

33rd Annual Report

**Ames Residential
Satisfaction Survey**

2015



33RD ANNUAL STATISTICAL REPORT

The City of Ames, Iowa, conducts an annual satisfaction survey of community residents. In May 2015, the City mailed questionnaires to 1,350 city residents whose names were randomly selected from the City of Ames utility users list (population=20,487). Additionally, 1,250 Iowa State University students were randomly selected from a mailing list generated by the ISU Office of the Registrar. Stratified random sampling was used to have representation from the students based on classification (senior to graduate levels). First year students were intentionally excluded in the ISU sample due to their minimal exposure and use of City of Ames' services. Utility bill customers received a 16-page survey booklet via U.S. Mail. The booklet included standard benchmarking questions, as well as issue-related questions written specifically for this survey. The ISU students received the same survey via email developed using the Qualtrics Survey Software. This questionnaire includes new questions formulated specifically for this survey. 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 517 respondents who returned usable questionnaires (311 from the Ames residents (60%) and 206 from ISU students (40%). Online survey for ISU students generated 253 surveys, of which 206 were useable. Some ISU students looked at the survey but did not respond to any of the questions.

Response rate for Ames residents group was 23% and 16% for ISU students. Overall response rate for this year is 19.9%, which is comparable to last year (20%).

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 517 indicated that we are 95% confident that the questions are within +/-4.29% 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://factfinder2.census.gov/faces/nav/jsf/pages/community_facts.xhtml

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 2009-2013 American Community Survey (ACS). Columns 3-7 show personal and social characteristics of individuals who completed surveys between the years of 2011 and 2015. Of the respondents in this year's survey, there are more female respondents than male (55% and 45%, respectively). Male respondents are slightly lower than the 2009-2013 ACS http://factfinder.census.gov/faces/nav/jsf/pages/community_facts.xhtml

Sixty-six percent (66%) of the respondents have at least college degree, which is same as in 2014 and slightly higher than the 2009-2013 ACS (62%). Thirty-eight percent of respondents are employed full-time and 36% are full-time students. Only 1% of the respondents are unemployed, which is the same as in 2014. More than a quarter (31%) of respondents reported their household income to be less than \$25,000, 17% report their income is between \$25,000 and \$49,999, 25% report earning \$50,000 to \$99,999, and 27% of respondents make more than \$100,000 annually. Compared to last year's survey, there are more respondents with a household income of \$100,000+ (27% for 2015 and 23% for 2014). Compared to 2009-

2013 ACS, only 17% of Ames households earn \$100,000+. In general, household income of our respondents is higher compared to 2009-2013 ACS.

Table 1. 2015 Ames Resident Satisfaction Survey respondent characteristics (%)

Characteristics	2009-2013 American Community Survey	Survey Year				
		2011	2012	2013	2014	2015
Years lived in Ames						
Less than 1 yr	-	<1	1	3	1	2
1-3 yr	-	27	21	26	25	30
4-6 yr	-	16	17	14	15	13
7-10 yr	-	8	10	9	10	7
More than 10 yr	-	49	51	48	50	48
Gender						
Female	47	49	52	52	54	55
Male	53	51	48	48	46	45
Age						
18-24	49	24	20	26	25	29
25-44	25	31	33	25	28	25
45-64	17	28	26	28	24	25
65-74	5	7	9	12	14	11
Over 75	4	10	12	9	9	10
Education						
Some HS	3	1	<1	1	1	<1
HS diploma	12	5	8	8	6	6
Some college	24	27	24	29	27	28
College degree	35	29	26	25	24	24
Some grad work	27	11	10	8	11	11
Graduate degree		27	31	28	31	31
Employment status						
Full-time student	-	31	25	29	35	36
Employed part-time	93	22	25	24	29	29
Employed full-time		43	42	40	39	38
Retired	-	20	22	23	21	22
Unemployed	7	9	3	2	1	1
Full-time homemaker	-	4	4	3	2	2
Household income						
Less than \$25,000	32	30	29	30	32	31
\$25,000-\$49,999	24	19	19	17	15	17
\$50,000-\$74,999	16	20	15	18	16	14
\$75,000-\$99,999	11	12	11	12	15	11
\$100,000 +	17	19	26	24	23	27

In term of race and ethnicity, 94% of the respondents were Whites (95% for non-ISU student and 92% for ISU students). Six percent of the ISU student respondents were Asian. However, only 4% indicated that they were Hispanics or Latinos (4% for both ISU student and non-ISU student respondents).

More than half (56%) respondents own their residence, the others (44%) rent. The majority of renters (72%) reported renting due to their short-term stay in Ames. Other reasons for renting were lack of adequate income (32%), followed by little or no upkeep (26%). Reasons for renting are shown in Table2.

Respondents who are homeowners differ from renters on several personal and social characteristics. Homeowners have lived in Ames longer than renters (24.7 years and 5.8 years, respectively). Of those who have lived in Ames more than 10 years, nine in 10 (89%) are homeowners. Of those who have lived in Ames for four to 10 years, two-thirds (67%) own their home. More than half (62%) of renters have lived in Ames for four years or less.

Not surprisingly, respondents who are homeowners (56.8 years old on average) tend to be older than renters (26.2 years old on average). Of those between 25 and 44 years old, about half (46%) are homeowners. Of those between the ages of 45 to 64, nine in 10 (92%) are homeowners. In contrast, 92% of those under 25 years of age rent, and 91% of fulltime college students currently rent. For those who have at least completed college, 62% are homeowners and 38% are renters. Finally, homeowners typically have bigger household income than renters. Eighty-one percent of homeowners earn \$50,000 or more, whereas only 14% of the renters earn more than \$50,000. (Figures from this paragraph are not shown in any tables.)

Table 2. Housing characteristics

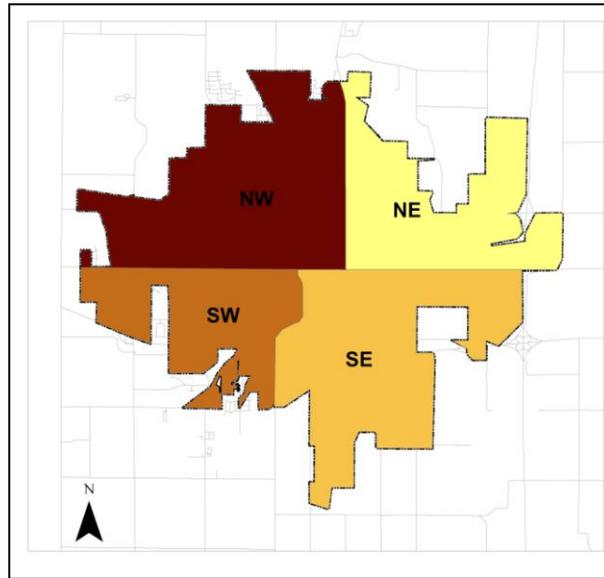
Characteristics	2009-2013 American Community Survey	Survey Year				
		2011	2012	2013	2014	2015
Percent						
Housing type						
Rent	58	40	41	40	43	44
Own	42	60	59	60	57	56
If rent, for what reason?						
Short term stay in Ames	-	58	56	59	60	72
Lack of adequate income	-	41	53	52	42	32
Little or no upkeep	-	32	31	35	38	26
More security	-	5	7	12	13	3
Location of home						
Northwest	-	48	46	47	48	50
Southwest	-	23	25	28	25	25
Northeast	-	16	17	15	16	13
Southeast	-	13	12	10	11	13

Respondents also were asked about the place where they live. As seen on Figure 1, half (50%) of the respondents reside at the northwest part of the city (48% in 2014), 25% from southwest (25% in 2014), 13% from southeast side (11% in 2014), and 13% from northeast (16% in 2014).

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

Figure 1. Geographic Sections

- 50% = Northwest
- 25% = Southwest
- 13% = Northeast
- 13% = 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 the city to spend the same amount as previous year for all of the 10 services mentioned. The category “other” received 11 responses.

On a scale of 1 to 3 (1 being less spending, 2 as the same, and 3 as more), only two programs were rated below 2.0. These include arts programs and Ames Public Library. These programs got the highest rating on spending reduction (29% for arts programs and 26% for Ames Public Library). It’s important to note that the Ames Public Library recently completed an large renovation and addition.

Of those selecting “spend more,” 33% of respondents wanted to spend more on CyRide (public transit), followed by 28% who would like to see more money spent on recreational opportunities, Ames Animal Shelter & animal control (23%), , law enforcement (21%), and human service agency funding (ASSET)(21%). 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>	
CyRide (public transit) (n = 477)	8.8	58.7	32.5	2.2
Fire protection (n = 474)	4.2	77.6	18.1	2.1
Recreational opportunities (n = 478)	14.6	57.1	28.2	2.1
Ames Animal Shelter & animal control (n = 471)	11.7	65.0	23.5	2.1
Human service agency funding (ASSET) (n = 474)	14.0	65.4	20.6	2.1
Law enforcement (n =476)	15.0	64.0	21.0	2.1
Parks activities (n = 476)	17.2	64.9	17.9	2.0
Land use planning (n = 473)	19.9	63.0	17.1	2.0
Arts programs (n = 476)	28.6	55.0	16.4	1.9
Ames Public Library (n = 476)	26.5	61.3	12.2	1.9

Other (n=11)

- City Workers (less)
- Inspection Dept. (less)
- Visitor advertising (less)
- More Dog parks, especially in residential areas. Also community gardens
- Need indoor pool (more)
- Public toilets (more)
- Snow removal (more) (2)
- Snow removal / winter road treatment (more)
- Ways to stop urban sprawl and limit growth (more)
- Work toward extending CyRide to outlying areas - west Ames, south Ames

Table 4 shows trends in spending preferences, and looks at “spend more” responses. From 2011 to 2015, there was a slight increase in more spending on the following services: recreational opportunities, Ames Animal Shelter and Animal Control, arts programs, Human Service Agency funding (ASSET), and fire protection programs. However, there was a decrease in the number of respondents who wanted to spend more on the following services: land use planning, Ames Public Library, and law enforcement.

Compared with previous years, there was a noticeable increase in more spending on CyRide (33% in 2015 vs. 22% in 2014).

The table also shows that recreational opportunities, CyRide, Ames Animal Shelter and Animal Control, and Law Enforcement over the five year period were 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>2011</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>
	Percent				
CyRide (public transit)	23	25	22	22	33
Recreational opportunities	20	21	25	26	28
Ames Animal Shelter and Animal Control	20	20	22	22	23
Law enforcement	20	23	22	21	21
Human Service Agency funding (ASSET)	19	23	27	20	21
Park activities	13	20	17	19	18
Fire protection	14	16	16	16	18
Land use planning (Both current and long-term)	15	15	17	20	17
Art programs	14	14	16	16	16
Ames Public Library	21	22	19	13	12

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.

Transit system (CyRide)

- Newer residents (13 years in Ames)
- Younger respondent (37 years of age)
- Full-time ISU student
- Renter
- Some college
- Part-time employed
- Under \$25,000 (household income)

Human service agency

- Female respondents
- Less than high school

Recreational Opportunities

- Newer residents (12 years in Ames)
- Younger respondent (37 years of age)
- Full-time ISU student
- Renter

- Full- time homemaker
- \$200,0000 or more (household income)

Ames Animal Shelter and Animal Control

- Younger respondent (38 years of age)

Law enforcement

- Long-term residents (21 years in Ames)
- Older respondent (50 years of age)
- Female
- Not a Full-time ISU student
- Homeowner
- Retired

Ames Public Library.

- Newer residents (12 years in Ames)

Land use planning (both current planning and long term)

- Newer residents (14 years in Ames)
- Younger respondent (39 years of age)
- Full-time ISU student
- Renter

Parks Activities

- Newer residents (11 years in Ames)
- Younger respondent (38 years of age)

Fire protection

- Long-term residents (21 years in Ames)
- Older respondent (49 years of age)
- Less than HS diploma
- Unemployed

Arts Programs (Public Art &COTA)

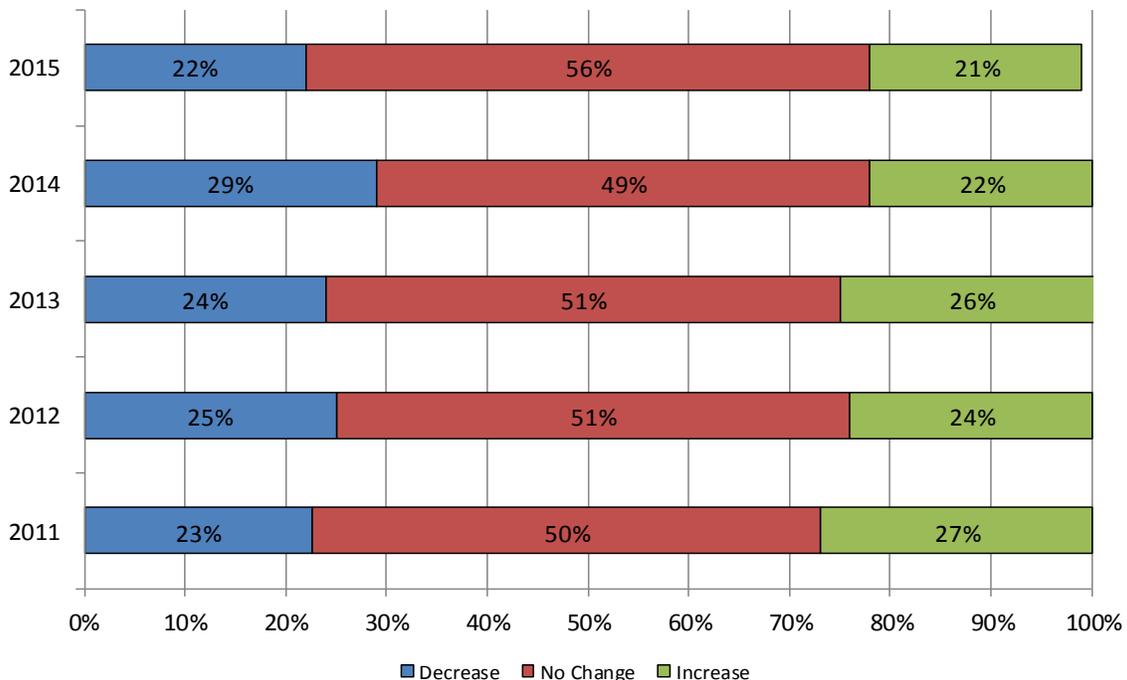
- Newer residents (142years in Ames)
- Younger respondent (39 years of age)
- Full-time ISU student
- Renter

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

Program	Yrs. Lived in Ames	Age	Gender	ISU full time student	Home ownership	Education	Employment	HH Income
Art programs (Public Art & COTA)	Newer residents (12 years in Ames)	Younger (39 years)		ISU student	Renter			
Fire protection	Older residents (21 years in Ames)	Older (49 years)				Less than HS diploma	Unemployed	
Human Service Agency funding (ASSET)			Female			Less than HS diploma		
Law enforcement	Older residents (21 years in Ames)	Older (50 years)	Female	Resident	Homeowner		Retired	
Ames Animal Shelter and Animal Control		Younger (38 years)						
Ames Public Library	Newer residents (12 years in Ames)							
Land use planning (Both current and long-term)	Newer residents (14 years in Ames)	Younger (39 years)		ISU student	Renter			
Park activities	Newer residents (11 years in Ames)	Younger (38 years)						
Recreational opportunities	Newer residents (12 years in Ames)	Younger (37 years)		ISU student	Renter		Full-time homemaker	\$200,000 or more
CyRide (public transit)	Newer residents (13 years in Ames)	Younger (37 years)		ISU student	Renter	Some college	Part-time employed	Under \$25,000

Residents were asked how much they thought property taxes should be adjusted next year in light of their spending priorities. Figure 2 illustrates how respondents have answered this question over the past 5 years. The figure shows variation in responses to this question over time. Compared to previous years, the 2015 results showed a decrease in preference for a decrease in property tax. Twenty-two percent (22%) of the respondents would like to see a decrease in property tax (29% in 2014). More than half (56%) suggested no change (49% in 2014) and only 21% suggested an increase (22% in 2014).

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



Capital Improvement Priorities

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=very unimportant, 2=somewhat unimportant, 3=somewhat important and 4=very important). Reconstructing existing streets was rated as somewhat or very important by 88% of the respondents and represented the No. 1 capital improvement priority.) Traffic flow improvement was noted as the second most important capital improvement project, followed by storm water drainage improvements, bike path improvements, improvement to existing parks, and improvements to Ames Municipal Airport. Forty-eight responses were given to “other.”

Table 5. Capital improvement priorities

	<u>Somewhat or Very Unimportant</u>	<u>Somewhat or Very Important</u>	<u>Average*</u>
	<u>%</u>	<u>%</u>	
Reconstructing existing streets (n = 510)	11.8	88.2	3.31
Traffic flow improvement (n = 514)	16.0	84.0	3.29
Storm water drainage improvements (n=504)	22.4	77.6	3.05
Bike path improvements (n=510)	28.6	71.4	2.89
Improvements to existing parks (n=505)	32.5	67.5	2.72
Improvements to Ames Municipal Airport (n= 498)	75.7	24.3	1.94
Other important projects (n=48)	8.3	91.7	3.58

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

Other responses:

- Bike paths/lanes
 - Need more bike lanes/path on streets. I would commute more by bike if lanes were provided.
 - Consider painting bike lanes green, as has been done with positive effect in other cities
- CyRide
 - CyRide route added from south of campus to campus
 - More CyRide routes
- Housing
 - Better use of some derelict buildings or Brownfields/repurchasing older or unused property
 - More affordable housing
- Parking
 - Constructing further public parking lots around the campustown area.
 - More parking availability in campustown and more free parking options
 - Parking could be better
 - Streets that allow all day/night parking without having to switch sides
- Snow removal
 - Snow removal on street
- Street improvement
 - Beautification of S. Duff and Lincoln Way

- Extend Grand Ave south
- Fix Duff railway crossing
- Improve Duff
- Improve sidewalks so that they don't randomly switch sides of the road
- More sidewalk
- Pedestrian sidewalks
- Sidewalk sweeping
- Fix old sidewalks - fill gaps
- Traffic
 - Additional stoplights and lanes in Mortensen St.
 - Left arrow for all directions at 13th and Grand
 - Lower speed limits throughout the city on major streets
 - S. Duff traffic control/flow/congestion
 - Stop light timing
 - Traffic lights, the one coming off of Beach from (Maple-Willow-Larch) onto Lincoln Way is terrible. There needs to be a green arrow for people turning left. Every time I try to turn left, I have to turn on red because the green has already timed out due to oncoming traffic. There is a constant threat of being hit by oncoming traffic- NOT good
- Transportation
 - Ames to other city transport
 - Multi-use/multi-modal transit
- Walking/running paths
 - Adding walking/running paths
 - Walkability issues
- Artwork, Cyclone
- Ames High School gymnasium bathrooms
- New Retail Store (mall)
- Crime
- Night sky: less light pollution
- Convention center
- Dog Parks near where people live, community gardens at residential areas
- Internet Signal Strength
- Need new indoor pool
- Night sky: less light pollution
- No horns for trains on north/south tracks.
- Non-smoking area near bus stations
- Protection of natural areas
- Public toilets please, are needed
- Recycling option

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 capital improvement projects have been consistent: reconstructing existing streets, followed by traffic flow improvements, and storm water drainage. There is an increase in the number of respondents who think traffic flow (77%) and bike path (71%) improvements should be treated as priority projects compared to the past four years.

This year “improvements to Ames Municipal Airport” was added to the question, and 24% of the respondents indicated that this was important. (Library Improvements was removed from the survey following the completion of the Ames Public Library renovation and addition.)

Table 6. Trends in capital improvement priorities

Service	Survey Year				
	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>
	Percent very or somewhat important				
Reconstructing existing streets	84	84	88	86	88
Traffic flow improvements	71	71	75	76	84
Storm water drainage improvements	77	74	78	76	77
Improvements to existing parks	59	65	66	66	68
Bike path improvements	56	63	61	66	71
Library improvements	59	61	69	58	-
Improvements to Ames Municipal Airport	-	-	-	-	24

Table 7 shows the ranking distribution of capital improvements priorities. Traffic flow improvements were ranked as first and second highest priorities with storm water drainage improvements as the third choice. (Table 7)

Table 7. Ranking of Capital Improvement Priorities

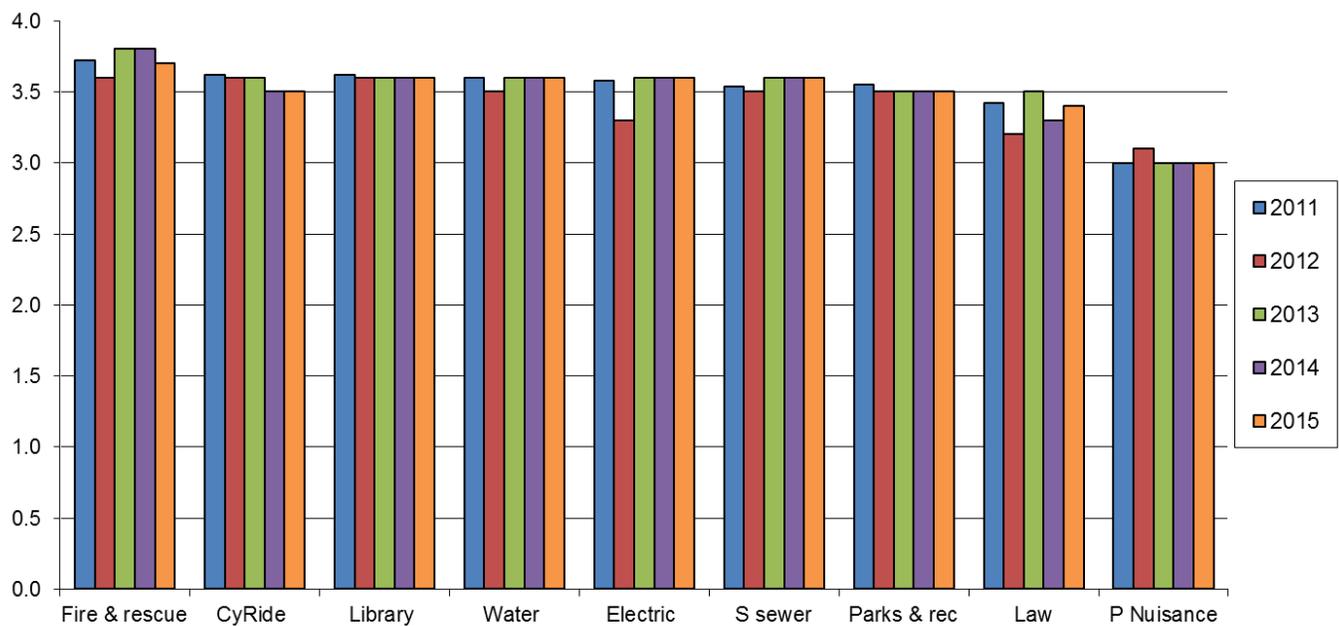
Capital Improvements	1st Priority (n=510)	2nd Priority (n=505)	3rd Priority (n=499)
Traffic flow improvements	<u>33%</u>	22%	20%
Reconstructing existing streets	32%	<u>26%</u>	17%
Storm water drainage improvements	13%	21%	<u>22%</u>
Bike path improvements	13%	14%	17%
Improvements to existing parks	5%	11%	17%
Improvements to Ames Municipal Airport	1%	3%	4%
Others	3%	2%	2%

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 2011 to 2015, all of the nine services were rated high (satisfied to very satisfied) by the respondents. In 2015, the levels of satisfaction of seven out of the nine services stayed the same as last year. Satisfaction level for Fire & Rescue services slightly decreased, but level of satisfaction regarding law enforcement slightly increased from last year (2014).

Figure 3. Perceived Satisfaction Levels on Services, 2011-2015



*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 services remained high in 2015, with seven 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”)

	Very/Somewhat Dissatisfied	Very/Somewhat Satisfied
Fire rescue services (n=375)	2%	98%
Sanitary sewer service (n=428)	4%	96%
Electric services (n=442)	5%	95%
Parks & recreation services (n=435)	5%	95%
Water service (n=454)	5%	95%
Library services (n=396)	5%	95%
CyRide bus services (n=393)	9%	91%
Law enforcement services (n=432)	11%	89%
Public nuisance enforcement (n=376)	27%	73%

Police Department

Respondents’ preference for future emphasis for Police Department activities is shown in Table 9. In Table 10, the preferences are tracked over 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 sex-related offenses investigation, 47% of respondents said it should receive more emphasis while 2% suggested less emphasis. Just over one-third of the respondents (38%) said parking laws enforcement should receive less emphasis, 19% for speed limit enforcement, 14% for noise laws and nuisance party enforcement, 13% for alcohol-related crime enforcement, and 12% for illegal drug use prevention and enforcement. 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>
Sex-related offenses investigation (n = 457)	2%	51%	47%
Illegal drug use prevention and enforcement (n = 454)	12%	53%	35%
Domestic violence & family dispute resolution (n = 458)	2%	63%	35%
Violent crimes investigation (n = 454)	1%	65%	34%
Crime prevention and education activities (n = 457)	2%	66%	32%
Alcohol-related crime enforcement (n = 459)	13%	58%	29%
Bad checks, fraud, & identity theft investigation (n= 455)	2%	71%	27%
School resource officer services (n = 457)	7%	74%	19%
Residential patrolling (n = 460)	7%	75%	18%
Noise law and nuisance party enforcement (n = 456)	14%	69%	17%
Juvenile crimes investigation (n = 454)	5%	78%	17%
Traffic control and enforcement (n = 459)	8%	76%	16%
Animal control and sheltering (n = 459)	10%	76%	14%
Speed limit enforcement (n = 461)	19%	67%	14%
Business district patrolling (n=453)	10%	84%	6%
Parking laws enforcement (n = 459)	38%	58%	4%

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

This year the emphasis on domestic violence/family dispute resolution (35%) increased by 6% from last year (29%). Additionally, respondents felt that the police department should concentrate more on violent crimes investigation, crime prevention and education activities, and bad checks.

