

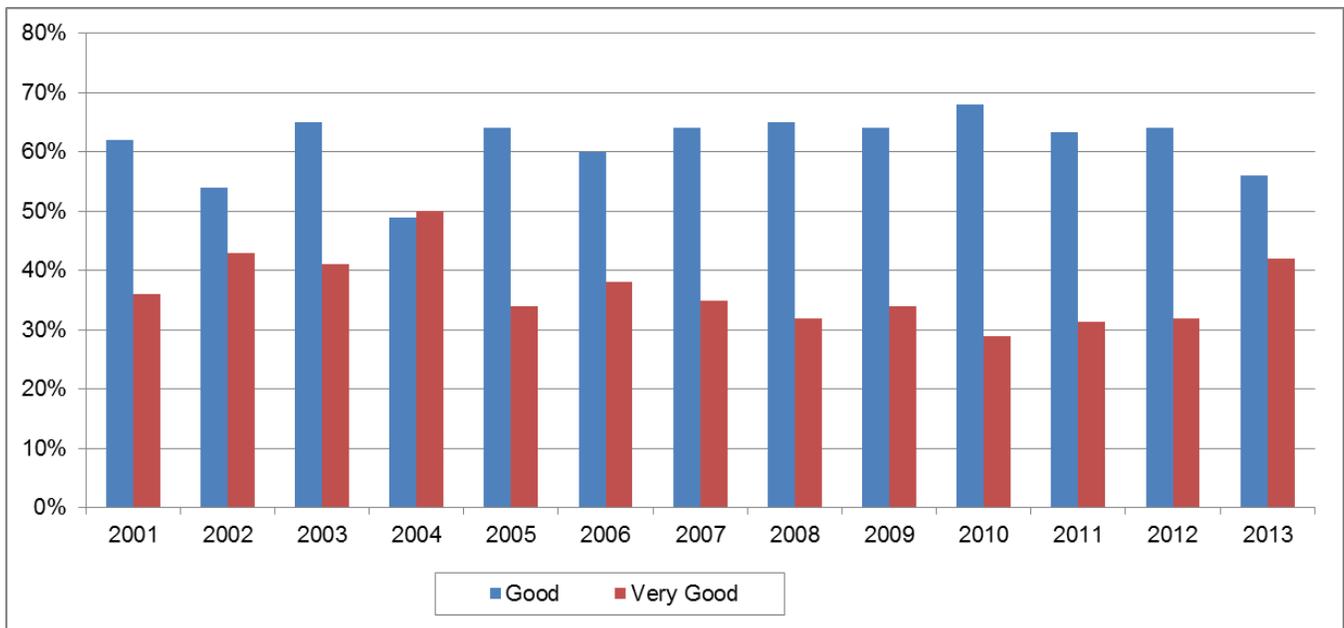
- Get off my boat

- I am opposed to too much government, local government trying to match Obama's regime
- I don't know what this is
- I don't think city should have any minimum exterior property standard for any residential properties
- Trash, litter, vehicles only
- We live in an area with association management of exterior property standards.

## City of Ames Overall Service Quality

An overall evaluation of the quality of services they receive from the City of Ames is always asked every year. This year forty-two percent of respondents provided a “very good” rating, 32% for 2012. In comparison with the previous years, this rating represents a considerable increase. The number of respondents rating the City of Ames as “good” was 56% in 2013 (64% in 2012). When the ratings are combined, 98% of Ames residents ranked their overall satisfaction with City services as good or very good. This is an increase from the 96% good/very good rating from 2012.

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



## Other issues the City should focus

An open-ended question was asked on what other issues the city should focus on. Almost 40% expressed their opinion. Figure 13 shows the “tagcrowd” presentation of the responses using <http://tagcrowd.com/>. The most common issue mentioned was related to traffic. It was mentioned 41 times. Traffic concerns include traffic flow, turning lanes, timing of stop lights, and speed limits. Some of the specific streets perceived to be problematic are the following:

- Traffic along Mortensen Rd. and State Rd. (rush hour is a nightmare), Extension of South Grand to help South Duff traffic. The large number of drivers running red lights.

- Make the traffic light at Grand Ave. and 6th St. intersection respond better to traffic traveling on 6th street. The light takes forever to change and yields mainly to Grand Ave. traffic.
- The intersection of Duff and S. 16th needs a protected left turn signal for people traveling west on S. 16th. East bound cars have a protected left and continue to turn left after the west bound traffic get a green light. I've almost been hit numerous times.
- Review speed limits on some streets. Mortensen Rd. near Cafe Milo is set at 40 mph. It's residential.
- Turning signals going east/west on 13th and Grand are needed. It is a very dangerous intersection.
- Work with the State/Fed to extend Bloomington Rd to the interstate.
- Long range traffic planning, with a focus on North Ames and the Grand Ave extension South
- More connection points to interstate 35 and Hwy 30.

Street maintenance such as keeping the streets free of potholes, painting lines on the street, synching street lights along major streets, better street maintenance on and off campus, plowing, general street repair and upkeep of current roads was the second most mentioned issue that the city should be its energy on. This issue was mentioned 24 times.

The third issue mentioned was community sustainability/recycling. Ames residents are thinking of being “green” with emphasis on curb-side recycling (i.e. recycle bins for newspaper, plastic similar to glass bins), education on recycling and/or energy conservation awareness. Some other comments are summarized: It is unbelievable that there is no city recycling or composting. We also need to better promote alternative energy & storm water management. Water conservation was also mentioned. The drought may ease slightly this year, but people should be made aware of the problems faced by the City water system. People are generally willing to help if they know what they can do to ease the burden. The city should also actively promote the Ames Electric Service rebates for energy-efficient light bulbs and appliances. This is already available to all residents but not all of the residents are aware that this program exists. The city should spend just a little more on energy conservation awareness.

Other issues mentioned were housing (no more apartments to be built), businesses (bringing in more businesses), flood control strategy (limit development in flood plain areas (100yr flood zone)), planning and zoning, parking and snow removal.

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

**Figure 13. Other issues the city should focus**



### **Best thing about living in Ames**

Sixty-three percent of the respondents mentioned good things about living in Ames. Their responses ranged from social, cultural, image, emotional attachment to the city up to economic features. The most common response is the presence of Iowa State University (ISU). This was mentioned 71 times. People love to stay in a college town where there is an access to the university, ability to enjoy amenities that ISU brings in such as sports, university events, diverse atmosphere, connection to the world through the university, cultural events, state center and economic benefits brought to the city by the university. It is followed by the attributes of people living in Ames (being educated, honest, smart, friendly, hard-working, kind, nice and welcoming, active and ambitious civilians).

Safety (feeling of being secured in their neighborhood because of low crime rate, and having an inviting/friendly neighborhood) is the third asset of the city of Ames. Recreational facilities such as parks attracted residents to stay in Ames. The five great parks in good condition with green space and trails make living in Ames in enjoyable. Numerous neighborhood parks are a plus for this city. Ames being a nice clean city makes it a nice place to live. Aside from the presence of ISU as a higher educational system, the city is blessed with excellent school district (K-12).

The size of the city being small but with diverse population and activities and its conveniences to different amenities such as parks, recreational facilities are additions to its attractive to live in. Thus, numerous respondents termed it as “small town with large city amenities”.

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

**Figure 14. Best things about living in Ames**



## APPENDIX 2013

### Residential Satisfaction Survey Actual Open-ended Responses

#### On what other issue(s) do you think the City should focus its attention?

- (1) Another way to get to S. Ames other than Duff. (2) S Duff traffic is miserable! I avoid it if I can! (3) Bringing in Olive Garden - HA!!
- (1) Enforcement of ordinance in general or don't enact them; (2) Bringing in more businesses to help build revenues from sales tax. (3) Remove fluoride from water system. (4) Police - get out of vehicles downtown - I watched a drug deal happen within a block of City Hall! Where is the street presence? Walk, use bikes or motorcycles, not Segway!
- (1) Enforcing existing ordinances - rental property. (2) Encourage more families in older homes near the university instead of turning these into student rentals. (3) Reduce the deer population.
- (1) Improve the Route 30 entrance to Ames - the signage is unattractive - the new art light columns are cost amidst with crullers that surrounds them. (2) Retro fit a service road for all the businesses on south Duff on both sides.
- (1) Improving bike infrastructure. (2) Expanding community garden opportunities and providing more services (shed for equipment, extra water access, fencing, etc.)
- (1) Lighting the bike path along Mortensen between Hayward & Dakota. It is very dangerous / scary to be caught out there after dark. (2) Light at Mortensen and State. Rush hour traffic there is a nightmare.
- (1) Lincoln way by Duff is ugly with old houses and empty businesses. (2) Flood control.
- (1) Long range city planning for all areas; (2) Develop unified vision of development / improvement; (3) Work together with property owners to continue incentivizing improvement, maintenance, renovation.
- (1) Stop abuse of disability parking stickers. People who need temporary stickers should not have perpetual access to them (put expiration date and doctor must approve extension). (2) Have outdoor/indoor pools accessible to disabled people so that they can use the pool. Some treat us only exercise they can do.
- (1) Taking care of what is instead of always trying to act like a big city. (2) Stop playing whore to ISU
- (1) Traffic lights: seriously these lights are never timed - there is no excuse for this. (2) Traffic on Duff: Why should we keep putting more business when nobody can easily get to it? The Duff traffic makes Ames not worth traveling in! (3) The cost of trash removal is terrible. I pay 3X that of my parents in Port Byron. IL and there is city contract the low bid - w/ trash + recycle. Trash should be a city bid deal.
- \*Better street maintenance on and off campus \* Option for Google fiber (no more monopolization of TV/internet services by Mediacom- poor service and expensive!!!!) Make the traffic light at Grand Ave. and 6th St. intersection respond better to traffic traveling on 6th street. The light takes forever to change and yields mainly to Grand Ave. traffic
- Allowing too many rental properties to be built "new" rather than fixing the existing spaces for renters. Ex. Old Middle School in SW Ames.
- Ample law enforcement; ample fire protection to newer residential areas; adequate electric capacity
- Another N/S street to relieve traffic on Duff
- Apartment parking - too many cars and not enough parking spaces
- Being more fiscally responsible & spending on only necessary items i.e. don't save money closing schools, only spend more than you saved building new ones.

- Better fishing options
- Better partnership with Iowa State - keep improving that. Also, more information about City Planning & growth
- Bike + car lanes, share the road signs
- Bike paths within & outside city
- Bring more businesses into Ames
- Bringing in more large retail stores. Ones that specialize in certain markets. More connection points to interstate 35 and Hwy 30.
- Bringing in more retail
- Bringing more businesses and restaurants to Ames.
- Building a new Rec Center and City Pool with AHS
- Campustown cleanup and shops. Welch Avenue is disgusting.
- Campustown!! The City has completely dropped the ball. Let's focus some time and energy on that!
- Car & driving. Especially Mortensen Rd & the roads that come off it, I have to wait avg. of 10 minutes to turn into Mortensen in the morning.
- City office - billing: You have a record of my paying my bill on time in Fall for over 20 years. One month I suddenly got a letter saying you had not gotten my check and if I did not pay the bill in 7 days you were cutting off service. No inquiry, call, benefit of the doubt. I felt I was treated horribly. I paid \$35 to cancel a lost check and repaid the bill. I think you should treat people with more decency.
- City should reduce the amount of oversight currently observed. It is expensive and I feel is unwanted in money situations. This is based on observations during construction of additions to Green Hills Ave.
- Clean up along highway 30. You spent a million on lights, but it looks like a garbage dump.
- Clean up and paint the rusty welcome to Ames sign on east 13th Street.
- Community services, Foreign languages, Help foreigners learn
- Condition of side streets (e.g. Franklin Ave. both north and south). Syncing street lights along major streets (e.g. University & Lincoln).
- Continue to provide public safety to all residents.
- Continue work between Ames residents and ISU
- Controlling college students
- Convicting rapists
- Crime + other issues around low-income + rental properties. More thought devoted to traffic flow, turning lanes, timing of stop lights, etc.
- Curb-side recycling!
- CyRide timetable, more schedule and late night CyRide transport
- Diversity. The attraction of Ames is its being international because of the university. Do more things on that front.
- Downtown is ugly, especially the power plant at the end of Main Street. Ames has little sense of style.
- Downtown parking!!! If the city wants to have a better and easier shopping experience for downtown patrons, a parking garage is now a must. Downtown can't continue to grow without more parking.
- Drunk driving; curfew for teens under 14
- Drunk residents who ... on houses and cause property damage
- During the winter get the streets clear, not just around the city hall. Duff, Lincoln way, Grand are covered with snow while City hall is clear. Not right!
- Educating on recycling and what can be "thrown away" in Ames garbage.
- Eliminate the number of low income government assisted housing apartments/houses to any non-citizen.

- Encourage ISU students to use the Ames Public Library
- Encouraging growth that is well-planned / land use
- Enforcement bicycle traffic regulation
- Establishment of a business park
- Expand bike trails.
- Expansion of city services especially the public library. The city should build a new library building in the north half of Ames in addition to the current renovation of the old library
- Expansion of downtown/campustown business districts through conversion or redevelopment of residential property.
- Extension of S. Grand to help S. Duff traffic. The large number of drivers running red lights. More help for homeless shelters.
- fishing spots
- Fixing roads, inner personal things in the streets and businesses, keep well taken care of
- Fixing the traffic problems. There is no good way to travel from one side to the other.
- Flood mitigation
- Flooding
- Flooding issues - grading of streets to prevent flooding - help for homeowners that deal with frequent flooding in yard + basements.
- Flooding of Skunk River
- Focus on being more effective for big storms.
- Focus on quality of life. Neighborhood meeting places.
- Free city-wide wireless services
- Get rid of the quick-loan establishments. Work with the State/Fed to extend Bloomington Rd to the interstate. Zoning - NO MORE APARTMENTS!
- Getting more information out to college students who may not understand their bills
- Greater integration and community building with ISU; RECYCLING; shut the coal plant on campus, it pollutes our town; deer fence around city community garden!
- I didn't like the customer service and the website is a nightmare.
- I have long wondered if the city's expenditures favor different sections geographically. West Ames' roads and amenities are much poorer.
- I really think the city is lacking in recreational space. The "City weight room / gym" is a joke. Ames needs a Rec center for its citizen to use!
- I think the Police would benefit from some SUV's on their force. High profile vehicles. More bike paths! Need more shopping.
- I would like the city to stop approving building more apartment buildings! Enough!
- I would like to see the city connect local bike paths to the longer regional paths, reduce development in flood-prone areas, encourage development of mall on I-35 and working to include the entire city of Ames in the Ames Community School District boundaries.
- Ignore pressure from developer, improve land use policy, limit development in flood plain areas
- I'm concerned that rental subsidies have brought big-city inhabitants and big-city crime and drug problem to Ames. I have heard of serious local heroin problem related to Chicago connections.
- I'm especially interested in not having junk on porches and in yards especially junk cars and other motor vehicles.
- Improve communication about road conditions. Reduce crime rates/ improve public safety.
- Improve roads. Some streets are in awful condition.

- Improvement for bicycle commuting. Great paths for recreation; somewhat harder to get around when you need to get somewhere. Great path on Ash!
- Improving traffic signals to increase the flow of traffic. There are too many times cars are stopped at red lights when there are no cars going through the intersection.
- Infrastructure maintenance, consistency of zoning
- Infrastructure repair
- It IS a college town and I think the college student add a lot of money and resources to the community. Focus more of services that college students will benefit from.
- It is unbelievable that there is no city recycling or composting! I know the arguments about the RRC but most cities in Iowa manage to balance energy production with recycling. We also need to better promote alternative energy & storm water management. Lincoln Way should have bike trails & rain gardens & be beautiful, pedestrians friendly. Talk to ISU for help - there are many students/faculty who would love to be involved.
- It took 4 employees one hour to replace an already built mailbox (dig a hole & set mailbox). Is that how the city of Ames use tax dollars?
- It would be great to see more snow removal standards for residential / rental properties enforced.
- Keep getting new business to the area
- Keeping alley better and cleaning the street so when it rain there isn't flood on the street.
- Keeping Ames beautiful, like Iowa State's campus is!
- Keeping streets free of potholes / raised spots
- Less concern on noise ordinances + more time on acts of violence and theft.
- Less punishment to possible minors in possession of alcohol. If they aren't a harm to themselves or others, or a nuisance to the public, then they should be left alone, not relentlessly hounded. This is a college town and we are your entire economy. If police get too forceful on underage drinking and tickets then enrollment will fall and the local economy will collapse. Bring back the ways of the 1970s where the police just dump the beer out. No harm, no foul.
- Library services and books
- Long range traffic planning, with a focus on North Ames, and the Grand Ave extension South.
- Lowering property taxes
- Lowering taxes
- Main Street and local businesses
- Mainly lowering property taxes; and bringing and encouraging more businesses to come to Ames.
- Maintain trails through the park system.
- Maintaining streets & conditions
- Making sure the branches are trimmed that sometimes in summer blocks the stop signs.
- Making sure the police are patrolling residential areas better. I see way too many drunk underage kids walking about at night.
- Mediacom service is terrible
- Monitoring and enforcing the upkeep of houses close to campus. Many times, they look dilapidated, have indoor furniture outdoors, and have an excessive amount of litter in the front yard. The parking near campus is difficult to deal with. When working past midnight, it is annoying to move vehicles that were originally parked on the city street to the other side of the street.
- More and updated athletic fields & facilities. We are very inferior compared to surrounding communities.
- More attention to renewing stop signs and red lights
- More bike paths.
- More help

- More money for CyRide. More money for traffic enforcement.
- Mostly I think they should work on improving some of the roads and traffic signals. There are a lot of new establishments popping up around Ames which is fantastic but this is causing a lot more traffic in certain areas.
- Much more attention to providing activities for seniors i.e. indoor pool
- N/S and E/W through traffic; S. Duff is highly constrained / congested
- Needs to focus on growing the city - allowing businesses to come in. City also needs to begin to have contingency plans for when population outpaces available resources/infrastructure.
- No parking on the street after 2. I believe this law is not needed.
- Noise from barking dogs.
- Not sure. Overall everything seems all right. The City should focus more affordable public transport system to Des Moines.
- On educating its police on domestic violence. I was in need of protection from a dangerous man, who I had a protection order against, in when the order was broken and I was threatened I called the police. The officer that came laughed and told me "The one with the order is the one who plays the games". And he left. Didn't want evidence anything. Ya, I felt safe!
- Our city seems to be all for expanding our rental properties and restrictive on commercial and home building and improving.
- Over development of apartment complex, Section 8 housing and its cost with regards to police, healthcare, social security etc.
- Paint the line on the streets - where 3 lanes are available - Paint L Turn, R Turn - too often people going straight stop in R lane - plus the paint lines are faded or non-existent. The traffic light coordination is awful - Train delays - There are complaints consistently about frustrating driving experiences in Ames.
- Parking
- Parks and Recreation-Furman Aquatic Center needs a lot more help, better lifeguards, and better maintenance staff to keep it up and running like it should. Better trained lifeguards who cover ALL spots of the lazy river instead of going without a couple lifeguards on some posts where they should be to make sure maximum scanning of the waters is reached.
- Paved bike trails to connect Ada Hayden with River Valley trails and others to the south, particularly along Stange Road.
- Pedestrian ease – enforce
- Pick up trash. See e.g. Hwy 30 through town.
- Plowing roads better after snow storms
- Police need to do more to prevent texting while driving. A lot of college and high school students mostly.
- Prevent development in the 100yr flood zone. Monitor zoning to prevent sprawl. Make it harder for new apt buildings to be built. Ames has enough.
- Priority needs to be focused on being more earth friendly and to become conservative in the wasteful ways
- Promoting the Ames website and Facebook. I didn't know these were available.
- Property tax rates are too high.
- Property tax reduction. Traffic congestion improvement on Duff Ave. Finding a spot for future retail development other than Duff Ave.
- Providing ways for people to report things on the go, such as light out, a weird smell or whatever may be the case.

- Putting a shallow lap pool & children wading pool at old Carr Pool site. (How totally stupid of the Council to demolish it!)
- Quit raising the flood plain on Duff Ave.
- Really, Ames needs to improve its infrastructure - electric, communications (high-speed fiber) and especially traffic/roads!!
- Recreation opportunities for families with children.
- Recruiting Google Fiber. The internet in Ames is atrocious, and bringing in Google fiber would be a huge boon to business in Ames as well as the university.
- Recycle bins for newspaper, plastic similar to glass bins.
- Recycle, environment protection
- Recycling, rental development, no-kill animal shelter.
- Reduce property taxes. Water cost is high.
- Renewable energy and lower utility rates
- Rent control - A controversial issue, but I think it should be looked at/talked about. Energy Efficiency - Perhaps promote the Ames Electric Service rebates for energy-efficient light bulbs and appliances. Spend just a little more on energy conservation awareness. Water Conservation - The drought may ease slightly this year, but people should be made aware of the problems faced by the City water system. People are generally willing to help if they know what they can do to ease the burden.
- Resurface main streets, especially 24th Street.
- Retail development so that Ames becomes a place for quality and varied shopping opportunities. Adding Kohl's and TJ Maxx was FINALLY a step in the right direction.
- Review road reconstruction. Replaced not long ago already breaking up. Ross Street.
- Review speed limits on some streets. Mortensen Rd. near Cafe Milo is set at 40 mph. It's residential. Campus town is an eyesore and is in desperate need of renovation.
- Road and traffic
- Road maintenance and plowing are more important than busting college parties.
- Roads, roads, roads
- Safety at all city activities i.e. Midnite Madness, Veisha, Farmers Market, etc.
- School system! Keep historical monuments (Dinky Bridge, Roosevelt Elementary)
- Sidewalk at the park and ride at stadium. When the station has a bus the bus drops you off on the grass. It gets to be messy and slippery. A sidewalk would be beneficial in all weather conditions.
- Sidewalks + cross walks on Mortensen Road (west of south Dakota).
- Sidewalks everywhere
- Signal timing - as well as emergency vehicle prioritizing. Traffic signals timing is the worst part of living in Ames. Is there even a signal timing plan at all? They don't seem to be synchronized even a little bit. It is beyond frustrating to stop at every light on Duff from 13th all the way to Airport Blvd - which happens a lot. I've had to wait 5+ minutes at 13th / Grand while one emergency vehicle after another goes through, changing the order of lights and skipping over and over. After emergency vehicle goes through, it should go back to where cycle was interrupted and not just continue on from where it was.
- Snow plowing this year was terrible, and coming from MN I was surprised at how poorly it was handled.
- Snow plowing!
- Snow removal, Lincoln Way traffic efficiency, encouraging new businesses to come to Ames!
- Some areas have potholes (not large, but big enough to feel).
- Some sort of voucher system for low income level families to have access to aquatic center

- STOP development in the flood plain. Rectify boundary lines for the City of Ames and the Ames School District. STOP conceding to all real estate developers that don't take Ames owner-occupied housing units and residents seriously.
- Stop focusing on students and look into business owners breaking laws
- Stop spending good tax dollars on stupid things like the dumb lights on Hwy 30, or a library that most do not use.
- Street lights out all the time. Plowing snow in residential areas is freaking horrible. Equipment at city gym is not a lot to offer, and the police seem to hog the place.
- Street parking
- Street repair
- Street repair; traffic flow
- Street repair; wash police cars
- Street surface, especially wet Lincoln way to ISU. Sidewalks repair / replacement. More family housing - too many apartments
- Sustainability - pedestrian-only streets (downtown/campustown); bicycle lanes, connections between existing paths; increased routes / service on CyRide; traffic calming; alternate energy support / encouragement (solar, efficient appliances); conservation education / encouragement (water, electricity, transportation)
- Sustainability - Public awareness on all level efficiency. Ames improvement, renovation, developing, expanding, maintaining. Ames image from east to west, from north to south.
- Taking care of all main walks& paths on major high ways. Less personal injuries.
- The bus pick up lanes for traffic flow is a must. Once the bus stops, all traffic stops.
- The city should consider have the 4X4 trucks & that sized vans parked in one location. When you back up from a parking space in a car - you can't see around the large/longer vehicles.
- The intersection of Duff + S. 16th needs a protected left turn signal for people traveling west on S. 16th. East bound cars have a protected left and continue to turn left after the west bound traffic get a green light. I've almost been hit numerous times.
- The necessity, or lack of metered parking space in certain residential areas
- The roads and highways through Ames have been a problem for years. It gets to the point towards the end of winter that it affects my vehicles alignment and suspension. Something needs to be done better and faster.
- The streets are the main issue. They are just bad. Some of the worst in central Iowa. Over salt too.
- The traffic light at Lincoln Way and Beach. If one is trying to cross Lincoln Way on Beach in the morning, the light takes forever to change even when there is no one there at all.
- There are a lot of pot-holes on streets around town that needs addressing. The jaywalkers around town (mostly campus area) need to have consequences like a fine. It's sometimes difficult to get through when people don't follow the traffic rules.
- There is a need for more action to collect litter and charge those who do litter.
- Too many traffic signals, some need re-engineered for better flow. Lots of unnecessary stoppage for too long.
- Traffic and street repair
- Traffic flow because it takes too long to get around in Ames and there is nowhere to park.
- Traffic is terrible most places. My roommate was the victim of a hit and run accident on welch. I got into a car accident this past year and I was not at fault. Driving in Ames is a very stressful part of my day.
- Traffic on Duff Ave.
- Traffic on South Duff needs immediate attention. Need additional access to Hunziker Sports Complex