Responses on “more emphasis” on these activities range from 27% to 34%, which were higher than the 2014 data. However, there was a decrease in “more emphasis” in these police activities compared to 2014 data: illegal drug use prevention and enforcement, alcohol-related crimes enforcement, residential patrolling, school resource officer services, noise laws and nuisance party enforcement, juvenile crimes investigation, parking laws enforcement and business district patrolling. The “same” emphasis includes traffic control & enforcement, animal control & sheltering, and speed limit enforcement should be the same as last year.

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

<u>Police Department activity</u>	Survey Year				
	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>
	Percent				
Sex-related offenses investigation	40	41	40	41	47
Illegal drug use prevention and enforcement	43	45	43	40	35
Domestic violence/family dispute resolution	31	30	31	29	35
Violent crimes investigation	35	36	38	33	34
Crime prevention and education activities	27	30	33	30	32
Alcohol-related crimes enforcement	26	29	31	37	29
Bad checks, fraud & identity theft investigation	25	28	24	26	27
School resource officer services	18	19	24	21	19
Residential patrolling	22	21	23	22	18
Noise laws and nuisance party enforcement	20	16	19	23	17
Juvenile crimes investigation	23	18	21	18	16
Traffic control and enforcement	17	16	13	16	16
Animal control and sheltering	15	9	16	14	14
Speed limit enforcement	18	17	13	14	14
Business district patrolling	6	7	11	9	6
Parking laws enforcement	5	5	5	6	5

Additional Comments

The majority of respondents who wrote comments commended the police department for doing a good job saying the police were excellent and very professional. Their interaction with the police had been positive (i.e. polite and understanding), and they generally feel safe with their encounter with the Ames Police Department. There were several respondents who said they could not comment on the performance of the police department because they had no experience dealing with the police.

Other comments regarded services that police department should improve including parking enforcement and the suggestion there was too much emphasis on minor crimes (especially by the students). Some respondents suggested the police department could do more with better funding, and its presence in public schools can help children and have a positive impact. At the high school, a section on law enforcement as a career was suggested.

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



Fire Department

Fire Department activities also were addressed in the survey. In Table 11, respondents' satisfaction ratings are illustrated. Almost all of the respondents were somewhat/very satisfied with efforts at putting out fires (98%) and ambulance assistance (97%), followed by 94% for fire prevention education and outreach, and 86% for home business safety inspection. A substantial number of respondents indicated that they did not know how satisfied they were with each of these activities, and these individuals were excluded from the data in Table 11.

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

Fire Dept. Activity	Very/Somewhat Dissatisfied	Somewhat/Very Satisfied
Putting out fires (n=241)	2%	98%
Ambulance assistance (n=230)	3%	97%
Fire Prevention education & outreach (n=240)	6%	94%
Home & business safety inspections (n=197)	14%	86%

Additional Comments

Residents of Ames were quite happy with the services provided by fire department especially its prompt and quick response to both ambulance and fire rescue. Adjectives used to describe the personnel were well prepared, well-trained, great, and heroes. Presence of firemen at neighborhood picnics was appreciated.

Several respondents could not comment because they never had any instances where they needed the services from fire department. Focusing on installing free fire/smoke alarms in residential homes was recommended by respondents. This service is being offered in Des Moines and they feel that Ames should probably do that, too.



Actual responses can be seen at the appendix.

Ames Electric Service

The number of respondents who have experienced a power outage fluctuates every year. In 2011, after a year of challenging weather, 60% experienced power outage and the number increased to 65% in 2012. This year the number dropped to 35% (Table 12).

Respondents observing a burned out street light decreased from 43% in 2012 to 35% in 2015. Twelve percent of respondents experienced power surge which affected their computer operation, a decrease of 6% from the previous year. Of the 11% who reported a burned-out light, 76% said that the light was repaired within 10 days, while 16% 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>2011</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>
	Percent who responded "yes"				
Experienced power outage	60	65	54	53	35
Observed burned out streetlight	38	43	40	37	35
Experienced power surge which affected computer operations	16	22	17	18	12
Reported burned out light	14	13	12	12	11

Satisfaction with various services provided by the Ames Electric Services is shown in Table 13. “Does Not Apply” responses were excluded in this analysis.

Ninety-eight percent of Ames customers were somewhat or very satisfied with power quality. More than half (62%) of respondents were very satisfied with the ease of reporting an outage and the response of employees (60%). Likewise, 57% were very satisfied with the time to restore service after an outage.

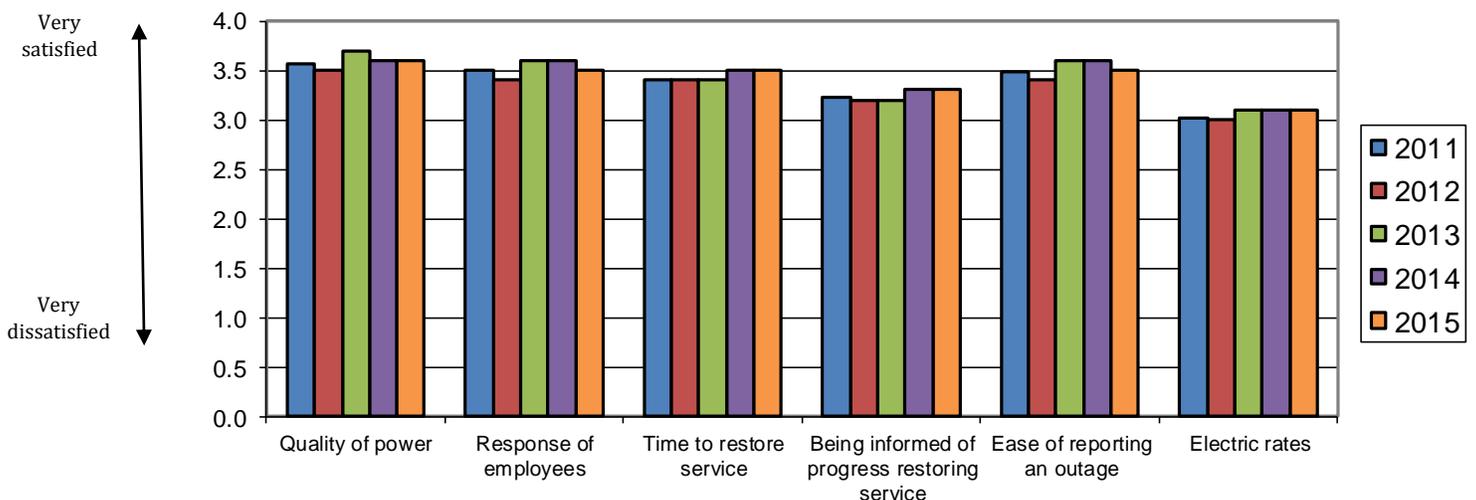
This trend is almost the same in the past five years from 2011 to 2015. Generally, the respondents were satisfied with the services received from electric department. The lowest rating was given to electric rates (Figure 4).

Table 13. Satisfaction with Electric Department services

Electric Department Services	Very Dissatisfied	Somewhat Dissatisfied	Somewhat Satisfied	Very Satisfied	Does not Apply*
The quality of power (n = 333)	1%	1%	30%	68%	7%
Ease of reporting an outage (n = 216)	1%	6%	31%	62%	39%
Response of employees (n = 217)	1%	5%	34%	60%	39%
Time to restore service (n = 223)	1%	4%	38%	57%	37%
Being informed of progress restoring services (n= 233)	3%	9%	36%	52%	34%
Electric rates (n = 340)	3%	16%	51%	30%	5%

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

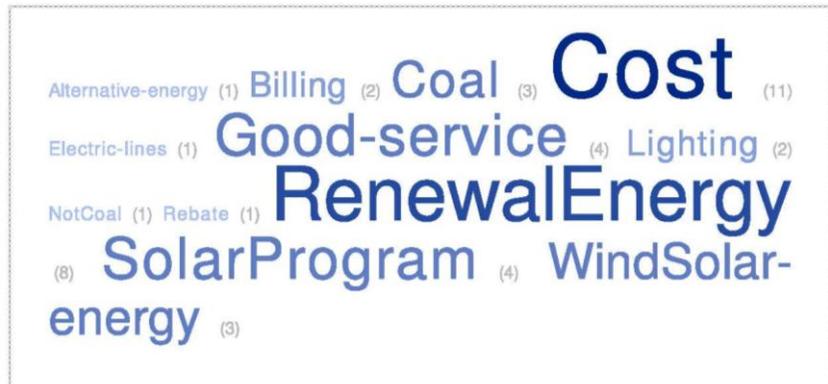
Figure 4. Satisfaction with City Electric Department activities, 2011-2015



The respondents were also asked if they are willing to pay a premium on your utility bill to cover the higher costs of purchasing and producing renewable energy. Fifty-six percent of respondents said yes. Among those who are willing to pay a premium, more than half were willing to pay a 5% increase, 29% were willing to pay a 10% increase, and 5% were willing to pay a 20% increase.

Additional Comments

A number of respondents wrote comments on the performance of the electric department. Their main concern was mainly cost of the existing electricity and purchasing and producing renewal energy. These residents don't want to incur any increase in their electric bills. Some commented on installing residential solar panels, but expressed concerns about cost and the feasibility of this long-term investment. Other issues mentioned were the electronic billing with fees, street lighting, use of coal, renewal energy and its implications (i.e. solar programs). (For details on the actual responses, please see the appendix).



Water and Sanitary Sewer Utilities

Nearly all of the respondents (88%) 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 (94%), rust (87%), disagreeable taster or odor (84%), too little pressure (81%), sediment (80%), and hard water (79%).

Only 2% to 13% 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. Nine percent experienced seven or more times of hard water last year. (Figure 5a)

For the past five years, the frequency of occurrence of no reported water problems is consistent. (Figure 5b)

Figure 5a. Frequencies of water service problems, 2015

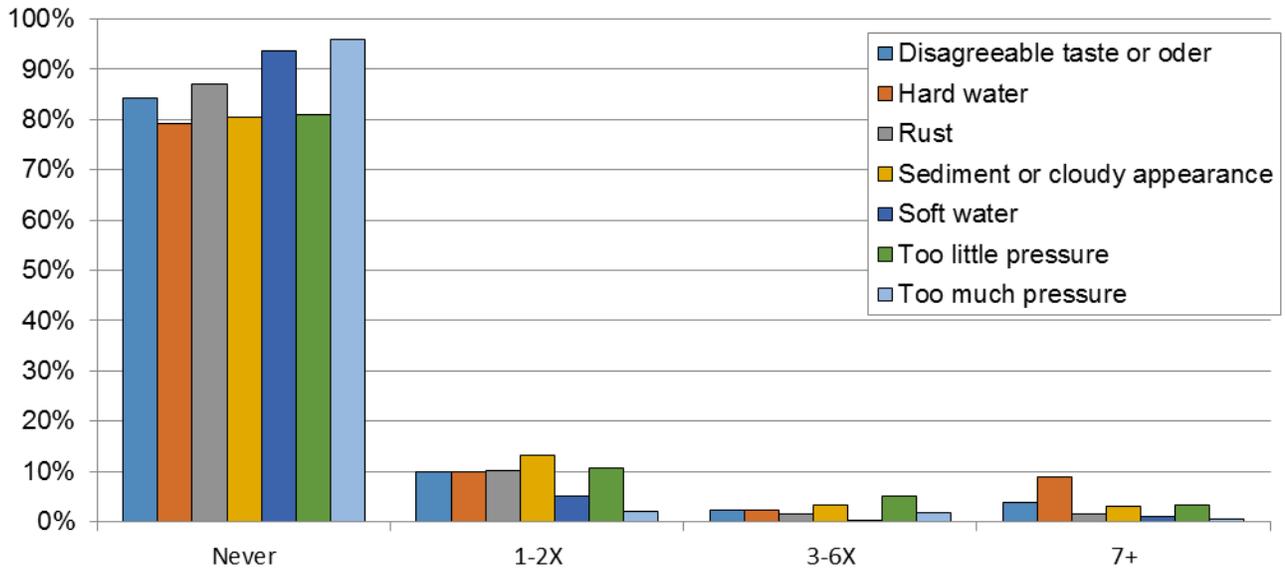
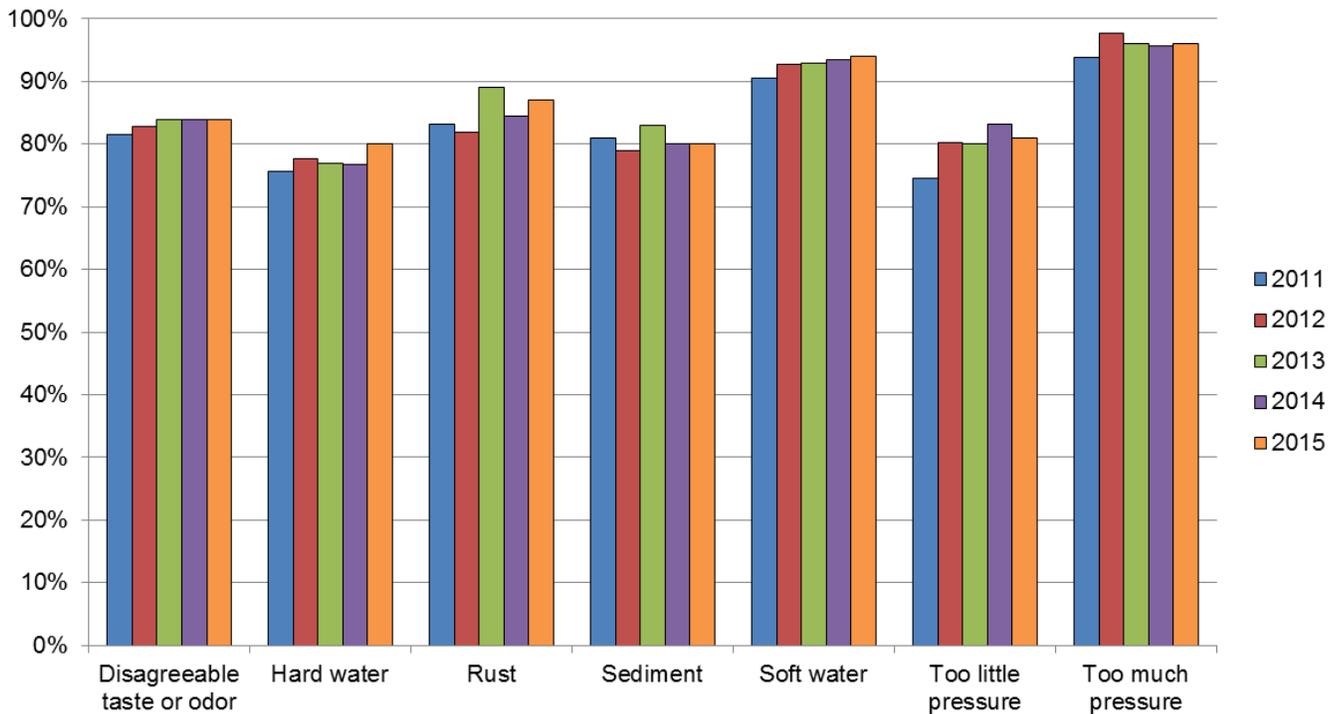


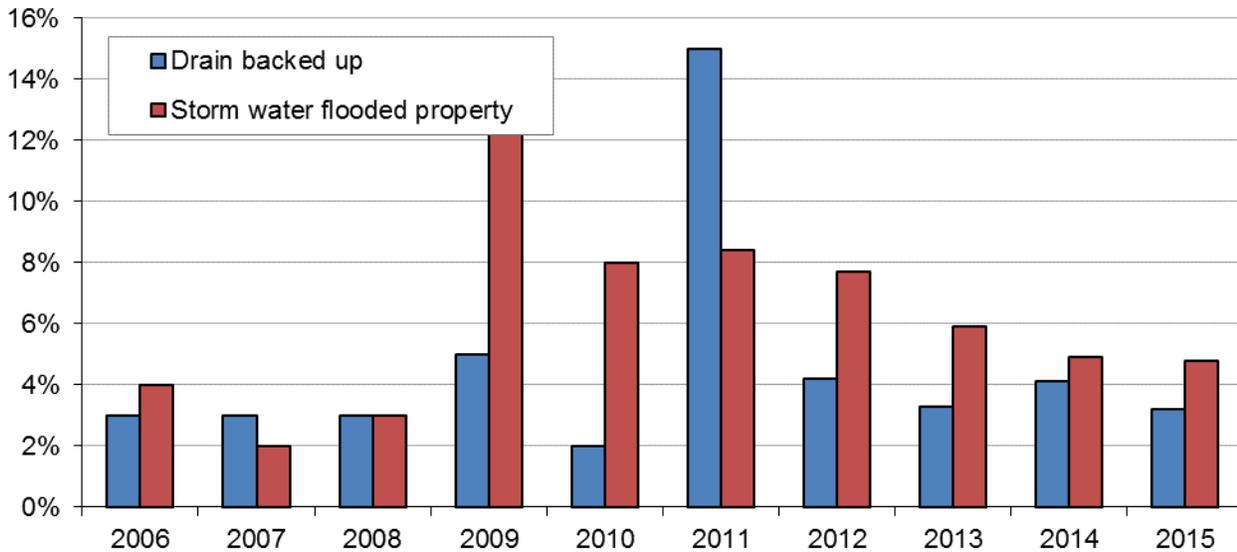
Figure 5b. Respondents Reporting No Water Service Problems, 2011-2015



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, 15% reported the problem to the city.

Finally, residents were asked whether the storm water flooded their property from a city street. In 2015, storm water flooding was reported by 20 respondents or 5% (Figure 6). Of the 20 respondents who experienced flooding, 30% (n = 6) reported the problem to the city. When asked how satisfied they were with the city’s response to the flooding problem, 67% said they were very dissatisfied. The graph below indicates that problems related to city’s sewer system decreased from 2011 to 2015 and remained the same from 2014 to 2015, although there is a slight decrease in sewer system that caused a back-up in basement/home.

Figure 6. Respondents’ experience with city sewer system problems, 2006-2015



Satisfaction with services of City Water & Pollution Control Department is reported in Table 14. Eighty-two percent of the respondents were satisfied (somewhat and very satisfied combined) with water quality. Three-fourths or more were satisfied with sewer and water rates (79% and 94%, respectively).

Table 14. Satisfaction with Water & Pollution Control Department services

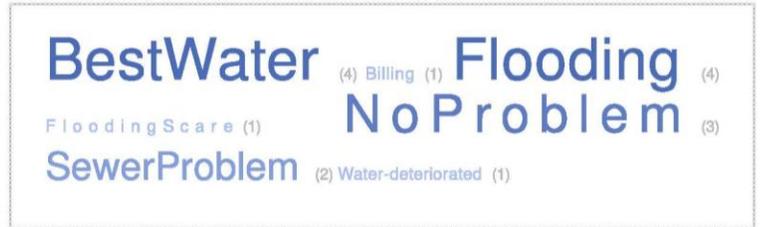
	<u>Very dissatisfied</u>	<u>Somewhat dissatisfied</u>	<u>Somewhat satisfied</u>	<u>Very satisfied</u>	<u>Does not apply*</u>
Water quality (n = 401)	2%	17%	51%	31%	3%
Water rates (n = 401)	1%	5%	27%	67%	10%
Sewer rates (n = 402)	4%	17%	49%	30%	11%

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

Additional Comments

Generally, the respondents are very happy with the quality of water in the city. Some specifically mentioned that they did not have any problem related to water and water pressure. However, flooding in basements especially after significant rainfall was a concern.

For exact wording of comments, please see the appendix.



Neighborhood Nuisance Enforcement

Respondents’ satisfaction with enforcement efforts against neighborhood nuisances is illustrated in Table 15. Among those who expressed opinions, more than 60% were “somewhat” to “very satisfied” with each enforcement effort related to front yard parking on residential property (76%), noise limits (75%), over occupancy in rental property (71%), yard upkeep (71%), property upkeep (68%), and junk on property such as old cars, tires, furniture, garbage (64%). The average satisfaction is moderate (level ranges from 2.84 to 3.00). Between 31% and 50% respondents indicated they did not have an opinion on each of these activities. These individuals were excluded from the denominator when percentages for “satisfied” and “dissatisfied” were calculated.

When satisfaction level was compared against geographic characteristics of the respondents, the level of satisfaction was almost the same ranging from 2.8 to 3.0 (4 being very satisfied).

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

<u>Nuisance</u>	<u>Very/Somewhat Dissatisfied</u>	<u>Somewhat/Very Satisfied</u>	<u>No Opinion</u>
	Percent		
Front yard parking on residential property (n = 454)	24	76	42
Noise limits (n = 455)	25	75	33
Over-occupancy in rental property (n = 456)	29	71	50
Yard upkeep (n = 460)	29	71	31
Property upkeep (n = 459)	32	68	34
Junk on property (n = 460)	36	64	33

Additional Comments

Most of the respondents who wrote comments felt that there is no nuisance problem in their neighborhood. However, there were also some respondents who mentioned nuisance problems such as rental apartments that were not maintained (dirty and structurally unkempt), couches on the curbs or yard, over occupied property, and noise. Some mentioned homes with lots of junk in the yard, unmaintained lawn, and junk cars on driveways or in front of the house. Parking was also an issue for some. There was not enough parking for renters, and residents should be able to park without paying anything. Other issues that are important to respondents included snow removal enforcement, neighborhood street parking, neighborhood noise due to parties, and loud motorcycles. However, the respondents commended the city for its yard waste disposal program.



For more details, see the appendix.

Transportation

Residents were given the opportunity to rate street and bike path maintenance using a four-point scale from “very good (4)” to “very poor (1).” The average values ranged from 2.8 to 3.1, meaning the road services were rated “good.” When “very good” and “good” responses were combined, responses ranged from 70% for ice control at intersection 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 = 436)	7	93
Appearance of medians and parkways (n = 448)	11	89
Snow plowing on major streets (n = 454)	18	82
Street sweeping in your neighborhood (n = 449)	18	82
Condition of streets in your neighborhood (n = 456)	22	78
Surface condition of major streets (n = 455)	23	77
Adequacy of bike path system (n = 440)	23	77
Snow plowing in your neighborhood (n = 449)	29	71
Ice control at intersections (n = 454)	30	70

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. Five out of nine street maintenance features maintained the same ratings as last year: adequacy of bike path system, appearance of medians and parkways, surface condition of major streets, ice control at intersections, and snow plowing in your neighborhood. The following three categories had a slight decrease: street sweeping in business areas, street sweeping in your neighborhood, and snow plowing on major streets. The rating for condition of streets in your neighborhood slightly increased.

When looking at responses and the age and length of residency of the respondents, six out of nine road service ratings were statistically significant (adequacy of bike path system, ice control at intersection, snow plowing on both neighborhood and major streets, and street sweeping in both business areas and neighborhood). The older and the longer respondents live in the city, the higher they rated those six road services. Moreover, older respondents rated the appearance of the median and parkways higher than younger respondents.

In 2015, those living in northeast and northwest Ames had higher ratings for ice control at intersections, snow plowing in neighborhood, and snow plowing in major streets, than those living in the southeast and southwest part of the town. With average scores of 2.86 and 2.82 respectively, rating for ice control at intersections from residents living in the northeast and northwest was statistically significant from those living in southeast (M = 2.54). Similarly, residents living in northwest and northeast had significantly higher ratings for snow plowing in both business areas and neighborhood than those living in the southwest.