- Traffic planning
- Traffic signs
- Traffic speed, lights, signaling
- Trashy yards - unmowed - told to build a 6' fence to hind my neighbor's mess
- Travel problems on Duff
- Tree service - lots of broken trees that need attention.
- Turning signals going east/west on 13th and Grand are needed. Very dangerous intersection.
- Types of housing development allowed. Don't we have enough apartments!
- Upkeep of current roads.
- Urban Forestry
- Water flow / sewer back-up
- We need more parking downtown for businesses and / or employees of businesses. How about a parking ramp behind businesses on S. Main between buildings and railroad.
- Why can't a cop handle a traffic stop alone? Usually 1 or 2 others show up when someone is pulled over.
- Would appreciate better attention to urban ponds i.e. water quality, fish stocking, area clean-up
- Would appreciate more time given to repairing over streets routinely for pot-holes. If not repaired, additional expense is required by car/truck owners. This should be a top priority to street maintenance.
- Zoning - 16th S.E. of campus is crowded with apartment buildings, as is Mortensen, east as west of S. Dakota. Development of middle school site is also crowded. Campustown needs careful planning.
- Zoning/planning. CyRide improvement

### Categorized responses on issues that the City should focus on

| Category  | Issues to Focus On   |
|-----------|--|
| Alcohol   | Drunk driving  |
| Alcohol   | Drunk residents who ... on houses and cause property damage  |
| Alcohol   | Less punishment to possible minors in possession of alcohol. If they aren't harm to themselves or others, or a nuisance to the public, then they should be left alone, not relentlessly hounded. This is a college town and we are your entire economy. If police get too forceful on underage drinking and tickets then enrollment will fall and the local economy will collapse. Bring back the ways of the 1970s where the police just dump the beer out. No harm, no foul. |
| Bike path | Bike paths within & outside city   |
| Bike path | Expand bike trails.  |
| Bike path | I would like to see the city connect local bike paths to the longer regional paths   |
| Bike path | Improvement for bicycle commuting. Great paths for recreation; somewhat harder to get around when you need to get somewhere. Great path on Ash!  |
| Bike path | Improving bike infrastructure.   |
| Bike path | Lighting the bike path along Mortensen between Hayward & Dakota. It is very dangerous / scary to be caught out there after dark.   |
| Bike path | More bike paths! (2)   |

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| Bike path             | Paved bike trails to connect Ada Hayden with River Valley trails and others to the south, particularly along Stange Road.   |
| Business              | Bring more businesses into Ames   |
| Business              | Bringing and encouraging more businesses to come to Ames.   |
| Business              | Bringing in more businesses to help build revenues from sales tax.  |
| Business              | Bringing in more large retail stores. Ones that specialize in certain markets.  |
| Business              | Bringing in more retail   |
| Business              | Bringing in Olive Garden - HA!!   |
| Business              | Bringing more businesses and restaurants to Ames.   |
| Business              | Encouraging new businesses to come to Ames!   |
| Business              | Establishment of a business park  |
| Business              | Get rid of the quick-loan establishments.   |
| Business              | Keep getting new business to the area   |
| Business              | Main Street and local businesses  |
| Campustown            | Campus town is an eyesore and is in desperate need of renovation.   |
| Campustown            | Campustown cleanup and shops. Welch Avenue is disgusting.   |
| Campustown            | Campustown!! The City has completely dropped the ball. Let's focus some time and energy on that!  |
| City beautification   | Improve the Route 30 entrance to Ames - the signage is unattractive - the new art light columns are cost amidst with crullers that surrounds them.  |
| City beautification   | Keeping Ames beautiful, like Iowa State's campus is!  |
| City beautification   | Lincoln way by Duff is ugly with old houses and empty businesses.   |
| City development      | Taking care of what is instead of always trying to act like a big city  |
| City expenditures     | I have long wondered if the city's expenditures favor different sections geographically. West Ames' roads and amenities are much poorer.  |
| City growth           | Encouraging growth that is well-planned / land use  |
| City growth           | Needs to focus on growing the city - allowing businesses to come in. City also needs to begin to have contingency plans for when population outpaces available resources/infrastructure.  |
| City office - billing | City office - billing: You have a record of my paying my bill on time in Fall for over 20 years. One month I suddenly got a letter saying you had not gotten my check and if I did not pay the bill in 7 days you were cutting off service. No inquiry, call, benefit of the doubt. I felt I was treated horribly. I paid \$35 to cancel a lost check and repaid the bill. I think you should treat people with more decency. |
| City oversight        | City should reduce the amount of oversight currently observed. It is expensive and I feel is unwanted in money situations. This is based on observations during construction of additions to Green Hills Ave.   |
| City planning/zoning  | Also, more information about City Planning & growth   |
| City planning/zoning  | Consistency of zoning   |
| City planning/zoning  | Develop unified vision of development / improvement   |
| City planning/zoning  | Ignore pressure from developer, improve land use policy,  |
| City planning/zoning  | Long range city planning for all areas  |
| City planning/zoning  | Monitor zoning to prevent sprawl.   |

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| City planning/zoning | Zoning - 16th S.E. of campus is crowded with apartment buildings, as is Mortensen, east as west of S. Dakota. Development of middle school site is also crowded. Campustown needs careful planning. |
| City planning/zoning | Zoning / planning.  |
| Clean up             | Clean up along highway 30. You spent a million on litter but it looks like a garbage dump.  |
| Clean up             | Clean up and paint the rusty welcome to Ames sign on east 13th Street.  |
| Clean up             | I'm especially interested in not having junk on porches and in yards especially junk cars and other motor vehicles.   |
| Clean up             | Keeping alley bettered and cleaning the street so when it rain there isn't flood on the street.   |
| Clean up             | Pick up trash. See e.g. Hwy 30 through town.  |
| Clean up             | There is a need for more action to collect litter and charge those who do litter.   |
| College students     | Controlling college students  |
| College students     | Getting more information out to college students who may not understand their bills   |
| College students     | It IS a college town and I think the college student add a lot of money and resources to the community. Focus more of services that college students will benefit from.                             |
| Communication        | Improve communication about road conditions.  |
| Communication        | Promoting the Ames website and Facebook. I didn't know these were available.  |
| Communication        | Providing ways for people to report things on the go, such as light out, a weird smell or whatever may be the case.   |
| Community service    | Community services, Foreign languages, Help foreigners learn  |
| Community service    | Expanding community garden opportunities and providing more services (shed for equipment, extra water access, fencing, etc.)  |
| Community service    | Neighborhood meeting places.  |
| Crime                | Convicting rapists  |
| Crime                | Crime   |
| Crime                | I'm concerned that rental subsidies have brought big-city inhabitants and big-city crime and drug problem to Ames. I have heard of serious local heroin problem related to Chicago connections.     |
| Crime                | More time on acts of violence and theft.  |
| Crime                | Reduce crime rates/ improve public safety.  |
| Customer service     | I didn't like the customer service and the website is a nightmare.  |
| CyRide               | CyRide improvement.   |
| CyRide               | Cyride timetable, more schedule and late night Cyride transport   |
| CyRide               | More money for CyRide.  |
| Deer                 | Deer fence around city community garden!  |
| Deer                 | Reduce the deer population.   |
| Diversity            | Diversity. The attraction of Ames is its being international because of the university. Do more things on that front.   |
| Dogs                 | Noise from barking dogs.  |
| Downtown             | Downtown is ugly, especially the power plant at the end of Main Street. Ames has little sense of style.   |

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|-----------------------|---|
| Downtown              | Downtown parking!!! If the city wants to have a better and easier shopping experience for downtown patrons, a parking garage is now a must. Downtown can't continue to grow without more parking. |
| Downtown              | Expansion of downtown/campustown business districts through conversion or redevelopment of residential property.  |
| Ordinance enforcement | Curfew for teens under 14   |
| Ordinance enforcement | Enforcement bicycle traffic regulation  |
| Ordinance enforcement | Enforcement of ordinance in general or don't enact them   |
| Ordinance enforcement | Enforcing existing ordinances - rental property   |
| Ordinance enforcement | Less concern on noise ordinances  |
| Fire protection       | Ample fire protection to newer residential areas  |
| Flood control         | Flood control.  |
| Flood control         | Flood mitigation  |
| Flood control         | Flooding  |
| Flood control         | Flooding issues - grading of streets to prevent flooding - help for homeowners that deal with frequent flooding in yard + basements.  |
| Flood control         | Flooding of Skunk River   |
| Flood control         | Focus on being more effective for big storms.   |
| Flood control         | Limit development in flood plain areas  |
| Flood control         | Prevent development in the 100yr flood zone.  |
| Flood control         | Quit raising the flood plain on Duff Ave.   |
| Flood control         | Reduce development in flood-prone areas   |
| Flood control         | STOP development in the flood plain.  |
| Help                  | More help   |
| Help                  | More help for homeless shelters.  |
| Housing               | Allowing too many rental properties to be built "new" rather than fixing the existing spaces for renters. Ex. Old Middle School in SW Ames.   |
| Housing               | Eliminate the number of low income government assisted housing apartments/houses to any non-citizen.  |
| Housing               | Encourage more families in older homes near the university instead of turning these into student rentals.   |
| Housing               | I would like the city to stop approving building more apartment buildings! Enough!  |
| Housing               | Issues around rental properties.  |
| Housing               | Make it harder for new apt buildings to be built. Ames has enough.  |
| Housing               | More family housing - too many apartments   |
| Housing               | Our city seems to be all for expanding our rental properties and restrictive on commercial and home building and improving.   |
| Housing               | Over development of apartment complex, Section 8 housing and its cost with regards to police, healthcare, social security etc.  |

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| Housing                                | STOP conceding to all real estate developers that don't take Ames owner-occupied housing units and residents seriously.   |
| Housing                                | Types of housing development allowed. Don't we have enough apartments!  |
| Housing                                | Work together with property owners to continue inventing improvement, maintenance, renovation.  |
| Housing                                | Zoning - NO MORE APARTMENTS!  |
| Infrastructure maintenance/improvement | Infrastructure maintenance  |
| Infrastructure maintenance/improvement | Infrastructure repair   |
| Infrastructure maintenance/improvement | Really, Ames needs to improve its infrastructure - electric, communications (high-speed fiber) and especially traffic/roads!!   |
| Internet service                       | Mediacom service is terrible  |
| Internet service                       | Option for Google fiber (no more monopolization of tv/internet services by Mediacom- poor service and expensive!!!!)  |
| Internet service                       | Recruiting Google Fiber. The internet in Ames is atrocious, and bringing in Google fiber would be a huge boon to business in Ames as well as the university.                              |
| Law enforcement                        | Ample law enforcement   |
| Law enforcement                        | Stop focusing on students and look into business owners breaking laws   |
| Library                                | Encourage ISU students to use the Ames public library   |
| Library                                | Expansion of city services especially the public library. The city should build a new library building in the north half of Ames in addition to the current renovation of the old library |
| Library                                | Library services and books  |
| Lincoln way                            | Lincoln Way should have bike trails & rain gardens & be beautiful, pedestrians friendly. Talk to ISU for help - there are many students/faculty who would love to be involved.            |
| Low income family                      | Issue around low incomes  |
| Low income family                      | Some sort of voucher system for low income level families to have access to aquatic center  |
| Parking                                | Apartment parking - too many cars and not enough parking spaces   |
| Parking                                | No parking on the street after 2. I believe this law is not needed.   |
| Parking                                | Parking   |
| Parking                                | Stop abuse of disability parking stickers. People who need temporary stickers should not have perpetual access to them (put expiration date and doctor must approve extension).           |
| Parking                                | Street parking  |
| Parking                                | The city should consider have the 4X4 trucks & that sized vans park in one location. When you back up from a parking space in a car - you can't see around the large/longer vehicles.     |
| Parking                                | The necessity, or lack of metered parking space in certain residential areas  |

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| Parking               | The parking near campus is difficult to deal with. When working past midnight, it is annoying to move vehicles that were originally parked on the city street to the other side of the street.   |
| Parking               | We need more parking downtown for businesses and / or employees of businesses. How about a parking ramp behind businesses on S. Main between buildings and railroad.   |
| Partnership with ISU  | Better partnership with Iowa State - keep improving that.  |
| Partnership with ISU  | Continue work between Ames residents and ISU   |
| Partnership with ISU  | Greater integration and community building with ISU  |
| Pedestrian ease       | Pedestrian ease - enforce  |
| Police                | I think the Police would benefit from some SUV's on their force. High profile vehicles.  |
| Police                | Making sure the police are patrolling residential areas better. I see way too many drunk underage kids walking about at night.   |
| Police                | On educating its police on domestic violence. I was in need of protection from a dangerous man, who I had a protection order against, in when the order was broken and I was threatened I called the police. The officer that came laughed and told me "The one with the order is the one who plays the games". And he left. Didn't want evidence anything. Ya, I felt safe! |
| Police                | Police - get out of vehicles downtown - I watched a drug deal happen within a block of City Hall! Where is the street presence? Walk, use bikes or motorcycles, not Segway!  |
| Police                | Police need to do more to prevent texting while driving. A lot of college and high school students mostly.   |
| Police                | The police seem to hog the place.  |
| Police                | Wash police cars   |
| Police                | Why can't a cop handle a traffic stop alone? Usually 1 or 2 others show up when someone is pulled over.  |
| Pollution             | Shut the coal plant on campus it pollutes our town   |
| Public transportation | Not sure. Overall everything seems all right. The City should focus more affordable public transport system to Des Moines.   |
| Quality of life       | Focus on quality of life.  |
| Recreation            | Better fishing options   |
| Recreation            | Building a new Rec Center and City Pool with AHS   |
| Recreation            | Equipment at city gym is not a lot to offer  |
| Recreation            | Fishing spots  |
| Recreation            | Have outdoor/indoor pools accessible to disabled people so that they can use the pool. Some treat us only exercise they can do.  |
| Recreation            | I really think the city is lacking in recreational space. The "City weight room / gym" is a joke. Ames needs a Rec center for its citizen to use!  |
| Recreation            | Maintain trails through the park system.   |
| Recreation            | More and updated athletic fields & facilities. We are very inferior compared to surrounding communities.   |
| Recreation            | Parks and Recreation-Furman Aquatic Center needs a lot more help, better lifeguards, and better maintenance staff to keep it up and running like it should. Better trained lifeguards who cover ALL spots of the lazy river instead of going without a couple lifeguards on some posts where   |