Figure 7a. Quality of street maintenance features (2011-2015)

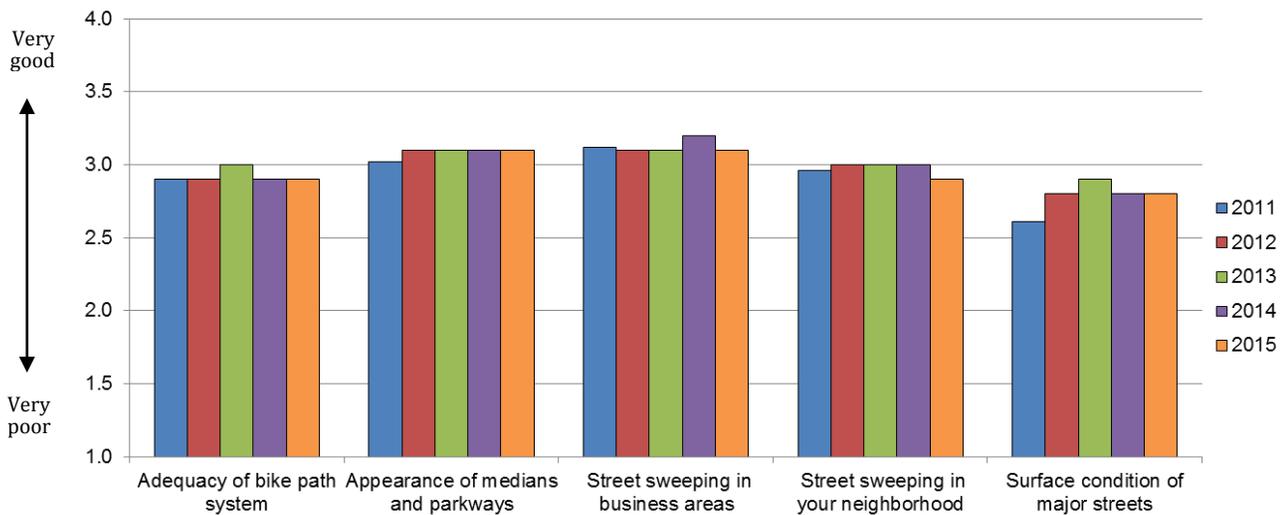
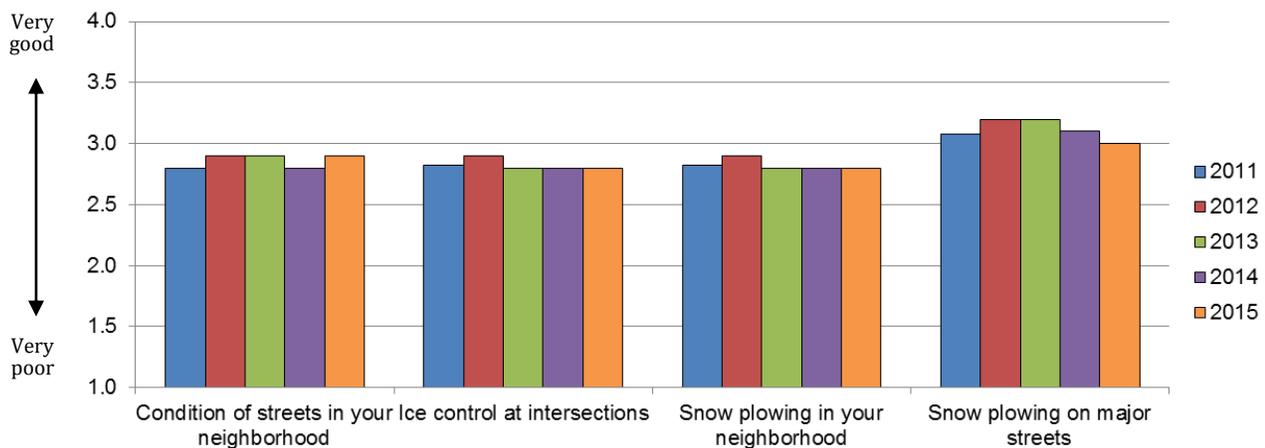


Figure 7b. Quality of street maintenance features (2011-2015)



Eighty percent of the respondents said that the number of traffic signals along the city street they travel was about right (Table 17a). The response to this question is slightly higher than previous years (Table 17b). The survey also asked about the effectiveness of coordination between traffic signals. As seen in Table 18, while 47% of respondents said coordination was “often and/or always” effective, another 47% said the coordination was “rarely to sometimes” effective.

Table 17a. Traffic/stop signal placement along streets, 2015

	Traffic signals along city street you travel (n = 456)	Stop sign along city street you travel (n = 456)	Traffic signs along major city street (n = 456)
	Percent		
Right number	80	86	82
Too many	14	9	13
Too few	6	5	5

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

Placement	Survey Year				
	2011	2012	2013	2014	2015
	Percent				
Right number	82	79	79	75	80
Too many	14	16	15	19	14
Too few	4	5	7	6	6

Table 18. Signal Coordination Effectiveness (n = 460), 2015

	Percent
Almost always effective	16
Often effective	31
Sometimes effective	36
Rarely effective	11
Don't know	6

Additional Comments

Most of the comments were concerns regarding traffic flow in different parts of the town such as too many stops at Lincoln Way, 13th Street, and South Duff were mentioned. Traffic coordination of stop lights was another issue. For exact wording of additional comments, see Appendix.

Specific areas of the town where additional attention was suggested:

- 13th St. & Duff Ave. (eastbound)
 - Left turn arrows don't activate
- 13th St. South and Duff
 - Needs flow improvements
- 13th St. & Grand Ave.
 - Needs dedicated turn lane
 - Left turn signal arrow west bound
 - Needs better light
 - Needs a turning light
 - Needs left turn arrow
 - Needs green left turn signal for all ways
 - Needs turn lane
- 13th St. & Stange Rd.
 - Should consider a pedestrian bridge for those trying to cross to SUV
 - Horrendous
 - Traffic signal does not sync
 - Left turn signal
- 13th St.
 - Traffic light
- 13th St. & 20th St.
 - Traffic light
- 13th St. intersection
 - intersection bad
- Curtis to 13th St.
 - Stop signs are from view as you approach,
- Duff & E. 9th St
 - Car detection mechanism is terrible
- Duff of westbound Hwy 30
 - Can take 5+ minutes to cycle

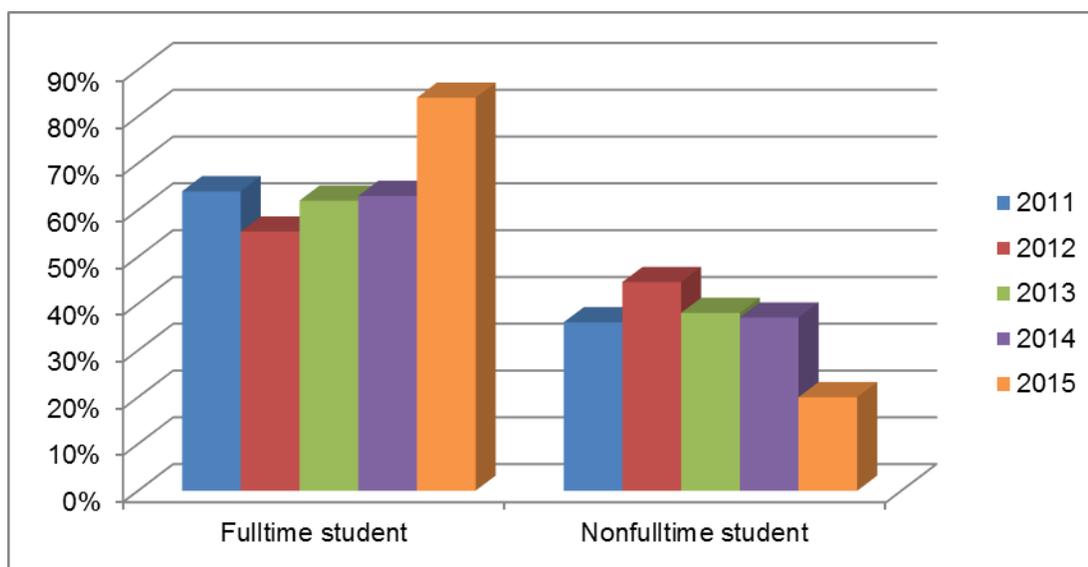
- Duff, crossing Grand to 30th St.
 - Long wait
 - South Duff
 - Congested
 - Too many stop lights
 - Bad for signal timing
- Grand Ave.
 - Timing of the streetlights
 - Too many stop lights
- Grand Ave & 6th St
 - Traffic signal coordination
- Traffic lights hardly ever sync up
 - Nightmare
 - Too long lights
 - Red traffic lights
- Lincoln Way & Franklin Ave
 - Long traffic light
- Lincoln Way & S Sheldon
 - Awful timing
- Lincoln Way & University Blvd. intersection
 - Needs overnight timed lights
- Lincoln Way & Beach
 - Should have a left turn arrow
 - Need for a turn arrow going east/west
- Lincoln Way & Clark
- N. Dakota & Lincoln Way going north
 - Confusing
- Lincoln Way that runs through ISU
 - Need median
- Mortensen & State
 - Awful intersection
 - Mortensen, Lincoln Way & South Duff
 - Challenging
- 24th & Prairie View West
 - Needs traffic light
- 10th St. & 11th St.
 - Needs stop signs
 - 30th & Grand Ave.
 - Long wait for green to cross east/west
- Campustown
 - Construction is ridiculous
- Concico & Mortensen
 - Need stop light
 - connect I-35 on the north side of town to 30 on the west side
 - Need a system to complete a connection around the city
- Duluth St
 - Horrible snow removal
- Furman Aquatic center
 - Yellow flashing in off season is annoying and occasionally dangerous-
- Hyland & Ontario
 - Activating WALK signal when traffic light goes green

- Ontario & Mortensen Rd
 - Widen to 4-lane to take traffic off L-way
- Ontario St.
 - Deer warning signs
- Roosevelt & 10th & 11th St.
 - Need stop signs
- Roosevelt & 11th
 - Need 4-way stop
 - Ross Rd. and Ontario
 - Rough road
- SE 16th & Hyland
 - Needs turn lane or left turn signal
 - Sidewalks
 - Should be iced/plowed better in the winter.
- South Dakota & Todd
 - Needs to be a pedestrian walk way
- Stange & Northridge Pkwy
 - Adding a traffic light
- West Ames to downtown via Lincoln way
 - Horrific

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, 84% were fulltime students and 20% were non-fulltime students.

Figure 8. Use CyRide at least once a week, 2011-2015



In 2015, 41% 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%).

In 2015, 59% of respondents reported they never rode the bus, a decrease of 3 percentage points compared to last year (62%). There was also an increase of 1 percentage point for the CyRide users of more than 10 times a week (Table 19).

There is some correlation between resident demographics and CyRide usage. CyRide users are mostly younger (28 years of age) and have stayed in Ames for a shorter period of time (average of 5 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 were students (67%) and mostly renters (78%).

Table 19. Respondents’ weekly CyRide usage

<u>Weekly use</u>	<u>Survey Year</u>				
	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>
	Percent				
Never	57	64	60	62	59
2 to 6 time	21	16	18	15	15
7 to 10 times	9	9	10	10	12
More than 10 times	9	7	8	8	9
Once a week	4	4	5	5	4

Table 20 considers reasons why CyRide is not used more often. More than half (68%) of respondents indicated that they prefer to drive their own car, and another 11% attributed their low usage to an inconvenient route or schedule. Only 9% mentioned that private car is required to go to work (a drop of 6% from last year). The category “other” was selected by 9% of respondents.

Table 20. Trends in reasons CyRide not used more often, 2011-2015

<u>Reason</u>	<u>Survey Year</u>				
	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>
	Percent				
Prefer to drive own car	48	47	51	58	68
Inconvenient route or schedule	20	19	21	15	11
Car required for work	15	10	12	15	9
Lack of information about CyRide system	2	4	2	4	2
Too costly	4	3	3	1	1
Other	11	11	17	7	9

Other responses:

- Bike, walk to work or school
- Prefer my bicycle
- Quicker to walk
- Bus ventilation is bad
- Inconvenient to bring car seat to bus
- Live within walking or biking distance to many destinations
- Route too far from home (2)
- Nearest bus location is a long walk
- No more Dial-A-Ride. HIRTA is dirty, late and dangerous.
- Not on bus route
- Prefer car, bike, and walking to events
- The bus is not convenient to get to S. Duff from N. Duff
- Retired, handicapped, fearful of traveling public transportation due to wheelchair usage

Additional Comments (For actual responses, see Appendix)

- Commendation
 - Available anytime, awesome, convenient, excellent, good schedule, grateful for its presence and service, great, love it, nice, professional drivers,
 - Used more often, wonderful asset for the city
- General comments
 - No need, been more convenient to use personal car
 - Should increase funding for CyRide
 - Ames residents supplement the university way too much
 - Overfunded by the city
 - Should provide free rides for seniors and general public
- Needs
 - Bus stop near neighborhood
 - Should provide free rides for seniors and general public
 - Hard to ride when too much to carry
 - Overcrowded with student with no hygiene, manners
 - New buses for purple and midnight express
- Specific Routes:
 - More bus stops in neighborhoods
 - Frequency of routes
 - Buses that go off-campus (East to West) should be running until a little bit later in the night during weekdays
 - Should have A or A1 run more frequently until 9 rather than 6:30
 - The schedule on the weekends is bad and the routes are limited (Brown South)
 - The time between brown south routes or Towers routes are too long
 - Timing doesn't work out. Lack of routes into Somerset during evenings/ weekend. Timing of routes often Athletic events (night) don't work out well with ending times of games - esp. basketball
 - Red route should come to the end of west Mortensen
 - Purple should run more often
 - Location of the bus stop on Dickinson Rd. is extremely inconvenient considering the high density of students who live on the West end of Mortensen

Parks and Recreation

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

Satisfaction with parks and recreational facilities continues to be high with 74% to 97% of facility users providing a combined “very good” and “good” rating. The average rating ranges from 2.9 to 3.3 on the 4-point scale. “Restrooms” is the only recreational facility that was rated below 3.0 (good). Satisfaction level is about the same or higher compared to previous years in all parks and recreational features. (Figure 9a & 9b)

Table 21. Users’ satisfaction with parks and recreation facilities, 2015

Facility	<u>Very Poor</u>	<u>Poor</u>	<u>Good</u>	<u>Very Good</u>	<u>Don't Use*</u>	<u>Average**</u>
	<u>Percent</u>					
Overall appearance of parks (n= 479)	<1	3	52	44	7	3.4
Wooded areas (n = 481)	1	7	54	39	22	3.3
Playground equipment (n = 479)	1	8	56	35	38	3.3
Hard surface trails/crushed rock trails (n = 480)	<1	7	60	32	24	3.2
Shelter houses (n = 480)	<1	7	63	30	27	3.2
Tennis courts (n = 480)	1	11	56	32	56	3.2
Picnic areas (n =477)	<1	11	61	28	23	3.2
Restrooms (n = 481)	4	22	54	20	33	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

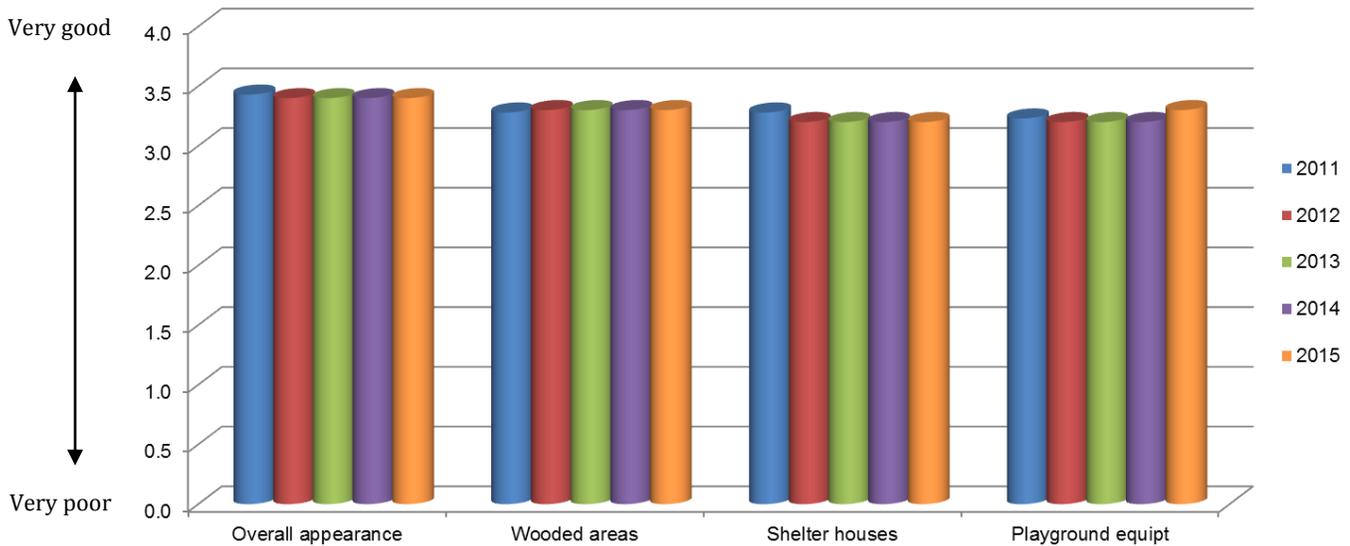
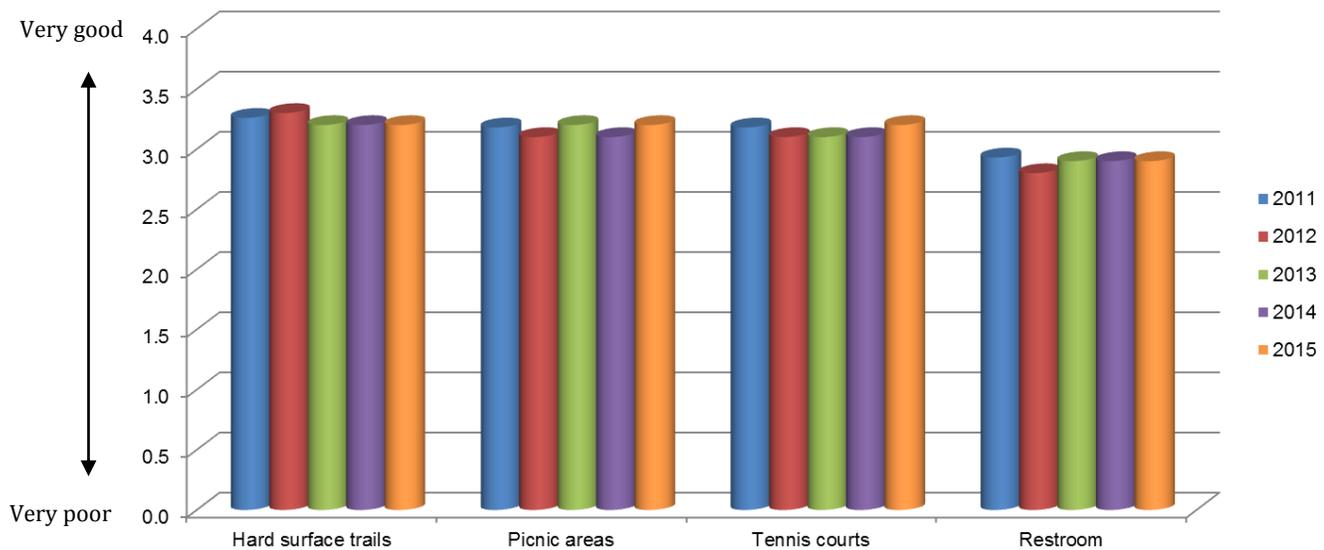


Figure 9b. Rating of Parks and Recreation features in the past 5 years



This year, a new set of questions related to the use of recreational and commuter trail was asked. Among the 19 listed walking/running trails in Ames, six trails were used by more than 30% of the respondents in the past 12 months. These are the trails around or near Iowa State University: Brookside Park through Elwood Pasture to Lincoln Way was the most popular trail (36%) from the list, followed by Stange Road (35%), University Boulevard (34%), Furman Aquatic Center through Brookside Park to 6th Street (32%), Mortensen Road (31%), and Lincoln Way through Stuart Smith Park to S. 4th St. (31%).

Only 15% of the respondents reported using S. 16th Street to Hunziker Youth Sports Complex in the past 12 months. Among those who used the trails, Stange Road was the most frequently used trail. Sixteen percent of the respondents used Stange Road at least once a week.

Other trails mentioned by the respondents were Ada Hayden (n=17), Grand (n=3), Carr Park (n=2), Airport Road (n=2), 24th Street, Downtown, State Forest Nursery, Brookside to campus, South University, Martin Street, Peggy’s trail, Polaris, Roy Key, Wheeler, Sheldon, and Wilder to Abraham Drive.

Table 22 Frequency of use of walking/running trails in the past 12 months

	More than once a week	Once a week	Once a month	Less than once a month	Never
	%	%	%	%	%
Brookside Park through Elwood Pasture to Lincoln Way (n = 440)	4	5	10	17	64
Stange Road (n = 441)	8	8	7	12	65
University Boulevard (n = 440)	4	7	11	13	66
Furman Aquatic Center through Brookside Park to 6th Street (n= 442)	4	6	7	15	68
Mortensen Road (n = 442)	6	6	8	10	69
Lincoln Way through Stuart Smith Park to S. 4th St. (n = 439)	4	5	8	14	69
S. 4th Street (HyVee) through Coldwater Creek to S. 16th St. (n = 438)	4	3	8	13	73
Bloomington Road (n = 439)	4	6	8	9	74
13th Street/Ontario (n = 441)	6	5	6	9	74
Hyland Avenue (n = 440)	4	6	6	9	75
West Lincoln Way (n= 441)	5	5	6	9	75
Ames High School to Furman Aquatic Center (n = 442)	3	6	4	12	75
South Dakota Avenue (n = 440)	4	6	5	11	75
Schilletter Village to Furman Aquatic Center (n = 440)	2	3	6	12	77
North Dakota Avenue (n = 438)	3	5	5	9	77
S. 16th Street under US 30 to Airport Road (n = 440)	3	3	6	9	80
College Creek to Hayward Ave (n = 438)	3	4	4	8	81
South Duff Avenue (n = 440)	3	3	3	8	83
S. 16th Street to Hunziker Youth Sports Complex (n = 437)	1	3	3	7	85

The respondents were also asked whether there were any trail deficits for commuters and recreational users separately. Majority of the respondents said “No.” Seventeen percent respondents indicated that there were trail deficits for commuters and 16% for recreational users.

The following are areas in the city that were mentioned to have trail deficits for commuters:

- 13th St. 13th from Northwestern east
 - 13th Street + softball to Duff
 - 13th Street is too damaged to be used safely.
 - 13th Street/Ontario is very uneven with driveways hard to ride a bike
 - Trail along 13th St. not safe
 - Hyland from 13th/Ontario. Needs street delineation for bike - want connection from Stange (north) to west Ames, north of golf course
- 16th St.
 - Pave S. 16th under U.S. 30.
- 6th St.
 - 6th street after bridge (heading towards Brookside) to main bike path very unsafe
- AHS to Aquatic center
 - AHS to Aquatic Center - uphill/downhill - very rough and could be dangerous
- Brookside
 - Portions of Brookside Park trails could use a new coat of asphalt.
 - Brookside bridge is a bit scary on a bike
- Crystal
 - Crystal to fire station #3
- Downtown
 - Downtown and towards the hospital
 - From south Ames to downtown
- Duff
 - Duff and Lincoln Way need dedicated paths for bikes
 - State Forest Nursery/Duff South of Airport. No safe paved way to get out of Southdale neighborhood.
 - South Duff /Lincoln way: ride sidewalk or risk getting run over
 - To/from Duff - it is a crazy area
- Grand Ave
 - Grand Ave
 - Grand Ave under RR bridge - heaved pavement
- Hunziker Sports Complex
 - Connect Hunziker Sports Complex to the City
- Hyland
 - Hyland/Ontario, signal + turning
- Lincoln Way
 - A bike trail along Lincoln Way would get a lot of use.
 - Lincoln Way in the campus area
 - Safer route than West Lincoln way for bikes
 - West Lincoln way- sidewalks are dangerous
- Mall/Mary Greeley
 - Mall to Mary Greeley
- Mortensen
 - North side of Mortensen just east of South Dakota.
 - On Mortensen and S Dakota the sidewalk ends.

- Ontario
 - Ontario can feel risky to navigate during high traffic times. Bushes, etc. make using the path tricky at those driveways.
- Ross Rd
 - Ross road
- South Dakota
 - Sidewalk/path from S. Dakota to Ames Racquet and Fitness
- Stange
 - Finish bike path down Stange to Bloomington
 - North Stange south of Bloomington
 - Sidewalks on Stange should run the length in both directions
 - Stange is difficult at intersections, 13th St. path is narrow at Stange and Ridgewood
 - Stange Road north of 24th, also 6 West of 24th St. Eisenhower.
- State
 - State Street south of Mortensen
 - State Ave
- Timberland
 - Timberland Drive Zumwalt Station
- University
 - On university behind MWL complex, bike path is in bad shape, very inconvenient for biking commuters
- West Ames
 - West Ames does not have a connection to central Ames

Some trail deficits for recreation purpose were trail terminations of the existing trail system especially bike trails and Skunk River trail. Other comments included the lack of lighting on those trails. Other comments were that some trails were hard to find and there was a need for more trails in the city. There was also a need to enforce poop pick-up on trails.

Specific areas in town where there were trail deficits for recreation were:

- Bloomington and N/S Dakota are long, straight, and boring without interesting scenery.
- The trail from Ames High School to Aquatic Center is very rough and could be dangerous.
- North Stange south of Bloomington
- State Street south of Mortenson
- North Ames to Gilbert/Ames Golf/CC
- Stange road north of 24th St. Eisenhower
- West Ames
- West on Lincon Way
- Crystal to Fire Station #3
- Dayton Ave to McFarland
- HyVee to Airport Road
- On university behind MWL complex, bike path is in bad shape.