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|                    | they should be to make sure maximum scanning of the waters is reached.   |
| Recreation         | Putting a shallow lap pool & children's wading pool at old Carr Pool site. (How totally stupid of the Council to demolish it!)   |
| Recreation         | Recreation opportunities for families with children.   |
| Rent control       | Rent control - A controversial issue, but I think it should be looked at/talked about.   |
| Safety             | Continue to provide public safety to all residents.  |
| Safety             | Safety at all city activities i.e. Midnite Madness, Veisha, Farmers Market, etc.   |
| School             | Rectify boundary lines for the City of Ames and the Ames School District.  |
| School             | School system! Keep historical monuments (Dinky Bridge, Roosevelt Elementary)  |
| School             | Working to include the entire city of Ames in the Ames Community School District boundaries.   |
| Seniors            | Much more attention to providing activities for seniors i.e. indoor pool   |
| Sewage - drainage  | Water flow / sewer back-up   |
| Shopping           | Encourage development of mall on I-35  |
| Shopping           | Need more shopping.  |
| Shopping           | Retail development so that Ames becomes a place for quality and varied shopping opportunities. Adding Kohl's and TJ Maxx was FINALLY a step in the right direction.                                  |
| Sidewalks          | Sidewalk at the park and ride at stadium. When the station has a bus the bus drops you off on the grass. It gets to be messy and slippery. A sidewalk would be beneficial in all weather conditions. |
| Sidewalks          | Sidewalks + crosswalks on Mortensen Road (west of south Dakota).   |
| Sidewalks          | Sidewalks everywhere   |
| Sidewalks          | Sidewalks repair / replacement.  |
| Snow removal       | During the winter get the streets clear, not just around the city hall. Duff, Lincoln way, Grand are covered with snow while City hall is clear. Not right!  |
| Snow removal       | It would be great to see more snow removal standards for residential / rental properties enforced.   |
| Snow removal       | Plowing roads better after snow storms   |
| Snow removal       | Plowing snow in residential areas is freaking horrible.  |
| Snow removal       | Snow plowing this year was terrible, and coming from MN I was surprised at how poorly it was handled.  |
| Snow removal       | Snow plowing!  |
| Snow removal       | Snow Removal   |
| Snow removal       | Snow removal in Somerset takes way too long.   |
| Street maintenance | Better street maintenance on and off campus  |
| Street maintenance | Condition of side streets (e.g. Franklin Ave. both north and south). Syncing street lights along major streets (e.g., University & Lincoln).   |
| Street maintenance | Fixing roads, inner personal things in the streets and businesses, keep well taken care of   |

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| Street maintenance           | Improve roads. Some streets are in awful condition.  |
| Street maintenance           | Keeping streets free of potholes / raised spots  |
| Street maintenance           | Maintaining streets & conditions   |
| Street maintenance           | Paint the line on the streets - where 3 lanes are available - Paint L Turn, R Turn - too often people going straight stop in R lane - plus the paint lines are faded or nonexistent. The traffic light coordination is awful - Train delays - There are complaints consistently about frustrating driving experiences in Ames. |
| Street maintenance           | Resurface main streets, especially 24th Street.  |
| Street maintenance           | Review road reconstruction. Replaced not long ago already breaking up. Ross Street.  |
| Street maintenance           | Road maintenance and plowing are more important than busting college parties.  |
| Street maintenance           | Roads, roads, roads  |
| Street maintenance           | Some areas have potholes (Not large, but big enough to feel).  |
| Street maintenance           | Street lights out all the time.  |
| Street maintenance           | Street repair  |
| Street maintenance           | Street repair  |
| Street maintenance           | Street repair  |
| Street maintenance           | Street repair;   |
| Street maintenance           | Street surface, especially wet Lincoln way to ISU.   |
| Street maintenance           | Taking care of all main walks& paths on major high ways. Less personal injuries.   |
| Street maintenance           | The roads and highways through Ames have been a problem for years. It gets to the point towards the end of winter that it affects my vehicles alignment and suspension. Something needs to be done better and faster.  |
| Street maintenance           | The streets are the main issue. They are just bad. Some of the worst in central Iowa. Over salt too.   |
| Street maintenance           | There are a lot of pot-holes on streets around town that needs addressing. The jaywalkers around town (mostly campus area) need to have consequences like a fine. It's sometimes difficult to get through when people don't follow the traffic rules.  |
| Street maintenance           | Upkeep of current roads.   |
| Street maintenance           | Would appreciate more time given to repairing over streets routinely for pot-holes. If not repaired, additional expense is required by car/truck owners. This should be a top priority to street maintenance.  |
| Sustainability/<br>recycling | Curb-side recycling!   |
| Sustainability/<br>recycling | Educating on recycling and what can be "thrown away" in Ames garbage.  |
| Sustainability/<br>recycling | Energy Efficiency - Perhaps promote the Ames Electric Service rebates for energy-efficient light bulbs and appliances. Spend just a little more on energy conservation awareness.  |
| Sustainability/<br>recycling | It is unbelievable that there is no city recycling or composting! I know the arguments about the RRC but most cities in Iowa manage to balance energy production with recycling. We also need to better promote alternative energy & storm water management.   |

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| Sustainability/<br>recycling | Priority needs to be focused on being more earth friendly and to become conservative in the wasteful ways  |
| Sustainability/<br>recycling | Recycle bins for newspaper, plastic similar to glass bins.   |
| Sustainability/<br>recycling | Recycle, environment protection  |
| Sustainability/<br>recycling | RECYCLING  |
| Sustainability/<br>recycling | Recycling, rental development, no-kill animal shelter.   |
| Sustainability/<br>recycling | Renewable energy   |
| Sustainability/<br>recycling | Sustainability - pedestrian-only streets (downtown /campustown); bicycle lanes, connections between existing paths; increased routes / service on Cyride; traffic calming; alternate energy support / encouragement (solar, efficient appliances); conservation education / encouragement (water, electricity, transportation) |
| Sustainability/<br>recycling | Sustainability - Public awareness on all level efficiency. Ames improvement, renovation, developing, expanding, maintaining. Ames image from east to west, from north to south.  |
| Sustainability/<br>recycling | Water Conservation - The drought may ease slightly this year, but people should be made aware of the problems faced by the City water system. People are generally willing to help if they know what they can do to ease the burden.   |
| Tax money                    | Being more fiscally responsible & spending on only necessary items i.e. don't save money closing schools, only spend more than you saved building new ones.  |
| Tax money                    | It took 4 employees one hour to replace an already built mailbox (dig a hole & set mailbox). Is that how the city of Ames use tax dollars?   |
| Tax money                    | Stop spending good tax dollars on stupid things like the dumb lights on Hwy 30, or a library that most do not use.   |
| Tax reduction                | Lowering property taxes  |
| Tax reduction                | Lowering taxes   |
| Tax reduction                | Mainly lowering property taxes   |
| Tax reduction                | Property tax rates are too high.   |
| Tax reduction                | Property tax reduction.  |
| Tax reduction                | Reduce property taxes.   |
| Traffic                      | More thought devoted to traffic flow, turning lanes, timing of stop lights, etc.   |
| Traffic                      | Another N/S street to relieve traffic on Duff  |
| Traffic                      | Another way to get to S. Ames other than Duff. S Duff traffic is miserable! I avoid it if I can!   |
| Traffic                      | Bike + car lanes, share the road signs   |
| Traffic                      | Car & driving, especially Mortensen Rd & the roads that come off it, I have to wait avg. of 10 minutes to turn into Mortensen in the morning.  |
| Traffic                      | Extension of S. Grand to help S. Duff traffic. The large number of drivers running red lights.   |
| Traffic                      | Fixing the traffic problems. There is no good way to travel from one side  |

|         |  |
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|         | to the other.  |
| Traffic | Improving traffic signals to increase the flow of traffic. There are too many times cars are stopped at red lights when there are no cars going through the intersection.  |
| Traffic | Light at Mortensen and State. Rush hour traffic there is a nightmare.  |
| Traffic | Lincoln Way traffic efficiency   |
| Traffic | Long range traffic planning, with a focus on North Ames, and the Grand Ave extension South.  |
| Traffic | Make the traffic light at Grand Ave. and 6th St. intersection respond better to traffic traveling on 6th street. The light takes forever to change and yields mainly to Grand Ave. traffic   |
| Traffic | More attention to renewing stop signs and red lights   |
| Traffic | More connection points to interstate 35 and Hwy 30.  |
| Traffic | More money for traffic enforcement.  |
| Traffic | Mostly I think they should work on improving some of the roads and traffic signals. There are a lot of new establishments popping up around Ames which is fantastic but this is causing a lot more traffic in certain areas.   |
| Traffic | N/S and E/W through traffic; S. Duff is highly constrained / congested   |
| Traffic | Retro fit a service road for all the businesses on south Duff on both sides.   |
| Traffic | Review speed limits on some streets. Mortensen Rd. near Cafe Milo is set at 40 mph. It's residential.  |
| Traffic | Road and traffic   |
| Traffic | Signal timing - as well as emergency vehicle prioritizing. Traffic signals timing is the worst part of living in Ames. Is there even a signal timing plan at all? They don't seem to be synchronized even a little bit. It is beyond frustrating to stop at every light on Duff from 13th all the way to Airport Blvd - which happens a lot. I've had to wait 5+ minutes at 13th / Grand while one emergency vehicle after another goes through, changing the order of lights and skipping over and over. After emergency vehicle goes through, it should go back to where cycle was interrupted and not just continue on from where it was. |
| Traffic | The bus pick up lanes for traffic flow is a must. Once the bus stops, all traffic stops.   |
| Traffic | The intersection of Duff + S. 16th needs a protected left turn signal for people traveling west on S. 16th. East bound cars have a protected left and continue to turn left after the west bound traffic get a green light. I've almost been hit numerous times.   |
| Traffic | The traffic light at Lincoln Way and Beach. If one is trying to cross Lincoln Way on Beach in the morning, the light takes forever to change even when there is no one there at all.   |
| Traffic | Too many traffic signals, some need re-engineered for better flow. Lots of unnecessary stoppage for too long. Snow removal in Somerset takes way too long.   |
| Traffic | Traffic  |
| Traffic | Traffic congestion improvement on Duff Ave. Finding a spot for future retail development other than Duff Ave.  |
| Traffic | Traffic flow   |
| Traffic | Traffic flow because it takes too long to get around in Ames and there is  |

|                   |  |
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|                   | nowhere to park.   |
| Traffic           | Traffic is terrible most places. My roommate was the victim of a hit and run accident on Welch. I got into a car accident this past year and I was not at fault. Driving in Ames is a very stressful part of my day. |
| Traffic           | Traffic lights: seriously these lights are never timed - there is no excuse for this.  |
| Traffic           | Traffic on Duff Ave.   |
| Traffic           | Traffic on Duff: Why should we keep putting more business when nobody can easily get to it? The Duff traffic makes Ames not worth traveling in!  |
| Traffic           | Traffic on South Duff needs immediate attention. Need additional access to Hunziker Sport Complex  |
| Traffic           | Traffic planning   |
| Traffic           | Traffic signs  |
| Traffic           | Traffic speed, lights, signaling   |
| Traffic           | Trashy yards - unmowed - told to build a 6' fence to hind my neighbor's mess   |
| Traffic           | Travel problems on Duff  |
| Traffic           | Turning signals going east/west on 13th and Grand are needed. Very dangerous intersection.   |
| Traffic           | Work with the State/Fed to extend Bloomington Rd to the interstate.  |
| Tree service      | Making sure the branches are trimmed that sometimes in summer blocks the stop signs.   |
| Tree service      | Tree service - lots of broken trees that need attention.   |
| Upkeep of houses  | Monitoring and enforcing the upkeep of houses close to campus. Many times, they look dilapidated, have indoor furniture outdoors, and have an excessive amount of litter in the front yard.                          |
| Urban forestry    | Urban Forestry   |
| Urban ponds       | Would appreciate better attention to urban ponds i.e. water quality, fish stocking area clean-up   |
| Utility services  | Adequate electric capacity   |
| Utility services  | Lower utility rates  |
| Utility services  | The cost of trash removal is terrible. I pay 3X that of my parents in Port Byron, IL and there is city contract the low bid - w/ trash + recycle. Trash should be a city bid deal.                                   |
| Utility services  | Water cost is high.  |
| Water system      | Remove fluoride from water system  |
| Wireless services | Free city-wide wireless services   |