In addition, respondents were asked to rate the importance of different aspects of trail development. More than half (59% to 70%) of the respondents said all the four aspects were somewhat or very important.

Increase the number of recreational trails connecting parks through greenbelts was considered to be the most important thing (M= 2.84, 1 being not important at all and 4 being very important), followed by expanding the trail system for recreational users, improving the biking system through increased use of on-street bike lanes and sharrows, and expanding the trail system for commuters (2.64, respectively).

Table 23 Importance of trail development

	Not important at all	Somewhat not important	Somewhat important	Very important	Don't know*
	%				
Increase the number of recreational trails connecting parks through greenbelts (n= 443)	17	13	39	31	13
Expand the trail system for recreational users (n = 442)	21	14	45	20	13
Improve the biking system through increased use of on-street marked lanes and sharrows (n =442)	23	18	32	27	13
Expand the trail system for commuters (n= 443)	21	17	40	22	16

*"Don't know" was excluded when calculating percentages & average for "not important at all" to "very important."

Parks and Recreation Additional Comments

- Positive comments
 - Very satisfied with parks
 - Blessed with beautiful parks
 - True jewels of the city
 - Great parks
 - Parks look nice, clean
 - Good condition of parks and lots of green space
 - Ada Hayden park is a treasure
 - Disc golf parks are great
 - Carr park

- Needed
 - Need indoor tennis courts
 - More indoor space to take advantage of as Ames is cold most of the year
 - Land on the south side of Ontario near county line road should be preserved again for a park
 - More play equipment - or adventure areas for older kids; upper elementary and middle school kids.
 - Connect bike trail at Hunziker Sports Complex to the Riverview park trail
 - Longer waterway trail might be nice
 - More trails
 - More bike trails
 - Developers should donate money or provide parks for areas they develop
 - Accessible parks should be the area to focus
 - More wooded area

- Improvement
 - Bathrooms could be updated or added to other parks
 - Portable toilet at Ada Hayden didn't have a door lock during off season.
 - Bathrooms need to be open 7 days a week
 - Restrooms were opened earlier in the season once weather is nice

 - Properly managed wooded areas (removal of honeysuckle, presence of spring ephemerals, controlled burn)
 - Need better management of wooded areas and trails (logs on path, invasive removal, etc.)
 - Drainage ditch on NW corner of Disc Golf Course needs to be cleaned up
 - The City should spend more on landscaping in the parks (mulching, flower beds, etc.)

 - Refinish the shelters, tables, and signs
 - Picnic areas need to be surfaced every year
 - Shelters, restrooms, picnic area all very old
 - Tables and grills are very dirty

 - Patching of cracks at trails in Ada Hayden park
 - Bike trails are cracked, muddy, dangerous
 - Some hard surface trails need repair (Esp. 16th Street between the AHS & Aquatic Center on the upper slope)
 - Too many trails are paved! I would really appreciate more dirt or gravel trails!
 - Trails should not be used as storage place for equipment during construction in nearby areas

 - Need high output tennis court lighting
 - Tennis court nets left up during winter in Brookside which wears them out and requires them to be replaced more often
 - Playground equipment at Lloyd Kurtz Park needs maintenance of slides and climbing equipment

 - Clean up under brush
 - Get kids to quit vandalizing our city parks and restrooms

 - Parks should be left as wild as possible. No need for restoration.
 - Our parks look very unkempt
 - Biggest problem with city parks is lack of enforcement of the rule that pets must be on a leash
 - Water fountains do not function or are not turned on at the parks
 - Dog park should be cleared of snow so A.D.A. people could use it all year not just part of the year

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 89% to 98% of the respondents. On the 4-point scale, average scores ranged from 3.4 to 3.7 (good to very good). Table 24

Features or services mostly used/visited by respondents were range of available materials, customer service, welcoming atmosphere, availability of seating. Among the users, most the features or services were rated highly (3.5 and higher). Page One, the library newsletter, and wait time for requests/holds each received a 3.4.

Table 24. Users' rating with Ames Public Library features, 2015

Feature	<u>Very Poor</u>	<u>Poor</u>	<u>Good</u>	<u>Very Good</u>	<u>Don't Use*</u>	<u>Average*</u>
	Percent					
Range of materials available (n = 452)	1	2	27	71	41	3.7
Meeting/study rooms (n= 452)	1	1	28	70	65	3.7
Customer service (n = 451)	2	1	29	68	43	3.6
Programs (story hour, book discussions, concerts) (n = 451)	1	2	32	65	69	3.6
Welcoming atmosphere (n = 452)	2	2	30	67	40	3.6
Asking questions of library staff by phone (n = 451)	1	4	29	67	65	3.6
Bookmobile service (n = 453)	3	1	33	64	73	3.6
Handicapped accessibility (n = 450)	2	2	32	63	71	3.6
Availability of seating (n = 452)	1	2	37	60	50	3.6
Internet/computer services (n = 452)	1	2	38	59	65	3.5
Use of library resources from home via computer (n = 452)	2	3	36	59	60	3.5
Page one - the library newsletter (n = 453)	2	5	40	53	78	3.4
Wait time for requests/holds (n = 450)	1	10	41	48	56	3.4

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

Only 45% of the respondents use the Ames Public library as often as they would like to use it. Of those who use the public library, only 29% were ISU students. The rest were not ISU students (71%).

The main reasons why the Ames Public Library is not being used by both groups (Iowa State University students and non-ISU students) included the respondents had no time to go to the library and the availability materials from other sources.

Inconvenient hours of operation play a role for ISU students opting not to use the public library. While 34% of non-ISU students listed parking as a reason for not using the Ames Public library more often, only 15% of Iowa State students listed that as a reason.

Table 25. Comparing students & non-students’ reasons for not using the Ames Public Library

<u>Respondent status</u>	Parking problem	Use other sources	Don’t have time	Hours not convenient
	Percent			
Iowa State University student (n= 95)	15	60	59	59
Non-ISU student (n=145)	34	41	46	10

Other reasons mentioned for not using the Ames public library were: (n=33)

Attribute	High fines if late	1
	I just don't get downtown often	1
	Lack of money to buy enough books	1
	Location	4
	Needed resources not available	1
	Page One should be sent to students at ISU	1
	Safety issue	1
	Experience	I've been given a trespass notice
Personal	Disability	1
	Old age	2
	I'm lazy	1
	I don't always think to go	2
	I don't make the time	2
	No transportation	1
	Other sources for reading materials	1
	No need	1
	Use ISU library	10

Additional Comments

The respondents were very excited for the new library. They used the words: wonderful, love it, good, and nice. Others loved the Bookmobile and the staff working at the Bookmobile. Other library projects that the respondents enjoy are the

Smyles project and summer reading program. Likewise, the location of the library in the downtown area give the respondents time to go and shop/walk around Downtown.



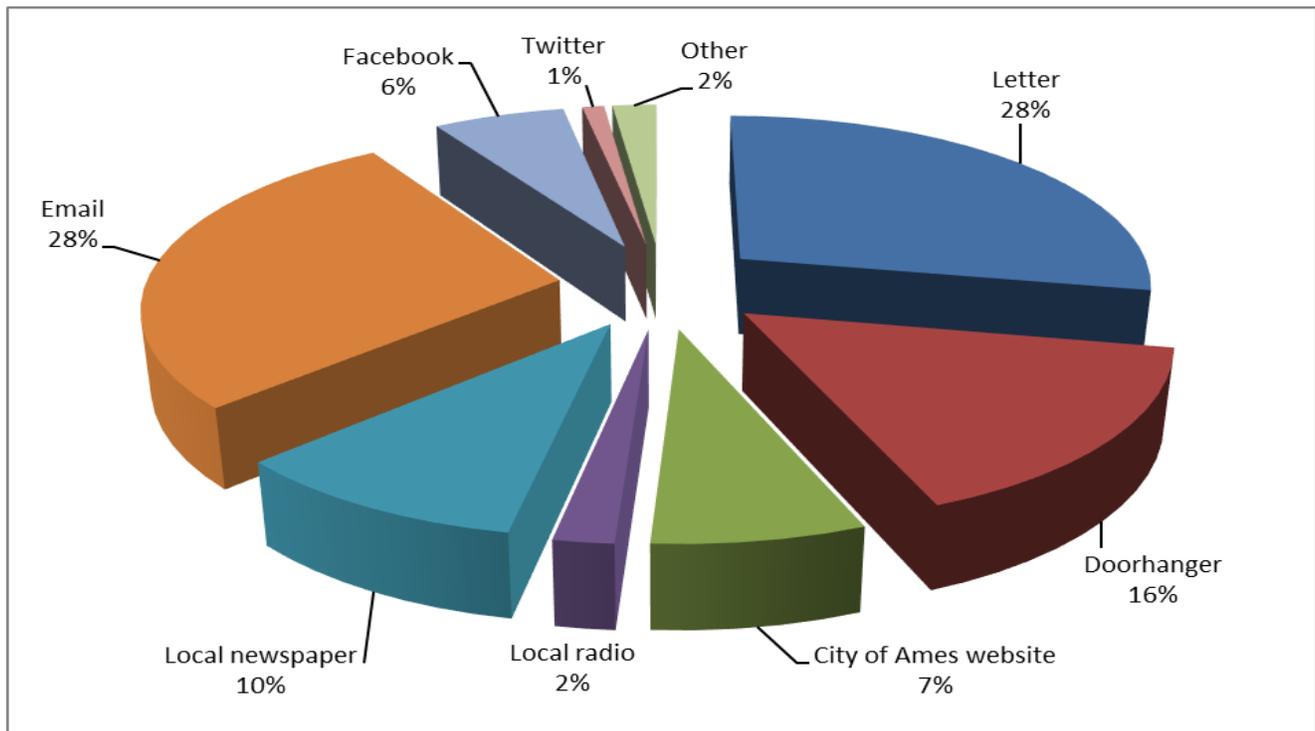
Suggestions for improvement included the children’s area. There was no mention on how it can be improved, but the respondent stated that it would be helpful to request opinions from mothers who use the area. Availability of the library newsletter in a digital form was suggested, too. In terms of library hours, there were suggestions of open earlier on Sundays and late closings on weekdays, particularly on Friday nights. Some of the negative comments on the new library were: general parking and handicapped parking; printing costs of public documents, uncomfortable chairs, noisy acoustics, waiting time for popular books, and impatient staff.



Information Dissemination

The next section of the questionnaire asked respondents how they want to learn about City of Ames services, programs and projects, as well as their thoughts on the usefulness of various media sources. Figure 10 shows that email and letter are the most popular method of communication (28% respectively), door hanger (16%), local newspaper (10%), city’s website (7%), Facebook (6%) and local radio (2%). The trend is consistent with 2014. For ISU students, email is the best way to communicate this year (same as last year), followed by letter, door hanger, Facebook, website, local radio, and local newspaper. Other means of learning about community projects and meetings included write-in suggestions from respondents such as the Ames Police Facebook page and the CitySide newsletter.

Figure 10. Preferred method to learn about City services, programs or projects, 2015



In Table 26, City of Ames website, CitySide (utility bill insert), and Ames Tribune newspaper were the most frequently cited sources of local government information.

When asked of the degree of usefulness of those sources, the most useful sources were City of Ames website and CitySide. The rest of the sources cited were rated somewhat useful: KASI/KCCQ radio, Ames Tribune newspaper, Des Moines Register newspaper, ISU Daily newspaper, Cable TV12/Government Access Television, The Sun newspaper, and KHOI. None of the identified media sources were perceived to be not useful to the respondents.

Table 26. Usefulness of media sources for government information, 2015

	<u>Don't Use</u>	<u>Use</u>	
	Percent	Percent	Average*
City of Ames Web page (n=453)	41	59	2.4
City Side (utility bill insert) (n=452)	43	57	2.4
KASI/KCCQ radio (n=450)	66	34	2.2
Ames Tribune newspaper (n=452)	48	52	2.2
Des Moines Register Newspaper (n=451)	51	49	2.1
ISU Daily newspaper (n=454)	59	41	2.0
Cable TV 12/Government Access Television (n=454)	74	26	1.9
The Sun (n=452)	56	44	1.9
KHOI (n=452)	80	20	1.9

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

Figures 11a&b illustrate the how useful these sources are in getting local information over a five-year period. Those rankings have stayed fairly consistent over the years with slightly lower average scores this year compared to previous year, except CitySide and Des Moines Register Newspaper.

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

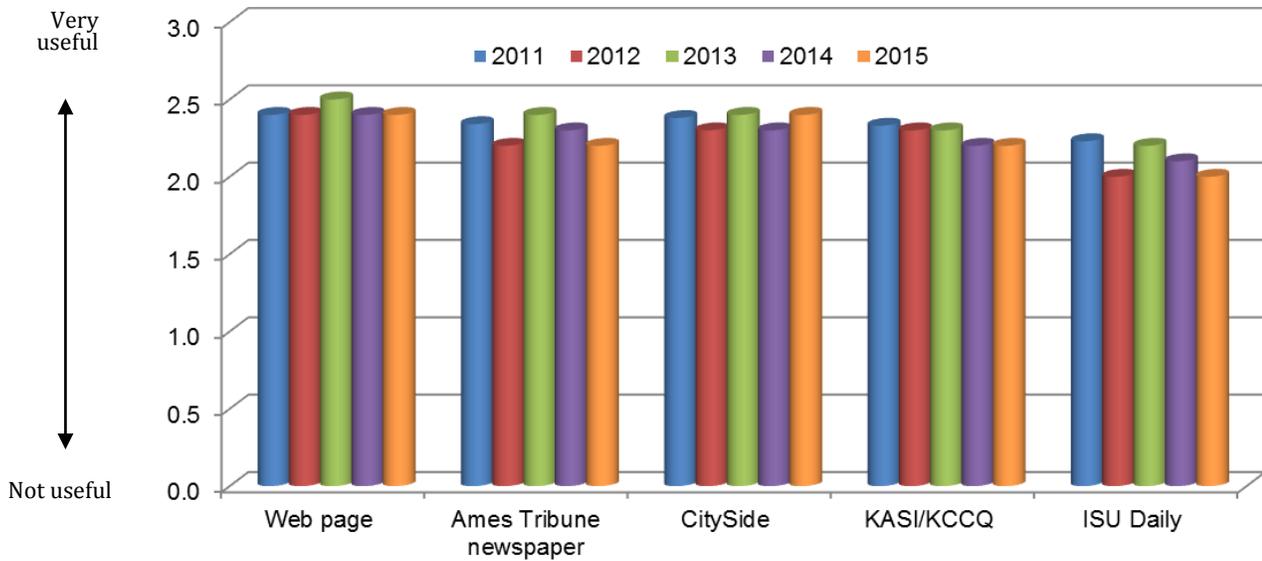


Figure 11b. Usefulness of news sources over the past five years (Users only)

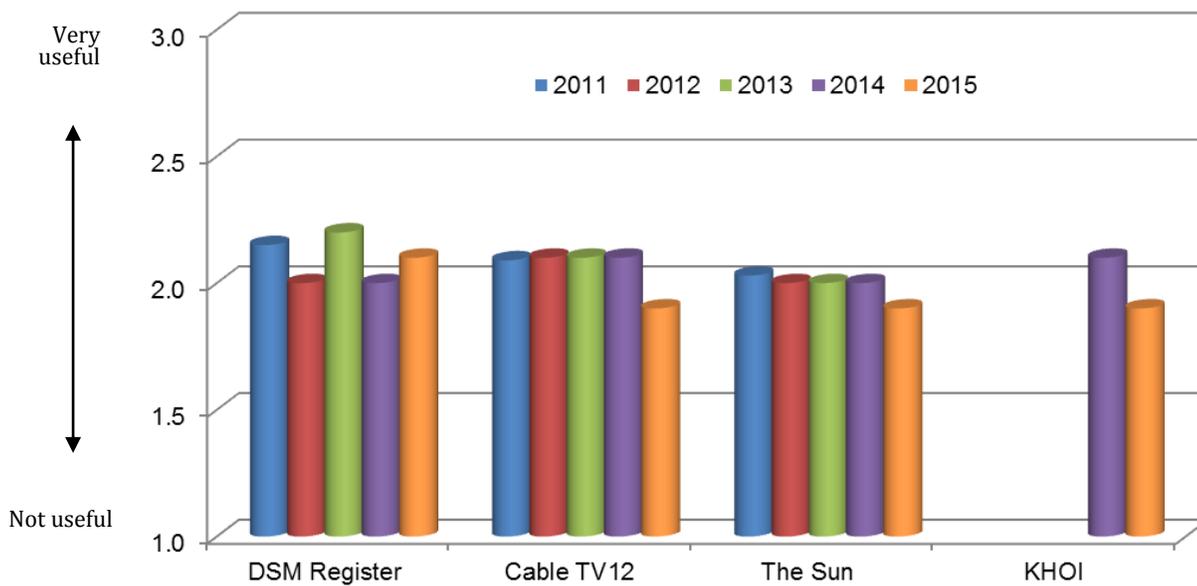


Table 27 indicates the usefulness of various communication tools based on the respondent's student status. There were statistically significant differences between student and non-student responses. Des Moines Register newspaper was more useful to ISU students than to non-fulltime students. However, CitySide was more useful to non-fulltime ISU students than to fulltime students.

Table 27. Usefulness of news sources for students and non fulltime students

Information Source	Ames Residents (non-ISU student)	Fulltime ISU student
	Average	
City of Ames Web page	2.44	2.31
Cable TV 12/Government Access Television	1.91	1.97
Ames Tribune newspaper	2.27	2.06
ISU Daily newspaper	1.89	2.05
Des Moines Register Newspaper	1.98	2.32**
The Sun (direct mail newspaper)	1.94	1.84
KASI/KCCQ radio	2.20	2.32
KHOI	1.85	2.04
CitySide (utility bill insert)	2.41	2.05**

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

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

Mediacom Cable TV

Forty-four percent of respondents were Mediacom cable TV subscribers. Among the Mediacom subscribers, 66% never watched TV12, and 34% do watch TV12 (Table 28). Of those who watch, 22% watched between 6 and 9 p.m. Sixty-seven percent of respondents watched Channel 12 for one hour or less per week and 17% watched 2 to 3 hours per week. (Table 29)

Table 28. Time to watch Cable TV Channel 12 (n =195)

	Percent
Never watch TV 12	66
12:01 a.m. to 6:00 a.m.	
6:01 a.m. to noon	2
12:01 p.m. to 6:00 p.m.	6
6:01 p.m. to 9:00 p.m.	22
9:01 p.m. to midnight	5

Table 29. Hours per week for those watch TV Channel 12 (n = 58)

	Percent
0-1 hour	67
2-3 hours	17
4-5 hours	9
>5 hours	7

When the respondents were asked how often they watch Channel 16 – “Ames Public Access Channel”, 86% indicated that they never watch (Table 30).

Table 30. Do You Watch Channel 16

	Percent
Once a week	2
Once a month	2
Every three months	1
Every six months	1
Yearly	3
Never	86
Other	5

Other respondent wrote in about their frequency of watching Channel 16

- Rarely
- Once in a while
- Only for a random specific program
- Only in hospital
- Only on accident
- Randomly
- We don't have a TV (2)

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 (95%). (Table 31)

Respondents who had Internet access in their home have an average age of 43 years, whereas those without the Internet have an average age of 57. Fulltime students were more likely to have Internet access in their home (99%) than non-fulltime students (93%). These responses are consistent with the responses from 2014.

Table 31. Trend in Internet Service at Home

	Survey Year				
	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>
	Percentage responding "yes"				
Have Internet Connection in home	91	94	93	95	95
Have Internet access on mobile/cell phone				68	81

Respondents were also asked if they had Internet access through mobile/cell phone. Among those who answered the question (n = 458), 81% of their phones had Internet capacities, higher than last year's 68%.

Table 33 shows respondents' use of several Internet services. The majority of respondents were registered users or used Facebook (74%), YouTube (63%), Twitter (33%). About 14% of respondents follow the City of Ames on Facebook or Twitter. Computer is the most commonly used method to get access to Facebook and YouTube. A smartphone is most commonly used to connect to Twitter and for following the City of Ames on Facebook and Twitter.

Table 33. 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=452)	26%	74%	79%	79%	34%
YouTube (n= 447)	37%	63%	59%	83%	30%
Twitter (n=447)	67%	33%	84%	73%	29%
Follow City of Ames on Facebook or Twitter (n= 445)	86%	14%	71%	69%	21%

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

Fifty-three percent (n=243) respondents used the City of Ames' website in 2015. The main purpose for using the websites were to check for updates or news releases (50%), to check Ames public library card account or status materials (47%), to sign up for parks and recreation classes (39%), to gather information for City Council meeting or other City meeting (13%), and to watch city council meeting or Channel 12 programming on videostreaming (10%).

Other uses of City of Ames' website were:

- Assessor's website
 - Access to property records (5)
- Check ordinance, codes, zoning, etc.
 - Access city codes/ ordinances (8)
- Event information
 - Events and activities (1)
 - View upcoming entertainment in Ames (1)
- General City info (services, programs)
 - Check for construction projects (2)
 - Water pressure (1)
 - Looking for city info like departments (1)
 - Search for specific information (1)
 - Parking information (1)
 - Look up city department information (1)
 - General information (1)
 - Find city services and contact information (1)
 - Check for info for work at the water plant (1)
 - Information on services (2)
- Housing Information
 - look for apartment renting resources (1)

- Pay bills (utilities, parking, tickets, etc.)
 - pay bills/ utility bills and citations (11)
 - Pay bills (3)
- Utility information
 - Get rebate forms (2)
- Animal Shelter information (2)
- School research projects (2)
- Info on construction (Kate Mitchell) (1)
- Free Yard Waste Days (1)
- Buy passes and look at costs (1)
- Check adult recreation schedule and standings (2)
- Miscellaneous things (1)

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

- All information should be available as possible
- Community events
- Current information on construction projects
- Easier access to nuisance ordinances and who to contact
- Furman Aquatic Center updates
- Information (forms etc.) for people who are relocating
- Laws and rules
- More info on trails and having maps of those trails available
- Resource recovery/recycling options
- Services that Ames does not provide. For example, food inspection, if Ames doesn't have one, the website should provide a link or information about where food inspection service is offered, such as phone number, office location
- Sustainability resources
- The website is not user friendly. It is very difficult to navigate.

Human Services Needs

This section of the questionnaire is new for 2015. The respondents were asked about their opinions on human services needs in Ames. A large proportion of respondents (38% - 54%) said they "don't know" if there were any unmet human services needs in one or more of the 11 listed human service needs.

Among those who expressed their opinions, the majority (58% - 79%) somewhat/strongly agreed that there were unmet needs in all the 11 listed human services in Ames. Seventy-nine percent of the respondents believed that there were unmet needs in mental health services, followed by child and family welfare (74%), housing/homeless (72%), disability services (67%), senior/aging populations needs (66%), employment training/welfare to work (64%), early childhood & youth development (62%), dental care (62%), primary medical care (62%), nutritional support (61%), and income security (58%).

Other unmet needs in the area of human services mentioned were low income support services such as food security and low cost housing. There was also mention of availability of public toilets, sexual assault and domestic violence victim assistance, and accessibility to substance abuse service agencies.

Table 34. Unmet Needs in Human Services

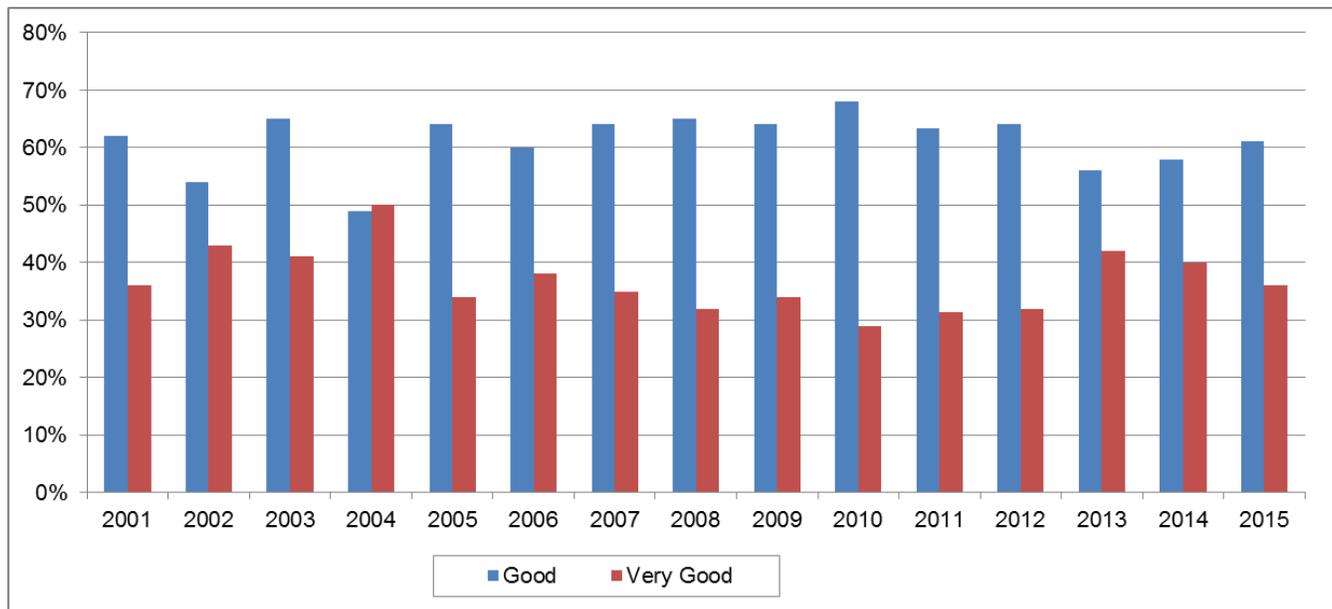
	Strongly Disagree	Somewhat Disagree	Somewhat Agree	Strongly Agree	Don't Know*
	%	%	%	%	%
Mental health services (n = 443)	9	12	36	43	38
Housing/homeless (n = 445)	9	19	43	28	43
Child and family welfare (n = 443)	10	16	47	27	46
Senior/aging populations needs (n = 444)	9	25	39	27	45
Disability services (n = 441)	11	21	43	25	53
Employment training/welfare to work (n = 445)	9	27	41	23	53
Early childhood & youth development (n = 445)	13	25	42	20	50
Dental care (n = 443)	15	22	42	20	43
Primary medical care (n= 445)	13	25	43	19	40
Nutritional support (n = 443)	12	27	43	18	46
Income security (n = 440)	12	29	41	18	54

* "Don't Know" excluded when calculating percentages for "strongly disagree" to "strongly agree."

City of Ames Overall Service Quality

An overall evaluation of the quality of services from the City of Ames is always asked every year. This year, 36% of respondents provided a “very good” rating. This is a decrease from the 40% received in 2014. The number of respondents rating the City of Ames as “good” was 61% in 2015 (58% in 2014). When the ratings are combined, 97% of Ames residents ranked their overall satisfaction with City services as good or very good. This 1% lower than 2014 (98%).

Figure 13. Trends in overall satisfaction with City of Ames service quality (good/very good)



Other issues the City should focus

An open-ended question was asked on what other issues the city should focus on. About 33% (or 171 respondents) expressed their opinion. Figure 14 shows the “tagcrowd” presentation of the responses using <http://tagcrowd.com/>.

The most common issue mentioned was related to traffic. It was mentioned 25 times. Traffic concerns include traffic flow, turning lanes, timing of stop lights and speed limits. The most frequently mentioned issue was the traffic flow at South Duff being congested.

The second issue mentioned was housing (mentioned 23 times). Housing issues mentioned were:

- Affordable and decent housing for:
 - Single family households
 - Young professionals
 - Low income
 - Housing under \$100,000
- Apartment or multifamily housing
 - Abuses by landlords
 - Lowering rent on properties in Campustown

- Rental managements have colluded to indiscriminately increase rents and provide very poor maintenance services that are promised in lease agreements. Unreasonable charges are extracted, and renters are exploited. Regulate through an appropriate authority.
- More rental housing options for young professionals
- More housing besides to the north. Need to support Ames schools
- Question on continuous construction
 - The amount of apartments being built in Ames seems to be getting excessive
 - Why is it we build apartment building like crazy?
 - Contractors building multifamily housing without considering traffic flow (i.e. new apartments on Lincoln Swing)
- Continue to focus on upkeep of houses in the city and business properties
- Encouraging solar usage in residential areas

The third most concerned issue was street maintenance and repair. This issue was mentioned 21 times and includes:

- Improved quality of streets built by developers to reduce street maintenance expenses once the city is responsible for them
- Road maintenance and upkeep all year round
- Paint lines on streets
- Paving street with potholes
- Snow plowing and ice roads both neighborhood road and main streets
- Need to repair Oakwood Road (bad condition at present); extend Grand south
- Be more careful when plowing, to not break curbs. There is one broken just before 18th St. going north.
- Totally tearing up the road from JAX on the west Lincoln to Nevada city limit on east Lincoln.

Other issues mentioned were businesses (bringing in more industries, retail and manufacturing; improving downtown Main Street, diversity of restaurants and other shopping opportunities, more medical businesses/clinics managed by other organizations), more and improved bike paths, walking trails in northeast section of city, flooding issues and long-term planning for the city.

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

Figure 14. Other Issues the City Should Focus



Best thing about living in Ames

Fifty-one percent of the respondents mentioned good things about living in Ames. Their responses ranged from social, cultural, and emotional attachments to the city to economic features. The most common response was Ames being a safe place to live. Respondents mentioned the low crime rate and feeling being safe in their neighborhoods and around the town. This was mentioned 51 times. The second asset of the city is the attributes of people living and/or working in Ames. This was mentioned 41 times. Respondents were very appreciative of the presence of good people living in Ames. Descriptions used were good people, great, nice, friendly, helpful, classy, competent, culturally diverse, and educated.

Other best things about living in Ames include the presence of recreational facilities which mentioned 27 times. The availability of public parks and recreational trails, as well as other recreational activities and events was cited. A number of respondents mentioned summer events for families and the abundance of activities for all age levels. Another asset of the city is the presence of Iowa State University. Respondents wrote they appreciated 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, Iowa State Center, and economic benefits brought to the city by Iowa State University.

Attributes of the city such as being physically clean, small in size and with small town atmosphere were the other positive attributes of the city. Respondents felt that they live in a clean, comfortable environment. The overall quality of life living in Ames was great as mentioned by several respondents. Availability of amenities and access to these amenities was outstanding. Some mentioned that aside from accessibility, those amenities were affordable. Finally, aside from the presence of ISU as a higher educational system, the city has an excellent school district (K-12).

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

Figure 15. Best things about living in Ames



APPENDIX 2015

Residential Satisfaction Actual Open-Ended Responses

Comments on Police Department activities

- Against parking ticketing
 - This is a college town and there needs to be some order, but you can educate about the law and be understanding with students and with the public. People will respect law more if they issue warnings and have patient conversations with residents. Keep in mind, the residents are paying for the police service. Tickets should only be issued if you feel the general public would find it prudent to actually issue a citizen arrest or find it prudent if a member of society was acting out of control with reckless abandonment and needed more than a warning.
- Alcohol-crime
 - Way less emphasis on alcohol related crimes, noise law enforcement, and parking. Our money is not well spent here.
- Crime-prevention
 - High emphasis on crime prevention and education activities.
 - There should always be more emphasis on prevention of crimes and domestic violence, rather than if the parking meter expired one minute ago. I don't personally have problems with parking meters. I just think that is common knowledge, and if you're going to put effort or be strict about certain policies, parking should be the last! More people should be patrolling the streets rather than checking parking meters.
- Dissatisfied
 - Highly dissatisfied with priorities of Ames Police Department.
 - I've had extremely pleasant experiences with ISU Police. I have not with Ames Police. I've only experienced Ames Police once two years ago and it was very unpleasant. Behavior was aggressive and inappropriate in responding to an alcohol overdose. Although this may not be behavior of all police members and perhaps was a one-time occurrence, I'd like to see more training on being gentler, kinder and more assertive with civilians, and working on more care for less violent incidences that they may be called for.
 - Several years ago I called the police when a kid called me by accident (wrong number) and tried to sell me drugs! The officer who took my call just shrugged it off and didn't want any details.
- Don't Know
 - I am not sure of the current emphasis placed on these topics. Offer "don't know."
 - I don't feel I can accurately judge these activities because I don't know the extent to which they are a problem and the level of current service activity. The activities marked "more" should always be highest priority in my mind.
 - I have no idea as to their current level of emphasis.
 - I haven't met the police, and I don't know how much they do now.
 - I'm not really a good person for this so I guessed on many of these.
 - No experience.
 - The unanswered questions are due to no knowledge of the amount of activities.
- Doubtful
 - I doubt seriously if you actually care what people think.

- Drinking
 - I used to live in Campustown. It's obvious that underage drinking occurs. Fraternities and sororities also behave (occasionally) in different ways but seem not to be reprimanded as a non-Greek, loud/obnoxious household would be.
- Drug-dog
 - Why don't we have a drug dog? For a city this size we are understaffed and underfunded.
- Focus-on-Crime
 - Focus on victim crimes, not public intoxication.
- Fraud
 - Fraud needs to be taken more seriously. I'm not sure if you have any say, but I know of one credit union that gives an employee a lot of chances to work there. She was the one that gave money to a person without ID, and she still works at that bank. I don't feel safe putting my money there.
- Good job
 - Ames police seem to go unnoticed, which is a tribute. They are there when you need them, but not when you don't. Seem to be in tune with the town.
 - As far as the alcohol, if college kids aren't causing any problems there is no reason to cause them any problems. I think the cops busting parties and herding people to Welch caused the riots. Just let them as long as they aren't being bad. You do pretty good about it right now, so keep up the good work.
 - Excellent and professional police team.
 - Good job.
 - Great police department.
 - I support the good work of the police in Ames.
 - My interactions with police have been positive.
 - Thankfully, we have not been personally affected by many of the above, which must mean our police department is right on!
 - The Ames police department is well respected for the work they do and where they put their focus. Students appreciate our officers focusing on reckless driving and violent crime prevention, as well as sex related offenses. I have always felt generally safe with any encounter with Ames PD.
 - The Ames Police Department is an exceptional department. With all the fuzz on the news, they have shown a control over their district and, most importantly, the college students. When doing their job, even though it is not an easy job, the police officers are always polite and understanding.
 - The Ames Police do a really good job.
- Illegal Substances, not ticketing
 - It feels like Ames spends more time and money ticketing people for parking than busting parties for illegal substances.
- Insensitive
 - They are very unfriendly and insensitive in circumstances of fatalities.
- Just Good Ticketers
 - College students: they are the problem but it will happen anyway. Parking laws enforcement is a burr in our hides near campus.
 - Only good as meter maids writing tickets, but horrible on letting people scatter shopping carts like at Walmart & Target.
 - Police are way too aggressive and anxious to ruin people's lives with charges (especially young people), and the police in this town spend way too much time giving tickets than giving help. Police have a bad reputation as bad guys in this town, and that title is well deserved. They are usually on an ego trip.
 - This is a hard group of questions to answer since I know very little about how the Ames Police Department spends their time. However, I do wonder if we could save money as a city by

offering free parking in the Main Street area and eliminating the position of the one passing out the tickets for expired meters. I feel like Ames has the reputation of being terribly inhospitable by slapping cars with that ticket; just feels like an unfair and cruel fundraiser for the city. I would like to know the expense of paying someone to pass out the tickets vs. the income from the tickets. It seems like we want to encourage people to come to Ames rather than be unkind to them once they are here!

- Approachable
- The police need to renew their position in the community as trusted and accessible people rather than the enemy of everyone in the community. People need to be able to ask for help rather than fear what might happen if they were to contact the police.
- More funding.
- Here again, police could do more with better funding.
- I know they do the best they can. I do wish they had more funding.
- Not Happy
 - These questions don't address it, but I am not impressed with the Ames police because when I first moved here (from out of state) one of the bars took my license away because they were not familiar with it. Then when I tried to call the Ames police they refused to help me. Now for my job I am required to drive and how am I supposed to do that when the police are too lazy to stop. That experience made me lose my trust in the Ames police. Then this semester I get a phone call because their number was hacked. In my opinion, the Ames police needs to get their act together because right now they are a joke.
- Not helpful
 - Frustrated with the system that I could not get help when I had a vehicular accident and the other party fled. It turned out he does not have insurance
- Not teenage drinker
 - I get tired of the public intoxication and underage drinking arrests of college students. Be happy they are and not driving and let them be. The drinking age should be 19. So catch some real criminals.
- Nuisance Enforcement
 - We need much more law enforcement against loud motorcycles/trucks, which seriously disrupt the peace all the time. Speeding is overemphasized. It seems like alcohol/drug offenses are almost all of police activity; these people should pay extra!
- Parking Meters
 - Get rid of parking meters.
- Party Enforcement
 - The party enforcement and the way that parties were handled this year was a little excessive at times. Parties are a great way to meet new people and have fun and shouldn't be pursued as hard.
- Program
 - Citizen Police Academy is a great program.
- Public-safety
 - Ames police should focus on public safety. Picking people up for walking home drunk is a ridiculous waste of resources. Initiating car chases of non-violent offenses is also ridiculous.
- Residential-patrolling
 - Residential patrolling important in "trouble" areas.
- School-resource
 - I don't know what programs go on in public schools now, but I would suggest the police visit each classroom at the preschool level and first and third grade. This helps children get to know them and their work, and – one would hope – see them as the good guys. Go to individual classrooms not big groups. At the high school, do a section on law enforcement as a career.
 - School-resource.
 - School resource officer services: Need more in schools permanently.

- Sex-trafficking
 - Always have resources for sexual assault and domestic violence. Sex trafficking is also an issue.
 - Sex-trafficking.
 - Concerned about sex trafficking (especially minors).
 - Cops need to focus more on crimes with victims, such as rape and violence. Rape can happen more at parties than officers think so it is more important to watch criminals who are likely to commit such an act. Drunk people tend to be more prone to this activity. It should be more important to look after people and make sure they are safe as they walk home from late night activities and to look for suspicious characters; they usually come out at night.
 - I'm really just over large groups of people being punished for individual violations – sexual, alcohol-related, etc. Punish the perpetrators, not society!
- Speeding
 - Enforce speeding more on Stange in the ISU and Somerset area; also on University Boulevard.
 - Speed limit.
 - Speed limit enforcement – some need more, like near high school when letting out.
- Traffic After Games
 - The speed limit on State remains the same as it was when there was a school. Traffic after games could be handled/directed better.
- Unfriendly
 - Emphasis on officer attitude/treatment of citizens should be increased. They are very unfriendly and insensitive in circumstances of fatalities.
- Unsafe
 - I used to fish and walk along the Skunk and Squaw Creek; now I don't because of the large number of vagrants living there. This is unsafe.
- Others
 - As a white, middle-class person (rarely have to interact with the police), I will say there should be some regulations banning mowing a lawn before 9 a.m. on weekdays.
 - College kids are always going to drink beer and smoke weed. No need to taint their clean record with a petty offense that so many people also do.
 - Drivers won't ever learn to properly use center turn lanes if enforcement of improper use doesn't occur (i.e. passing stopped CyRide buses by drivers using turn lane). It's a turn lane, not a passing lane.
 - Get the bikes on the bike paths.
 - Love our police force. Slow to shoot please.
 - Northwestern has plenty of speeders.
 - Thank you for putting value on behavioral health by having a dedicated Mental Health Advocate on staff.
 - VEISHEA problem worries everyone. I would hope some peaceful activities could be developed between the city and university. I understand some people WILL party despite your best effort.
 - We appreciate them working with community managers to create familiar relations between tenants and patrolling officers. Safety is paramount. Using the VEISHEA riot as an example, they just need to remember they're not fighting a populous but instead performing a dance and this means tactful employment of control.

Comments on Fire Department activities

- Good-job
 - Have no reason to be critical of Fire Department activities. I trust the department keeps well prepared for services.
 - Helped evacuate a building due to CO alarms going off and assisted property manager with resident assistance.
 - No reason to believe these are not good, never utilized.

- Overall good job.
- Some years ago, I called for an ambulance three times in one year for my wife. We appreciated not only the MGMC paramedics but also the firemen who came to assist. We were also greatly helped in March 2008 when I slipped on ice and was injured, necessitating an ambulance ride after being scooped up off the side walk.
- The firefighters I know are great guys! We just haven't seen them in action to be able to answer the above questions.
- We are fortunate to have the well-trained fire department we have in Ames.
- We had a fire on our street (Illinois Avenue) this year and the fire department did a good, but difficult job.
- Heroes
 - Have had to use 911 emergency services five times this year. These firemen are my heroes. I have never been more impressed. They have their patients' interest at the top of their list.
- Smoke Alarms
 - Should have more free fire/smoke alarm give-outs like in Des Moines. More places in town so people can get to them, and different times of the day for people that work 8-5.
 - Install smoke alarms.
 - I would like to see firefighters reach out to the community to install smoke alarms.
- No Experience
 - I have no experience with the fire department (thankfully) other than observing their vehicles roaming through town.
 - Never had an incident myself, but I haven't heard bad things about the fire department.
 - Never needed assistance.
 - New to community so don't know; no longevity.
 - No recent experience with any of these concerns. Past experience with ambulance service personnel generally positive.
- Not Aware
 - I did not know home and business safety inspections were available.
 - I wasn't aware fire prevention education & outreach, and home & business safety inspections were services offered.
- Quick
 - Every time we had a fire drill for the undergrad dorms they were quick to come. I have faith in them if there was an actual fire.
 - Observed response time seems reasonably fast.
 - They responded promptly to the fire alarms at Fisher Theater—good luck.
- Slow
 - We know the ambulance service we used this year was a part of MGMC; however, it took over 18 minutes to arrive.
- Social
 - I like that they came to our neighborhood picnic.
 - It's very nice when they show up at our neighborhood block party.
- Other
 - Fires are not that common; \$5 million seems like too much money.
 - I am not sure the cost to maintain a fire department of this size is justified. How many residences catch fire each year that are controlled by the Fire Department.
 - I hope I will never know.
 - I live in Copper Beech and know of myself and several other apartments that did not have fire alarms for the better part of the year. Copper Beech was asked about it many times but took no initiative to replace them. Finally, I had my dad replace them this spring when my parents came for a visit.
 - Need more money to do more things.

- Rental inspections should be more flexible. They create an adversarial position with landlords; does not matter if new or old, one unit or 1,000 units.
- We are under-taxed in Ames and as a result we get very little for our tax dollars.

Comments on Ames Electric Department services

- Billing
 - I receive online statements and auto deduct. In turn, I miss out on announcements and information that is included in direct mail bill. Perhaps attach a PDF to email.
 - Online bill pay with no fees!
- Coal
 - Coal is a plentiful and economical source of power. We should continue to use it.
 - Coal was fine, oh well.
 - I'm frustrated that the EPA/federal government is forcing the power plant to switch from coal to natural gas. While coal results in mercury and other pollution, natural gas prices will skyrocket when U.S power plants all switch.
- Cost
 - Expecting that costs would decrease once initial costs are absorbed.
 - Hopefully rates can remain reasonable.
 - I have lived in several cities and multiple states and my electricity rate is ridiculous compared to all these cities.
 - I would circle "Yes" if I could afford to pay more.
 - I'd be willing to pay more initially to bring overall costs down over time.
 - It goes up regularly, so I'm reluctant to give "permission" for increase.
 - It has been really nice having a less expensive city electric, water and sewer bill since moving to Ames from Mt. Pleasant and having a larger home.
 - No more than 5 percent – I'll soon be on a fixed income.
 - Perhaps this is being forced on us by the federal government to expand their control. Unless it can be shown to be cost effective without subsidizing, it should NOT be implemented. There has not been any global warming in the past 18 years!
 - Service is excellent, but already very costly.
 - This is an excellent area to focus attention. The upfront cost of "green" things should not only pay for themselves, but will help the environment.
- Electric-lines
 - I wish more lines were buried rather than overhead.
- Good-service
 - As a college student, I am pleased with our electrical services.
 - Great service. I have had no problems so far. They seem to really be on top of things
 - I just got my first apartment as a student and I thought it was very easy to get electric service to my place. Whoever I talked to on the phone was very understanding of my naiveté about it all. Sometimes the bills are hard to read or understand.
 - Service is excellent, but already very costly.
- Lighting
 - Lack of lighting on State Avenue creates a danger zone and enhances feelings of being unsafe.
 - Street lights are very dim and provide very little lighting. I will not walk at night, not because of safety, but because there isn't enough light to see the sidewalks that are uneven and broken.
- Not Coal
 - I would like to see the city not on coal, oil or gas.
 - Rebate.
 - I appreciate the rebate programs. Any way to keep rates low is appreciated.

- **Renewal Energy**
 - Hopefully in the long run the price of non-renewable energy rises to meet increased cost of renewable energy.
 - I do believe the future will depend on renewable energy.
 - I would be willing to pay more for an initial upgrade but would hope that we would be looking into renewable energy sources that would eventually bring down the cost of electric services.
 - If Ames is going to grow responsibly we must develop renewable energy.
 - Maybe better wait for more efficient production of renewable energy and switch after that.
 - Renewable energy should be cheaper.
 - Renewables should stand on their own without subsidies or premium payments.
 - Why would a premium exist on the use of renewable energy? Why is the city not working more closely with Iowa State to develop reliable and effective forms of renewable energy rather than a switch from coal to natural gas?
 - Alternative-energy.
 - I feel we have a long way to go in our research of alternative forms of energy. I would like to wait.
- **Solar Program**
 - More interested in a residential solar program.
 - More resources and materials could be provided to show people how they can own their own solar panels and contribute energy back to the grid. A more decentralized approach is the future.
 - Solar panels should be on all homes with city paying at least half.
 - Solar, wind – let's move forward.
- **Wind Solar-energy**
 - Businesses: wind and solar energy should be bought by the businesses first.
 - Wind turbines in city limits would not be a good idea.
 - Need more wind.
- **Other**
 - Not very well informed about this issue.
 - As a church member - disadvantage - Ames promotes light bulbs with HVAC IEQ, energy ARV - lowers RW - but gives poor power fact, as resident resent high rates to level up ... for future use and should say as you go - issue bonds when needed
 - I'd like some clarification on what actually gets burned for energy and what gets buried in the dump.
 - We don't need "alternative energy" until it's economically feasible without the creative accounting and tax incentives used for "alternative energy" today. Wait until it's competitive in the market on its own, like most everything else.
 - Why didn't we put money away all these years to update the plant instead of all of a sudden needing big money to replace it? Who would have noticed a 50 cent surcharge?
 - Get feed-in traffic potential.

Comments on Water & Pollution Control department

- **Best Water**
 - Best water.
 - I am so happy with the quality of Ames water! Compared to other towns our water tastes the best!
 - My property management pays for my water service; therefore, I have had no reasonable problems. The water tastes pretty good and I don't have any noticeable problems.
 - Overall, good tasting water but the pressure is awful.

- Billing
 - On the monthly statement, I find the information on the amount used per month to be confusing and fairly meaningless. More explanation on facts such as how my usage compares with the average household and ways I can conserve would be helpful.
- Flooding
 - If the City of Ames would stop building on the Skunk River floodplain, flooding would not be such an issue.
 - Storm drains in the SCAN area frequently backup when there is significant rainfall.
 - The flood was in my apartment parking lot but it seemed to be gone in about two days.
 - Yes, at Creekside Mobile Home Park, every time it rains the water backs up and floods the first two homes on the both sides of street on Fountain View Drive.
- Flooding Scare
 - Have not had heavy rain in the 3.5 months that we've lived in Ames. I am very concerned about the first heavy rain as neighbors have said that basements in Ames flood easily.
- No Problem
 - Have had no problems.
 - I have never had a problem and hope never to have a problem. I am worried about all the building on the floodplain might make this a problem in the future.
 - I have never had problems with water and I actually think it is exceptional. I always have hot enough water and water pressure is great.
- Other
 - 1621 North Dakota Ave. needs to be rezoned county, not city.
 - Had sewer cleaned from home out to street.
 - Had to report issue multiple times before it was solved.
 - I'm not sure if our sewer service is provided by City of Ames. I assume it is because we use the city's water service. When the water came inside, we didn't even realize it until the landowner told us about the incident and got it covered.
 - You can only prepare for so much. When too much comes down too fast, water is going to go places it doesn't normally go.
- Sewer Problem
 - No response, we just dealt with it. Storm sewer was not working and our yard/basement got wet during heavy rain. Fixed now.
 - The residents above me did have problems with water rising out of their sink.
- Water-deteriorated
 - Water quality seems to have deteriorated

Comments on Neighborhood Nuisance enforcement

- Abandoned Property
 - There is no enforcement. Neglected properties are never confronted. We live next door to a mess and I have called several times.
- Apartment-Overcharge
 - The problem with housing resides in the landlord rent-collectors who are greedy, overcharge, and take unfair advantage of people.
- Apartment Unkempt
 - If there are some slumlords, they should be dealt with.
 - Landlords should be forced to keep properties in good standing and enforce tenants to keep up with their responsibilities. City officers should enforce ordinances.
 - Lawn maintenance in rental homes was very poor last year.
 - Mainly a few properties that do not appear to be maintained.
- Campustown Dilapidated Homes

- Enforce the rules. Campustown is looking increasingly dilapidated.
- Couches-on-Curbs
 - Couches on Campustown yards seem to be overlooked
 - Couches on curbs, etc. Fine the landlords when tenants leave stuff if they (landlords) don't haul it away.
- Developer-Clean Up
 - Hillbillies can leave their crap anywhere and don't get us started about the huge developers. Your noise ordinances are about student parties and don't do anything to control single-family home nuisances.
- Don't Know
 - I live in the Stonebrook Addition so I really don't know how these nuisance ordinances are applied in other parts of Ames.
 - Herbicides – ban.
 - Regarding item 4 (yard upkeep), I think herbicides and pesticides should be illegal for the general public.
- Junk Cars
 - I feel junk cars and collected trash in back yards that face alleys are a problem. Just because they are mostly out of sight does not mean they are not a problem. Though I do realize that just keeping the front area maintained is almost beyond what the city is able to do.
 - There are old cars that never move off the driveway
- Junk-on-Property
 - I mean, my neighbors have a lot of junk on the side of their house, but I also haven't reported it. They are nice so it's worth tolerating.
 - Ken's Appliance store: tires along roof edge; old residence; rat-trap. Vacant lot on South Third: piles of dirt, trashy, rocks.
 - My next door neighbor has abandoned his home. It is full of garbage, he has a dead tree in the front yard, facing down fence in the back. Up until last year, had grass in his yard long enough to hide deer.
 - People should take care of junk on their property and the city should cite people who have too much. We all know what "too much" is.
 - The west side of Ames has beautiful older homes (30-plus years old) and our neighborhoods are rampant with poorly kept yards, unoccupied home (abandoned), and nothing is done about it (e.g., Phoenix Street, Ross Road).
 - Very dissatisfied with 4, 5, 6 (yard upkeep, property upkeep, junk on property). Rules and codes not enforced on these issues. Have complained many times and nothing gets done. Example, 1329 Arizona.
- Lawn Maintenance
 - See more properties fall under disrepair and poor lawn maintenance.
- Motorcycle Noise
 - Way too much motorcycle noise!
- Noisy Apartment
 - Some noise complaints aren't taken as seriously in apartment complexes.
 - Some older rental property, particularly along Lincoln Way, needs city support and enforcement of items listed above. Some noise issues late at night sometimes require enforcement.
- No Problem
 - City must be doing good because I don't see these as problems in Ames.
 - I don't really notice any really neglected or junky places, so the city must be doing a good job.
 - I have not encountered these concerns in my neighborhood.
 - I have not personally experienced a need for city involvement, but do want these ordinances enforced as needed.
 - I know there are problem areas, but police are responsive when informed.