## Residential Satisfaction Survey Actual Open-ended Responses

### What is the best thing about living in Ames?

- A good college town, great for raising kids
- A good place to raise a family
- A lot to do but doesn't take a 30 minutes to drive to get around.
- A very enjoyable place to live with many activities. Services for the needy & elderly.
- Able to travel to other large cities by car easily (central location)
- Access to culture & services, varied population, ISU
- Access to educational and artistic benefits
- Access to resources, CyRide is awesome for students and residents
- Access to so many things and the nice people who live in this community. School system
- Access to university
- Access to world class medical facilities and medical personnel. Also major university events.
- Accessibility to Cyclone sporting events.
- Activities/ events either local or ISU related.
- All amenities without long commutes of a big city. Lots of activities for kids and family.
- All of the great services all in one town. I also love the library.
- All of the restaurants and shopping places.
- All the activities available for entertainment
- All the activities that are available with ISU being here
- Ames has a good balance between small town values and big city diversity.
- Ames has such great potential to be a model community of sustainability, and some of these goals have already had steps taken toward them.
- Ames is a beautiful city. Great size + resources available
- Ames is a comfortable town to live in.
- Ames is a friendly small town community with larger town opportunities afforded by the university. Clean, lower crime rate, great parks and Rec system / bike paths. The diversity provides a great environment for raising children.
- Ames is a great town full of friendly people.
- Ames is a safe community. It is very peaceful.
- Ames is relatively safe, inexpensive, free of big traffic problems, friendly and easy for a non-driver (my daughter) to get around.
- Ames is well maintained.
- Ames offers the convenience of living in a big city while still feeling safe like a small town.
- Availability of diverse restaurants
- Availability of services, proximity of university, good medical services, multiple cultural opportunities, feeling of safety.
- Being in the same city as Fred Hoiberg.
- Benefits of big-city culture with safety of small-town living.
- Besides the water tasting better than Boone, there is so much help for people needing help here. Whether it be for food, clothes, energy help, holiday help, etc.
- Between city activities + university activities, there always seems like there is something to do.
- Big city, small town feel

- Bike paths
- Bike routes, park system, and bus system.
- City amenities in a small town!
- City services, kind people, peaceful conditions, safety
- Clean
- Clean & safe town
- Clean and mostly quiet. Intelligent atmosphere.
- Clean and well-arranged place to live with a college town atmosphere
- Clean friendly, low crime rate, parks and bike trails
- Clean safe place to live, big enough to have things to do and small enough to know people
- Clean, good medical, good schools, relatively safe, although, that is declining.
- Clean, high quality folks
- Clean, lots to do, friendly community
- Close proximity to events in Des Moines. Also, the expansion of stores and restaurants...it really keeps residents in the community, rather than them having to go to Des Moines for a good restaurant.
- Close to Des Moines + Ankeny for more variety of shopping, restaurants + entertainment. Shame Hilton is not allowed to be used as a large venue for concerts, etc.
- Close to family members
- Close to grocery stores, doctor offices and hospital, Theisens, Lowes, restaurants, mall
- Close to the University
- Close to work (2)
- College girls.
- College town keep business growing. Also Ames stays small when the kids go home.
- Comfort, easy to shop & get to work, friendly people, clean, lack of crime
- Community activities, good health care, many cultural and educational opportunities
- Community feel
- Community feel and cute neighborhoods
- Community life
- Community pride, sense of security, ideal environment to raise family, great medical facilities, improving shopping experience, university benefits (athletics, etc.)
- Convenience. Relatively inexpensive
- Convenience, quality of residents, cost of living, amenities, ISU, school for kids, parks
- Convenience of a large city in a small city
- Convenience of a small town balanced with the opportunities that come with a university.
- Convenience of local businesses
- Cornerstone Church, the library, the university and friendly people. The library is one of the wonderful things about Ames. I also enjoy the downtown & Farmer's Markets.
- Cost of living is low & there is good access to nature. Local foods groups are fantastic!
- Crime rates, costs, progressive mentality of City council men
- Cultural and sporting events for a community this size.
- Cultural opportunities
- Cultures - reasonable taxes
- Cyride
- CyRide is amazing. Ames parks are great!

- Cyride is nice. Biking is nice. Parking is good.
- CYride, clean parks, and nice neighborhoods.
- Cyride, less traffic, convenient transport
- CyRide, parks
- CyRide, the size of the community.
- Diversity of activity offered - sports, arts, and outdoor
- Diversity of opportunities
- Dynamic diverse
- Ease of access to anything I need due to size
- Ease of getting around; clean city; good educational opportunities
- Easy commute, library, city services good overall
- Easy living, plenty to do
- Easy to get around
- Education, medical, recreational resources
- Encouraging a beautiful surrounding with offering of music, theater, art and education, and recreation
- Entertainment opportunities.
- Everything
- Everything is accessible. Crime is low. People very friendly.
- Everything is close by and easily accessed by car, bus and bike.
- Everything is close. CyRide can take you close to anywhere.
- Everything we need is located in town; lots of activities, great parks
- Everything you need & have access to is here
- Everything! Ames is a great, friendly place
- Everything! Town in grown, CY, sports, educational opportunities
- Excellent school district. Peaceful living. Facilities available.
- Excellent schools, city services, living conditions, entertainment opportunities, and just a great city overall.
- Fairly quiet town with good schools
- Feel persecuted. More money and names, better treatment and more money into your part of town.
- Feels like home, safe, secure, easy to get around "use".
- For us, an ok location for both of our employers.
- Friendliness
- Friendliness of natives; free stuff when ISU come and go; support from family, the R.R. that goes through downtown.
- Friendly and business open community with a good amount of things to do.
- Friendly neighborhoods, easy driving, great library, responsive and helpful city employees
- Friendly people, good schools
- Friendly people. A feeling of safety
- Friendly small town atmosphere
- Friendly, well-maintained and run town. Located conveniently a variety of destinations / recreation areas.
- Friends, social organizations
- Good neighborhood

- Good people, good schools, great place to raise a family
- Good schools
- Good sized community
- Good water, active residents, strive for renewable energy
- Great community.
- Great parks + Rec services + facilities and library will be great after remodel is complete.
- Great place to raise a family, feel safe, the city activities, band concerts, Christmas tree lights, 4th July parade, the people
- Great place to raise children
- Great retail stores
- Great water and low crime
- Great water quality, police enforcement, outside cleanliness, codes regarding house appearance, lawn, furniture & street sweeping
- Great water, diverse culture
- Healthy, safety, active
- I adore it out here. Ames is adorable.
- I am pleased with attitude and helpfulness of City employees I have met. Enjoy cultural opportunities in city.
- I believe we receive excellent services for the amount of taxes paid.
- I can walk easily or bike to most places I want to go in town.
- I don't have to leave Ames to get what I want; good shopping, hospital, golf courses, pool, Ada Hayden, church, restaurants (cafe), public schools, etc.
- I feel it is a very safe place to live.
- I have roots here.
- I know the streets.
- I live close to everything I need.
- I love the atmosphere of the town, I feel like if you need to get something done you can always find a place to achieve it.
- I love the community and culture of Ames.
- I was born at Mary Greeley Hospital, have lived in Ames all my life because of the wonderful people, business opportunities, the university and everything Ames has to offer its residents.
- Intellectual community, library, bus system, ease of getting around, hassle free traffic
- Iowa State
- Iowa State and city of Ames support each other, and form a real sense of community.
- Iowa State events
- Iowa State University (2)
- Iowa State University lectures, cultural and sporting events.
- Iowa State. Good people.
- Iowa State. With a small town feel.
- ISU (5)
- ISU atmosphere!
- it has everything a major city has
- It has more to offer than city leadership understands.

- It is a great place to live and raise a family. Clean, quiet, many people from different parts of the world.
- It is a very safe and clean city, quiet and close to bigger cities without all the clutter
- It is difficult to single out an aspect of Ames. I love the cultural and educational opportunities, the conditions of parks and streets, quality of city water, CyRide's comprehensive availability, the generally progressive attitudes of the people who live here, and being a university community.
- It is my home town.
- It is near my daughter.
- It is pretty safe and the people are usually friendly. It's a "nice" town.
- It is safe.
- It is very clean, and has a small town feel with all of the grass, trees and clean air, while still providing entertainment options.
- It's a big town yet small enough that you know everyone.
- It's a great place to raise a family.
- It's a nice clean city, with many options and opportunities for a person just starting a life.
- It's a nice place with clear sky and water. People are nice. The city is clean.
- It's a safe, well educated, involved, and caring community.
- It's close to other places.
- It's constantly expanding and finding new ways to improve.
- It's Cyclone Country, ISU
- Its energy + the people
- It's friendly. University provides many activities. It's a big little town. I love it.
- It's incredibly beautiful. There is a lack of garbage and refuse in the parks and on the streets, and it is a clean city.
- It's just the right distance from Des Moines
- It's not too big and not too small. Perfect place to live.
- It's not too big but just big enough, and ISU is a great school.
- It's quiet.
- It's really pretty here. I love walking out at Ada Hayden.
- It's small town atmosphere. Its small town attitudes are the worst thing, however, if Ames is to grow it must be progressive.
- Just big enough to have everything. Small enough but friendly. Iowa State Center.
- Jobs, quality of life, quality of drinking water, library
- Large town activities and small town feel
- Like additional cultural opportunities due to the university
- Little crime
- Living near Des Moines & Cedar Rapids
- Low cost of living
- Low crime and good Fire Department service
- Low crime rate, relatively safe city
- Low crime, clean, up keep
- Low crime, everything is near, parks, trees, Main Street, ISU
- Low crime, good town & Gown relationship, good water quality
- Low crime, great parks, cyride, ISU,
- Low crime; transit system

- Low violent crime
- Main Street cultural district.
- Most people are friendly and helpful
- Mostly a safe community to raise children.
- Near ISU activities.
- Nice clean town
- Nice community to raise a family to retire. Great water. People are friendly.
- Nice people
- Nice size - big enough, not too big. Presence of ISU
- No really poor/bad areas. Low crime. It's a quiet midsized town, not too big, not too small.
- Number of parks
- Offers diversity of services, retail, entertainment, activities
- Open
- Opportunities - both cultural, educational, and sports; services - especially bike paths, parks and library
- Opportunities of arts / sports / recreation
- Our clean, wonderful downtown
- Our diverse population and the presents of the university. Excellent place to raise a family.
- Overall a very friendly community.
- Overall safety, parks, bike paths, good services
- Overall very clean, friendly
- Pace of life
- Park system
- Parks
- Parks + ISU
- Parks and green space/forests
- Parks, library, connection to the world through university
- Parks. A public swimming pool
- Parks. ISU.
- peaceful environment and friendly people
- People
- People + overall pace of life
- People, economy, city good, ISU, parks, schools
- People, school and population, Also ISU
- Pleasant, clean, friendly, safe
- Pretty clean and not crazy.
- Public transit in a small town. Safe neighborhoods.
- Quality of life, diversity, restaurants, recreation opportunities
- Quality of life. University offers a lot. Great medical care for our community
- Quiet, safe, active, progressive, home of ISU
- Quietness
- Residents provided variety of opportunity for social, services, educational + arts interaction. Good sized community for living a life I can enjoy.
- Safe and friendly. Just the right size for city living.

- Safe, clean, friendly
- Safe. Peaceful. International
- Safety
- Safety, parks
- Safety, good schools (K12), Friendly environment, low cost of living
- Schools (2)
- Schools + proximity to ISU
- Sense of community, family friendly
- Sense of township. Slower pace of living. Relatively safe.
- Services
- Services and events offered.
- Since moving to Ames the city has brought in new shops and things to do. The overall environment here is upbeat and fun.
- Size
- Size of community, traffic, cultural activities, city-university relations
- Size of the city and mix of ethnic groups
- Small city - good size, great activities
- Small city with lots of options. Ames has a lot of outdoor space that is well maintained. Like the improvements to the mall and main street.
- Small college town, good public schools, small traffic
- Small community feel but there are many activities and events to choose from
- Small community feel with city opportunities, events, etc.
- Small community with ample services.
- Small community, friendly people
- Small enough that getting around isn't difficult.
- Small town atmosphere with at least large town amenities
- Small town atmosphere. I was gonna say "cheap rent", but that's taken a steep climb in the last two years.
- Small town experience. Good school for kids.
- Small town feel but great services, proximity to large city and airport
- Small town feel with big town opportunities
- Small town feel with bigger city resources
- Small town feel, large town amenities
- Small town feel, the university, safety
- Small town feel, with some great amenities
- Small town feeling with a major university - best of both worlds! Shopping is getting better!
- Small town friendly feel + access with ability to enjoy amenities that ISU brings in.
- Small town with lots of pluses
- Smart + caring community
- Street layout is pretty straightforward and easy to navigate.
- Sustainability and access to services
- The abundance of things/activities to do
- The clean air, easy navigation of the town, the active and ambitious civilians, and it almost has everything you need! (need a profession beauty supply store like peels or state)
- The college atmosphere.