- I live in a relatively student-dense apartment complex. I've never had a REAL problem with noise but I think living underneath anyone is not part of enforcement but construction of the building itself.
- Most of these do not bother us.
- None of 1-6 (Neighborhood Nuisance issues) is a problem for me so I think I'm satisfied.
- Not an issue in my neighborhood.
- There are no problems in my neighborhood.
- This does not seem to be an issue at my location; near campus may be another issue.
- We have had no issues with any of the above in our area.
- We have no frame of reference for these issues.
- When I have noticed these problems, they are usually resolved over time (1-2 years). Even though I tend to be very neat, I try to be quite tolerant of what others do with their property unless it becomes a public health issue.
- Where I live, everything is fine.
- Who cares about any of this stuff unless you live in a high class neighborhood with all the professors and coaches?
- Over occupancy
 - Somerset area looks good and not aware of over-occupancy. Any noise while living in Friedrich apartment while waiting for home to be built was handled by Friedrich Properties.
 - The over-occupancy problem only happened once.
 - The student population is growing every year. The rental occupancy limit needs to be lifted. Rental companies know about these rules and are gouging students who live in apartments. If I were to stay in the apartment I am living in now, my rent would have gone from \$365 to \$420 in one year. That is a lot of money for a college student to try to pay.
 - There should be less emphasis in monitoring the amount of people that occupy a property.
- Parked Commercial Vehicle
 - Hate to see commercial vehicles parked in residential areas. Neighbor has snow cone business truck parked in driveway year around. Tacky!
 - Parking.
 - I live across from Inis Grove on 24th and would like to see the young people using the park after school parking on the empty tennis court parking lot, or why can't they use the parking lot by the shelter? The drinking fountain and restrooms are there. I enjoy watching the kids play, just don't like them parking across from my drive way.
 - I think people should be able to park on their yards during high occupancy events in Ames.
 - I think people should be able to park where they wish whenever without having to pay anything.
 - There is not enough off-street parking for the number of renters!
- Shooting Range
 - Some may not consider it a nuisance but I have never been happy with sound drift from the shooting range, especially when the prevailing wind is from the east. I live northeast of the hospital and I would really, really like not to hear the sound of weapons being discharged.
 - The shooting range on the east side of Skunk River should adhere to its own web posted hours. Often shooters are active till well after 10 p.m. and start before 8 a.m. It gets very annoying!
- Sidewalk Maintenance
 - Add sidewalk maintenance. I believe there should be a publicity campaign to encourage people to maintain the walks (edging, clearing outgrown bushes, etc.) and repairing walks for the benefit of those who use the walks for exercise.
 - Lack of sidewalks on some streets (13th Street for example, between Kellogg and Clark or Wilson? South side) is pathetic. These should be installed/maintained by the owners of the properties!
 - Sidewalks are never shoveled during winter.

- Snow Removal
 - Residential snow removal is not enforced well at all.
- Student Housing
 - Student housing creates some problems, understandably.
 - Trees.
 - There are trees that hang too low over the bike paths on Welch and surrounding Campustown area/neighborhoods.
- Unmaintained Residential Homes
 - Ames is way behind other cities in requiring upkeep of poorly maintained homes.
 - Being a college town. I expect poorly maintained homes, but it is getting worse and worse.
 - It is less a problem caused by the City of Ames but a lot of college houses seem to be unkempt on the outside and the grass is not very good in a lot of areas.
 - This is one area that needs worked on. I see a lot of homes not kept up well at all.
- Weed Control
 - Need better dandelion control in city.
- Yard Waste Disposal
 - City does a great service with yard waste (leaves days).
 - They don't get it in the dumpsters, and it blows all over. Plastic bags are the worst and they don't degrade!
- Other
 - 5001 Todd Drive looks pretty bad.
 - Have not had to use or call.
 - I have called numerous times and never see results. I am told they cannot go on anyone's property to check problems. This lowers the quality of our neighborhood and decreases the value of our home.
 - Need regulation to maintain community integrity.
 - This is an area where budget cuts make sense. This type of "policing" is not that useful.
 - We don't see or hear about the problems and/or what the city is/has done to mitigate the problem(s).
 - What is going on at the house on the north side of Ken's Appliance?

Comments on Transportation/Street Maintenance

Location	Suggestion	Original Comments
13th Street (eastbound) & Duff Avenue	Left turn arrows that don't activate	Very annoyed at intersections with left turn arrows that don't activate because oncoming traffic is deemed too dense (13th eastbound and Duff).
Duff Avenue from 13th Street south	Needs flow improvements	Duff from 13th Street south needs flow improvements, especially around the railroad crossing. There needs to be another connector to the south side such as Grand Avenue.
13th Street & Grand Avenue	Needs dedicated turn lane	13th and Grand, especially east-west on 13th, if stuck in turn lane (left lane) it can take 20 minutes or more just to get through the intersection during busy times. Need dedicated turn lane.
	Left turn signal arrow westbound	At intersection of 13th and Grand need left turn signal arrow for westbound on 13th to southbound on Grand Avenue.
	Needs better light	13th and Grand needs better lights. Late at night HyVee's lights don't turn green. Train tracks by Duff and Main Street – I know you don't want to do anything to Main Street but can you go the other way a few blocks and make a passage over the tracks?
	Needs a turning light	Need a turning light at 13th and Grand intersection.
	Needs left turn arrow	Need left turn arrow for 13th at Grand. It just depends – weekend all bad. Grand and 13th turn signal – east/west travel there is an easier way. Stange and 13th – weekend turn signal.
	Needs green left turn signal for all ways	At 13th Street and Grand Avenue, could the east/west traffic get left turning arrows like the north/south traffic? South Duff traffic can get very congested at times; also dangerous with people trying to turn left into WalMart illegally. The intersection of 13th Street and Grand Avenue needs green left turn signal for all ways. This is a dangerous intersection without them.
	Needs turn lane	Could use a turn lane on 13th Street and Grand Avenue.

Location	Suggestion	Original Comments
13th Street & Stange Road	Should consider a pedestrian bridge for those trying to cross to SUV Horrendous Traffic signal does not sync Left turn signal	On the corner of Stange Road and 13th Street, we should consider a pedestrian bridge for those trying to cross to SUV. Also at the same intersection, if there were an additional right turning lane just for both sides of Stange, it would greatly reduce accidents in the winter. 13th and Stange between 5 and 5:45 p.m. is horrendous. Did city planners even visually look at the Stange and Somerset intersection? That corner gets more dangerous by the day. You really need to consider four-way stop sign there due to extremely limited visibility. The traffic signal on Stange and 13th does not sync up with others, causes traffic jams.
13th Street	Traffic light	The traffic light on 13th for crossing near the water park ought to be always in service. Currently it gets turned into a flashing yellow light whenever the water park is not in operation. There is no downside to allowing pedestrians to stop the traffic to safely stop. The majority of the time, traffic will not stop in that area, but it will make crossing a high speed, wide street much safer.
13th Street & 20th Street	Traffic light	13th Street and 20th Street lights opposite so have to wait long turns to get on to Grand.
13th Street intersection	Intersection bad	The 13th Street intersection is bad.
Curtis to 13th Street	Stop signs are from view as you approach	Some stop signs are from view as you approach, i.e. from Curtis to 13th. Some intersections north of Roosevelt School have neither stop or yield signs. I would like to see Ames seriously consider roundabout traffic at appropriate intersections. They are not as hard as some think, and can said on go when you are not sitting waiting for stop lights to change.
Duff & East Ninth Street	Car detection mechanism is terrible	The car-detection mechanism at Duff and East Ninth Street is absolutely terrible (especially on east side of Duff, when waiting to go west bound). I have to move my car side to side multiple times to be detected.
Duff from westbound Highway 30	Can take 5-plus minutes to cycle	Sometimes the light to turn south on Duff from westbound Highway 30 can take 5-plus minutes to cycle at times of day when traffic is very minimal.
Duff, crossing Grand to 30th Street	Long wait	Long wait from Duff, crossing Grand to 30th Street.

Location	Suggestion	Original Comments
South Duff	Congested	
	Too many stop lights	Stops (red lights) are too many. South Duff is poor for westbound same with Grand and 13 th Street
	Bad for signal timing	South Duff is very bad for signal timing. Needs looked at. We don't need more lights in front of Walmart either, just time them better!!
Grand Avenue	Timing of the streetlights	The timing of the streetlights on Grand is extremely off.
Grand Avenue & Sixth Street	Traffic signal coordination	Sixth Street and Grand Avenue traffic signal coordination is terrible; takes forever to allow cars on Sixth to go.
Grand Avenue	Too many stop lights	Grand Avenue
Lincoln Way	Traffic lights hardly ever sync up	Lincoln Way traffic lights hardly ever sync up
	Nightmare	Lincoln Way is a nightmare. After 35-plus years in Ames, we are leaving west Ames to central Ames, happily. Traffic from west to east is a primary reason.
	Too long lights	Too long lights on Lincoln Way; hard to cross Lincoln Way between Duff and Grand.
	Red traffic lights	When travelling east on Lincoln Way, if you hit one red light you hit EVERY red light.
Lincoln Way & Franklin Avenue	Long traffic light	The light on Lincoln Way and Franklin Avenue is a really long light to sit at and wait. The light on Lincoln Way and State Avenue (the light that you come to that was on the same street at the OLD middle school) is a really long light to sit at and wait. The speed limit goes from 45 to 25 on the road of the OLD middle school. That is a huge change and should be made to 35 as a compromise.
Lincoln Way & South Sheldon Avenue	Awful timing	The corner of South Sheldon and Lincoln Way has absolutely awful timing and needs to be changed. It has been causing problems all year long. There is 35 seconds along Lincoln Way and 13 seconds along Sheldon. Too many people need to turn and 13 seconds is way too short. Please fix this issue.
Lincoln Way & University Boulevard intersection	Needs overnight timed lights	The University Boulevard/Lincoln Way intersection needs overnight timed lights, otherwise the University Boulevard light will never change if you get there just as it turns red too far ahead of motion sensor.
Lincoln Way & Beach	Should have a left turn arrow	There should be a left turn arrow at Beach and Lincoln Way. Sometimes heading south on Beach to turn left (east) on Lincoln Way, you can't make the

		light because of traffic coming across Lincoln Way heading north on Beach.
Location	Suggestion	Original Comments
Need for a turn arrow going east/west	Lincon Way & Clark	There is a need for a turn arrow going east/west on Lincoln Way to Clark Avenue.
North Dakota Avenue & Lincon Way going north	Confusing	North Dakota and Lincoln Way going north -- if the lanes are limited to one turning lane and one straight it may be helpful to have it marked on the street as well (painted arrow). There seems to be confusion.
Lincon Way that runs through ISU	Need median	Would love for the median that runs through Iowa State on Lincon Way to be cleaned up and look like the one on Fleur Drive in Des Moines. This would be a great City/ISU project.
Mortensen & State	Awful intersection	Mortensen and State is an awful intersection when people are going to and coming home from work.
Mortensen, Lincoln Way & South Duff	Challenging	Mortensen, Lincoln Way and South Duff are challenging. The intersection near the fire station at South Duff and the area around the middle school are extremely frustrating and dangerous.
24th & Prairie View West	Needs traffic light	24th and Prairie View West needs a traffic signal desperately. Dangerous. The one halfway down the block need to be removed to intersection.
24th Street		As Ames is growing to the north, traffic controls along Stange and 24th Street need increase. Why is the left turn signal at 13th and Stange intermittent? Should be consistent.
10th Street & 11th Street	Needs stop signs	Needs stop signs.
30th & Grand Avenue	Long wait for green to cross east/west	30th and Grand: Long wait for green to cross east/west then very short green light; made this comment two years in a row -- no change. The light at South Fourth and the HyVee grocery store is even better managed than this.
Campustown	Construction is ridiculous	The construction in Campustown is ridiculous. Who allowed the street to be closed forever!!
Coconino & Mortensen	Needs stop light	Stop light should be placed at Coconino and Mortensen.
Connect I-35 on the north side of town to 30 on the west side	Needs a system to complete a connection around the city	Traffic flow in town is poor. The problem is there aren't enough roads. We need a system to complete a connection around the city. Connect I-35 on the north side of town to 30 on the west side.

Duluth Street	Horrible snow removal	Duluth Street has horrible snow removal. It often occurs up to a day or two after a snowfall event and is never more than one pass per snow event. My neighbors and I have gotten to the point where we scoop the street by hand many times. I understand it is a low priority street, but it wouldn't take much to make a few passes on this street, especially when the trucks pass by Viola Mae numerous times per snow event.
Location	Suggestion	Original Comments
Furman Aquatic center	Yellow flashing in off-season is annoying and occasionally dangerous	Light at Furman Aquatic center : Yellow flashing in off- season is annoying and occasionally dangerous! Ames traffic flow is best served by signals that are triggered by traffic, not timed. Need another major north/south artery (Grand?).
Hyland & Ontario	Activate WALK signal when traffic light goes green	I'd suggest always activating WALK signal when traffic light goes green. This pertains to bicycles that must use sidewalk area. The location of the button is not well suited for bikers. Example, Hyland/Ontario.
Ontario & Mortensen Road	Widen to four lanes to take traffic off Lincoln Way	Morning commutes and late afternoon commutes on west Lincoln Way are bothersome due to bus stops and heavy traffic. Could Ontario and Mortensen Road be widened to four lanes to take traffic off Lincoln Way?
Ontario Street	Deer warning signs	Deer warning signs need to be placed on Ontario Street. There is a heavy amount of deer crossing in the mornings, especially during certain times of the year.
Roosevelt & 10 th /11th Streets	Needs stop signs	We need stop signs on Roosevelt and 10th and 11th Streets. Roosevelt & 10th Street – with park right there, would like four-way stop. Roosevelt & 11 th Street – need four-way stop.
Roosevelt & 11 th Street	Needs four-way stop	Needs four-way stop.
Ross Road and Ontario	Rough road	We no longer drive on Garfield because of its rough condition (between Ross Road and Ontario).
Southeast 16 th Street & Hyland Avenue	Needs turn lane or left turn signal	Intersection at Southeast 16th Street & Hyland Avenue is in desperate need of turn lane or left turn signal – 5 p.m. traffic is horrible. With no turn lanes, speed of traffic (45 mph) and poor sight distance because of a lack of turn lane.
Sidewalks	Should be iced/plowed better in the winter.	Sidewalks should be iced/plowed better in the winter. Could make for a few more job positions.
South Dakota & Todd	Needs to be a pedestrian walk way	There needs to be a pedestrian walk way on South Dakota Avenue and Todd. It is very difficult to cross the street to get to the bus stop.

Stange & Northridge Parkway	Adding a traffic light	I would suggest adding a traffic light at Stange and Northridge Parkway. It is very difficult to turn if on Northridge Parkway.
West Ames to downtown via Lincoln Way	Horrific	From west Ames to downtown via Lincoln Way can be horrific
Others	Air pollution	There is NO flow which results in frustration, not to mention air pollution and increased waste of fossil fuels.
	Build a center turning lane	Build a center turning lane. I know that it is not feasible but it would help
Location	Suggestion	Original Comments
	Coordinate signals	I really didn't know if there was any attempt to coordinate signals.
	Coordination it is not evident to me	If there is any coordination it is not evident to me.
	Coordination	What coordination?
	Good	It seems difficult to adjust one's speed to match, say, a service to green lights. Some places seem excellent, others spastic! Nice job, nothing really to say. Traffic triggered/activated seem effective. Often drive in middle of night and my path is not favored by default signals, so wait is long.
	Handicap parking places in the downtown areas.	I appreciate the signals as the city has coordinated them. I do like having handicap parking places in the downtown areas.
	Lights are often uncoordinated term	I think the lights are often uncoordinated term. Simulated traffic jam. Waiting on one light, turns green, and when you get near the next one it turns red.
	Mainstreet traffic	Turning or coming during rush hours on main streets.
	No stop signs or lights	There are several streets with no stop signs or lights for pedestrians to cross. This is problematic when there is a bus stop on the other side of the busy street.
	Not enough proper turn signals	Traffic signals are the right number, but not enough have proper turn signals. Almost impossible to make left turns in Ames!
	Other	Traffic sensing at traffic lights is a lot better than my home town (Mason City). Further improvement is always welcome, though; the smarter the better.
	Red traffic lights	If you hit one red light, you hit every red light in Ames.

		Seems like once you hit one red light you're often doomed to hit the next five; wonder if there are opportunities to use flashing red/yellow notes to improve flow during low volume periods late at night (avoid stopping traffic on main streets for one car turning right).
	Several traffic lights don't seem to respond very well to cars	Several traffic lights don't seem to respond very well to cars, and don't even stay green long enough for me to get across after being the first or only car stopped at the light before it turned green.
Location	Suggestion	Original Comments
	Snow removal	<p>The plows continue to smash up curbs. (I picked up a bunch of big pieces and a lot of chip shrapnel from plow damage today on the first spring morning!)</p> <p>We have the worst snow removal. I used to commute to Des Moines and the worst roads were always in Ames. Our streets were still covered in snow and lumpy and bumpy with leftover ice and snow.</p>
	Stop multiple times	Rarely can you drive down a major road without having to stop multiple times.
	Stoptlights won't coordinate	<p>The late night weight-sensors for some of the traffic lights occasionally do not recognize when weight is applied.</p> <p>There are certain stoptlights that I have waited for long times and they often don't coordinate with surrounding ones. As soon as one turns green the next is red (Lincoln Way).</p> <p>They don't coordinate well at all. All of the traffic engineers should be fired!</p> <p>Timing always seems off, especially at night.</p>
	Terrible traffic	Terrible traffic.
	Too many traffic lights	Too many traffic lights in general. Some intersections seem to be perpetually on red in all directions, especially South Fourth Street & University Boulevard.
	Traffic lights settings between 11 p.m. and 6 a.m.	Traffic lights on major streets should be set to green all the time between 11 p.m. and 6 a.m. Side streets could have flashing yellow during those 7 hours.

Traffic signal coordination	While most traffic signal coordination is good, some is just terrible. For example, I have timed waiting 1 minute and 45 seconds (yes, I timed it) at the intersection of State and Lincoln Way to turn left, even when there were very few cars on Lincoln Way!
Worst	Worst Iowa city to drive in.

Comments on CyRide

- Commendation

- We ride maybe one or two times a year if car needs fixed, etc. Glad to have it there at those times.
- CyRide is awesome.
- I would gladly/welcome a more convenient access to ISU events, i.e. football games.
- CyRide is an excellent service which we are happy to pay for even though we don't use it.
- I hear it is an excellent system.
- I am very glad we have CyRide, just in case. I do need to use it sometimes, and for the kids.
- CyRide has a pretty good schedule and is usually consistent. However, it could use more buses at night.
- Although (I only use it) once in a great while, I am very grateful to have it. I see it as a wonderful asset to the city.
- CyRide is great.
- My kids used CyRide when they lived in Ames - very good experiences with it.
- I loved it the summer that CyRide was free and we rode it then. I wish they would offer residents a discount in the summer (or a punch card for less). It has to be a great deal, though. In the summer, the buses are almost empty.
- I use CyRide often and love it. I wish it were more convenient to get from Somerset to downtown. Getting to South Duff is also inadequate.
- It is really nice but if I were to miss the bus on my way home from campus I would have to wait quite a while for the next bus.
- Nice drivers - helpful and polite.
- College-age son uses it regularly on campus.
- I travel by CyRide. I wish there were more buses and connections to the Best Buy, theater, other areas.
- I used to use it before I had a car on campus. When I did use it I wished buses came more frequently.
- I've used CyRide in the past and generally liked it, but it took a lot of experimentation to figure out the best route.
- My roommates and I in our four-person apartment ride CyRide every day into campus.
- CyRide is very useful when needed (car in shop, around campus, after cataract surgery).
- I do ride.
- I think CyRide is a wonderful system. I have an ISU grandson who uses it a lot.
- While a student, it was a wonderful opportunity.
- CyRide is an effective asset for its riders, and I wholeheartedly approve continued funding.
- Even though I don't ride it, it is a wonderful asset for Ames. The price is right, I understand.
- CyRide is a wonderful service but we rarely need to use it.

- General Comments

- I would like to know the ratio of students that use CyRide versus tax-paying Ames residents. As an Ames resident that pays taxes, I find we supplement the university way too much.
- Increase funding to CyRide, routes, where it goes, making it more accessible to people. It's an awesome service.
- Used to ride a lot more, but more of a convenience to use my personal vehicle or bicycle.
- Have no need for CyRide services.
- I like to have my car so I can run various errands after work.
- I live in Old Town so I walk a lot. When I drive it's when I have lots of errands or groceries to get. I would like to bike more but the bike paths don't connect and I feel unsafe on the city streets.
- It is overfunded by the city and it is a university service.
- Living on a major route is a huge plus for me. This should be promoted. Some cities have a "free" pass for seniors. This would add to the quality of life for seniors.
- It is great they send multiple buses at peak hours, but it would be nice if buses came more often during non-peak hours.
- Needs
 - Bus stop is blocks away from where I live and I can't walk that far. I can't go very often, so I drive.
 - Even before arthritis slowed me down, the distance to the bus stop was great.
 - It's very costly. Having lived in bigger cities (New York City, Philadelphia) the cost of public transportation in Ames does not meet what you actually get.
 - I would love to use CyRide but there are too many students on my route that don't have the same hygiene habits that are tolerable for 30-plus minutes.
 - CyRide is free for students; it would be great if it was the case also for other people in the community. It is like that at Urbana-Champaign, Ill. Then I would use bus more.
 - I almost always take CyRide several times a day. The only times I drive are when I have too much to carry for the bus or stay out later than the buses run.
 - Limited schedule in south Ames.
 - Needs more buses. Once an hour is not adequate.
 - Need route where we live; can help out lots of families if it ran where we live (not needing to walk so far to catch nearest stop). Can't see reason why CyRide can't go where we live. Could use it to go to mall, library, school, etc.
 - Purple and Midnight Express need the new buses.
- Routes
 - In my opinion, the buses that go off-campus (east to west) should be running until a little bit later in the night during weekdays. Otherwise, CyRide is an amazing public service.
 - If I work in town I would have to walk four to five blocks to CyRide; not convenient.
 - If the route included east to west on 13th to USDA, then I would use it.
 - I used to, but cost/time of pick up/lack of frequency made driving to work more convenient.
 - I could use another Green Route bus in my life.
 - Does not come into my neighborhood.
 - Doesn't have convenient service to south.
 - No CyRide access near our house.
 - The bus stop is over a half mile from me.
 - Also no stop convenient to home.
 - I live west of South Dakota. I would have to walk several blocks to/from home to ride.
 - Reducing the number of stops through campus would likely speed up transportation for everybody. The increase in time to walk to a stop would be counteracted by increased bus throughput.
 - Should have A or A1 run more frequently until 9 p.m. rather than 6:30 p.m.
 - Also it takes too long (too many stops for too long)

- The schedule on the weekends is bad and the routes are limited so I have to walk a long way to get to the nearest route that is running because my part of the route is closed on the weekend (Brown South)
- The time between Brown South routes or Towers routes are too long.
- Timing doesn't work out. Lack of routes into Somerset during evenings/weekend. Timing of routes around athletic events (might) don't work out well with ending times of games, especially basketball.
- Why doesn't Red come to the end of the West Mortensen or why doesn't Purple bus run more often? The location of the bus stop on Dickinson Road is extremely inconvenient considering the high density of students who live on the west end of Mortensen.
- London Drive should have a stop sign before turning onto Northridge Parkway. The intersection in Somerset business district are very dangerous for both cars and individuals walking, primarily because of speeding and cars using a U turn in the intersection.