- The college type of atmosphere and the way the community promotes the University. Also, the friendliness of Ames residents.
- The community! Safe - ease of access (except on South Duff). Public art. Health care. Access to the decision making in town. ISU.
- The Iowa State campus and restaurants.
- The laid back summers
- The many parks in the city make it a lovely place to live. It's a nice, clean city!
- The number of park. Wish the trails were better maintained.
- The parks & recs classes & lessons offered & the parks & pools
- The people - educated and honest
- The people + variety of business
- The people and facilities – ISU
- The people and it's a college town and lively
- The people and opportunities with the feeling and comfort of a small town
- The people and the campus
- The people are usually darn friendly, low crime rates
- The people in the community and the water quality
- The people, places
- The people, schools and living in community where everyone is your neighbor.
- The quality of life and the community is very high because of those with a vested interest (Property Owners) in improving the community.
- The residents who live here
- The sense of community, it is a very homey feeling town.
- The sidewalks! You can walk on a sidewalk to almost anywhere in town!
- The size of the community
- The small town feel to it
- The university, the safety, the water and the friendliness
- The variety of things to do
- The water
- There are many things. Mostly the options of businesses and the people.
- There are so many things - schools, parks, library, lots of shopping options, activities/sports through ISU, Furman Aquatic Center
- There are things to do and mostly feel comfortable and safe.
- Thriving downtown & campustown business districts.
- Transportation, school education, very safe for kids
- Trees
- University
- University facilities + activities
- University town and that a moderate-sized university town/city offers
- University. Trails park system. Farmers markets + Wheatsfield Co-op
- Vacations, The Cyclones
- Variety of activities available to us
- Variety of activities without the horrible traffic of large cities.
- Very nice parks. Not too small, not too big.
- Very safe community, family oriented, friendly people, college town brings a diverse atmosphere.

- Vibrant (from younger demographics), range of amenities for small town
- Water quality, CyRide
- Water, well-governed, safe with the exception of rape
- We are pleased with services + activities Ames offer.
- We feel safe - good water quality, friendly city - many parks. Love Ames
- We get great service on all the services we have. Ames is very friendly + people, for the most part, are nice to deal with.
- What was, isn't

### Categorized responses on best things about living in Ames

| Category   | Best things about Ames   |
|------------|--|
| Active     | Active (2)   |
| Activities | 4th July parade  |
| Activities | A good amount of things to do.   |
| Activities | A very enjoyable place to live with many activities.   |
| Activities | Access to so many things   |
| Activities | Activities/ events either local or ISU related.  |
| Activities | All the activities available for entertainment   |
| Activities | Between city activities + university activities, there always seems like there is something to do. |
| Activities | Community activities   |
| Activities | Diversity of activity offered - sports, arts, and outdoor  |
| Activities | Events offered.  |
| Activities | Lots of activities,  |
| Activities | Lots to do   |
| Activities | Residents provide variety of opportunity for social, services, educational + arts interaction.     |
| Activities | Sports (3)   |
| Activities | The abundance of things/activities to do   |
| Activities | The city activities  |
| Activities | The variety of things to do  |
| Activities | There are things to do   |
| Activities | Variety of activities  |
| Activities | Variety of activities available to us  |
| Amenities  | A public swimming pool   |
| Amenities  | Amenities  |
| Amenities  | Ames has a lot of outdoor space that is well maintained.   |
| Amenities  | Facilities and library will be great after remodel is complete.                                    |
| Amenities  | Facilities - ISU   |
| Amenities  | Facilities available   |
| Amenities  | Fairly quiet town  |
| Amenities  | Furman Aquatic Center  |
| Amenities  | it has everything a major city has   |
| Amenities  | Offers diversity of services, retail, entertainment, activities                                    |

| Amenities                   | Places   |
|-----------------------------|--|
| Amenities                   | Plenty to do   |
| Amenities                   | Pools  |
| Arts                        | Access to artistic benefits  |
| Arts                        | Opportunities of arts  |
| Arts                        | Public art.  |
| Beautiful                   | Ames is a beautiful city.  |
| Beautiful                   | Encouraging a beautiful surrounding with offering of music, theater, art and education, and recreation |
| Beautiful                   | It's incredibly beautiful.   |
| Beautiful                   | It's really pretty here.   |
| Big amenities in small town | A lot to do but doesn't take a 30 minute drive to get around.  |
| Big amenities in small town | All amenities without long commutes of a big city.   |
| Big amenities in small town | Ames offers the convenience of living in a big city while still feeling safe like a small town.        |
| Big amenities in small town | Benefits of big-city culture with safety of small-town living.   |
| Big amenities in small town | Big city, small town feel  |
| Big amenities in small town | City amenities in a small town!  |
| Big amenities in small town | Large town activities and small town feel  |
| Big amenities in small town | Opportunities with the feeling and comfort of a small town   |
| Big amenities in small town | Range of amenities for small town  |
| Big amenities in small town | Small community feel but there are many activities and events to choose from                           |
| Big amenities in small town | Small community feel with city opportunities, events, etc.   |
| Big amenities in small town | Small community with ample services.   |
| Big amenities in small town | Small town atmosphere with at least large town amenities   |
| Big amenities in small town | Small town feel but great services   |
| Big amenities in small town | Small town feel with big town opportunities  |
| Big amenities in small town | Small town feel with bigger city resources   |
| Big amenities in small town | Small town feel, large town amenities  |
| Big amenities in small town | Small town feel, with some great amenities   |
| Big amenities in small town | Small town feeling with a major university - best of both worlds!                                      |

|                             |  |
|-----------------------------|--|
| small town                  |  |
| Big amenities in small town | Small town with lots of pluses   |
| Bike friendly               | Bike paths (3)   |
| Bike friendly               | Bike routes  |
| Bike friendly               | Bike trails  |
| Bike friendly               | Biking is nice.  |
| Business                    | Business open community  |
| Business                    | Business opportunities   |
| Businesses                  | Mostly the options of businesses   |
| Businesses                  | Variety of business  |
| Caring                      | Caring community   |
| Caring                      | Involved and caring community  |
| Church                      | Church   |
| Church                      | Cornerstone Church   |
| City codes                  | Codes regarding house appearance, lawn, furniture & street sweeping                            |
| City employees              | I am pleased with attitude and helpfulness of City employees I have met.                       |
| City employees              | Responsive and helpful city employees  |
| City government             | City government  |
| City services               | City services (2)  |
| City services               | City services good overall   |
| City services               | Good Fire Department service   |
| City services               | It has more to offer than city leadership understands.   |
| Progressive                 | It's constantly expanding and finding new ways to improve.                                     |
| City services               | We are pleased with services + activities Ames offer.  |
| City-ISU-relation           | Iowa State and city of Ames support each other   |
| Clean                       | Clean (16)   |
| Clean                       | Clean city   |
| Parks                       | Clean parks  |
| Clean                       | It is very clean   |
| Clean                       | It's a nice clean city (2)   |
| Clean                       | Nice clean town  |
| Clean                       | Outside cleanliness  |
| Clean                       | Overall very clean   |
| Clean                       | Pretty clean and not crazy.  |
| Clean                       | The city is clean.   |
| Environment                 | The clean air  |
| Clean                       | There is a lack of garbage and refuse in the parks and on the streets, and it is a clean city. |
| Comfortable                 | Ames is a comfortable town to live in.   |
| Comfortable                 | Comfort  |
| Comfortable                 | Mostly feel comfortable  |
| Community involvement       | Access to the decision making in town.   |
| Convenience                 | Close to grocery stores, doctor offices and hospital, Theisen, Lowes, restaurants, mall        |
| Convenience                 | Convenience (2).   |
| Convenience                 | Convenience of a large city in a small city  |

|                |  |
|----------------|--|
| Convenience    | Convenience of a small town  |
| Convenience    | Convenience of local businesses  |
| Convenience    | Ease of access (except on South Duff).   |
| Convenience    | Ease of access to anything I need due to size  |
| Convenience    | Ease of getting around (2)   |
| Convenience    | Easy commute   |
| Convenience    | Easy living  |
| Convenience    | Easy to get around   |
| Convenience    | Easy to get around "use".  |
| Convenience    | Easy to shop & get to work   |
| Convenience    | Everything is accessible   |
| Convenience    | Everything is close by and easily accessed by car, bus and bike.                               |
| Convenience    | Everything is close.   |
| Convenience    | Everything is near   |
| Convenience    | Everything we need is located in town  |
| Convenience    | Everything you need & have access to is here   |
| Convenience    | I can walk easily or bike to most places I want to go in town.                                 |
| Convenience    | I don't have to leave Ames to get what I want;   |
| Convenience    | I feel like if you need to get something done you can always find a place to achieve it.       |
| Convenience    | I know the streets.  |
| Convenience    | I live close to everything I need.   |
| Convenience    | It almost has everything you need! (need a profession beauty supply store like peels or state) |
| Convenience    | Street layout is pretty straightforward and easy to navigate.                                  |
| Cost of living | Cost of living   |
| Cost of living | Cost of living is low  |
| Cost of living | Costs  |
| Cost of living | I was gonna say "cheap rent", but that's taken a steep climb in the last two years.            |
| Cost of living | Inexpensive  |
| Cost of living | Low cost of living (2)   |
| Cost of living | Relatively inexpensive   |
| Cultural       | Access to culture  |
| Cultural       | Band concerts  |
| Cultural       | Cultural activities  |
| Cultural       | Cultural and sporting events for a community this size.  |
| Cultural       | Cultural opportunities (2)   |
| Cultural       | Cultures   |
| Cultural       | Diverse culture  |
| Cultural       | Diversity  |
| Cultural       | Diversity of opportunities   |
| Cultural       | Dynamic diverse  |
| Cultural       | Enjoy cultural opportunities in city.  |
| Cultural       | Many cultural opportunities  |
| Cultural       | Many people from different parts of the world.   |
| Cultural       | Mix of ethnic groups   |
| Cultural       | Multiple cultural opportunities,   |
| Cultural       | Our diverse population   |

|                 |  |
|-----------------|--|
| Cultural        | The cultural opportunities                         |
| Cultural        | Varied population                                  |
| CyRide          | Bus system (2)                                     |
| CyRide          | CyRide (7)   |
| CyRide          | CyRide can take you close to anywhere              |
| CyRide          | CyRide is amazing.                                 |
| CyRide          | Cyride is awesome for students and residents       |
| CyRide          | Cyride is nice.                                    |
| CyRide          | CyRide's comprehensive availability                |
| CyRide          | Public transit in a small town.                    |
| CyRide          | Transit system                                     |
| CyRide          | Transportation                                     |
| Downtown        | I also enjoy the downtown.                         |
| Downtown        | Main Street  |
| Downtown        | Main Street cultural district.                     |
| Downtown        | Our clean, wonderful downtown                      |
| Downtown        | Thriving downtown & campustown business districts. |
| Economy         | Economy  |
| Education       | Access to educational benefits                     |
| Education       | Education  |
| Education       | Educational opportunities (4)                      |
| Education       | Excellent school district                          |
| Education       | Excellent schools                                  |
| Education       | Good educational opportunities                     |
| Education       | Good public schools                                |
| Education       | Good school for kids.                              |
| Education       | Good schools (5)                                   |
| Education       | Good schools (K12)                                 |
| Education       | School education                                   |
| Education       | School system                                      |
| Education       | Schools (8)  |
| Employment      | Jobs   |
| Energy          | Its energy   |
| Environment     | It's a nice place with clear sky and water.        |
| Everything      | Everything (3)                                     |
| Everything      | Everything Ames has to offer its residents.        |
| Family-oriented | A good place to raise a family                     |
| Family-oriented | Excellent place to raise a family.                 |
| Family-oriented | Family friendly                                    |
| Family-oriented | Family oriented                                    |
| Family-oriented | Great for raising kids                             |
| Family-oriented | Great place to raise a family (#)                  |
| Family-oriented | Great place to raise children                      |
| Family-oriented | Ideal environment to raise a family                |
| Family-oriented | It is a great place to live and raise a family.    |
| Family-oriented | Lots of activities for kids and family.            |
| Family-oriented | Nice community to raise a family to retire.        |

|                 |  |
|-----------------|--|
| Family-oriented | Support from family  |
| Family-oriented | The diversity provides a great environment for raising children.   |
| Food            | Also, the expansion of stores and restaurants...it really keeps residents in the community, rather than them having to go to Des Moines for a good restaurant. |
| Food            | Availability of diverse restaurants  |
| Food            | Farmer's Markets (2)   |
| Food            | Local foods groups are fantastic!  |
| Food            | Restaurants (2)  |
| Food            | Restaurants (cafe)   |
| Food            | Wheatfield Co-op   |
| Friendly        | Ames is a great, friendly place  |
| Friendly        | Ames is very friendly  |
| Friendly        | Friendliness (2)   |
| Friendly        | Friendliness of natives  |
| Friendly        | Friendly (8)   |
| Friendly        | Friendly city  |
| Friendly        | Friendly community   |
| Friendly        | Friendly environment   |
| Friendly        | Friendly neighborhoods   |
| Friendly        | It's a "nice" town.  |
| Friendly        | It's friendly.   |
| Friendly        | Overall a very friendly community.   |
| Great city      | Just a great city overall.   |
| Great community | Great community.   |
| Health care     | Access to world class medical facilities and medical personnel.  |
| Health care     | Good health care   |
| Health care     | Good medical   |
| Health care     | Good medical services,   |
| Health care     | Great medical care for our community   |
| Health care     | Great medical facilities   |
| Health care     | Health care.   |
| Health care     | Healthy  |
| Health care     | Hospital   |
| Health care     | Medical  |
| Home            | Feels like home  |
| Home            | I have roots here.   |
| Home            | It is my home town.  |
| International   | International  |
| ISU             | A college town atmosphere  |
| ISU             | A good college town  |
| ISU             | Access to university   |
| ISU             | Access with ability to enjoy amenities that ISU brings in.   |
| ISU             | Accessibility to Cyclone sporting events.  |
| ISU             | Activities/sports through ISU  |
| ISU             | All the activities that are available with ISU being here  |
| ISU             | Also major university events.  |
| ISU             | Ames is a friendly small town community with larger town opportunities afforded by   |

|          |  |
|----------|--|
|          | the university.  |
| ISU      | Being a university community.  |
| ISU      | Being in the same city as Fred Hoiberg.  |
| ISU      | City-university relations  |
| ISU      | Close to the University  |
| ISU      | College girls.   |
| ISU      | College town brings a diverse atmosphere.  |
| ISU      | College town keep business growing.  |
| ISU      | Connection to the world through university   |
| ISU      | Free stuff when ISU come and go  |
| ISU      | Home of ISU  |
| ISU      | I adore it out here. I'm from Chicago originally & I'm out here for college. Ames is adorable. |
| ISU      | Iowa State   |
| Location | Iowa State Center.   |
| ISU      | Iowa State events  |
| ISU      | Iowa State University (2)  |
| ISU      | Iowa State University lectures, cultural and sporting events.                                  |
| ISU      | Iowa State (2)   |
| ISU      | ISU (14)   |
| ISU      | ISU atmosphere!  |
| ISU      | ISU is a great school.   |
| ISU      | It's a college town and lively   |
| ISU      | It's Cyclone Country, ISU  |
| ISU      | Like additional cultural opportunities due to the university                                   |
| ISU      | Near ISU activities.   |
| ISU      | Presence of ISU  |
| ISU      | Proximity of university,   |
| ISU      | Proximity to ISU   |
| ISU      | Small college town   |
| ISU      | That a moderate-sized university town/city offers  |
| ISU      | The campus   |
| ISU      | The college atmosphere.  |
| ISU      | The college type of atmosphere and the way the community promotes the University.              |
| ISU      | The Cyclones   |
| ISU      | The Iowa State campus  |
| ISU      | The opportunities that come with a university.   |
| ISU      | The presents of the university.  |
| ISU      | The university (6)   |
| ISU      | University benefits (athletics, etc.)  |
| ISU      | University facilities + activities   |
| ISU      | University offers a lot.   |
| ISU      | University provides many activities.   |
| ISU      | University town  |
| Library  | Great library  |
| Library  | I also love the library.   |
| Library  | Library (6)  |

|               |  |
|---------------|--|
| Library       | The library. The library is one of the wonderful things about Ames.  |
| Location      | Able to travel to other large cities by car easily (central location)  |
| Location      | Close proximity to events in Des Moines.   |
| Location      | Close to bigger cities without all the clutter   |
| Location      | Close to Des Moines + Ankeny for more variety of shopping, restaurants + entertainment. Shame Hilton is not allowed to be used as a large venue for concerts, etc. |
| Location      | Close to family members  |
| Location      | Close to work (2)  |
| Location      | For us, an okay location for both of our employers.  |
| Location      | It is near my daughter.  |
| Location      | It's close to other places.  |
| Location      | It's just the right distance from Des Moines   |
| Location      | Living near Des Moines & Cedar Rapids  |
| Location      | Located conveniently a variety of destinations / recreation areas.   |
| Location      | Proximity to large city and airport  |
| Low crime     | Crime is low   |
| Low crime     | Crime rates  |
| Low crime     | Lack of crime  |
| Low crime     | Little crime   |
| Low crime     | Low crime (8)  |
| Low crime     | Low crime rate (3)   |
| Low crime     | Low crime rate, relatively safe city   |
| Low crime     | Low violent crime  |
| Neighborhood  | Cute neighborhoods   |
| Neighborhood  | Good neighborhood  |
| Neighborhood  | Nice neighborhoods.  |
| Open          | Open   |
| Opportunities | With many options and opportunities for a person just starting a life  |
| Pace of life  | Overall pace of life   |
| Pace of life  | Pace of life   |
| Pace of life  | Slower pace of living  |
| Parking       | Parking is good.   |
| Parks         | Ames parks are great!  |
| Parks         | Conditions of parks and streets  |
| Parks         | Great parks (5)  |
| Parks         | Number of parks  |
| Parks         | Park system (2)  |
| Parks         | Parks (14)   |
| Parks         | Parks and green space/forests  |
| Parks         | Parks and trees  |
| Parks         | The many parks in the city make it a lovely place to live.   |
| Parks         | The number of park.  |
| Parks         | There is good access to nature.  |
| Parks         | Trails park system.  |
| Parks         | Very nice parks.   |
| Peaceful      | Peaceful   |

|                 |  |
|-----------------|--|
| Peaceful        | Peaceful conditions  |
| Peaceful        | Peaceful environment   |
| Peaceful        | Peaceful living  |
| People          | Active residents   |
| People          | Ames is a great town full of friendly people.  |
| People          | Friendly people (7)  |
| People          | Friends  |
| People          | Good people (2)  |
| People          | High quality folks   |
| People          | Kind people  |
| People          | Most people are friendly and helpful   |
| People          | Nice people  |
| People          | People are friendly.   |
| People          | People are nice.   |
| People          | People very friendly   |
| People          | People, for the most part, are nice to deal with.  |
| People          | Quality of residents   |
| People          | The active and ambitious civilians   |
| People          | The friendliness of Ames residents.  |
| People          | The nice people who live in this community   |
| People          | The people (14)  |
| People          | The people - educated and honest   |
| People          | The people are usually darn friendly   |
| People          | The people are usually friendly.   |
| People          | The people in the community  |
| People          | The residents who live here  |
| People          | Well educated  |
| People          | Wonderful people   |
| Pleasant        | Pleasant   |
| Police          | Police enforcement   |
| Progressive     | Progressive  |
| Progressive     | Progressive mentality of City council men  |
| Progressive     | Since moving to Ames the city has brought in new shops and things to do. The overall environment here is upbeat and fun.                 |
| Progressive     | The generally progressive attitudes of the people who live here  |
| Progressive     | Town has grown   |
| Quality of life | Living conditions  |
| Quality of life | No really poor/bad areas.  |
| Quality of life | Quality of life (3)  |
| Quality of life | The quality of life and the community is very high because of those with a vested interest (Property Owners) in improving the community. |
| Quiet           | It's quiet.  |
| Quiet           | Mostly quiet.  |
| Quiet           | Quiet (3)  |
| Quiet           | Quietness  |
| Recreation      | Entertainment opportunities (2)  |
| Recreation      | Golf courses, pool, Ada Hayden   |

|                    |  |
|--------------------|--|
| Recreation         | I love walking out at Ada Hayden.                        |
| Recreation         | Providing entertainment options.                         |
| Recreation         | Rec services   |
| Recreation         | Rec system   |
| Recreation         | Recreation   |
| Recreation         | Recreation opportunities                                 |
| Recreation         | Recreational resources                                   |
| Recreation         | Vacations  |
| Resources          | Access to resources                                      |
| Resources          | Resources available                                      |
| Resources          | Social orgnizations                                      |
| Recreation         | The recs classes & lessons offered                       |
| Safe               | A feeing of safety                                       |
| Safe               | Ames is a safe community. It is very peaceful.           |
| Safe               | Ames is relatively safe                                  |
| Safe               | Feel safe  |
| Safe               | Feeling of safety.                                       |
| Safe               | I feel it is a very safe place to live.                  |
| Safe               | It is pretty safe  |
| Safe               | It is safe.  |
| Safe               | It's a safe community                                    |
| Safe               | Mostly a safe community to raise children.               |
| Safe               | Overall safety   |
| Safe               | Relatively safe  |
| Safe               | Relatively safe, although, that is declining.            |
| Safe               | Safe (8)   |
| Safe               | Safe and secure  |
| Safe               | Safe neighborhoods                                       |
| Safe               | Safe place to live                                       |
| Safe               | Safe town  |
| Safe               | Safe with the exception of rape                          |
| Safe               | Safety (7)   |
| Safe               | Sense of security  |
| Safe               | Very safe community                                      |
| Safe               | Very safe for kids                                       |
| Safe               | We feel safe   |
| Sense of community | A real sense of community.                               |
| Sense of community | Community feel (2)                                       |
| Sense of community | Community life   |
| Sense of community | Community pride  |
| Sense of community | I love the community and culture of Ames.                |
| Sense of community | Sense of community                                       |
| Sense of community | The community!   |
| Sense of community | The sense of community, it is a very homey feeling town. |
| Services           | Access to services (2)                                   |
| Services           | All of the great services all in one town.               |
| Services           | Availability of services                                 |

|           |   |
|-----------|---|
| Services  | Good services   |
| Services  | I believe we receive excellent services for the amount of taxes paid.   |
| Services  | Services (2)  |
| Services  | Services - especially bike paths  |
| Services  | Services for the needy & elderly.   |
| Services  | We get great service on all the services we have.   |
| Shopping  | All of the restaurants and shopping places.   |
| Shopping  | Good shopping   |
| Shopping  | Great retail stores   |
| Shopping  | Improving shopping experience   |
| Shopping  | Like the improvements to The mall and main street.  |
| Shopping  | Lots of shopping options  |
| Shopping  | Shopping is getting better!   |
| Sidewalks | The sidewalks! You can walk on a sidewalk to almost anywhere in town!   |
| Size      | Ames has a good balance between small town values and big city diversity.   |
| Size      | Ames stays small when the kids go home.   |
| Size      | Big enough to have things to do and small enough to know people   |
| Size      | Good sized community  |
| Size      | Good sized community for living a life I can enjoy.   |
| Size      | Great size  |
| Size      | Has a small town feel with all of the grass, trees and clean air  |
| Size      | I love the atmosphere of the town   |
| Size      | It's a big little town.   |
| Size      | It's a big town yet small enough that you know everyone.  |
| Size      | It's a quiet midsized town, not too big, not too small.   |
| Size      | It's not too big and not too small. Perfect place to live.  |
| Size      | It's not too big but just big enough  |
| Size      | It's small town atmosphere. Its small town attitudes are the worst thing, however, if Ames is to grow it must be progressive. |
| Size      | Just big enough to have everything. Small enough to be friendly   |
| Size      | Just the right size for city living.  |
| Size      | Living in community where everyone is your neighbor.  |
| Size      | Nice size - big enough, not too big.  |
| Size      | Not too small, Not too big.   |
| Size      | Sense of township.  |
| Size      | Size  |
| Size      | Size of community   |
| Size      | Size of the city  |
| Size      | Small city - good size, great activities  |
| Size      | Small city with lots of options.  |
| Size      | Small community   |
| Size      | Small enough that getting around isn't difficult.   |
| Size      | Small town atmosphere (3)   |
| Size      | Small town feel   |
| Size      | Small town friendly feel  |
| Size      | The size of the community (2)   |
| Size      | The small town feel to it   |

|                |   |
|----------------|---|
| Size           | With a small town feel.   |
| Smart          | Intellectual community  |
| Smart          | Intelligent atmosphere.   |
| Smart          | Smart community   |
| Summer time    | The laid back summers   |
| Sustainability | Ames has such great potential to be a model community of sustainability, and some of these goals have already had steps taken toward them.                        |
| Sustainability | Strive for renewable energy   |
| Sustainability | Sustainability  |
| Taxes          | Reasonable taxes  |
| Traffic        | Easy driving  |
| Traffic        | Easy navigation of the town   |
| Traffic        | Free of big traffic problems, friendly and easy for a non-driver (my daughter) to get around.   |
| Traffic        | Hassle free traffic   |
| Traffic        | Less traffic, convenient transport  |
| Traffic        | Small traffic   |
| Traffic        | The R.R. that goes through downtown.  |
| Traffic        | Traffic   |
| Traffic        | Without the horrible traffic of large cities.   |
| Trees          | Trees   |
| Upkeep         | Upkeep  |
| Vibrant        | Vibrant (from younger demographics)   |
| Water          | Besides the water tasting better than Boone, there is no much help for people needing help here. Whether it be for food, clothes, energy help, holiday help, etc. |
| Water          | Good water  |
| Water          | Good water quality (2)  |
| Water          | Great water (3)   |
| Water          | Great water quality   |
| Water          | Quality of city water   |
| Water          | Quality of drinking water   |
| Water          | The water (3)   |
| Water          | Water quality (2)   |
| Well managed   | Ames is well maintained.  |
| Well managed   | Well-arranged place to live   |
| Well managed   | Well-governed   |
| Well managed   | Well-maintained and run town.   |