Comments on Parks and Recreation services

- Positive comments
 - Everything is OK but obviously a lot of these things are outdated and just need to look nicer; more gravel or dirt paths. I know many people who would find this beneficial. Maybe more shelter houses and long time period when restrooms are available and tennis court would make me want to use them more.
 - Ada Hayden is a treasure, but the paths need some attention.
 - Parks are in good condition overall. Some bathrooms could be updated or added to other parks.
 - Ames can be proud of its Parks and Recreation facilities and activities.
 - Ames city parks are a true jewel for all to enjoy. This wonderful foundation for community should be built upon.
 - Ames has great parks, but many areas are unknown to the public. This could be a directive to try and educate the public about the park system. Maybe the university could include a pro bono ad for Ames parks in their incoming freshmen brochures. Also, take advantage of the inflow of students by slightly raising the sales tax instead of raising property tax of residents. Have the visitors help pay for the necessary Ames public features, but don't ruin Ames' good reputation and go overboard.
 - Disc golf parks are great. Sometimes quite crowded; maybe one more would be useful.
 - Good to have lots of parks and green space.
 - I adore running in Carr Park. The natural surface trails are a special value in Ames. Please keep it as is!
 - I am most satisfied.
 - I'm a huge supporter of the parks and think staff does a good job. But it's hard to rate the parks given how different they are in terms of age, use, time of year (now there is way too much lumber, tree debris needing to be dealt with (e.g., Brookside), etc.
 - I didn't really spend time in the parks, but when I drive by they look nice.
 - Overall, parks look nice and are fairly clean.
 - Trails are good, but could be extended, especially to safely get to locations that are high traffic.
 - Very much enjoy walking path at Ada Hayden. One summer called in about birds with nests diving at us while walking; haven't noticed this the last few summers.
 - We are blessed with beautiful parks. Upkeep is important. Thanks go to Holub and volunteer gardeners.
 - We have excellent parks.
- Needed

- A longer waterway trail might be nice. Starting on 13th by the pool, I didn't find a path leading to Lincoln Way or south of there. A trail to Ada Hayden Park would be nice, too.
- Accessible parks should be the area of focus.
- Add more outdoor ice rinks.
- As a city we need indoor tennis courts.
- Could always use more trails.
- I would like to see the land on the south side of Ontario near county line road preserved again for a park as the housing just south of it moves closer and closer (with no major park north of it either).
- More bicycle trails. Would be nice on one of the old rail lines to Kelley and on to Slater.
- More bike trails.
- More wooded areas would be nice.
- There needs to be more areas for basketball playing for teens.
- There should be more indoor space to take advantage of as Ames is cold most of the year.
- We could use more play equipment or adventure areas for older kids (upper elementary and middle school kids). Weeds tend to overgrow dirt trails at Brookside.
- We need to spend more on our parks. How about developers donating money or providing parks for areas they develop? All those apartment dwellers contribute nothing to the quality of life in Ames.
- Would be REALLY nice to eventually connect bike trail at Hunziker Sports Complex to the Riverview park trail, etc.
- Would volunteer to help rid wooded areas of honeysuckle, etc. Lots of junk brush and trees.
- Improvement
 - A drainage ditch on northwest corner of Disc Golf Course (Gateway Park) needs to be cleaned up. Dead/falling trees need to be removed. It needs the input of bordering homeowners.
 - A refinishing of the shelters, tables, and signs would help greatly improve the appearance of the parks.
 - Trails in Ada Hayden Park could use patching of cracks that have overlapped in recent years.
 - Bathrooms need to be open 7 days a week. Most of the time they are closed on weekends but that's the time when people usually go to parks.
 - Bike trails are cracked, muddy, dangerous.
 - Clean up under brush!
 - Get kids to quit vandalizing our city parks and restrooms.
 - I have been waiting 8 years for a park in Northridge Heights.
 - I think adding another trail would be beneficial to the city.
 - I would like to see the City spend more on landscaping in the parks (mulching, flower beds, etc.).
 - It would be great if restrooms were opened earlier in the season once weather is nice.
 - Need better management of wooded areas and trails (logs on path, invasive removal, etc.). Tennis court nets left up during winter in Brookside which wears them out and requires them to be replaced more often.
 - Need high output tennis court lighting; playing at night is impossible.
 - Need more bike lanes and bike paths.
 - Our parks look very unkempt.
 - Parks should be left as wild as possible. No need for restoration (as happening in Ada Hayden); leave things alone.
 - Picnic areas need to be surfaced every year.
 - Planned parks have been delayed multiple times. Seeing the budget, it's no wonder.
 - Playground equipment at Lloyd Kurtz Park needs maintenance of slides and climbing equipment.
 - Portable toilet at Ada Hayden didn't have a door lock during off season.
 - Rocks in the swing sets, not woodchips.

- Shelters, restrooms, picnic area all very old.
- Some hard surface trails need repair (especially 16th Street between the high school and aquatic center on the upper slope).
- Some parks have tables/grills that are OK, but others not OK.
- Tables and grills are very dirty.
- The biggest problem with city parks is lack of enforcement of the rule that pets must be on a leash. I have seen this law abused hundreds of times. But I've never, ever seen an officer warn or cite a pet owner for this. We've had family members bitten three or four times in Ames parks. It's obnoxious and unsafe.
- The bike trail near Ames High and the water park is very uneven, almost dangerous to bike on seeing as it is at the bottom of a hill. Wouldn't mind a few more tennis courts either.
- The creek by Daley Park is a mess. The beavers have dammed areas and chewed down trees. They seem to be gone. Now the geese are coming in and wandering around Wilder Avenue and areas. Bird flu? I hope you can control the mosquitoes.
- The park next to my building has a grill in it, but it's all rusted through on the bottom.
- Only one issue but it's an issue for me. The water fountains do not function and are not turned on at the parks. Runner and joggers as well as children and parents rely on these water fountains (Ada Hayden).
- Too many trails are paved! Very tough on your body when running. I would really appreciate more dirt or gravel trails!
- Trails should not be used as storage place for equipment during construction in nearby areas
- Ames has a vast amount of greenway space. That is massively underutilized. We only have two greenway trails and they do not even connect. Path from Grand to airport needs to be paved and maintained in the winter.
- Would be nice if dog park was cleared of snow so A.D.A. people could use it all year, not just part, but still have to pay for full year.
- Would like to see more properly managed wooded areas (removal of honeysuckle, presence of spring ephemerals, controlled burn).
- I walk with a walker so some places are hard to get to. I don't use them much anymore.
- If there is \$1,276,435 already spent on parks, where is it going and for what? Mowing in the summer, how much is used for playground equipment and restrooms now? Maybe need better use of money and you could do more with it.
- Improving and expanding the parks would encourage more use. When people have excellent parks they will use them more. The development of Ada Hayden Park had been the best thing to occur in Ames in the 40-plus years I have lived here!
- New to community - no longevity to know.

Comments on Public Library

Positive Comments:

- We absolutely love the Bookmobile and bookmobile lady.
- I use the Ebook option often.
- I have never been there before but from what I heard about it, I guess it is a pretty good library. I'm willing to use it in the future.
- I've loved the movie selection and biographies I've been able to check out from the library. I think the library is a really great thing about Ames.
- Never been, but I like that it is in downtown. It seems inviting and could be a new place to study and then go and shop/walk around a good place in Ames.
- I love the new library/wonderful/nice.

- I do home daycare. I rely on project Smyles to come and give us books every month. The kids love it and I know it helps get the kids school-ready.
- Our children use the library frequently through daycare and with nannies. Also, summer reading program is excellent.
- Should make more use of library. Have appreciated library response to my needs.
- Use the library often. Find the quality and items available to be very good and have enjoyed many concerts, programs, and community movies. Very positive aspect of Ames. Staff very friendly and available for questions.
- I love the Ames Public Library and the Bookmobile. My only suggestion has to do with the decrease in storytime since the move. They do such a great job with storytime and my kids have always looked forward to it. I wish they could bring back the full schedule.

Negative Comments:

- The children's area needs improvement. It may be helpful to request opinions from mothers who use the area.
- Library newsletter - how about making it digital. New library feels very much like a colder, more institutional place than the old library. Warm up surroundings (entrance area) and staff. More smiles and more help. How about opening earlier on Sundays?
- The new library design is very cold and unwelcoming. Noisy acoustics inside. Chairs are uncomfortable. It's a fleeting, trendy, IKEA design. Would have liked to see a more classical look.
- The entry doors are very awkward and heavy to open by hand. Normally must use the handicap doors.
- It needs later hours. What good is a nice new facility if it isn't open to the public.
- When I moved to Ames I realized that the library is Ames' best kept secret. I wish they would stay open later on Friday nights.
- There is a problem with the internet. When I bring my laptop, I repeatedly get knocked off line.
- Popular book are never available, even months after release.
- I would appreciate if the library were open after 6 p.m. on Fridays/Saturdays/Sundays. The website is counterintuitive to navigate.
- You guys have a weird, slightly unappealing location. Our libraries back home are massive architectural marvels to match the wonder inside.
- No reason to use it.
- I am old and too handicapped to use the library. I read four to five books per week, and looked forward to the reopening. I went once to the new library and will never go back. By the time I got to the second floor I found myself unable to walk to the fiction stacks. I used to enjoy browsing and finding new authors, but now I must rely on my husband to select my books. This building is ugly inside, and not well designed or equipped for the elderly and handicapped. Two handicapped parking places are completely inadequate. I know that I am not the only old and handicapped former patron to feel this way.
- Not many people use it.
- Better parking would help a lot or maybe I don't know where to park.
- Have not been to library since it closed for construction, mostly due to parking, traffic congestion, and not able to walk long without sitting and not able to stand in lines.
- I like the new library, but parking is horrible. Those that wanted it to stay landlocked in downtown overruled the sensibility of improving parking and access for all.
- Parking has been a problem in the past. Also, I don't care for the new library. The temporary location was much more accessible and user-friendly.
- Parking is impossible, which is enough reason for me to take one look and say "I don't have time to stop" since it will entail a hefty walk.
- Parking is ridiculous. It limits access.
- Parking meters are a nuisance.

- Why would I pay for parking when I am able to get the same resources on campus where the bus system is more convenient?
- Wished there could have left "some" of the library at Lincoln Center as there were a lot of parking spaces and easy return boxes compared to return outlets at new library.
- Need free parking for the library. This issue alone prevents many from utilizing the library.
- The adult services second floor restroom is very poorly lit.
- Great asset for the community. Disappointed such a high dollar bond was pushed through. Cannot believe federal and state tax forms were not available. Staff was very inviting for me to print off form and instructions at 10 cent per page.
- I've had hold requests sit stagnant where I am the only person in queue and the item is just rescheduled/checked out by someone else instead of being put on hold for me. This is frustrating.
- Wait list too long for popular books. If I want to read something new and popular it's faster to just purchase the book myself.
- Adult shelving upstairs is too low (lower shelf). Mmany older adults have difficulty finding books on these shelves.
- Front desk clerks can be rude and impatient if you go to the desk and say you'd like to check something out or return something. On several occasions they've responded to us or others by acting like we should know how to use the electronic checkout system or how to return heavy books which can't be placed in the drop box. For example, when walking in the front door I couldn't immediately tell where I was supposed to drop off a heavy book besides giving it to the clerk. She acted annoyed as she moved the book over to a counter around the corner and said I should put it there instead next time. She could have just guided me around the corner and told me that's where the inside drop-off is.
- The internet has all the info that I could ever need! Stop wasting money on the library!
- Not sure I care for the layout of the new library. Stick to Dewey Decimal System for non-fiction books. Adult section on second floor is not good for older adults. Checkout system should be so you could put your card in the machine and it automatically reads the card and the books you checkout. I hate entering my account number every time I check out a book. PIN is ok.
- I don't read as much anymore.
- I have not been to the new public library.
- I think libraries are a thing of the past. They were once very useful, but I never use them anymore. I have no idea why the City of Ames recently expanded its library.

No Need

- I'm a student so I use Iowa State's library,
- Many residents use the ISU Parks Library. You could maybe cut a little funding if needed because of the foot traffic that goes there instead.
- Students at ISU utilize the university's library more often.
- We need to pay for a good public library but I just use ISU's library.
- When I have had time, it's been great.
- I just use the campus library.
- I don't go because the ISU library is closer and has everything I need/want.

Comments on Other Issues City should focus on

- City service
 - Improve the online payment system; should not have to record the bill amount and remember account number.

- Controlling costs of services.
- Becoming a more Internet connected community! More trails for people to walk or ride bicycles!
- Municipal Internet
 - Terrible WiFi service. The highest rating service in Ames has 1.7 stars out of 5.
- Crime
 - Crime.
 - Less on minor offenses (underage drinking, noise violations, traffic stops), and more on crimes that detrimentally affect a person's life (sexual abuse, rape, theft, murder).
- CyRide
 - Accessibility by CyRide .
 - CyRide is very important and the city should focus on keeping this service around for years to come.
 - CyRide routes; need more things/places for teens to do.
 - Funding for CyRide is important to ensure buses are not overcrowded with the recent influx of new students.
 - Make CyRide available to Northridge Heights residents or give us a tax break for no service.
 - Running CyRide later during the week.
 - That the CyRide bill isn't pushed on to full time residents, but rather college students.
- Education
 - Working with our terrible school district. Ames school system is a disappointment and the reason many younger families choose to live elsewhere.
- Farmers' Market
 - Farmers' Market, beautification, traffic improvement.
- Flooding
 - Flood control!!!
 - Flood draining
 - Flooding on Duff
 - I am concerned about over-building on flood plains. This needs to stop. Rebuild vacant buildings instead.
 - I believe the City should focus more closely on its natural resources. Flooding would not be such a large issue if developments were kept off the Skunk River floodplain. Also, the destruction of large, old trees for development expansion is something that needs to be remedied. These trees provide ecological services (nesting cavities for birds and mammals, food resources, shade, and anchoring of the soil to prevent erosion) and are aesthetically pleasing. By utilizing more "green space," Ames can conserve electricity, save money, and lower its carbon footprint.
- Health
 - Health services.
- Housing
 - Affordable decent housing.
 - Affordable housing. Developing single family neighborhoods within Ames Community School District. Less apartments taking over prime real estate.
 - Affordable housing for young families. Stop the student apartment sprawl.
 - Housing for low income families.
 - There is a need for more affordable housing for low income families.
 - Affordable housing under \$100,000.
 - City is losing its sense of community with apartments/condos being built farther away from main campus.
 - Abuses by landlords
 - Lowering rent on properties in Campustown so that more stores, restaurants and bars can thrive instead of worrying about high rent costs.

- Rental managements have colluded to indiscriminately increase rents and provide very poor maintenance services that are promised in lease agreements. Unreasonable charges are extracted and renters are exploited. Please regulate through an appropriate authority.
- More rental housing options for young professionals
- Encourage more apartments to lower rent costs for other apartments. (Higher supply means lower cost). This means more money in student's pockets to spend in Ames and help the local economy. Property management offices have had their fun. Time to help the students.
- More housing besides to the north. Need to support Ames schools
- Seems the city is doing a good job. I am wondering if that new apartment building (Lincoln and Lynn) is a good idea.
- Contractors building multifamily housing without considering traffic flow. For example, all the new apartments on Lincoln Swing.
- Concerned about apartment zoning and density (e.g. South 3rd street). Inevitable growth needs to be well planned and esthetically pleasing (e.g. Somerset and Iowa City river development with brick streets)
- Prohibition of apartment complexes (ghettos). Creating a community of transients
- The amount of apartments being built in Ames seems to be getting excessive.
- Land use - especially student apartments. Don't we have plenty!?
- Why is it we build apartment building like crazy?
- Continue to focus on upkeep of houses in the city and business properties
- Solar Energy
 - Encouraging solar usage in residential areas.
- Human service
 - Alcoholism outreach/ support groups. AA, Al-Anon, Alateen could help thousands in this town!
- Landscaping
 - Green space (require builders to have a larger percentage of green space when they build). Create designated green space zones where no building permits are granted.
- Nuisance
 - "Student" neighborhood deterioration, garbage, loose gets, and more garbage - they need to pick up then stuff or it blows around or rots!
- Parking
 - Enforcing parking regulations in congested neighborhoods, especially by ISU sororities/fraternities
 - Parking at the library and/or more info on outreach services. Keeping current rental occupancy limits.
 - Removing parking meters
 - There should not be assigned parking spots at apartment buildings and businesses
- Pedestrian
 - Making the city more pedestrian friendly
- Planning
 - Limit growth. Growth for the sake of economic opportunity is not sustainable and pushes a looming problem on to our children.
 - Long term city planning. There is no "vision" for the future. We just apparently seem to be content being a college town. A major change to our transportation grid is needed too.
 - Loosen zoning so there can be "neighborhood centers" similar to Minneapolis.... Never more than a few blocks from coffee shop/boutique/hardware store, etc.
- Sprawl
 - The increased development on Duff is increasing traffic to dangerous levels, particularly from the middle of the day to early evening.
- Police
 - I've observed some questionable behavior from younger members of the Ames Police Department. Very recently I watched a squad car excessively speed away from a series of red

stop lights. Coincidentally we both ended up at the Hy-Vee gas station at the Lincoln Center. The officer stopped to purchase a bottle of water and chat with the clerk. He then proceeded to, in my opinion, excessively accelerate to wherever else he needed to go. I very much wanted to ask for his badge number and file a complaint, but I hesitated and missed the opportunity. Upon further reflection, I realized that my hesitation was probably due to the fact that my only encounters with the Ames Police Department in the 20 years I've lived in Ames have been negative. This is very discouraging and really the only thing I don't like about living here. This doesn't even include some extremely tragic events that have occurred to other individuals in recent years regarding police using high levels of force. Sometimes I wonder if they should even be allowed to carry guns, at least the less experienced ones. I see a lot of arrogance and egotistical behavior and not enough genuine willingness to help the public.

- Police force and their attitudes are the most negative part of this community
- Recreation
 - Activities to the community
 - Ames offers no indoor play area for children during the winter months. I have a two year old, and there is nowhere to take him during the winter (-9 days). Ames needs to invest in a children's indoor activities facility for kids to run, climb, and play. My son is too young for the youth sports (t-ball, soccer), and the swimming lessons times need to be expanded. We tried for months to get in during weekend time slots (still no luck). With two working parents, we cannot leave work to attend swimming lessons during the week M-F mornings or after 7pm.
 - Develop a larger area for outdoor concert/festivals etc.
 - Friendly, good park system, recreation opportunities, good business climate
 - Getting an indoor pool! Surprised it is not mentioned in this survey as it is a big issue for swimmers from September to May. Ames High Pool has inadequate hours and is outdated. It is often too cold for youth, aging swimmers, which represent its biggest category of users.
 - More all age family events
 - More community (free) activities to get Ames residents out to connect - i.e. Free downtown activities, concerts, art, etc. Also, new businesses construction somewhere other than South Duff. Better traffic flow!
 - Quality indoor, competitive swimming pool. Ames is significantly behind other communities of its size in this arena. We would LOVE a YMCA. Parks and Rec is great - but we came from a community with a strong YMCA and truly miss the family/community benefits that a YMCA could offer Ames. A YMCA might compliment what Parks and Rec and YSS offer.
 - Winter playground for children indoor. Get after the North Grand Mall to live up to its renovation pledge that kept out the other mall.
- Road
 - Surface paved road quality. Biggest complaint from people that come out of town.
 - Totally tearing up the road from JAX on west Lincoln Way to Nevada city limit on east Lincoln.
- Senior Issue
 - More support for elderly and poor
 - Needs of seniors - access to buildings
 - Senior center
 - Seniors
- Shopping
 - Better shopping opportunities
 - No horns (train) on north/south tracks. Bring better shopping to Ames
 - Shopping
- Street Maintenance
 - Better road surface quality

- Control road maintenance and upkeep (all year). The City Celebration last summer was fantastic for our family
- I would like to see complete streets be built. I would also like if some new retail and restaurant development happened in campus town instead of along Duff Ave. That road is very inconvenient to get to unless you have a car.
- Improved quality of streets built by developers to reduce street maintenance expenses once the city is responsible for them
- Improving street conditions
- Keeping the roads clear during the winter
- Maintenance of streets
- My house is located just off 13th and when the plows clear the snow it gets piled in front of my driveway.
- Need to repair Oakwood Road- bad condition
- Paint lines on streets
- Paving street with potholes
- Snow plowing and ice roads
- Snow/ice removal from neighborhoods and city streets. Economic development - mall, places to eat, clothing stores
- Street maintenance
- Street repair - extend Grand south
- Streets, traffic flow, limiting apartment complexes in areas with few road/streets, west Ames retail development
- Streets, work for more turn lanes to improve traffic flow
- The condition of many streets is deplorable. Also, snow removal from street is pretty pathetic. I think the department needs to be better managed.
- Be more careful when plowing, to not break curbs. There is one broken just before 18th St. going north.
- Student
 - Good growing student population related issues
 - Sustainability
 - General sustainability issues - make the city more resilient to weather impacts.
- Taxes
 - Keeping taxes low. Spending \$1.4 per flat envelope to return a survey is a waste of money. Explore Business Reply services
 - Keeping taxes, expenses low, reducing motorcycle noise
 - Losing all the tax money from the houses north of town and kids that all go to Gilbert to school.
 - Lower property taxes
 - Lowering taxes
 - Reducing taxes
 - To raise revenue via sales tax so visitors can pay the majority of taxes instead of property owners. Think of how many come to Ames for football and basketball games for ISU teams.
- Traffic
 - Better flow of traffic down Duff Ave
 - Better traffic flow, encourage more retail
 - Bottleneck traffic lights
 - Extend Grand to SE 16th - traffic on Duff is terrible! I think this needs to be priority and happen sooner than later. I went to the meeting where they talked about the two-year study. This is way too long to study - Action should happen quicker. This has been a problem for way to many years already.
 - Extending Grand Ave to the south

- I think traffic flow for all forms of transportation and adequate housing for all residents need to be priorities
- Improving traffic flow on S. Duff, grow Farmer's Market. More winter recreation - improve indoor swimming options. Keep trying to improve shopping. Keep business in Ames. Would like an indoor track.
- Many of the streets in Ames could use the construction of right turning lanes. With a clearly marked left, straight and right lanes, many accidents could be avoided. By widening the streets at the last 300 yards up to the intersection, vehicles making left turns could steer clear of those driving straight.
- Most significant for me is to make the intersections on Stange in Somerset safer. This might involve stopping more speeders and a light at the Stange/Northridge Prkway intersection not a flashing yellow light for pedestrians like the one by the hospital/clinic
- New four- lane streets (north-south)
- Optimizing traffic flow on Duff Ave, finding tenants for the CubFood and Kmart locations.
- Overcrowding during the school year. Be more supporting of alternative music and art (jazz, etc.).
- Reduce speed limits on well-traveled streets. Many young folks drive too fast.
- S. Duff traffic from Lincoln way to Lowes is very congested and dangerous
- South Ames traffic improvement. There needs to be a stop light placed at the end of State Ave. and Mortensen Rd. The traffic flow is backed up multiple times throughout the day because of the stop sign currently there. With a stop light, traffic backup would lighten.
- Too much traffic and planning for traffic flow on South Duff. Also limited parking planning for business in Somerset Area and traffic flow on Stange.
- Too much traffic on Grand, Lincoln Way, South Duff. Need more lanes/turn lanes!
- Traffic on Duff Avenue from Main Street through Airport Road – hideous, dangerous turning lanes equal deathtraps. Constant red light running. City allowed multi-businesses to build in this area without considering the impact to traffic flow, increase and horrible rush hour constraints.
- Traffic
 - Traffic calming on busy four-lane streets, i.e. Duff Ave between 9th and 13th
 - Traffic congestion- S. Duff, Lincoln Way
 - Traffic congestions, 13th/Stange, S. 5th/ S. Duff, 13th/Grand
 - Traffic control during peak traffic hours
 - Traffic flow on S. Duff
 - Traffic on south Duff is bad! Why does business keep locating there and access is allowed? There is a lack of east-west and north-south major roadways.
 - Traffic problems on Duff Ave. seem very dangerous in its current state.
- Trails
 - Comparing access to community gardens, maintaining green space and trails between S. 4th and S. 16th streets
 - Walking trails in NE section of city
- Utility
 - 100 crease sustainable utility options
 - Electric rates

- Other
 - Best use of financial resources - top of mind should be city's fiduciary responsibility to taxpayers
 - Bridging the gap between students and residents. Students feel disassociated from the overall community and there is a feeling that the city resents having the students in Ames. Iowa State University is a wonderful institution and the City of Ames should be proud to have the university. There is a feeling that the City merely tolerates the university and its students.
 - Composting
 - Getting students of the city of Ames more involved and informed in how the city operates.
 - I think they do a good job of balancing all the needs and wants of all citizens of Ames and hope they continue to do this
 - Individual neighborhoods. Incentives to meet neighbors
 - Integrity. I don't know that it is lacking, but it doesn't look right to benefit competing business (car dealership) by giving a break to another (Deery Bros). The impact of the strip mall to Howe's welding.
 - New city manager. He has been here too long, and Ames is stagnant. I do not see the City Council as helping Ames make progress.
 - No kill shelters
 - Too much funding to educate illegals
 - Town/ relationships - Teen center

Comments on "What is the Best things living in Ames?"