## Additional Comments

- (1) Great things are happening in Ames! ; (2) Positive attitudes, good partnership with ISU + others, campustown, main street. (3) Seriously evaluate if we really need more student housing. (4) If zoning ordinance are in place, "treat" carefully or changing them; (5) Look seriously at how develop more single family home lots that are reasonably priced and in Ames CS / O Ames where feasible.
- (1) Hard to please all of our citizens. (2) Remember - often the negatives are what we hear most - not always representative
- (1) Renovating the "old" Ames train depot would have provided an excellent site for a visitor's welcome center rather than it being used now. (2): Burn pits" in neighborhoods cause as much pollution as burning leaves. Burn pits in neighborhoods cause hot ashes floating through air -smoke odor permeating your home if the windows are open. If you have "burn ban", enforce it! We've phoned the Fire Dept. with concerns and are told burn pits are allowed! Test for "smoke" not smoke odor.
- A former New Yorker (upstate), I have elected to stay in a most enjoyable, hospitable Ames.
- A good city! Well-run. Excellent schools.
- Additional playground equipment would be nice at Teagarden Park.
- Address failure to arrest, prosecute, and convict rapists.
- Adequately charge offenders to pay cost of offenses.
- After living here over 10 years, stopped allowing me to park next to my home -- needed so I could move cars. Live alone and have RA, Argued I'm surrounded by homes with all / partial gravel drives - why me? No response. Created a very difficult situation for me, while I'm surrounded by home with full gravel drives (mine is cement) and they park all over. I think the whole thing has been ridiculous and a large hardship for me, serving no good purpose.
- Although my internet is provided by a private company (ICS), the lack of alternative (thus competition) is concerning. ICS, in a word, sucks.
- Ames is a great community and I would be proud to call it home someday.
- Ames is nice and beautiful but the traffic is horrible and the cost of living is insanely high.
- Ames is out-growing its streets - especially bad / dangerous around the Research Park
- Bills should be online with no additional charge. It shouldn't cost me more to pay bills online.
- City government needs better media relations. During the floods, during VEISHEA 'disturbances', you did a great job managing crises, but could never find a camera or microphone to tell the state about it. Go represent Ames!
- Don't bother with bike paths because bikes are usually on the street anyway!
- Downtown is at the heart of this town if you are not connected with ISU. It needs better cooperation from city and better parking! The facade program has been great. Thank you.
- Electric utility: (1) Review removing street lights in some residential, lower density areas; (2) Improve grid to reduce power outage, especially in business areas (i.e. 413 Northwestern)
- Exterior property standards would be great. Feel free to take a look at our back yard neighbor for explanation. Also love the neighborhood improvement grant which has allowed us to get new park equipment. City staff is friendly and helpful.
- Fix the streets.
- Focus needs to be put on property managements. Many properties are an eye sore and many are slumlords.
- Free yard waste day - allow brush on all days, not just 2X a year. With over an hour wait to dump, need more days to haul brush.

- From the small town I'm from there is a traffic sign of some kind at every intersection. Not here! Even if pedestrians have the right-of-way, if there's no sign, cars will still go. I almost got hit one day while I was walking (in a crosswalk). If not a stop sign, at least yield signs should be put up where there are no signs at all.
- Frustrated with all the running through red lights and stop signs. More visible police force - need additional police and fire employee
- Goal should be more aggressive in pursuing some change
- Great place to live and work. Some minor issues but overall a great job by City of Ames.
- Hope to see more investment in community garden
- How about a fire station for the NW part of the city? We need more reasons to get together as a city. Encourage as festivals and community get together as you can.
- I am a landlord - one property. I live near campus & am frustrated by the condition of rentals in my neighborhood.
- I am not opposed to more taxes to improve things if money is use in correct manner. I feel the money for CyRide, library and art projects is not used in proper manner. More user fees and less tax money should be used to support them.
- I am very pleased with the progressive and forward thinking attitude of the cities citizens.
- I appreciate getting to take part in this survey and hope some continuous improvements are made to Ames because it's a nice place to live.
- I came here from a metro area of 700,000 people and even with all those cars, traffic flowed so much better than here. I always tell my husband if we win lottery, I will hire a traffic engineer to fix all the signal timing and traffic flow problems. That being said, it is honestly the only thing I can complain about living here. All city services are fantastic, schools are outstanding, housing prices are a little high but still good. My husband loves his job and is paid well and we don't plan to ever move out of Ames. We love it here and if the signal timing issues were fixed, I would give Ames an A+. Oh, Sheldon Ave just east of Hyland is in terrible shape. I'm surprised a car hasn't just been swallowed up by one the potholes. It needs to be fixed ASAP because it is awful. Thanks for the chance to give feedback. I appreciate the opportunity!
- I dislike being asked for income level.
- I have grown to really like Ames
- I think Ames is a wonderful place to live and the City of Ames is doing a great job keeping the city looking nice and feeling safe.
- I want to love, appreciate Ames, but I can't when the community of Ames doesn't love and appreciate Ames. The image, to the upkeep and to sacrifice of more taxes to make Ames a better city. People of Ames are satisfied with the central standards of living. Parts of west Ames and North are there, improving! There is no phone reception. Towers are needed near SW Ames.
- I will only repeat drug problems and huge (heavy-duty drugs) and that they are related to the rental subsidy program in which Ames participate for the benefit of rental property owners.
- I wish Ames were visionary once more as it was when Hilton Complex / Resource Recovery Plant / Tree City Status were achieved. Fix up downtown, build a face for I-35 - like IA City, even Story City, and get creative with extra! Use like IA City + some small IA towns - partner with ISU + Alliant.
- I wish landlords were more accommodating of what people make each month and whether or not they are students.
- I would be glad to give up services to hold the line on taxes.
- I'd love to see an indoor pool, not as extensive as the outdoor pool, but similar to it. It's hard to find things to do with children in the long winters.
- I'm on SS and SSI.

- Improve traffic signals. For being a town with the DOT and a university known for its engineering, the flow of traffic is horrible. There are many times when traffic is waiting at red lights, and no cars are going through the intersection.
- Increase speed limit on South 16th. Keep City cleaner / Ditches into town. Economic growth.
- Issues with flooding are the biggest thing. I think that Ames is a really beautiful city, but could have more 'curb appeal' from HWY 30.
- It seems to me that everyone gets along with everyone. **Our mayor is the best - Ann Campbell.**
- Library Newsletter arrives late. Snow removal often blocks cleaned driveways. Northcrest should not get special tax breaks.
- Love living in Ames. Lots of job opportunities and events. Don't agree with having to pay meter downtown (we rarely shop there). I feel if I'm supporting businesses I should pay to do so.
- Make a lane for buses to pull into on main streets (i.e. Hyland, etc.). Traffic stops with the bus.
- Mediacom is terrible
- MICA gets a certain amount of money to help people every year with making their homes because weatherized or desperate repairs. Unfortunately, they get nowhere enough money. So many people desperately are in need this service, but because the budget is so small it isn't available to them for years after they needed the help to begin with.
- More bike lanes.
- More City of Ames/Iowa State University legal party permits. Streamline the application process and keep the police away from such events.
- More effort on promoting vote days; flooding mitigation on Duff.
- More focus on street upkeep as well as expansion due to increasing traffic volume. Train horns are still frequently happening.
- Need more patrols of large trucks parking on streets - tickets of haul away vehicles parked on streets for snow removal.
- Need to re-do traffic on Mortensen and turning from middle school & apartments onto Mortensen.
- No income
- Only real complaint is lack of snow removal on residential streets.
- Overall Ames is super small city. It is above average in almost every area you judge cities on. Keep up the excellent work.
- Overall City of Ames is doing a tremendous job. Snow removal need to be a focus. Having a close eye on rental properties should be other focus. Most of the rental properties exploit the students so much. It seems sometimes the City is colluding with them.
- Overall we love Ames!
- Park restrooms should be open year around. Addition curb appeal on 13th street from Stange to N. Dakota buried lines on this side of town.
- Peace
- Please fix the traffic on Duff and find a way to time the lights. The fact the new hospital addition does not have a helipad is stupid. This is a waste of resources to not include it in the plans.
- Please make the streets safer to travel on after a snow storm!
- Please, please, please work with the city council to provide incentive for people to expand their fiber network here. Just look at how well it benefits Kansas City!
- Please promote sustainable development. Growth at any cost will ruin the city that we know and like.
- Recent contracts between Green Hills and Ames Parks Rec have been great.
- Retired

- Should have police focus more on citing for DWI and DUI than on public intoxication
- Sidewalks + lack of crosswalks on west side of Mortensen Road (near west town) are a huge problem. Need: 1) sidewalks on at least one side of road that extend all the way to South Dakota, and 2) crosswalks for students walking across Mortensen from West Towne apartments to bus stop. With the 40 mph speed unit, it is very dangerous to be crossing that street at the frequency that we do. PLEASE fix this!
- South Duff is a disaster - crazy traffic flow. What is going to happen upstream as well as to the older businesses that can't raise up ground when the next flood happens?
- SSDI income around \$22,000 /year
- Standards for rental properties are unreasonably high. Enforcement of barking dog laws is insufficient.
- Survey is much too long.
- Thank you
- Thank you for giving a chance to rate City of Ames
- Thank you for letting me offer my opinions. As fossil fuels become more costly and less available, Ames will need to come up with more sustainable solutions for energy, transportation, and home operations. I look forward to being a part of our transition, and seeing those changes!
- Thanks for all you do.
- Thanks for asking my opinion.
- Thanks for asking the questions. Plant more trees in the street parking strips. Where possible, remove turf grass & plant native herbs/grass.
- Thanks for caring. I really enjoy living here.
- Thanks for the opportunities to participate.
- Thanks for the survey. Did you know ISU statistics Dept. offer free statistics consulting for non-profit organizations via StatCom program?
- Thanks so much for asking our opinion.
- Thanks.
- The city needs to let go of a few things and enhance smart growth with commercial properties, residential areas + in regards to Iowa State
- The City of Ames should be looking for ways to cut taxes on the people. You don't need more money!
- The city should have more than one litter pick-up day per year.
- The external appearance of my apartment building is usually poor and littered with trash. Also, the intersection of my street and Mortensen is very high-traffic and could use repairs and possibly a traffic light. Overall, however, I love living in Ames and wouldn't move for the world.
- The library could benefit from some "quiet areas". It is too noisy now. Thanks for such good maintenance on park trails in winter!
- The only complaint I have about Ames is the jaywalking. I'm not sure if there's anything that can be done, but something needs to be addressed out of the safety of pedestrians + drivers.
- Things that most bug me: Noise, litter, barking dogs.
- This city gives the best life of big city - small city - quality of life is the best. My oldest daughter graduated from ISU and went to Myrick Beach. She is back - Ames is the best place to raise a family and the quality of life is like nowhere else.
- This is a good idea!
- Trails between Souths 4th + South 16th. I don't feel safe walking alone. Several homeless tried to start conversation & one started follow until his buddy grabbed his arm & stopped him. Most were minding their own business or reading which is fine and non-threatening & this was between 4 and 4:30 pm.

- Unfortunately, Ames is lacking in shopping, good restaurants. It is in many ways a small town and backwards.
- Very dissatisfied we were not able to keep Carr Pool. Keeping up our older buildings & reusing them, like City Hall.
- We don't need more free yard waste "days" - Need a regular drop off location - weekly, monthly, something. Need to do much better job coordinating traffic signs, controls at peak times - ex: 13th / Stange at 5 pm - Ridiculous to have traffic backed up all the way to Pammel Drive
- We love Ames, and are considering a permanent residency here in the future. We would love to be able to learn more about things like school districts, business developments, and other updates on why someone should want to live in Ames!
- We love living in Ames!
- We need a professional beauty supply store.
- We need light on Exit 113 on I35 North. It is very dark at night.
- We really like Ames. I have a graduate degree from ISU - knew it was a place I wanted to come "home" too. Really like the library. Quality of life here is great. Appreciate all city services.
- We used to live in Eugene, OR. Ames should study cities like Eugene and use them as a template to improve our bike path system.
- We're being invaded by Spain and mermaids are real. Eat more chicken. John dies at the end.
- Will you please expand and renovate the city gym! It's a joke - Plus the Youth and Shelter Service Kids terrorize the place when they come in. Their babysitters are a complete joke as well.
- With the natural disasters, we do what we can, and make the best of it.
- Would like to see the city enforce no-smoking on sidewalks outside of cars, especially on Main. Also the disposal of cigarettes on public property. The parking spaces outside of bars on Main are always occupied by bar patrons for many hours presenting use by business patrons!