- Accessibility
 - Ames has a small town atmosphere, even with population growth. You can get almost any place in the city within 15-20 minutes. A beautiful, safe, secure place to live and raise a family. Exceptional local schools with ISU learning opportunities. Beautiful new library and city parks, outstanding hospital and medical facilities.
 - Being close to ISU, grocery stores, recreational things
 - Close to work
 - Ease of access to anything in Iowa, small city with big city amenities, university and sports complexes, generally very clean
 - Easy to get around
 - Easy to get around, great Farmer's Market, good grocery stores/services
 - Easy to get around, not much congestion, small town atmosphere, university options
 - Everything is close
 - Good retirement position with access to stores, walking areas, and medical sources.
 - Great atmosphere because everything is so accessible
 - I live close to all services I need.
 - It's easy to get out of. Comparison: Have you ever lived in Chicago?
 - Opportunities of a much larger city without the hassle of a city. Convenience of getting to most places, I use - I'm less than 10 minutes from the library, waterpark, McFarland Clinic, grocery, Iowa State Center, Reiman Gardens, downtown, etc.
 - Overall it's an easy city to drive around. Use of parks and rec and outdoor areas are plentiful. Relatively safe community to live in.
 - Proximity to grocery, recreation, etc.
 - The ability to go and get things you need at the store and the school systems.
 - The easy access to different parts of town.
- Activities
 - Clean city, many various activities for families

- Affordable
 - Affordable, friends, community
 - Affordable, safety, ISU events, the people
- Ambience
 - The ambience of the community
- Amenities
 - Access to a wide range of stores, restaurants, parks, schools/colleges, etc.
 - Balance between size and amenities
 - Ease of living - Ames has a lot to offer. Parks, schools, library and all ISU has to offer.
 - Facilities, church, people, McFarland Clinic, Mary Greeley Hospital, sports
 - I have everything I need - not too big, not too small.
 - I love living in Ames! I love having do many dining choices. I love seeing shows at Stephens auditorium and watching ISU games. I feel Ames is a classy town with classy people.
 - It is very well served with facilities despite its relatively small size.
 - Library, pool, bike paths
 - The amenities, people and resources
- Atmosphere
 - The atmosphere
- Businesses
 - Access of businesses.
- Cheap
 - It is calm and cheap.
- City & university
 - Survey like this. The City's relationship with the university.
 - Very responsive city employees and leadership, strong intellectual climate, polite, helpful police
- City services
 - Good city services, cleanliness of city, restaurants, medical services, central location
- Clean
 - Clean, beautiful city. Great water and parks.
 - Clean, not much crime, affordable, good parking, many things to do, good selection of places to eat, and easy to get around.
 - Clean, right size
 - Clean, safe town
 - It is a clean town
 - It's a beautiful, clean city, best water and there is everything I need here. Also I feel safe.
 - It's a very clean, beautiful town. It's kept up nicely and is cheap to live here.
- College town feel
 - College town feel
- Comfortable
 - It is a comfortable place to live with adequate services.
- Community
 - Community
- Convenience
 - Convenience
 - Convenience of all shops/services/entertainment
 - Convenient location, clean environment
- Diversity
 - Ames does a great job of balancing needs and wants of a diverse community.
 - Combination of cultural activities with a small town feel
 - Diverse culture, ease of getting around
 - Diversity

- Diversity, clean town
- Population diversity. Happy with shopping opportunities, access to cultural and sports activities
- The abundance of cultural/recreational activities available for both participants and audience members (music, drama, sports, lectures, etc.). It's hard to be bored living in Ames!
- Education
 - University learning opportunities and cultural events
 - Educational level and talent of the people,
 - Education, recreation, theater, entertainment, good bus service, friendly, excellent library, good Main Street
 - Excellent educational and cultural opportunities for retirees/seniors
 - Good schools - competent government. Climate tends to "keep out the riff-raff. See B above.
 - Having a college in our city provides entertainment and education.
- Events
 - So many things to do
 - The community and abundance of events
- Freedom of speech
 - Citizenry's willingness to conduct public dialogue and stick with until a resolution is reached, i.e. library project, aquatic center, etc.
- Good town
 - A good town to raise a family
- Government
 - The government is willing to do things like this survey and improve the area based upon what the community feels is necessary.
- Great
 - Great community
- Homey
 - I work here, feels like home, ISU athletics
 - The homey environment
- Infrastructure
 - Infrastructure that promotes an active, healthy lifestyle.
- ISU
 - Access to ISU activities and events, safety of neighborhoods, clean comfortable town with nice amenities
 - Great place to raise a family. University amenities offer great opportunities for all ages.
 - Having ISU in Ames. Also having several clubs like Kiwanis, Rotary available for being members. Also enjoy Food at First efforts in helping those in need
 - Home of Iowa State University, size (population), closeness to Des Moines
 - Iowa State and all of its activities
 - Iowa State University
 - Iowa State University, Hilton Coliseum
 - Iowa State University. There is nothing else of worth in this city.
 - ISU provides many interesting opportunities and good housing for students.
 - The variety and attractions that is probably a consequence of the university. Second best - summers when students are gone.
 - University ties - increased cultural opportunities / retail spending/ tax revenues than otherwise common in city of this size
- Job
 - Job is here. Town is clean.
- Landscaping
 - Number of green spaces and parks. City public transit. Public library.

- Location
 - The central location in Iowa.
- Medical services
- Excellent medical facilities
 - Good hospital, doctors, dentists - variety of eating places - easy to get around - not large but not a small town either. Not a lot of major crime.
 - Good hospital, good medical clinic, nice library, plenty of restaurants, low crime, safe.
 - Good medical facilities and personnel
 - Quality health care, safe, ease of travel, quality university
 - Quality of medical services
- Opportunity
 - A well-managed city, plenty of opportunities for a variety of activities if you want to participate.
 - Beautiful city, opportunities for all ages
 - I love Ames. Many opportunities/services available. Nice people, responsive services by employees of Ames. The best thing is small town feel with big city events/opportunities available.
- Other
 - Community
 - Multiple things to do
 - Nothing. It's only good for the wealthy
 - The parties
 - Town that cares about spending time outside, being accessible, ISU.
- Parks
 - Beautiful parks in the Main Street district
- People
 - Ames is a well-functioning town with generally competent people.
 - Ames is an intelligent, engaged community. The people are invested in Ames
 - Friendly people
 - Friendly people and clean safe environment
 - Friendly people, many cultures, peaceful, clean, educated
 - Friendly people, overall very clean, a little bit of everything for everyone
 - Friendly people, small town atmosphere with decent resources
 - Friendly, helpful
 - Friendly. College. Just right size.
 - Great people and city services
 - Great people and communities
 - Most of the time when you have an issue, it is taken care of in a timely manner with friendly people. Most of the time.
 - Neighbors
 - Nice people and CyRide
 - Nice people.
 - People
 - People are nice and it's pretty quiet and I feel safe most of the time
 - People are very friendly. It's a very safe and clean place.
 - People are very nice.
 - People, friends
 - People, parks, proximity to Des Moines, services
 - People, parks, trees
 -

- The atmosphere anywhere I go is something I admire about living in Ames. I think that is due to the people. The city is very enjoyable to explore and run around in with many different areas and neighborhoods. The city is very accommodating to a lot of needs. There are city and urban areas that give different feelings when you are in them. I like that variety.
- The good people, safe city, educated population
- The nice people.
- The people
- The people and the sense of community!
- The people are great
- The people, above average "services", basically, very user friendly town
- The people, all the opportunities
- The people, the service, the local business, the availability to resources, the vibe
- Police
 - The police department focuses on violent crimes, which keeps them from happening here.
- Quality of life
 - Great place to raise my family
 - It's a great place to live all around
 - Location to big city without traffic issues. University city with lots of opportunities. Outstanding preschool program, great summer camp for kids, nice parks, good people
 - Lots to do, nice and convenient place, could use a Super Target though!
 - Midwestern culture, mix of white and blue collar jobs, diversity brought by ISU, affordable living, public school system, health care, parks, low crime ...
 - Quality of life
 - Quality of life - just large enough for things to do but small enough to not feel overwhelmed with traffic and people.
 - Quality of life, access to ISU, Iowa State Center
 - Quality of life: affordable, safe, friendly people
 - The pace of living – it feels like my hometown even though it isn't.
 - The variety of activities here which one may choose to participate. City safe for residents, number of parks and pathways for walking, cleanliness/orderliness of the city
 - Very good quality of life!
 - Wonderful quality of life.
- Quiet
 - Fairly quiet
 - It's a quiet city, does not have a lot of traffic, easy/safe to drive and is a safe place
 - Mostly quiet
 - Quiet, good water quality
 - Quiet, safe, clean, not too small
 - Quite and clean
- Recreation
 - Abundance of activities
 - All of the fun activities to take part in!
 - All the parks and the dog park
 - Ames offers great summer activities for families.
 - Appreciate the trails and parks system
 - City Band concerts, CY Stephens
 - I like how there are not very many tall buildings and there seems to be several parks scattered throughout the city.
 - Lots of opportunities for social, sporting, family, recreation.
 - Music, food, outdoor recreation
 - Opportunities available - APL, access to university programs, concerts, plays and parks/walking trails

- Opportunities for arts, recreation, access to walking and biking paths.
- Parks and recreation
- Parks and walking trails, cultural influences
- Parks, bike paths, safety
- Parks, great looking city
- The water and parks, and people, of course
- There are a lot of things for me to do.
- There is a lot of space to do recreational activities
- Things to do - concerts, etc.
- Very good park system and great Main Street
- Roads
 - The quality of roads and recreational trails
- Safe
 - As long as I don't cause problems I can drink/ be intoxicated in public under aged and not get in trouble.
 - Beautiful, safe environment for families, City workers are capable, friendly, and seem enthused about the city and their jobs
 - Feeling safe.
 - Feels like a safe community.
 - Feels safe, clean, many parks, amenities
 - I feel really safe. I love it here.
 - It feels safe. We moved here from a large city in California about 20 years ago. We like the friendliness and the schools.
 - It's a safe place
 - Lots of things to do, short commute, low crime and low traffic
 - Low crime
 - Low crime rate, availability of services/consumables, fairly low utilities
 - Low crime, fairly good schools
 - Low crime, friendly people, parks and recreation
 - Low crime, good services, free concerts, great public library
 - We have jobs here. It's safe and easy. But it could be so much better
 - Safe
 - Safe and clean, not too expensive to live
 - Safe and friendly
 - Safe community with many resources
 - Safe community, lots of restaurants and entertainment, ISU, great school district
 - Safe neighborhood
 - Safe neighborhood, good size, lots of opportunities for recreation/dining/shopping/attractions, awesome drinking water, progressive attitude/culture
 - Safe neighborhoods, number of recreational trails
 - Safe place to live, good water, clean environment
 - Safe, friendly community, lots of recreation, music and art events, farmer's market
 - Safety
 - Safety and size
 - Safety, clean, university
 - Safety, convenient access to services, great people
 - Safety, entertainment (ISU, community concerts), medical community, clean city, friendly people, the season, educational opportunities
 - Safety, good public transportation, standard of living is reasonable.
 - The pace, feeling of safety, lack of traffic (usually), and the friendliness of the residents. It's the best place I've ever lived.

- The safe atmosphere
- School
 - Schools, Parks (Ada Hayden, Brookside, Inis Grove, Furman Pool, Fitness Classes, Emma McCarthy, Library, in that order)
- Sense of community
 - Sense of community
- Services
 - Amount of quality services for small town. Great diversity. Maintaining small town friendly atmosphere.
 - Many things come to mind! Great public library and a friendly home schooling environment in Ames and with public school system.
 - Number of services available
 - Public library, educational opportunities, recreational, cultural, safe, still affordable for retirees
 - Services offered, size of Ames, recreation services, sports at all levels, cleanness, low crime, theater and sporting events, well-educated people, restaurants
 - Wide range of services (shopping, food, etc.) Nice clean city, low crime rate!
- Shopping
 - Lots of thing to do and places to eat and shop
- Size
 - Community size, university, services available
 - It is a nice town where it is big enough so there are things to do but has a nice "small town" feeling to it. And the community is always happy to help and see you.
 - It is small.
 - Size and services available
 - Size, ISU, cultural events, peaceful, calm, adequate shopping and restaurants
 - Small and safe
 - Small city, easy to come and go
 - The combination of small town living with things to do.
 - The population: service ratio is low such that services are very readily available. Small town that feels huge.
 - The small town feel - nice town, good park system, college brings in art and culture.
 - The small town feel, yet there is still a lot to explore and do in Ames and the surrounding area
- Small town
 - Benefits of a large city a small town feel
 - Big & small town feel
 - Big city things to do in a smaller town setting
 - Despite being a college town, it has a small town feel. I feel safe at any time of day.
 - Small clean town
 - Small town
 - Small town atmosphere and ISU
 - Small town atmosphere with city amenities
 - Small town atmosphere with many activities
 - Small town feel
 - Small town feel with big town amenities.
 - Small town feel with the amenities of a bigger city
 - Small town feel, bigger town amenities
 - Small town feel, great downtown, cultural benefit of local university, safe environment.
 - Small town feel. Great community
 - Small town living ... just need more restaurants and shopping. What we have is limited and shopping for clothes is poor. We go to DSM.
 - Small town style with intellectual stimulation

- Small town with big city amenities
- Small town, nice atmosphere
- Small, personal business districts. The suburban feeling.
- Sustainability
 - Sustainability
- Transportation
 - (1) Public transit is good. (2) Vast number of ignorant non-working African migrants brought in so social justice warriors who live in safe places feel good.
 - Cyride
 - CyRide and its desire to grow in public art (I think)?
 - I love being able to use Cyride to get around. Also, I like the way that you have the conveniences of living in a city, but it doesn't feel crowded.
 - Less Distances; Cyride
 - Public transportation, bike trails, access to culture/intellectual environment of university
 - The bus system.
- Unique
 - It's unique. It's big enough where you are not bored but small enough where you can feel safe walking everywhere
- Walking trails
 - There is so to do! Walking trails are great!
- Water
 - Good tap water-and the plethora of student resources
 - The great water and bus system. If though I use it seldom, I value it. If I need it it's there.
 - The water
 - Water quality
 - Water quality
- Weather
 - Four seasons with global perspective
 - The good weather
 - The weather
- Welcoming
 - Welcoming atmosphere and ease of transportation.

General/Additional Comments

- Airport
 - I believe the airport, if expanded, should use private money unless public services (e.g. commercial air flight) is going to be offered.
 - Arts
 - We need more big time music, art, comedians, entertainment in Ames - and more diversity in that entertainment to target all age groups and interests.
- Commendation
 - A good place to live.
 - Average people have jobs, homes, food etc.
 - Ames is a great place to live.
 - Ames is a well-run city. It should be - City employees are extremely well compensated. I like that trade-off, fortunately. Please speed up the process to get a new indoor pool. Also want to commend the summer programs and camps - just great in all ways.
 - Ames is a wonderful city!!!
 - Ames is overall a good place to live. I like it here.

- Ames services are good. No need to change much.
- Ames was slow to grow on me. But it's become a home thanks to the strong sense of community and belief that we all can make a difference.
- An interesting survey! Thanks and continued good work.
- Been out of Ames for a relatively short while, but I feel my feedback is educated and relevant. Please find it helpful and I'm glad you are trying to improve the town. Good luck.
- Extremely pleased with the City of Ames and its services. Happy to live here and form part of the community.
- Generally, my husband and I have found Ames a wonderful town and wonderful place to raise our children. Now we spend a few months a year on the east coast where we grew up, but we already gladly come back to our Ames hometown.
- Great city to live in - low crime rates, good people, decent food, and good enough recreation for while I am here. I think the city of Ames does a great job overall. The only things I could see differently are more street lanes for bikers, better snow removal, rebuild certain streets, and more housing for students. Overall, great effort. I thoroughly enjoy living in the city of Ames.
- Hope my information will be useful.
- I attended ISU during 1950-54, following which I spent 3 years in the USAF, 3.5 years at University of Wisconsin - Madison, 9 years on faculty at North Dakota State University, 13.5 years at University of Missouri, and 13.5 years at ISU. Retired in 1996, I have enjoyed living in each of the locations cited above. I especially am enjoying being retired and living in Ames.
- I believe that Ames is a great city. There needs to be extra attention to party noise on the weekends.
- I enjoy living in Ames and it is a wonderful place to raise a family.
- I have found the women at the desks in city hall to be friendly, efficient, and knowledgeable. They put a positive face on the city to public. I wish there was a way/place to make know concerns for elderly residents who are not safe living alone or in their own home.
- I have lived in the area around Ames my whole life except from 2004 - 2014. However, this is the first time within Ames. We specifically chose Ames for retirement because of the wealth of businesses, transportation and activities. I have been looking for a place to live in Somerset, in particular, for four years. Thank you for this opportunity!
- I like the city of Ames; it's better than living in a big city
- I think Ames is an ideal community for most people.
- I'm happy to live in Ames. Carry on!
- Love Ames. Please spend money wisely. Consider bicycling into future growth. More green than wind or solar and quieter than Internal Combustion Engines.
- Please read my written comments in this survey. Thank you for the opportunity to share.
- Pretty good survey until last section.
- Stay classy, Ames!
- Thank you for asking!!
- Thank you for involving and listening to residents through surveys such as this.
- Thank you for making Ames a better place.
- Thank you for providing survey input opportunity about city services!
- Thank you for seeking our input.
- Thank you for taking the time to gather feedback from the citizens
- Thank you for the opportunity to complete this survey. Ames is a wonderful city in many ways. Please keep property taxes under control and improve street conditions.
- Thank you! (2)
- Thanks for all you do to make Ames a great place to live. I have always had positive, helpful encounters with city workers.
- Thanks for trying to know our opinion

- We generally love Ames and choose to live here over moving to Des Moines because we enjoy it. Mostly I think Ames might need a little polishing, the major things are already OK from our perspective.
- Well run city
- Economy
 - Average people have jobs, homes, food etc.
 - Flooding
 - We are in the floodplain and have not been flooded in 20 years. We should be removed from the floodplain (Emerald Dr.)
 - Food security
 - Work on food security - local food, grocery, poverty alleviation. Be sure to work with victims, sexual assault and sexual violence.
- Growth
 - Ames has to find a way to grow the city. We need more services, places to eat, entertainment options, etc. Specific attention is needed on the west side of town.
 - Healthcare
 - I hate how McFarland has a monopoly of Ames healthcare. If you don't like McFarland then you have to travel to other towns. It is ridiculous and should be illegal. It would benefit everyone to have more doctor offices in town. I really think Ames needs a good mall. Right now everyone is traveling to Des Moines to shop. Why not keep the money in Ames? Also the traffic congestion on South Duff needs to be fixed. More restaurants/businesses are needed in west Ames
 - Housing
 - Except for the wealthy, there is inadequate decent housing. The available rental units here today depress. This would be a better place to live with better rental housing available and an end to the foolish policy ending all leases the same day.
 - Have concerns about how much apartment construction there has been going on.
 - I hope to see more affordable housing in the aging population - at all level of need and care.
 - The city seems to give in to out-of-state apartment developers. Time and again, land that was stated for single family houses around the new middle school has become apartment central. Why does the city focus its SFH development in the Gilbert School District? Why is so much student housing not the university's?
 - We need more forward thinking. The apartment buildings are sucking us dry. All the smart growth people need to shop at the mall to save it!
- Human services
 - Be sure to work with victims, sexual assault and sexual violence.
 - Priorities - help the elderly and special needs.
- ISU
 - It is nice that Ames has a relationship with the college, but tax-paying homeowners float too much of the bill for university students.
- Library
 - Big time kudos for library expansion - way to go!!
- Local businesses
 - City needs to encourage business that offer better food and entertainment for 40+ crowd. Not enough to do unless university affiliated Jazz club, dancing - something!
 - Encourage retail and restaurant choices.
 - We could really use more restaurants like a Chili's and a Super Target!
 - Why not attract and allow businesses to north Grand Ave? We need more shopping and fast food places instead of cramming it all on S. Duff! Also, why cut off Main St. for the so-called "Farmers Market"?
 - The mall is pathetic.

- Negative
 - Ames is becoming the "City of No": no mall, no volleyball courts in my park, no housing for students, etc. I am thinking about having T-shirts made "Ames - The City of No-Good!"
- Other
 - How many dollars were used to print and distribute PAPER surveys? Further, how much money will cost to transfer these results to computers? Do this online and save some money!
 - How many of these surveys are returned? The waste in postage alone is unfortunate. Please consider Business Reply, you are only charge for survey returned. (Ames Tax Payer).
 - I am a property owner on the street directly next to the lake and every day watch dog walkers allowing their dogs to "poop" on my front yard without picking up.
 - I'm an individual, not part of a group. I will not answer the last two questions.
 - I'm just a student here. Sounds like you want long-term residents outside ISU.
 - It was a long survey
 - It would be helpful to have prices on #1. For instance, the airport, which is a colossal waste of funds, costs considerably more than bike lines, and respondents should know that.
 - There is not law requiring feeding illegals. How much is the city willing to tax?
 - There really needs to be a rent cap in Ames.
 - This community is changing - to be expected as all things do. Upgrades to library, water service and electric plant are nice, but as tax base increases, it will be felt and I fear lead to negative community impacts. I foresee residents moving to outlying communities, combined with the recent significant increases in apt/condos will change the feel of Ames.
- Planning
 - How is the city working to keep the school and university viable and why are ugly tall buildings allowed to destroy the charm of Campustown?
 - I think it would be great to have more food options on the west side of town.
 - Planning
 - Managed growth is usually good, but I am concerned about the rapid growth in student apartment buildings around town. It looks to me like you are going to be playing catch up with the increase in auto, bike, and foot traffic. Are the builders contributing significantly to those costs?
 - Re-examine: TIF financing, need for large Electric Reserve Fund
 - There doesn't seem to be much development on the west side of Ames. However new strip malls are opening up on the east side where the area is already saturated with businesses. The gas prices are oddly high for where Ames is. I drive between Ames and Des Moines and noticed the gas prices in Ames are always higher than in DSM and other much smaller towns between the two cities.
 - Try to do your best to increase local government transparency in the decision making processes.
 - We need to get away from "smart growth" which in Ames is a slam. Bring more industry and good paying jobs. Don't make south Duff any more congested with traffic.
- Police
 - Make sure the policemen and firemen have what they need and are well compensated.
- Recreation
 - Create park celebration time
 - Fun and recreation.
 - I would really like to see improvements on the trail on Airport road. Tree roots have caused a lot of damage.
 - Fun and recreation.
 - It would be nice if Ames had an indoor swimming pool.
 - Must have a place for parents to take their children on nights and weekends. Ames needs children's indoor play. (Hands-on museum. climbing. space to run.)

- There are many opportunities for an additional dog park or two that are more centrally-located. Perhaps Brookside? Also, recycling instead of burning seems more logical and healthier for our air.
- Street
 - Paint curbs more often, it makes the community look nicer.
 - Please improve snow removal.
- Street
 - The snow removal and pretreating winter conditions in Ames has gotten worse over the years and needs big-time improvement.
 - Streets
 - Very disappointed the sidewalk at dog park is not taken care of in winter time. Makes it so I have to try to walk in a street some places and hope traffic doesn't pick up too much.
- Sustainability
 - Focus on a more sustainable, bikeable community.
- Taxes
 - Collect fees from alcohol/drug offenders to help reduce costs to property owners for all the law enforcement expenditures on this problem.
 - Most important to control property taxes, and cost of water and electric services, so we can continue to afford to live here.
 - My home property assessment remained the same for 9 or 10 years, and now it's gone up 2 years in a row, which makes me wonder if it's going to keep going up. Also, it seems stupid that the city sometimes completely repaves a road, than tears it up again only a few months later.
- Traffic
 - Bring Grand Ave. south!!! Traffic on S. Duff is horrible!!
 - Going towards Walmart on S 5th Street the sign to go straight on Duff is different on the traffic light and the street, so both lanes think they can go straight into the one lane: several close collisions
 - I think cutting Grand through to Hwy 30 would be a big help. S. 16th and Duff have real traffic problems. Snow plow always buries driveways after first round of snow removal.
 - We need a stop light at the intersection of Bloomington and Kent.
- Transportation
 - Duff Ave. needs to be addressed from the RR crossing south. We have lived in the Ames area for 40 years and the RR crossing on Duff has been talked about for that long. Bite the bullet and do something!
 - Getting rid of the RR crossing on Duff should be a priority.
 - Improve: CyRide bus locations (South West Ames and North Ames), Deer signage on Ontario, stop light placement on Mortensen and State Ave. Additional sidewalk placements, street conditions, median warnings (Hard to see at night)
 - The ability to travel easily in Ames has not kept up with growth, and business growth on S. Duff is too concentrated - needs to be spread out through Ames (which might help traffic flow).
 - Transportation improvements are a must. More bike paths in busy areas like Duff and Lincoln way. Tram on Duff and Lincoln way.
 - Transportation systems are good.
- Utilities
 - I wish there were payment options in person for Debit/Credit cards and for no fee online. Quit being so outdated.
 - Utilities are working very good
- Water
 - Water rocks!